



NSW Ambulance



# Response to Questions on Part Time Graduate Recruitment Proposal

**January 2021**

**NSW Ambulance**  
**Industrial Relations**

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January 2021

## Contents

1. Plan Summary .....	1
1.1 Document Purpose .....	1
2. Proposal Introduction .....	1
2.1 Scope .....	1
2.2 Consultation background .....	2
3. Recruitment and Selection .....	2
3.1 Pre-employment Recruitment .....	2
3.2 Post-employment Recruitment.....	3
4. Rostering Practices.....	4
5. Education.....	4
6. Posting process .....	6
7. Risk Management.....	6
APPENDIX 1 – Formal correspondence to unions (dated 8 December 2020) .....	8
APPENDIX 2 – Minutes of consultation meeting held with APA on 18 December 2020.....	10
APPENDIX 3 – Minutes of consultation meeting held on 11 January 2021.....	15
APPENDIX 4 – Recruitment flow chart.....	22

## 1. Plan Summary

### 1.1 Document Purpose

Following consultation sessions with Industrial Associations, a series of questions have been raised by the Unions in relation to the proposal being discussed. This document captures the answers to those questions in a format that gives broad understanding of the outline of the proposal to staff members and union members who have not been party to the discussions to date. The response document has been developed to assist progress further consultation and to refine the initiative to support the introduction of Permanent Part Time Graduate Recruitment.

The purpose of the document is to:

- Clarify the purpose, objectives and scope of the proposal.
- Support the consultation process by addressing questions raised by the unions.

## 2. Proposal Introduction

### 2.1 Scope

Due to the NSW Ambulance COVID-19 surge response, the complete year three paramedic allocation from the Statewide Workforce Enhancement Program (SWEP) was hired to in April 2020. This has resulted in smaller induction classes for the 2020/2021 financial year as NSW Ambulance is only able to recruit to cover attrition.

This proposal aims to offer permanent employment to a larger number of graduates whilst maintaining funded position equivalency. A total of sixteen (16) 0.5 FTE positions will be offered training locations distributed equally between Artarmon Superstation, Central Coast and Northern Sydney Sector and Liverpool Superstation, South West Sydney Sector. Each position will be rostered to 19 hours per week, averaged over the roster cycle.

The intake of permanent part time graduates will commence in April 2021 with the option to transition to a full time internship employment in April 2022. Until such time as the proposal is implemented, NSW Ambulance will continue to offer permanent full time positions until feedback regarding the proposal is received from the unions involved.

#### *What are the plans for the proposal in the coming years?*

The current proposal relates to Artarmon and Liverpool stations only. Any additional or future proposals regarding permanent part time graduate recruitment will be consulted with staff and the unions.

#### *How will the success of the proposal be assessed? What formal measures will be utilised?*

The proposal will be deemed successful if the part time graduate interns meet the expectations of their internships in the same way as a full time graduate intern meets the expectation of their internship.



## 2.2 Consultation background

NSW Ambulance commenced consultation with the Australian Paramedics Association (**APA**) and the Health Services Union (**HSU**) in late 2020.

In December 2020, formal correspondence was sent to both unions informing them of NSW Ambulance's intention on implementing the proposal in early 2021 (See **Appendix 1 – Formal correspondence to unions (dated 8 December 2020)**).

Consultation meetings have been held with both the APA and the HSU and some feedback has been received on the proposal (See **Appendix 2 – Minutes of consultation meeting held with APA on 18 December 2020**).

NSW Ambulance intends on holding further consultation meetings with the APA and HSU up until the proposal is implemented (See **Appendix 3 – Minutes of consultation meeting held with APA & HSU on 11 January 2021**).

## 3. Recruitment and Selection

### 3.1 Pre-employment Recruitment

#### *What is the recruitment process for the graduates?*

In accordance with the *Recruitment and Selection of Staff to the NSW Health Service Policy Directive (PD2017\_040)*, all NSW Ambulance graduate paramedic intern positions are recruited to via merit selection.

Applicants on the eligibility list for these positions have been selected through lengthy recruitment processes including by way of:

- Applications
- Field Days (Interviews and Assessments)
- Reference checks

Successful applicants on the eligibility list are then be subject to mandatory pre-employment checks and verifications which include, but are not limited to:

- National Criminal Record Check
- Working With Children's Check Clearance
- Immunisation Status Check
- Health assessments

See **Appendix 4 – Recruitment flow chart**

*Will NSW Ambulance commit to offering applicants on the eligibility list who are offered a position the option of part time or full time work? If not, why not?*



There are currently over 700 applicants on an eligibility list. As per the standard recruitment process, the highest ranked applicants will be offered the option of either a permanent full time or permanent part time position.

Recruitment will then move through the eligibility list until all full time and part time positions are filled over a 12 month period (it should be noted that all eligibility lists are valid for 12 months).

In the event a graduate declines an offer of part time work, they will remain on the eligibility list in their current ranked order and will be considered in that order for a permanent position should the eligibility list be activated at a future date.

