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Information for applicants



*Make Central Queensland
the heart of your world.*



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 Central Queensland Hospital and Health Service (CQHHS) employment information.

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

Use this package to find out more on:

- Queensland's public service values
- About Queensland Health
- About Central Queensland Hospital and Health Services
- Why not work for us?
- 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
- Employment Suitability
- Your appointment to Central Queensland Hospital and Health Service
- Commencing employment
- Selection process documentation

Queensland's public service values

Our **goal** is to be the most responsive and respected public service in the nation. We will be more effective, deliver value for money and ultimately achieve better outcomes for Queenslanders. Queensland's public service has five organisational values that will support this goal.

Our **vision** is to be a government of the 21st century; one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

Our **values** are:



Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

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.

The Department of Health mission is 'Quality healthcare that Queenslanders value'.

The 2013 **Blueprint for better healthcare in Queensland** has four principal themes:

- Health services focused on patients and people.
- Empowering the community and our health workforce.
- Providing Queenslanders with value in health services.
- Investing, innovating and planning for the future.

"Getting value from every health dollar, encouraging collaboration and providing for future needs through investment, innovation and planning will return Queensland's healthcare system to lead the nation".

For more information about the Blueprint for better healthcare in Queensland, visit www.health.qld.gov.au/blueprint/default.asp

About Central Queensland Hospital and Health Service Values

The Queensland public service values and Queensland Health's *Blueprint for better healthcare in Queensland* underpin the mission and values embraced by Central Queensland Hospital and Health Service (CQHHS).

CQHHS Mission: Delivering quality, evidence-based, integrated health services focussed around the patient's journey that are effective, efficient and meet the needs of the community.

CQHHS Values: Six key values describe how we work to fulfil our goals and achieve our outcomes.



Care

Care

We will care and provide care for our communities, individuals, groups and all of our stakeholders



Integrity

Integrity

We will be accountable for everything we do. We will conduct ourselves and our business professionally at all times



Commitment

Commitment

We will always direct our efforts to delivering the best health care to Central Queenslanders



Innovation

Innovation

We will utilise and contribute to the development of new and effective practices for the delivery of leading edge healthcare



Collaboration

Collaboration

We will work with other providers, educators and researchers, our communities and stakeholders to ensure our collective services are seamlessly delivered across the patient experience



Respect

Respect

We will respect everyone we deal with in all that we do

Strategic Direction

The Blueprint for better healthcare in Queensland principle themes, Queensland Health Strategic Priorities and Objectives underpin the CQHHS Strategic Plan 2013-2017.

1. Delivering integrated health services in partnership with other providers.

- 1.1. Working in partnership with stakeholders to establish effective multidisciplinary teams to ensure integrated service delivery of contemporary healthcare.
- 1.2. Working with our partners to monitor and report health outcomes of our region's population.
- 1.3. Collaborating with community partners to facilitate access to timely and appropriate health care by identified at-risk and vulnerable groups (e.g. Aboriginal and Torres Strait Islander peoples, refugees, offenders and those of culturally and linguistically diverse (CALD) origins).
- 1.4. Implementation of innovative communication strategies to reach at-risk and vulnerable groups in regional and rural areas.

2. Provide accessible, sustainable, networked services in a quality framework.

- 2.1. Developing seamless models of service delivery which integrate across CQHHS to ensure a smooth transition throughout the patient journey.
- 2.2. Integration of local hospitals and their associated community services.
- 2.3. Provision of continuity of care for patients, families and carers within the system.
- 2.4. Provision of care for patients either at home or as close as possible to where the patient lives.
- 2.5. Development of a model for cohesive health and hospital services to ensure all the community has equity of access to quality and timely health care by using hub-and-spoke and other integrated models.

