

# QPWS&P Applicant Guide

A division of the Department of Environment, Science and Innovation

## A career that matters. A contribution that counts.

A career with the Queensland Parks and Wildlife Service & Partnerships (QPWS&P) is what you make of it. As the saying goes, you only get out what you put in. Those of us who nurture relationships, embrace challenges and seize opportunities really do thrive here.

We come from a diverse range of backgrounds and work in a wide variety of disciplines in locations throughout the state.

As a Ranger, no two days are the same. The work can be unpredictable and often influenced by weather. One day you might be protecting heritage values or focused on conserving and managing natural resources by working on a planned burn, or by running weed and feral animal control programs. The next day you might be patrolling parks and upkeeping visitors' facilities—talking to park visitors, cleaning toilets and recreational facilities and making repairs to walking tracks. Whatever role you undertake with us, you'll be part of a team that recognises the enormous value a healthy environment and an innovative society contributes to our lives, whilst learning valuable skills and trades on the job.

Our roles can be hard working, challenging, dynamic and exciting, but incredibly rewarding.

Find out more about the opportunities available to work with us, and why our people say they join us - and stay.

For general information and tips about working for the Queensland Government visit [www.qld.gov.au/jobs](http://www.qld.gov.au/jobs).



**Queensland**  
Government

## Contents

|  |    |
|--|----|
| Eligibility and pre-employment screening .....                                     | 3  |
| All positions .....  | 3  |
| Certain positions .....  | 3  |
| • Qualifications and professional registration .....                               | 3  |
| • Drivers' licence .....   | 3  |
| • Medical requirements .....   | 4  |
| • Disclosure of pre-existing condition .....                                       | 4  |
| Pre-employment checks .....  | 4  |
| • Disciplinary check .....   | 4  |
| • Criminal history .....   | 4  |
| • Blue Card .....  | 4  |
| Why work with us .....   | 5  |
| Benefits and conditions .....  | 6  |
| Why us? .....  | 6  |
| Benefits and conditions .....  | 6  |
| Our commitment to diversity and inclusion .....                                    | 8  |
| 1. Promoting inclusivity: Identified and Designated positions .....                | 8  |
| 2. Targeting diverse attributes: Equal Employment Opportunity (EEO) measures ..... | 8  |
| 3. Priority Consideration .....  | 8  |
| Ensuring accessibility: our commitment to reasonable adjustments .....             | 10 |
| During the recruitment process .....   | 10 |
| Reasonable adjustments and support beyond recruitment .....                        | 10 |
| Applying for a role with us .....  | 11 |
| Applying Online .....  | 11 |
| Stage 1 – Application .....  | 11 |
| Stage 2 – shortlisting .....   | 12 |
| Stage 3 – Further selection activities .....                                       | 12 |
| Stage 4 – Reference checking .....   | 12 |
| Stage 5 – Offer of employment and onboarding .....                                 | 13 |
| Probation .....  | 13 |
| Code of Conduct .....  | 13 |
| Work Health & Safety .....   | 13 |
| Other employment .....   | 13 |
| Lobbyist .....   | 13 |
| Additional information .....   | 14 |
| Feedback .....   | 14 |
| Future vacancies .....   | 14 |
| Further information .....  | 14 |

## Eligibility and pre-employment screening

### All positions

In accordance with section 47 of the *Public Sector Act 2022* you can be appointed as a public sector employee only if you're 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 work visa which provides the right to work in Australia.

We encourage applicants from all backgrounds to apply for our roles.

For further information contact the person listed on the vacancy advertisement or position description.

### Certain positions

Depending on the specific role you're applying for, the eligibility criteria listed in the position description may also include one or more of the following:

- **Qualifications and professional registration**

In accordance with relevant legislation, industrial award and/or accreditation requirements, some of our roles have mandatory qualifications or registration requirements.

If you're applying for a role where this is a mandatory requirement, you'll need to provide documentary evidence of compliance before you can be appointed.

i.e. certified copies of qualifications held or current registration certificates.

