ESTA 000
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ESTA People & Culture

Applicant Information Kit

Call-takers

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3. Document Approval

This document requires the following approval:

Name	Title	Organisation
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5. Introduction

Thank you for your interest in employment opportunities with the Emergency Services Telecommunications Authority (ESTA). This kit provides you with the information you need to help you decide whether you would be interested in employment as a Communications Officer (Call-taker) and whether you think you are suited to the role. It contains some general information about the positions as well as the organisation, work environment, training and development and remuneration and conditions of service. It also provides you with important information on how to prepare and submit your application and the selection process to follow.

6. Pre Application Information

6.1 Eligibility

To be eligible for an appointment with ESTA, you must be an Australian citizen, an Australian permanent resident or a New Zealand citizen with permanent working rights in Australia.

Applicants who have previous Victorian Public Sector employment and who received a Voluntary Redundancy Package on retrenchment within a 3 year period prior to the advertised or intended commencement of employment with ESTA are ineligible to apply for appointment.

6.2 Pre-Employment Initial Screening Evaluation

Before submitting an application for employment as a Call-taker you should undertake an evaluation of the attributes/criteria below that are inherent requirements with the view to ensuring it is your desired career path.

The attributes/criteria are as follows:

- You have a genuine interest and motivation in the work undertaken by and in working for ESTA;
- You have a current net typing speed of 45 wpm at 100% accuracy;
- You can work in an environment where attention to detail and operating with a sense of urgency is the norm;
- You can work in an environment that is highly structured and audited to ensure procedural compliance at all times;
- You have the ability to manage demanding workloads and competing priorities in a high pressure and time critical environment;
- You have the ability to multi-task;
- You have the capability to manage and process highly emotive and stressful calls;
- You are experienced in the use of Windows based systems and telephone and/or radio communications;
- You are able to make a commitment to working a rotational roster that operates 24/7 including weekends and nights and will impact your personal and domestic life; and
- You have the ability to study and learn and complete the training outlined further into this kit and will commit to ongoing training and development.

6.3 Mandatory Requirements

Applicant will undertake a National Police Records Check that includes fingerprinting and must satisfy the standard set by Victorian Police.

Applicants will also undertake hearing and vision assessment and must satisfy the ESTA specific standard.

6.4 Key Selection criteria

Your application and general suitability will be assessed initially against a Key Selection Criteria and satisfying or attaining the required standards during the other stages of the recruitment process. The Key selection Criteria are as follows:

Resilience

- Demonstrates persistence and adapts their approach when required and continues to work to achieve individual and team goals while maintaining an optimistic outlook and dealing effectively with pressure.

Learning

- Actively seeks feedback on their individual behaviour and performance and maintains the currency of relevant knowledge and skills for their role.

Communication

- Communicates clearly and effectively, focuses on key points, uses appropriate language while identifying and addressing critical information gaps.

Customer Service

- Provides excellent customer service and responds to changes in customer needs and expectations.

Relationships

- Treats peoples with respect and courtesy while building and sustaining positive relationships with team members and customers.

Performance

- Strives to meet personal objectives and is aware of performance requirements, seeks help when needed and works collaboratively with others to achieve performance objectives.

6.5 Resume

You should supply a resume that outlines a complete history of your working career and education. The resume should include the following:

- personal details such as place of residence, current contact telephone numbers, email address and residency status;
- details of your education and training;
- a brief description of your work experience, including employment dates, documented from most recent to least recent;
- a description of your achievements or accomplishments relevant to each position held; and
- the names and contact details of three (3) professional referees with whom you have had a reporting relationship, including your current manager / supervisor if appropriate.

Please do not use coloured or non-standard fonts.

6.6 Privacy

ESTA is committed to the protection of privacy and personal information. It is the aim of the organisation to provide an environment where information is managed in a secure, efficient and confidential manner.

ESTA uses the information applicants disclose in the selection process to track an applications history and to improve ESTA's recruitment and selection processes through periodical statistical analysis.

The information provided by you may be disclosed to a law enforcement body for the purposes of security vetting or as authorised or required by law.

You may request access to information held by ESTA. All such requests must be made in writing to the People and Culture Department, Emergency Services Telecommunications Authority, Level 1, 33 Lakeside Drive, Burwood East, 3151.

