



Applicant Information Guide

Queensland Corrective Services

Working for Queensland Corrective Services

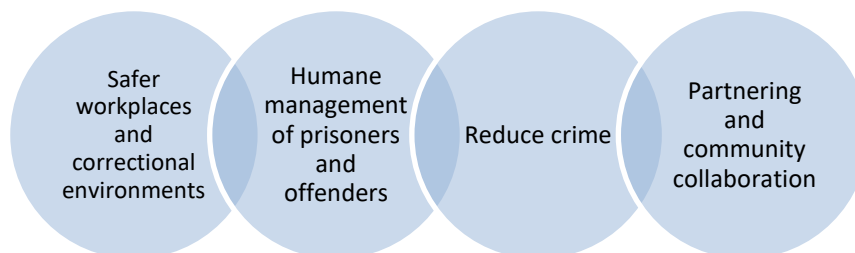
Thank you for your interest in working for Queensland Corrective Services (QCS). This guide is designed to help you understand our agency, the benefits of working with us and our recruitment and selection process.

Prior to applying, please read this information and the role description carefully to understand the responsibilities of the role and what we are looking for from the successful applicant.

Who we are

QCS provides safe, modern and responsive correctional services, which rehabilitate prisoners and offenders, and prevent crime, making Queensland safer.

Our QCS vision is to enhance community safety through humane, modern, sustainable and evidence-informed corrective services to maximise rehabilitation and reduce recidivism. QCS, in partnership with other key criminal justice agencies, is committed to the critical role of keeping our communities safe. Our strategic objectives are:



Where we are

QCS delivers services across Queensland and the Torres Strait. Our staff work in high and low security correctional centres, work camps, probation and parole (community corrections) regional and district offices and reporting centres, the QCS Academy and headquarters located in the Brisbane CBD.

Visit our website - <https://corrections.qld.gov.au/> to see all our locations.

Our people

Capable and professional people delivering responsive services; our greatest strength is the diversity, talent and dedication of our people and our commitment to supporting them.

Our staff work in a diverse range of occupations including Custodial Correctional Officers; Psychologists, Allied Health and Counsellors; Trades Instructors, Teachers and Trainers; Business, Finance and Administration; Information Technology; and Intelligence, Investigations, Law, Policy and Governance.

Our **QCS Culture Framework 2024-2028** cultivates a professional, respectful and positive organisational culture in which our people feel valued, respected and included.

QCS is an equal opportunity employer and committed to an inclusive culture that respects and promotes human rights and diversity through the **QCS Equity and Diversity Action Plan 2023-2026**.

We encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds, people with disability, LGBTIQ+ peoples, and veterans/reserve members.

Our values

We work together as **One QCS** united by our people and purpose.



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.

Professional: 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.

Ethical: we inspire trust by acting ethically at all times, and acting with honesty and truthfulness.

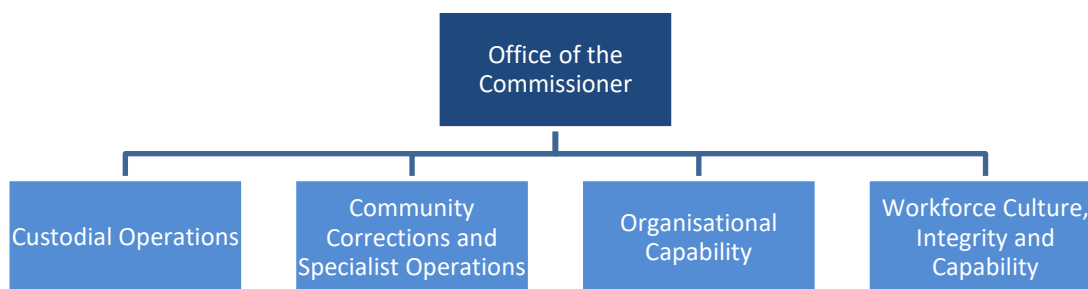
Respectful: we treat each other, prisoners and offenders with dignity and respect.

Corrections 2030 outlines our future vision for contributing to a safer Queensland through innovative and effective corrective services. More information about the work being undertaken to achieve this future state is contained in our **Strategic Plan**.

Learn more about QCS at [Strategic and other plans](#).

Our organisational structure

QCS is led by the Commissioner, and organised by four divisions each headed by a Deputy Commissioner. The full QCS structure is on [our website](#).



Visit our website - <https://corrections.qld.gov.au> to learn more about Queensland Corrective Services and see if we're right for you.

Our commitment to Aboriginal and Torres Strait Islander cultural capability

Queensland Corrective Services respectfully acknowledge and recognise First Nations peoples as the Traditional Custodians of the lands, winds and waters across Queensland where we live, learn and work.

We pay our respects and acknowledge the important role of Elders past and present, for they hold the memories, traditions, lore, language and aspirations of Australia's First Nations peoples, and continue to protect and promote their culture and leave a legacy for those that come after them.

We promise to be respectful, take lead from the community and walk together with First Nations peoples, communities and organisations in our journey to better justice outcomes.

We recognise that First Nations cultures are rich and diverse and that we, as an agency, have a responsibility to facilitate efforts that account for this to ensure equity for all.