- **Drivers' licence**

We employ people from across Queensland, and travel may be necessary for some roles. Some roles require driving as a regular part of their daily work or for field work activities. For these roles you may be expected to operate government vehicles, including four-wheel drives. If you're entering a maritime-related position, you may also require a Coxswain NSCV1 licence

If you're applying for a role where this is a mandatory requirement listed on the position description, you'll be asked to provide a copy of your driver's licence, with the original licence verified prior to your engagement.

- **Medical requirements**

If you're applying for a role that may expose you to vaccine preventable diseases, you must either provide evidence of vaccination, proof that you're not susceptible to these vaccine preventable diseases or fulfill the requirement by attending vaccinations arranged by the department.

This policy is in place to ensure the safety and well-being of all employees as well as compliance with section 19 of the Work Health and Safety Act 2011.

- **Disclosure of pre-existing condition**

As an applicant you may be asked to disclose (prior to engagement) any pre-existing illness or injury that could impact your ability to perform the duties of the role or has potential to aggravate a pre-existing illness or injury. This will be requested in writing if this is required.

It's important to note, that false or misleading disclosure under section 571C of the [Workers' Compensation and Rehabilitation Act 2003](#) will result in a prospective employee not being entitled to compensation or to seek damages for any event that aggravates the pre-existing injury or medical condition.

## **Pre-employment checks**

We're committed to ensuring the suitability of persons engaged by the department to appropriately carry out the duties for which they are engaged. This will ensure a safe and secure environment for all persons engaged by the department, clients and members of the public, especially children.

- **Disciplinary check**

If you're the recommended applicant, you'll be required to disclose any serious disciplinary action taken against you in public sector employment.

- **Criminal history**

If you're the recommended applicant, a criminal history check may be undertaken. A criminal conviction or charge will not automatically exclude you from being considered for employment with the department. 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.

- **Blue Card**

For some of our positions, you may be required to hold a blue card. You will need to provide a copy of your blue card if the role you've applied for provides education, coaching and/or support services to children and young people.

Your Blue card will be validated prior to starting in your role. For more information navigate to: [Blue Card Services | Your rights, crime and the law | Queensland Government \(www.qld.gov.au\)](#).

## Why work with us

We recognise the enormous value a clean environment, innovative society and economy, and a diverse and inclusive culture makes to Queenslanders' lives. As a diverse organisation, the department brings together environment, heritage protection, national parks, science and multicultural affairs functions to help achieve government objectives for a better Queensland. We value and are committed to:

- building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#).
- strengthening our culture which values results, professional growth, workforce diversity and a healthy balance between work and life commitments.
- encouraging and supporting employees as individuals in an inclusive environment by embracing our differences and applying diverse and inclusive thinking to our business.
- the values of the Queensland Public Sector: customers first; ideas into action; unleash potential; be courageous; and empower people.

We're proud to be an accredited White Ribbon Workplace. Domestic and family violence has no place in homes, communities or workplaces and we're committed to preventing violence and supporting employees affected by domestic and family violence.

We recognise, respect and value First Nations people and cultures. We're progressing self-determination by recognising the rights and interests of First Nations people. We're investing in a culturally connected and agile organisation, with the skills and experience we need to support better outcomes for First Nations people. We're taking action in fundamental areas like employment and procurement, and by building strong and sustainable partnerships with First Nations organisations and communities. We're focused on working with First Nations people to improve service design and delivery, knowing that this will deliver better outcomes for all of Queensland.

More information on the department's functions, focus and the type of organisation we're, can be found on our [website](#).

## Benefits and conditions

Welcome to a workplace that goes beyond the ordinary – where diversity thrives, and every individual contributes to a shared vision. We're not just offering jobs; we're inviting you to be part of a community that values your skills, respects your uniqueness, and supports your growth. Explore our benefits, opportunities and overall value that you gain by being part of our team and discover why joining us is a step towards a rewarding and fulfilling career.

**#ACareerThatMatters. #AContributionThatCounts.**

### Why us?

We take pride in our diverse workforce that spans various roles, each contributing to the greater goal of making a positive impact.

