



OFFICIAL

Application and Information Booklet – Custodial Correctional Officer



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Queensland Corrective Services offers you a career that is challenging and rewarding. The following information is provided to assist you in determining if the role of a Custodial Correctional Officer (CCO) is suitable for you.

Thank you for your interest in working for Queensland Corrective Services (QCS). The Applicant Guide will assist you to understand the services we provide and our recruitment and selection process.

Please read this information carefully prior to applying.

About Queensland Corrective Services (QCS)

Queensland Corrective Services is a top-tier public safety agency that enhances the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximize rehabilitation and reduce reoffending.

QCS has a strong commitment to increasing employment opportunities for Aboriginal and Torres Strait Islanders offenders, providing development opportunities and pathways to progress. Our aim is to ensure we embed cultural safety and culturally appropriate processes in the way we respectfully work with Aboriginal and Torres Strait Islander people, families and communities.

OUR VISION

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

OUR PURPOSE

The purpose of QCS, in partnership with other criminal justice agencies, is to deliver community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders.

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 the 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/>



CORRECTIONS 2030 PRINCIPLES

QCS celebrates our achievements in being a forward-thinking, top-tier, frontline public safety agency.

The QCS five *Corrections 2030* principles established in Corrections 2030: Keeping our community safe inform our Agency's strategic direction and reform agenda.

1. Safety
2. Excellence
3. Empowerment
4. Respect
5. Accountability

These 5 principles apply to our CCO workforce in relation to employee conduct, performance, and culture.

Queensland Corrective Services – Custodial Operations

Custodial Operations provides strategic oversight, governance, communications, and support to regions in the delivery of state-wide community corrections and custodial operational services in Queensland.

Custodial Operations is responsible for developing and monitoring processes in the delivery of community corrections and custodial services throughout Queensland through key functional areas of operational practice and governance compliance and risk.

QCS manages approximately 9,500 average daily number of prisoners detained in custody. These prisoners are managed in a variety of high, low and community custody facilities across Queensland, including:

- 11 high security prisons
- 6 low security facilities
- The Princess Alexandra Hospital Secure Unit
- 13 work camps

HIGH SECURITY FACILITIES

High security correctional centres have a secure perimeter to ensure containment. Approximately 86 per cent of the State's incarcerated prisoners are held in these centres.

Prisoners are managed according to their assessed security classification and particular needs with the provision of opportunities for rehabilitation through participation in education, work, vocational training, and programs designed to address offending behaviour.

LOCATIONS

- Arthur Gorrie Correctional Centre
- Borallon Training and Correctional Centre
- Brisbane Correctional Centre
- Brisbane Women's Correctional Centre
- Capricornia Correctional Centre
- Lotus Glen Correctional Centre
- Maryborough Correctional Centre
- Southern Queensland Correctional Centre



- Townsville Correctional Complex:
 - Male Correctional Centre
 - Female Correctional Centre
- Wolston Correctional Centre
- Woodford Correctional Centre

LOW SECURITY FACILITIES

Low security centres differ from high security in that there is less reliance on physical containment. To be placed in low security, prisoners require a low security classification and an assessment as part of their sentence management as to their suitability.

LOCATIONS

- Capricornia Correctional Centre (farm)
- Helana Jones Centre at Albion (community custody)
- Lotus Glen Correctional Centre (farm)
- Numinbah Women's Correctional Centre (farm)
- Palen Creek Correctional Centre (farm), and
- Townsville Correctional Centre – including separate men's (farm) and women's facilities.

WORK CAMPS

There are currently 13 work camps that operate throughout Queensland, of which 11 are for male prisoners and two for female prisoners.

Locations – Men

- Blackall
- Boulia
- Charleville
- Clermont
- Dirranbandi
- Innisfail
- Julia Creek
- Mitchell
- Springsure
- St George
- Winton

Locations – Women

- Bowen
- Warwick Showground



Responsibilities of a Custodial Correctional Officer (CCO)

The influence and impact a CCO can have on the daily care and rehabilitation of prisoners cannot be overstated.

It is typical for CCO's to spend more time with prisoners than anyone else, so they have the opportunity to support and help a prisoner turn their life to a more positive and productive direction, ready for re-entry back into the community.

CCOs play a key role to influence and encourage prisoners to attend and complete their rehabilitation and education programmes, trade training and other programmes inside the centre additional.

Understandably each work day will be different as the needs and requirements of the prisoners in the care of QCS change.

You will also act as a role model for ethical behaviour and leadership to prisoners and encourage them to amend their thinking and behaviours in support of their rehabilitation and re-entry into the community.

