

SAPOL Call Centre Consultant - Frequently Asked Questions

The following information will guide you through everything you need to know when applying for the position of Call Centre Consultant. The Frequently Asked Questions are grouped into three sections:

- **Information about the role**
- **Eligibility and the selection process**
- **Offers and Acceptance**

This FAQ is here to help answer common questions and share helpful information as you explore applying for this role. We kindly ask that you take a moment to review the information below before contacting us or applying.

About the Role

1. What does a Call Centre Consultant do?

A Call Centre Consultant responds to both emergency and non-emergency calls to the South Australia Police Call Centre. This includes Triple Zero (000), the Police Assistance Line (131 444), and Crime Stoppers SA. Consultants support vulnerable South Australians during times of high stress and serve as the first point of contact during critical situations.

To achieve the best outcomes for callers, supported by police supervisors, you will use assertive communication and problem-solving skills to guide conversations and determine the most appropriate response pathway.

Am I a good fit for this role?

Staff consistently report a strong sense of purpose, knowing that every call contributes directly to the safety and wellbeing of South Australians. While the role is highly rewarding, it also requires:

- Strong attention to detail
- The ability to remain calm, in control, and empathetic with distressed callers
- Excellent keyboard and computer skills
- High emotional intelligence and self-awareness
- A willingness to receive constructive feedback and use it as part of ongoing learning and development
- The resilience to move from one challenging call to the next without knowing the outcome of previous incidents

2. Do I need a qualification before I start?

No. SAPOL provides full-time paid training.

3. Where are the positions located?

Call Centre Consultant positions are based at SAPOL Headquarters, 100 Angas Street, Adelaide SA 5000.

4. What are the working hours?

The SAPOL Call Centre currently offers preferential rostering, meaning you have an opportunity to provide us with the shift you would prefer to work. Being an emergency service provider, as you would appreciate, a lot of the Call Centre's work occurs outside of business hours. Although, we will strive to meet your preferences, this is not always possible given demand for policing services and the vital role the Call Centre staff play in delivering these services to the South Australian community.

As a casual or contract employee, the wider your availability the greater the opportunity to maximise the amount of shifts you will be rostered.

5. Do I make decisions about how callers are managed over the phone?

The role involves exercising judgement when managing callers over the phone, ensuring calls are handled appropriately in line with SAPOL policy and procedures.

6. Do I need any specific immunisations for this role?

No, immunisations are not required for this role.

7. If I am successful, what will my pay rate be?

You will commence at the ASO3 casual contract depending on business needs at the time, with shift penalties, allowances, and overtime (where applicable), in accordance with the Public Sector Employees Award.

8. What is involved in the training?

The initial training course includes:

- Five weeks of full-time, Monday-Friday classroom training
- A consolidation period of 10 supervised shifts on the phones
- Most of the training occurs in the Adelaide CBD; some training is facilitated at the Police Academy (Taperoo)

Upon successful completion of the course, new staff will have ongoing access to coaching, mentoring, training and wellbeing programs that contribute to both personal and professional development.

9. Who pays for this training?

SAPOL covers all course training costs.

10. I have done a similar course; can I apply for Recognition of Prior Learning (RPL)?

No. This is bespoke training tailored to SAPOL and therefore RPL does not apply.

11. What happens if I need to take leave during this training period?

Training is fast-paced, and absences create significant learning gaps. **Programs cannot be altered.** If you have pre-booked leave, please advise the Selection Panel - it may be better to apply at another time.

12. What happens if I do not pass the required training?

You will receive support throughout training. However, if you do not meet the required standards, you will not be offered employment. We encourage all applicants to read the Position Information Document and FAQs before applying.

Eligibility and Selection Process

13. How and when will the role be advertised?

Positions are advertised on [I Work for SA](#) with a direct link to the job [here](#), SAPOL website [Achievemore - Call Centre opportunities](#) and Seek, with campaigns open between 6-12 months depending on business needs.

14. What sort of vacancies might be available?

Campaigns initially recruit for casual and contract ASO3 roles, with successful applicants placed in a pool, and may be offered a position on a training course as they become available. Ongoing full-time and part-time opportunities may be offered to existing employees throughout the year, based on experience, performance and business needs.

15. How do I apply?

Click Apply [here](#), which will direct you straight to the advert on [I Work for SA](#) where you will find the advert and all required information to review and submit an application. Ensure your email address is correct and check it regularly.

16. I am of Aboriginal and Torres Strait Islander descent, should I identify?

Yes. SAPOL is committed to supporting Aboriginal and Torres Strait Islander applicants. Those registered with the SA Government Aboriginal Employment Register who meet the selection requirements will receive priority consideration.

South Australia Police is dedicated to strengthening trust and collaboration with First Nations communities in South Australia as we shape a culturally responsive and inclusive workplace for First Nations employees.

Our vision is to create safer communities by strengthening the bonds of mutual respect, understanding, and partnerships between police and First Nations peoples. By deepening our appreciation and understanding of First Nations cultures and acknowledging the past, we are committed to focusing on the present and moving forward together into the future.

To strengthen our workforce, South Australia Police encourage applications from First Nations peoples.

Aboriginal Employment Register who meets the selection requirements for this position will be given priority consideration for this role. Please go to the [Registration page](#) of the SA Government Office of the Commissioner for Public Sector Employment and register. When applying, please ensure you tick that you are registered on the application form. Further information can be found at the Office for the Commissioner for Public Sector Employment [Aboriginal Employment Register](#).

