# Candidate Information Package

*The department acknowledges the Traditional Custodians of the land and seas of Queensland, and pays respect to all elders and leaders, past and present and emerging.*

Thank you for your interest in working with the Department of Child Safety, Seniors and Disability Services (the department). This Candidate Information Package is provided to assist you to understand the department’s recruitment and selection processes. You are encouraged to read this information carefully prior to applying.

## Your employer

The department is committed to supporting children, young people, seniors and people with disability to be safe and to thrive within families, community and culture.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes and break cycles of disadvantage. By working with us, you will have the opportunity to work with staff from across the department and other government agencies, and external support providers to resolve complex issues and change life trajectories.

We are an equal opportunity employer supporting diversity in the workplace. We are committed to increasing the representation of Aboriginal and Torres Strait Islander peoples, people with disability, and people from culturally and linguistically diverse backgrounds within our workforce and increasing the representation of women in leadership.

We welcome applications from Aboriginal and Torres Strait Islander peoples, people with disability and neurodivergent people, members of the LGBTIQ+ community, people from culturally diverse backgrounds, and people with lived experience.

It is a requirement of all employees to maintain cultural capability, commit to self-directed learning regarding Aboriginal and Torres Strait Islander cultures, and to contribute to a culturally safe and inclusive workplace.

We are committed to providing work environments that have client and staff health and safety at their centre.

For more information, please visit our website [dcssds.qld.gov.au](https://www.dcssds.qld.gov.au/) or visit our Facebook, Twitter and LinkedIn pages.

## Why work for us

The department employs over 5,500 people across Queensland. Our staff are located in nearly 300 work sites, including regional service centres, disability services facilities, respite accommodation, and regional offices.

We respect professionalism, embrace diversity and a balance between work and life commitments. You will be actively supported as an individual and will have access to a range of benefits and initiatives including:

* Many roles can accommodate a flexible approach to working, including flexible start times and telecommuting for many roles.
* Working in eligible regional and remote locations can attract additional benefits which may include financial incentives, subsidised accommodation, and additional leave. For further information, visit our website at <https://www.dcssds.qld.gov.au/careers/child-protection/benefits-working-us>
* Competitive salary, including scheduled annual salary increases.
* Access to salary packaging and a range of fringe benefit tax exemptions. See more information here: <https://www.remservsalarypackage.com.au/benefits?benefit_industry=92>.
* 12.75% employer contribution to your superannuation.
* Access to employee assistance programs, including free and confidential counselling and early intervention mental health services (where needed) to support you with work and non-work-related issues.
* Various leave entitlements, including paid 14 weeks of parental leave for eligible employees.
* Investment in your career progression, learning and development.
* A safe and inclusive workplace where you can bring your whole self to work.
* A culturally respectful and safe workplace where cultural capability is prioritised.
* The department is an accredited White Ribbon Workplace. Domestic and family violence has no place in our homes, communities or workplaces; therefore the department provides special leave and wellbeing support to employees affected by domestic and family violence.

## Things to consider before applying

We encourage you to apply for roles that are relevant to your experience, skills, qualifications and interest. Before you apply for a vacancy you should:

* read the role description 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 – we are unable to progress applications that don’t demonstrate possession of mandatory requirements outlined within the role profile
* consider your motivation for working with the department and what skills, knowledge and capabilities you bring to the role

In relation to the role responsibilities, it’s not necessary to ‘tick every box’ before applying for this position, we encourage you to apply if you believe you possess any mandatory requirements, along with the relevant skillset and capability to develop into all responsibilities of the role.

It is important that candidates are aware the department plays a rewarding role within the community, however the nature of work in some positions may at times be confronting and distressing to some people. The department has stringent safety protocols and practices in place to mitigate risks such as occupational violence and psychosocial hazards and offers specialist support services to assist employees in these circumstances. Any specific occupational risks and hazards will be discussed with you during the recruitment and selection process.

Do you need more information? Simply call or email the contact person listed on the job advertisement.

##### Remuneration

Public sector employees' working conditions, including pay and entitlements, are governed by a combination of legislation, awards, agreements, directives, policies and guidelines. See the [Employee information statement](https://www.oir.qld.gov.au/sites/default/files/qld-ir-framework-employee-information-statement.pdf?acsf_files_redirect) for more information or visit the Public Service Commission [website](https://www.qld.gov.au/about/how-government-works/government-structure/public-sector-commission).

##### Are you eligible for work with us?

You must be legally entitled to work in Australia to apply for a Queensland Government vacancy. Candidates must 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 which provides the right to work in Australia.

If you have a work visa, you can be employed in any position whilst you have the right to work in Australia. If a person’s permission to work in Australia ends, the person’s employment is taken to have been terminated on the same day.