KEY ROLE RESPONSIBILITIES

Include, but are not limited to:

- supervising, monitoring, and managing prisoners with varying supervision needs and requirements
- employing appropriate security measures to ensure the safe custody of prisoners, including monitoring property and equipment, and conducting random searches for contraband
- advising prisoners of their rights and responsibilities while in custody
- ensuring prisoners maintain acceptable levels of hygiene and cleanliness by conducting regular cell inspections
- assisting in determining a prisoner's rehabilitation plan
- providing reports on prisoner rehabilitation, security, welfare, and behaviour
- undertaking escorts (transport and supervision) of prisoners outside the correctional centre
- preparing formal reports about incidents that occur
- responding to emergencies (including prisoner conflict, injuries, and medical crises)
- participating in ongoing training to maintain currency of core qualifications
- being a productive member of a custodial team
- consistently demonstrating objectivity and ethical leadership in on-the-job behaviour, performance, and reporting
- maintain composure and personal resilience to cope with challenging behaviour, confronting, or challenging situations
- Be able to carry out and manage searches of facilities, cells, prisoners, and visitors, which may involve body searches

AM I THE RIGHT PERSON FOR THIS JOB?

CCOs come from a wide variety of backgrounds; from trades and farming to office jobs, retail, teaching and social agencies – so your experience could be just what we are looking for.

As a candidate, you will need to:

- Hold a current automatic or manual Australian driver's licence
- Hold a current First Aid Certificate (HLTAID003/011 Provide First Aid) with 12 months month validity upon commencement of the COEP
- Be of good character, with strong communication and organisation skills
- Make sound judgement and have strong work ethics
- Work well within a team
- Be resilient in challenging situations
- Relate to people from all walks of life with skills and ability to work in a cross-cultural environment
- Able to identify and respond to potentially life-challenging situations
- Be able to demonstrate a good level of fitness by participating in a fitness assessment
- Have a good standard of literacy with ability to comfortably use computers and technology



You will also need to practice and appreciate a range of different cultural values, through working with and alongside Aboriginal and Torres Strait Islander people, promoting awareness and understanding to all internal and external stakeholders.

For further information on the role and responsibilities, please refer to the Role Description.

CONDITIONS OF EMPLOYMENT

Your governing award, certified agreement, employing legislation and directive determine your 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>.

SNAPSHOT: CCO CONDITIONS AND ENTITLEMENTS

CCO terms and conditions fall under the Enterprise Bargaining Agreement. QCS operate in various regions to differing requirements. The below are the general terms and conditions for CCOs:

CCO (in Centre or facility):

- 24/7 operating environment means you will be rostered to work nights, weekends, and public holidays
- Rostered shift length between 8-12 hours, typically 12-hour shifts
- Shifts worked average 38 hours per week over the life of the roster
- Roster patterns vary at each correctional centre
- 31.5% aggregated shift allowance in addition to base salary
- 5 weeks annual with 27.5% leave loading
- 12.75% employer superannuation contribution
- Additional allowances are paid where applicable, and overtime may be available
- Locality allowances are available for permanent staff appointed to Lotus Glen Correctional Centre, Capricornia Correctional Centre, and Townsville Correctional Centre in accordance with Locality Allowances Directive 16/18.

ESCORT & SECURITY BRANCH

Courts Unit - Supreme, District and Magistrates Courts (Brisbane CBD)

The Courts Unit is responsible for the safe and secure custody of prisoners whilst within the confines of the Brisbane Metropolitan Magistrates Court. Courts Unit staff must work closely with, and assist, members of the Queensland Police Service, Judiciary, court staff and health professionals who have been delegated the powers of the Proper Officer of the Court.

In general, hours of work will be Monday to Friday, 8am to 5pm or 8:30am to 5:30pm. Staff at court locations work according to the needs of the judiciary. Although there is an official cease duty time, some staff may be required to remain at work until court cases are concluded or when a jury deliberates. Therefore, a **flexible arrangement** is required to meet the operational needs of the judiciary. In these cases, ceasing duty is at the discretion of the supervisor/manager.

Conditions & entitlements snapshot:

- 4 annual weeks with 17.5% loading
- 12.75% employer superannuation contribution
- Shift length 8-9 hours
- Monday to Friday operating environment, means no weekend, nights or public holidays
- Shifts worked average 38 hours per week over the life of the roster
- Rostered Days Off (RDO's)
- No shift allowance

The majority of roles for Escort and Security Branch are within the Courts Unit.



Princess Alexandra Hospital - Secure Unit

ESB operates the Princess Alexandra Hospital Secure Unit (PAHSU) where CCOs maintain safety and security when offenders require either inpatient or outpatient care at a hospital.