In accordance with the Information Privacy Act 2000, the personal information you provide and associated documentation will be destroyed or de-identified if it is no longer required.

6.7 Equal Opportunity Employment

As an Equal Opportunity Employer, ESTA is committed to merit, equity and diversity within the workplace and to the equitable and non-discriminatory consideration of all applicants.

ESTA provides for reasonable adjustment for people with a disability on request.

6.8 Occupational Health and Safety

ESTA provides a healthy and safe working environment for all employees, contractors and visitors. We comply with all relevant standards and maintain active OH&S Committees in each work location.

In addition, all employees have an obligation to take reasonable care of their own health and safety and that of anyone else who may be affected by their work practices.

7. Selection Process

The selection process consists of initial application screening, telephone screening, an assessment centre, a National Police Record check, a psychological evaluation, health assessments, interview and referee checks. These are described in more detail below.

Success through each of these components is essential to be eligible for appointment.

7.1 Initial application screening

The selection process begins with a review of your application/resume and an assessment of your experience, knowledge and skills against the requirements of the position.

It is a requirement to address the Key Selection Criteria (see above) in a covering letter that should accompany your resume.

7.2 Typing prerequisites

Information must be entered into our Computer Aided Dispatch (CAD) system by Call-takers and Dispatchers quickly and accurately. Applicants must have a minimum net typing speed of 45 wpm at 100% accuracy.

7.3 Telephone screening

You may be contacted by telephone to discuss your application and the position in more detail. This is your opportunity to tell us about yourself, why you have applied for the position and your expectations.

7.4 Assessment Centre

We use an Assessment Centre process to help us understand whether you have a number of required attributes. During the Assessment Centre you will operate a computer based system called CritiCall that is a virtual call-taking application that simulates the call-taking function. This computer based application is supported by other activities that assist us better understand your general suitability.

In addition to undertaking an assessment using our CritiCall system, applicants will undergo a typing test to confirm their speed and accuracy.

For Metro positions (Burwood East and Docklands), the Assessment Centre will be held at our Burwood East State Emergency Communication Centre (SECC) located at 33 Lakeside Drive, Burwood East 3151. The Assessment Centre for Ballarat positions will be held at 15 Enterprise Grove, Mt Helen 3550.

You should attend in suitable attire, such as clothing you would normally wear for work in an office environment or to an interview.

Applicants successful at the Assessment Centre may be invited to attend an interview.

7.5 National Police Record Check

If you have a criminal history, it may preclude you from employment with ESTA.

As part of its selection procedures, ESTA requires applicants to undertake a National Police Record Check that is conducted by Victoria Police. Applicants will be required to complete a Consent to Check and Release National Police Records Form and attend for fingerprinting. These details will be sent to the Victoria Police Records Office so that a National Name Check and Fingerprints records search can be conducted.

7.6 Health Assessment

Given the critical nature of the work undertaken by Call-takers, ESTA has a number of health and related requirements that need to be verified to confirm you can safely perform the inherent requirements of the role.

Pre Existing Health Declaration

You will be required to complete a pre-existing health declaration either prior to or when you attend an interview. In this declaration, you must disclose any/all pre-existing injuries or diseases suffered by you and which you reasonably believe could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by you undertaking call-taking or dispatch roles with ESTA. If you have any doubt, please seek advice from the People and Culture Department or that Department's representative at the Assessment Centre.

Hearing Assessment

Given the critical nature of the call-taking and dispatch functions ESTA perform, you must have good hearing. The People and Culture Department will arrange a hearing assessment by an Audiologist. The cost of this consultation will be met by ESTA.

Vision Assessment

You need to have vision sufficient to enable you to read computer screen information quickly and without error. ESTA has established standards for visual acuity and near, binocular and colour vision. The People and Culture Department will arrange a vision assessment by an Optometrist. The cost of this consultation will be met by ESTA.

7.7 Interview

The interview is another opportunity for you to tell us more about yourself and for us to gather more information about you. The interview panel includes representatives from the Operations Department and/or the People and Culture Department.

ESTA uses Behaviour Descriptive Interviews (BDI) to further evaluate your suitability for employment with ESTA. BDI is an assessment technique that focuses on what you have done in the past. Your interviewers will ask you about specific examples or occasions when you have displayed the required behaviours and will talk to you more about the position and discuss and answer any questions you may have from the Assessment Centre.