### *How many graduate interns will be in each class?*

For the purpose of this proposal, the first class size will consist of 16 graduate interns, however, future sizes will depend on the number of PPT graduates who elect to remain PPT.

### *What will occur if no applicant accepts a part time graduate position?*

If no applicant on the eligibility list accepts a permanent part time graduate position, NSW Ambulance will continue to cover attrition as needed.

### *Will vacant part time positions be filled on a part time or full time basis?*

Under normal circumstances NSW Ambulance will fill vacant part time positions under this proposal with part time paramedic staff. Short term absences, leave or attrition may see temporary appointments of full time staff to maximise the number of staff on rosters that can be deployed to meet the needs of the community.

## 3.2 Post-employment Recruitment

### *When will graduates accrue enough Paramedic Initiated Transfer Points to be successful for a full time position?*

If permanent part time graduates do not accept the offer to transfer to full time employment in April 2022, an additional option exists to facilitate transfer at a later date to apply for eligible full time positions via the *Paramedic and Initiated Transfer Procedure (PIT)*. The length of time to gain full time employment through PIT would be subject to the desired station and its popularity. This would be done through the same process as is the case for existing full time staff.

For example, it would likely take a greater length of time to secure full time employment in Artarmon Superstation than it would to secure full time employment in Ardlethan Station. As a result, the time needed to secure full time employment cannot be estimated.

### *Will a separate points system be provided for the graduates?*

Part time graduate interns will not be offered a separate points system due to the following:

- As per the current points system, permanent part time paramedics earn experience points at the same rate and in the same amount of time as a full time paramedic.
- Part time graduates will be offered full time internship employment.



## 4. Rostering Practices

Graduate interns will be assigned a training location at one of the following stations:

- Artarmon Superstation; or
- Liverpool Superstation

These stations have been selected due to their geographical separation.

### ***Artarmon and Liverpool Rosters***

The PPT graduate rosters consists of a nine (9) line Day, Day, Night, Night, (**DDNN**) projection.

Five (5) consecutive lines of the nine (9) line roster will be filled with current qualified Paramedics. The remaining four (4) lines will be filled by the part time graduate interns, consisting of two (2) graduate interns per line.

Each part time graduate intern will be rostered to either: the first day shift and first night shift or the second day shift and the second night shift. This will assist in ensuring continuity of mentorship.

Each part time graduate intern will follow this pattern for the duration of the roster projection (noting that there may be a requirement to change roster lines due to unplanned circumstances) in the same fashion as full time staff.

### *What happens to Artarmon and Liverpool Superstations when the part time graduates get posted to another station?*

As per the current process, they will be replaced with other graduate interns - taking into account overall numbers and predicted attrition.

### *Will these positions be a permanent FTE increase for two 'trial' stations?*

No, these are existing positions. There will be no change to the overall full time equivalent (FTE) funded position numbers at Artarmon Superstation and Liverpool Superstation.

## 5. Education

As with current graduate interns employed by NSW Ambulance, permanent part time graduate interns must demonstrate they have completed all clinical requirements as required by the NSW Ambulance Education Unit, as well as 12 months continuous service at the graduate intern level.

Permanent part time graduate interns will be required to work full time for 5 weeks during their induction course. The Operational Practicum Stage One and Stage Two is a minimum of 18 weeks each, which will be extended to 36 weeks for each stage. The Operational Practicum Report remains the same. That is, it is the intern themselves that are responsible for their completion. As the graduate intern completes a skill on the list, they present their 'passport' to be signed by the qualified paramedic that witnessed them complete the skill. Any qualified paramedic can assess an intern's competency of the skills or behaviours listed and sign accordingly.

The intern's progress during this training is monitored across four distinct stages, with each requiring completion before progressing to the next.

The successful completion of the Graduate In-service is the final phase. The more common pattern is expected to be 12 months of permanent part time internship (equivalent to 6 months full time) plus 6



months of full time work, this will see participants in the program return to In-service after 18 months employment. Consideration will be given to individual circumstances.

### *What is the minimum timeframe before graduates can work overtime shifts?*

There are no educational restrictions on employees working overtime. It is an Award requirement that all employees must have equal access to additional hours, this also applies to graduate interns.

### *How many operational practicum hours are required to be completed by the graduates?*

Part time graduate interns who elect at 12 months employment to become full time will undertake an 18 month program (or equivalent) which does not get broken down into hours. Part time graduate interns will be required to work full time for 5 weeks during their induction course. The Operational Practicum Stage One and Stage Two is a minimum of 18 weeks each, this will be extended to 36 weeks for each stage. The Operational Practicum Report remains the same. Graduate interns will then return for a one week Graduate In-service course as do all other graduates.

### *What is the justification behind this amount of time?*

NSW Ambulance Education reviewed similar organisations around the country and overseas. In Australia, they ranged from 9 months (at Queensland Ambulance Service) to 18 months (in the Australian Capital Territory Ambulance Service).

In addition, a number of students coming into the system were interviewed and they felt confident at the 12 month mark (full time). This program will deliver equivalent experience.