The department cannot provide immigration advice. If you require advice regarding your working rights in Australia, please contact the Department of Home Affairs.

##### Mandatory requirements

Some positions will require mandatory qualifications and/or professional registrations.The selection panel is required to assess your qualifications, therefore candidates who have obtained qualifications overseas will need to provide evidence of formal recognition of your qualifications before applying or provide a statement which shows the Australian equivalent of your qualifications. Our colleagues at the Department of Youth Justice, Employment, Small Business and Training can provide you with information regarding international qualification recognition.

##### Identified roles

It is a genuine occupational requirement for Identified roles that the position be filled by an Aboriginal person or a Torres Strait Islander person as set out in Section 7 of the *Anti-Discrimination Act 1991* for the purposes contained in Section 25 of that Act.

##### Verification of Aboriginal and/or Torres Strait Island heritage

For administrative purposes, in relation to an Aboriginal and/or Torres Strait Islander identified role, an Aboriginal and/or Torres Strait Islander person is a person who identifies as an Aboriginal and/or Torres Strait Islander person and is either:

* of Aboriginal and/or Torres Strait Islander descent; or
* accepted as an Aboriginal and/or Torres Strait Islander person by the Aboriginal and/or Torres Strait Islander community in which they live.

By definition, a person who is not an Aboriginal and/or Torres Strait Islander cannot be employed (on any basis) to perform the duties of an Aboriginal and/or Torres Strait Islander identified role.

Applicants to this position may have to provide confirmation of their Aboriginal and/or Torres Strait Islander heritage. Requesting proof of Aboriginal and/or Torres Strait Islander heritage from applicants helps to make sure that this intention is honoured.

##### Referee checking for identified roles

If you are applying for an identified role, you may be asked to provide a referee who can attest to your cultural background, knowledge, skills and capability.

## How to apply

It is important to prepare an application that best represents you. We welcome representations of culture and diversity in your application. An ideal application will demonstrate who you are, 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 listed on the job advertisement.

##### Resume

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

* personal details — date of birth and marital status are not required
* career history (name of organisation, period of employment, job title, classification if applicable, major duties and responsibilities, main achievements)
* education qualifications (if applicable)
* training and/or professional memberships
* referee details — you can wait until the interview to provide these to the panel. At least one referee must have knowledge of your performance and conduct within the past two years. The department’s preference is that you nominate referees who have current and thorough knowledge of your work skills and where possible, one is your current supervisor.

##### Cover letter or written application

Whilst not always required, the advertisement may ask you provide a written response to questions relating to the role, address key capabilities or provide a cover letter or any combination of these. Your written application should be clear and succinct and relate to the requirements of the role as outlined in the Role Description.

##### Submitting your application online

All applications must be submitted online. All careers websites where this position is listed should direct applicants to apply through the Smart Jobs or Careers website. Please note you will need to register a login before you can apply for positions.

Fill out the online application form and attach any documents as instructed in the advertisement. Any attachments should be either a Microsoft Word document or in PDF format.

Once you click submit your application has been sent. You will receive a system generated acknowledgement. Your application will also be saved in the My Applications area for you to track progress. Once you have applied online, do not duplicate the process by emailing or providing a hard copy of your application.

Ensure you have submitted an application for each position you are interested in as each vacancy has an individual Job Ad Reference number. Advertised vacancies are visible on the website up until 11.59pm on the specified closing date.

If you experience any technical difficulties on [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), please contact 13 QGOV (13 74 68). Hand delivered applications will not be accepted.

## Selection process

The selection of a candidate is based on the panel’s assessment of suitability. The panel will be seeking to identify the most suitable candidate for the role. The following elements are taken into account when determining suitability.

The panel **must** consider:

* The candidate’s eligibility to perform the role i.e. possession of mandatory qualification, licences, and citizenship or residency requirements.
* The candidate’s ability to perform the requirements of the role i.e. the extent to which each candidate has abilities, aptitude, skills, qualifications, knowledge, experience, and personal qualities relevant to the carrying out of the duties in question.

The panel **may** also consider:

* How the candidate has carried out previous employment.
* The candidate’s potential to make a future contribution to the department.
* How appointment of the candidate may contribute to the departmental equity, diversity, inclusion and respect obligations.

##### Leadership competencies

[Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/employment-policy-career-and-wellbeing/career-development/leadership-competencies-for-queensland) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

##### Interviews

Interviews are a common selection technique used by hiring managers in the department.

Prior to an interview, please make contact with the panel chair to discuss any particular adjustment you may need to order to participate fully in the selection process. We want you to be able to perform at your best and be comfortable during the selection process.

Interviews provide you with the opportunity to:

* outline how your experience is relevant to the role
* discuss how you meet the requirements 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 may wish to use the ‘STAR’ methodology when discussing these examples.

