A career *that matters*

Applicant information kit

Thank you for your interest in a position with Legal Aid Queensland.
In this document we share what makes Legal Aid Queensland a great place to work and what you can expect when you apply for a job with us!

www.legalaid.qld.gov.au

Legal Aid QUEENSLAND

Making a difference

We provide quality legal services to financially disadvantaged people.

As part of the Legal Aid Queensland team, you will take on challenging and engaging work that makes a real difference. We seek to be a leader in a fair justice system where people can understand and protect their legal rights.

What we offer

Financial benefits

- Generous salary packaging – up to $30,000 fringe benefit tax exempt which allows eligible employees to pay for expenses with money from their salary before tax is taken out. This can be used towards mortgage or loan payments, rent, rates, insurance, utility bills, childcare fees, motor vehicle expenses and more!
- 12.75% superannuation – you can also choose to make a personal contribution, via a salary deduction, to your nominated superannuation fund
- 17.5% annual leave loading
- Practising certificate cost reimbursed
- Study assistance – up to 75% of course costs reimbursed
- Novated leasing options

Work/life balance

- 36.25 hour full-time working week
- Time in lieu and accrued time off options
- Flexible working hours
- Work from home options

Leave entitlements

- Generous family leave options
- One extra paid leave day over Christmas closure period
- Domestic and family violence leave
- Option to purchase extra leave
- Study leave and career break options
- Prior service (long service and sick leave entitlements) from a recognised government agency may be recognised

Reward and recognition

- Annual awards such as
  - length of service awards
  - individual service awards
  - team and CEO awards
- Corporate events

Regional and remote incentives

- Extra leave allowances
- Locality allowances
- Relocation assistance
- Paid travel for professional development

Health and wellbeing

- Free confidential counselling sessions for employees and immediate family
- Discounted gym membership rates at a range of facilities via the Fitness Passport
- Free flu and other vaccinations
- Corporate rates with participating health insurance providers

Professional development

- In-house continung professional development events
- Mentoring programs
- Leadership pathways program
- Annual conferences for legal and support staff
- Access to in-house research library

Diversity and inclusion

- Commitment to cultural safety
- First Nations network
- First Nations annual conference
- Access to culturally capable external providers

Where you can work

Our employees work across Queensland.
We have 14 offices across the state.

Our workforce

Inclusivity

We are committed to representing the Queensland community by fostering an inclusive culture where everyone can contribute.

At Legal Aid Queensland, we:

- value diversity and the benefits of leveraging the backgrounds, experiences and perspectives of our workforce to enable us to deliver for the community
- foster a culturally safe workplace by offering Aboriginal and Torres Strait Islander cultural capability development to all employees
- recognise 1 in 5 Queenslanders live with disability and the importance of supporting workplace adjustments to remove the barriers to their employment.

First Nations peoples

We aim for a workforce that values First Nations peoples' experiences, backgrounds and perspectives. Our First Nations Strategic Plan helps us to support these goals.

First Nations employees have access to:

- monthly network meetings
- an annual conference
- culturally capable external assistance providers.

Graduate/clerkship programs

We have a variety of pre and post graduate programs including dedicated First Nations law clerkship and law graduate programs.

Legal Aid Queensland graduate lawyers are mentored by senior lawyers and work in a supportive environment so they can take charge of a file load, deal directly with clients and appear in court on their behalf.

Are you eligible to work with us?

You must be legally entitled to work in Australia to apply for a Queensland Government vacancy.

Candidates must be:

- an Australian citizen
- a permanent Australian resident
- a New Zealand citizen who has entered Australia on a valid passport, or
- a non-citizen with a valid visa that provides the right to work in Australia.

If you have the right to work in Australia, you can be employed in positions at Legal Aid Queensland in line with the conditions of your visa.

Mandatory requirements

Certain positions require mandatory qualifications and/or professional registrations. Mandatory requirements will be detailed on the advertised role description.

The selection panel will assess your qualifications. International/overseas applicants will need to supply evidence of formal recognition of your qualifications when applying or provide a statement that shows the Australian equivalent of your qualifications.