Similar programs were reviewed nationally and internationally and feedback was sought from students. NSW Ambulance Education is confident that the current system increases the quality, safety and capability of the paramedics.

### *What type of shifts are included and excluded from this? If extension of shift, additional shifts or overtime are excluded, why?*

As per above, the time is not broken down into hours, instead NSW Ambulance allows time for exposure to all aspects of the role. No shifts are excluded or included. Students are placed at 24 hour stations to ensure a high enough workload for appropriate exposure.

### *How will graduates work with preceptors? Will graduates be required to work with multiple preceptors? If so, how will this be managed?*

According to the rostering practices proposed in Section 4 – Rostering Practices, a consistent roster will allow the part time graduate intern to have a consistent preceptor for the roster projection. It may be possible for part time graduate interns to have multiple preceptors if rostered in a more flexible manner.

NSW Ambulance Education will continue to support both interns and preceptors. If any clinical concerns arise, the assigned Paramedic Educator to the induction class will be notified by the preceptor or the management team, as per the current process.

A high success rate of graduate interns progressing to qualified P1 status has occurred since the introduction of staged assessments. This model facilitates consistent preceptorship.

### *How will NSW Ambulance address the risk of the staff potentially having half of the shifts they undertake be with a preceptor who has never worked with them before?*





This roster model sees the part time graduate interns work with the same preceptor on day and night shift rotations. Permanent part time graduate interns undertaking additional hours at other locations would have the same level of exposure to new preceptors as full time staff do today.

*How will NSW Ambulance monitor graduates completing additional shifts? Will graduates be offered overtime shifts over a qualified paramedic?*

As per the current process, graduate interns will be able to apply for additional hours by advising of their availability through MyShift. Part time staff and casual staff will be offered additional hours in accordance with the current allocation formula.

## 6. Posting process

*What is the proposed posting process for the graduates?*

In April 2022, all part time graduate interns will be given the option to transfer to full time internship employment.

If this option is accepted, these full time graduate interns will be posted to a full time paramedic position at any station across NSW, including but not limited to Metropolitan locations within an administratively reasonable period of time.

If the part time graduate decides to continue part time employment, they will be posted as a part time paramedic to a Metropolitan location, including potentially remaining posted to the permanent part time roster. If a part time graduate intern initially declines the offer for full time employment and subsequently wishes to take up full time employment at a later stage they will need to apply for vacant positions they are eligible for via the *Paramedic and Initiated Transfer Procedure*.

Graduate Interns will only be posted to locations after successful completion of the Graduate In-service course in the same manner as other full time employees.

*Are these dedicated training positions or will the NSW Ambulance offer these part-time positions to current staff first through the PIT?*

The part time graduate interns will be placed against existing paramedic intern positions. In accordance with the *Recruitment and Selection of Staff to the NSW Health Service Policy Directive (PD2017\_040)*, all vacant paramedic positions will be advertised to current qualified NSW Ambulance staff.

Any vacant positions after this process will then be provided as a posting location for the graduate intern cohort. At present, all permanent part time positions at Artarmon Station and Liverpool Station have been advertised.

## 7. Risk Management

*Have risk assessments been completed regarding how different shifts affect the graduate's health?*

NSW Ambulance has a limited shift profile including day and night shifts. These shifts are taken into account when business decisions are made. The business has existing policies, procedures and control measures around shift work. In the case of part time graduate interns, a formal risk assessment is not required as there is no change to the structure or shift type other than in a reduction of hours.



*Have the impacts of secondary employment been considered?*

- *How will NSW maintain governance around this?*
- *Has a risk assessment been completed for this issue?*

Yes, the *Engagement in Other Employment* Policy Directive (PD2020-016) takes into account risks associated with secondary employment. Approval to participate in secondary employment is made on a case by case basis with the risks taken into account at this time.

*How will the rest period between rostered shifts and additional shifts be managed?*

The rest period between rostered shifts will be managed through the current process. NSW Ambulance has begun consultation on updating the current *Work Related Fatigue Mitigation and Management* Policy Directive (PD2020-004). NSW Ambulance estimates an implementation date of April 2021.



## APPENDIX 1 – Formal correspondence to unions (dated 8 December 2020)

TRIM File: 11/997  
Document: D20/23907

Mr Gary Wilson  
Secretary  
Australian Paramedics Association (NSW)  
Canonbury Grove  
DULWICH HILL NSW 2203

**Attention:** Ms Catherine Treloar, Organiser – [catherine.treloar@apansw.com.au](mailto:catherine.treloar@apansw.com.au)

Dear Mr Wilson

### Permanent Part Time Graduate recruitment

I refer to recent discussions held with representatives of the Australian Paramedics Association (NSW) (**APA**) in relation to the above mentioned matter.

A key component of the NSW Ambulance COVID-19 response was the recruitment of the complete year three paramedic allocation from the Statewide Workforce Enhancement Program (**SWEP**) in April 2020. This has subsequently resulted in smaller induction classes for the remainder of the 2020/2021 financial year as recruitment is occurring to cover attrition only.