We celebrate First Nations histories, in particular the strength, resilience and courage that has occurred over time which inspires current and future generations of all Queenslanders to create a better Queensland.

QCS recognises the high incarceration rate and overrepresentation of First Nations peoples in the correctional system and under community supervision. Through the **QCS Reframing the Relationship Plan 2024-2026** we are committed to addressing overrepresentation and responding to the increasing number of First Nations peoples, particularly women, being incarcerated.

QCS is committed to uplift inclusion and increase the percentage of the workforce who identify as First Nations people. QCS is therefore working to improve the representation, retention, progression and employee experience of First Nations officers and officers from diverse groups to provide better services.

Aboriginal and Torres Strait Islander staff work in urban, regional, discrete and remote communities in correctional centres, low custody, community corrections, reporting centres and headquarters. QCS works with a range of government and non-government agencies including Aboriginal and Torres Strait Islander organisations, universities, Elders, Traditional Custodians, Respected Persons and Aboriginal and Torres Strait Islander Councils to transform the culture of our organisation and advance reconciliation through innovative approaches.

Aboriginal and Torres Strait Islander staff have the opportunity to be part of the First Nations Reference Committee, which is an advisory body to the Board of Management about First Nations issues.

The Murrighagun Cultural Centre works collaboratively with our staff, partners and stakeholders to provide culturally safe strategic leadership at a whole of system level on shaping and influencing Queensland's Aboriginal and Torres Strait Islander justice agenda.

The QCS First Nations Artwork is entitled 'Walk together as one' and was created by Aunty Claire Walker, a proud Wiradjuri woman, artist and Superintendent from the Murrighagun Cultural Centre. Watch the full story about this artwork on [our website](#).

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 speaking with the contact person in the job advertisement if you have questions about the role;
- consider the QCS values and culture framework to understand our workplace culture and behavioural expectations of staff;
- consider the nature of the work environment and your suitability for undertaking the specific role which may involve, for example, working with high risk individuals, exposure to information about offending behaviour, criminal activity and other explicit, potentially distressing or offensive content;
- determine if you possess the 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.

Applying for the role

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

The [Leadership competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. Reviewing this document may help you to respond to the essential role requirements for this job. The role description will tell you which leadership stream applies to the job you are applying for.

Please provide the following information to allow the selection panel to assess your suitability for the role:

- a **cover letter** (maximum 2 pages) outlining how your applied knowledge, skills and experiences makes you a competitive candidate against the essential role requirements described in the role description;
- your **current resume** (also known as a curriculum vitae), including details of any mandatory qualifications; and
- **two referees** who can attest to your performance and conduct in the workplace.

Your cover letter

Within the context of the role accountabilities described in **About the role**, the most suitable applicant will demonstrate their applied knowledge, skills and experiences against the essential role requirements listed under **Role suitability** in the role description.

Your cover letter should not be a repeat of your resume, but to provide examples of how you demonstrate the essential role requirements and how you will be able to use your existing experience to deliver the role accountabilities identified in **About the role**.

Your resume

Your resume should provide a short summary of relevant details to give the selection panel information about you to assess your suitability for the position.

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

- clear and concise (recommended no more than 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/photograph is not required); and
- free of errors.

Your referees

You will need to provide contact details for two referees who can attest to your performance and conduct in the workplace. At least one referee must have a thorough knowledge of your conduct and performance in the previous two years, for example a supervisor or manager.

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.

Submitting your application online

Unless otherwise specified in the job advertisement, you must apply online through the Smart jobs and careers website: <http://www.smartjobs.qld.gov.au/>.

You will need to create a 'My SmartJob' account before submitting your online application. Through your SmartJobs account, you can track your application throughout the process, maintain your personal details and withdraw your application if required.

To submit your application on the Smart jobs and careers website, search for the job advertisement and select the 'apply online' facility.

If you experience any technical difficulties when accessing 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 job advertisement.

If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements. Hand delivered applications will **not** be accepted.

Late applications cannot be submitted through the Smart jobs and careers website, so please allow enough time before the closing date and time to submit your application. The selection panel will decide if they will accept a late application. If you miss the closing date, contact the person listed on the job advertisement to discuss whether a late application will be accepted.

Remuneration and employee benefits

Remuneration

Employees of QCS are employed under the *Public Sector Act 2022*, unless otherwise specified in the relevant role description. 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 at [Benefits | For government | Queensland Government](#).



The job advertisement includes the salary range for the role. Appointment will usually be to the minimum pay point of the relevant classification level, however in certain circumstances you may be able to negotiate your salary within the range on the role description in accordance with applicable award provisions.

If you have relevant experience and present a case demonstrating a higher level of skills and knowledge, you may seek consideration for appointment to a higher paypoint if you are offered the role.

Employees employed at certain classification levels who hold a vocational or tertiary qualification may be eligible for an allowance in accordance with the applicable award provisions.

A current or former Queensland Public Sector employee appointed to QCS shall have their paypoint determined in accordance with the relevant award and the directives relating to recognition of previous service and higher duties.