You should allow up to an hour for an interview. It isn't necessary to bring anything with you to the interview.

7.8 Referees

ESTA requires that you provide three referees with whom you have worked in a subordinate capacity (including your most recent manager/supervisor if practicable) who can be contacted to discuss your application. It's a good idea to contact your referees to ensure that the contact details you have provided are still current and to advise them that they may receive a phone call in response to your application.

8. Emergency Services Telecommunications Authority

8.1 About the organisation

The Emergency Services Telecommunications Authority (ESTA) was established as a statutory authority on 1 July 2005, under the Emergency Services Telecommunications Authority Act.

ESTA has the clear statutory duty and responsibility for the provision of multi-agency emergency services communications across Victoria.

ESTA employs more than 800 people in a range of highly specialised operational and support roles across the organisation in seven Departments as follows:

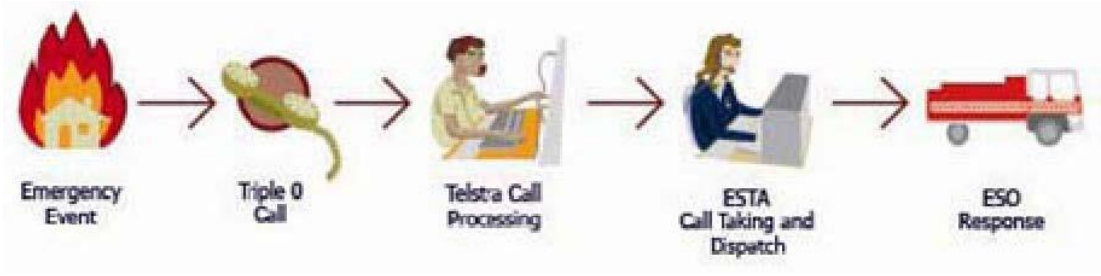
- Operations;
- Information & Technology Services;
- Finance & Commercial Services;
- People & Culture;
- Corporate Affairs;
- Strategy, Planning & Compliance; and
- Delivery.

Call-takers and Dispatchers work in the Operations Department.

8.2 What do we do?

ESTA is responsible for emergency telecommunications, including taking emergency calls (000 calls), dispatching emergency services (police, ambulance, fire and SES), managing emergency events and related information transfer services for all of Victoria.

The following diagram shows the sequence of events relating to an emergency and 000 call and ESTA's role in that process.



8.3 Where are we located?

State Emergency Communication Centre Location	Client Supported
Ballarat (Mt Helen)	CFA & MFESB Ambulance Victoria Victoria Police
Tally Ho, East Burwood	Ambulance Victoria CFA & MFESB
World Trade Centre, Flinders Street, Docklands	Victoria Police SES

ESTA's support or Head Office functions are located in Burwood East.

9. Call-Taking

Call-takers receive and process all emergency and non-emergency calls from the public and other agencies. The objective of this role is to quickly and thoroughly process calls so that the appropriate response can be provided as effectively as possible.

This is achieved by:

- obtaining all the information required through following the Standard Operating Procedures (SOP's);
- verifying the event location and accurately identifying it on the Computer Aided Dispatch (CAD) map;
- accurately entering all relevant information received into the CAD system for use by the Dispatcher selecting the appropriate event code; and
- processing updates and further information regarding an event status.

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10. Rosters & Shifts

Because events can occur at any time of the day or night, shiftwork in our environment is an operational necessity. Rosters vary between location and service. Starting and finishing times also vary between location and service.

You will work an average of 38 hours per week and shift duration may be between 7.6 and 12 hours. Your shift rotation arrangements and shift duration are notified well in advance to assist plan family and personal arrangements around your work obligations.

An information sheet will be provided during the recruitment process detailing the specific rotation arrangements and shifts being offered.

11. Training

11.1 Training Structure

An Induction Program is provided for all new employees to ensure they are familiar with, and understand the requirements of the organisation, their position, their terms and conditions of employment, their rights and obligations and relevant policies and procedures.

ESTA has a dedicated training function that delivers comprehensive training which will provide you with all the skills and knowledge you need to perform your specialist duties. Our programs are competency based, reflecting adult learning principles and contemporary assessment practices.