As such, NSW Ambulance is seeking to provide opportunities for permanent employment to a larger number of paramedicine graduates in line with our requirements. This initiative will allow NSW Ambulance to increase the number of new staff entering the service and offer flexible incentives to new recruits who either have a personal need and/or a desire to work part time.

NSW Ambulance intends on conducting a trial of the proposal by introducing eight (8) permanent part time recruits at two separate metropolitan stations (that are yet to be determined) in the February 2021 intake. These recruits will be employed at 0.5 Full Time Equivalent (**FTE**). Following this initial trial, NSW Ambulance intends on implementing this proposal on a permanent basis.

All paramedicine graduates who are currently placed on an e-list will be issued with a letter explaining the trial, and given the opportunity to elect if they would be willing to receive offers for permanent part time employment, or solely prefer permanent full time roles. It will also be made clear, that in future, both avenues will be made available in accordance with e-list rankings and preferences.

It is requested that any feedback in relation to the Permanent Part Time Graduate recruitment proposal be provided to NSW Ambulance within seven (7) days from the date of this correspondence.

Should you wish to discuss this matter further, or engage in further consultation, please contact Mr Marko Marelic, Senior Industrial Specialist on (02) 9320 7661.

Yours sincerely

  
Alice Murphy  
Director Industrial Relations  
People & Culture

8/12/2020



Mr Gerard Hayes  
General Secretary  
Health Services Union NSW/ACT/QLD  
Level 2, 109 Pitt St  
SYDNEY NSW 2000

**Attention:** Ms Olivia Forsyth-Sells, Industrial Officer - [Olivia.Forsyth-Sells@hsu.asn.au](mailto:Olivia.Forsyth-Sells@hsu.asn.au)

Dear Mr Hayes

## **Permanent Part Time Graduate recruitment**

I refer to recent discussions held with representatives of the Health Services Union NSW/ACT/QLD (**HSU**) in relation to the above mentioned matter.

A key component of the NSW Ambulance COVID-19 response was the recruitment of the complete year three paramedic allocation from the Statewide Workforce Enhancement Program (**SWEP**) in April 2020. This has subsequently resulted in smaller induction classes for the remainder of the 2020/2021 financial year as recruitment is occurring to cover attrition only.

As such, NSW Ambulance is seeking to provide opportunities for permanent employment to a larger number of paramedicine graduates in line with our requirements. This initiative will allow NSW Ambulance to increase the number of new staff entering the service and offer flexible incentives to new recruits who either have a personal need and/or a desire to work part time.

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It is requested that any feedback in relation to the Permanent Part Time Graduate recruitment proposal be provided to NSW Ambulance within seven (7) days from the date of this correspondence.

Should you wish to discuss this matter further, or engage in further consultation, please contact Mr Marko Marelic, Senior Industrial Specialist on (02) 9320 7661.

Yours sincerely

  
Alice Murphy  
Director Industrial Relations  
People & Culture

8/12/2020



## APPENDIX 2 – Minutes of consultation meeting held with APA on 18 December 2020

### Permanent Part Time Graduate Consultation MINUTES

**Friday 18 December 2020 1230-1330**

Training Room 1 & 2, Building 127/Teleconference

TRIM File: IR21/1

Document No: D21/594

Attendees		Attendees	
Alice Murphy (AM)	Director, Industrial Relations	Gary Wilson (GW)	Secretary, APA
Marko Marelic (MM)	Senior Industrial Specialist	Bree Jacobs (BJ)	Industrial Officer, APA
Amber Hawkins (AH)	A/Industrial Relations Officer (Minutes)	Chris Kastelan (CK)	President, APA
Simmons Locke (SL)	Director, Workforce Planning		

#### 1. Standing Items

##### 1.1 Apologies

The HSU were invited but did not attend the meeting.

##### 1.2 Minutes from the previous meeting

No previous minutes.

##### 1.3 Actions table new and carried over

Meeting Date	Ref	Action Item	Owner	Due Date
18/12/20	1.4	Send APA a commitment in writing that no action will be taken until the next meeting.	Alice Murphy	Complete
18/12/20	1.4	Schedule a further meeting in January 2021.	Marko Marelic	Complete
18/12/20	1.4	Respond to APA's correspondence dated 14 December 2020.	Marko Marelic	Out of session
18/12/20	1.4	Check minimum timeframe before trainee or intern can work overtime shifts.	Alice Murphy	Out of session
18/12/20	1.4	Provide the APA with information and flowcharts about the recruitment process.	Marko Marelic	Out of session
18/12/20	1.4	Provide written correspondence to APA on the process when part time roles are not filled.	Marko Marelic	Out of session

