



# APPLICANT GUIDE

**Information about the Child Safety Officer  
Application Process**

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## Contact

Department of Child Safety, Youth and Women  
People and Culture

Child Safety Officer Recruitment Team

T: 1800 089 515 \*

E: [recruitmentteamhrb@csyw.qld.gov.au](mailto:recruitmentteamhrb@csyw.qld.gov.au)

www: [Child Protection Careers Page](#)

\*Calls from mobile phones are charged at applicable rates

## Introduction

Thank you for your interest in applying for a position as a Child Safety Officer with the Department of Child Safety, Youth and Women.

We are committed to recruiting and retaining the best people for the job.

Child Safety Officers are involved in a range of activities including:

- working directly with vulnerable children who are at risk of harm or abuse, as well as their families or carers
- assessing, investigation and managing cases
- introducing measures to protect children and improve family behaviour

When the Department of Child Safety, Youth and Women is notified of abuse or neglect, Child Safety Officers will manage the case and, if necessary, arrange to place a child in out-of-home care.

Working as a Child Safety Officer is a challenging and rewarding job that offers a range of career opportunities such as policy and practice development, staff management, mentoring and training.

The following information is provided to help you better understand the recruitment and selection process and assist you with the preparation of your application.

## Before you commence your application

You should read and familiarise yourself with the Child Safety Officer Role Profile and ensure you fully understand the responsibilities and tasks associated with the role.

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You are encouraged to find out as much as possible about the department and the role in order to best prepare for the selection process.

Our [Child Protection Careers Page](#) contains an overview of the role, information on mandatory qualifications and conditions of employment.

Visit our [Child Safety Page](#) for further information on Services we provide.

## Section 1– Eligibility to apply?

### Mandatory qualification requirements

To be a Child Safety Officer you need to hold a bachelor degree from an accredited Australian tertiary institution.

Overseas qualifications are only accepted if they are comparable to a relevant Australian qualification. For further details, see Overseas qualification (Section 5). All applicants must provide a full transcript of their qualification with their application.

There are two qualification pathways to become a Child Safety Officer.

### Pathway 1

The following qualifications are acceptable. A bachelor degree in:

- social work (or social work majors with a practicum component)
- human services or social welfare
- psychology or behavioural science, or a
- Master of Social Work (Qualifying)

## Pathway 2

Other bachelor degrees are acceptable as long as the graduate has completed a minimum of six subjects related to human services, psychology or behavioural science.

The guidelines used to assess if the applicant's degree meets the department's requirements include:

- study in effective practice, which includes assessment and intervention skills for work with individuals, groups, families, organisations, communities and other social systems
- knowledge and skills to engage young people, children and families to facilitate assessments and guide them through change
- knowledge of child development, human behavior and interaction, family dynamics, cultural factors and interpersonal violence
- knowledge of theories and intervention methods within a human services setting and experience in assisting relationships
- knowledge of Aboriginal and Torres Strait Islander cultures and issues relating to over-representation in the child protection system

Applicants within pathway two are expected to also have either an additional relevant qualification, or 12 months full-time (or equivalent part-time) relevant work experience.

Bachelor degrees that may provide the prerequisite study content depending on chosen electives include, but are not limited, to the following degrees:

- applied social sciences
- social sciences
- arts.

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## Additional qualifications

Additional qualifications will be assessed on an individual basis, but should include the study of relevant subjects (e.g. child development, life span development, child and family violence, family dynamics and/or impacts of trauma). Some examples of acceptable additional qualifications include:

- Graduate Certificate in Human Services (Child Protection)
- Advanced Diploma in Community Services Work
- Diploma of Statutory Child Protection
- Diploma of Youth Work

## Relevant work experience

Examples include work experience in a relevant occupation (e.g. human services/case management oriented work; or work with children, young people, families, or disadvantaged groups, including areas of mental health and disability). Suitability of degree subject content, additional qualifications and relevant work experience will be assessed on a case by case basis.

