

## NSW Police Medical Assessment - Frequently Asked Questions

### Medical Booking

**1. Do I have to book the Medical through UHG?**

Yes, as this is a specialised medical, all bookings are to be made through the UHG [website](http://www.uhg.com.au).

**2. When can I book my Medical?**

As soon as your invitation has been received. There is no need to wait for PCT and Psychometric tests to book your medical.

**3. How do I contact UHG?**

Phone: (03) 8660 0889

Email: [policemedical@medhealth.com.au](mailto:policemedical@medhealth.com.au)

**4. What should I wear to the medical appointment?**

You should wear comfortable loose clothing ie a singlet and shorts. There are certain questions in the medical assessment itself where the medical assessor may request for you, as the patient, to disrobe to enable assessment.

**5. How long does the medical take?**

We recommend that you plan for the medical to take at least one hour from the time of your appointment.

**6. Will I need a blood test?**

You may. Depending on your medical history, vaccination status and cardiovascular risk level. If you know you need vaccinations for Hepatitis B, Tetanus, Measles/Mumps/Rubella, Varicella please arrange for these asap with your own GP. If you have had these previously, a blood test may be required to prove immunity, you can download your pathology referral through the UHG [website](http://www.uhg.com.au). The assessing doctor will advise during your medical assessment (please see the Medical Standards section for more information). The doctor will also advise if you need a blood test which may include kidney function (EUC), liver function tests (LFT), full blood count (FBC), cholesterol, HbA1c (diabetes test), serology for Hepatitis C or HIV, or an ECG. If so, UHG will manage this with you. If needed, these tests will be paid for by the applicant.

**7. Where can I get the hearing assessment done?**

Most hearing tests will be done with the assessing clinic GP whom you are having the medical as part of the assessment. If you need to go somewhere separately, the UHG staff member will advise you of this.

**8. Where can I get the vision assessment done?**

If you do not wear glasses the vision assessment will be done during your medical appointment with UHG. If you do wear glasses, you are required to be assessed by an Optometrist. This assessment can be done by any qualified Optometrist. Please note that you will have to arrange the appointment yourself. The vision assessment form can be downloaded from the UHG [website](http://www.uhg.com.au).

**9. What happens after I see the doctor for my appointment?**

All medical files are returned to UHG where they are then reviewed by the NSW Police overseeing doctor who makes the final decision regarding your status. The overseeing doctor is an Occupational Physician with extensive knowledge about the requirements of policing and communicates regularly with the doctors working with NSW Police. The doctor who undertakes your medical assessment will not have the same knowledge. If further information is required to make a decision regarding your medical status, you will be contacted by email and advised as to what is required.

**10. How long does it take for my medical to be cleared?**

Some medicals are cleared within a week of the appointment. If you provide all the correct information (for example fully completed forms, recent copies of pathology, vaccination status, Specialist reports etc) this will speed up your application. Otherwise, the time taken for your medical to clear (or not clear) will depend on how quickly you return any extra information that is required. On average from the time of your booking to your medical being finalised takes 30 days.

## Payment

**1. How much does the medical assessment cost?**

The total cost is \$454.74 including GST.

**2. What does my payment of \$454.74 cover?**

Your payment covers the cost of your medical and initial audio and vision assessment, and Spirometry, if repeat audio or vision is requested the cost must be met by the applicant. Please note your payment doesn't cover pathology, ECG, Stress ECG costs or any specialist reports requested.

**3. How can I pay for the medical?**

The easiest method of payment is via credit card on the UHG website. Alternatively, an electronic funds transfer adds some more processing time, however can be organised by contacting UHG on the above details.

**4. Do I have to pay for the medical in advance?**

Yes.

**5. What happens if I need a specialist report reviewed after my medical?**

Please be aware that if, during your application, a further medical report needs to be reviewed by a UHG doctor, an additional overseeing fee may apply for this medical review. This would need to be paid in full before your application can proceed.

**6. Can I claim the cost from Medicare?**

No, as this is a work-related medical assessment, legislation excludes eligibility for Medicare funding.

**7. Do I get a refund of my money if I don't pass the medical?**

No.