Remember, interviews are a two-way process. This is also your opportunity to assess if you’d like to work for this department. We recommend you prepare questions to ask the selection panel members to clarify aspects of the role, the selection process and employment conditions.

##### Other selection techniques

The selection panel can select any selection techniques which will help them to identify the eligible person most suited to the role. This might include, but is not limited to:

* seeking examples of your previous work
* yarning circles/conversational assessments
* asking you to complete appropriate work or knowledge tests
* participation in structured group exercises
* written exercises.

Please advise us if you require any reasonable adjustments in order to fully participate.

##### Referee checks

Referee checks will be undertaken, at least, in relation to suitable candidates. Referee checks are generally undertaken at the completion of selection techniques and are not a selection tool.

Referee checks are used to validate the candidate’s assessment of the candidate. Where a candidate is a current or previous Queensland Government public service employee, a referee who can report on their public service employment is preferred.

Written personal references should not be included with your initial application unless specifically requested in the job advertisement.

## Pre-employment screening

We may require candidates to undergo a variety of pre-employment checks including but not limited to disciplinary and/or criminal history checks and a working with children check.

##### Criminal history check

A criminal history check (CHC) will be undertaken for the recommended candidate. 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. The department is not obliged to consider any candidate who does not consent to undergo a CHC.

##### Serious disciplinary history check

A serious discipline history check may be initiated on the successful applicant.

##### Working with children check (Blue Card)

In accordance with the *Working with Children (Risk Management and Screening) Act 2000,* a person is prohibited from working in regulated child-related employment unless the person holds a current Working with Children Check clearance (blue card) issued by Blue Card Services. Persons working in regulated employment **cannot** commence until their blue card has been issued.

It is an offence for a disqualified person to sign a Blue Card application form. The department may face penalties for non-compliance with blue card requirements and takes its obligation to provide a safe environment for children and protect them from harm.

Further details regarding this check are available at [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au/).

##### Queensland disability worker screening clearance (Yellow Card)

In accordance with the *Disability Services Act 2006*, a person is prohibited from working in disability services without having obtained a Queensland Disability Worker Screening Clearance. Persons working in disability services **cannot** commence employment until their Yellow Card has been issued.

Further details regarding this check are available at <https://workerscreening.dsdsatsip.qld.gov.au/>.

##### Employment as a lobbyist — Conflict of interest

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.

##### Voluntary medical retirement (VMR), Early retirement, Redundancy, Retrenchment, other Severance benefit or Voluntary separation payment

A person previously paid a VMR, Early Retirement, Redundancy, Retrenchment, other Severance Benefit or VSP by a Queensland Government entity and who is re-employed by a Queensland Government entity within the period covered by the severance benefit may be subject to financial or other penalties.

Candidates 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 their application form.

## Candidate feedback

You will receive advice regarding the final selection outcome. Post selection feedback is then available upon request to the panel chair. Feedback will be based upon the panel’s assessment of your suitability against the role’s key capabilities.

After receiving feedback, if you wish to appeal an appointment decision you should refer to the information contained in the relevant PSC Directive and the PSC Appeals Guide. If you are unclear about whether you can appeal, you can contact the Queensland Industrial Relations Commission (QIRC) on 1300 592 987 for advice.

## Additional information

* A non-smoking policy applies in all Queensland government buildings, offices and vehicles.
* A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise), after which time confirmation of appointment will be dependent upon satisfactory performance review.
* Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
* Staff are required to actively participate in consultation and communication with supervisors and management regarding health, safety and wellbeing issues and comply with all provisions of the relevant workplace health and safety legislation and related health, safety and wellbeing responsibilities and procedures developed by the department.
* You will work for an organisation that values its people and promotes leadership and innovation. We respect professionalism, embrace diversity and encourage a balance between work and life commitments.
* Departmental employees are required to acknowledge they understand their obligations under the Queensland Government Code of Conduct and the department’s Standard of Practice and agree to align their professional conduct to these obligations.
* The department is committed to respecting protecting and promoting human rights. Under the *Human Rights Act 2019* (Qld), the department has an obligation to act and make decisions in a way that is compatible with human rights and when making a decision, to give proper consideration to human rights. When making a decision about recruitment and selection, decision-makers must comply with that obligation. Further information about the *Human Rights Act 2019* is available at [qhrc.qld.gov.au/your-rights/human-rights-law](https://www.qhrc.qld.gov.au/your-rights/human-rights-law) and [forgov.qld.gov.au/humanrights](https://www.forgov.qld.gov.au/humanrights)
* All roles in the department are responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (for example email, internet and telephone) and public resources (for example computers and network resources). Staff must undertake these tasks in accordance with the department’s information management policies and procedures (for example recordkeeping, privacy, security and email usage).