



Queensland Health

Information Package for Applicants

Thank you for your interest in working with us.

This information package has been developed to inform potential applicants about the recruitment and selection process and other Queensland Health employment information.

Information is provided to assist you to apply for a job with Queensland Health and to prepare for the selection process.

Use this package to find out more on:

- **About Queensland Health**
- **Advantages of working for Queensland Health**
- **Before you apply**
- **Preparing your resume**
- **How to apply**
- **Expressions of Interest for future vacancies**
- **The selection process**
- **Preparing for your interview or other assessment**
- **Pre-employment checks**
- **Your appointment to Queensland Health**
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About Queensland Health

Queensland Health delivers health services to meet the needs of four million Queenslanders. More than 60 000 people work for Queensland Health, making us one of Australia's largest organisations.

Our integrated services are delivered in a diverse range of work environments and include population health services (health protection and promotion); hospital inpatient, outpatient and emergency services; community and mental health services and aged care services.

Queensland Health's mission is 'creating dependable health care and better health for all Queenslanders'. To fulfil our mission, there are four core values that guide our behaviour. These values are:

- **Caring for people:** Demonstrating commitment and consideration for people in the way we work.
- **Leadership:** We all have a role to play in leadership by communicating a vision, taking responsibility and building trust among colleagues.
- **Respect:** Showing due regard for the feelings and rights of others.
- **Integrity:** Using official positions and power properly.

For more information about Queensland Health, visit www.health.qld.gov.au

Advantages of working for Queensland Health

Broad variety of roles

We offer rewarding career opportunities across a wide range of areas from medicine to maintenance, nursing to nutrition, pathology to patient liaison.

Work for us and be part of a world-class, active and growing health service that embraces technology, training and teamwork.

Career paths

Well-established career paths exist in your chosen area of work, including medical, nursing, allied health, scientific, technical, information technology, trades, building and engineering, administration and operational services roles.

Learning and development

Queensland Health has developed a strategic framework to ensure a comprehensive and systematic approach to learning and development.

We provide training to assist our people in their current roles and to prepare them for future career opportunities.

The Study and Research Assistance Scheme (SARAS) provides financial support and/or leave assistance to eligible employees for part-time and full-time study or research. The scheme aims to promote organisational and personal development, assisting and encouraging officers to undertake work-related courses and research.

Remuneration and employment conditions

Queensland Health provides competitive remuneration and good employment conditions:

- Annual remuneration increases occur through the enterprise bargaining process.
- Employment conditions are outlined in industrial awards and agreements as well as our human resources policies.

Our remuneration and employment conditions include:

Leave	<ul style="list-style-type: none"> • Generous cumulative leave entitlements, including extra annual leave for work on public holidays, family leave to care for family members (such as sick children), long service leave, paid parental leave, sick leave and leave without pay to travel • Recreation leave loading of 17.5 per cent.
Allowances	<ul style="list-style-type: none"> • Shift and on call allowances.
Rural and remote incentives	<ul style="list-style-type: none"> • A range of allowances, bonuses and other incentives for some employees working in rural and remote areas.
Salary packaging	<ul style="list-style-type: none"> • Salary packaging is a tax effective way of receiving your salary as a combination of income and benefits. Salary packaging allows you to deduct some of your pre-tax income and use it to pay for benefits. By reducing your pre-tax income you can reduce the amount of tax you pay and increase the amount you take home each fortnight.
Superannuation	<ul style="list-style-type: none"> • Employer contribution up to 12.75 per cent • Salary packaging for employee superannuation contributions • QSuper is the superannuation fund for employees of Queensland Government departments, authorities and enterprises. • For information on the QSuper superannuation scheme, including account options and benefits, visit www.qsuper.gov.au.

Balancing work and life

Queensland Health values the contribution of employees with family responsibilities to the delivery of quality services. Queensland Health is committed to the development and implementation of more flexible working arrangements and conditions to enable employees with family responsibilities to balance their work and family commitments. This includes support for mothers returning to work after parental leave. Specific initiatives are included in individual District Equal Employment Opportunity (EEO) Management Plans to promote EEO for employees with family responsibilities.

Our employees have access an Employee Assistance Service (EAS). The EAS is a free confidential counselling service to assist employees with personal or work-related problems.

Before you apply

Queensland Health encourages people to apply for roles that are relevant to their experience, skills, qualifications and interest.

Before applying for an advertised role you should:

- review the role description to gain a broad understanding of the role
- decide whether your experience and skills will enable you to achieve the Key Accountabilities of the role
- decide if you meet the Key Skill Requirements for the role.

You will need to hold any mandatory qualifications and/or professional registration that are indicated in the role description.

