

# Children's Health Queensland Hospital and Health Service



## Information for Applicants



# Thank you for your interest in working with us

This information package has been developed to inform potential applicants about the recruitment and selection process and other Children's Health Queensland Hospital and Health Service (CHQ HHS) employment information.

Information is provided to assist you to apply for a job with CHQ HHS and to prepare for the selection process. Use this package to find out more on:

- Queensland's public service values
- About Queensland Health
- About Children's Health Queensland Hospital and Health Services
- Why not work for us?
- Before you apply
- Preparing your resume
- How to apply
- Expressions of Interest for future vacancies
- The selection process
- Preparing for your interview or other assessment
- Employment Suitability
- Your appointment to Children's Health Queensland Hospital and Health Service
- Commencing employment
- Selection process documentation

## Queensland's public service values

Our **goal** is to be the most responsive and respected public service in the nation. We will be more effective, deliver value for money and ultimately achieve better outcomes for Queenslanders. Queensland's public service has five organizational values that will support this goal.

Our **vision** is to be a government of the 21st century; one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

Our **values** are:



### Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy



### Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



### Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



### Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



### Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

# Children's Health Queensland

## Vision, Purpose and Values

### Our Vision

**Best possible health for every child and young person, in every family, in every community in Queensland.**

Our vision articulates a shared aspiration of what we are going to achieve together.

### Our Purpose

**Provide better health care for children and young people throughout Queensland.**

Our mission describes our purpose and the intent behind everything we do as an organisation.

### Our core values

Our values express who we are as an organisation; the shared behaviours and beliefs we demonstrate to translate our vision into reality.

We align to the Queensland Health values of Caring, Leadership, Respect and Integrity in everything we do.

However, as an organisation committed to the best possible health care for children and young people, we have a distinct intention and purpose. To achieve our vision, we are driven by the core value of **Patient and Family-Centred Care**.

Patient and Family-Centred Care is central to who we are as an organisation. It acknowledges that the family is the constant in a child and young person's life, and reflects our commitment to partnering with families in our pursuit of best possible health care outcomes for children and young people.

### Connect With Us



Are you linked with Children's Health Queensland yet?

To keep up to date with the latest news go to our Facebook page:

[www.facebook.com/childrenshealthqld](http://www.facebook.com/childrenshealthqld)

or LinkedIn at <http://bit.ly/1WzZzZu>

Go to our Children's Health Queensland website for the latest news.

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





## Our Approach

To effectively realise our vision and address our challenges, all Children's Health Queensland staff need to understand where we're heading, how we are going to get here, and how each person's day-to-day role supports the overall achievement of our goals.

Aligning all leaders, teams and services around a common strategy, and putting in place an effective management process to ensure that strategy is truly deployed throughout the organisation is critical to achieving enhanced levels of performance.

Our process is based on **Five Pillars** - People, Service, Safety & Quality, Value and Research. These pillars provide a balanced approach to setting goals and priorities and will assist us to drive alignment throughout Children's Health Queensland, maintaining focus over time.

Setting measurable goals, or targets, under each pillar provides clarity of objectives that are easily communicated and make clear the results required by individuals and our organisation as a whole to achieve service and operational excellence.

**Our vision: Best possible health for every child, in every family, in every community in Queensland**

<b>People</b>	Build an empowered and engaged workforce through teamwork, leadership development, recognition of achievement and meaningful communication
<b>Service</b>	Transform the way paediatric health care is provided by practising child- and family-centred care at every level of our service.
<b>Safety &amp; Quality</b>	Lead the way in patient safety, best-practice care models, quality systems and clinical outcomes.
<b>Value</b>	Embrace redesign and innovation to deliver superior operating systems and continually improve the value of our service.
<b>Research</b>	Strive to be at the forefront of discovery, education and the application of evidence-based practice in care processes and systems to deliver improved health outcomes for children and young people.



# Our operating principles

Our operating principles explain how we deliver our core value of patient and family-centred care. They describe what we consider important in the delivery of health care services for children and young people, and form the heart of our identity, guiding our every action and shaping who we are as an organisation.

