



# North West HHS Information for Applicants

## Human Resources

# Applicant pack

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**Pathways to better health**  
for our North West communities

# Information for applicants

This information is designed to help you with the recruitment and selection process.

It will help you apply for a job at the North West Hospital and Health Service (HHS) / Queensland Health (QH) and understand what to expect from the selection process.

how to apply for a role

what to expect during the selection process

what we do at Queensland Health

the benefits of working for us

appointment expenses, union encouragement and how we handle your personal information

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## Queensland Health

Queensland Health (QH) delivers health services to meet the needs of more than five million Queenslanders. It is a dynamic organisation committed to providing a range of services aimed at achieving health and wellbeing for Queenslanders.

QH provides a range of integrated services including hospital inpatient, outpatient and emergency services, pathology, radiology, community and mental health services, aged care services, public health and health promotion programs and scientific, clinical and payroll support services.

More than 90,000 people work for QH, making us one of Australia's largest organisations.



# North West Hospital and Health Service (HHS)

The North West HHS is responsible for the public sector health services in the North West Queensland and the Gulf of Carpentaria region and covers an area of approximately 300,000km<sup>2</sup> and services many of the remote communities.

The HHS is responsible for the promotion and wellbeing of people within the service area and ensuring that health services are of a high quality, accessible to all and effective.

Other NWHHS Centres are:

Hospitals:	Primary Health Facilities:	Community Services:	Multipurpose Health Services:
Doomadgee	Burketown	Cloncurry	Cloncurry
Mornington Island	Camooweal	Doomadgee	McKinlay Shire
Mount Isa	Dajarra	McKinlay Clinic	
Normanton	Karumba	Mornington Island	
		Mount Isa	
		Normanton	

As an organisation we embrace the need for change and make it work efficiently for the people of our region and our staff. The efficient delivery of our core hospital and health business services is guided by our mission:

*To be Queensland's leading Hospital and Health Service delivering excellence in remote healthcare to our patients.*

Our Values:



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# Benefits of working for us

The North West HHS and QH offers a unique blend of career opportunities with employment security, generous benefits and excellent conditions.

## Remuneration and benefits

### Wages

We offer competitive [wages](#) with annual incremental pay levels.

### Superannuation

Employer contribution of up to 12.75% (comparing favourably to the standard 9.75% employer contributions paid by most private employers).

### Allowances

Some roles may be entitled to shift and on-call allowances, professional development allowance and uniform allowances.

For those working in rural and remote areas there are additional allowances and other incentives such as the [Rural Area Nursing Incentive Package](#)

### Salary packaging

All employees are eligible to take advantage of salary packaging which can save on tax and increase take-home pay, including access to salary packaging for superannuation contributions.

The range of accessible benefits varies depending on the role and place of employment. You can get in touch with either of our salary packaging providers to find out more.

**RemServ**  
1300 3040 10  
[www.remserv.com.au/government](http://www.remserv.com.au/government)

**smartsalary**  
1300 21 85 98  
[www.qld.smartsalary.com.au](http://www.qld.smartsalary.com.au)



## A positive working environment



### Flexible working arrangements

We support and encourage the use of flexible work arrangements.

Employees may request changes to their hours of work, the place where they work or the way that they work e.g. the use of different equipment as a result of disability, injury or illness.

Flexible work arrangements include:

- flex time (variable working hours)
- telecommuting (working from home/ another location)
- part-time hours
- nine-day fortnight (or other compressed hours arrangements)
- job share
- phased retirement.

### Training and development opportunities

A wide range of educational and clinical training is available to support employees who wish to continue their professional development.

We also offer financial and leave assistance under the Study and Research Assistance Scheme to assist people who are pursuing courses of study and research projects.

### Safe and inclusive workplace

We offer health, safety and wellbeing training for all employees and encourage everyone to participate. Employee networks exist to help our workforce to establish connections and build relationships.

### Employee assistance service

A free, professional and confidential counselling, coaching and support service is available to employees and their immediate family for assistance with personal and work-related problems.

Support is available in face-to-face sessions or over the telephone 24 hours a day, 7 days a week.

A specialised program is available to assist managers with complex employee matters.

### Health and wellbeing

Our goal is to create a positive health and wellbeing culture.

