**Applicant Guide (Protective Services Officers)**

**QUEENSLAND POLICE SERVICE**

The aim of this Applicant Guide is to assist you in understanding the requirements of the position within the Queensland Police Service (QPS) and provide you with essential organisational and instructional information.

About the QPS

The vision of the QPS is to help make Queensland a safe and secure place to live, visit and do business with a mission to deliver high quality, innovative, progressive and responsive policing services.

To find out more visit <https://www.police.qld.gov.au/> where you can also view our [Organisational structure](https://www.police.qld.gov.au/organisational-structure) and our [Strategic Plan](https://www.police.qld.gov.au/qps-corporate-documents/reports-and-publications).

How to apply

Applicants are required to:

1. Submit a written statement of no more than 2 A4 pages outlining your suitability for the position by addressing the Key Accountabilities at the level of the Leadership stream indicated on the Position Description. Your statement should include **examples** of previous performance and demonstrate leadership behaviours at the level of the Leadership Stream. Be prepared to discuss/reflect on these behaviours if you are invited to attend an assessment/interview.   
     
   You can find more information on the leadership stream here: [Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/__data/assets/pdf_file/0025/182527/leadership-competencies-for-queensland-brochure.pdf)  
     
   OO2 Protective Services Officer applicants are not required to provide a 2 A4 page written response (CV/Resume only).
2. Provide a comprehensive current CV/Resume outlining your educational qualifications, work history and experiences relevant to this role.
3. The CV/Resume should include contact details of two referees, including your current manager or supervisor.

*Permission will be sought from shortlisted applicants to contact referees so that current employment is not jeopardised.*

*Our selection panel may decide to contact your nominated referees at any time during the selection process.*

*If adverse information is received about you from a referee, the selection panel will give you the opportunity to respond to that information.*

Shortlisting for interview will be determined on how well you address the job requirements outlined in your written statement and your CV/Resume.

You should be contactable and where shortlisted, reasonably available for an interview.

Unsuccessful candidates will be contacted once the process has been completed.

Submission Checklist

The following checklist can be used before submitting your application:

* Have you observed any specified page limit?
* Does your application include your name and page numbering on the header/footer of each page?
* Have you attached your CV/Resume?
* Have you attached your two-page written statement?
* Have you attached any other requested or relevant documentation?
* Have you attached the signed Information Sheet and Consent Form?

Submission

Online through the [Smart Jobs and Careers](http://www.smartjobs.qld.gov.au/) website is the preferred means to submit an application. To do this, access the ‘apply online’ facility on the Smart jobs and careers website.

* You need to create a ‘[My SmartJob](http://www.smartjobs.qld.gov.au/)’ account before submitting your online application.
* You can ‘save and submit later’, allowing you to organise your attachments for submission at a later time, prior to the closing date; track your application and maintain your personal details including contact details.
* Hand delivered applications will not be accepted.
* Complete applications must be received no later than midnight on the specified vacancy closing date.

If you experience any technical difficulties when accessing Smart Jobs, please contact **13 74 68**.

If you do not have internet access and are unable to submit your application online, please contact the QSS (Queensland Shared Service) Customer Support Team on **1300 146 370**, (between 9am and 5pm Monday to Friday) to enquire about alternative arrangements that may be available to you.

All calls relating to the status of your application once the job has closed should be directed to the Contact Officer on the position description.

**Should you require any further information please refer to the Contact Officer whose name appears on the Position Description.**

Late applications

Late applications cannot be submitted via the Smart Jobs and Careers web site. If it is necessary to submit a late application, please contact the QSS (Queensland Shared Service) Customer Support Team on **1300 146 370**, (between 9am and 5pm Monday to Friday).

Selection panel chairs can determine whether late applications should be considered as part of the selection process (where the applicant provides details of exceptional circumstances).

Withdrawing an Application

Applicants have the option to withdraw their online application at any time. Applicants wishing to resubmit an application will need to withdraw and delete their application in their Smart Jobs account *prior* to the closing date.

It is not possible to submit a new application if the Job Ad has closed. Refer to the Late Applications section if submitting an application after the closing date.

Queensland Shared Services will advise the selection panel of any applications withdrawn after the vacancy has closed.

Feedback

If you are an unsuccessful applicant, you may request formal feedback from the Panel Chair once the selection process has been completed.

About Protective Services Group

Protective Services Group is an operational unit within Security and Counter-Terrorism Command of the Queensland Police Service, providing a range of security services to clients throughout Queensland. Services provided include static security, mobile patrols and alarm monitoring. Our officers work in state government precincts throughout Queensland, with the majority based within the Brisbane metropolitan area.

Officers are engaged in a variety of work patterns and employment status. Officers are engaged on a temporary basis during training. **Temporary officers may be transitioned to permanent employment as opportunities arise**. Protective Services Group has a proven record of securing their officers permanent employment as soon as practicable and are in compliance with the Queensland Government Directive relating to Temporary Employment.

