



# Application and Information Booklet

## Custodial Correctional Officer

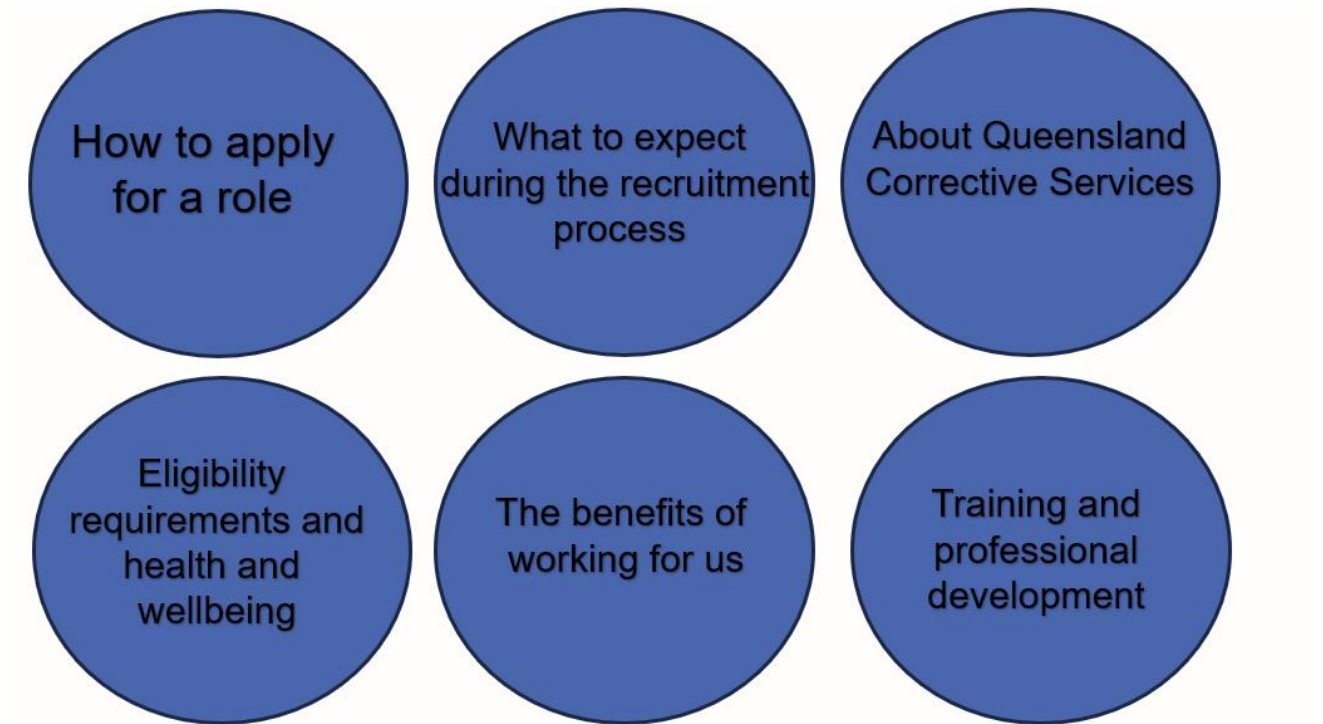
### Southern Queensland Correctional Precinct:

- Lockyer Valley Correctional Centre
- Southern Queensland Correctional Centre



# Information for applicants

This information is designed to help you with the recruitment process. It will help you apply for a job with Queensland Corrective Services and understand what to expect in the recruitment process.



Thank you for your interest in working for Queensland Corrective Services (QCS). The Applicant Guide will assist you to understand the services we provide and our recruitment and selection process.

**Please read this information carefully prior to applying.**

## About Queensland Corrective Services (QCS)

Queensland Corrective Services is a top-tier public safety agency that enhances the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximize rehabilitation and reduce reoffending.

QCS has a strong commitment to increase employment opportunities for Aboriginal and Torres Strait Islanders offenders, provide development opportunities and pathways to progress. Our aim is to ensure we embed cultural safety and culturally appropriate processes in the way we respectfully work with Aboriginal and Torres Strait Island people, families and communities.