**8. What happens if I cancel my appointment?**

Please note refunds can only be processed when more than 48 hours' notice is given prior to an appointment being cancelled. Bookings which are attended, or which have been cancelled within 48 hours of the assessment are not eligible. If you cancel your appointment and request a refund it must be done in writing, refunds can take up to 2 weeks from the date of request.

**9. What happens if I need to reschedule my appointment?**

If you need to reschedule your booking please contact UHG via email or phone on (03) 8660 0889 at least 48 hours before your appointment.

**10. What happens if I am not medically cleared to proceed?**

Should the overseeing doctor who has reviewed your NSW Police medical advise that you are not medically cleared to proceed, you will be notified via email with supporting information. You are able to appeal this decision. An appeal can only be completed once. Any appeal must be accompanied by supporting medical evidence and forwarded to the General Manager NSWPF Recruitment Branch at [Recruiting@police.nsw.gov.au](mailto:Recruiting@police.nsw.gov.au)

Any appeal request must include the acknowledgement and agreement of the appeal fee of \$431.43. Should the GM agree that enough evidence exists for an appeal to be made, your entire NSW Police file including all reports will be provided to an external Occupational Physician who has extensive background in reviewing NSW Police applicant files against the NSW Police standards. If your appeal is to be reviewed by a psychiatrist or psychologist, a fee of \$1000 applies.

Should the original decision made be overturned, we will advise both you and NSW Police recruitment. However, if the external Occupational Physician agrees with the specialist doctor, then your application cannot be moved forward.

## Medical Standards

**1. What do I need to provide for my hepatitis B immunity to pass the medical assessment?**

Applicants need to provide documentation confirming they have received age appropriate vaccinations (minimum three) and if it is more than one month since the last one, confirmation of immunity on blood testing, you can download your pathology referral through the UHG [website](#).

**2. What if I have had all my vaccinations but still have no immunity on blood testing?**

Applicants will need to consult their general practitioner to commence further treatment under the care of their general practitioner using the guidelines in the Immunisation Handbook in relation to non responders.

**3. What if I have confirmation of immunity to hepatitis B, but cannot locate documentation of my vaccinations?**

Applicants are encouraged to make reasonable attempts to locate these records which may include their General practitioner (previous and current), myHealth records, Blue Book issued during childhood, school immunisation records, own records or Medicare immunisation records.

If you are unable to locate these records, you will need to sign a NSW Health Hepatitis B Vaccination declaration which will be provided you by UHG if required.

**4. What if I have no immunity on blood testing?**

You will need to consult your General Practitioner to arrange vaccinations and serological testing according to the recommendations made in the Immunisation Handbook. Documentation of these further vaccinations need to be provided.

**5. What if I have not completed my course of vaccinations?**

Applicants will need to commence (or continue) their vaccination schedule as guided by their general practitioner and provide evidence that they are up to date with their vaccination program at the time all other health issues have been deemed medically satisfactory.

For example if you have had your first and second vaccination, but are not yet due to have your third, then you will only need to provide confirmation of the first two vaccinations to be medically cleared.

Applicants must have completed at least 2 vaccinations before attending the Academy in Goulburn.

**6. What do I need to provide for my Tetanus immunity to pass the medical assessment?**

Applicants need to provide documentation confirming they have a tetanus vaccination with the last 10 years. Applicants are encouraged to make reasonable attempts to locate these records general practitioner (previous and current), myHealth records, Blue Book issued during childhood, school immunisation records, own records or Medicare immunisation records.

If you are unable to locate these records, you will need to provide confirmation of recent vaccination.

**7. What do I need to provide for my Measles, Mumps & Rubella (MMR) and Varicella immunity to pass the medical assessment?**

Applicants need to provide documentation confirming they have received age-appropriate vaccinations (minimum two) and/or confirmation of immunity on blood testing, you can download your pathology referral through the UHG [website](#).

Applicants are encouraged to make reasonable attempts to locate these records general practitioner (previous and current), myHealth records, Blue Book issued during childhood, school immunisation records, own records or Medicare immunisation records. If you are unable to locate these records, you will need to provide confirmation of recent vaccination.

**8. Do I need to meet the Commercial Driver's Licence standards?**

Yes. This is without exception. All police applicants must meet the current commercial Driver's Licence Standards. This is due to the nature of policing requiring urgent and non-urgent driving as key components of the role of General Duties Police Officer. Please see <https://www.rms.nsw.gov.au/roads/licence/health/fit-to-drive.html> for more information.

