

Auckland EAS Guidelines

Tamaki Makaurau Roleplay Community (TMRP)

Guidelines and Policies as of 27-01-2026

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Section #1 - Auckland Ambulance Service Guidelines

1.1 - Document Overview

The Tamaki Makaurau Roleplay Community Auckland EAS Guidelines is the core community wide standard of how the Auckland Ambulance Service shall operate on a day to day basis and overall level. This document is applicable for everyone from members to the organisation Leadership. This document is meant to regulate and hold the organisation as a whole accountable for themselves and provide members a guide to follow for procedures.

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1.2 - Auckland Ambulance Community Mission

The mission of the Auckland Ambulance Service for the Tamaki Makaurau Roleplay Community is to make sure the Tamaki Makaurau community gets the right medical treatment and ensuring all personnel are well trained, and respectful to the rights and dignities of all individuals within our community.

1.3 - Hiring and Training Process

All personnel shall follow the hiring and training process guides issued by the Ambulance Leadership. This is to ensure all organisations are following the core standard requirements.

Hiring and Training Process

1. All entry level person(s) shall go through a complete training process (when requested via application on the TMRP website) as issued by the Auckland Ambulance Leadership.
2. All entry level person(s) shall participate in a single one hour long ride along led by a Clinical Support Officer where they are reviewed for being able to competently complete their duties.
3. All entry level person(s), once fully trained by the Clinical Support Officer, and appointed to the position of EMT.

1.4 - Promotion Policy

Introduction

The intention of this policy is to regulate promotions and ensure they occur in a fair, objective, and skill based manner. This policy has no exceptions unless one is granted by the Auckland Ambulance Leadership Team.

Promotion Guidelines

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Promotions are an important part of someone's career in Tamaki Makaurau Roleplay. Being able to move up within an organisation and achieve more responsibility is a great accomplishment. In order to create a fair, objective, and skill based expectation for promotions, this policy was created. The following are the terms for promoting individuals within the ambulance service:

1. Individuals **should always start at Entry Level**, unless they show **provable skills and/or experience in the medical side of things or Ambulance Leadership exceptions.**
2. **Clinical Support Officers are required to provide all types of training for every rank within the service**
3. Members who hold the rank of EMT, Paramedic, and ICP must serve in their position for at least 30 days before they are eligible to be promoted to the next level.

1.5 - Resignation Policy

The **Tamaki Makaurau Roleplay Community** understands that at some point you decide that it is time for you to move on. All resignations must be submitted through the Auckland Ambulance Service ticket system. Posting your resignation in any other form will lead to immediate dishonourable discharge. Leaving the community all together without notification will also lead to a dishonourable discharge.

1.6 - Leave of Absences, and Light Duty Statuses

Leave of Absences

Leave of Absences [LOAs] shall never be submitted unless **you will not be in-game or active on Discord** for more than 7 days in a row. Absences shorter than that do not qualify for an **LOA** and will not be considered for one. Leave of Absences shall be submitted via each department's chosen process.

- Those with active **LOAs** shall never be in-game.
- **LOAs** shall never be over 30 days in duration (without good reasoning).
 - Included in this is the stacking of **LOAs**, or **LOAs** within a short duration of each other.

Light Duty Status

Generally, when an **LOA** is not applicable or you have a lot of things going on in real life, you can submit a leadership ticket for a Light Duty status. This will notify leadership that you will be not as active as usual, typically gaining less, but will still be active when able to do so.

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1.7 - Documentation Requirements

All documents created for use within the Tamaki Makaurau Roleplay Community shall become property of the Tamaki Makaurau Roleplay Community. In order for a document to be official for use, ownership shall be transferred over to TMRP Owners and you shall retain edit access to said document. Once a document is submitted for use, the original author releases all rights to the document, but will retain written credit in a reasonable manner.

1.8 - Chain of Command

Chain of Command shall be followed in all cases. Below are ranks to the respective Chains of Command across the TMRP Community. The below information is the EAS hierarchy in order from lowest to highest authority.