Conditions & entitlements snapshot:

- 24/7 operating environment means you will be rostered to work nights, weekends, and public holidays
- Rostered shift length between 8-12 hours, typically 12 hour shifts
- Shifts worked average 38 hours per week over the life of the roster
- 31.5% aggregated shift allowance in addition to base salary
- 5 weeks annual leave with 27.5% leave loading
- 12.75% employer superannuation contribution
- Additional allowances are paid where applicable, and overtime may be available

Escort Unit (Wacol)

Using a fleet of specially modified prisoner transport vehicles, the Escort Unit provides a transportation service for male and female prisoners in South-East Queensland of which there are more than 12000 movements each year.

For example, transfers between correctional centres, escorts to courts, funerals, hospital and dental visits, mental health transfers, and high security specialist movements.

In general, hours of work will be Monday to Friday, with possible shifts ranging from 6am to 9pm. Shift times could be 6am to 3pm, 7am to 4pm, 12pm to 9pm, 8am to 4pm.

Conditions & entitlements snapshot:

- Shift Length: 8-9 hrs – Monday to Friday.
- Annual Leave: 4 weeks with 17.5% loading.
- Afternoon penalties of 15% dependent on rosters and/or individual shifts worked.
- No shift allowance

LEAVE ENTITLEMENTS

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

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



Recruitment and Selection Process

QCS maintains continuous advertising for entry CCO roles throughout Queensland, advertised on SmartJobs website.

CCO Recruitment will notify applicants of their progression through each stage of the process.

Stage One - Eligibility Requirements, Application

- Researching the role to see if it is fit for you
- Ensure you meet the mandatory requirements of a Driver Licence
- Submit application via Smartjobs

Stage Two - Preliminary Assessments

- QCS Recruitment Team reviews applications via a resume screening
- QCS Recruitment Team book a telephone-based interview (approx. 20mins in length)

Stage Three - Assessment Centre

- Invited to a half day Assessment session
- Registration process - Have driver licence as proof of identity
- Group Activity
- Panel Interview (Behavioural Interview)

Stage Four - Fitness Assessment

- Respond to Medical Emergency fitness test
- Active attire, nothing too loose or revealing
- 500m run, 50 Step ups, 10 punches and 10 Kicks, 10 Up downs 20m 70kg Dummy drag
- To be completed in 5min
- Click the link to view an instructional video <https://youtu.be/3imMN3wlikw>

Stage Five - Probity, Background Checks

- Psychometric Assessment (approx. 45mins in length)
- Criteria Language Proficiency Test (CLPT) – approx. 21mins in length
- Medical Assessment (Sonic Health Medical Clinics) - QCS expense, full body medical check
- Criminal History Checks (National/International)
- Integrity Check
- Reference Check (2 Referees)
- First Aid completion. (HLTAID011)

Stage 1 – Eligibility Requirements and Application

You will be required to complete an online application form (www.smartjobs.qld.gov.au) including all required details as outlined in Stage 1. The online application takes approximately 30 minutes to complete. You will be required to attach all supporting evidence during your online application; therefore, it is recommended that all relevant paperwork is complete when applying. After submitting your online application, you will receive a computer-generated email confirming your application has been received.

PERSONAL DETAILS

You must provide personal details (i.e. name, residential and/or postal address, contact phone numbers and email address), including details if you have been known by any other name.

ABILITY TO WORK IN AUSTRALIA

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

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

In accordance with the Public Service Act 2008 (s127), you are eligible to be a public service officer with the Queensland Government if you are an Australian citizen or if you reside in Australia and have permission to work in Australia. Once employed, your rights to work in Australian will be monitored at regular intervals to ensure there has been no change to migration status.



APPLICANTS PREVIOUSLY PAID VOLUNTARY MEDICAL RETIREMENT (VMR), EARLY RETIREMENT, REDUNDANCY, RETRENCHMENT, OTHER SEVERANCE BENEFIT OR VOLUNTARY SEPARATION PAYMENT.

In accordance with the Public Service Act 2008 (s52(3)), Industrial Relations Act 1999 (s687(3)) and Public Service Commission Directives relating to Voluntary Medical Retirement (VMR) and Early Retirement, Redundancy and Retrenchment severance benefit recipients who are re-employed by a Queensland Government entity within the period covered by the severance benefit may be subject to financial penalties.

In addition to repayment conditions (where liable); if you have accepted a VMR from a Queensland Government entity you may be re-employed as a consultant, contractor, or employee in a Queensland Government entity provided you also provide medical evidence that clearly and unambiguously states your current condition would not affect your ability to safely and effectively perform the proposed role and re-engagement would not pose a risk of worsening or aggravating an existing injury or illness.

If you are a recipient of a Voluntary Separation Package (VSP) you are not eligible for/or to seek re-employment by a Queensland Government entity for a period of three (3) years from the date of termination and will not be given further consideration if applying within this exclusion period.