**9. I wear glasses. Do I need to have any assessments done?**

If you wear glasses or contact lenses (visual correction) for any reason, then you will need to have your vision assessed by an optometrist to complete the Vision Assessment form, which can be download from the UHG [website](#). You must meet the current medical standards to hold a commercial driver's licence.

**10. Do I have to buy polycarbonate glasses even though I don't know whether I will be cleared or not?**

You will have to purchase polycarbonate glasses to clear your medical. However, if you are requested to provide additional reports/assessments, then it reasonable to purchase these after all other aspects of your medical are deemed satisfactory.

**11. I have a colour deficiency. Can I still apply?**

Yes. Applicant must correctly identify at least 20 out of 24 of the colour plates on an Ishihara's Test for Colour-blindness (unaided; no correcting lenses).

If this standard is unable to be met you will need to be further assessed and routinely we ask you to see UNSW School of Optometry to determine the type of colour deficiency you have. This determines if you are fit or not based on colour. If you have not yet applied and want a better indication of suitability, we recommend that you undertake a formal colour vision test at UNSW.

If you pass both the Farnsworth Munsell D 15 and Lantern Tests, you are cleared and do not require a practical colour vision test.

If you fail either the Farnsworth Munsell D 15 or Lantern Tests, then the practical test may still be offered.

**12. Am I allowed to wear tinted lenses to assist with my colour deficiency?**

No.

**13. I have had laser surgery done to improve my vision.**

If you have had laser surgery to correct your vision, regardless of whether you currently require vision correction or not, you are required to have your vision tested by either an optometrist or ophthalmologist (eye specialist). The Vision Assessment form must also be completed, which can be downloaded from the UHG [website](#).

If you have recently had surgery, then you must wait a minimum period of 1 month after the surgery to ensure stability of your vision and full recovery. At that time, a current assessment and report from your eye specialist is required (including completion of the vision assessment form). Please note that an actual assessment and report is required and as such providing just the completed vision assessment form would be insufficient.

**14. I have had previous eye surgery. What do I need to do?**

If you have had any previous or recent eye surgery, then a current detailed assessment and report from an eye specialist is required. The vision assessment form must also be completed.

You will also need to meet the medical criteria to hold a commercial vehicle drivers license and your fitness to hold the commercial license must be clearly documented in the report from your eye specialist.

If you have had recent eye surgery, then you must wait a minimum period of 3 months after the surgery to ensure stability of the condition. At that time, a current assessment and report from your eye specialist is required (including completion of the vision assessment form).

**15. I have an eye condition such as keratoconus. Do I need to provide further information?**

If you have or have had any significant eye conditions, then a current detailed assessment and report from an eye specialist is required. The vision assessment form must also be completed.

You will also need to meet the medical criteria to hold a commercial vehicle drivers license and your fitness to hold the commercial license must be clearly documented in the report from your eye specialist.

**16. I had a squint (turned eye) when I was younger. Do I need to provide further information?**

Yes. As a minimum, you will need to have your vision tested by an optometrist to complete the vision assessment form. If there are any abnormalities identified, then you will need to also have a current assessment and report by an ophthalmologist.

If you currently still have the squint or any other abnormality, then you will need a current eye specialist assessment and report regardless of whether you have seen an optometrist or not.

You will also need to meet the medical criteria to hold a commercial vehicle drivers' license and your fitness to hold the commercial license must be clearly documented in the report from your eye specialist.

**17. I have abnormal stereopsis, abnormal depth perception or abnormal binocular coordination. Can I still apply?**

Any problems that affect visual function could interfere with an officer's ability to perform their duties that could have serious implications on their own safety and that of others.

Applicants with abnormal stereopsis should be assessed by an Ophthalmologist who will need to provide an opinion in a report whether the inherent requirements of policing can be achieved.

**18. I have a hearing condition/wear a hearing aid. Can I still apply?**

The unconditional hearing standard for applicants are pure tone thresholds in each ear  $\leq 20$  dB for 0.5, 1, 2, 3 kHz and  $\leq 30$  dB for 4kHz. If they are not able to meet this unconditional standard they may be considered under a conditional standard with/without hearing aids for recruitment and operational duties, subject to an assessment by a Specialist Otorhinolaryngologist and/or Audiologist.