3. Striving for better care in Central Queensland.

- 3.1. Development of the regional capacity, experience and knowledge to deliver internationally benchmarked best practice in health care and service delivery.
- 3.2. Provision of innovative services that are targeted and deliver appropriate care for patients across the region.
- 3.3. Development of evidence-based practice and procedures to deliver integrated, quality and effective health care throughout the patient's journey.
- 3.4. Demonstrated support of effective clinical practice through research and education.
- 3.5. Utilisation of information technologies that provide consistent health service data which will influence and ensure health services reflect health trends.

4. Providing a great place to work.

- 4.1. Development and fostering of a positive organisational culture as evidenced by qualitative measures.
- 4.2. Attraction and retention of a high quality, responsive and skilled professional workforce.
- 4.3. Recognition as an employer of choice within clinical and professional groups.
- 4.4. Commitment to continuous development of staff skills, career pathways and professional opportunities.

5. Underpinning our business through stakeholder, clinician, consumer and community engagement.

- 5.1. Development of sound communication, information and knowledge networks to engage and work with the region's leaders, industry and the community in order to drive better health care outcomes regionally, state wide and nationally.
- 5.2. Establishment of partnerships with local communities to ensure that they are engaged in decision making on how health and hospital services are delivered.
- 5.3. Enhancing community engagement and improving health literacy to ensure the community has ownership of and input into decisions affecting health and hospital services.
- 5.4. Promotion of healthy lifestyle information to health consumers throughout the Hospital and Health Service.

6. Living within our means.

- 6.1. Effectively advocating for the changing needs of all communities within the CQHHS footprint and health demographic.
- 6.2. Promotion of accountability and transparency through best practice governance, the provision of frank and fearless advice and implementation of robust business practices.
- 6.3. Delivery of cost-effective services, maximising value and planning future resource allocation and investment.

Information for applicants

About Central Queensland Hospital and Health Services

The Central Queensland Hospital and Health Board (CQHHB) and Central Queensland Hospital and Health Service (CQHHS) were established on 1 July 2013. The CQHHS operates across a geographic area of 117,812km². This is a diverse area in the heart of Queensland is close to half the size of the United Kingdom.

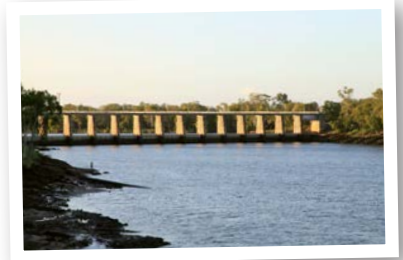
CQHHS links the Great Barrier Reef to Western Queensland in a footprint extending from South of Gladstone to North of Rockhampton, from the Capricorn Coast west to the Gemfields. This largely rural area is impacted by significant coal mining in the Central and Southern Highlands and industrial developments in and around Gladstone.

The region encompasses a variety of regional landscapes, including urban and rural holdings, agricultural production, resource and mine sites, and protected areas.

The Central Queensland region includes the five local government areas of:

- Banana Shire Council
- Central Highlands Regional Council
- Gladstone Regional Council
- Livingstone LGA
- Rockhampton Regional Council
- Woorabinda Aboriginal Shire Council.

The Central Queensland region is experiencing rapid economic and investment growth following record levels of investment from the resources sector. In 2011–12, around 75 million tonnes of coal was produced in the region accounting for 40 per cent of Queensland's total coal production. Agricultural production continues to grow strongly in Central Queensland accounting for almost 10 per cent of total agricultural production in the state. Tourism and education also support the diversification and sustainability of the region's economy.



Our Central Queensland Region

Capricorn region:

Straddling the Tropic of Capricorn, Central Queensland is a diverse environment with an array of experiences. In the heart of Capricornia, Rockhampton offers a diversity of lifestyle options from coastal, to rural, to vibrant city living, with the best tropical climate Queensland has to offer, it took out the 2009 Bronze Award as one of the world's most liveable communities.

Rockhampton acts as gateway to the Capricorn Coast to the east, and the Outback to the west and is the fifth largest city in the Sunshine State, with a wider population totalling 100,000. The city is the major regional centre providing air, rail and major touring route access to the region.