If you have been paid a VMR, early retirement, redundancy, retrenchment, other severance benefit or VSP from a Queensland Government entity within the applicable period, you are required to indicate this on your application form.

ENTRY PATHWAYS

There are 11 entry pathways throughout Queensland as a Custodial Correctional Officer. They are the High Security facilities, ranging from the South East corner all the way to far north Queensland, Mareeba (Cairns).

South East Precinct:

- Arthur Gorrie Correctional Centre
- Brisbane Correctional Centre
- Brisbane Women's Correctional Centre
- Wolston Correctional Centre

South West Precinct:

- Borallon Training and Correctional Centre
- Southern Queensland Correctional Centre

Woodford Correctional Centre

Maryborough Correctional Centre

Capricornia Correctional Centre

Townsville Correctional Complex

- Male Correctional Centre
- Female Correctional Centre

Lotus Glen Correctional Centre



PREVIOUS APPLICANTS

Applicants who have previously applied for employment as a CCO with QCS may have the results of any assessment completed as part of the recruitment and selection process taken into consideration as part of any future recruitment campaigns.

Testing completed as part of the recruitment and selection process may remain active for a period of 12 months.

CURRENT OR PREVIOUS QCS EMPLOYEES

If you are a previously employed CCO and have reapplied to come back into the force you **may** be eligible to only conduct a bridging course, providing you meet the criteria of our transitional return flowchart. You will be asked a series of questions.

- Do you have a Certificate 3 in Correctional Practice?
- Was your certificate issued in Qld?
- Have you worked in a Correctional Facility in the last 12 Months?
- Have you completed a Custodial Correctional Officer Entry Program?

If you can answer yes to all the above questions you **may** be able to complete the COEP Bridging Program.

Stage 2 - Preliminary Assessments

If you have met the requirements outlined in Stage 1 of the recruitment and selection process, you will be invited to complete a series of merit-based preliminary assessments.

RESUME SCREENING

You must provide a comprehensive resume which includes details of your employment history and educational achievements.

Please note, this document will be used to assess whether you meet the requirements of the role. Therefore, failure to include this detail will impact on your progression.

Employment history should include a full list of your work history, including your responsibilities and achievements of current and previous roles, as well as an account of employments gaps and relevant community service. (eg. McDonald's - Jan 2005 – Jan 2010)

Education achievements should include a list of any completed tertiary study, vocational education or work-relevant courses. Evidence to support the employment and education history outlined in your resume may be requested at a later stage in the recruitment process.

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

- Clear and concise (2-3 pages)
- Informative (assume the assessment 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 is not required)
- Free of errors

TELEPHONE SCREENING

Once successful in being resume shortlisted, you will be invited to conduct a telephone interview. This interview will take approximately 20 minutes.

The aim of the interview is for the recruitment team to engage with you to explore your transferrable knowledge, skills, relevant experience, and abilities as they relate to the CCO role.



Stage 3 – Assessment Centre

WHAT TO EXPECT

If you have met the preliminary requirements outlined in Stages 1 and 2 of the recruitment and selection process, you will be invited to attend an Assessment Centre and participate in a range of merit-based, competitive selection techniques for the role of CCO.

The assessment centres are conducted across the state and are split into 2 sessions. One morning session and an afternoon session. Each session can take up to 4 hours to complete.

The assessments may include, but are not limited to, a range of:

- individual and group exercises
- behavioural interview
- situational judgement assessment

HOW TO PREPARE

Familiarise yourself with the role description and materials made available online including the key functions and responsibilities of the role and the basis for selection. It is particularly important that you have a basic understanding of the role of a CCO.

Ensure you have planned for adequate sleep and food prior to the assessments.

Wear appropriate interview attire (smart casual).

BEHAVIOURAL INTERVIEW

The interview provides you with the opportunity to:

- Outline how your experience is relevant to the role
- Discuss how you meet the requirements of the role
- Indicate how you would respond to situations that may arise if you were working in the role
- Describe your previous achievements or response to situations relevant to the role; that is, examples of your previous work
- Demonstrate your personal qualities and potential for development

WHAT TO BRING

Your current Australian open driver licence. You will be responsible for the costs associated with any travel to attend the assessment centre.

At the end of Stage 3, the assessment panel will consider your all assessment tools used in the assessment centre and assess those against the requirements of the CCO role. If you are successful after the assessment centre, you will progress to Stage 4 of the recruitment and selection process.



Stage 4 – Fitness Assessment

If you have met the preliminary requirements outlined in Stages 1 to 3 of the recruitment and selection process, you will be invited to attend a fitness assessment (Respond to medical emergency – RTME).