## 1.4 Permanent Part Time Graduate Discussion

- MM advised that Catherine Treloar from the APA has sent NSWA correspondence with a list of questions to discuss.
- AM confirmed that this is still a proposal and there are no plans to do anything over the Christmas break. The purpose of this meeting is to discuss the proposal with the unions so that it can be introduced next year.
- BJ advised that the APA have raised concerns and require further information. APA are happy to have their concerns responded to in writing and for NSWA to schedule a meeting in the new year to consult on the proposal further.
- MM advised that NSWA would respond in writing to the correspondence received on 14 December 2020.
- AM also confirmed that she is happy to email the APA with a commitment that no action will be taken until the next meeting. In the meantime the group should discuss what they can now.
- MM advised that he is happy to address some concerns in the meeting and also confirm in writing. In relation to the correspondence sent on 14 December 2020, the APA stated that part time work cannot be considered as flexible work. MM advised that the graduates have been given the option through an EOI as to whether they would like to be employed as both a Part Time and/or Full Time graduate. If they did not respond they would remain on the list for full time employment.
- CK asked if NSWA believed this would have put pressure on the applicants who wanted full time employment as they were notified that there is only a certain amount of positions.
- AM advised that the reality is that only a small group of people will be able to have employment. It is very sad, however NSWA will only be recruiting to attrition. Attrition is quite low at the moment.
- SL advised that attrition has decreased.
- CK explained that some staff are saying that with 180 new Paramedics it is putting stress on the existing workforce on how new staff will be trained and maintained. APA want existing staff to have appropriate supportive measures put in place so that the part time staff can be trained up and progress onwards e.g. new part time staff will have no permanent mentors.
- AM believes that in metro locations trainees often get 2 mentors. As the staff coming in will be 0.5 FTE they will only receive 1 mentor and a mentor may have 2 part time staff.
- SL agreed and advised that new part time staff will have 1 mentor over a 9 week period.
- GW questioned the roster as it was his understanding that they would have shifts allocated dynamically and not have a fixed roster pattern. GW also enquired about job sharing.
- AM advised that the roster mentioned by GW was in relation to the Penrith part time roster.

- SL advised that they were looking at different roster patterns. SL confirmed that it is not job sharing, it is part time. Education have been informed and at this point in time they do not believe the proposal is an issue. At this moment, what is being proposed is 1 day shift and 1 night shift on the current 4 x 5 DDNN roster.
- GW suggested that NSWA brief education further.
- CK asked if the new staff will have their training time doubled by only working 1 day and 1 night in the roster pattern.
- SL confirmed that the training period would run for 2 years and at the end of this period they would be scheduled into a class. This has been made clear in correspondence.
- MM moved onto the next question raised by the APA in relation to declining part time work for current staff. MM advised that there is currently 4 advertisements out for part time positions.
- SL – Correct, NSWA is looking at Penrith to give more staff part time work. SL advised that there is 4 different types of part time work in the advertisements. NSWA will be looking to expand this into other areas depending on the uptake. Currently NSWA is looking at 4 FTE which is 8 part time staff across 2 different locations.
- MM confirmed that NSWA is looking to employ 16 graduate interns across 2 locations. At Penrith depending on the number of applicants NSWA is looking at 22 Paramedics in total. Education has been consulted about the proposal and training is being looked into. In regards to clarifying the training times it will be 24 months, which we will specify again in NSWA's response. The EOI was sent to test the interest with around 80% interested. NSWA will also specify this in writing.
- CK advised that the feedback the APA has received is that Paramedic Trainees are completing overtime shifts before they have completed a normal job. The APA does not want to restrict overtime for trainees, however this is a workplace risk if Paramedics do not know the skillset of the trainee. This would be an even bigger problem if the new staff member was part time. CK is unsure how NSWA would manage this as it would be a risk to the crew on road.
- AM advised that all part timers can work additional shifts. AM will check if there is a minimum time frame before they are able to work overtime shifts.
- CK advised that this issue is something that is happening now and is hard to manage. It is not directly linked to the proposal. On some occasions, a mentor is not available so an intern may be left with a mentor they do not know. This has been a long standing issue. Again, mentors are exhausted by supervising different trainee's roster after roster. The APA have heard that some paramedics have asked for a break from supervising and have not received this. CK advised that he has had this issue personally and the issue is more deployment related. CK asked if NSWA is still happy to call the proposal a trial.
- AM responded yes, and advised that NSWA was trialing this. As SL advised, if they wish to work full time they will be provided the same opportunity through the PIT process however they may be transferred to less desirable locations.
- MM acknowledged that they would be permanent employees.
- CK advised that the APA are happy with that process. Trial is not the right word as NSWA is moving past recruitment.