Employees may have access to:

- flu vaccinations
- weight loss initiatives
- smoking cessation program
- discounted for health insurance and gyms
- end-of-journey facilities (e.g. showers and change rooms, bike storage)
- health promotion events.

## Reasonable adjustment

We welcome employees of all abilities and understand that some people may require adjustments to the workplace or the way the work is performed. We will make adjustments to remove barriers and enable everyone to work safely and productively.

## Diversity

Our goal is to attract and retain a workforce that is reflective of the communities we serve. Our selection processes are undertaken in a non-discriminatory way and we are committed to ensuring our workplaces are free from all forms of harassment and discrimination.

## Support for employees affected by domestic and family violence

Queensland Government offers paid leave, counselling, flexible work arrangements, workplace and role adjustments for employees affected by domestic and family violence.

## Generous leave entitlements

### Recreation leave

Most people have access to a minimum of four weeks annual leave (pro-rata for part-time employees, excluding casual employees) and recreation leave loading of 17.5% (except casual employees) and up to 27.5% for shift workers. Some shift workers are also entitled to an additional week of recreation leave.

### Purchased leave

Employees with family responsibilities, study or personal commitments may apply to purchase up to an extra six weeks leave per year.

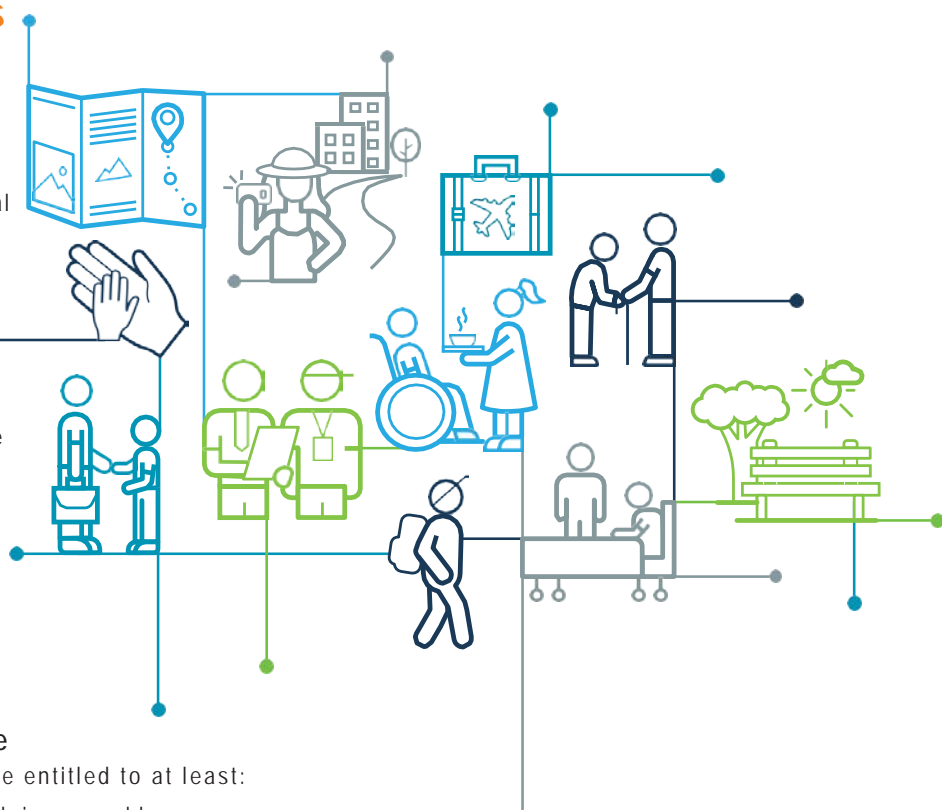
### Public holidays

On public holidays, employees who would usually work on that day are entitled to a day off with pay (subject to reasonable requests to work).

### Sick, carers' and compassionate leave

For each year of service, full-time employees are entitled to at least:

- Ten days of paid sick or carers' leave which is accruable (part-time employees accrue pro-rata)
- Two days of unpaid carers' leave
- Two days of paid compassionate leave.



## Parental leave

Most employees are entitled to paid parental leave when a child is born or adopted.