<b>Partnership</b>	We work together as a coalition of individuals and organisations to achieve a common purpose, sharing resources and responsibilities in a co-operative and mutually supportive way.
<b>Trust</b>	We create trust by listening to, honouring and respecting diverse perspectives and choices, and consistently incorporating the expertise, knowledge, values, beliefs and cultural backgrounds of the family into our approach to the planning and delivery of care.
<b>Participation</b>	We encourage and support children, young people and their families to participate in care and partner with us in decision-making at the level they choose.
<b>Transparency</b>	We share complete, timely, accurate, honest, objective and unbiased information with families in ways that are affirming and useful and enable them to participate effectively in every aspect of care and decision-making.
<b>Collaboration</b>	We collaborate with families and other relevant partners in all aspects of health care delivery including policy and program development, implementation, and evaluation, health care facility design and professional education.
<b>Empowerment</b>	We recognise and build on the strengths and capabilities of each child, young person and their families and empower them to discover their own strengths, build confidence, and make choices and health care decisions.
<b>Flexibility</b>	We remain flexible in organisational policies, procedures, and provider practices to ensure services can be tailored to the needs, beliefs, and cultural values of each child, young person and family.



# About Children's Health Queensland

## Background

Queensland Health established Children's Health Services (the former name of the Children's Health Queensland Hospital and Health Service) in 2008 as part of its commitment to enhancing the provision and delivery of health care for children and young people. Since then the organisation has been building partnerships throughout the state to deliver a network of people and services, all of whom are dedicated to pursuing family-centred health in a range of settings.

On July 1, 2012, the organisation became the Children's Health Queensland Hospital and Health Service under the State government's implementation of the National Health Reform Agreement. Along with the name change, the organisation became an independent statutory body managed by a local Hospital and Health Board.

On July 1, 2014, the organisation became prescribed as an employer. In essence, this means all employees are now employed by Children's Health Queensland Hospital and Health Service (CHQ HHS) rather than Queensland Health.

## About CHQ HHS

CHQ HHS is a specialist statewide hospital and health service committed to providing the best-possible healthcare for every child and young person in Queensland. Our hospital and health service comprises the Lady Cilento Children's Hospital (LCCH), the Child and Youth Community Health Service (CYCHS) and the Child and Youth Mental Health Service (CYMHS), as well as specialist paediatric outreach and telehealth services across the state.

CHQ HHS plays a key role in paediatric research and education, with strong links to the Queensland Children's Medical Research Institute (QCMRI), The University of Queensland, Queensland University of Technology, the Translational Research Institute and other academic institutions.

The LCCH is Queensland's primary centre for tertiary paediatric care. This role is demonstrated through leadership in clinical service delivery, education, outreach, advocacy, research and coordination and delivery of statewide services.





# Lady Cilento Children's Hospital

LCCH is the single specialist children's hospital for the state, providing tertiary level speciality and sub-speciality medical, surgical and emergency services for children and young people from throughout Queensland and northern New South Wales, as well as a local hospital and health care service to children from the surrounding area.

When it opened on 29 November 2014, the LCCH brought together the Royal Children's and Mater Children's hospital teams, who together shared more than 200 years of excellence in paediatric care.

All specialist services previously provided by the Royal Children's and Mater Children's hospitals are now offered at the LCCH, enabling families to access the care, advice and support they need in the one place.

Enhancing CHQ HHSs statewide remit, the LCCH supports regional and rural hospitals through telemedicine technology and outreach services.



## Working in South Brisbane

If you're looking for a modern inner city lifestyle, South Brisbane is the suburb for you. Brisbane's CBD is only a short walk across the Goodwill, Kurilpa or Victoria Bridges and a comprehensive network of bus, rail and ferry will get you anywhere you need to go in Brisbane.

As the cultural and entertainment hub of Brisbane, there are endless activities for you to enjoy. The Queensland Performing Arts Centre will entertain you with a range of music, theatre and dance performances. See a vast array of Australian and international art exhibitions by historical and contemporary artists at the Queensland Art Gallery and Gallery of Modern Art. Indulge in endless fine or casual dining opportunities within the South Bank Parklands or Grey Street and Little Stanley Streets.