Upon commencing employment you will undertake an extensive initial training course to equip you as a Call-taker.

Following the successful completion of Call-taker training and subsequent consolidation of your skills, the opportunity may arise for you to further your training and become a Dispatcher (appropriate to the service in which you are engaged). Your appointment as a Dispatcher is based on you successfully completing Dispatcher training.

The duration of the training depends on the service in which you are offered employment and consists of both classroom (off shift) and live environment (on shift) components. Both components are between 6 and 10 weeks duration.

While training courses are predominantly delivered from Monday to Friday, you may work a shift on Saturday or Sunday and the hours may alter between day, afternoon and night.

The ‘off’ shift training component is delivered in a classroom environment that simulates the equipment and resources used in the live emergency service call centre environment. The ‘on’ shift training component is undertaken with the supervision of a Workplace Trainer or Mentor in the live environment.

It is anticipated that during training you will be required to study in your own time for approximately one hour per evening.

ESTA's qualified Workplace Trainers are all from the operational environment and can provide you with training 'tips' to assist you in learning all the units covered in training. They will also provide you with assistance and feedback on a regular basis.

The successful completion of Call-taker training is based on the successful undertaking of a series of assessments. All assessments undertaken within the ESTA training environment (both 'on' and 'off' shift) are specific to the required competency standard.

11.2 Assessments

The 4 types of assessments used by ESTA to determine competency are as follows:

Learner Guide Assessments

- Self-paced completion of Learner Guide Assessment Activities to be completed during the 'off' shift training.
- The activities will be reviewed by a Workplace Trainer upon completion.

Theory Assessments

- Closed book written examinations based on the theory component of the course.
- Undertaken during the 'off' shift training.
- Successful completion requires a pass mark of either 80% (Metropolitan Victoria Police/State Emergency Services) or 90% (all other ESO groups).
- Where a trainee does not meet the specified level, they will be provided with the opportunity to undertake the assessment (or relevant parts of the assessment as defined by the assessor) again.

Practical/Scenario Assessments

- Scenario based assessments simulating the live operational environment.
- Undertaken during the 'off' shift training.
- Successful completion requires the trainee to demonstrate the required practical application of Standard Operating Procedures, Workflows and the applicable agency specific programs.
- Areas of deficiency determined by the Workplace Assessor will be addressed with further training and assessment.

On-The-Job Assessments

- An assessment of the trainees' performance in the live operational environment.
- Undertaken during the 'on' shift training.
- Successful completion requires the trainee to demonstrate the required practical application of Standard Operating Procedures, Workflows and the applicable agency specific programs.
- Areas of deficiency determined by the Workplace Assessor will be addressed with further training and assessment.

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Flexible delivery of the assessments can be arranged where the trainee requires an alternative method of delivery due to language, literacy or numeracy issues, or any other relevant factor that may hinder the assessment process.

11.3 Complaints and Appeals

Any complaint received by the Emergency Services Telecommunications Authority, whether received directly from a trainee, via the Victorian Registration & Qualifications Authority (VRQA) or by any other means, will be dealt with in a fair, equitable and timely manner.

Where a trainee disputes the findings of an assessment, the trainee has the right to file an appeal. All assessment appeals must be submitted no later than 5 calendar days after the assessment result has been issued. In such instances an additional assessment will be undertaken with an independent Workplace Assessor. Should the trainee still be dissatisfied with the appeal outcome, a further appeal can be submitted to more senior management.

In the instance that the trainee is still not satisfied with the outcome of the complaints/appeals process, they are to be referred to the VRQA or the National Training Complaints Hotline - ph. 1800 000 674.

11.4 Employee Mentoring Support

ESTA's mentoring program will help support and develop you and assist in transferring knowledge gained in the training environments into the live operational environments. A mentor will 'buddy' you and will be available to provide operational guidance and advice.

12. Employee Assistance Program (EAP)

ESTA provides a professional employee support service intended for employees and members of their immediate family who face difficulties that may affect their wellbeing, work performance, or enjoyment at work. This service is strictly confidential and is a service provided by an independent, external organisation.

ESTA Team Leaders are also trained to provide effective immediate assistance to employees in relation to work stress and trauma.