You may wish to consider obtaining further information about:

- the specific role from the contact officer shown in the advertisement and/or role description
- Queensland Health by visiting www.health.qld.gov.au

Preparing your resume

Queensland Health seeks to increase the number of people who apply for current roles by reducing the time required in resume preparation.

We usually require your resume and a one or two page covering letter. For some roles only an application form may need to be completed. The requirements for advertised roles will be specified in the role description.

Information to be included in your resume

Further information on resume preparation may be obtained from sources such as the websites of online recruitment advertisers or recruitment consultants. We suggest you include the following information:

- career summary or career objective
- career history
- roles held, including dates
- responsibilities and achievements
- education
- training
- professional memberships
- referees' details.

Check to ensure your resume reflects that you have the key skills required for the role.

Covering letter

The purpose of your covering letter is to convince a selection panel you have the ability to perform the role. It should therefore specify the role you are applying for and succinctly outline how your experience, education, skills and work preferences relate to the Key Accountabilities and Key Skill Requirements of that role.

While you may refer to career achievements, you are not expected to provide full examples of your experience for each Key Skill Requirement in the cover letter.

Referees

Applicants are expected to provide the names and contact details of **two referees** in their resume or covering letter.

When possible, your referees should be previous employers, managers or supervisors who can comment on your recent performance in the workplace (preferably your current supervisor). It is important for you to advise your referees prior to providing their details.

Referee checks are conducted by contacting referees to verify your employment history and your ability to meet the requirements of the role.

The selection panel will only contact referees that you have nominated.

How to apply

You can apply online or by posting or delivering your application.

The requirements for your job application are specified in the role description and must include:

- A completed online application form or the application form included in this Information Package for Applicants
- Your current resume, including names and contact details of two referees. At least one referee should have a comprehensive knowledge of your work performance and experience in a work environment within the previous two years. If you are moving back into the workforce, you will not be disadvantaged because you do not have a current or recent past supervisor.
- Any additional information requested in the role description. For example, you may be required to provide a covering letter addressing the Key Skill Requirements and competencies in no more than **two pages**.

Applying online

Visit Work For Us at www.health.qld.gov.au/workforus, find the job intend to apply for and click on '**Apply Now**' at the bottom of the job ad screen. You then register your own account and complete the **Online Application Form**.

Please note:

- Photographs or other large graphics must not be attached to your application.
- Late applications cannot be accepted online.
- The file size for online applications should not exceed 1MB.
- Documents must be submitted in Word 2003 or an earlier version.

Applying by posting or delivering your application

See the role description for the postal or delivery address.

Late applications

Late applications cannot be lodged online.

If you want to submit an application after the due date, contact the nominated contact person immediately. Late applications may only be accepted at the discretion of the selection panel.

Changing your contact details

If your personal details change after you have submitted your application, you need to advise Recruitment Services using the contact details on the role description.

Withdrawing an application

To withdraw your application:

- **Before the closing date:** Withdraw your application online or advise Recruitment Services using the contact details on the role description.
- **After the closing date:** Advise Recruitment Services using the contact details on the role description.

Expressions of Interest for future vacancies

You can also submit an online expression of interest for any future vacancies in medical, nursing, allied health and dentistry roles.

Visit the Queensland Health Work For Us website at www.health.qld.gov.au/workforus to submit an expression of interest.

The selection process

Applicants for roles in Queensland Health are assessed in a way that is:

- fair and free from bias
- relevant and appropriate for the role
- sufficient to assess the merit of applicants
- consistent with the principles of employment equity and anti-discrimination.

A selection panel consisting of two or more people will conduct the selection process.

Assessment methods used by Queensland Health include and are not limited to:

- a review of your resume and covering letter
- an application screen – where applicants are required to include written responses to questions relating to Key Skill Requirements
- interviews, including telephone interviews
- a review of work samples
- work-based demonstrations or presentations
- referee reports.

The basis for selection is the merit of each applicant in relation to the Key Skill Requirements. Each applicant's abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the role are considered by the selection panel when determining merit. An applicant's previous employment, and the extent to which they have potential for development, are also considered if relevant.

Notifying you of the outcome

We will notify you in writing of the outcome of your application. The successful applicant's name may also be published in the Queensland Government Gazette and/or the Queensland Health Services Bulletin.

Obtaining feedback about the selection process

Feedback on the selection process is available from a member of the selection panel. You should wait until advised in writing of the outcome of your application before seeking feedback.

Applications remain current for 12 months

Because your application remains current for 12 months, you may be considered for similar vacancies that occur during this period.

Preparing for your interview or other assessment

The selection panel may choose to conduct interviews and/or use other assessment methods.

Before an interview or your participation in another assessment method, you should again review the role description to ensure you fully understand the Key Accountabilities and Key Skill Requirements for the role.