**\*If you have previously worked as a Child Safety Officer within the Department of Child Safety, Youth and Women, you have automatic eligibility to re-apply for the role.**

## Citizenship requirements

The Public Service Act 2008 (Qld) states that a person is only eligible to be a permanent officer if the person is:

- an Australian citizen, or
- resides in Australia and has permission under a Commonwealth law, to work in Australia and remain in Australia indefinitely

If you do not meet citizenship requirements you cannot be appointed as a permanent officer of the Queensland Government department. However, you may be considered for temporary employment, depending on your working rights. You will still be

required to participate in the full selection process and you must provide evidence that you can legally work in Australia before being considered for temporary employment.

## Section 2 – Application process

### What must be included in the application?

You are required to include the following documents in your application:

- complete the **on-line application form** via the CSO Recruitment portal including your location preferences
- **resume** outlining your employment history, relevant skills and experience, qualifications and the names of two (2) referees
- **written response to three (3) questions** as outlined on the application form
- **\*certified copy of your degree and academic transcripts** and other relevant documentation (for example, assessment of overseas qualifications)
- **\*certified copy of your driver's licence**
- **\*certified copy of your citizenship/residency** (if applicable)
- copy of your current blue card (if applicable)

Note: A blue card is not essential when you apply. A criminal history screening including blue card check is essential if you are employed as a Child Safety Officer.

\* You must provide the required certified documentation to ensure timely processing of your application. Submitting uncertified documents will hinder the processing of your application. A certified document is one which is stamped and signed by a Justice of the Peace, Commission of Declarations, Police

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Sergeant or Solicitor who has sighted the original document.

### Three questions you must respond to as part of your application

#### Question 1

**What is your understanding of the role of a Child Safety Officer and the responsibility for delivering statutory child protection services?**

- In your response to this question, you are required to demonstrate that you have researched the role of the Child Safety Officer, and that you understand the statutory nature of the role
- Your response should be communicated in your own words and be approximately 500-600 words

#### Question 2

**What are your motivations for wanting to be a Child Safety Officer?**

- Your response should be approximately 150-200 words

#### Question 3

**Considering the responsibilities of a Child Safety Officer which are outlined in the role profile, demonstrate what relevant strengths and skills you could bring to the role.**

In your response to this question use demonstrated example/s to support your statements; your response should be approximately 500-600 words.

When preparing your responses to the three (3) questions, please consider the following requirements:

- Your combined responses to the three (3) questions should equate to approximately two A4 pages
- We expect that you have researched the role and the organisation. This research

and understanding of the role should be conveyed within your responses

- The term 'demonstrate' means you are required to provide examples/evidence from your current/past work and/or life experience to demonstrate your ability within your written application
- Ensure you proof read your question responses, a quality and professionally presented application is expected. Please note:
  - You are not required to respond to the Capability Leadership Framework criteria detailed in the role profile. Instead, you are required to answer the three (3) questions listed below. It is suggested that you consider the responsibilities of the Child Safety Officer role within the context of your response to the three (3) questions
  - **Applications will not be considered if they are incomplete or if the mandatory qualification requirement is not met**

## Section 3– Submitting an application

### Submission of electronic applications

To apply for the Child Safety Officer role, please complete an on-line application form available from the [CSO Recruitment Portal](#). You will need to register with an email address and password.

## Section 4 - Selection process

The selection process incorporates a range of methods to most accurately select the best people for the job, and is comprised of the following stages:

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## Shortlisting applications

The Child Safety Officer Recruitment Team will review your application and make a decision on your suitability to progress through the screening stages. Assessment will be based on:

- **Mandatory qualification requirements**  
Have you met the mandatory qualification requirement and supplied all the necessary documents?
- **Quality and relevance of your responses to the three (3) questions**  
The ability to follow direction and demonstrate good written communication skills are essential to the role of Child Safety Officer. The Child Safety Officer Recruitment team will assess the extent to which your application is professionally written and that the information provided is relevant
- We ask that you read the role profile and research information on our website to ensure you understand the Child Safety Officer role and its statutory responsibilities. The Child Safety Officer Recruitment Team will also be looking for evidence of your Strengths and skills applicable to the Child Safety Officer role within your responses to the three (3) questions

## Telephone screening and Situational Judgement Tool

This stage includes a telephone discussion with a Senior Advisor from the Child Safety Officer Recruitment Team. The purpose of this discussion is to ascertain your understanding of the Child Safety Officer role and to ensure that this role will meet your needs.