Hearing aid devices are generally allowed for recruitment and non-specialised generalist operational duties. The hearing aid must function properly and reliably in all-weather environments (namely, it should be waterproof to rain) for the entirety of a 12-hour shift with a backup set of hearing aids available and must be securely fitted and not interfere with the use of personal protective equipment and tactical operational equipment.

**19. My BMI or my waist circumference is above the accepted ranges. Can I still pass?**

The BMI required for all applicants is less than  $30\text{kg/m}^2$ . The waist circumference for females is 88cm or less and for males it is 100cm or less.

This is strictly enforced and you are required to meet these requirements in order to proceed. Please note that the normal healthy range for BMI is between 20 and  $25\text{kg/m}^2$ .

If you do not meet these criteria at the time of your medical assessment, then your medical clearance will be deferred until you meet the criteria. At that time, you must provide a letter from your GP confirming your measurements.

**20. I am over 35 years of age. Do I need further assessment?**

You may. Applicants, Students and Probationary Constables with particular cardiovascular risk factors may need to be referred to a Cardiologist.

Any additional testing is at the discretion of your cardiologist. Please note that a recent stress test does NOT replace the need for a report from your cardiologist. UHG will advise applicants if further Cardiologist assessment is required.



**21. I had a childhood fracture / sprain etc. Do I need an Orthopaedic report?**

Generally no, unless you have some deformity or impairment of function as a result. Your assessing doctor will help you to determine if this is required.

**22. I have had a shoulder dislocation / knee (patella) dislocation. Can I apply?**

Applicants who have suffered dislocations in the past, particularly relating to shoulders or knees, that are treated without surgery are often at increased risk of a further dislocation as the structures that stabilise the joint are damaged. Whilst you are able to apply, a detailed current assessment and report are required from an orthopaedic surgeon.

All conditions must have fully recovered with no further treatment required and you must demonstrate a return to full, normal activities without restriction for a period of time to demonstrate full capacity and stability. The duration of time this needs to be will vary depending on the nature of the condition.

You must be able to perform all policing duties without restriction and without increased risk of harm.

**23. I have back or neck pain. Can I apply?**

All conditions must have fully recovered with no further treatment required and you must demonstrate a return to full, normal activities without restriction for a period of time to demonstrate full capacity and stability. The duration of time this needs to be will vary depending on the nature of the condition.

You must be able to perform all policing duties without restriction and without increased risk of harm.

**24. I have a history of asthma. Do I need a report for a Respiratory specialist?**

If you have any history of asthma (or suggestive of asthma), a report from your treating doctor is required. This could be from your General Practitioner or a Respiratory Specialist.

You may also require a current bronchial provocation test. If you have a history suggestive of exercise induced asthma, then in addition to the bronchial provocation test, you will need a current eucapnic hyperventilation test.

Both of these test results must be normal in order to be considered.

If you have not had any asthma-like symptoms and not used any inhaler for any reason over the past five years, then you will only require a report from your treating doctor regarding your history of asthma unless otherwise indicated.

**25. I take medication for asthma. Can I apply?**

Yes. If your asthma is well-controlled on medication you are still eligible to apply. You will require a current report from your General Practitioner or a Respiratory Specialist.

A current bronchial provocation test is required.

If you have a history suggestive of exercise induced asthma, then in addition to the bronchial provocation test, you will need a current eucapnic hyperventilation test.

Both of these test results must be normal in order to be considered. Your clearance would then be conditional on you continuing to take your medication and you will need to sign a conditional clearance letter stating this which UHG will supply.

**26. I did not pass the bronchial provocation test/ eucapnic hyperventilation test. What do I do now?**

If your test results are abnormal, then this would mean that your asthma is not optimally controlled. The nature of policing duties can expose all applicants to known asthma triggers including exercise, cold weather, and exposure to incapacitating sprays and would place you at increased risk of aggravating your asthma.

You would need to improve your asthma control and once your treatment eg preventer has stabilised (type of medication and dose) you must wait for a minimum period of 6 weeks before repeating the testing. At that time, an updated report from your treating doctor outlining your asthma history particularly from the time you had the abnormal test result and should also include the details of your medication.