This may include:

- 14 weeks paid maternity or adoption leave which may be taken at half pay for double the time
- one week paid spousal leave which may be taken at half pay for double the time.

Employees on maternity, adoption or spousal leave are also entitled to take a period of unpaid leave, and you may also be able to claim paid parental leave through the [Australian Government's Paid Parental Leave Scheme](#).

## Long service leave

Most employees accrue 13 weeks of long service leave after completing 10 years of continuous service (pro-rata for part-time employees), which be accessed after completing seven years of continuous service.

## Community service leave

Community service leave is available for activities like jury service (including attendance for jury selection) and voluntary emergency management activities.

# How to apply and the selection process

## Before you apply

We encourage you to apply for roles that are relevant to your experience, skills, qualifications and interest.

Before applying for an advertised role, you should:

- review the role description
- determine if your experience and skills will enable you to undertake the key requirements of the role
- check if you have the mandatory qualifications and/or professional registration that are listed in the position description
- check if you have any required mandatory vaccinations for the role.



### TIP

You may wish to seek further information about the role by phoning the contact person listed in the advertisement.





## Preparing your application

### Cover letter

If a cover letter is requested, this is a great way to convey your motivation for applying and highlighting the skills and experience you will bring to the role.

### Resume

This should be a two to three-page document outlining your work experience, key achievements, education and the skills you have which are relevant to the role.

Remember to modify your resume to suit the role and demonstrate your relevant skills. Don't submit a generic resume!

Check your resume for spelling mistakes and grammar errors. These will reflect your attention to detail.

You should nominate a minimum of two referees in your resume.

### Referees

It is a requirement that one or both of your referee(s) be, or have recently been, your manager and can comment on your performance in that role.

If you do not wish for a referee to be contacted, please indicate this in your application and provide a reason why.

Seek approval from your referees prior to listing them and provide them with the role description so they have all of the information they need to provide you with a reference.

We are required to have valid references prior to your appointment and commencement in any role.

We may seek these at any time during the recruitment process and will request your permission before we speak to any referees.

### Suitability statement

Selection panels may ask for a statement that outlines your suitability for the role.

The statement should describe your work experiences and skills that are directly transferable to the role.



#### TIP

Keep the cover letter (if one is requested) to one page, include your personal qualities and skills, and tell us about who you are and why you are suited to the role!



#### TIP

If you are including your referees in your application, make sure their phone number and email address is correct and up-to-date.



#### TIP

Up to two pages (maximum) are allowed for suitability statements.

## Mandatory requirements

You should address any mandatory requirements in your application. Proof of qualifications and registrations will be required prior to appointment.

If your qualification/s are not from an Australian educational institution you may need to get formal recognition of equivalency prior to applying.

For more information on qualification recognition please contact the [Department of Employment, Small Business and Training](#).

## Disclosure

Applicants are required to disclose any pre-existing injury or medical conditions which may impact on their ability to perform the role as per *section 571 of the Workers' Compensation and Rehabilitation Act 2003*.

Under the [Public Service Act 2008](#), applicants are required to disclose any previous serious discipline history taken against them.

## Recurring vacancies

Applications will remain current for 12 months and applicants may be contacted in relation for recurring or alternative vacancies.

## Submitting your application

### Apply online

All applications must be submitted through our online job portal which you can access via the Smart Jobs and Careers website (or GovNet for Queensland Government employees).

### Late applications

Late applications cannot be lodged online. If you wish to submit an application after the due date, contact the person listed in the role description as soon as possible.

Late applications may only be accepted at the discretion of the selection panel.

### Technical support

If you require assistance submitting your online application, use the Contact us link on Smart Jobs.

## Withdrawing your application

If you need to withdraw your application:

- before the closing date—you can do this online
- after the closing date—you can do this online. An email will be automatically sent to advise the Hiring Manager
- after interview—phone or email the selection panel chairperson, or the contact person as listed on the role description. You may also withdraw your application online.

## Selection process

The selection process is based on a fair and transparent assessment of your knowledge, skills, abilities, qualifications, aptitude, experience and personal qualities against the requirements of the position.

A selection panel consisting of two or more people will conduct the selection process. The panel uses a range of assessment methods depending on the type of role being recruited to.

### Selection panels

Experienced employees from within our organisation form selection panels to assess applications and conduct interviews.