An active lifestyle is made simpler, with a range of running, walking and bicycle paths through South Brisbane's South Bank Parklands, allowing you to get fit while enjoying beautiful views of the Brisbane River and CBD.



Services

- South Brisbane offers a range of public and private secondary school facilities, along with Griffith University and Southbank TAFE campuses located in the suburb. Prep to Year 12 facilities easily accessible in neighbouring suburbs. There are over 150 education facilities in the south Brisbane region.
- Childcare facilities
- Community clubs, including the Rotary and RotarAct Clubs of South Brisbane, South Brisbane Sailing Club and the Zonta Brisbane South Club.
- Museums and art galleries
- Queensland State Library
- Various faiths provide services and places of worship
- Police station
- Australia Post
- Restaurants
- Hotels and clubs
- 24 hour fitness centre
- Walking distance to Brisbane Central District



Sporting & Recreation

- Sporting clubs and facilities including all codes of football, croquet, cricket, netball, bowls, martial arts, tennis, soccer, and swimming
- South Bank Parklands
- Dockside
- Kangaroo Point cliffs
- Queensland Performing Arts Complex
- Queensland Museum
- Maritime Museum

## Local must see!

An oasis within Brisbane's inner city, South Bank Parklands offers respite from a fast-paced city life. Relax with a BBQ using the free facilities in the parklands, or laze on the only inner city beach in Australia. Take a dip in the lifeguard patrolled lagoon, or just sink your feet into soft white sand of Streets Beach and enjoy river views framed by sub-tropical trees and exotic plants.



## Child and Youth Community Health Service (CYCHS)

The CYCHS brings together a variety of specialist community services to help children and their families lead healthier lives. While predominantly providing frontline healthcare to communities throughout the Greater Brisbane metropolitan area, the CYCHS also delivers specialist statewide services including the Ellen Barron Family Centre and Deadly Ears programs.

## Child and Youth Mental Health Service (CYMHS)

The integrated CYMHS offers specialised, high-level mental health services for children and young people (birth to 18 years) who are, or are at-risk of, experiencing moderate to severe mental health problems. Specialist services include acute inpatient and consultation liaison, peri-natal and infant mental health, forensic mental health and acute response extended hours services.



## The Benefits of working for CHQ HHS

CHQ HHS promotes professional development and other training opportunities to assist employees to reach their individual work goals. We want to help new employees adjust to a new work environment and to foster enthusiasm for our values and beliefs. We strive to create a healthy, productive workplace, free from harassment and unlawful discrimination. We offer competitive remuneration, benefits, and opportunities with outstanding support for workplace training and education within our flexible, family friendly workplaces.

### As a CHQ HHS employee you will have access to:

- challenging, interesting and engaging work
- rewarding career opportunities across a number of disciplines including medical, nursing, allied health, scientific, technical, administration and support roles;
- ongoing opportunities for mentoring, professional development, training and research;
- work-life balance via flexible work arrangements and generous leave allowances;
- healthy lifestyle and wellness programs;
- access to an Employee Assistance Program;
- employer superannuation;
- Study and Research Assistance Scheme; and
- salary packaging





## Work-life balance

At CHQ HHS we value our people and recognise the changing nature of work, family and life commitments, and acknowledge that flexible work arrangements contribute to the attraction and retention of skilled employees to deliver quality health services. We are committed to providing supportive and flexible work options and have a range of policies to assist in balancing the needs of the individual whilst meeting the demands and environment of the workplace.

## A safe and healthy workplace

CHQ HHS is committed to building an empowered and engaged workforce. CHQ HHS has developed an Employee Wellbeing plan that provides the framework and the program to achieve the plan's strategic direction to '*foster staff health and wellbeing*'. This framework underpinning the program includes:

- physical health
- emotional wellbeing
- social wellbeing
- cultural and spiritual aspects
- financial wellbeing.