This assessment comprises of a circuit activity, to be completed in 5 minutes or less, which includes:

- Continuous run comprising a series of laps (approx. 100 m per lap), with a stair ascent and descent of approximately 10 steps at the end of each lap. The total distance of the run is 500m.
- Arm Thrusts x 10
- Leg Raises x 10
- Stand/Push/Sit Drill x 10
- 20m Dummy Drag (70kg)
- Make a clear and concise radio call “ALERT! ALERT! Code Blue, Gymnasium!”

At the end of Stage 4, if you successfully complete the RTME assessment within 5 minutes or less, you will be invited to progress to further stages of the recruitment and selection process.

Stage 5 – Probity – Background Checks

PSYCHOMETRIC ASSESSMENT

Psychometric assessment is an important component of the CCO recruitment process. Should you successfully pass the assessment centre, you will be invited to participate in the psychometric assessment process. Through our partnership with Criteria Company, you will undertake a Cognitive Aptitude, Emotional Intelligence and Personality assessment. The assessment process will be 45 mins in total and can be completed on any device (e.g. laptop, mobile phone, tablet) however a laptop or computer is best.

It is important to note there is no pass or fail with psychometric assessment. Your results will be benchmarked against the inherent requirements of the CCO role which provides QCS with additional information in our selection process. All testing results are completely confidential with all applicants receiving a post assessment report.

CRITERIA LANGUAGE PROFICIENCY TEST (CLPT)

Criteria Language Proficiency Test (CLPT) is an important component of the CCO role. Should you successfully pass the assessment centre, you will be invited to participate in a CLPT test. Through our partnership with the Criteria Company, you will undertake an assessment of reading comprehension, spelling and grammar, listening comprehension, writing ability, and image and text interpretation to assess English proficiency. The test will take approximately 21 mins in total and can be completed on any device (e.g. laptop, mobile phone, tablet) however a laptop or computer is best.

MEDICAL ASSESSMENT

You will be required to undertake a CCO Medical Assessment conducted by our approved medical provider. Applicants will be assessed against the CCO Medical Standards which reflect the requirements of the CCO role.

The approved medical provider will provide you with a report at the time of the assessment or via email within 15 days.

The result of your medical assessment may remain valid for 12 months. This assessment can be conducted at a number of locations throughout Australia.

Information on this assessment will be provided to you at the appropriate time in the recruitment and selection process.

QCS cover the full cost of the standard medical assessment. For any additional ‘specialist’ visits, QCS do not cover the cost. Further information will be provided when and if needed.



CRIMINAL HISTORY CHECK

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 Corrective Services. QCS require full disclosure from all applicants on their criminal history check form.

Applicants recommended for appointment will be asked to provide adequate proof of identity and written consent for QCS to conduct a criminal history check through the Queensland Police Service. Failure (without reasonable explanation) to provide the appropriate documentation and consent will render the applicant unsuitable for appointment.

Applicants recommended for appointment that have resided in New Zealand and were 16 years of age or older at the time of residing in New Zealand, will require a New Zealand Criminal History Check. The applicant will be provided with this application to complete.

International checks are required from all countries (excluding New Zealand) that you have resided in for a minimum period of 6 months (cumulative) in the previous 10 years. People recommended for appointment are required to provide the required information from the appropriate authority in all relevant countries. Visit www.homeaffairs.gov.au for more information.

Appointment to the role will be contingent on the satisfactory outcome of the criminal history check and the appointment 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 an adverse criminal history report, the authorised delegate considers that the recommended person may be unsuitable for the role, the recommended person may make a written submission about why they are suitable for appointment before any final decision is made.

DISCLOSURE OF PREVIOUS SERIOUS DISCIPLINARY ACTION

Applicants recommended for appointment or secondment with the department shall be required to disclose any history of serious disciplinary action taken against them as an employee of the Queensland Public Service.

Only recommended applicants for advertised positions who are or were public service employees, including senior executives, senior officers, temporary employees engaged under section 148 and general employees engaged under section 147 of the Public Service Act 2008 are required to disclose any serious disciplinary action taken against them while employed by the Queensland Public Service.

In assessing any disciplinary history, the selection panel will consider:

- the nature, seriousness and timeframe of the disciplinary history
- whether it shows a pattern of behavior
- any impact on the duties and responsibilities of the role you have applied for
- the existence of serious discipline history does not exclude you from appointment, rather is a factor to be considered in determining your suitability for the role

REFERENCE CHECKS

Applicants are expected to provide the names and contact details of two referees. At least one referee must be a recent supervisor and have thorough knowledge of an applicant's conduct and performance within the previous five years.

Referee checking is a mandatory requirement for all QCS employment.

Referees may be asked if there are any previous issues of performance or conduct that we should be aware. For applicants who are, or were formerly, a Queensland Government employee, the selection panel will ensure that reference checking is conducted in relation to all your relevant employment with the Queensland Government.