The city of Rockhampton boasts a great range of Boarding Schools and Secondary Schools and together with the dual sector CQUniversity - CQTAFE system making it an educational mecca.

Being the commerce centre for Central Queensland Industry, government offices, legal firms, accounting firms, and medical expertise including three hospitals, and also boasts a great range of leisure activities, restaurants, quality shopping, sporting clubs and facilities.

The city is well known as the Beef Capital of Australia and is host to Australia's national beef exposition. With more than 85,000 local, interstate and international visitors, the exposition is one of the world's great beef cattle events and is held just once every three years. The next event will be held on 4-9 May 2015.



The City's Airport is capable of handling the world's largest aircraft and is a critical element of the region's business and tourism industries. It is the twelfth busiest domestic airport in Australia and is well serviced with direct flights from Brisbane, Sydney, Melbourne, and Townsville. Being an easily accessible airport with only a 1 hour flight to Brisbane, provides many with opportunities for a quick trip for business, events or shopping.

Rockhampton is situated on Queensland's largest river, the Fitzroy, and lies 40 kilometres inland from the beautiful Capricorn Coast beaches. The City is surrounded by the Berserker Ranges and Mount Archer (607 metres high), posing an impressive backdrop for the vibrant City centre, business districts and residential areas.

A short drive west of Rockhampton, the Mount Hay Gemstone Tourist Park remains a popular destination for fossickers seeking thunder eggs - curious volcanic formations.

Just north of Rockhampton offers unique opportunity for exploring the spectacular Capricorn Caves a natural limestone cave system. The available tours are designed to suit a wide variety of capabilities with challenging routes for the more adventurous tourist.

On a short diversion on the road east to Emu Park, you can get up close and smile at a crocodile at the Koorana crocodile farm. Koorana is an approved farm, operating under the Australian Government's strategic conservation program. Koorana provides a live problem crocodile capture service for Queensland.

In Rockhampton, fish for giant barramundi from the banks of the Fitzroy River, jump in a 'tinny' or join in the annual Barra Bounty competition, one of Australia's most popular tag and release competitions. Another tempting option is to cast a line in from one of the Capricorn Coast's long stretches of beach.



Information for applicants

Enjoy the cool seclusion of a rainforest village at Byfield. Hire a canoe and paddle along the freshwater creek where the rainforest spills to the water's edge. Here you'll find excellent picnic areas perfect for a family BBQ and beautiful freshwater swimming holes

If you're considering a move for your career or just wanting to escape the hassles of metropolitan life, Rockhampton boasts all the facilities of a capital city without any of the worries.

Central Highlands:

Capricorn's Central Highlands in the heart of Queensland's outback offers the experience of a genuine rural Australian lifestyle. West of Rockhampton the Central Highlands are home to vast and diverse agricultural and mining operations as well as some of Queensland's most dramatic natural landscapes.

With the contrasts of mining and cattle country, the Capricorn Region is endowed with sprawling national parks with towering escarpments and gorges, rainforest and waterfalls. The dramatic seasonal variances provide a different experience each time you wander the region's marvels.

Whether you visit Carnarvon because of its geological appeal, its rare and ancient indigenous rock art or for its delightful walking tracks, you will surely be struck by its magnificence and grandeur.

Travel west from Rockhampton along the Capricorn Highway and you will come across some original outback frontier towns, like Alpha, where each street is named after a famous poet.



Just half an hour drive off the Capricorn Highway you can discover immense sandstone gorges and sweeping views of the endless plains around The Blackdown Tableland National Park.

The town of Emerald is the hub of the Central Highlands and is the gateway to the Sapphire Gemfields. Here the whole family can fossick in the largest commercial sapphire fields in the Southern Hemisphere - who knows what treasure you might dig up!

Gladstone region:

Gladstone is a fast growing industrial centre offering a large range of childcare, education, medical and recreational facilities. Gladstone is well served with cafes, pubs and restaurants, sporting facilities and clubs, childrens' playparks and the Botanical Gardens. Gladstone has well developed infrastructure and services, including a regional airport with several daily direct flights to Brisbane and Sydney.