### OUR VISION

Enhance the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

### OUR PURPOSE

The purpose of QCS, in partnership with other criminal justice agencies, is to deliver community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders.

### OUR VALUES



## CORRECTIONS 2030 PRINCIPLES

QCS celebrates our achievements in being a forward-thinking, top-tier, frontline public safety agency.

The QCS five *Corrections 2030* principles established in Corrections 2030: Keeping our community safe inform our Agency's strategic direction and reform agenda.

1. Safety
2. Excellence
3. Empowerment
4. Respect
5. Accountability

These 5 principles apply to our workforce in relation to employee conduct, performance, and culture.

## QUEENSLAND CORRECTIVE SERVICES – CUSTODIAL OPERATIONS

Custodial Operations provides strategic oversight, governance, communications, and support to regions in the delivery of state-wide community corrections and custodial operational services in Queensland.

Custodial Operations is responsible for developing and monitoring processes in the delivery of community corrections and custodial services throughout Queensland through key functional areas of operational practice and governance compliance and risk.

QCS manages approximately 9,500 average daily number of prisoners detained in custody. These prisoners are managed in a variety of high, low and community custody facilities across Queensland, including:

- 11 high security prisons
- 6 low security facilities
- The Princess Alexandra Hospital Secure Unit
- 13 work camps

## SOUTHERN QUEENSLAND CORRECTIONAL PRECINCT

The Southern Queensland Correctional Centre opened in January 2012 at Spring Creek near Gatton, west of Brisbane. With 300 beds – 104 secure and 196 residential, SQCC provides secure placement accommodation for sentenced and remand women that are classified as high or low security. The prison contains 11 cell blocks.

The Lockyer Valley Correctional Centre is currently under construction. When complete in 2024, it will be a men's facility that will focus on rehabilitation to reduce offending. It will add 1536 beds to the state's capacity, making it the largest correctional facility in Queensland.

This is an exciting opportunity to operate differently. It is modern and fit-for-purpose design, together with an operating model focused on safety, health and rehabilitation, supports best practice in corrections. This, along with the reduction of prisoner density across the system, will maximise opportunities for our officers to make lasting positive changes for prisoners and reduce future offending.

Staff appointed to the Lockyer Valley Correctional Centre prior to the centre opening will, by agreement, work at other centres in Southeast Queensland until the centre is opened in 2024. The recruitment team will provide further details about this during the recruitment process.

RESPONSIBILITIES OF A CUSTODIAL CORRECTIONAL OFFICER

The influence and impact a CCO can have on the daily care and rehabilitation of prisoners cannot be overstated. It is typical for CCO's to spend more time with prisoners than anyone else, providing the opportunity to support and help a prisoner turn their life to a more positive and productive direction, ready for re-entry back into the community.

A CCO plays a vital role in the operations of our correctional centres across Queensland. The role of a CCO is dynamic and varied – you can be managing prisoner movements one day to assisting them through their rehabilitation pathway the next. There are also opportunities to work in different specialist areas within these two centres.

Understandably each workday will be different as the needs and requirements of the prisoners in the care of QCS change.

You will also act as a role model for ethical behaviour and leadership to prisoners and encourage them to amend their thinking and behaviours in support of their rehabilitation and re-entry into the community.

# A Day In The Life of a CCO



## AM I THE RIGHT PERSON FOR THIS JOB?

CCOs come from a wide variety of backgrounds; from trades and farming to office jobs, retail, hairdressing, teaching and social agencies – so your experience could be just what we are looking for.

As a candidate, you will need to:

- Be of good character, with strong communication and organisation skills
- Hold a current automatic or manual Australian driver's licence (not learners permit)
- Make sound judgement and have strong work ethic
- Work well within a team
- Be resilient in challenging situations
- Relate to people from all walks of life with skills and ability to work in a cross-cultural environment
- Able to identify and respond to potentially life-challenging situations
- Have a good standard of literacy with ability to comfortably use computers and technology

You will also need to practice and appreciate a range of different cultural values, through working with and alongside Aboriginal and Torres Strait Islander people, promoting awareness and understanding to all internal and external stakeholders.

