

Applicant guide

Department of Housing, Local Government, Planning and Public Works

Thank you for your interest in working with the Department of Housing, Local Government, Planning and Public Works. We trust that you have familiarised yourself with the role description and understand the responsibilities of the role and what we are looking for.

This guide will give you a better understanding of the department and our recruitment and selection processes.

Working for us

At the Department of Housing, Local Government, Planning and Public Works, you will be part of a talented and dedicated team delivering a range of services that make a real difference to the lives of Queenslanders. As an organisation we are committed to:

- enabling every Queenslander to have access to a safe, secure, suitable and affordable home so that everyone has the opportunity to fully participate socially and economically.
- delivering excellence in building and design, industry regulatory reform and government building and accommodation, while optimising sustainability, supporting Queensland jobs and delivering better building.
- administering the legislation underpinning a local government system that is accountable, effective, efficient, and sustainable.
- providing support and advice to local governments, delivering capacity building resources and training, and administering grant and funding programs to build infrastructure and create employment.
- delivering coordinated and integrated planning functions and services through legislation and planning instruments, guiding state and regional planning, supporting sustainable growth and development, and ensuring efficient and transparent operation of plan making and development assessment systems.

Learn more about what we do on our [website](#).

Healthy, safe and inclusive workplace

As an organisation, we are committed to providing a healthy and safe place of work for all employees.

To us, a healthy and safe workplace is not only one that is free from injury but a positive work environment, in which work-life balance, early conflict resolution and reasonable workloads are supported and encouraged.

We promote a respectful workplace culture that is free from all forms of harassment, workplace bullying, discrimination and violence.

We are committed to building a culture in the Queensland public sector that respects and promotes [human rights](#) and [inclusion](#).

We are an equality of employment opportunity employer and committed to supporting a diverse and inclusive workplace where:

- individual differences are respected
- diverse experience, skills and knowledge are valued and utilised, and
- opportunities are available to everyone.

We are committed to reframing the department's relationship with Aboriginal and Torres Strait Islander peoples, communities, and organisations through the Path to Treaty, Closing the Gap and building our cultural capability.

We are also a White Ribbon Accredited Workplace and a gold member with the Australian Network on Disability – a network of organisations across Australia who are committed to advancing the inclusion of people with disability in all aspects of business.

Leave entitlements*

Permanent and fixed term temporary employees have access to a range of leave entitlements including:

- accumulated time in lieu
- recreational leave
- parental leave
- sick leave
- special leave
- long service leave
- carer's leave



Flexible work arrangements*

To help employees manage work and life responsibilities, the department offers flexible work arrangements. Our flexible working options include, but are not limited to part-time work, flexible start and finish times and telecommuting. All employees have the right to request and discuss flexible work arrangements.

**Not all employment benefits are available to all employees and requests for leave/flexible work arrangements are considered based on operational needs of the area that the role is in.*

Superannuation

Queensland Government employees can choose their superannuation fund.

[QSuper](#) is the default superannuation fund for Queensland Government employees. For new Queensland Government employees, if you do not choose a superannuation fund, your superannuation contributions will be paid into a QSuper Accumulation Account.

If you wish to join another fund or already have a superannuation fund you would like your contributions to be paid into, you must complete the Australian Taxation Office (ATO) [Superannuation standard choice form](#).

Salary packaging

You may be eligible to salary package (also known as salary sacrifice), which allows you to pay for certain expenses with money from your salary before tax is deducted.

Options for expenses you can salary package may include your superannuation, work-related laptops and mobile devices, a car via novated lease and bus travel to and from work.

Your personal circumstances will determine whether salary packaging will be beneficial to you. It is strongly recommended that you obtain independent financial advice prior to entering into a salary packaging agreement.

What you need to know before you apply

You are encouraged to apply for roles that are relevant to your experience, skills, qualifications and interests. We recommend you contact the person on the role description if you need more information.

Eligibility

To be eligible for permanent appointment to the Queensland public sector, you must provide proof of Australian citizenship, permanent residency or

permission under Commonwealth law to work in Australia.

To be eligible for fixed term temporary appointment, you must provide proof that you can legally work in Australia.

Pre-employment checks

The department will undertake pre-employment checks prior to any offer of employment being made, these may include:

Referee check

The panel will undertake at least one referee check, and this can be done at any stage of the recruitment and selection process.

Your referee will be asked to provide information that is relevant for the panel to make an informed suitability assessment of your application. This can include information about your job performance, behaviours, disciplinary action and attendance.

In most cases, the most appropriate referees are your current supervisor or your immediate past supervisor. If you are a current or previous Queensland Government public sector employee, you should nominate a referee who can report on your public sector employment.

Where the referee makes adverse comments which may have the potential to affect the selection outcome, you will be given the opportunity to respond.

It is recommended that you discuss your application with prospective referees and ensure they have a clear understanding of the role so that they can make an informed contribution to the selection process.

Serious discipline history declaration

In accordance with the *Public Sector Act 2022*, if you are recommended for appointment and have been previously employed in the Queensland public sector, you will be required to disclose any previous serious disciplinary 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.

Criminal history

Criminal history screening may be undertaken if you are a recommended applicant, however a criminal conviction or charge may not exclude you from consideration for appointment.