District Operations Manager
Group Operations Manager
Watch Operations Manager
Critical Care Paramedic
Intensive Care Paramedic
Paramedic
Emergency Medical Technician
First Responder

1.8.1 - Managerial Roles

- **WATCH OPERATIONS MANAGER** - this manager looks after, and manages personnel who are on shift, whilst they are on shift. This manager reports to their relevant GOM and provides insight on personnel, structure, and operational changes.
- **GROUP OPERATIONS MANAGER** - this manager is in charge of a specific department within the ambulance service. This manager reports to the DOM. Each GOM is in charge of their specified department and makes the overall ruling decision, to suit their department best.
GOM Manager Roles:
 - Ambulance Operations and Effectiveness Manager
 - Clinical Education and Staff Pathway Manager
 - Air Rescue and Helicopter Service Manager
 - Specialist Operations and Effectiveness Manager
- **DISTRICT OPERATIONS MANAGER** - this manager is in charge of the ambulance service within Tāmaki Makaurau. This manager reports to the Tāmaki Makaurau Roleplay Parliament.

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1.9 - Disciplinary Policy

The Tamaki Makaurau Roleplay Community expects all emergency services members to act in a professional and mature manner while holding true to our principles of honour, integrity, and good ethics. If a member of an emergency services organisation is found violating Organisational Guidelines or Community Rules and Guidelines, will be issued punitive action.

Members who are issued warnings, kicks, and/or bans from the FiveM server may be issued punitive action within their emergency services organisation. Your actions on-duty and off-duty directly affect your status within your organisation. Staff have been instructed to notify your organisation command if this occurs.

Written Warning	A written warning is typically a formal notification that you were spoken to regarding an incident and given corrective action. A written warning can be skipped over if the action done by the defendant member is great enough that it is reasonable to do so. A written warning lasts permanently on your record.
Strike #1	Strike #1 is issued to you as the first formal punishment regarding a matter. Issued for any number of reasons, it lasts on your record for 15 days. After 7 days, the organisation leadership or their designee has the discretion to change the strike to a written warning.
Strike #2	Strike #2 is issued to the defendant member if they currently have a strike on their record and is issued another one. If a second strike is issued, they shall be suspended for no longer than five (5) days from the date of issuance. When a strike #2 is issued, it stays on the defendant member's record for 30 days, but drops to a strike #1 after 15 days.
Strike #3	Strike #3 is issued if the defendant member currently has two strikes on their record and is issued another one. If a third strike is issued, The defendant may appeal after 3 days, and reapply after 30 days.
Suspension Modifier	A suspension modifier (SM) is defined as the inclusion of a temporary suspension that is no longer than five (5) extra days. The organisation leadership or their designee may assign this with any disciplinary action as seen fit.

1.9.1 Public Demotions

Public demotions are not allowed under any circumstance. Demotions are personal to the person and their Organisation Leadership, and this privacy will and needs to be respected.

1.10 General Codes

Radio codes were made to help reduce radio traffic and provide us with a layer of privacy when

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on duty.

1.10.1 Responding Codes

- Grey - Non Urgent - (Road Speeds)
- Green - Non Urgent - (Road Speeds)
- Orange - Urgent/Serious (Personnel Discretion)
- Red - Potential Life Threatening - (Lights and Sirens)
- Purple - Life Threatening (Lights and Sirens)

1.10.2 Status Codes

- Status 4 - Pt has minor injuries, there is no threat to life.
- Status 3 - Pt is not in a life threatening condition, there is a minor threat to life.
- Status 2 - Pt is nearing a life threatening incident, there is a potential threat to life.
- Status 1 - Pt is having a life threatening incident, there is an immediate threat to life.
- Status 0 - Pt is Deceased

Section #2 - Divisions Guidelines

2.1 - Uniforms

Uniforms are an indication to the public and other services of who you are, and why you are where you are. Make sure you wear your uniform with pride as you are representing the Auckland EAS.

Uniforms should be worn in the professional manner, with **ONLY** EAS branded clothing items and accessories. Specific exceptions may be made as per seasonal and practical circumstances.

2.2 - Vehicle Structure and Use Guidelines

Each branch is allowed to create their own Vehicle Structure and Use Guidelines. The following restrictions are issued to ensure that all divisions follow a core structure.