Child Safe Organisation

Legal Aid Queensland is a Child Safe Organisation with a zero-tolerance policy towards child abuse. We are committed to the 10 Child Safe Standards that ensure the safety, rights and wellbeing of all Queensland children and young people irrespective of cultural, socio-economic or other differences. This includes children of all ages, children from culturally and linguistically diverse backgrounds, children with disability or young people who are LGBTIQ+. We acknowledge and value the diverse and unique identities and experiences of Australian First Nations children and young people and embed the Universal Principle across all 10 standards to ensure Aboriginal and Torres Strait Islander children and young people are culturally safe. We ensure the views of children and young people are welcomed and valued, and their concerns are taken seriously.

Working for us requires a commitment to the rights, safety and wellbeing of all children and young people, the prevention of child abuse and harm, and the ability to uphold Legal Aid Queensland's Code of Conduct and Child safety and wellbeing policy and related procedures. Those that work directly with children and young people in employment (i.e. under the *Working with Children Check Act 2000)* require a current Queensland Working with Children Clearance (Blue Card) before starting in their role.

Identified roles

Identified roles must be filled by a person with a particular attribute (e.g. Aboriginal or Torres Strait Islander) because there is a genuine occupational requirement to do so, as set out in section 7 of the *Anti-Discrimination Act 1991* for the purposes contained in section 25 of that Act.

By definition, a person who is not an Aboriginal and/or Torres Strait Islander cannot be employed (on any basis) to perform the duties of an Aboriginal and/or Torres Strait Islander identified role.

Applicants to this position may have to provide confirmation of their Aboriginal and/or Torres Strait Islander heritage. Requesting proof of Aboriginal and/or Torres Strait Islander heritage from applicants helps to make sure this intention is honoured.

Targeted roles

We value diversity in all recruitment processes. Targeted recruitment is used as a special measure, permitted under section 105 of the Anti-Discrimination Act, to improve representation of a particular diversity group within the agency. Applicants who identify as belonging to the identified diversity group may be given preference, in support of our strategic diversity objectives.

Applying for a job

Each recruitment process can be different. We outline what is needed for your application in each role description. For example, it might ask you to submit a resume, cover letter and/or complete a questionnaire.

Be sure to provide the correct information. Many people do not progress to the next stage of a selection process simply because they did not provide enough information in their written application.

Resume

Your resume is you on a page. You should include your contact information, experience and career highlights.

Do

- ✓ Include contact details like your email address and phone number.
- ✓ Include 2 current referees – including, one who has been your supervisor within the previous 2 years. You can wait until the interview to provide these to the panel.
- ✓ List your career history. This should include where you previously worked, your job title, how long you were employed, major duties and responsibilities, and your main achievements.
- ✓ Include a career summary or career objective.
- ✓ List your education qualifications.
- ✓ Include any relevant training and/or professional memberships.

Do not

- × You don't need to include personal details like your date of birth or marital status.
- × Don't include referees who don't have a thorough knowledge of your work skills. Our preference is 2 referees – ideally, one who is your current supervisor.

Written statement or cover letter

The role description may ask you to provide a written response to questions, address key capabilities, provide a cover letter, or any combination of these.

An ideal written statement 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.

You may want to use the 'STAR' method when responding to the success criteria and interview questions. The STAR method helps you tell a story by describing the situation, task, action and result.

These four components make it easier to structure your example and provide a focused answer.

Situation
Set the scene and give the necessary details of your example

Task
Describe what your responsibility was in that situation

Action
Explain exactly what steps you took to address it

Result
Share what outcomes your actions achieved

Submitting your application

The role description will include all instructions about how to apply, but here are a few important tips to remember.

- You must submit your application via the SmartJobs website. You will need to register on the website before you can apply for positions.
- Any attachments should be in Microsoft Word or PDF format. You can upload a maximum of 3 separate documents (no larger than 2MB for each file).
- There is a Legal Aid Queensland contact listed on every role description. This is the best contact for any questions you may have about your application's status.
- Allow enough time before the closing date to submit your application! You cannot submit late applications via the SmartJobs website. If you have received approval to submit a late application, please liaise with the contact person to submit your application.