17. I am an overseas applicant, can I apply?

Yes, provided you meet eligibility criteria and hold full working rights at the time of application. Some parts of the process must be completed in person.

18. What are the pre-employment and selection criteria for the role?

You will be required to complete the following components as part of the selection process:

- **Skills and aptitude assessment** - evaluates literacy, numeracy, and typing speed (minimum 30 wpm at 95% accuracy).
- **Psychometric assessment** - an online evaluation of cognitive and personality attributes. Applicants may also be required to meet with a SAPOL psychologist.
- **Interview** - conducted in person on site, providing an opportunity to demonstrate your suitability, experience, and interpersonal skills.
- **Medical examination** - completed in person, usually on the day of the interview. This includes a sight and hearing assessment conducted by the SAPOL Medical Section, with additional tests requested if necessary.

- **Reference and work history checks** - two professional referees are required, including one from a current or most recent supervisor. Applications cannot progress without these checks.
- **Probity, criminal history, and background checks** – candidates will be subject to a range of checks, which may include social media or other relevant screening.
- **Selection** - the final stage, where the Selection Advisory Committee and SAPOL HR Operations and Partnering review all assessment results to determine overall suitability and make recommendations.

Applicants who have lived overseas for more than one year in the past 10 years must also provide criminal history checks from each relevant country.

A) Skills Employment Test and Psychometric Assessments

The SAPOL Pre-Employment Test and Psychometric Assessment must be completed as part of the selection process. We recommend ensuring you meet the minimum typing speed and accuracy requirements before applying. We recommend utilising free typing tests online to assess your skill level.

B) Medical Assessment

A medical examination is conducted in person, usually on the day of your interview. This includes a standard sight and hearing assessment performed by the SAPOL Medical Section, with additional tests requested if deemed necessary. All costs for standard medical testing, including any required psychological assessments, is covered by SAPOL. If further medical assessments are recommended beyond this, they will be at your own cost should you choose to proceed.

19. How long will the online application process take?

If your documents are ready, it should not take long. Ensure you read the vacancy information and have all documents prepared before starting.

20. Do I need to supply referees as part of my application?

Yes, you will need to provide two referees, including their email addresses and contact numbers. Referees may be contacted at any stage of the selection process to discuss your suitability for the role. Please ensure you speak with them beforehand, so they are aware and willing to be contacted.

Referees must be professional contacts rather than personal acquaintances and should be able to comment on your performance, skills, and participation in relevant tasks or activities. Suitable referees may come from either paid or unpaid employment where you have had a professional working relationship.

21. What documentation will I need to include in my application?

The job advertisement will outline the information and documents required for your application.

You will need to include:

- **A cover letter** (maximum two pages) introducing yourself and demonstrating how your skills and experience align with the role
- **Your updated resume**
- **A completed pre-employment declaration**
- **Relevant certificates** (Diploma level or higher, if applicable)

If you are invited to an interview, you will be asked to bring the original versions of these documents for the panel to sight.

22. What do I do if I change my address or email details during the process?

Notify SAPOL as soon as possible at SAPOL.CallCentreRecruiting@police.sa.gov.au

- 23.** How long might I have to wait between each stage of the process?
There may be periods when you may not hear from the SAPOL Recruitment Team. This does not indicate that you are unsuccessful; it means the selection process is still in progress and your application remains active. You will be contacted when a decision is made, or further action is required. Please ensure you check your emails regularly, as the process can move quickly and you may need to book into scheduled activities.
- 24.** Equity and Diversity
At SA Police, we pride ourselves on fostering a culture of openness and organisational learning, with high-performance teamwork, personal ethics and accountability. We're committed to establishing a fair, flexible and safe workplace for all our staff. This means we support inclusive work practices and have a zero-tolerance policy for any forms of discrimination, harassment and bullying. We have equity contact officers throughout our organisation, whose job it is to support these commitments. Gay and lesbian liaison officers (GLLOs) are also stationed at all Districts/Local Service Areas to support the local LGBTIQ community and ensure fair and equal access to our policing services.

Offers and Acceptance

- 25.** How long will my application be active for?
Your application will remain active for 12 months. During this time, you may be offered a temporary, casual, or permanent position depending on available vacancies. SAPOL generally fills multiple roles at once, as the required intensive training is most effective when delivered in a group setting.
- 26.** When am I likely to receive an offer if I am successful?
Candidates who complete all stages and are recommended will be placed in a pool. You will be notified of outcomes at each stage.
- 27.** How will I receive my offer?
All correspondence will be via email and occasionally via phone call. We ask that you check your email on a regular basis to ensure you don't miss any.
- 28.** If I receive an offer but don't respond by the due date indicated in the email, will SAPOL accept a late response?
SAPOL cannot accept late responses. The offer will be withdrawn and offered to another applicant.
- 29.** I have accepted an offer for employment however I will now be unavailable to commence, what do I do?
Notify the SAPOL Recruitment Team as soon as possible so the position can be offered to another candidate.
- 30.** If I am unsuccessful, will I be able to obtain feedback on the outcome of the selection process?
We will endeavor to give you as much feedback as possible if requested, however please be aware that feedback is limited and general in nature due to service level agreements with external suppliers.
- 31.** If I am unsuccessful, how long do I need to wait until I can re-apply?
You are eligible to re-apply 12 months from point of non-progress, or when the advert is re-opened.
- 32.** Still have more questions?
When positions are advertised, a contact person will be listed. You may also email the SAPOL Recruitment Team at SAPOL.CallCentreRecruiting@police.sa.gov.au