Vehicle	Rank
Gen 4.1 Mercedes Sprinter (Frontline)	EMT
2019 EAS Sprinter	EMT

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2019 EAS sprinter (Bullbar)	EMT
Mercedes Sprinter (Transfer)	Paramedic
Toyota Hilux (Critical Care)	ICP/CCP
Isuzu D-Max	SERT
Toyota Hilux	WOM/AOM/DOM
Hyundai Santa Fe	WOM/AOM/DOM
RAV4	WOM/AOM/DOM
Holden ZB Wagon	WOM/AOM/DOM
BK Helicopter	CCP+ and Helicopter Trained with licence
Westpac Rescue Helicopter	CCP+ and Helicopter Trained with licence

2.2.1 - Vehicle Colours

No Vehicle Colours should be changed unless directly Authorized by leadership.

2.2.2 - Crewing Restrictions

Ambulances are able to be used at any time by anyone in the service, regardless of practice level and rank.

Specialist Vehicles like Cars and Utes are to be used when there are **at least 3** Ambulances on duty. (1 Car or Ute per every 3 Ambulances on duty)

Helicopters are to be only used when a patient is needing transfer and cannot be transferred easily by any other vehicle.

Helicopters can only be deployed by an on-duty manager, supervised by them for the duration of the deployment.

Helicopters must be crewed with 1 Pilot, 1 EMT+, and 1 CCP.

Section #3 - Tamaki Makaurau Communications Guidelines

3.1 - Comms Positions and their Duties

Communications Operator (CO)

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The role of the communications operator is to control the radio channel, review the CAD for 111 calls, and to dispatch units to calls for service. If a secondary dispatcher is active, the primary dispatcher is responsible for priority level calls for service and traffic only.

Note: All Communication operators must be in the Dispatch Room in discord

First Arrival (FA)

The role of the first arriving medic is to take control of the scene and only to be relieved should a more senior/experienced medic arrive and coordinate additional resources if needed or should it be deemed by a supervisor the first arrival is not capable of coordinating the scene.

3.2 - Radio Communications Enforcement

On-duty Communications Operators shall ensure, above their normal duties, that the following guidelines are being enforced. Violation of these guidelines can range from Comms Strike to a suspension, which is defined in 3.3 - Punitive Action Taken by Communications Operators.

3.2.1 - Ensuring that only emergency service personnel are on frequency. Radio scanners, stealing a radio and listening/talking on the radio, etc. are not allowed to occur in emergency service frequencies (ESF).

- Towing companies, security personnel, department of transportation workers, etc. are not allowed to be tuned onto ESF.

3.2.2 - Ensuring that all members in radio have the correct call sign on display.

- **[Live]** is appropriate to have at the end of their name if they are actively streaming.

3.2.3 - Anyone going inactive for more than 5 minutes shall be directed to join the AFK room and display [AFK] at the end of their name.

3.2.4 - Ensuring that all proper radio etiquette is enforced at all times, most of which should be common / basic knowledge.

3.3 - Punitive Action Taken by Communications Operators

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Communications Operators are allowed to issue progressive punishment to enforce the guidelines set forth for proper radio usage. All levels of progressive punishment issued by a Comms are listed below.

RTO Warning

RTO warnings issued against individuals are non-formally tracked violations issued to those who violate regulation 3.2.4. The communications operator will advise you via a leadership ticket, notifying you you're receiving the warning and stating why.

RTO Strike

RTO strikes issued against individuals are documented violations that are tracked on a 1-3 strike basis.

Your direct line supervisor will be notified you've received a strike and the reason why. This strike will remain for two weeks and you will be issued a warning on your organisation roster.

Receiving further RTO Strikes

Receiving a second RTO strike will lead to an immediate organisation retraining.

Receiving a third RTO strike is grounds for immediate staff action.

Communications Operator guide to issuing an RTO strike

- Create a leadership ticket, with the member being struck and their direct line supervisor with the relevant details.
- Notify the member via radio, "Comms Calls [Unit Callsign], please check your email regarding updated personnel information".
- Note the strike/issue for leadership in the ticket, for relevant noting by leadership personnel to occur. .
- If RTO Strike #2 or #3 is issued a leadership ticket with their respective organisation leadership advising of retraining requirements and possible suspensions.

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