



# Applicant Information Guide

## Queensland Corrective Services

### Working for QCS

Thank you for your interest in working for Queensland Corrective Services (QCS). We trust that you have read and familiarised yourself with the role description and understand the responsibilities of the role and what we are looking for from the successful candidate.

This guide is provided to give you a better understanding of our agency, the benefits of working with us and our recruitment and selection process. Please read this information carefully prior to applying.

QCS, in partnership with other key criminal justice agencies, is committed to the critical role of keeping our communities safe.

We set strategy, policy and standards for the management of the state's system of correctional facilities. We also develop programs for the humane containment, management and rehabilitation of prisoners and the community-based supervision of offenders.

### Our vision

*Enhance the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.*

### Our values

**Professionalism** – We are a responsive criminal justice agency providing the highest standards of service delivery through diligence, efficiency, collaboration, sharing of knowledge and supporting our co-workers, stakeholders, the community, prisoners and offenders.

**Integrity** – We inspire trust by acting ethically at all times, acting with honesty and truthfulness and treating prisoners and offenders with dignity and respect.

**Accountability** – We are publicly accountable for the provision of community safety through our actions and preparedness to justify our decisions.

**Innovation** – We seek to continually improve through innovation, evidence-based best practice and research to improve correctional services.

Our values underpin everything we do and are the building blocks for our workplace culture.

They guide our behaviour and decision making and support us in being a high performing, impartial and productive workplace that puts the people of Queensland first.

More information about QCS, our strategic plans, key initiatives and organisational structure is available on our website - <https://corrections.qld.gov.au/>

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## Things to consider before applying

Before you apply for a vacancy you should:

- read the role description to gain a broad understanding of the role;
- consider if you are the right person for the job;
- determine if you possess any mandatory qualifications and/or professional registrations that may be a requirement of the role; and
- consider your motivation for working with QCS and what skills, knowledge and capabilities you bring to the role.

## Employee Benefits

QCS offer our employees a number of employee benefits, not limited to:

### Remuneration

Employees of QCS are employed under the *Public Sector Act 2022*. Employees' governing awards, certified agreements and directives determine employment conditions. These industrial instruments as well as current salaries, wages and the directives referred to in this document can be viewed on the QCS intranet site or at

<https://www.qld.gov.au/jobs/entitlements>

Appointment will normally be at the minimum pay point of the relevant classification level. However, if you are an external applicant with relevant experience and present a case to the selection panel demonstrating a higher level of skills and knowledge, you may be able to negotiate your salary within that classification level.

### Superannuation

Queensland Government employees can choose their superannuation fund.

QSuper (part of Australian Retirement Trust) is the current default superannuation fund used by 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.

From 1 July 2023, the default employer contributions into your superannuation account will be 12.75%.

If you wish to join another fund or already have a superannuation fund when you join the Queensland Government, you must complete the superannuation choice of fund form which will be available from our payroll provider upon commencement.

### Salary packaging options

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

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.



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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. For further details contact Remserv ([www.remserv.com.au](http://www.remserv.com.au)) or Smart Salary ([www.qld.smartsalary.com.au](http://www.qld.smartsalary.com.au)).

### Leave entitlements

Employees of QCS have access to a range of leave entitlements. Access to some of the leave types below will be subject to operational requirements and further discussion and agreement with your Manager.

- Recreation leave
- Sick leave
- Long service leave
- Purchased leave or extra leave for proportionate salary
- Parental leave
- Special leave
- Carer's leave
- Leave and travel concessions for remote areas

### Flexible working arrangements

QCS aims to maximise service delivery to the community whilst providing flexibility to its employees. To assist employees balance work and life responsibilities, the flexible working arrangements outlined below may be available.

Due to the operational requirements and nature of QCS, these arrangements are not available to all positions within the department. Further discussion and agreement is required from your Manager:

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

### Appointment expenses

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



## What you need to know before you apply

### Are you eligible to work with us?

To be eligible for permanent appointment to the Queensland Public Sector, you must provide proof of Australian citizenship, permanent residency or permission under a Commonwealth law to work in Australia.

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

Once employed, your rights to work in Australia will be monitored at regular intervals to ensure there has been no change to your migration status.

### Pre-employment checks

Pre-employment checking may be conducted on preferred applicants before placement. They are used to verify that the information you provided in the selection process is true and accurate. Pre-employment checking includes checking performance or previous serious discipline history (refer to the *Public Sector Act 2022* (s71)).

### Criminal history checks

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s).

Applicants seeking appointment to QCS are required to disclose any criminal histories and/or charges (including convictions which are not recorded) usually at time of interview. As per the provisions of the *Criminal Law (Rehabilitation or Offenders) Act 1984* section 9A(1) and the *Corrective Services Act 2006*.

A criminal conviction or charge will not automatically exclude you from consideration for appointment with QCS. QCS will obtain information from the Queensland Police Service.

### Serious discipline history declaration

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



## Applying for the role

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

It is important to prepare an application that best represents you and what you can offer. An ideal application will demonstrate why you are the best person for the job and how your experience, abilities, knowledge and personal qualities are relevant for the role.

### Qualifications

Some positions will require mandatory qualifications and/or professional registration requirements. If this is the case, this will always be listed in the role description.