## Benefits and conditions

In alignment with our commitment to creating a positive and respectful workplace, we provide a range of benefits and excellent working conditions for our team:

|   |  |
|---|--|
| <b>Work-life flexibility</b> <ul style="list-style-type: none"> <li>• Rangers generally work a five-day roster followed by two scheduled days off - 5/2.</li> <li>• Depending on where you are based, enjoy the benefit of working other rosters e.g. 10/4 or 9/5 rosters, which can also incorporate an additional rostered day off.</li> </ul>  | <b>Inclusive workplace</b> <ul style="list-style-type: none"> <li>• Adjustments to support you. We ensure a workplace that accommodates everyone, providing reasonable adjustments and support through the interview process and in your career with us.</li> </ul>  |
| <b>Time off benefits</b> <ul style="list-style-type: none"> <li>• Generous leave entitlements: Enjoy a 38-hour week with 4 weeks of paid annual leave.</li> <li>• Depending on your location you may be entitled to an additional five (5) working days of leave due to being employed in an isolated centre.</li> <li>• Family support: We support family commitments, offering paid parental leave and the option to purchase additional leave.</li> <li>• Depending on Award conditions, you may be entitled to Time off in lieu, or a Rostered Day Off, as compensation for working more than your standard work hours per week.</li> </ul> | <b>Health and safety</b> <ul style="list-style-type: none"> <li>• Safe and healthy workplace: Your well-being is our priority, and we ensure a safe and healthy workplace.</li> <li>• Respectful workplace: we're committed to fostering a workplace where everyone is treated with dignity, courtesy and respect and we encourage an environment free from harassment.</li> <li>• Employee Assistance Programs are available to all staff, and immediate family members, to provide confidential support when you need it, and assist with enhancing your individual health and wellbeing.</li> </ul> |

|  |  |
|--|--|
| <b>Professional growth</b> <ul style="list-style-type: none"> <li>• We invest in your growth through formal training and mentoring opportunities; and</li> <li>• We have special interest groups available so you can network with other rangers and build your professional confidence to further your career opportunities as a ranger.</li> </ul> | <b>Financial well-being</b> <ul style="list-style-type: none"> <li>• Benefit from competitive salaries and a generous superannuation contribution of up to 12.75%</li> <li>• Restricted area and/or District Allowance: For those working in specific regional locations, we provide an allowance.</li> <li>• Other Allowances: Depending on the work you undertake, you may be entitled to allowances such as anchoring out allowance for days at sea, working away from your home base, or an allowance for working on fire operations.</li> <li>• Paid Overtime: Overtime entitlements may be available for working additional hours outside normal rostered hours, such as participating in compliance patrols or responding to natural disasters.</li> <li>• Recognition of prior service: Leverage your experience with potential recognition of prior service from previous government or educational institutions.</li> <li>• Qualification remuneration: financial compensation is available, where employees provide evidence of attaining an accredited qualification, at certain Australian Qualification Framework levels. More information can be found <a href="#">here</a>, under 'Recognition of Accredited qualifications'.</li> <li>• Salary negotiation: Based on your qualifications and experience you may be able to seek appointment at a higher pay point within the role classification. You may wish to discuss this with the panel at interview.</li> <li>• Annual salary increments: Enjoy annual salary increases based on your performance until the top of your classification is reached.</li> <li>• Progression scheme: Where eligible, and upon meeting eligibility requirements, entry level rangers may qualify for progression to the next classification level, meaning more money in your pocket.</li> </ul> |
| <b>Financial packaging</b> <ul style="list-style-type: none"> <li>• Salary packaging: Take advantage of salary packaging opportunities, with your choice of provider.</li> </ul>   | <b>Relocation support</b> <ul style="list-style-type: none"> <li>• Relocation assistance: Transfer costs may be available if you are required to move from one centre to another (conditions apply).</li> </ul>  |

Awards and wages can be found on the [Awards and wages | Employment and jobs | Queensland Government \(www.qld.gov.au\)](#) webpage.