For further information on the role and responsibilities, please refer to the Role Description.

## CONDITIONS OF EMPLOYMENT

Your governing award, certified agreement, employing legislation and directive determine your employment conditions.

The custodial award can be viewed at [Link](#) and the current certified agreement can be viewed at [Link](#)

## SNAPSHOT: CCO CONDITIONS AND BENEFITS

Below are some of the working conditions and benefits for CCOs:

- Job Security
- Flexible working arrangements, including part-time and casual positions available on request
- Meals and uniforms provided
- 10 weeks paid training
- Ongoing career development opportunities
- 24/7 operating environment means you will be rostered to work nights, weekends, and public holidays
- Rostered shift length between 8-12 hours, typically 12-hour shifts
- Shifts worked average 38 hours per week over the life of the roster
- Roster patterns vary at each correctional centre
- 31.5% aggregated shift allowance in addition to base salary for qualifying shift patterns of work.
- 5 weeks annual with 27.5% leave loading for staff performing shift work.
- 12.75% employer superannuation contribution
- Additional allowances are paid where applicable, and overtime may be available

## Recruitment and Selection Process

You must apply online through the SmartJobs and Careers website: [smartjobs.qld.gov.au](http://smartjobs.qld.gov.au) for all vacancies. This is required for all government roles across the sector.

### STEP 1: Complete the Smartjobs Application Form

- Applications are to be submitted online by clicking on *Apply Online* at the bottom of the advertisement page.
- If you do not have a Smartjobs account, you will need to register for a free account.

SQCPS2 Recruitment will notify applicants of their progression through each stage of the process.

#### Stage One - Eligibility requirements, Application

- Researching the role to see if it is fit for you
- Ensure you meet the mandatory Driver's Licence requirement
- Submit application via Smartjobs
- Once we receive your application, we will send you a short questionnaire to complete with some further questions that will assist us determine your suitability/eligibility.

#### Stage Two - Preliminary Assessments

- Applications are reviewed
- SQCPS2 Recruitment Team book a telephone-based interview (approx. 10mins in length)

#### Stage Three - Assessment Centre

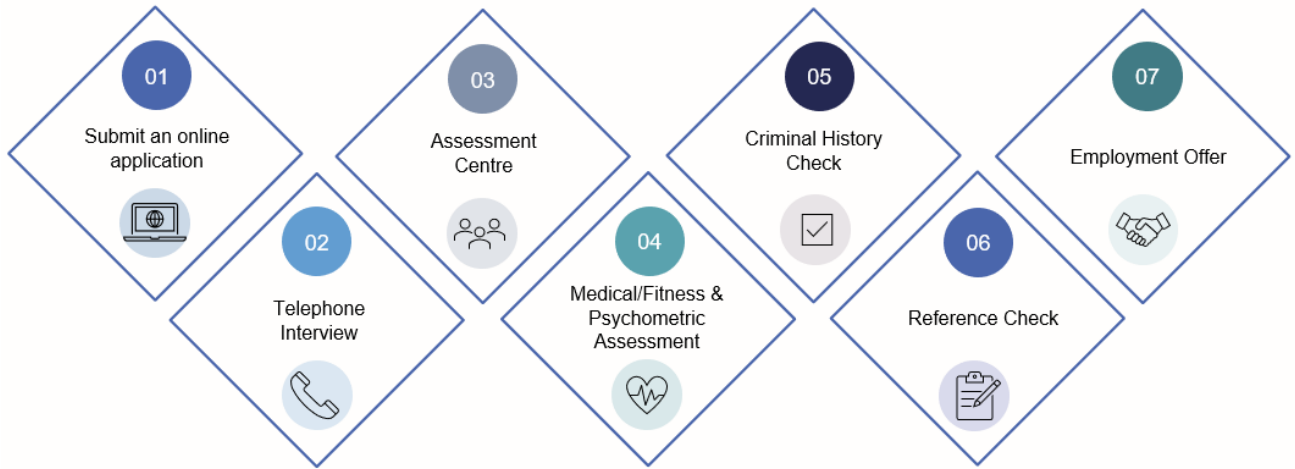
- Successful applicants invited to a half day assessment session
- Assessments conducted:
  - Group Activity
  - Computer Test
  - If you pass the first 2 assessments - Panel Interview

