



Celebrating innovation and enterprise  
in public safety communications

## CATEGORY CRITERIA

### Communications Professional of the Year (Individual)

The judges are looking for somebody who works on the front line of public safety communications in the myriad of roles known variously but not exclusively as call taker, dispatcher, communications officer, radio operator, etc. This Award is not just for the Blue Light services but to anyone who operates equipment to dispatch, monitor and communicate with category 1 or 2 responders. The judges will consider the nominee's role, their recognised skills both formal and informal and how they interact with those people they work with via various communications methods, to enhance public safety.

#### ELGIBILITY

- The nominator does not need to be a current BAPCO member.
- Membership of BAPCO is not a requirement for the nominee.
- Nominees must be an individual.
- There does not need to be a formal relationship between nominator and nominee.

#### CRITERIA

In general, nominees will have demonstrated extraordinary commitment to their role, influencing practice, enhancing team performance and/or delivering exceptional results. Specifically, the recipient will have demonstrated **one or more** of the following attributes:

- Ability to consistently prioritise multiple calls for dispatch, determining type and level of response necessary.
- Ability to work through periods of high call volumes and priority incidents without sacrifice to decisions and quality of work.
- Consistently thinks clearly and responds quickly to a wide variety of emergency situations.
- Calms, negotiates, advises and otherwise communicates with callers to obtain accurate and essential information necessary to establish priority and initiate a timely response to emergency calls.
- Operates all required technology with essential peripherals and program applications efficiently.
- Coordinates with outside agencies to gather information, make referrals, or dispatch assistance (mutual aid).
- Inspires others to work collaboratively and consistently.

