



# Information for Applicants

## About Gold Coast Hospital and Health Service (GCHHS)

Gold Coast Health provides public health care services to more than 575,000 people living in one of Australia's most desired lifestyle destinations –the Gold Coast. With its world-class beaches and hinterland, emerging cultural scene, national sporting teams, several universities and family-friendly atmosphere, the Gold Coast offers unmatched lifestyle opportunities.

With an annual operating budget exceeding \$1.2 billion, Gold Coast Health oversees more than 1000 beds across two hospitals, as well as a wide range of community facilities and services. We deliver world-class patient care and by talking to any one of our 11000+ employees, you will see why.

## Health Equity and Racism

Gold Coast Health is committed to improved health equity for Aboriginal and Torres Strait Islander peoples in our community as presented in our [Reconciliation Statement](#).



It is expected that all Gold Coast Health staff, including the incumbent of this role as a valuable member of the Gold Coast Health workforce, contribute to the health equity agenda by actively supporting:

- the [National Safety and Quality Health Service \(NSQHS\) Standards](#) actions that specifically meet the needs of Aboriginal and Torres Strait Islander people,
- the [GCHHS First Nations Health Equity Strategy](#)

## Things to consider before applying

Gold Coast Health encourages you to apply for roles that are relevant to your experience, skills, qualifications and interest. Before you apply:

- review the role description and our [Core Capability Framework \(CCF\)](#) to gain a broad understanding of the role
- consider if you are the right person for the job
- determine if you possess any mandatory qualifications and/or professional registrations that may be a requirement of the role.

Do you need more information? Simply call the contact person listed on the role description.

## Are you eligible to work with us?

Gold Coast Health applicants need to be either:

- an Australian citizen
- a permanent resident of Australia
- a New Zealand citizen who has entered Australia on a valid passport; or
- a non-citizen with a valid visa.

Some positions in Gold Coast Health will require minimum mandatory qualifications/professional registrations/other requirements. These will always be listed in the role description.

The selection panel will be required to assess your qualifications, therefore international/ overseas applicants may need to get formal recognition of your qualifications before applying or provide a statement which shows the Australian equivalent of your qualifications.

## Why should you join the team?

Gold Coast Health offers rewarding career opportunities across a wide range of areas from medicine to maintenance, nursing to nutrition, pathology to patient liaison.

Magnet® is an international credential that recognises organisations for quality patient care, excellence and innovation, and for providing a supportive enabling environment for all staff.

The Magnet Recognition Program® is based on more than 30 years of research and shows that creating a positive professional practice environment leads to improved outcomes – for staff and for patients.

Work for us and be part of a world-class tertiary health service that actively embraces technology, training, teamwork and supports your career ambitions.

Gold Coast Health is committed to your continued learning and development. Comprehensive and systematic training will assist you in your role and prepare you for your future career opportunities.

## Balancing work and life

All employees have access to flexible working arrangements.

Gold Coast Health values the contribution of employees with family responsibilities to the delivery of quality services. This includes support for mothers returning to work after parental leave.

You will have access to an Employee Assistance Program (EAP). The EAP is a free confidential counselling service to assist employees with personal or work-related problems.

## Remuneration and employment conditions

|                         |   |
|-------------------------|---|
| <b>Leave</b>            | <ul style="list-style-type: none"> <li>• Generous cumulative leave entitlements, including extra annual leave for work on public holidays, family leave to care for family members (such as sick children), long service leave, paid parental leave, sick leave and leave without pay to travel</li> <li>• Recreation leave loading of 17.5%</li> </ul>   |
| <b>Allowances</b>       | <ul style="list-style-type: none"> <li>• Shift and on-call allowances</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>• To find out more about your salary packaging options contact either:             <ul style="list-style-type: none"> <li>○ RemServ on 1300 30 40 10 or</li> <li>○ SmartSalary on 1300 218 598.</li> </ul> </li> </ul> |
| <b>Superannuation</b>   | <ul style="list-style-type: none"> <li>• Queensland Health employees can choose the fund to which they have their superannuation contributions paid.</li> <li>• QSuper is Queensland Health's nominated fund to which contributions will be paid unless nomination of another fund is made.</li> <li>• Queensland Health has an employer contribution of 12.75%.</li> <li>• Employee voluntary contributions default to 5% for new employees, with the option to reduce this to 0% contributions.</li> </ul>  |

## Preparing your application

It is important to prepare an application that best represents you and what you can offer. An ideal application will demonstrate why you are the best person for the job and how your experience, abilities, knowledge and personal qualities are relevant for the role.

The requirements for your application are in the 'How to apply' section of the role description. Hiring managers will always request a copy of your resume as part of an application process.

## Resume

Your resume is you on a page - your information and your experience and career highlights. You may like to include:

- personal details – your date of birth or marital status is not required.
- career summary or career objective
- career history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- education qualifications (if applicable)
- training and/or professional memberships
- referees' details.