CHQ HHS also aims to make your workplace a better place in which to work by providing a safe and healthy work environment:

- Through the development and maintenance of safe systems of work;
- Where safety is everybody's responsibility.
- All employees from every classification and level have work health and safety responsibilities and are required to take reasonable care for their own health and safety and the safety of others.
- These include general employee responsibilities as well as those with additional responsibilities that apply to senior, manager and supervisory positions.
- By promoting activities that improve your health and wellbeing such as participation in:

<b>Employee Assistance Program (EAP)</b>	<ul style="list-style-type: none"><li>• The EAP is a voluntary free confidential counseling service to assist employees with personal or work-related problems.</li></ul>
<b>Corporate Discounts</b>	<ul style="list-style-type: none"><li>• Certain health insurance companies offer corporate plans that offer benefits for financial and health and wellbeing purposes to our employees.</li><li>• Discounts also apply to several leading health and fitness clubs across Brisbane.</li></ul>
<b>Non-smoking work environment</b>	<ul style="list-style-type: none"><li>• As part of our commitment to providing a safe and healthy work environment, a non-smoking policy is effective in all CHQ HHS facilities / premises / Queensland Government motor vehicles.</li></ul>



# Competitive remuneration

Competitive remuneration includes:

<b>Annual Salary Increases</b>	<ul style="list-style-type: none"><li>Competitive salary rates with annual incremental pay levels</li></ul>
<b>Remuneration</b>	<ul style="list-style-type: none"><li>Total remuneration value is comparable with salary packages for roles in the private sector and includes the base salary, employer's superannuation contribution (based on employee contributing 5% of their salary) and leave loading (additional 17.5% paid on 4 weeks recreation leave).</li></ul>
<b>Salary Packaging</b>	<ul style="list-style-type: none"><li>Salary packaging is a tax effective way of receiving your salary as a combination of income and benefits. Salary packaging allows you to deduct some of your pre-tax income and use it to pay for benefits. By reducing your pre-tax income you can reduce the amount of tax you pay and increase the amount you take home each fortnight.</li><li>Some areas of Queensland Health offer a number of benefits only available to not-for-profit organisations that work to help others and the community (public hospitals fringe benefits tax exception cap (formerly known as PBI status) ).</li></ul>
<b>Income Protection Insurance</b>	<ul style="list-style-type: none"><li>Income protection is an insurance benefit that is provided to permanent and temporary employees who are making standard contributions and are temporarily unable to work in their current job due to illness or injury, and are on sick leave without pay.</li></ul>
<b>Superannuation</b>	<ul style="list-style-type: none"><li>Employer contribution up to 12.75% (compares favorably to the standard 9.75% employer contributions paid by most private employers).</li><li>Salary packaging is available for employee superannuation contributions.</li></ul>

## Base terms and conditions

Base terms and conditions include:

<b>Annual leave</b>	<ul style="list-style-type: none"><li>Minimum 4 weeks annual leave (pro-rata for part-time employees), recreation leave loading of 17.5%. (Extra annual leave for work on public holidays/shiftwork).</li></ul>
<b>Long Service Leave</b>	<ul style="list-style-type: none"><li>13 weeks after 10 years of continuous service (pro-rata for part-time employees). (Accrued at 1.3 weeks per full year of service and may be accessed after 7 years of service).</li></ul>
<b>Sick leave</b>	<ul style="list-style-type: none"><li>10 days sick leave per year which accrue with each year of service.</li></ul>
<b>Paid parental leave</b>	<ul style="list-style-type: none"><li>Includes maternity, spousal, pre-natal, pre-adoption and adoption leave.</li><li>Eligible employees are entitled to 14 weeks of paid maternity leave (28 weeks at half pay) (pro-rata for part-time employees), 104 weeks of unpaid maternity leave and spousal leave (one week or 2 weeks at half pay).</li></ul>
<b>Other leave options</b>	<ul style="list-style-type: none"><li>Carer's leave, bereavement leave, special leave and cultural leave.</li></ul>
<b>Allowances</b>	<ul style="list-style-type: none"><li>Shift and all call allowances.</li></ul>

For specific terms and conditions visit the **Queensland Health** webpage at <http://www.health.qld.gov.au/employment/conditions/default.asp>

# How do I apply?

All applications should be made online by going to SmartJobs website:

<https://smartjobs.qld.gov.au> .