Panels are usually made up of two or three people, including the hiring manager who is often the chairperson. The selection panel has a shared responsibility for selecting the most meritorious applicant in a fair and equitable way.

### Screening questions

You may be asked to answer screening questions as part of the online application process, or you may be contacted by telephone.

### Additional assessments

Other assessment methods may also be used to select the best applicant, including include work tests, role plays, presentations or psychometric testing.

### Interviews

If your application is shortlisted, you may be invited to an interview.

This is an opportunity to present your skills in conversation with the panel who will ask questions to assess your suitability.

Your motivation, communication skills and organisational fit will be assessed along with your answers to practical and skills-based questions.

You may be given an opportunity to peruse the questions prior to the interview.

We recommend that you dress appropriately for your interview. Business attire is required and panels will notice if an effort has been made.

Reasonable adjustment is welcome. You may request assistance to facilitate the interview process as required e.g. wheelchair access, sign language, interpreter etc.



#### TIP

Answer these questions truthfully and don't omit any answers as this will void your application.



#### TIP

You can bring notes with you to the interview, and it's a good idea to think of the questions you might have for the selection panel before your interview.



### TIP

Remember to let your referees know that you have listed them in your application—they may be contacted before you are offered an interview.

### Referees

The selection panel are required to obtain one or more references for preferred applicants.

References may be sought at any time during the selection process as a form of assessment. A reference check does not guarantee an offer of employment.

## Eligibility and pre-employment checks

### Residency and visa requirement

As Queensland public servants, all employees 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 work visa which provides the right to work in Australia.

We encourage applicants from all backgrounds to apply. We work with non-citizens to validate visa status and eligibility for employment.

For further information contact the North West Hospital and Health Service's Human Resources Department on +61 7 4764 1274 or via email [NWHHS.HR@health.qld.gov.au](mailto:NWHHS.HR@health.qld.gov.au)

### Qualifications and professional registration

In accordance with relevant legislation, industrial award and/or accreditation requirements, certain roles with QH have mandatory qualification or registration requirements.

Applicants for roles where these mandatory requirements are indicated must provide documentary evidence of compliance before they can be appointed

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

### Criminal history

When an applicant is recommended for a role, a criminal history check must be conducted if the applicant is not an existing employee of Queensland Health (three forms of I.D is required).

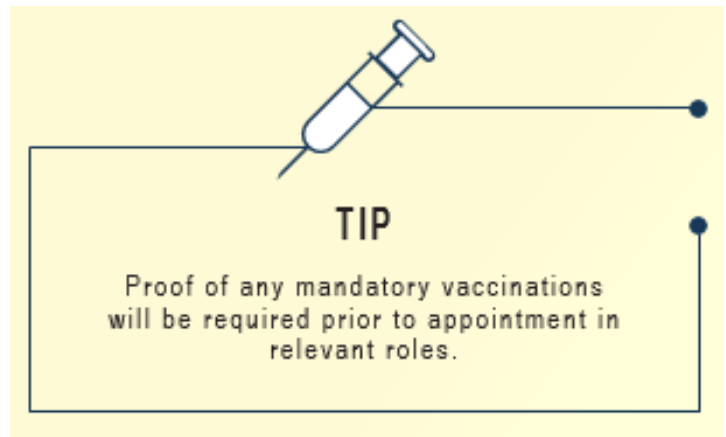
Appointments to Queensland Health cannot be finalised until the criminal history checking process is complete.

Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

## Vaccine preventable diseases and COVID-19

Employees in a patient-facing role, or those working in specific wards or laboratories may be required to be (and remain) vaccinated against some or all of the following vaccine preventable diseases, dependent on the workplace:

- measles, mumps, rubella (MMR)
- varicella (chicken pox)
- pertussis (whooping cough)
- hepatitis B
- Japanese encephalitis
- rabies.



It may be a mandatory condition of employment for positions advertised by Queensland Health to be vaccinated against COVID-19 as outlined in the [Health Employment Directive NO. 12/21](#) and the [Queensland Health Human Resources Policy B70](#).

## Lobbyist

Applicants will be required to provide a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#).

## Drivers' Licence

QH have employees working throughout Queensland and travel may be a requirement of the role. You may also need to hold a current Australian drivers' licence. Check the role description for details.