Assuming that this is considered satisfactory, you will be offered a conditional medical clearance.

**27. I have inflammatory bowel disease (including Crohn's Disease / Ulcerative Colitis). Can I apply?**

Yes. Each case will be assessed on an individual basis.

Inflammatory bowel diseases are a chronic disease that fluctuates in intensity and can affect multiple body systems of varying severity. The medication used to treat the disease can also have significant side effects and adverse reactions.

A detailed current assessment and report from your treating specialist is required and a decision made on the basis of the all the available information at the time.

Due to the nature of the condition, a long period of stability needs to be demonstrated. Although a specific timeframe cannot be provided, it is expected that this will be a minimum of at least one year.

Policing duties are highly variable and both physically and emotionally demanding. All applicants must be able to perform all policing duties without restriction and without increased risk of harm.

**28. I have or have had a mental health/psychological condition, symptoms and/or treatment including medication. Am I still eligible to apply?**

Yes. The medical standards provide guidance on holistically assessing, de-stigmatising and potentially accepting individuals with mental health conditions, while ensuring due diligence for health and safety by stipulating that these mental health conditions must be comprehensively assessed as clinically stable or effectively in-remission for a substantial period of time, with or without the requirement for ongoing psychotherapy or pharmacotherapy (with medication assessed as compatible with safety-critical work duties).

For your application to be assessed, applicants will be requested to provide a range of medical reports and items of evidence such as, but not limited to:

- The psychiatric or psychological condition is well-controlled as defined by a substantial period of stability in mental state and compliance to treatment and/or effectively in remission
- Corroborative reports or collateral history from family members and previous/current employers that demonstrates stable social and occupational function
- Detailed medical, psychological/psychiatric/forensic history
- Management plan of signs and symptoms, including stressors and triggers
- Details of treatment; psychotherapy and/or pharmacotherapy



- Medications details and compliance
- Has good insight into the condition, awareness of early warning signs of relapse
- Lifestyle habits
- Relevant investigations
- Follow-up reviews if indicated and management plan to manage risks of relapse

In addition to the above outline, after review of the Medical Assessment, the overseeing doctor may request additional information to be provided to make a determination in line with the Medical Standards.

### **29. I have Schizophrenia/Bipolar Disorder/Personality Disorder. Can I apply?**

These conditions generally present a considerable high risk and liability and are unlikely to be compatible with safety-critical operational police work environment.

### **30. I had ADD/ADHD at school. Can I apply?**

Specifically in relation to ADHD, the Medical Standards outline that it is preferable that an applicant be able to demonstrate stability in their mental health condition for a substantial period of time, with resolution of any significant symptoms or signs including (but not limited to) inattention, distractibility, impulsivity, hyperactivity, disorganisation, emotional difficulties and dysfunctional social relationships.

Additionally, if prescribed psychostimulant medications, the applicant should be compliant with taking the medication and the medication should have reached a stable dose for a substantial period of time, with no significant reports of side-effects or complications such as (but not limited to) headaches, hypertension, palpitations, insomnia, anxiety or mood changes.

The applicant should also be able to demonstrate they have good insight and awareness into their condition, including having developed healthy coping strategies and how to access ongoing supports and follow-up with their treatment providers as required. The independent and/or treating and/or police psychiatrist and/or psychologist must be able to attest to the clinical stability on clinical examination that is corroborated with reports from workplace managers and/or family members that can attest to no significant issues in a social or occupational setting.

### **31. I have/have had a learning disorder eg dyslexia. Can I apply?**

If you have any history of a learning disorder, it is highly likely that you will need to have a current assessment with an educational psychologist.

You will also need to demonstrate that you have been able to undertake study/work commitments to a satisfactory standard without use of any accommodations or restrictions.

Given the nature of policing, you will not be permitted any accommodations or restrictions during training or whilst undertaking police work.

### **32. I have epilepsy. Can I still apply?**

Yes. Applicants may be considered fit, subject to review by a Specialist Neurologist, who provides a medical report and evidence of no seizures for at least 10 years, a recent EEG (within the last year) and/or MRI with no structural pathology, stable medications taken as prescribed, good insight into the condition and its management.