Hiring managers may also ask for or use a range of application assessment methods including:

- cover letter
- written application
- applicant screen
- psychometric testing
- phone screen

## Covering letter

A cover letter is like the introductory handshake at an interview. It's a personal greeting on paper or in an email that breaks the ice and introduces you to Gold Coast Health. It outlines why you're making contact and why you'd be a valuable employee.

It should specify the role you are applying for and summarise how your experience, education, skills and work preferences relate to the requirements and core capabilities of the role.

## Written application

Your written application should be clear and succinct. You may like to structure your examples using the 'STAR' methodology

- **Situation** - a brief outline of the situation for your example

- **Task** - the task that you performed in the situation
- **Action** - the action/s you undertook to achieve the situation
- **Result** - the outcomes from your actions and results of the overall situation

## Applicant screen

An applicant screen is also where you may be asked to include written responses to questions relating to the 'How to apply' section. However, these are generally shorter and more specific questions, in some instances they could be multiple choice.

## Phone screen

A phone screen may be used to clarify aspects of your resume and gain understanding of your motivations for applying. It may also include some questions about your skills and experience.

## Referees

It is ideal if you provide the names and contact details of two (2) referees in your resume or covering letter.

When possible, your referees should be current or previous employers, managers or supervisors who can comment on your recent performance in the workplace. It is important for you to advise your referees prior to providing their details.

The selection panel will only contact referees that you have nominated and may ask for alternatives.

## Late applications

If you would like to submit an application after the closing date, please contact the nominated contact person indicated on the role description immediately. Late applications are accepted at the discretion of the selection panel and cannot be lodged online.

## Withdrawing an application

To withdraw your application, withdraw your application online or advise the contact person using the contact details listed on the on the role description.

## Selection

The selection panel, consisting of two or more people, will conduct the selection process.

Assessment methods used by Gold Coast Health include but are not limited to:

- phone, written and/or Resume screening
- interviews (face to face and telephone)
- work samples review
- work based demonstration or presentation
- role plays
- skills testing
- psychometric testing
- referee reports.

## Anti-discrimination, equal employment opportunity and reasonable adjustment

Our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991.

Gold Coast Health is committed to ensuring our workplaces are free from all forms of harassment and discrimination. We are an Equal Employment Opportunity (EEO) employer and encourage applications from all members of the community, including those from EEO target groups. If you have any special requirements, please let us know when we contact you.

Gold Coast Health is committed to 'reasonable adjustment' within the workplace. 'Reasonable adjustment' means that the employer should, where it is necessary and reasonable to do so, make modifications and adjustments to the workplace to meet the individual needs of people with special requirements.

## Diversity

Gold Coast Health is dedicated to providing a workplace that embraces diversity and the opportunity for all through the elimination of discrimination.

We are committed to building an environment in which all our employees can feel valued, included and empowered to bring their different perspectives, beliefs, ideas and cultures in creating a culture of innovation and opportunity. Our diversity and inclusion efforts will focus on:

- people with disability and people from other disadvantaged groups
- Aboriginal and Torres Strait Islander
- women
- people from culturally and linguistic backgrounds.

Please contact the nominated person on the Role Description if you require any reasonable adjustments throughout this recruitment process.

## Merit

The basis for selection within Gold Coast Health is the merit of each applicant in relation to the core capabilities and key responsibilities of the role. Each applicant's abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the role are considered by the selection panel when determining merit.

## Interview

The selection panel may choose to conduct interviews.

Prior to your interview or your participation in another assessment method such as work based demonstrations, it is recommended you review the role description to ensure you fully understand what the panel will be looking for.

The selection panel may ask you to discuss how your experience, skills and career interest, matches the role requirements outlined in the role description.

Interviews provide you with the opportunity to:

- outline how your experience is relevant to the role
- discuss how you meet the requirements and core capabilities of the role
- indicate how you would respond to situations that may arise if you were working in the role
- describe your previous achievements or responses to situations relevant to the role; that is, examples of your previous work. This may also include your personal qualities and potential for development.

At an interview, be prepared to discuss examples of your work. You will assist the selection panel in understanding your previous work achievements if you provide your examples using the previously mentioned STAR methodology.

You may also want to prepare questions to ask the selection panel members to clarify aspects of the role, the selection process or employment conditions.

## Probity checks

Gold Coast Health needs to verify that the information provided by you is true and correct. This includes confirming your qualifications or previous employment details. If we receive information that varies from what you have provided, we will seek clarification from you.

Any statement in an 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.

from aged care services roles because of certain criminal convictions.

## Criminal history checks

Criminal history checks are a routine part of the pre-employment screening process carried out by Gold Coast Health. Rigorous policies and procedures are in place to safeguard the public and employees.

Persons engaged in the Offender Health Services Branch or providing health services in correctional facilities are relevant persons under the Corrective Services Act 2006. Division 2 of the Corrective Services Act requires all relevant persons to undergo a Corrective Services criminal history check to assess their suitability to undertake work in a QCS facility.