Applying online also allows you to:

- track the progress of your application
- update your personal details if they change after you have submitted your application; and
- withdraw your application if you wish.

Please ensure you submit your application by midnight of the closing date. Late applications cannot be lodged online. Acceptance of a late application is at the discretion of the selection panel and may only be considered upon approval from the nominated contact officer. Late applications must include a completed 'Application Form'.

## What do I include in my application?

The application process can vary depending on the role. Ensure you carefully read the role description as it will detail what is required to apply for a job.

The online application process will require you to input information and attach supporting documentation as follows:

- Personal details (mandatory)
- Australian work status (mandatory)
- Resumé (mandatory)
- Written statement or cover letter (mandatory, if requested)
- Referees (optional, at the application stage)
- Other information (optional, you will be asked to provide EEO information)

**Note:** please ensure you only attach the supporting documentation that is specified in the role description. **Do not attach photographs or other large graphics.** The file size for an online application **should not exceed 1MB.**

Certain roles within in CHQ HHS will have mandatory qualifications and professional registration that are outlined in the position description.

**You are not required to provide evidence of qualifications or registration when you submit your application.** Documentary evidence will be required if you are the successful applicant and form part of the pre-employment checking process.

If you have completed your qualification overseas, you may need to have this assessed to determine an equivalent Australian qualification. For further information contact the [Overseas Qualification Recognition Unit](#).





## Referees

You will be required to nominate names of at least two referees. Where possible, at least one of your referees should be a person that can attest to your performance and conduct in the workplace (preferably your current supervisor). If you have not had any recent work experience then you can provide another relevant referee, for example, if you have undertaken any volunteer work. If you have not been in the workforce, you will not be disadvantaged because you do not have a current or recent past supervisor.

The selection panel will not contact any referees without your consent.

## Selection process

Applications are assessed on merit (how your skills, experience, qualifications, knowledge, abilities and personal qualities will meet the requirements of the job, compared to other applicants) in a way that is:

- fair and free from bias
- consistent with the principles of employment equity and anti-discrimination
- systematic and appropriate for the role
- An applicant's previous employment and the extent to which they have the potential for development are also considered relevant.

A selection panel consisting of two or more people will conduct the selection process which can include:

### Shortlisting

The selection panel will review the information provided in the application process such as your resume and written statement. Applicants who best meet the requirements of the role are shortlisted for further assessment. If you are shortlisted, the selection panel will contact you to organise a time to undertake further assessment.

### Interview and/or other selection methods

Following the shortlisting process, the selection panel can use different techniques to further assess your suitability for a role against other applicants. Assessment methods used by Queensland Health can vary depending on the role but can consist of the following:

- interview (including telephone interview if relevant)
- work samples
- work based demonstrations or presentations
- referee reports
- psychometric testing
- or other relevant selection technique



Interview questions and other assessment methods may therefore provide you with the opportunity to:

- outline how your experience is relevant to the role
- discuss how you meet the skill requirements as outlined in the position description, including your technical knowledge
- indicate how you would respond to a scenario or situation that may arise if you were working in the role

## Referee Check

Referee checking is a mandatory requirement for all Queensland Health recruitment processes to verify information gathered. Referee checking also seeks information on whether an applicant currently or previously employed in the Queensland Public Service has been subject to any disciplinary action.

Referee checks may be undertaken at any time during the selection process at the discretion of the selection panel. However, the selection panel will generally conduct a referee check on the most suitable applicant/s. Your referees will be asked to comment on your work performance or verify any claims made by you in your application or at interview.

## Post Offer Selection Process

### Offer

If you are the successful applicant, the selection panel will contact you to advise that you have been successful in the selection process, subject to meeting pre-employment checks.

### Notification

All applicants are advised in writing of the outcome of their application once the selection process is finalised.

### Post-Selection feedback

Feedback on the selection process is available from the chair person or nominated panel member of the selection panel. Seeking feedback will enable you to identify areas which may require further development or experience to improve your success in the future. You should wait until advised in writing of the outcome of your application.