Employees appointed to roles located in specified regional and remote locations may be eligible to receive a fortnightly allowance in accordance with the [directive relating to locality allowances](#) (search 'locality allowance').

Superannuation

Queensland Government employees can choose their superannuation fund.

QSuper (part of Australian Retirement Trust) is the default superannuation fund for 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.

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 standard choice form which will be available upon commencement.

Information is available at [Superannuation | For government | Queensland Government](#).

Salary packaging options

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

Options for expenses you can salary package may include superannuation, work-related laptops and mobile devices, a car via novated lease and bus travel to and from work.

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 providers Remserv (<https://www.remservsalarypackage.com.au/>) or Smart Salary (<https://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. Details about leave entitlements is available on the ForGov website at [Leave | For government | Queensland Government](#).

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

Flexible working arrangements

QCS aims to maximise service delivery to the community while 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
- Averaged hours of work such as variable start and finish times
- Accessing paid or unpaid leave options
- Telecommuting or work from home
- Purchased leave or extra leave for proportionate salary
- Compressed hours

Appointment expenses

If you are relocating from your place of residence to accept an offer of employment, you may be granted reimbursement of certain relocation expenses. If you consider you may be eligible, you may make an application when an employment offer is made and before you accept an offer of employment.

Eligibility and pre-employment screening

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. If your permission to work in Australia ends, your employment will be terminated in accordance with the *Public Sector Act 2022*.

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.

Criminal history checks

Criminal history checks will be undertaken by QCS on the preferred applicant(s). It is important to note that your criminal history includes ALL charges against you (including traffic offences dealt with by a court, juvenile offences and convictions which are not recorded).

A charge means an allegation formally made in court that you have committed an offence even though the court may not have made a final determination, or a conviction was not recorded in respect of the allegation.

Applicants recommended for appointment who 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.

Applicants who have resided outside of Australia for six months or more may be required to provide an international police check/s from all countries the person has resided in.

A criminal conviction or charge will not automatically exclude you from consideration for appointment with QCS.

Employees found to have provided false, misleading or incomplete information will be subject to disciplinary action and termination of employment.

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 will not be considered further for the role.

Mandatory qualifications and other mandatory requirements

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

You will be required to provide evidence of any relevant mandatory requirements before you can be appointed.

If you have an international/overseas qualification, you will need to provide evidence of formal recognition of your qualifications 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. We recommend you submit an application for recognition of your overseas qualification before applying for the vacancy. For more information on Skills Recognition or to submit an application for recognition of your overseas qualification visit <https://desbt.qld.gov.au/training/training-careers/osqrecognition>.

Identified positions

An Aboriginal and/or Torres Strait Islander Identified position is a role that must be performed by an Aboriginal and/or Torres Strait Islander person because of a genuine occupational requirement as provided by section 25 of the *Anti-Discrimination Act 1991*.

An Aboriginal and/or Torres Strait Islander person is a person who identifies as an Aboriginal and/or Torres Strait Islander person and is either:

- of Aboriginal and/or Torres Strait Islander descent; or
- accepted as an Aboriginal and/or Torres Strait Islander person by the Aboriginal and/or Torres Strait Islander community in which he or she lives.

When recruiting to an Aboriginal and/or Torres Strait Islander Identified role, QCS requires applicants to provide documentary evidence, that is, confirmation of the applicant's Aboriginality. Information about this requirement is included in the role description for the role and the contact officer for the position can provide guidance on the information that needs to be provided.

The evidentiary documentation requirements is in accordance with the [Public Sector Commission Chief Executive Guideline 02/13: Evidence of Attribute – Aboriginal and/or Torres Strait Islander Identified Roles](#).

The selection process

The selection process is undertaken by a selection panel consisting of the panel chair and up to two 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 process 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 delegate. Once the recommendation is approved, the selection panel will offer the role to the successful applicant. When offered the role, you should discuss and confirm specific details such as pay, appointment expenses, hours of work, flexible work, commencement date, etc prior to accepting the offer.

The details of your appointment will be confirmed in writing with your letter of appointment.

Unsuccessful applicants will be advised of the selection outcome. Post-selection feedback is 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 appointed may have a probationary period applied in accordance with the *Industrial Relations Act 2016*.

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 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 Public Service [Code of Conduct](#) and QCS Code of Practice is a condition of an employee's contract of employment with QCS. All employees 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 QCS.

Respect in the Workplace

QCS values and respects the diversity of its workforce and believes that all employees should be treated fairly, 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.

Health Safety and Wellbeing

QCS provides frontline services to people who have experienced traumatic events. Applicants are advised that in some positions the nature of work includes working with people who have experienced traumatic events, or working with material (written, visual and audio) of a graphic and sensitive nature that may be confronting and distressing to some people. Applicants are encouraged to consider this carefully prior to applying for the role.

QCS has stringent safety protocols and practices in place to mitigate risks such as occupational violence and psychosocial hazards and offers specialist support services to assist employees in these circumstances. Any specific occupational risks and hazards will be discussed with you during the recruitment and selection process.

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

Human Rights

QCS is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, QCS 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 or QCS, please phone or email the contact officer in the job advertisement.