From 1 July 2008 a Corrective Services criminal history check is to be conducted on any person to be engaged by Offender Health Services Branch or to provide health services, for example mental health or oral health services, for any duration in a Queensland Corrective Services (QCS) facility.

A person under this policy includes permanent, temporary and casual employees, agency staff/locums, consultants and independent contractors, students and education provider student supervisors, and volunteers.

## Serious discipline history

Under section 179A of the Public Service Act 2008 (PSA) and section 66 of the Hospital and Health Boards Act 2011, an applicant for a Gold Coast Health role can be required to disclose any previous serious discipline history taken against them.

## Working with children check

For some Gold Coast Health roles, you must be deemed suitable to work in child-related employment in accordance with the Commission for Children and Young People and Child Guardian Act 2000 (Qld).

Gold Coast Health has a responsibility to apply to the Commission for a suitability notice for all applicants recommended for these roles.

## Aged care employment checks

A criminal history check is undertaken for all roles that provide aged care services. Gold Coast Health has an obligation to ensure that employees and other persons engaged in aged care services meet the National Police Certificate requirements of the Aged Care Act 1997 (Cwlth) and they are not disqualified

Additional checks are undertaken for Director of Nursing and Nursing Officer Grade 7 and above roles in aged care facilities, which have been identified as 'key personnel' for the purposes of the Aged Care Act 1997 (Cwlth).

The Act requires that a person cannot be appointed to these roles if they have been convicted of an indictable offence, are insolvent under administration, or are of unsound mind.

## Hepatitis B immunisation

Hepatitis B immunisation or proof that an individual is not susceptible to Hepatitis B is a condition of employment for health care workers in Gold Coast Health who have direct patient contact (for example, Medical Officers, Nurses and Allied Health staff) and staff who may be exposed to blood or bodily fluids (such as through exposure to contaminated sharps).

Health care workers in Gold Coast Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B or provide proof that the individual is not susceptible to Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.

## Vaccine Preventable Diseases requirements

From 1 July 2016, Queensland Health policy requires people working in certain roles to provide evidence that they have been vaccinated against or are not susceptible to specified vaccine preventable diseases (VPDs).

Those VPDs are:

- Measles, Mumps, Rubella (MMR)
- Whooping cough (Pertussis)
- Chicken pox (Varicella)
- Hepatitis B
- Hepatitis A
- Tuberculosis
- Japanese encephalitis.

Please refer to the role description and/or advertisement of a position to confirm whether it is a VPD risk role. If you are unsure, please contact the contact person using the details on the role description.

## Notification of outcome

The hiring manager will notify you in writing of the outcome of your application. The successful applicant's name may also be published in the Queensland Government Gazette and/or the Queensland Health Services Bulletin.

## Feedback and access to selection process information

If you would like feedback regarding the selection process, you should contact the Chair of the Selection Panel in the first instance. You may also seek access to documents concerning the selection process under the Right to Information Act 2009 (Qld) (the RTI Act) or the Information Privacy Act 2009 (Qld) (IP Act). There are limits on what we can disclose to candidates under the RTI or IP Acts.

The Office of the Information Commissioner Queensland has an Information Sheet 'Accessing information following a government recruitment process' which explains how individuals can apply to access documents relating to a recruitment process held by a Queensland government agency.

<http://www.oic.qld.gov.au/guidelines/for-community-members/information-sheets-access-and-amendment/accessing-information-following-a-government-recruitment-process>

For further information regarding lodging an application under the RTI or IP Acts, please refer to <http://www.health.qld.gov.au/rti/>.

## Privacy

Gold Coast Health manages information obtained through recruitment and selection activities by applying the following principles:

- Any personal information held by us on any applicants who have applied for a position must be used for no other reason than determining the suitability of an applicant for the position that they have applied for. There may be occasions where for the purposes of recurring vacancies that applications are shared across Gold Coast Health. By providing your personal details and work history to Gold Coast Health through your application, you acknowledge that you understand that any part of this information may be shared in more than one hiring process or work area, where appropriate, in relation to recruitment for positions within Gold Coast Health.
- If the personal information is used for any purposes other than recruitment and selection, the applicant must give their fully informed consent.

- The information (both electronic and hard copy) will be held in a secure environment and will only be accessed by those directly involved in the recruitment process. Gold Coast Health processes are consistent with the [Information Privacy Act 2009 \(Qld\)](#).

## Probation

Employees who are permanently appointed to Gold Coast Health may be required to undertake a period of probation appropriate to the appointment.

## Disclosure

Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 at [Workers Compensation and Rehabilitation Act 2003 \(legislation.qld.gov.au\)](#)

## Health professional roles involving delivery of health services to children and youth

All relevant health professionals who during their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

## Disclosure of Previous Employment as a Lobbyist

Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at [Lobbyist Disclosure | For government | Queensland Government](#)