## Our commitment to diversity and inclusion

We're committed to developing and maintaining a workplace that is positive, engaging and respectful for all employees and is reflective of the community we serve. We recognise the strength that diversity brings, and we actively work towards creating an environment that values every individual and offers equal opportunities for all. Our commitment extends throughout our recruitment process, ensuring that it reflects our values and incorporates a diverse range of perspectives.

We're currently focused on increasing our workforce representation of Aboriginal peoples and/or Torres Strait Islander peoples and people with disability.

Here are three ways we're living out our commitment to diversity and inclusion:

### 1. Promoting inclusivity: Identified and Designated positions

This classification, known as Genuine Occupational Requirement (GOR), is applied when the inherent duties of a role necessitate specific cultural or lived experience perspectives. In the spirit of inclusivity, we've introduced Identified and Designated positions. Identified positions are tailored for Aboriginal or Torres Strait Islander peoples, while Designated positions are for individuals with disability.

If the role you're applying for is identified or designated, you'll be asked to provide one of the following to enable the selection panel to confirm that you're eligible to be considered:

- your written assertion that you're of Aboriginal or Torres Strait Islander descent or a person with disability; or
- documentary evidence attesting to your Aboriginal or Torres Strait Islander descent. Full details and a Statutory Declaration template are available in the [Evidence of Attribute - Aboriginal and/or Torres Strait Islander Identified Roles Guideline](#) or [Diverse Ability Declaration](#) for those with disability; or
- your nomination of (or written reference from) an Aboriginal person or a Torres Strait Islander person who can attest to your knowledge, skills, or experience to demonstrate cultural capabilities as required. The nominated person may be a community member, supervisor, or work colleague.

The position description attached to an advertised role will tell you exactly what the panel are looking for.

### 2. Targeting diverse attributes: Equal Employment Opportunity (EEO) measures

For positions not meeting GOR requirements, we support Equal Employment Opportunity (EEO) measures. This allows us to target advertising to attract applications from individuals with specific underrepresented attributes. Identified EEO and Designated EEO aim to increase the representation of Aboriginal or Torres Strait Islander peoples and individuals with disability, respectively.

The position description attached to an advertised role will tell you exactly what the panel are looking for in relation to evidence of your diversity attribute.

### 3. Priority Consideration

Most of our jobs are advertised with priority consideration. This means that if you tell us you're someone who identifies as Aboriginal or Torres Strait Islander, or someone with a disability, and meet the minimum requirements of the role, you will progress to the second stage of the selection process.

The second stage of the selection process may be a work test, phone screen or even an interview. The position description attached to an advertised role will tell you exactly what the panel are looking for in relation to evidence of your diversity attribute.



## Definitions

- Aboriginal and / or Torres Strait Islander person

An Aboriginal person and/or Torres Strait Islander person is one who identifies as an Aboriginal person and/or Torres Strait Islander person and either:

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

- Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and may restrict everyday activities. There are different kinds of disability, usually resulting from accidents, illness, or genetic disorders, and may include:

- physical – affects a person's mobility, dexterity, stamina/fatigue, speech.
- sensory – affects a person's ability to hear, see, touch, smell or concentrate.
- intellectual – affects a person's abilities to learn.
- mental illness – affects a person's thinking processes, including post-traumatic stress disorder (PTSD), anxiety disorders, depression
- neurological – affects the person's brain and central nervous system and/or autonomic nervous system (e.g. stroke, acquired brain injury).

Other:

- receiving treatment or medication for any other long-term conditions or ailments but still may be restricted in everyday activities.
- any other long-term conditions resulting in a restriction in everyday activities.

## Beyond recruitment: creating a positive and inclusive workplace

Our commitment extends to developing and maintaining a workplace that is positive, engaging, and respectful for all employees. We prioritise building a safe environment free from harassment, recognising, valuing, and respecting individual differences. Our [2023–2026 Equity and Diversity Plan](#) outlines our strategic approach to building equitable, diverse, and inclusive workplaces.

