

# Applicant Information Package

Thank you for your interest in working with the Department of Justice and Attorney-General (DJAG). This Applicant Information Package is provided to assist applicants to understand the departmental recruitment and selection process. You are encouraged to read this information carefully prior to applying.

## WORKING FOR DJAG

DJAG delivers a wide range of services and is committed to ensuring Queenslanders have a fair and just society with safe, healthy, productive workplaces and community.

### *Our Vision* – A fair, safe and just Queensland

More information about DJAG, our strategic plan, the services we deliver and organisational structure is available on our website - [www.justice.qld.gov.au](http://www.justice.qld.gov.au)

### Leave entitlements\*

Employees of the department have access to a range of leave entitlements. Access to some of the leave types below will be subject to operational requirements and further discussion and agreement with the relevant manager.

- Recreation leave
- Parental leave
- Sick leave
- Special leave
- Long service leave
- Carer's Leave
- Purchased leave or extra leave for proportionate salary
- Leave and travel concessions for remote areas
- Christmas closure

\* Some employment benefits are provided subject to organisational convenience and may change from time to time.

### Flexible working arrangements\*

The department aims to maximise service delivery to the community whilst providing flexibility to its employees. To assist employees balance work and life responsibilities the flexible working arrangements outlined below may be available. These arrangements will be subject to operational convenience and further discussion and agreement with the relevant manager:

- Part-time arrangements
- Job sharing
- Telecommuting or Work from home
- Leave without pay
- Accrued/Accumulated time
- Aggregated/Averaged hours of work
- Compressed hours
- Staggered hours
- Purchased leave or extra leave for proportionate salary

\* Subject to organisational requirements and may change from time to time.

### Superannuation

QSuper is the superannuation fund for current (and former) Queensland Government workers and their spouses. In DJAG when an employee contributes 5% into their Superannuation, the department will contribute 12.75%. For further information visit the, QSuper website [www.qsuper.com.au](http://www.qsuper.com.au).

### Salary packaging options

An employee's own personal circumstances will determine whether salary packaging will be of benefit. Some of these items attract Fringe Benefits Tax, so it is important for employees to review their own situation with a financial adviser. [Remserv](http://Remserv) [Remuneration Services](http://Remuneration Services) and [Smartsalary](http://Smartsalary) provide salary packaging services. For further details visit the Remserv website [www.remserv.com.au](http://www.remserv.com.au) or Smartsalary website [www.qldsmartsalary.com.au](http://www.qldsmartsalary.com.au)



## WHAT YOU NEED TO KNOW BEFORE YOU APPLY

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### Work Status

To be appointed permanently as an officer of the Queensland Public Service you must be either:

- an Australian citizen, or
- have permission to reside in Australia indefinitely, or
- be a New Zealander with a special category visa.

If you have a work visa, you can only be employed in a temporary position (for the length of your visa, or until you become an Australian citizen or permanent resident). You will be required to provide evidence of your legal work status prior to or upon commencement.

### **Applicants previous paid a Voluntary Medical Retirement, Early Retirement, Redundancy, Retrenchment, other Severance Benefit or Voluntary Separation Payment**

In accordance with the *Public Service Act 2008 (s52(3))*, *Industrial relations Act 1999 (s687(3))* and Public Service Commission Directives relating to Voluntary Medical Retirement (VMR) and Early Retirement, Redundancy and Retrenchment severance benefit recipients who are re-employed by a Queensland Government entity within the period covered by the severance benefit may be subject to financial penalties.

In addition to repayment conditions where liable, applicants who have accepted a VMR from a Queensland Government entity may be re-employed as a consultant, contractor, or employee in a Queensland Government entity provided the applicant also provides medical evidence that clearly and unambiguously states the applicant's current condition would not affect his or her ability to safely and effectively perform the proposed role and re-engagement would not pose a risk of worsening or aggravating an existing injury or illness.

Recipients of a VSP are not eligible for or to seek re-employment by a Queensland Government entity for a period of three (3) years from the date of termination and will not be given further consideration if applying within this exclusion period.