Protective Services Group work patterns vary and, depending upon the position being applied for, you may be able to work

* **8 hour shifts** – Monday to Friday. You will accrue a Rostered Day Off (RDO) every 28 day period
* **12 hour shifts** – two (2) days and two (2) nights followed by four (4) rest days. You will be assigned two (2) Rostered Days off (RDOs) each 21 shift cycle (approximately six weeks)
* **12 hour permanent day shifts** – four (4) days on followed by four (4) rest days. You will be assigned two (2) Rostered Days off (RDOs) each 21 shift cycle (approximately six weeks)
* **12 hour permanent night shifts** – four (4) nights on followed by four (4) rest days. You will be assigned two (2) Rostered Days off (RDOs) each 21 shift cycle (approximately six weeks)

Casual and Part-Time work is available.

Protective Services Group Recruitment Pipeline

The recruitment pipeline contains components which ensure staff are suitable for an operational security role. You will need to successfully complete each of stage of the recruitment process:

1. Within 14 days from the closure of the vacancy, applicants will need to provide identification documentation and consent forms. Applicants will then be provided with online testing. Due to restrictive timeframes, all applicants will be required to complete each stage of testing within the specified times. An inability to do so may mean an automatic withdrawal of your application. Online Testing includes:
2. A cognitive test with three (3) assessments:
   * Verbal,
   * Numerical and,
   * Abstract reasoning

You may be exempt from completing the cognitive testing if you have one of the following:

* a Certificate IV or higher,
* a Security Provider Licence,
* successful AWO ACER assessment (within 12 months of sitting the assessment) and/or,
* successful QPS Entrance Assessment (within 3 years of sitting the assessment)

1. Completion of a psychological assessment to evaluate characteristics required of the role of a security officer within the Queensland Police Service. This is completed in two phases, online testing, and interview. The outcomes from the psychological assessment are non-appealable.
2. Participation in a formal panel interview,
3. Referee checks,
4. Police Security Checks: Issues such as criminal history, integrity, character and conduct will be considered. This requires disclosure of serious disciplinary action taken in accordance with the Public Service Commission Directive – Post Separation Discipline. Details of the criminal history checking process are provided below in the ‘Police Security Checking Guidelines’ section of this guide. Vetting is required to be cleared to be eligible,
5. Medical examination with a QPS Pre-Employment Medical Screening provider. Applicants who are recommended for appointment by the selection panel will be responsible for payment of a pre-employment medical at a significantly subsidised cost to be paid directly to the provider. A pre-employment medical check is not required prior to applying for this position however, you will be required to pass screening to be eligible.

Successful applicants will be required to successfully complete the training course. Appropriate pay point level and employment status will be adjusted subsequent to successful completion of the course.

Conditions of Employment

Recommended applicants must be available to commence a training course of up to 35 days’ duration. Training will be undertaken at the QPS Academy, Oxley.

At the conclusion of the training period, successful applicants will be subject to a probation period of no less than three months’ duration. During this time, successful applicants will complete in-service training. Continued employment beyond the training period is subject to satisfactory completion of the training course and satisfactory performance and conduct. Selected applicants will not be able to take any annual leave or work outside employment during this training period.

Conditions of Service

Terms and conditions of employment will be in accordance with the *Queensland Public Service Officers & Other Employees Award – State 2015* and the *Police Powers and Responsibilities Act 2000*. An appointment letter confirming the conditions of employment will be provided upon appointment.

Diversity, inclusion and human rights

The Queensland Police Service has made a commitment to respect, protect, and promote human rights in our decision-making and actions. We are committed to building inclusive cultures that respect and promote [human rights](https://www.forgov.qld.gov.au/service-delivery-and-community-support/design-and-deliver-public-services/comply-with-the-human-rights-act) and [diversity](https://www.forgov.qld.gov.au/employment-policy-career-and-wellbeing/culture-and-inclusion/workplace-inclusion-and-diversity), including making any reasonable adjustments to support you through and after the selection process. Please advise the Contact Person listed on the position description if you require a reasonable adjustment.

The QPS will build its workforce to represent the diverse community we serve. We will do this by embracing inclusion and diversity within all of our workplaces to build cultures and values that reflect the way we do business.

Inclusion refers to the way our culture and behaviours make a person feel valued, included and welcome; where they are treated fairly, respectfully and with equal access to opportunities.

Diversity includes age, ethnicity, gender, disability, cultural background, sexual orientation, education, socioeconomic, faith, marital status, family responsibilities, thinking and work styles.

Inclusive and diverse workplaces benefit from:

* increased productivity and performance
* better decision making through balance of thinking
* better client service
* an engaged and resilient workforce.

By creating fully inclusive and diverse workplaces we will become an agile and innovative organisation that is an employer of choice.

Code of Conduct

This [Code](https://www.forgov.qld.gov.au/code-conduct-queensland-public-service) applies to employees of Queensland Public Sector agencies.

The Code applies at all times when we are performing official duties including when we are representing the Queensland Government at conferences, training events, on business trips and attending work related social events.

No smoking policy

A **non-smoking policy** is effective in Queensland Government buildings, offices and motor vehicles.

Position Description

The selection and appointment procedures of the Queensland Police Service (QPS) are guided by legislation and standards common to all government departments.

