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Applicant Information Package

Thank you for your interest in working with the Department of Employment, Small Business and Training (DESBT). This Applicant Information Package tells you what you need to know about working for DESBT and will assist you with navigating our recruitment process

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Working at DESBT

The Department of Employment, Small Business and Training's is focused on building Queensland's future workforce through connecting all Queenslanders to learning opportunities, quality training, employment opportunities, and by helping small businesses to start and thrive.

The department recognises the importance of employment outcomes, strong small businesses, and a skilled workforce for the wellbeing of Queenslanders and their communities. We are a high-performing agency with approximately 600 staff in 21 locations across the state. You can find out more about what we do, including our Strategic Plan and program offerings, on our [website](#).

What we can offer you

As a DESBT employee, you will be offered:

- a range of leave entitlements and flexible work arrangements to help you balance your professional and personal responsibilities
- professional development opportunities
- access to health, safety and wellbeing support through our employee assistance provider, Telus Health and our Mental Health Support Officer network
- a workplace that embraces diversity and inclusion
- challenging, interesting and engaging work, with an opportunity to have a genuine impact on the future of Queenslanders

Some benefits are provided subject to organisational convenience and may change from time to time.

Leave entitlements

Employees of the department have access to a range of leave entitlements:

- Recreation leave
- Parental leave
- Sick leave and carers leave
- Special leave
- Long service leave
- Cultural leave
- Purchased leave or extra leave for proportionate salary
- Leave and travel concessions for remote areas.

Flexible working arrangements

To support employees to balance their professional and personal responsibilities whilst maximising service delivery to the community, we offer flexibility to our employees. Accessing these arrangements require discussion and agreement with your manager, ensuring open communication, negotiation and compromise, trust and cooperation. This ensures that flexible working arrangements meet the needs of individuals, teams and the organisation more broadly.

Flexible working arrangements can include:

- Part-time arrangements
- Job sharing
- Telecommuting or Work from home
- Leave without pay
- Accrued/Accumulated time
- Aggregated/Averaged hours of work
- Compressed hours
- Staggered hours
- Purchased leave or extra leave for proportionate salary
- Reasonable adjustments

Please note that flexibility must consider organisational requirements and these may change from time to time.

Superannuation

Queensland Government employees receive 12.75% employer superannuation contributions, which is higher than the Commonwealth's minimum guarantee rate. [QSuper](#) (part of Australian Retirement Trust) is the default superannuation fund for core Queensland Government employees. You can also choose to nominate an alternative fund when completing your payroll forms.

Salary packaging options

Your personal circumstances will determine whether salary packaging will be of benefit to you. Some of these items attract Fringe Benefits Tax, so it is important for employees to review their own situation with a financial adviser.

[Remserv Remuneration Services](#) and [Smartsalary](#) provide salary packaging services to DESBT employees.



The DESBT workforce

We are invested in our people: we know that they are key to achieving our vision for Queensland. We are committed to creating a thriving and inclusive workplace, where people are respected, have the opportunity to fulfil their potential, and deliver the best possible outcomes. We achieve this by creating a diverse workforce and by living our values, which enable us to harness our strengths and deliver better outcomes for Queensland.



With collaborative working at the core of our organisation, we recognise the power of diversity to broaden perspectives and improve outcomes. We value, respect, include and empower all people so that everyone feels able to bring their whole selves to work.

As public servants, we are committed to the highest ethical, professional and service standards in the delivery of outcomes for the people of Queensland. We are proudly a White Ribbon Australia accredited workplace, committed to preventing violence and supporting employees affected by domestic and family violence.

Diversity. Inclusion. Belonging.


Without a doubt, workplaces have an important role to play in building and improving capabilities, understanding and positive actions when it comes to diversity, equity and inclusion. Through our support of the Queensland Government's commitment to inclusion and diversity, we are on our own journey as a department to ensure DESBT is a workplace that is positively inclusive and reflective of the community.