#### Stage Four – Medical and Fitness Assessment & Psychometric Assessment

- Medical and Fitness assessment
- Receive link to complete Psychometric assessment

Stage Five - Probity, Pre-Employment Checks

- 
- Criminal History Checks (New Zealand/National/International)
- Integrity Check
- Reference Check (2 Referees)





## Stage 1 – Eligibility Requirements and Application

You will be required to complete an online application form ([smartjobs.qld.gov.au](https://smartjobs.qld.gov.au)) and attach a copy of your driver's licence. There is no requirement to include a resume if you do not have one. The online application takes approximately 15 minutes to complete. After submitting your online application, you will receive a computer-generated email confirming your application has been received.

### ABILITY TO WORK IN AUSTRALIA

You must be legally entitled to work in Australia to apply for a Queensland Government vacancy. You 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.

In accordance with the *Public Sector Act 2022* (s47), you are eligible to be a public service officer with the Queensland Government if you are an Australian citizen or if you reside in Australia and have permission to work in Australia. Once employed, your rights to work in Australia will be monitored at regular intervals to ensure there has been no change to migration status.

### APPLICANTS PREVIOUSLY PAID VOLUNTARY MEDICAL RETIREMENT (VMR), EARLY RETIREMENT, REDUNDANCY, RETRENCHMENT, OTHER SEVERANCE BENEFIT OR VOLUNTARY SEPARATION PAYMENT.

In accordance with the *Public Sector Act 2022* (s229), *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-engaged with a Queensland Government entity within the period covered by the severance benefit may be liable to repay either the full or part of the severance benefit they received.

In addition to repayment conditions (where liable); if you have accepted a VMR from a Queensland Government entity and are seeking to be re-engaged as an employee in a Queensland Government entity, you will be required to provide medical evidence (including at least one specialist medical opinion) that clearly and unambiguously states your current condition would not affect your 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.

If you are a recipient of a Voluntary Separation Package (VSP) you 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 any application will not be given further consideration if applying within this exclusion period.

If you have been paid a VMR, early retirement, redundancy, retrenchment, other severance benefit or VSP from a Queensland Government entity within the applicable period, you are required to indicate this on your Smartjobs application form.

## CURRENT OR PREVIOUS QCS EMPLOYEES

If you were previously employed by QCS as a CCO and have applied for re-engagement, you **may** be eligible to participate in a bridging course rather than the full 10-week training program, providing you meet the criteria of our transitional return flowchart. To ascertain your eligibility, we require the following information:

- Do you have a Certificate 3 in Correctional Practice?
- Was your certificate issued in Qld?
- Have you worked in a correctional centre in the last 12 Months?
- Have you completed a 10-week Custodial Correctional Officer Entry Program in Queensland ?

If you can answer yes to all the above questions you **may** be eligible for the bridging course.

## Stage 2 – Telephone Screening

### INITIAL SCREENING

After reviewing your application and questionnaire outlined in Stage 1 of the recruitment and selection process, if it is determined that you have met the minimum requirements of the role, you will be invited to complete a telephone interview which will take approximately 10-15 minutes.

The aim of the interview is for the recruitment team/external provider to engage with you to explore your transferrable knowledge, skills, relevant experience, and abilities as they relate to the CCO role and your motivation for applying for this role.

## Stage 3 – Assessment Centre

### WHAT TO EXPECT

If you have met the screening requirements outlined in Stages 1 and 2 of the recruitment and selection process, you will be invited to attend an assessment centre and participate in a range of competitive selection activities to determine your suitability for the CCO role.

The assessment centres take up to 4 hours to complete and you will be allocated to either a morning or afternoon/evening session.