## Outcome and appointment

### Recruitment timeframe

It takes approximately 35 working days (on average) between an advertised role closing and a person being appointed.

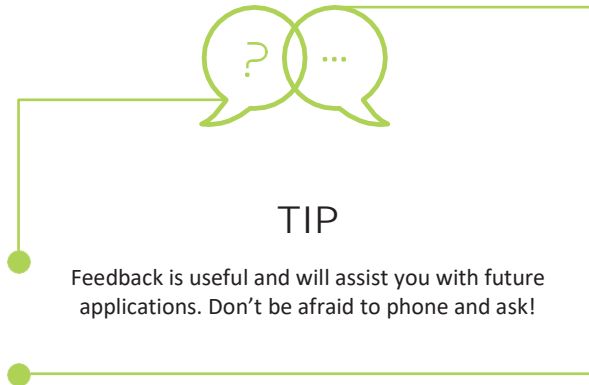
### Notification of outcome

All applicants will receive notification in writing of the outcome of their application at the close of the recruitment process.

Successful applicants will be contacted by the hiring manager to negotiate an offer of employment before a letter of offer is issued.

### Probation

If you are appointed to a role you may be required to undertake a period of probation appropriate to the appointment.



### Feedback

If you would like feedback regarding your application and the assessment process you should contact the panel chairperson.

### Appointment expenses

We understand that transfer and relocation expenses are an important consideration for applicants who are relocating domestically or internationally.

Applicants may submit a request for the reimbursement of appointment expenses through the hiring manager who will apply for delegate approval.

### Union membership

We recognise your entitlement to join a registered union. Whilst you are not obliged to join a union, Queensland Health encourages its employees to do so.

On commencement of duty, your name, position title and workplace location may be provided to a relevant union so that they can discuss the benefits of union membership with you.

### Information privacy

Your personal information will be held in a secure environment and will only be accessed by those directly involved in the recruitment process.

North West HHS | QH processes are consistent with the [Information Privacy Act 2009 \(QLD\)](#).

A [fact sheet](#) has been developed for applicants to outline how Queensland Health will deal with your personal information.

## Checklist for applicants

Thank you for considering the North West HHS as your next employer.  
We wish you luck with your application.

### Application checklist

- Review the role description; make sure you understand the competencies and what is required to be successful in the role.
- Assess your skills and experience—can you undertake the key requirements of the role?
- Check the mandatory requirements—are there mandatory qualifications and professional registrations for the role? If you do not meet these requirements, you should not apply for the position.
- Plan and prepare—when is the application due? Make sure you allow plenty of time to create an excellent application, and don't miss the deadline.
- Prepare your application against the role description—write your statement and modify your resume according to the skills, experience and personal qualities required that highlight the required competencies listed in the role description.
- Readability matters—use a standard font (Arial, Calibri), in a size that is easy to read (12pt) and is well-spaced with standard margins (2.54cm).
- Note any pre-existing conditions—you may be required to disclose any pre-existing injuries or medical conditions which may impact on your ability to perform the role. You can do this in your application.
- Check your references—contact your referees to confirm that they are willing to provide a positive reference for your application, and that their phone number and email address are correct.
- Review your submission for errors—ensure your application is free from spelling, formatting and grammatical errors. Have a friend or family member read over it as well.
- Check, check and check again—have you met the requirements and followed the instructions listed in the role description? E.g. if you are asked for a two-page statement, don't submit a six-page statement.

### Interview checklist

- Ensure you are prepared by reading more about the organisation and reviewing the role description. Dress appropriately, in business attire.
- You may like to take notes into your interview.
- Think through the questions the panel might ask you about how your experience reflects the role description.
- Think about the questions you would like to ask the panel in advance of your interview. You might want to know more about the role, working conditions, expectations and who you will be working with.
- If you hold an overseas passport, take it with you to the interview, along with any visa documentation. We may require it if you are appointed to the role.
- It may be a requirement of the role to be vaccinated. Please refer to the Vaccine Preventable Disease and COVID-19 section on page 12 for more information or phone the person listed on the role description if you have any questions.
- Please bring three forms of identification to your interview, as well as mandatory qualification or registration information (if relevant), and your visa detailing your right to work in Australia (if applicable).