The position description has two key components:

1. **Key Accountabilities** – outline *what* you are expected to do.
2. **Special Conditions and Mandatory Requirements** – describes the particular conditions, the experience and qualifications sought.

The position description should be read carefully as it describes the nature of the position and the qualifications, skills and knowledge required to do the job.

Citizenship

Section 47 of the *Public Sector Act 2022* provides: a person is eligible to be a public sector employee 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 asked to provide documents to prove citizenship, permanent residence or right to work in Australia.

Probation

If you are not already a public service officer and you are appointed as a public service officer on tenure, you will be subject to a probationary period of not less than three months, unless otherwise determined.

If any concerns about your suitability arise during your probationary period, your probation may be extended, or in serious cases, your employment ceased.

Disclosure

During the selection process you will need to make disclosures about the following matters where they are applicable to you:

Disciplinary action

Before accepting an offer of employment, you must disclose to the panel chair any serious disciplinary action taken against you during your public sector employment. If you fail to do so, or if you give false or misleading information (noting provision of false information being an offence), we are under no obligation to consider you further. After giving you an opportunity to respond to any adverse issues identified, we may withdraw an offer of employment already made to you.

Re-employment following early retirement, redundancy, retrenchment and voluntary medical retirement

If you have previously accepted an early retirement package, been made redundant, have received a retrenchment benefit or received a voluntary medical retirement from the Queensland Public Sector there are circumstances where you may be required to repay part or all of the benefit that you received. You should disclose this information in your application and again with the panel chair prior to accepting any offer of employment with us.

Previous employment as a Lobbyist

A successful applicant who has been employed as a lobbyist in the previous two years is to provide a statement outlining lobbying activities within one month of taking up duty.

QPS Security Checking Guidelines

Applicants are advised that the QPS will initiate a **criminal history and/or integrity check** on the preferred applicant(s). This will also require the disclosure of any disciplinary action taken against you.

The QPS is committed to being an employer of choice through the selection of people who display the attributes of integrity, fairness, equity, professionalism and accountability.

The QPS requires that persons applying to be appointed meet very high standards with regard to their past behaviour and conduct.

Employees may have access to information of a sensitive nature. The QPS must have the confidence of the wider community to properly pursue its statutory functions, and systematic integrity screening of applicants, is an important mechanism for the maintenance and advancement of the organisational integrity of the QPS.

The *Police Service Administration Act 1990* (the Act) provides that “……*the Commissioner* –

1. *may gather all the relevant information the Commissioner needs about a person engaged or seeking to be engaged by the service;*

*and*

1. *may use the information to assess the person’s suitability to be, or continue to be, engaged by the service.”*

The information obtained through the checking process will only be used for assessing the suitability of applicants for employment within the QPS in accordance with section 5AA.2 (1) of the *Police Service Administration* *Act 1990.*

However, in accordance with section 5AA.2 (2) of the *Police Service Administration* *Act 1990*, it is not Parliament’s intention to prevent the Commissioner using information obtained under this part that discloses the commission of an offence, or is, or leads to, the discovery of evidence of the commission of an offence, for an investigation into the offence or any proceeding started or facilitated because of the investigation.

These processes are in place to ensure the maintenance of the highest possible levels of integrity within the QPS.

Duty to Disclose

If you wish to be engaged or are seeking to be engaged by the QPS you must disclose relevant information in the approved form to the Commissioner of the QPS when requested. This requirement is outlined in sections 5AA.5 and 5AA.8 of the *Police Service Administration Act 1990*.

##### Declarable Associations

All employees are personally responsible for proactively assessing, identifying and advising of all associations that are, or may reasonably be perceived to be, a declarable association.

Examples of declarable associations include, but are not limited to:

an association with someone suspected of, or known by the person to be, engaging in criminal activity, including “social” drug use;

* association with someone who has a criminal history (having regard to the nature and seriousness of the history), or their known associates;

Queenslanders have expectations of high standards of integrity, ethics and professionalism from their police service. Personnel are expected to uphold and protect the reputational integrity of the QPS by advising of, and risk managing any declarable association.

Natural Justice

In the interests of natural justice, should information become available through security checks that may preclude an application from progressing further, the person will be provided with written advice detailing the substance of the concerns and be afforded the opportunity to respond to the information within 14 days of receipt of the initial written advice from the QPS.

However, there are circumstances where an opportunity to respond will not be afforded and these circumstances are detailed in section 5AA.12 (2) of the *Police Service Administration Act 1990*.

Where a written submission for review is received, consideration is given to the applicant’s submissions and the applicant is provided with written advice of the outcome.

Apprehension of Bias

Where an applicant holds a genuine and reasonable apprehension that a member of the panel will be unfairly biased or prejudiced against them, they should immediately raise the concern with the relevant Delegated Officer through the Contact Officer or Panel Chair.

Access to your personal information

Submitted information is subject to the *Right to Information Act 2009* and the *Information Privacy Act 2009.* More information about how the QPS handles and manages personal information can be accessed on the [QPS website](https://www.police.qld.gov.au/rights-information/privacy-qps).