The selection panel will expect you to discuss how your experience, skills and career interest matches the role requirements specified in the Key Accountabilities and Key Skill Requirements.

Interview questions and other assessment methods may therefore provide you with the opportunity to:

- outline how your experience is relevant to the role
- discuss how you meet the Key Skill Requirements, including your technical knowledge
- indicate how you would respond to situations that may arise if you were working in the role
- describe your previous achievements or responses to situations relevant to the Key Skill Requirements; that is, examples of your previous work. This may also include your personal qualities and potential for development.

At an interview, be prepared to discuss examples of your work for each Key Skill Requirement. You will assist the selection panel in understanding your previous work achievements if you provide your examples in a structured format to outline:

- the situation/task
- the action you took
- the outcome achieved.

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.

Further information on interview preparation may be obtained from sources such as the websites of online recruitment advertisers or recruitment consultants.

Pre-employment checks

Queensland Health needs to verify that information provided by applicants is true and correct. This includes confirming your qualifications or previous employment details. If we receive information that varies from what you have provided, we will seek clarification from you.

Any statement in an application that is found to be deliberately misleading will result in disqualification from further consideration. If you are already employed in the Queensland Public Service, it may be grounds for disciplinary action.

Qualifications/Professional registration

In accordance with relevant legislation, industrial award or accreditation requirements, certain roles within Queensland Health have mandatory qualification or registration requirements. You are not required to provide evidence of qualifications or registration when you submit your application.

Applicants for roles where these mandatory requirements are indicated must provide documentary evidence of compliance before they can be appointed ie. certified copies of qualifications held or current registration certificates.

Overseas qualifications can be submitted to the Panel on Overseas and Professional Qualifications, PO Box 1407, CANBERRA CITY ACT 2601 for assessment to determine an equivalent Australian qualification. Advice can also be obtained through the relevant association, professional body or other appropriate agency.

Criminal history

When an applicant is recommended for a role, a criminal history check must be conducted if the applicant is not an existing permanent employee of Queensland Health.

Queensland Health has a responsibility to:

- ensure the safety and security of employees and members of the Queensland community who rely on and/or receive services provided by Queensland Health employees
- maintain public confidence in the integrity of Queensland Health staff
- treat prospective employees fairly in relation to any consideration of their suitability for employment within Queensland Health.

People recommended for appointment to Queensland Health for periods in excess of three months (excluding existing permanent employees of Queensland Health) will be asked to provide adequate proof of identity and written consent for Queensland Health to conduct a criminal history check through the Queensland Police Service.

Failure (without reasonable explanation) to provide the appropriate documentation and consent within seven days of the request will result in disqualification from further consideration for appointment.

Appointment to Queensland Health cannot be finalised until the criminal history checking process is completed. Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

If, after obtaining a criminal history report, the Director-General or delegate considers that the recommended person may be unsuitable for the role, the recommended person may make written or oral representations about why they should be appointed before any final decision is made.

Working with children check

For some Queensland Health roles, employees must be deemed suitable to work in child-related employment in accordance with the *Commission for Children and Young People and Child Guardian Act 2000 (Qld)*. Queensland Health has a responsibility to apply to the Commission for a suitability notice for all applicants recommended for these roles.

Aged care employment checks

A criminal history check is undertaken for all roles that provide aged care services. Queensland Health has an obligation to ensure that employees and other persons engaged in aged care services meet the National Police Certificate requirements of the *Aged Care Act 1997 (Cth)* and they are not disqualified from aged care services roles because of certain criminal convictions.

Additional checks are undertaken for Director of Nursing and Nursing Officer Grade 7 and above roles in aged care facilities, which have been identified as 'key personnel' for the purposes of the *Aged Care Act 1997 (Cth)*. The *Act* requires that a person can not be appointed to these roles if they have been convicted of an indictable offence, are insolvent under administration, or are of unsound mind.

Referee checking

Referee checking is a mandatory requirement for all Queensland Health employment.

Referee checking also seeks information on whether an applicant already employed in the Queensland Public Service has previously been subject to disciplinary action.

Your appointment to Queensland Health

Probation requirements

Employees who are permanently appointed to Queensland Health are required to undertake a period of probation appropriate to the role, unless the appointee is exempt from probation (for example, existing permanent employees of Queensland Health or other Queensland Government departments).

Appointment expenses

Assistance with appointment and relocation expenses may be available for some roles.

The chairperson of the selection panel can advise you if assistance may be provided for the advertised role.

Commencing employment

Hepatitis B immunisation

Hepatitis B immunisation is a condition of employment for health care workers in Queensland Health who have direct patient contact (for example, Medical Officers, Nurses and Allied Health staff) and staff who may be exposed to blood or blood fluids (such as through exposure to contaminated sharps).

Health care workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.