Applicants who have been paid a VMR, early retirement, redundancy, retrenchment, other severance benefit, or VSP from a Queensland Government entity within the applicable periods are required to indicate this on the application form.

### Pre-employment checks

DJAG may require applicants to undergo a variety of pre-employment checks including but not limited to disciplinary and/or criminal history checks.

\*The Office of Liquor and Gaming Regulation requires a mandatory probity check to be conducted on all employees and **no** offer of employment will be made until the results of this check is known. Refer to the Role Description for further information regarding this requirement.

### Referee checks

A referee check can be sought by the Selection Panel at any stage of the recruitment and selection process. The referee can be asked for information that may be relevant in making a suitability assessment including information on your job performance, behaviour, disciplinary history and attendance.

Where adverse comments are made by a referee which have the potential to affect the selection outcome you will be given an opportunity to respond.

If contacting a referee may cause you problems please advise the Panel accordingly.

### Disclosing previous serious disciplinary action

An applicant recommended for appointment must disclose any previous serious disciplinary action taken against them in the Queensland Public Service. Any relevant disclosures are then considered as part of determining the recommended applicant's suitability.

## **Criminal history check**

If indicated in the Role Description, a criminal history check will be undertaken for the recommended applicant. If information is received that may exclude you from further consideration you will be given an opportunity to respond and your response will be taken into account in the evaluation process.

Queensland Corrective Services requires a mandatory criminal history check be conducted on all employees. No offer of employment will be made until the results are known and managed in accordance with the *Corrective Service Act 2006*.

Under the *Director of Public Prosecutions Act 1984* persons seeking engagement in the Office of the Director of Public Prosecutions are required to disclose their criminal histories (including convictions which are not recorded) and/or charges at the time of the interview. Criminal history checks will be undertaken by the Division on the preferred applicant(s).

## **Working with children check**

If indicated in the Role Description, a working with children check will be undertaken for the recommended applicant. If you do not currently have a blue card, and you are the successful applicant you will need to apply. You will be provided with a departmental form. More information is available at <https://www.bluecard.qld.gov.au>.

Panel chairs will be responsible for contacting applicants to obtain applicant consent to undergo a criminal history check and acceptable documents to support the applicant's identity

## **Pay rates**

Appointment will normally be at the minimum pay point of the relevant classification level. However, if you are an external applicant (or government employee who has relevant acting in higher duties) and present a case to the Selection Panel demonstrating a higher level of skills and knowledge, you may be able to negotiate salary within that classification level.

## **Qualifications**

In accordance with relevant legislation, industrial award or accreditation requirements, certain roles within DJAG have mandatory qualification or registration requirements. You are not required to provide evidence of qualifications or registration when you submit your application, but must provide documentary evidence of compliance with mandatory requirements before you can be appointed. This involves allowing the Panel to sight a copy of the required documents.

An overseas qualification can be recognised in Australia if it has been through a Skills Recognition process. For more information on [Skills Recognition](#) in Australia go to where you will be required to [Submit an application](#) for recognition of your overseas qualification.

## **Appointment expenses**

If you are required to relocate your place of residence to accept an appointment you may be eligible for reimbursement for certain expenses in accordance with legislation, policy and established practice. You should discuss appointment expenses with the Panel Chair if you are invited for further assessment.

## **Probation**

Any successful applicant who is not a permanent employee of the Queensland Public Service will initially be appointed to a minimum probationary period of 3 months. In certain circumstances and with your agreement the maximum probationary period can be 13 months.

## **Late Applications**

Vacancies are open until midnight on the day of closing.

A late application may be considered by the Panel Chair, upon request. However, you cannot appeal against the appointment outcome if your application is late.

## APPLYING FOR THE VACANCY

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### The Role Description

Each role will have a specific Role Description.

The Role Description provides you with the information about the job and the skills, experience and qualifications that are required for the role. It will help you decide if the role is right for you. **Please read the Role Description carefully** as it describes the job application process and outlines any mandatory requirements. It also outlines the closing date and identifies the contact officer who will be available to answer any specific questions.

The job market is very competitive and your application has more chance of attracting interest from the selection panel if it is well presented, succinct and relevant.