Your communication skills will be on display. This is an assessable component of the process. After this is complete you will be invited to undertake an on-line situational judgement tool.

The tool requires you to provide responses to 10 child protection scenarios which determines your fit for the role. You must select the response/s that best reflects how you would respond in each scenario. The tool takes approximately 20 minutes to complete. Your responses are confidential and made available only to those directly involved in the selection process.

You should contact the Child Safety Officer Recruitment Team if you have any difficulties accessing the online situational judgement tool.

## Pre-employment checks

### Referee checks

- Referee checks will be carried out by the recruitment team for all applicants being considered for a job to verify information gathered
- In most cases, the most appropriate referees are your present supervisor or your immediate past supervisor. The recruitment team will not contact any referee without your consent
- Referees will be asked to provide comment in relation to each capability listed in the Child Safety Officer Role Profile
- If any adverse comments are made, you will be given the opportunity to respond
- It is in your interests to discuss your application with prospective referees and ensure they have a clear understanding of the role so that they can make an informed contribution to the selection process

## Applicant pool

Following successful progression through the initial screening process, your application will be placed in the 'Applicant pool'. When a position/s becomes available at your preferred location/s your

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application will be referred to the Child Safety Service Centre for their consideration.

Some locations are very competitive. If you are experiencing delays in being considered for an interview, you may like to contact us to expand upon your chosen location preferences. Jobs are usually more frequently available in our regional and/or remote locations.

Should you wish to alter your location preferences or update your application, please contact the Child Safety Officer Recruitment Team on 1800 089 515 or 3235 9363.

There may be [region and remote incentives](#) available to you if you choose to work remotely.

## Interview

When a vacancy arises in your preferred location/s, you may be invited to attend an interview. The interviews are designed to provide you with the opportunity to demonstrate your strengths and attributes relevant to the Child Safety Officer role and the service centre for which you are being considered.

### Interview format

- You will be provided with the interview material prior to the interview, and be given a 30 minute perusal time to prepare your responses. You will be required to submit your pre-interview written perusal responses to the selection panel at the end of the interview.
- The selection panel will consist of a minimum of two people who will assess your suitability for a specific vacancy.
- The interview itself will be approximately 45 minutes in duration and may include, but is not limited to the following activities:
  - structured questions
  - scenario and questions
  - some discussion/specific questions relating to the location/geographical area.
  - The assessment methods used are designed to assess specific capabilities linked to the position and simulate a

realistic preview of the Child Safety Officer role. You will not be expected to know internal policies or processes. However, you will be expected to demonstrate your thought processes and rationale for decision-making and that you have researched and understand the work of a Child Safety Officer

- It is recommended that you research [Child Safety Services](#), specifically in the context of delivering child protection practice, prior to the interview
- It is suggested that you peruse the Child Protection Act 1999 (Qld), practice frameworks and structured decision making tools. This information may assist you in preparing for your interview. You will not be required to recite details of this information to the panel

## STAR framework

The STAR framework is provided to assist you to articulate your skills and experience in an interview context:

**Situation:** what was the situation for the example?

**Task:** what tasks were involved?

**Activities:** what activities did you do?

**Results:** what happened as a result, was your work approved or implemented successfully?

Using this framework as a guide may assist you to present your skills and experience in an articulate manner when responding to interview questions.

## Special needs

If you have any special requirements regarding attending an interview, such as building access or communication assistance, please notify the Child Safety Service Centre when you are invited to attend your interview so that suitable arrangements can be made.

## Criminal history checks

- The Child Safety Officer position falls under the definition of regulated employment in the Commission for Children and Young People and Child Guardian Act 2000 (Qld). Persons seeking to work in this position must undergo criminal history screening under the blue card system administered by the Queensland Public Safety Business Agency
- Additionally, information may be obtained by the Queensland Public Safety Business Agency from the Queensland Police Service on whether a preferred applicant is, or has been, under investigation for the possible commission of a serious offence and if necessary, information can be obtained concerning that person.
- A criminal conviction or charge will not automatically exclude an applicant from obtaining a blue card. However, particular offences are known as disqualifying offences. It is an offence for a disqualified person to apply for a blue card or apply for regulated employment
- The Criminal Law (Rehabilitation of Offenders) Act 1986 (Qld), which excludes matters from a criminal history where the rehabilitation period has expired, does not apply to criminal history screening conducted under the blue card system