You will be required to provide evidence of qualifications or registration when you submit your application. You must provide documentary evidence of compliance with these mandatory requirements **before** you can be appointed.

If you are an international/overseas candidate, you will need to provide evidence of formal recognition of your qualifications before applying or provide a statement which shows the Australian equivalency of your qualifications.

An overseas qualification can be recognised in Australia if it has been through a Skills Recognition process. For more information on Skills Recognition, please submit an application for recognition of your overseas qualification prior to applying for the vacancy.

<https://training.qld.gov.au/training/osgrecognition>

### Your Resume

Your Resume should provide a short summary of relevant details which is intended to give the Selection Panel information about you to assist in assessing your suitability for the position.

Important points to remember when preparing your resume. Keep it:

- clear and concise (2-3 pages);
- informative (assume the Panel doesn't know anything about you);
- relevant to your job application (don't include any unnecessary information e.g. personal details – date of birth/marital status/gender is not required); and
- free of errors.

### Your Referees

You will be asked to provide two referees who can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it should include your current/immediate/past supervisor.

By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and advise the selection panel to discuss.



## Submitting your application online

Unless otherwise specified in the job advertisement, you must apply online through the SmartJobs and Careers website: <http://www.smartjobs.qld.gov.au/> for all vacancies. 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 throughout 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](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68).

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

Late applications cannot be submitted by 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 officer or panel chair.

The selection candidates is based on the panel's assessment of suitability, in accordance with section 45 of the *Public Sector Act 2022*. The following elements are taken into account when determining suitability.

- *Must consider each eligible applicant's ability to perform the requirements of the position; and*
- *May consider:*
  - *the way in which each eligible applicant carried out any previous employment; and*
  - *the potential of each eligible applicant to make a future contribution to QCS; and*
  - *the extent to which the proposed decision would contribute fulfilment of QCS' obligations under Chapter 2 of the Public Sector Act 2022, including, for example, the objectives, strategies and targets stated in the QCS equity and diversity plan.*

## Post selection

Following the outcome of pre-employment checks, the selection panel will recommend the most suitable applicant to the relevant 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 writing with your official appointment letter.



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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 panel.

### Probation

Employees who are permanently appointed to QCS will have a probationary period applied in accordance with the *Industrial Relations Act 2016*, and any defined probationary period relevant to the role, where applicable.

### Voluntary Medical Retirement, (VMR), Early Retirement, Redundancy, Retrenchment, other Severance Benefit or Voluntary Separation Payment (VSP)

A person previously paid a VMR, Early Retirement, Redundancy, Retrenchment, other Severance Benefit or VSP by a Queensland Government entity who is re-employed by a Queensland Government entity within the period covered by the severance benefit may be subject to financial or other penalties.

Applicants who have been paid a VMR, early retirement, redundancy, retrenchment, other severance benefit, or VSP from a Queensland Government entity within the applicable periods are required to indicate this within their application or during the selection process.

### Employment as a Lobbyist

All newly appointed employees to the Queensland Government must disclose any employment as a lobbyist in the previous two years. This must be done within one month of commencement.

### Conflicts of Interest/Declarable Associations

QCS has a strict policy and code of conduct concerning private employee relationships with offenders and prisoners. If you are successful, you will be asked to declare any pre-existing relationship prior to commencement of employment.

## Additional information

### Disclosure of any pre-existing injury or medical condition

You may be required to disclose any pre-existing injury, medical injury or medical condition of which you suspect would be aggravated by performing the role. Details are available in section 571(b) of the *Workers' Compensation and Rehabilitation Act 2003*. If you provide false or misleading medical information, you may be liable under 571(c) False or misleading disclosure.

### Code of Conduct

Adherence to the Whole of Government [Code of Conduct](#) is a condition of an employee's contract of employment and a volunteer's engagement with the Department. All employees and volunteers are responsible for their actions as well as any failure to take appropriate action where warranted.

The Code of Conduct applies to all employees, volunteers, contractors, and anyone who performs work or controls resources on behalf of the Department.



## **Respect in the Workplace**

QCS values and respects the diversity of its workforce and believes that all employees should be treated fairly and with dignity and respect. All employees of QCS must show respect for each other, visitors, the general public, contractors, prisoners and offenders by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying.

QCS is an equal opportunity employer.

To demonstrate support for a safe, secure and supportive workplace, QCS is White Ribbon Australia accredited.

## **Human Rights Act 2019**

Queensland Corrective Services is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Queensland Corrective Services has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. When making a decision about recruitment and selection, decision-makers must comply with that obligation.

Further information about the *Human Rights Act 2019* is available at:

<https://www.qhrc.qld.gov.au/your-rights/human-rights-law>

<https://www.forgov.qld.gov.au/humanrights>

## **Confidentiality**

During employment and after ceasing employment with QCS, all employees have an obligation to actively protect and safeguard confidential, sensitive and proprietary information to prevent the unauthorised disclosure of departmental information.

## **Access to your personal information**

All information submitted by you is subject to the *Right to Information Act 2009*, and the *Information Privacy Act 2009*. In line with this, your personal information will not be disclosed unless there is a requirement to do so under legislation.

## **Further information**

If you have any questions about the role, please phone or email the contact officer in the role description.