Our vision for DESBT is a workforce that is reflective of the community we serve, and all our people to contribute to an inclusive workplace culture. Everyone is valued and respected for their contribution and we listen to the many voices of our people and contribute our varied backgrounds, experiences, and perspectives.

We will work to educate, inform and support everyone to build a solid foundation of understanding the value of diversity and inclusion to our business and our workplaces.

Learn more through our reports and publications via our [website](#).





What you need to know before you apply

Work status

A person is eligible to be a public service officer only if the person is an Australian citizen; or resides in Australia and has permission, under a Commonwealth law, to work in Australia. You will be required to provide evidence of your legal work status prior to or upon commencement.

Referee checks

A referee check can be sought by the Selection Panel at any stage of the recruitment and selection process. The referee can be asked for information that may be relevant in making a suitability assessment including information on your job performance, behaviour, disciplinary history and attendance. If contacting a referee may cause problems, please advise the Selection Panel accordingly.

Disclosing previous serious disciplinary action

An applicant recommended for appointment may be required to disclose any previous serious disciplinary action taken against them in the Queensland Public Sector. Any relevant disclosures are then considered as part of determining suitability.

Pre-employment checks and criminal history checks

DESBT may require applicants to undergo a variety of pre-employment checks including but not limited to disciplinary and/or criminal history checks. If indicated in the Role Description, a criminal history check will be undertaken for the recommended applicant. 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. Under the *Director of Public Prosecutions Act 1984* persons seeking engagement in the department are required to disclose their criminal histories (including convictions which are not recorded) and/or charges at the time of the interview. Criminal history checks will be undertaken by the Department on the preferred applicant(s).

Working with children check

If indicated in the Role Description, a working with children check will be undertaken for the recommended applicant. If you do not currently have a blue card and you are the successful applicant, you will need to apply. You will be provided with a departmental form. More information is available at www.bluecard.qld.gov.au. Panel chairs will be responsible for contacting applicants to obtain applicant consent to undergo a criminal history check and acceptable documents to support the applicant's identity.

Pay rates

Appointment will normally commence at the minimum pay point of the relevant classification level. However, if you present a case to the Selection Panel demonstrating a higher level of skills, knowledge and abilities, you may be able to negotiate salary within that classification level.

Qualifications

In accordance with relevant legislation, industrial award or accreditation requirements, certain roles within DESBT have mandatory qualification or registration requirements. You are not required to provide evidence of qualifications or registration when you submit your application but must provide documentary evidence of compliance with mandatory requirements before you can be appointed. This involves allowing the Selection Panel to sight a copy of the required documents. An overseas qualification can be recognised in Australia if it has been through a Skills Recognition process. For more information on Skills Recognition in Australia, go to where you will be required to Submit an application for recognition of your overseas qualification. Attempts to fraudulently obtain or retain an appointment in the Department may constitute corrupt conduct within the meaning of s15(2) of the *Crime and Corruption Act 2001 (Qld)* and be referred to the Crime and Corruption Commission.



Appointment expenses

If you are required to relocate your place of residence to accept an appointment, you may be eligible for reimbursement for certain expenses. You should discuss appointment expenses with the Panel Chair if you are invited for further assessment.

Probation

Any successful applicant who is not already a permanent employee of the Queensland Government will initially be appointed to a minimum probationary period of 3 months. In certain circumstances and with your agreement the maximum probationary period can be 13 months.

Late Applications

Vacancies are open until midnight on the day of closing. A late application may be considered by the Panel Chair upon request. However, you cannot appeal against the appointment outcome if your application is late.

Applying for the vacancy

The Role Description provides you with information about the job and the skills, experience and qualifications that are required for the role. It will help you decide if the role is right for you.

Please read the Role Description carefully as it describes the job application process and outlines any mandatory requirements. It also outlines the closing date and identifies the contact officer who will be available to answer any specific questions.