QCS will review your overall assessment centre performance and initial reference reports and may contact referees to obtain additional specific feedback on your current/previous job performance, workplace behavior and any other relevant information.



CONFLICT OF INTEREST – WORKPLACE RELATIONSHIPS

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 a pre-existing relationship prior to commencement of employment.

Failure to make this declaration prior to commencing employment could result in termination of your employment or other disciplinary action being taken.

A declared relationship may continue after employment commences where there is no conflict between the private relationship and the proper performance of work duties.

At the end of Stage 5, a panel will consider all of your application and background checking and medical results against the requirements of the CCO role. If your application is deemed suitable, you will be considered for employment with QCS.

Your Assessment Centre results will remain valid for up to 12 months.

Employment Conditions and Benefits

CCOs enjoy excellent and competitive employment conditions. QCS employees have access to a total rewards package as part of their employment experience. This includes rewards and benefits such as, competitive salary and superannuation, employment security, salary packaging and health and wellbeing programs.

RELOCATION ASSISTANCE

QCS supports eligible candidates who relocate to be employed at the Capricornia (Rockhampton), Townsville or Lotus Glen (Mareeba) Correctional Centres.

Relocation assistance up to the value of \$7,000 will be reimbursed to employees to assist with conveying them, their family and effects to their employment location and towards the cost of temporary accommodation for a period of up to four months at the new locations.

The assistance is subject to several conditions and is only payable once the COEP has been successfully completed. Please email QCSRecruitment@corrections.qld.gov.au if you would like further information on the conditions of this assistance.

SALARY

You will receive a training salary of \$2,429.00 per fortnight, during the 10-week Custodial Officer Entry Program (COEP).

Once training has been completed, entry level officers commence on \$63,370.00 per annum plus 31.5% shift allowance and superannuation, with experience and development, may increment to \$77,302.00 per annum plus 31.5% shift allowance and superannuation.

Please note: Custodial Correctional Officers – Courts Unit, do not attract aggregated shift allowance (ASA) as these roles are Monday to Friday and 9am to 5pm.

HIGHER INCREMENT ON APPOINTMENT – RELEVANT QUALIFICATIONS

Degree qualified applicants may be entitled to commencement at a higher rate with incremental progression.

If an incoming officer has a relevant degree, QCS acknowledges they may be eligible to start on a higher salary. The following qualifications may increase your salary level:

- Arts in Criminology and Criminal Justice
- Education
- Human Services
- Behavioural Studies
- Behavioural Science
- Laws
- Psychology
- Psychological Science
- Social Science
- Social Work



RECOGNITION OF SKILLS, KNOWLEDGE, AND ABILITIES

Applicants seeking to have their skills, knowledge and abilities recognised for pay purposes on appointment are to provide all relevant information and documentation for the consideration of QCS prior to an applicant's appointment. In making an application, an applicant must include relevant details and/or supporting information such as:

- Current formal qualifications that are relevant to the position applied for
- Recent service in a correctional and/or custodial environment within Australasia
- Previous relevant professional development learning

An assessment of the skills, knowledge and abilities put forward by the applicant will be undertaken against the role responsibilities and role fit of the role description of the position applied for to determine whether the relevant matters warrants appointing the applicant to a higher paypoint.

The delegate will, in determining a paypoint on appointment, have regard to the appointment and progression arrangements contained in the Correctional Employees Award – State 2015 and the Queensland Corrective Services – Correctional Employees Certified Agreement 2021 and the expected level of skills, knowledge and abilities an employee at the relevant paypoint would possess.

PROBATION

All CCO's are required to undertake a probationary period of 12 months. Continued employment is subject to satisfactory performance, achievement of the competencies within the Certificates and other mandatory training. CCOs are required to complete their Certificate III within the first 12 months of employment.

SUPERANNUATION

Superannuation enables you to accumulate funds to help you with income in retirement. Most employees contribute 5% of their salary, matched by an employer contribution of up to 12.75%. As of July 2021, Super Guarantee is 10%. QSuper is the default superannuation fund for Queensland Government employees, however employees can choose another fund.

UNIFORMS

A standard QCS uniform package is provided to all CCO's upon commencement of employment at no cost to the employee. The design of the uniform is safe, functional, and comfortable to meet the varying needs of service delivery and workplace health and safety requirements.

HEALTH AND WELLBEING

QCS provides and promotes a range of services to support the health, safety and wellbeing of our corrective services officers. They include:

- Free annual influenza vaccinations to employees across the state
- Active case-managed rehabilitation/return-to-work programs assisting corrective services officers to remain at work or to facilitate early and safe return to work following injury or illness
- An employee assistance program (EAP) providing professional, free, short-term counselling and support to corrective services officers and immediate family members

Promoting national and state campaigns raising awareness and understanding of mental health issues, physical health issues, and diversity and inclusion-related campaigns.