### Pre-employment checks

It is a condition of employment at CHQ HHS that pre-employment checks are carried out on applicants recommended for appointment/employment. Pre-employment checks include confirming your qualifications, professional registration/s, previous employment history (including any previous disciplinary action), criminal history, Australian work status and vaccination requirements.

If information is received that varies from what has been provided, you will be given an opportunity to respond. Any statement in your application that is found to be deliberately misleading will result in disqualification from further consideration. If you are already employed in the Queensland Public Service, it may be grounds for disciplinary action.

Once pre-employment checks are cleared your appointment is confirmed and will be printed in the Queensland Government Gazette.



The following pre-employment checks may apply to you:

<b>Early Retirement, Redundancy or retrenchment</b>	<ul style="list-style-type: none"> <li>If it is established that you have received an early retirement, redundancy or retrenchment package issued by a Queensland Government agency and are currently within the benefits period, you will be required to repay some of the funds. The Department of Health will initiate benefits recovery action.</li> </ul>
<b>Visa or Citizenship</b>	<ul style="list-style-type: none"> <li>To be eligible for appointment you must satisfy visa or citizenship requirements.</li> </ul>
<b>Criminal History</b>	<ul style="list-style-type: none"> <li>Criminal history checks are conducted for permanent appointments, temporary or casual appointments expected to continue for longer than three months. 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.</li> </ul>
<b>Working with Children Check (Blue Card)</b>	<ul style="list-style-type: none"> <li>Roles providing health, counselling and support services mainly to children will require a Blue Card.</li> </ul>
<b>Mandatory qualifications / professional registration</b>	<ul style="list-style-type: none"> <li>Mandatory qualifications are required for clinical roles such as medical, nursing and Allied Health staff. The position description will stipulate what these are. You must provide documentary evidence of compliance if you are the successful candidate.</li> </ul>
<b>Disclosing previous serious disciplinary action<sup>1</sup></b>	<ul style="list-style-type: none"> <li>You must disclose any previous serious disciplinary action taken against you in the Queensland Public Service. Any relevant disclosures are then considered as part of the suitability for employment.</li> </ul>
<b>Hepatitis B</b>	<ul style="list-style-type: none"> <li>Employees who have direct contact with patients or who in the course of their work may be exposed to blood/body fluids or contaminated sharps are required to be immunised against Hepatitis B. You must provide proof of vaccination before employment commences.</li> </ul>

## Recognition of previous employment

You may be eligible to have your previous employment and/or experience recognized for leave entitlements and/or salary increment purposes. The chair of the selection panel can provide you with further information.

## Relocation and appointment expenses

Assistance with appointment and relocation may be available for some roles. The chair of the selection panel can advise you if assistance may be provided for the advertised role.





# Commencing employment

<b>Probation</b>	<ul style="list-style-type: none"><li>A minimum probation period appropriate to the appointment (between 3 months to 6 months) may apply for permanent appointments.</li></ul>
<b>Lobbyist</b>	<ul style="list-style-type: none"><li>All newly appointed applicants who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within one (1) month of taking up the appointment in accordance with the Disclosure of Previous Employment as a Lobbyist Policy.</li></ul>
<b>Report child abuse and neglect</b>	<ul style="list-style-type: none"><li>All relevant health professionals (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative obligation and a duty of care to immediately report such concerns to Child Safety Services, Department of Communities.</li></ul>

## Future vacancies

Some position descriptions may state that applications will remain current for twelve (12) months. This means you may be considered for other vacancies as they arise within that 12 month period.

Vacancies may include an alternative employment basis (temporary, full time, part time) or alternative location. Alternatively, you can also submit an online expression of interest for any future vacancies in medical, nursing, Allied Health and dentistry roles. Visit the Queensland Health Work For Us website at [www.health.qld.gov.au/workforus](http://www.health.qld.gov.au/workforus) for further information or to submit an expression of interest.

## Further Information

For more information about Queensland Health, CHQ HHS and the LCCH visit <http://www.health.qld.gov.au/childrenshealth/>