The job market is very competitive and your application has more chance of attracting interest from the selection panel if it is well presented, succinct and relevant.



Preparing your application

The '[Interested in applying?](#)' section outlines the information required to apply for the role. You may be required to provide a written statement, cover letter or application demonstrating.

1. Tell us about your skills

- Your current **resume** detailing your previous work or voluntary experience including two referees who have a thorough knowledge of your conduct and performance, including one from the past 2 years.
- We will use your resume to assess how well you meet 'What are we looking for' statements.

2. Tell us about you

- Provide a **short statement** (of usually no more than one page) telling us why you are interested in this role and outlining what your motivation is to join us.
- This should not be a restatement of your resume and does not require you to address the 'What are we looking for' statements. The short statement is your opportunity to tell us about yourself, what you will bring to the role and what you will get out of it.



Tip: Look for key words and determine what they mean

Key words frequently used explained:

"Demonstrated" or "proven ability" mean that you have successfully performed the duty or used the skill in the past. Actual experience rather than potential to perform the duty is required.

"An ability to rapidly acquire" means that if you do not already have the skills, knowledge and abilities you can demonstrate your potential to acquire these by comparing them to relevant tasks or responsibilities you have undertaken in previous positions or through study.

"Thorough", "sound" or "a high level" indicate that advanced skill or knowledge is required.

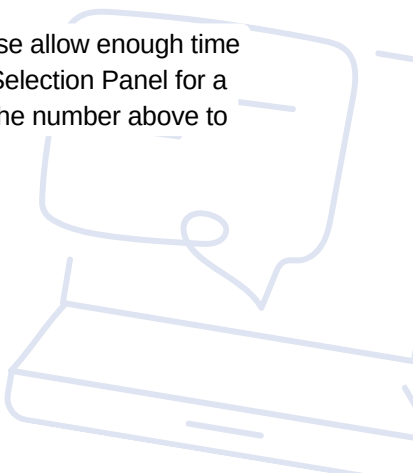
Your referees

You should nominate referees who can comment on your skills, knowledge and experience in relation to the 'Key responsibilities' and 'What are we looking for' statements. You must seek prior approval from your referees to nominate them. Unless extenuating circumstances exist, at least one referee must have a direct knowledge of your conduct and performance within the previous two years. The most appropriate referees are your present team leader/manager and/or your immediate past team leader/manager.

If you are a current or previous Queensland Government employee, you will be required to nominate a referee who can report on your public service employment.

Submitting your application online

You must apply for jobs online using the [Smart Jobs and Careers website](#). You will need to create a "My SmartJob" account before submitting your application online.

- When preparing your application, you can 'save and submit later', allowing you to organise your attachments for submission at a later time but before the closing date of applications.
 - Do not attach photographs, certificates, references or other large graphics to your application.
 - Late applications cannot be accepted online.
 - Any documents attached to SmartJobs or submitted by email should be in Microsoft Word or PDF format and NOT saved as a zipped file.
 - If you did not receive an email from SmartJobs confirming that your application has been received, contact the officer listed on the role description during business hours.
 - If you experience any technical difficulties when accessing the Smart Jobs and Careers website, please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
 - If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
 - Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange this.
 - Hand delivered applications will not be accepted.
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What happens after you apply?

Selection process

The Selection Panel usually consists of two or three members. The selection process typically includes a review of the applications and shortlisting a small number of applicants for interview, using various selection techniques applicable to the key attributes/capabilities. These are designed to identify the eligible person best suited to the role. When determining suitability, the following elements are considered:

- **Eligibility** means the applicant is allowed to perform the role i.e. work rights, licenses, qualifications etc.
- **Best suited** means: consideration of a candidate's abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the role. Also, the panel may also consider the applicant's previous employment, future contributions and the extent to which the applicant would contribute to fulfilling the department's equity, diversity and inclusion obligations.

If you require any **reasonable adjustments** to support your application or throughout the selection process, please ensure you raise this with the contact person in the role description.