SALARY PACKAGING

As a QCS employee, you are eligible to take advantage of salary packaging and you could save on tax, lower your taxable income and increase your take-home pay. Salary packaging enables you to package items such as:

- Superannuation contributions
- Bus travel
- Financial adviser fees
- Professional association membership fees or subscriptions
- Professional development expenses
- Novated car leases

Find out what you are eligible for through RemServ or SmartSalary, the Queensland Government's two salary-packaging providers.

INCOME PROTECTION

Income protection may provide you with an income if you are unable to work for a period of time due to illness or injury. It is available to all employees, including those employed on a casual basis.

INCLUSION AND DIVERSITY

QCS is an equal opportunity employer. We value and respect the diversity of our workforce and believe 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.

Selection for employment is based on your skills, knowledge and abilities, and the specific requirements of the position. All people, including those from a diverse cultural background, are encouraged to apply for vacancies in the department.

As an equal opportunity employer, we encourage people who identify as members of the following groups to apply:

- Aboriginal people
- Torres Strait Islander people
- Australian South Sea Islander people
- People with a disability
- People from a non-English speaking background
- LGBTQ2+

DOMESTIC AND FAMILY VIOLENCE AWARENESS

As a White Ribbon accredited workplace, QCS continues to take active steps to support corrective services officers experiencing domestic and family violence. QCS maintains a cohort of DFV support corrective services officers across its business units and delivers face-to-face and online training to corrective services officers to maintain contemporary knowledge in this difficult area.

EMPLOYEE UNION INFORMATION

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. The QCS Recruitment team will be able to tell you the name of the union that represents your role.



Training and Professional Development

CUSTODIAL OFFICER ENTRY PROGRAM

The Custodial Officer Entry Program (COEP) is a 10-week program that consists of 8 weeks training at the Queensland Corrective Services Academy (QCSA) at Wacol or an approved training site at Townsville, Capricornia, Maryborough or Lotus Glen Correctional Centre. 2 weeks of the program will provide you with on-the-job training at various correctional centres or facility locations.

The QCSA is recognised as an industry leader and the training provided is designed to equip you to function in the various requirements of custodial duties. You will complete 364 hours of specialised training, focused on officer safety, situational awareness and violence de-escalation techniques. You will need to be prepared for the academic requirements as well as the physical components, which include deployment of control and restraint, firearms and chemical agents.

TACTICAL OPTIONS

This component consists of 3 days of Tactical Options training and 1 day of Chemical Agents training.

Tactical Options Training: provides the learner with the knowledge and skills to respond to critical incidents within a correctional environment. Topics covered include legislation, communication, Tactical Options Theory and Tactical Options Practical Contact training. Learners will need to perform, and be subject to grabs and holds, body & limb locks and takedowns.

Chemical Agents: provides the learner with an understanding of the types of chemical agents that can be deployed in correctional centres. Training will include a mixture of theory and practical assessments. Learners can expect to be trained in the use and deployment of the Sabre Red Crossfire Gel Mk3 (Oleoresin Capsicum) for self-defense purposes.

FIREARMS

This component consists of 1 day of theory and 2 days of live fire practice. Trainees will be required to fire the Glock 22 semi-automatic pistol from a variety of positions utilising both their left and right hands. The training will also require trainees to move rapidly over short distances (5-20m).

Firearm training places a significant load on the trainee's grip, arms and shoulders as they will be required to operate the pistol (nearly 1kg in weight) continuously for periods of up to 40 minutes. Failure to demonstrate competence in the safe handling and accurate use of the firearm is likely to result in the trainee's position on the course being cancelled.

ACADEMIC ASSESSMENTS

Assessments during the COEP generally will be in the form of a written examination that may comprise a mixture of question types e.g. multiple-choice, problem-solving scenarios and short answer.

You must achieve in these assessments at a high level, at least 85% on each exam, assessment, or assignment to pass the requirements of the COEP.

This training is to provide you with an understanding of the practice and procedures of Queensland Corrective Services and assists to achieve competence in the Australian Qualification Framework – Certificate III in Correctional Practice (Custodial), which is recognised Australia wide.



Frequently Asked Questions

IS IT SAFE TO WORK IN A CORRECTIONAL CENTRE?

Like most other frontline public safety agencies, our officers engage directly or indirectly with prisoners and offenders, many of whom have a history of:

- Mental illness
- Substance abuse
- Violent or antisocial behaviour

With this comes a degree of risk. We do everything in our control to minimise this risk, equipping our officers with the training, equipment, technology and support, but like all frontline public safety agencies, from time to time our officers face the threat of violence in the workforce.