- MM acknowledges this and advised that trial was not the correct word.
- AM confirmed that NSWA will continue meeting with unions throughout the process and NSWA is happy to add this to the SWJCC if necessary.
- GW asked if the graduate part time positions were in addition to existing positions.
- SL advised that we are recruiting to attrition, for example, if 8 staff leave then 8 positions are recruited to.
- GW clarified whether the trainees take spots on the roster, and if the number of trainees are increasing then are the number of supervisors also increasing at the location. Applicants are also being forced into part time.
- SL advised that through the EOI they were given a choice.
- GW stated that if NSWA are saying that they are either part time or not given a position then that is forcing them.
- SL advised that they will be offered a choice. This is something NSWA is not doing forever. There will be different intakes some will be part time and some will be full time. Recruitment would call the applicant and offer part time and full time at various start dates.
- GW requested information to be given in writing regarding the recruitment process. The graduates applying for the positions will be staff who have just started their career, looking for full time work and cannot afford to live on a part time wage. If staff are being offered both then that's different.
- SL advised that in that case they do not have to accept part time and can accept full time. e.g. If you are first on the list we will offer them both and they can choose.
- GW asked what happens when you are last on the list.
- AM advised that NSWA are happy to provide flow charts, but recruitment will continue down the list. When we get to that point we are talking about people who would not have received jobs previously and would have had to wait until the next round.
- CK asked what the process is if/when all the full time jobs are exhausted and applicants do not want to accept the part time roles. CK asked if this is the end of the trial and if the other part time roles left over would be merged to create full time roles.
- AM advised that this has not been discussed, however when communications were sent for Penrith there was a lot of positive feedback received. If Penrith works then expanding this will be the next stage. AM believes all positions will be filled.
- MM agreed that we would need to discuss this.
- CK has no doubt that positions will be filled. The concern is that applicants will accept it as it is their only option. CK asked if NSWA can provide correspondence on the process if the part time positions are not filled.
- MM advised that NSWA will look into this and provide further information.
- CK asked when NSWA were intending to commence the part time graduates.



- AM advised that classes occurring in January and February 2021 would be full time and that the part time graduates would not start until at least March 2021.
- CK advised that the APA wish to be part of the process to ensure their membership is well managed, as the APA want good paramedics on the road for NSWA.
- MM agreed.
- GW advised that it all depends on the written correspondence received and he appreciates any future correspondence.
- AM advised that a meeting will be held in the week of 11 January 2021 (if possible). NSWA wants to have the unions on board with this proposal.
- CK advised that the APA want this to be a success.

**ACTION:** NSWA to respond to APA's correspondence dated 14 December 2020.

**ACTION:** AM to send APA a commitment in writing that no action will be taken until the next meeting.

**ACTION:** AM to check if minimum timeframe before trainee or intern can work overtime shifts.

**ACTION:** Provide the APA information and flow charts about the recruitment process.

**ACTION:** Provide written correspondence to APA on the process when part time roles are not filled.

**ACTION:** Schedule a further meeting in January 2021.

Meeting closed at 1321.

#### **Next Meeting**

- **Week of 11 January 2021 (Videoconference) - TBC**

## APPENDIX 3 – Minutes of consultation meeting held on 11 January 2021

### Permanent Part Time Graduate Consultation MINUTES

**Monday 11 January 2021 1430-1530**

Main Building Conference Room/Teleconference

TRIM File: IR21/1  
Document No: D21/593

Attendees		Attendees	
Alice Murphy (AM)	Director, Industrial Relations	Catherine Treloar (CT)	Industrial Organiser, APA
Marko Marelic (MM)	Senior Industrial Specialist	Chris Kastelan (CK)	President, APA
Amber Hawkins (AH)	A/Industrial Relations Officer (Minutes)	Olivia Forsyth-Sells (OF)	Industrial Officer, HSU
Simmone Locke (SL)	Director, Workforce Planning and Governance	Steven Fraser (SF)	President MNC Sub Branch, HSU
Gary Wilson (GW)	Secretary, APA	Courtney Thompson (CN)	Organiser, HSU
		Mick Callinan (MC)	Delegate, HSU

#### 1. Standing Items

##### 1.1 Apologies

Mick Grayson	Delegate, HSU		
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##### 1.2 Minutes from the previous meeting

No previous minutes from meetings attended by both unions.

##### 1.3 Actions table new and carried over

Meeting Date	Ref	Action Item	Owner	Due Date
11/1/21	1.4	Provide a list of all questions to attendees for feedback.	Alice Murphy	Out of Session
11/1/21	1.4	NSWA to respond to unions questions in writing	Alice Murphy	Out of Session

## 1.4 Permanent Part Time Graduate Discussion

- AM advised the attendees that it was the IR Team's first day back in the office.
- OF raised concerns regarding pre-employment checks being sent out to graduates over Christmas after NSWA stated in writing that no action would be taken over the holidays. The HSU also requested they be provided with a consultation document beyond the proposal letter. On 6 January 2021, the HSU received a FAQ and 24 hours later a slightly different version was sent to all staff without allowing the HSU to consult with their membership. The HSU want to find a way to move forward however believe NSWA is making this difficult.
- AM stated that no action was taken over the holidays in relation to permanent part time graduate recruitment. On 18 December 2020, NSWA met with the APA and advised that Part Time positions would not be rolled out until March 2021. There are Full Time classes in January and February that need to be recruited to. The pre-employment checks that were sent out were in regards to these classes.
- OF explained that the HSU understands this but when they had enquired they did not receive the same clarity. This information would have been helpful and prior notification should have been provided. The FAQ did not provide any comprehensive information in terms of a consultation document. The HSU are unsure how they will move forward from this.
- GW advised that the letter also sent a bad image to the APA and they echo the HSU's concerns.
- AM advised that she was not aware of this issue and asked the unions to explain it further.
- GW advised that NSWA sent the FAQ and requested feedback, then sent a different one to staff.
- OF raised that the letter sent 8 December 2020 also asked for feedback but then the EOI was sent out on 11 December 2020. If the HSU and NSWA wish to move forward positively then the HSU should have a chance to explain why they are hesitant to do so.
- CK agreed and stated that the FAQ looked like a cheat sheet. There was no substantiated narrative. The document would have been good to go out to all staff in a month however NSWA had poor timing. The unions wanted a document with more detail.
- AM advised that there were bans placed by the HSU and NSWA wanted to make sure all staff knew what their position was. AM advised that NSWA will not commence the proposal before March 2021 – depending on consultation.
- SL agreed with this position.
- SF believes NSWA did take action. The survey does not match the FAQ. The HSU asked for genuine consultation and sent NSWA some template papers to use that the HSU believed would fit the proposal. This document should include risk assessments and measurement outcomes.
- AM advised the template documents sent were for organisational restructures that do not fit this discussion.