The assessments may include, but are not limited to:

- group activity
- work skill, report writing computer assessment.
- panel interview (for applicants who pass the group activity and computer test)

### CONFLICT OF INTEREST

QCS is committed to an ethical, accountable and transparent culture, exemplifying the standards of the *Public Sector Act 2022* and the Code of Conduct for the Queensland Public Service.

A conflict of interest occurs when a QCS employee's private interests' conflict, or may conflict, with the employee discharging their official duties. The risk of having a conflict will increase where an employee's role includes the authority to make decisions. Conflicts of interest can also arise in recruitment and selection processes where applicants are known to panel members.

You will be asked to declare any conflicts of interest you may have as part of the recruitment process to ensure any conflicts are managed appropriately in favour of the public interest.

## HOW TO PREPARE

Familiarise yourself with the key duties and responsibilities in the role description and research online materials regarding interviewing. It is particularly important that you have a basic understanding of the role of a CCO and how best to structure your answers.

Practice your keyboard skills as you will be required to complete a computer test.

Ensure you have planned for adequate sleep and food prior to the assessments.

Wear appropriate interview attire (smart casual).

At the end of Stage 3, the assessment panel will consider your assessment results to determine your suitability for a CCO role. If you are successful after the assessment centre, you will progress to Stage 4 of the recruitment and selection process.

## Stage 4 – Medical and Fitness Assessment & Psychometric Assessment

### PSYCHOMETRIC ASSESSMENT

Psychometric assessment is an important component of the CCO recruitment process. Should you progress after the assessment centre, you will be invited to participate in the psychometric assessment process. Through our partnership with Criteria Company, you will undertake a Cognitive Aptitude, Emotional Intelligence and Personality assessment. The assessment process will be 60 mins in total and can be completed on any device (eg. laptop, mobile phone, tablet) however a laptop or computer is best.

Your results will be benchmarked against the inherent requirements of the CCO role which provides QCS with additional information in our selection process. All testing results are completely confidential with all applicants receiving a post assessment report. Depending on your results, there may be a need for you to participate in a further panel interview.

### MEDICAL ASSESSMENT AND FITNESS ASSESSMENT

You will be required to undertake a CCO Medical Assessment conducted by our approved medical provider. Applicants will be assessed against the CCO Medical Standards which considers an applicant's fitness/medical history against the inherent requirements of QCS custodial roles.

This assessment can be conducted at a number of locations throughout Australia.

Information on this assessment will be provided to you at the appropriate time in the recruitment and selection process.

QCS covers the full cost of the standard medical and fitness assessment. Should you be required to provide further information from your treating GP or specialist, QCS does not cover the additional costs associated with this. Further information will be provided when and if needed.

## Stage 5 – Criminal History Check, New Zealand Vetting Check, and International Police Check

### CRIMINAL HISTORY CHECK

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s).

Applicants seeking appointment to QCS are required to disclose any criminal histories and/or charges (including convictions which are not recorded). As per the provisions of the Criminal Law (Rehabilitation or Offenders) Act 1984 section 9A(1) and the Corrective Services Act 2006.

A criminal conviction or charge will not automatically exclude you from consideration for appointment with QCS. QCS will obtain information from the Queensland Police Service.

Applicants recommended for appointment will be asked to provide sufficient proof of identity and written consent for QCS to conduct a criminal history check through the Queensland Police Service if successful at assessment centre. Failure (without reasonable explanation) to provide the appropriate documentation and consent will result in your application not progressing further.

Applicants recommended for appointment that have resided in New Zealand and were 16 years of age or older at the time of residing in New Zealand, will require a New Zealand Criminal History Check. The applicant will be provided with this application to complete.

International checks are required from all countries (excluding New Zealand) that you have resided in for a minimum period of 6 months (cumulative) in the previous 10 years. People recommended for appointment are required to provide the required information from the appropriate authority in all relevant countries. Visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for more information.

Appointment to the role will be contingent on the satisfactory outcome of the criminal history check/s and the appointment cannot be finalised until the criminal history checking process is completed.