Queensland Health policies

Queensland Health has a range of policies that employees are expected to understand and comply with. These policies include the Queensland Health Code of Conduct and the Queensland Health Smoking Management Policy.

Code of conduct training is included in all induction programs for new employees.

Smoking within Queensland Health buildings and grounds (other than in designated smoking areas) is prohibited. Smoking is also prohibited in Queensland Health motor vehicles.

Anti-discrimination, equal employment opportunity and reasonable adjustment

Our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the *Anti-Discrimination Act 1991*.

Queensland Health is committed to ensuring our workplaces are free from all forms of harassment and discrimination. We are an Equal Employment Opportunity (EEO) employer and encourage applications from all members of the community, including those from EEO target groups. If you have any special requirements (for example, wheelchair access or the need for an interpreter), please let us know when we contact you.

Queensland Health is committed to 'reasonable adjustment' within the workplace. 'Reasonable adjustment' means that the employer should, where it is necessary and reasonable to do so, make modifications and adjustments to the workplace to meet the individual needs of people with special requirements.

Recognition of previous employment

If successful in the position you may be eligible to have your previous employment and/or experience recognised for leave entitlement and/or salary increment purposes.

For previous employment to be recognised for leave entitlement purposes, you will need to have worked for a government organisation generally at some time during the last 12 months.

Queensland Health Records Management policy and procedures

Under the Public Records Act (2002) staff are responsible for managing their own records.

Employees are to be aware of record keeping roles and responsibilities and ensure work practices align with Queensland Health Records Management policy, standards and procedures.

Selection process documentation

Privacy Policy

Queensland Health manages information obtained through recruitment and selection activities by applying the following principles:

- Any personal information held by us on any applicants who have applied for a position must be used for no other reason than determining the suitability of an applicant for the position that they have applied for. There may be occasions where for the purposes of recurring vacancies that applications are shared across Queensland Health. You will be given the opportunity to consent to the sharing of your application before this occurs.
- If the personal information is used for any purposes other than recruitment and selection, the applicant must give their fully informed consent.
- The information (both electronic and hard copy) will be held in a secure environment and should only be accessed by those directly involved in the recruitment process.

- At any time, an applicant can have access to their personal information and may wish for their personal information to be removed from our records. If this request is made during the recruitment process then it will be considered that the applicant has withdrawn their application.

Queensland Health processes are consistent with *the Information Privacy Act 2009*.

Access under the Right to Information Act.

You have the right to request access to any information Queensland Health holds about you under the *Right to Information Act 2009*.

If you want to access any of your information, contact the delegated decision-maker within the relevant Health Service or Corporate Office and they will tell you how to apply.



Application Form

This form must be completed and attached to each application.
 Separate applications must be completed for each position with a different job ad reference

DATE STAMP:

Vacancy details

Job ad reference:	Closing date:	Position title:
Unit/Branch:	Location:	Classification level:

Personal details

Preferred title:	Given name:	Preferred name:	Family name:
Email address:			
Mobile number:	Work number: ()	Home number: ()	
Postal address:			Post code:

Have you previously worked for Queensland Health? Yes No If yes please include details in your resume/CV

Citizenship/Residency status

Australian Citizen
 Australian Resident
 New Zealand Citizen
 New Zealand Resident
 Holder of Current Working Visa
 Other Visa
 Other (Please Specify)

Where did you find out about this position? Please tick

Government Gazette/Health Services Bulletin
 The Courier Mail
 Other Queensland Newspaper
 Australian/Weekend Australian
 Interstate Newspaper
 International Newspaper
 Other Print Media e.g. Journal (please list);
 Internet : WorkForUs
 Smart Jobs & Careers
 Seek
 MyCareer
 CareerOne
 Internet – other (please list)

Referee details

Referee 1	Name:	Referee 2	Name:
	Contact number:		Contact number:
	Relationship:		Relationship:

Current Queensland Government employee

Do you currently work for the Queensland Government? Yes No

Job title:	Classification:	Person ID:
Department/Agency:	Location:	Emp type:

Redundancy package

Have you received Voluntary Early Retirement (VER) benefit from a Queensland Government agency within the last 12 months? Yes No

If yes, date of receipt: _____ Name of the agency: _____

Deployment

Are you an Public Service Commission registered deployee? Yes No

I hereby declare that the information contained in this document is true and correct.

Signature of applicant: _____ Date ____/____/____

✂

Employment Equity

Please indicate if you are a member of one of the following groups? (please tick)

People with a disability
 Aboriginal or Torres Strait Islander
 Women
 People from a non-English speaking background
 Australian South Sea Islander

✂

Please complete this section – Do not detach from the form

Your application for job ad reference _____ has been received by Recruitment Services at _____ Health Service District.

Applicant to complete:

Name _____

Address _____ Post Code: _____

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