The report must clearly indicate the applicants fitness to hold a Commercial Driver's License.

### **33. I have diabetes. Can I apply?**

Yes. In order to be considered, your diabetes must be strictly and well controlled.

**For applicants with diabetes treated with glucose lowering medications but no insulin** they may be considered fit, subject to review by a General Practitioner and/or Specialist Endocrinologist, who provides a medical report and evidence of stable blood glucose levels over 3 months, a care plan involving the Specialist Endocrinologist, GP and Allied Health clinicians, no signs of longer term diabetic conditions, compliance with medication and others as required.

The report must clearly indicate your fitness to hold a Commercial Driver's License.

**For applicants with diabetes treated with insulin** they may be considered fit, subject to review by Specialist Endocrinologist, who provides a medical report and evidence may be considered fit, subject to review by a General Practitioner and/or Specialist Endocrinologist, who provides a medical report and evidence of stable blood glucose levels over 6 months, a care plan involving the Specialist Endocrinologist, GP and Allied Health clinicians, no signs of longer term diabetic conditions, compliance with medication and others as information as required.

The applicant must have a continued glucose monitor device to monitor glucose levels, which has alarms and keeps a log of the glucose levels.

The report must clearly indicate your fitness to hold a Commercial Driver's License.

### **34. I have hypertension. Can I apply?**

Yes, applicants may be considered fit subject to regular periodic reviews by General Practitioner and/or Specialist Cardiologist, who provides a medical report or evidence of blood pressure stability over 4 weeks, normal ECG and other details as required.

### **35. What do I need to provide if I have testosterone deficiency?**

Applicants with testosterone deficiency must provide a current detailed assessment and report from an endocrinologist.

Applicants must have demonstrated resolution of symptoms and demonstrated stability for a suitable period of time after they have been stabilised on their current treatment as demonstrated by resolution of symptoms and stable blood test results (a series of regular blood tests are required). In addition, a copy of the pre-treatment blood test results must also be provided. The suitable time period is anticipated to be not less than 3 months.

Please note that anabolic steroids and other associated drugs such as HCG or estrogen inhibitors that are not uncommonly prescribed are not compatible with policing. If an applicant is using these medications, their suitability for policing will be deferred/withdrawn until such time the medication has been ceased, a suitable duration after cessation has elapsed and they have provided a subsequent report from an endocrinologist that has been deemed satisfactory by UHG.

### **36. I currently use isotretinoin. What do I need to provide to be considered?**

Isotretinoin is a medication with known potential side-effects that may be an impairment for safety-critical operational police work. However, if it can be sufficiently established that you are not experiencing any significant side-effects of the medication, as evidenced by a comprehensive medical report then it would be reasonable to allow you to proceed with recruitment to become a police officer.

You may be requested to provide additional information from a Dermatologist or GP to assess suitability.

When the medical reports note the applicant may proceed with safety-critical operational police work, it is subject to the undertaking that they follow-up with their treating Dermatologist at least every 6 months into the foreseeable future for ongoing monitoring and care. The applicant is also obliged to notify their commander if there is any significant change in their medical condition.

**37. I have been diagnosed with HIV, can I still apply?**

Yes, applicants may be considered fit, subject to review of the treatment regime and condition control. It is recommended to provide a report from Your Specialist outlining ongoing treatment, current viral serology profile with your medical. This will be reviewed by a Specialist Physician, for assessment of suitability.

**38. I have been diagnosed with Hepatitis B, can I still apply?**

Yes, applicants may be considered fit, subject to review of the treatment regime and condition control. It is recommended to provide a report from Your Specialist outlining ongoing treatment, current viral serology profile with your medical. This will be reviewed by a Specialist Physician, for assessment of suitability.

**39. I have been diagnosed with My Hepatitis C, can I still apply?**

Yes, applicants may be considered fit, subject to review of the treatment regime and condition control. It is recommended to provide a report from Your Specialist outlining ongoing treatment, current viral serology profile with your medical. This will be reviewed by a Specialist Physician, for assessment of suitability.

If you have any further queries, please feel free to contact UHG on (03) 8660 0889, or via email at [policemedical@medhealth.com.au](mailto:policemedical@medhealth.com.au)