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## Disciplinary history check

Under Queensland Government Directive: 7/11 "Employment Screening" prior to an offer of employment, and as part of the recruitment process, applicants can be required to disclose details of serious disciplinary action taken against them

## Selection and appointment

### Successful

If you are offered employment with the department, you will be advised verbally and in writing. The letter of offer will provide information about the position title, region/branch location, salary, commencement date and end date (if applicable). For permanent appointments, you will be required to sign and return an attached acceptance form relating to the position and associated probation period.

### Unsuccessful

If you are unsuccessful for a specific vacancy, you will be advised verbally and/or in writing. If you are unsuccessful for the vacancy the panel may recommend that you continue to be considered for future Child Safety Officer vacancies your application will return to the 'Applicant pool'.

### Feedback

Post-selection feedback is available to all applicants upon request. If you are unsuccessful at interview, feedback will come from the Child Safety Service Centre. If you are unsuccessful at any other stage of the process you can request feedback from the Child Safety Officer Recruitment Team.

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## Section 5 - Other information

### Overseas qualifications

Applicants with an overseas qualification will be considered if the qualification has been assessed as comparable to a relevant Australian qualification. Academic transcripts and evidence of qualification assessment must be submitted with your application.

The following organisations can undertake an assessment of overseas qualifications:

[Queensland Government Overseas qualification recognition](#)

T: 1300 363 079

[Department of Education and Training Qualification assessment - \(Queensland residents only\)](#)

T: 1300 369 935

Your application must include evidence that your qualification(s) has been assessed by an appropriate authority who has determined that your qualification(s) is comparable to an Australian Bachelor degree or post graduate qualification.

### Driver's licence

The possession of a driver's licence is a mandatory requirement for the role of Child Safety Officer. Requirements of acceptable driver's licences fall into the following categories:

"O" (open) or "P2" (green P plate); and  
"C" or "CA" class driver's licence.

Please note: P1 (Red P plate) licence holders are not eligible to apply as the restrictions of the provisional licence may impact their capacity to carry out the requirement of the role.

Applicants with an intrastate or international licence can attach this to their application. Please supply a Queensland licence to the Child Safety Recruitment Team as soon as possible after you arrive in the state or country.

## Travel requirements

You may be required to undertake intrastate travel depending on the Child Safety Service Centre you are applying to work in, so you must be prepared to travel (for example, by boat, small plane or 4WD vehicle) to rural and/or remote locations. You may also be required to stay overnight or fly-in and fly-out depending on work needs at these locations. Remote locations include Aurukun, Bamaga, Charleville, Cooktown, Cunnamulla, Doomadgee, Emerald, Kowanyama, Longreach, Mt Isa, Mornington Island, Normanton, Palm Island, Roma, Thursday Island, Weipa and Woorabinda, Lockhart River, Pompuraaw, Innisfail and Atherton.

## Remote and Regional Incentive Scheme

There are a number of Child Safety Service Centres within Queensland that attract additional [remote and regional incentives](#) and/or leave entitlements accommodation assistance may also be available.

## Pay rates

Appointment will normally be at the minimum pay point of the relevant classification level. However, the selection panel will make a determination of the relevant pay point based on your experience and qualifications. The Child Safety Officer Recruitment Team will discuss your likely remuneration based on your skills and experience at the telephone discussion stage of the process.

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## Recognition of previous service

New appointees to the Queensland Public Service who have service in the organisations listed below may be given recognition of their previous service. These include:

- Commonwealth and other State Public services
- Statutory authorities
- Health service districts
- Local authorities
- Tertiary educational institutions

Recognition for sick leave and long service leave may be given where there has not been a break in service that exceeds 12 months. This is not automatic and must be requested.

## Further Information

Our [Child Protection Careers Page](#) has further resources to assist with information on the Child Safety Officer position, qualification requirements and how to apply. Please contact us if you have questions after referring to the following application resources or visit our [Recruitment Portal](#) to request a **Qualification Assessment or, Apply Now.**