If you cannot submit your application, or have any other technical issues, please contact:

Queensland Shared Service Customer Support Team
Ph: 1300 146 370 9am and 5pm, Monday to Friday

The selection process

The selection panel will consider all applications and will assess suitability using techniques relevant to the role.

Interviews

An interview gives you the opportunity to:

- outline how your experience is relevant to the role
- discuss how you meet the role's requirements
- indicate how you would respond to situations if you were working in the role
- describe and provide examples of your previous achievements or responses to situations.

Interviews are another opportunity to use the 'STAR' method. You may like to adopt this method to respond to interview questions.

You may also want to prepare questions to ask the selection panel members to clarify aspects of the role, the selection process or employment conditions.

Inclusive recruitment

Legal Aid Queensland is committed to fair access to employment opportunities. We encourage candidates to discuss reasonable adjustments to the recruitment processes to ensure you can best demonstrate your suitability for the role.

We will work closely with you to identify and, where possible, implement appropriate adjustments that align with your specific needs.

For more information, check out the following useful resources:

- Finding and applying for jobs
- Search all Queensland Government jobs
- How to write a resume and cover letter
- Tips for job interviews

Pre-employment screening

We conduct pre-employment screening for all successful applicants. This includes a criminal history check and disclosure of serious disciplinary action. It may also include verifying educational qualifications, employment history and professional memberships, and searching the internet and social media.

References

We will undertake referee checks to verify your claims in relation to the key capabilities and to gather more information about your work performance. We will only contact referees with your consent.

If we receive information that may exclude you from further consideration, you will be given an opportunity to respond, and we will take your response into account during the evaluation process.

Legal Aid Queensland is not obliged to consider any candidate who does not consent to undergo relevant pre-employment screening.

Lobbyists

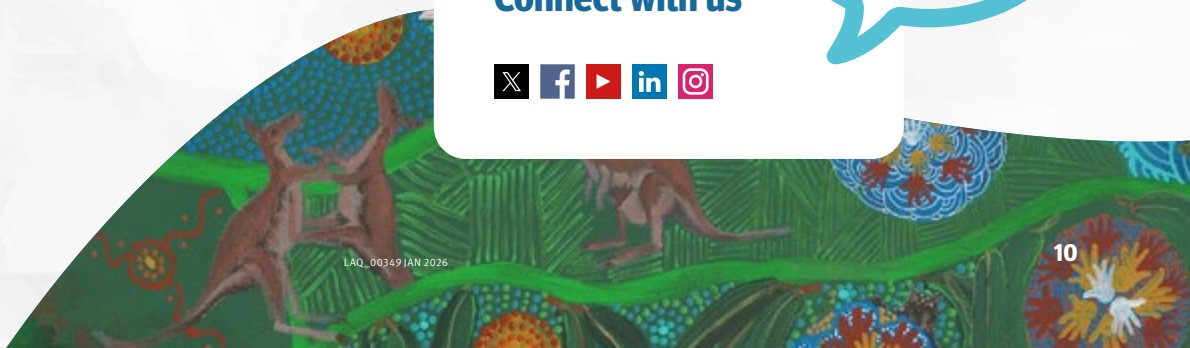
All newly appointed employees must disclose any employment as a lobbyist in the previous 2 years. You must do this within one month of your start date.

Feedback

You will receive advice about the final selection outcome if you progress to the interview stage. You can ask the panel chair for feedback once the selection process has ended. Feedback will be based on the panel's assessment of your suitability against the role's key success criteria.

After receiving feedback, if you want to appeal an appointment decision you should refer to the information in the relevant Public Sector Commission directive and the Public Sector Appeals Guide. If you are unsure about whether you can appeal, you can contact the Queensland Industrial Relations Commission on 1300 592 987 for advice.

Additional information

- Applications will remain current for up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment basis (permanent, temporary, full time or part time).
- A minimum 3-month probationary period will apply to new public service officers.
- To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship, permanent residency or a right to stay indefinitely. To be eligible for temporary appointment, applicants must provide proof they can legally work in Australia for the vacancy period.
- Work at Legal Aid Queensland may expose employees to explicit and/or graphic material including distressing and offensive content. Applicants should consider their personal resilience and coping strategies to sustain working in confronting and challenging circumstances.

Connect with us