- OF explained that the HSU are not requesting a document that detailed however do expect something further than an FAQ to justify this decision. This change will reduce overtime for members which created a financial incentive. The HSU would also need to know the justification behind this. Including:
  - An explanation about when the graduates would be able to gain enough PIT points to move into a full time role; and
  - Inconsistent roster patterns.
- AM advised that NSWA will respond to these questions in writing.
- SL advised that a Permanent Part Time (PPT) Paramedic earns experience points at the same rate and in the same amount of time as a full time worker.
- CT advised that the alternative issue is that the graduates will miss out on priority location based points as they will be stuck in Metropolitan areas as a part time employee. The APA also raised the issue around the number of hours needed to become a qualified paramedic.
- OF asked how the permanent postings worked. Do the graduates get added to the pool with other graduates and are posted anywhere or do they return to their training location? Will there be a separate points system?
- SL advised that the proposal was for PPT graduates to be posted to a 0.5 FTE vacancy anywhere in the state in the same way graduates are posted currently. They can then apply for any position they are entitled to via the PIT process.
- GW explained that this would then negate any benefits that comes with part time work and being able to balance their carer's responsibilities.
- OF also agreed that posting regionally would prevent the PPT graduates from gaining secondary employment.
- CK agreed and stated that this will need further investigation.
- CT asked if there would be plans to send two PPT graduates to a station to fill a 1 FTE vacancy.
- SL advised that this may be an option however all positions will need to be advertised to current staff first as per the usual process.
- GW advised that the fact that this isn't clear is the problem.
- OF stated that the HSU would be surveying graduates to advise them.
- AM asked to discuss CT's earlier point regarding hours. AM advised that NSWA would be writing to the unions and seeking input.
- CT questioned where the minimum hours of completion for PPT graduates came from. NSWA has referred to 2052 hours.

- SL advised that the number has come from double of what a full time graduate would complete. The new staff will need to complete a minimum of 12 months and 2052 hours.
- OF advised SL that she was incorrect.
  
- SL advised that she is happy to check on this if needed. If staff complete this faster than 24 months then they can write to the Manager, Clinical Education.
- GW asked what shifts would count towards these hours e.g. EOS Call Outs, SEC shifts, etc.
- SL advised that it includes rostered hours which is the same as the current process.
- CT explained that not including Call Outs is terrible.
- SL advised that these staff would be trained in Artarmon and Liverpool which do not have On Call as part of the roster.
  
- CT advised that SL was correct.
  
- OF asked if risk assessments had been completed regarding PPT graduates in regards to:
  - Completing additional shifts – How will NSW monitor this;
  - Rest period between rostered hours and additional shifts;
  - How different shifts can affect their health; and
  - Secondary employment risks – Could NSW explain the governance and oversight around this and how it has been evaluated and considered.
  
- AM advised that most of these concerns have already been addressed as the situation is the same for the current PPT workforce.
- GW stated that the new PPT graduates will be offered additional shifts ahead of full time staff who would have received overtime for the shift, this is in conjunction with secondary employment. GW asked if this has been assessed.
  
- AM explained that in terms of additional shifts they would be the same as current part time employees. In terms of secondary employment, all applications are approved by the manager.
- CT asked if NSW will tell the PPT graduates that they can choose between pay averaging and pay actuals once a year.
  
- AM advised that NSW would take this on notice.
- OF asked if the PPT graduates would be offered overtime shifts over a qualified paramedic.
- AM advised that the process has not changed and it will all be completed through MyShift.
- OF advised that the HSU members would not like this preference to be made.
- SF asked about the consequences of not declaring secondary employment.
- AM advised that it would be a PCI matter and the PCI unit would take carriage of this.