## DISCLOSURE OF PREVIOUS SERIOUS DISCIPLINARY ACTION

In accordance with the Public Sector Act 2022, if you are recommended for appointment within QCS and have been previously employed in the Queensland Public Sector, you will be required to disclose any previous serious discipline history action taken against you.

Serious disciplinary action means disciplinary action taken against you, under a public sector disciplinary law, involving:

- termination of your employment
- a reduction in your classification level or rank
- transfer or redeployment to other employment
- a reduction in your remuneration level
- a disciplinary declaration stating that your employment would have been terminated or your classification or rank reduced had your employment not otherwise ended.

Any relevant disclosures you make will be considered in determining your suitability for appointment. Failure to provide this information, or the provision of false or misleading information may mean that you are not considered further for the role

## Stage 6 – Reference Checks

### REFERENCE CHECKS

Referee checking must be conducted and related to an applicant's work conduct, behaviour and performance, including seeking the referee's knowledge about past performance assessments. Referee reports will be obtained in writing to ensure an evidence-based account of statements.

A minimum of two written referee reports are required for each applicant recommended for appointment. At least one referee must be a current supervisor/manager that has thorough knowledge of the applicant's conduct and performance in the previous two years.

Care will be taken in contacting referees so as not to jeopardise the applicant's existing employment. Arrangements which are acceptable to the applicant will be made prior to requesting referee reports.

## Employment Conditions and Benefits

CCOs enjoy excellent employment conditions including includes benefits such as competitive salary and superannuation, employment security, salary packaging and health and wellbeing programs.

### SALARY

Your commencement rate will be determined by any relevant qualifications or recent prior experience in a CCO role.

You will receive the base salary during the 10-week Custodial Officer Entry Program (COEP).

Once training has been completed and you commence on a 24/7 shift roster, 31.5% shift allowance will be paid in addition to your base salary.

### HIGHER LEVEL ON APPOINTMENT – RELEVANT QUALIFICATIONS

Degree qualified applicants may be entitled to commencement at a higher rate and accelerated incremental progression.

You will be required to provide evidence of qualifications.

If you are an international/overseas candidate, you will need to provide evidence of formal recognition of your qualifications or provide a statement which shows the Australian equivalency of your qualifications. An overseas qualification can be recognised in Australia if it has been through a Skills Recognition process.

AQF7 degree qualifications in the following may increase your starting salary level:

- Arts in Criminology and Criminal Justice
- Education
- Human Services
- Behavioural Studies
- Behavioural Science
- Laws
- Psychology
- Psychological Science
- Social Science
- Social Work

The recruitment team will be able to provide further information if required.

### RECOGNITION OF SKILLS, KNOWLEDGE AND ABILITIES

QCS is committed to attracting appropriately skilled staff from other jurisdictions and to remunerate them commensurate with the knowledge and experience they are bringing to the role.

In doing so, the Custodial Appointment – Recognition of Skills, Knowledge and Abilities People Capability Policy reinforces a proactive QCS performance culture where the expected attitudes and behaviours align with the Corrections 2030 principles of safety, excellence, empowerment, respect and accountability and the QCS values of professionalism, integrity, accountability and innovation.

Applicants, at the discretion of QCS, may be offered and appointed to any paypoint within a level based on recognition of skills, knowledge and abilities.

Applicants seeking to have their skills, knowledge and abilities recognised for pay purposes on appointment are to provide all relevant information and documentation for the consideration of QCS prior to an applicant's appointment. In making an application, you must include relevant details and/or supporting information such as:

- Current formal qualifications that are relevant to the custodial position applied for
- Statement of Service confirming recent service in a correctional and/or custodial environment within Australasia
- Previous relevant professional development/learning

An assessment of the skills, knowledge and abilities put forward by the applicant will be undertaken against the role responsibilities and role fit of the role description of the position applied for to determine whether the relevant matters warrants appointing the applicant to a higher paypoint.