### Preparing your application

You must address the key capabilities (or key attributes/responsibilities) listed in the role description. Responses to these should be concise and fully describe how you consider yourself suitable against each. Wherever possible give examples – do not simply state that you meet them. The wording of the key capabilities/attributes indicates the required level of knowledge, skills and attributes need for the position.

You may be required to provide a **written statement, cover letter or application** demonstrating how you meet the 'Requirements for the Role/Key Attributes'.

Read each requirement for the role very carefully and determine what each one is asking and ensure that you address **all** components of each requirement.

In answering each requirement and providing an example you may wish to adopt the **STAR** approach:

**Situation** – outline the situation/environment

**Task** – identify the task or project

**Action** – clearly identify what action you took and your role

**Result** – what was the outcome from your action

### Preparing your application (cont'd)

Look for key words and determine what they mean. Key words frequently used are explained below:

- "*Demonstrated*" or "*proven ability*" mean that you have successfully performed the duty or used the skill in the past. Actual experience rather than potential to perform the duty is required.
- "*An ability to rapidly acquire*" means that if you do not already have the skills, knowledge and abilities you can demonstrate your potential to acquire these by comparing them to relevant tasks or responsibilities you have undertaken in previous positions or through study.
- "*Thorough*", "*sound*" or "*a high level*" indicate that advanced skill or knowledge is required.

### Your Resume

Your resume should provide a short summary of relevant details which is intended to give the Selection Panel information about you to assist in assessing your suitability for the position.

Four important points to remember when preparing your resume are to keep it:

- *Clear and concise* ( few pages is plenty)
- *Informative* (assume the Panel doesn't know anything about you)
- *Relevant to your job application* (don't include any unnecessary information) and
- *Free of errors*

### Your Referees

You should nominate referee(s) who can comment on your skills, knowledge and experience in relation to the 'Requirements for the Role/Key Attributes'.

You must seek prior approval from your referees to nominate them. Unless extenuating circumstances exist at least one referee must have a thorough knowledge of your conduct and performance within the previous two years.

If you are a current or previous Queensland Government public service employee, you will be required to nominate a referee who can report on your public service employment.

## Submitting your application online

You must apply on-line for jobs through the *Smart Jobs and Careers* website:

([www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)).

Online applications have special requirements:

- You need to create a 'My SmartJob' account before submitting your online application. Details are available through the Queensland Government Smart Jobs and Careers website at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au);
- You can 'save and submit later', allowing you to organise your attachments for submission at a later time, but before the closing date of applications;
- Do not attach photographs, certificates, references or other large graphics to your application;
- Late applications cannot be accepted online; and
- Any documents attached to SmartJobs or submitted by email should be in Microsoft Word 2003 or PDF format and NOT saved as a zipped file.
- If you did not receive an email receipt of your application, contact the officer listed on the role description during business hours.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on (07) 3021 5450 or (07) 3021 5465, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Applications Processing Team on the numbers above to arrange this.

Hand delivered applications will **not** be accepted.

## ASSESSMENT OF YOUR APPLICATION

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### Selection Process

The Selection Panel usually consists of two or three members.

The selection process includes consideration of the applications, short listing a range of selection techniques applicable to the position key attributes/capabilities. These are designed to identify the applicant with the highest overall merit. When determining merit, the following elements are taken into account:

- The extent to which each applicant has abilities, aptitude, skills, qualifications, knowledge, experience, and personal qualities relevant to the carrying out of the duties in question.
- Each applicant's performance in their previous duties and the potential for development is also considered if relevant.

### Shortlisting

The shortlisting process determines who should be interviewed, and is based on how well the information in your application is assessed as meeting the key attributes/capabilities listed in the role description.

The Selection Panel's assessment is made on the information you provide, so it is in your best interests to show the Panel clearly how your achievements, skills, experience and knowledge apply to the key attributes/capabilities.

### Interviews

The primary selection technique is the interview. The interview provides applicants with the opportunity to demonstrate that they possess the greatest overall merit to succeed in the position advertised.