Shortlisting

The shortlisting process determines who should be interviewed and is based on how well the information in your application is assessed as meeting the key attributes/capabilities required for the role.

The Selection Panel's assessment is made on the information you provide, so it is in your best interests to show the Panel clearly how your achievements, skills, experience and knowledge apply to the position.

Interviews

Interviews provide applicants with the opportunity to demonstrate their suitability for the position advertised. Questions relating to the 'What are we looking for' statements may be used to provide a consistent interview structure during the selection process. This enables the panel to comparatively assess each applicant.

Applicants will be given the opportunity to direct questions to the panel, provide relevant information, and/or produce work samples to support their claims. Interviews may be conducted on the telephone or via Microsoft Teams if necessary and possible. Each interview normally takes between 30-45 minutes. The Panel will endeavour to meet any special requirements you may have to be able to attend the interview, such as building access or communication assistance. Please inform the Panel of your needs prior to your interview with appropriate notice in advance.

Preparing for Interview

Generally, shortlisted applicants will be contacted at least 48 hours before any interview process. If you have been contacted to attend an interview, you will be advised of the interview structure. It is at this point you should ask what material you can take to the interview.

General points to remember:

- Arrive 10 minutes early, allowing you time to relax and clear your mind
- Consider if you have any questions or information you need clarified
- Re-read your application before the assessment, as the Panel may ask follow-up questions for key attributes and capabilities. It is suggested that you give some thought to the type of questions that might reasonably be asked and to answers that accurately reflect your capabilities.

Conducting referee checks

Referee checks are carried out on the preferred candidate, and may also be completed for other suitable applicants. These checks are conducted to verify that the information in your application and your interview are accurate. Comments made by referees are documented by the Panel.

The Selection Panel will not contact referees without your consent. Where adverse comments are made by a referee which have the potential to affect the selection outcome, you will be given an opportunity to respond.



The appointment process

The Selection Panel will recommend the preferred candidate to the relevant approving officer. Once approval has been granted, the panel can formally make an employment offer. When considering acceptance of an offer of employment, you should discuss with the panel any specific details such as pay negotiations, appointment expenses, hours of duty and start date. The agreed and approved details of the appointment will be confirmed in writing with your official appointment letter.

Applicant feedback

Unsuccessful applicants will receive advice regarding the final selection outcome. Post-selection feedback is then available from a member of the selection panel upon your request to the Panel Chair. Applicants who are unsuccessful are encouraged to seek feedback.

Employee union

The Queensland Government recognises your entitlement to join a registered union. Whilst you are not obliged to join a union, the Government encourages its employees to do so. You should also know that your name, the name of your workplace and your workplace location will be provided to the relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Organisations whose charters include DESBT coverage are Together (all staff except cleaners) and United Voice (cleaners). DESBT encourages employees to join and maintain financial membership of an organisation that has the right to represent their industrial interests.

Employment as a lobbyist

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, in accordance with Public Service Commission Directive Disclosure of Previous Employment as a Lobbyist Policy.

Appeals

If you are a Queensland Government employee, you may have a right of appeal against a promotion decision. The Queensland Industrial Relations Commission hears public service appeals. Further information is available on the QIRC website under Public service appeals : www.qirc.qld.gov.au.

Privacy statement

Privacy and access regarding your applicant statement of personal information is collected in the recruitment and selection process to assess your suitability for the position or positions under Part 5 of the *Public Sector Act 2022*. In some assessment processes (such as an assessment centre) your identity as an applicant may become apparent to other applicants.

If a Queensland Government employee discloses serious disciplinary action taken against them, that information may be disclosed to the Director-General of the agency where the action was taken for the purpose of seeking further information. Any person (including an applicant) who seeks documents in relation to a recruitment and selection process must make an application under the *Right to Information Act 2009*. Fees and charges may be payable. You have the right to access your personal information held by the government under the *Information Privacy Act 2009*.