WHAT AGE DO I NEED TO BE TO APPLY?

You will need to be at least 18 years of age to be considered for a Custodial Correctional Officer position. You must meet the required abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to conduct the role. There is no upper age limit, providing you are fit and able to perform the role.

DOES QCS PLACE EMPHASIS ON PHYSICAL STRENGTH?

The key requirements consider communication, de-escalation of situations, active problem solving, interpersonal skills and conflict management and resolution.

The complete and detailed essential requirements for the role are outlined in the role description. There is an emphasis put on control and restraint as mentioned above.

DOES QCS HAVE MINIMUM FITNESS REQUIREMENTS?

For Custodial Correctional Officers, there are minimum fitness standards that must be met as part of the recruitment process. It is expected that all applicants are physically fit and in excellent health when agreeing to participate in the fitness assessment. The Custodial Officer Entry Program can be physically demanding and it is important to note that fitness assessment conducted as part of the recruitment process is the minimum fitness standard.

WHAT ARE THE FIRST AID REQUIREMENTS?

You are required to hold HLTAID003, Provide first aid. The attainment on the certificate should read HLTAID001 (Provide cardiopulmonary resuscitation), HLTAID002 (Provide basic emergency life support) and HLTAID03/011 (Provide first aid). Your first aid certificate should be current with at least 12 months validity on commencement as a Custodial Correctional Officer.

DO I HAVE TO CONDUCT BODY SEARCHES?

Searching of the facility, cells, prisoners and visitors is an important part of security in a correctional environment. This can involve conducting body searches.

I CURRENTLY WORK IN CORRECTIONS FOR AN INTERSTATE AUTHORITY OR PRIVATE OPERATOR. DOES THAT MEAN I HAVE A HIGHER CHANCE OF BEING SUCCESSFUL?

All applicants are assessed equally. Previous experience in a similar role does not guarantee success. The role of Custodial Correctional Officer can vary across jurisdictions and with private operators.



I ALREADY HAVE THE CERTIFICATE III IN CORRECTIONAL PRACTICE (CUSTODIAL). DO I NEED TO DO THE ENTIRE 10 WEEK CUSTODIAL OFFICER ENTRY PROGRAM?

Experienced officers from 'other' jurisdictions or private operators will be required to undergo the initial 10 week training to familiarise themselves with policies, procedures, protocols and Custodial Operations Practice Directives specific to Queensland Corrective Services. There is a re-entry program for returning QLD trained Correctional Officers. Please speak to the recruitment team if you have any further questions.

CAN I TRANSFER FROM ONE CORRECTIONAL CENTRE TO ANOTHER?

Staff can submit a transfer request after their probationary period via the appropriate internal mechanisms to transfer to another facility or can forward an expression of interest as positions become available. Transfers occur as operational needs allow. Transfers between centres need to be approved by both Chief Superintendents, and General Managers.

HOW LONG WILL MY APPLICATION TAKE TO PROCESS?

We cannot provide any definitive advice on how long it will take from the time you lodge your application until you may be eligible for appointment.

Timeframes depend on many factors, including the projected demand for CCOs at the various centres across the state and your availability to complete assessments.

HOW OFTEN DO QUEENSLAND CORRECTIVE SERVICES RECRUIT?

Queensland Corrective Services accepts applications throughout the year. The number of intakes and recruits on each course varies depending on operational needs. Most correctional centres recruitment activity is completed every 3 months.

I AM CURRENTLY THE RESPONDENT FOR A DOMESTIC VIOLENCE ORDER (DVO) – CAN I STILL APPLY?

A person subject to an order under the DFVP Act is unable to be issued a weapons license or use a weapon as part of the person's employment whilst they are subject to this order. This means that QCS is not able to issue you with a weapons licence to undertake the compulsory firearms component of the Custodial Entry Level Program.

QCS will therefore not consider your application whilst you have an order in place.

DOES HAVING A CRIMINAL HISTORY PRECLUDE ME FROM APPLYING?

Not necessarily. You must disclose if you have ever received any traffic breach notices; been arrested; taken to a watch-house; received a summons or Notice to Appear; appeared in a court to answer a charge; received a caution; or been the respondent in a domestic violence order.

Also, if you have been interviewed, questioned or investigated in connection with any criminal, civil, military or other offence or incident other than as a victim/complainant/witness, it must be declared.

Failing to disclose information or providing false or misleading information may result in the determination that you are unsuitable for employment by QCS.

Contact Us

Talent Acquisition Group

Queensland Corrective Services

Email: QCSrecruitment@corrections.qld.gov.au

Phone: (07) 3565 7252