13. Remuneration & Benefits

Remuneration and benefits paid to operational employees are in accordance with the provisions of the Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015. The following information outlines the key provisions of the agreement and does not represent the agreement in its entirety.

13.1 Probation

All new permanent employees of ESTA will be subject to a probationary period of six (6) months from the commencement of their employment.

13.2 Location

Employee's will be based at a specific location and may be required to travel or transfer between locations to the extent needed to effectively carry out the responsibilities of their employment.

Travel expenses will be reimbursed to employees requested to attend a location that is not their normal work location.

Travel expenses will not be reimbursed where an employee has accepted a permanent transfer to another location, or where the employee has voluntarily offered/requested to work overtime shifts at another location.

13.3 Hours of Work

Subject to workplace rostering arrangements, full time operational employees may work an average 1976 normal hours per annum resulting in an average of 38 hours work per week.

In order to be able to provide for ESTA's twenty four hours a day, seven days per week operation, employees are required to work these hours, in accordance with workplace rostering requirements.

13.4 Salary, Penalties, Overtime & Allowances

Salary

The following salary classification structures apply:

Trainee Call-taker	$41,703
Call-taker Level 1	$46,915
Call-taker Level 2	$52,128
Call-taker Level 3	$55,724
Call-taker Level 4	$59,463

Ordinary hourly rates are calculated by dividing the annual salary by 1976 hours.

Shift Penalties

The following shift penalty payments apply subject to a number of rostering conditions being satisfied:

Afternoon - (Monday to Friday)	15%
Night - (Except where Saturday, Sunday or Public Holiday rates apply)	25%
Saturday	50%
Sunday	100%
Public Holiday	150%

Shift penalties are not paid to Trainee Call-takers or Trainee Dispatchers as training courses are predominantly delivered from Monday – Friday. Where trainees are rostered for an afternoon, night, weekend or public holiday shift, the applicable shift penalty will be paid as per the specified shift penalties listed above.

Overtime

Overtime is paid at the rate of time and a half for the first two hours, double time thereafter, and is calculated on a daily basis. Sunday overtime will be paid at double time. Overtime worked on a Public Holiday or Alternative Public Holiday in excess of the ordinary rostered hours will be paid at triple ordinary time. Subject to a number of conditions being satisfied, an employee may elect to take time off normal rostered duty in lieu of paid overtime.

Allowances

A mentor allowance is paid to all accredited Mentors while they are performing their mentoring duties.

A meal allowance may be payable if employees are required to work unplanned overtime for at least two (2) hours beyond the end of their normal or overtime shift.

Employees selected as a Workplace Trainer who successfully complete an accredited Certificate IV in Assessment and Workplace Training receive an additional annual payment.

13.5 Leave

Annual Leave

Employees working on a continuous shift will accrue annual leave at the rate of five weeks (190 hours) per annum. A 17.5% annual leave loading is payable in respect of all annual leave.

Long Service Leave

Long Service Leave is in accordance with the Long Service Leave Act 1992.

Parental Leave

ESTA employees are entitled to parental leave. This leave is available to employees who have been employed with the organisation for a twelve (12) month period or more immediately preceding the commencement of the leave.

Compassionate Leave

Employees are entitled to three shifts paid leave on each occasion of the death of an immediate family member or a member of the an employee's household where there has been a relationship of care of the person.

Personal/Carer's Leave

An employee is entitled to 125.4 hours personal/carers leave per year. In the first year of employment, sick leave will accrue and be credited on a pro-rata basis from the commencement of employment. In the second and subsequent years, full time employees will be credited with their full entitlements on the anniversary of their commencement.

13.6 Superannuation

ESTA will make the appropriate employer contribution to the VicSuper superannuation fund.

13.7 Exclusivity of Employment

To ensure employees can effectively and efficiently carry out their ESTA duties and responsibilities they must not undertake any other employment, office, or remunerated work, or honorary or voluntary activity (e.g., CFA or SES), which could in any way impinge upon, detract from, interfere with, or otherwise restrict their ability to meet their employment obligations to ESTA. Approval from ESTA is required where staff wish to engage in (or continue to engage in) "outside employment".

13.8 Uniforms

ESTA provides a uniform which must be worn at all times while on duty, except on nominated "casual clothes" days.