## **Ensuring accessibility: our commitment to reasonable adjustments**

We're dedicated to fostering an inclusive and supportive workplace for all. We understand that we're all unique, and we're committed to providing reasonable adjustments and support to ensure equal opportunities for everyone, both during the recruitment phase and throughout your employment with us.

As part of our commitment to diversity, we're a member of the Diversity Council of Australia, Pride in Diversity and Australian Network on Disability. Through recognising our differences and embracing and valuing them, we can innovate and identify better solutions as a department. Having a department which is reflective of the Queensland community we serve also enables us to better understand their needs and be more responsive.

### **During the recruitment process**

We understand that the recruitment process can be daunting, and we're here to support you every step of the way. If you require any reasonable adjustments or support to facilitate your application or interview process, please speak with the hiring manager on the position description. The hiring manager will work with you to ensure your experience aligns with your unique requirements. Your comfort and accessibility matter to us, and we're here to ensure a smooth and inclusive experience.

### **Reasonable adjustments and support beyond recruitment**

Our commitment to support any reasonable adjustments doesn't end once you have been recruited. We have policies and procedures to enable us to provide ongoing support to ensure that your experience working with us is comfortable and productive. Whether it's modifying workstations, adjusting schedules, or providing assistive technologies, we're here to make your workplace experience accessible.

## Applying for a role with us

### Applying Online

Applying online through the Smart jobs and careers website is the preferred way of submitting an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You may need to create a 'MySmartJob' account before submitting your online application.

By applying online, you can track your application through the process, maintain your personal details and withdraw your application if required.

If you experience technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please call 13 74 68 for assistance.

If you do not have internet access and are unable to submit your application online, please contact the Queensland Shared Services (QSS) Applications Processing Team on 1300 146 370, (between 9am and 5pm Monday to Friday) to enquire about any alternative arrangements available to you.

- Late applications: we're unable to accept late applications through the Smart jobs and careers website, so please allow enough time before the closing date to lodge your application (it closes at 12am on the closing date). Any request to lodge a late application will need approval from the contact person on the position description.

Once the job application has closed, all calls relating to the status of your application should be made to the contact person on the position description.

### Stage 1 – Application

Download the Position Description from the [Smart jobs and careers website](#) and review the role information and eligibility requirements. Complete the Applicant questionnaire **and** lodge your CV as specified in the advertisement and position description under **How to apply**.

When you apply for a Queensland Government job through Smart jobs and careers, you will be asked if you identify as a woman, as Aboriginal and/or Torres Strait Islander, are from a non-English speaking background or are a person with disability. This information is used for statistical purposes—it will not be used to assess your suitability for the job. It's not compulsory to provide this information.

However, some jobs are advertised as only available to Aboriginal and/or Torres Strait Islander peoples, or people with disability. In these cases, if you wish to apply you will need to evidence eligibility. See [our commitment to diversity and inclusion section](#) for more information.

We recommend reaching out to the contact person on the position description to discuss your suitability for the role. This provides an opportunity to articulate how your skills align with the role's requirements, adding a personalised touch to our application process and showcasing your proactivity.

Through this connection, you may even find out that it's not the right role for you. Engaging with the selection panel contributes to increased clarity and transparency in our processes.

## Myth vs reality

### An internal person is already lined up for the job

The job may be vacant, or it may be temporarily filled by a current employee. However, this does not guarantee them the job. All applicants, including people already working in the department, must apply through the same process and be assessed against the strengths of all other applicants. If you want the job and are confident you have the skills and abilities required, then you should apply.

## Tips

### Do

- Be clear and to the point.
- Be honest and factual.
- Use relevant examples.
- Make sure you provide all information requested.

### Don't

- Write lengthy responses.
- Send a generic cover letter and CV.
- Tell untruths or over-state your experience.

## Stage 2 – shortlisting

The selection panel will review your application for your eligibility and suitability to the position. After this review the panel may shortlist you for the next selection activity.