The delegate will, in determining a paypoint on appointment, have regard to the appointment and progression arrangements contained in the *Correctional Employees Award – State 2015* and the *Queensland Corrective Services – Correctional Employees Certified Agreement 2021* and the expected level of skills, knowledge and abilities an employee at the relevant paypoint would possess.

The delegate will consider what paypoint the applicant would have progressed to and/or been appointed to had they possessed a qualification recognised by QCS and/or completed the relevant service with QCS.

This consideration will determine the highest paypoint the applicant may be appointed to.

For example, an applicant with three years relevant service in a correctional and/or custodial environment within Australasia and a Certificate III in Correctional Practice (or relevant equivalent) would be appointed no higher than the General Stream Classification Level 1, Paypoint 4 (GS1-4).

## PROBATION

All CCO's are required to undertake a probationary period of 12 months. Custodial staff are required to complete their Certificate III within their probationary year. Continued employment in a custodial role is subject to satisfactory performance and completion of ongoing mandatory training.

## UNIFORMS

A standard QCS uniform package is provided to all custodial staff upon commencement of employment at no cost to the employee. The design of the uniform is safe, functional, and comfortable to meet the varying needs of service delivery and workplace health and safety requirements.

## HEALTH AND WELLBEING

QCS provides and promotes a range of services to support the health, safety and wellbeing of our corrective services officers. They include:

- Free annual influenza vaccinations to employees across the state
- Active case-managed rehabilitation/return-to-work programs assisting corrective services officers to remain at work or to facilitate early and safe return to work following injury or illness
- An employee assistance program (EAP) providing professional, free, short-term counselling and support to corrective services officers and immediate family members

## INCLUSION AND DIVERSITY

QCS is committed to supporting diversity and inclusion in its workforce.

We value and respect the diversity of our workforce and believe that all employees should be treated fairly and with dignity and respect. All employees of QCS must show respect for each other, visitors, the general public, contractors, prisoners and offenders by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation, and bullying.

Fair and inclusive recruitment and selection practices are critical to achieving diverse and representative workplace.

All people, including those from a diverse cultural background, are encouraged to apply for vacancies in the department.

As an equal opportunity employer, we encourage people who identify as members of the following groups to apply:

- Aboriginal people
- Torres Strait Islander people
- Australian South Sea Islander people
- People with a disability
- People from a non-English speaking background
- LGBTQ2+

## DOMESTIC AND FAMILY VIOLENCE AWARENESS

As a White Ribbon accredited workplace, QCS continues to take active steps to support corrective services officers experiencing domestic and family violence. QCS maintains a cohort of DFV support corrective services officers across its business units and delivers face-to-face and online training to corrective services officers to maintain contemporary knowledge in this difficult area.

## EMPLOYEE UNION INFORMATION

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. For custodial staff, the relevant union is Together Queensland.

## Training and Professional Development

### CUSTODIAL OFFICER ENTRY PROGRAM

The Custodial Officer Entry Program (COEP) is a 10-week program that consists of 8 weeks classroom training and 2 weeks of on-the-job training at your allocated correctional centre.

The QCSA is recognised as an industry leader and the training provided is designed to equip you to function in the various requirements of custodial duties.

You will complete 364 hours of specialised training, focused on officer safety, situational awareness and violence de-escalation techniques.

You will need to be prepared for the academic requirements as well as the physical components, which includes tactical skills, firearms and chemical agents.

### ACADEMIC ASSESSMENTS

Assessments during the COEP generally will be in the form of a written examination that may comprise a mixture of question types e.g., multiple-choice, problem-solving scenarios and short answer.

You must achieve at least 85% pass mark on each exam, assessment, or assignment to pass the requirements of the COEP. The Academy staff will assist you in the preparation of these examinations.

The training provides you with an understanding of the practice and procedures of Queensland Corrective Services and assists to achieve competence in the Australian Qualification Framework – Certificate III in Correctional Practice (Custodial), which is recognised Australia wide.

## Contact Us

SQCPS2 Recruitment Team

Email: [SQCPS2Recruitment@corrections.qld.gov.au](mailto:SQCPS2Recruitment@corrections.qld.gov.au)

Phone: (07) 3565 7696