Working with children (Blue card)

A Blue card will be required where you carry out regulated employment under the *Working with Children (Risk Management and Screening) Act 2000*.

Pay rates

Appointments will be at the minimum pay point of the relevant classification level. The selection panel may recommend a higher relevant pay point and approval will be based on your knowledge, skills and experience or as otherwise provided in an industrial instrument.

Applying for the role

The requirements for your application are in the "How to apply" section of the role description.

The 'STAR' method may be a helpful format to use when considering examples that demonstrate your experience:

Situation: what was the situation that you were in?

Task: what were the tasks or project that you were responsible for?

Action: what did you do and how did you do it?

Results: what was the result/outcome/impact of your actions?

Example: I have substantial experience in project work from my present and previous positions within ABC Consulting. In my previous role the accurate maintenance of the project database was paramount. I devised and implemented a system that flagged blockages and delays on a daily basis. As a result, I was the recipient of several customer recommendations for ensuring that milestones were delivered on time.

Resources such as [how to write a resume and cover letter](#) and [tips for job interviews](#) may also assist when applying for a role.

Submitting your application

Applying online via the Smart jobs and careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

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

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68).

If you do not have internet access, require an adjustment or are unable to submit your application online please contact the Queensland Shared Services (QSS) Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Any questions you may have about the role or the status of your application should be directed to the contact person on the role description.

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. The selection panel will decide if they will accept a late application.

Hand delivered applications will **not** be accepted.

The selection process

The selection process is normally undertaken by a selection panel consisting of the panel chair and up to three additional panel members.

If you require any additional support or reasonable adjustments to assist you in the process, please advise the contact person. For example, interpreting services can be provided for applicants who are hearing impaired.

The selection process will usually start with short-listing, where the selection panel assess the information provided in the applications and select applicants to proceed to the next phase of assessment.

Selection techniques **may** include one or more of the following:

Interview

There are typically four types of interview questions that may be asked:

Behavioural: “Can you give an example of a time when you were working under pressure to meet a deadline?”

Situational/scenario based: “You are working on a project that is likely to run significantly over budget, what will you do and what factors will influence your decision?”

Job knowledge: “What are the finance regulations required for the approval of large purchases?”

Background: “Your resume refers to experience as a client service manager. Can you please tell us more about that role?”

Focus on your experiences/skills/education and answer the question(s) asked to demonstrate your strengths and attributes relevant to the role you applied for. Concentrate on the job and your ability to perform in it.

Remember, an interview is a two-way conversation. Ask questions to confirm your understanding of the role or the team. The interview is also your opportunity to decide if the role is a good fit for you.

Work test

Work tests require you to perform tasks that are similar to those that are performed in the role you have applied for. For example, if you have applied for the role as Executive Officer, you may be asked to prepare a briefing note or manage the diary of an executive.

Psychometric testing

There are two main types of psychometric tests – ability tests (e.g. numerical reasoning, problem solving, comprehension/grammar) and personality tests (e.g. resilience, decision-making, conflict management, negotiation). If you are asked to complete a psychometric test as part of the selection process, data collected from psychometric testing will be combined with other selection sources to form a holistic view of whether you are best suited to the role.

Work assessment centre

Assessment centres are commonly used in bulk recruitment or for specialised roles. Similar to psychometric tests, the work assessment centre forms part of the selection process and allows the selection panel to observe your performance against the key capabilities of the role. Activities may include group exercises, job knowledge tests, role plays or work sample tests.

Post selection

Following the outcome of pre-employment checks, the selection panel will recommend the applicant best suited to the role to the approving officer. Once the recommendation is approved, the selection panel will offer the role to the successful applicant. When offered the role, you should discuss specifics such as pay, appointment expenses, hours of work, commencement date etc prior to accepting the offer.

The details of your appointment will be confirmed in an appointment letter.

Unsuccessful applicants will be advised of the selection outcome. Post-selection feedback is also available to all applicants upon request. If you are unsuccessful at any stage of the process you can request feedback from the selection panel.

Reasonable adjustment

The department has a reasonable adjustment policy. At any point throughout the recruitment process or if you are the successful applicant, we will work with you to ensure reasonable adjustments are made in the workplace to enable you to work safely and productively.

Probation

Upon employment, you may be subject to a probationary period in accordance with the *Public Sector Act 2022* and/or the *Industrial Relations Act 2016*.

The probationary period is generally the first three months of employment.

The purpose of a probationary period is to provide the employer with an opportunity to monitor and evaluate the newly appointed employee’s suitability and capacity to perform the requirements of their role during their initial period of employment.

A structured review will occur before the end of the probationary period to:

- confirm the appointment, or
- extend the probationary period for a further period, or
- terminate the employment.

Employment as a lobbyist

Newly appointed public sector employees must disclose, within one month of starting duty, whether they have been employed as a lobbyist in the previous two years.

Conflicts of interest

A conflict of interest means a personal interest of a person that conflicts, or may conflict, or appears to conflict, with the discharge of the person's work duties, responsibilities and/or activities.

Anyone working for or with our department **must**:

- disclose any conflicts of interest; and
- ensure that any conflicts of interest are resolved in the public interest.