## Stage 3 – Further selection activities

The panel may choose to adopt additional selection activities, such as work samples, task assessments or interview.

**Interview:** If you've been shortlisted, you will most likely be invited to participate in an interview. Most interviews include behavioural based questions, and the selection panel may also invite you to deliver a presentation or conduct problem solving exercises.

## Stage 4 – Reference checking

Referee checks are an important part of our selection processes and are used to verify claims made by you in your application and interview. They help us to gather further information about your work performance and suitability for the position.

Our selection panel may decide to contact your nominated referees. One of your referees must be your current supervisor, but if that is not possible, then your immediate past supervisor. We may also ask to nominate other referees.

If unfavourable information is received about you from a referee that could exclude you from further consideration for the role, the selection panel will give you the opportunity to respond to that information before making a final determination about your suitability.

## Stage 5 – Offer of employment and onboarding

If you're the eligible best suited candidate a verbal offer will be made, followed by a written offer of employment.

We will welcome you with a structured induction and onboarding program where you will complete a range of training activities including systems training.

### Probation

If appointed to a government position, and you're not already a permanent employee with the Queensland Public Sector, you will initially be subject to a minimum probationary period of three months before the appointment is confirmed.

An alternative probationary period may be implemented, provided it's:

- A reasonable period considering the nature and circumstances of the employment; and
- Agreed in writing between the employee and the employer prior to the commencement date.

### Code of Conduct

The [Code of Conduct](#) applies to all Queensland Public Service employees, and sets out the minimum standards of behaviour that is expected.

### Work Health & Safety

Under the *Work Health and Safety Act 2011*, as a worker you must cooperate with any reasonable instruction, policy or procedures given to you by the department—person conducting a business or undertaking (PCBU)—which relates to health and safety in the workplace.

You must also take reasonable care for your own health and safety while at work and ensure your acts or omissions do not adversely affect the health and safety of other persons in your workplace.

Definition: A worker includes contractors, sub-contractors, graduates and volunteers working for a Commonwealth or non-Commonwealth licensee business or undertaking.

### Other employment

As an employee you're required to seek approval to engage in any form of paid employment outside of the department.

You will also need to declare and seek approval for any form of unpaid work or voluntary activity which might impact on your ability to perform your duties or might be perceived to involve a conflict of interest.

### Lobbyist

You will be required to provide a statement of your employment as a lobbyist within one month of taking up the appointment. Details are available at the Public Service Commission Lobbyist Disclosure Policy.

## **Additional information**

When engaging with our continuous application process, it's important to note that submitting an application does not guarantee immediate job placement. Whilst it demonstrates your interest in potential opportunities, it's not an assurance of being selected as part of the continuous application process.

We encourage job seekers to explore all available opportunities on our job search website continually. If you come across another position that aligns with your skills and aspirations, we recommend submitting a specific application for that role.

Our commitment is to consider all applicants based on their suitability for each particular opportunity, ensuring a fair and transparent selection process. Your proactive approach to applying for specific vacancies will enhance your chances of securing a role that aligns perfectly with your career goals.

## **Feedback**

We strongly encourage you to take the opportunity to request feedback on your applications, as it can be invaluable for refining future submissions and enhancing interview performance.

While, for high volume roles, feedback may be provided toward the conclusion of the selection process, candidates are welcome to proactively seek feedback by reaching out to the designated panel member.

Understanding the specifics of your application's strengths and areas for enhancement can significantly contribute to your growth and success in future endeavours. Don't hesitate to connect with us and utilise this valuable resource to further enhance your candidacy.

## **Future vacancies**

Once you have submitted your application, it will stay valid for six months from the application date. You can update your details and application at any time during this period by logging in through the [Smart Jobs and Careers website](#). After this time, your application will expire and you will need to submit a new application to be considered. We will let you know once your application has expired so that you can reapply.

If you have recently participated in a selection process, your application may be considered for identical/similar vacancies provided employment commences within 12 months of the application date.

## **Further information**

For more information about us visit: <http://www.des.qld.gov.au>