Questions relating to the key attributes/capabilities may be used to provide a consistent interview structure during the selection process. This enables the panel to comparatively assess each applicant.



## **Interviews (cont'd)**

Applicants will be given the opportunity to direct question to the panel, provide relevant information, and produce work samples to support their claims. Interviews may be conducted on the telephone if necessary and possible. Each interview normally takes between 30-45 minutes.

The Panel endeavours to meet any special requirements you may have to be able to attend the interview, such as building access or communication assistance.

You are required to inform the Panel prior to your interview of any reasonable adjustment requirements, so these can be arranged.

## **Other selection techniques**

There are some roles in DJAG that undergo further selection processes due to legislative, or directive guidelines. These will be outlined in the role description.

## **Preparing for Interview**

Generally, short listed applicants will be contacted at least 48 hours before any interview process. If you have been contacted to attend an interview, you will be advised of the interview structure. It is at this point you should ask what material you can take to the interview.

General points to remember:

- Arrive 10 minutes early, allowing you time to relax and clear your mind
- Consider if you have any questions or information you need clarified
- Re-read your application before the assessment

The Panel may ask follow-up or probing questions for each key attribute/capability to ensure they get the information they require. It is suggested that you give some thought to the type of questions that might reasonably be asked and to answers that accurately reflect your capabilities.

## **Conducting Referee checks**

Referee checks are carried out on the applicant with the highest overall merit. These checks are conducted to verify that the information provided in your application and your interview is accurate. Comments made by referees are documented by the Panel.

The Selection Panel will not contact any referee without your consent. The most appropriate referees are your present team leader/manager and/or your immediate past team leader/manager.

If you are a current or previous Queensland Government public service employee, you will be required to nominate a referee who can report on your public service employment.

## **APPOINTMENT PROCESS**

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The selection panel will recommend the applicant with the highest overall merit to the relevant approving officer. Once approval has been granted the applicant can be offered the role.

When considering an offer of employment, you should discuss with the panel the specifics regarding pay, appointment expenses, hours of duty, commencement date.

The agreed and approved details of the appointment will then be confirmed in writing with your official appointment letter.

## **APPLICANT FEEDBACK**

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Unsuccessful applicants will receive advice regarding the final selection outcome. Post selection feedback is then available from a member of the selection panel upon your request to the panel chair.

Applicants who are unsuccessful are encouraged to seek feedback.

## EMPLOYEE UNION

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The Queensland Government has made a [commitment](#) to encourage union membership among its employees.

DJAG encourages employees to join and maintain financial membership of an organisation that has the right to represent their industrial interests.

Organisations whose charters include coverage within DJAG include: [Together](#) or [Australian Workers Union](#) .

## EMPLOYMENT AS A LOBBYIST

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It is Government policy that all public service employees are to provide, within one month of taking up duty, a disclosure of employment as a lobbyist in the previous two years, in accordance with Public Service Commission Directive [Disclosure of Previous Employment](#) as a Lobbyist Policy.

## APPEALS

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If you are a Queensland Government employee you may appeal against a promotion to a position.

For further information contact the Public Service Commission on (07) 3227 6379 or visit their website [www.psc.qld.gov.au](http://www.psc.qld.gov.au).

The *Public Service Act 2008* should be consulted for further details about promotion appeals.

## PRIVACY STATEMENT

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### Privacy and access regarding your applicant statement

Personal information is collected in the recruitment and selection process to assess the applicants' suitability for the position or positions under Chapter 5 of the *Public Service Act 2008*.

In some assessment processes (such as an assessment centre) your identity as an applicant may become apparent to other applicants.

During the course of employment it may also be necessary to provide the name, classification, role and business unit to relevant union(s) for the purpose of conducting effective employment and industrial relations activities.

If a public service employee discloses serious disciplinary action taken against them that information may be disclosed to the Director-General of the agency where the action was taken for the purpose of seeking further information.

Any person (including an applicant) who seeks documents in relation to a recruitment and selection process must make an application under the [Right to Information Act 2009](#) . Fees and charges may be payable. You have the right to access your personal information held by the government under the *Information Privacy Act 2009*.