- SF sought more information regarding posting two PPT graduates to one location across the state as it was previously unclear e.g. Brewarrina.
- SL advised that this may happen. If there was a vacancy at Brewarrina that could not be filled then we would send two PPT graduates to fill the spot together at Brewarrina. It is an option that NSW now has.
- CT advised that this would be unfair as there would be minimal rentals in these locations.
- OF agreed and stated that there would be no secondary employment options.
- SL advised that the positions would be advertised to current staff before postings occur.
- SL advised that if they did not do this then they could post a PPT graduate to Artarmon in a full time position when they are PPT – this would create a bigger issue and is why the current process should be followed.
- SF stated that the unions are here to bring up issues that could occur so that they can be thought out properly.
- SL advised that the issues presented have already been thought out thoroughly and it should not be assumed that they have not.
- AM advised that in her years of consulting with unions she can admit that sometimes the unions do bring up issues that have not been thought of.
- CN asked if applicants have been told the risk of their employment. CN asked if NSW has advised applicants of what would happen to them in 2 years. This does not seem fair.
- AM advised that none have been offered a job. All new employees will be made aware of their entitlements and receive a full letter of offer like any other staff member.
- OF explained that the HSU have received feedback regarding this and graduates felt like they had no other choice but to accept PPT work. The FAQ does not match the EOI. NSW should communicate all necessary information with the applicants.
- AM advised that the reality is that NSW does not need to consult with people who do not work for NSW. The unions are the only group that NSW needs to consult with.
- SL advised NSW is only covering attrition and there are 7 graduate courses planned for 2021.
- OF asked if the unions can have the exact date that full time roles will run out. OF asked how this can be a trial without a start and end date.
- SL advised that NSW is unable to provide this information as NSW does not know when roles run out until it happens.
- OF advised that she do not understand how this is a trial.

- AM advised that if the unions do not wish for the proposal to be called a trial then NSW is happy to call it something else.
- MM advised that in the meeting held on 18 December 2020 that this was acknowledged with the APA.
- OF explained that this now changes the proposal document the HSU would like to receive. If NSW and unions assume the PPT graduates will pick up drop shift overtime then NSW need to consider graduate interns being paired with paramedics – some paramedics are banned from working with graduate interns and swapping between preceptors will cause issues.
- AM advised that IR will discuss this with Wayne McKenna and get back to them.
- GW stated that if NSW is increasing the number of graduates hired, then NSW needs to take into account the already tired preceptors. NSW needs to investigate this and look into how they can spread the workload.
- AM explained that this year NSW does not have a high number of graduate recruitment occurring which will lessen the burden.
- CT raised that if NSW and the unions assume the benefit from this proposal would be for part time staff to pick up drop shift overtime whilst also working 50% of a roster line then these staff will have a changing preceptor. How will NSW monitor this to make sure they feel supported?
- AM advised that she has taken down a list of questions to answer in writing.
- GW asked if NSW could provide another promise that no action would be taken.
- AM advised that NSW will finalise consultation before the change is introduced. This will be in writing with plenty of time. AM hopes the issues can be addressed and solved.
- CT advised that the APA would like NSW to survey applicants asking if they would prefer full time work or part time work. The APA would like a legitimate survey sent to the graduates which explains the situation.
- AM advised that NSW is not at a point to send out another survey as any survey would give the same results.
- OF read an email from an applicant which stated that they only showed interest for part time work as there was a risk of not having work. OF asked why NSW is relying on the survey as justification for the process.
- AM advised that re-surveying the applicants would not give a better result. AM believes solving some of the issues will be a better course of action.
- GW advised the APA want to resolve the issues however NSW is using the survey results as a propaganda statement which does not accurately depict the situation to staff.

- CT stated that if NSWA did an accurate survey then they would realise that applicants are not interested in flexible work in terms of part time work. If there is no take up for the positions then what is the justification for the proposal.
- SF raised that NSWA referred to the People Matter Survey in an FAQ however the graduates are not currently employees of NSWA so they did not have an input. SF asked why NSWA is giving PPT positions to people who are not employed when NSWA can give the PPT positions to the current workforce that want it and then backfill the full time positions with graduates.
- AM raised that NSWA has been trying to commence consultation however the HSU would not attend to provide any feedback.
- SF advised that the HSU are sick of turning up to meetings without information. SF advised that this is the first time NSWA has provided any information.
- AM advised that NSWA did not progress with the change and is unsure how the HSU believed that change happened. The HSU also requested documents that did not apply to the situation or discussion. NSWA and the unions should be meeting to discuss the proposal in the first instance so all parties are aware of what the other parties need to continue.
- OF explained that the HSU sent NSWA information in writing with no response. The HSU have not received a response to the documentation requested. A FAQ was then sent out by NSWA to the unions which was not appropriate.
- CT confirmed that the APA love the idea of flexible work for people who want it. The proposal is not genuine flexible work and the APA have no confidence that NSWA will support the PPT graduates. If the APA does not receive answers to their questions then they will disagree to the proposal.
- AM advised that the same process is followed with any consultation.
- OF asked how these decisions like the proposal were made.
- AM advised that it depends on the decision. A business case does not exist as it is not a major change. The IR team will send a list of questions to all parties to clarify the matter.
- MC requested that minutes should be taken at consultation meetings and provided to the parties.

**ACTION:** Provide a list of all questions to attendees for feedback.

**ACTION:** NSWA to respond to unions questions in writing.

**Meeting closed 1542**

**Next Meeting**

- TBC



## APPENDIX 4 – Recruitment flow chart