This dynamic, modern city basks in a sub-tropical climate region with access to islands, waterways and lakes providing year-round boating, fishing, swimming and surfing. Gladstone offers access to Heron Island (with reduced rates for local residents), Wilson Island and uninhabited coral cays with an abundance of leisure fishing opportunities.

To the south of Gladstone are the coastal settlements of Agnes Water and the Town of 1770 providing access to National Parks and pristine coastline. The hinterland and rural regions to the west include attractions such as Koorombit Tops National Park, Lake Callide, Lake Awoonga and rural townships.

A strong sense of community with a "can do" attitude and a relaxed and friendly atmosphere permeates throughout the region.

Banana Shire:

The town of Biloela is the centre of the Banana Shire. The name came from a tan-coloured bullock, named Banana, much applauded for his role by local stockmen. His difficult feat was to lure wild cattle into enclosures.

Biloela is a growing rural town with a very diverse agricultural industry, producing cotton, sorghum, wheat, herbs and spices. The cattle industry is thriving too, with the largest number of cattle of any shire in Queensland.

Biloela's biggest attraction is the Queensland Heritage Park's giant silo. More than 28m high, it is filled, not with an array of displays about primary industry. The Queensland Heritage Park gives an insight into cotton production, stud and dairy cattle, redclaw crayfish and ostrich farming, grain production and land care.

Biloela came into being only in 1924 as an agricultural centre with coal first mined in the 1940s and shipped through Gladstone. The Callide Mine Lookout provides a spectacular view of Biloela and an overview of the mine area. The vantage point gives people a fantastic view of the workings of the dragline, which is one of the world's largest walking draglines.

Nearby Kroombit Tops National Park offers spectacular views of sandstone escarpments, subtropical rainforest and palm-fringed waterfalls. It's also the final resting place of the Beautiful Betsy, an aircraft that went missing in WWII and was only rediscovered in 1994.

Banana Shire has a variety of farm and station stays offering the opportunity to experience rural life. You can learn to ride a horse and crack a whip, muster or draft cattle, enjoy home and camp-fire cooking, camp under the stars, yarn and share bush poetry.



Our locations

The Central Queensland Hospital and Health Board (CQHQB) and Central Queensland Hospital and Health Service (CQHHS) were established on 1 July 2013.

CQHHS employs some 3224 staff (2580 FTE), which makes it one of the largest single employers in the region. CQHHS is responsible for the direct management of facilities within its geographical boundaries including:

Direct management of:

- Biloela Hospital
- Capricorn Coast Hospital
- Emerald Hospital
- Gladstone Hospital
- Moura Hospital
- Rockhampton Hospital.

Multi-Purpose Health Services (MPHS) located in:

- Baralaba
- Blackwater
- Mount Morgan
- Springsure
- Theodore
- Woorabinda.

Outpatient clinics are located at:

- Boyne Valley
- Capella
- Gemfields
- Tieri.



Services:

- A 24 hour Emergency Department
- Red Cross Blood Transfusion Service
- A general Outpatient Department for non-urgent conditions staffed by qualified nursing staff.
- Nursing staff are available to assess and treat patients in consultation with hospital doctors
- An acute care ward for inpatient services
- Maternity and paediatric services including antenatal
- Radiology services including - x-rays, CT Scans, Ultrasounds, MRI's and Interventional Radiology (IR)
- Pharmacy services
- General medical and surgical units, providing day surgery and general surgery services
- Palliative Care, Chemotherapy, Rehabilitation, Renal, Coronary Care, Intensive Care services
- Anaesthetics services
- Pathology services

Specialty services:

- Specialist Outpatient Department
- Cardiac services
- Dermatology services
- Diabetes service, including diabetes in pregnancy
- Ears, Nose and Throat (ENT) services
- Gynaecology services including colposcopy, pelvic floor disorders and urogynaecology
- Maternity services with antenatal booking clinic and antenatal obstetric review clinic
- Paediatric services
- Haematology services
- Orthopaedic services
- Palliative Care services
- Medical and Radiation Oncology
- Renal services
- Respiratory services
- Rheumatology services
- GP referred surgical services
- TB Control services
- Child Health Nurse

- Women's Mobile Health Nurse
- Early Intervention services
- Patient Liaison Officers
- Indigenous Hospital Liaison Officers

Allied health services:

- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology
- Social Work
- Psychiatry
- Diabetic Educator
- Nutrition and Dietetics

Information for applicants



The future

The CQHHS continues to be committed to establishment of Aboriginal and Torres Strait Islander Cultural Capability and supporting cultural capacity building. This is reflected in the planned increase to Aboriginal and Torres Strait Islander staffing targets. The workforce strategies are an important contribution to “Closing the Gap on Aboriginal and Torres Strait islander peoples’ disadvantage priorities by establishing culturally safe health services. The CQHHS Aboriginal and Torres Strait Islander Workforce Action Plan 2009 - 2012 identifies key strategies to increase the number of Aboriginal and Torres Strait Islander people employed across all occupational streams within the Central Queensland Hospital and Health Service.

CQHHS is focussed on developing the range of acute and ambulatory services that promote regional self-sufficiency for health care provision over the next 10 to 15 years.

The Regional Cancer Centre being constructed at Rockhampton Hospital will allow a range of oncology services, including radiation oncology, to be delivered locally and reduce referrals to metropolitan hospitals for assessment and treatment.

Gastroenterology and ophthalmology services are priority developments for the future, as outlined in the Central Queensland Health Services Plan 2011-2026-27.

CQHHS will continue to pursue partnerships with Central Queensland Medicare Local and General Practitioners, as well as the private and non-government health sectors, to clarify its role in primary health care service delivery and to better configure its hospital and hospital-related services.



Information for applicants

Why work for us?

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

Central Queensland Hospital and Health Service 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.

Residential Medical Officers, other than interns, are entitled to accrue one week of professional development leave per year in addition to existing exam leave entitlements (for a period of 2 years).

Professional development assistance for eligible allied health and nursing staff is in the form of 3 days paid leave plus an annual professional development allowance of either \$1,500 p.a. to \$2,000 p.a., dependent on location category.

Professional development for eligible medical staff Senior Medical Officers, including MSRPPs and MORPPs, are paid a professional development allowance to the value of \$20,000.00 per annum, paid as a fortnightly payroll allowance. Part-Time staff will receive a pro-rata fortnightly payroll allowance. Subject to approval, a professional development leave entitlement of 3.6 weeks per annum for a maximum of 10 years may be granted to eligible senior medical staff.

Remuneration and employment conditions

Central Queensland Hospital and Health Service provides competitive remuneration and good employment conditions:

- 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.
Professional development	<ul style="list-style-type: none"> • Allied health 3 days paid leave plus \$1,500 p.a. • Nursing 3 days paid leave plus \$1,500 p.a.
Higher education incentive	<ul style="list-style-type: none"> • Salary bonus paid to Allied Health employees based on higher level of qualifications attained.
Parental leave	<ul style="list-style-type: none"> • 14 weeks paid leave after 12 months of qualifying service.

Information for applicants

Salary Packaging

To find out whether or not your work unit is eligible for the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please refer to the Salary Packaging Information Booklet for Central Queensland Hospital and Health Service employees available from the Central Queensland Hospital and Health Service Salary Packaging Bureau Service Provider – RemServ at www.remserv.com.au. For further queries regarding salary packaging RemServ's Customer Care Centre may be contacted via telephone on 1300 30 40 10.



Balancing work and life

Central Queensland Hospital and Health Service values the contribution of employees with family responsibilities to the delivery of quality services. Central Queensland Hospital and Health Service 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 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

Central Queensland Hospital and Health Service 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 Responsibilities of the role
- decide if you meet the Key Skill Attributes 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
- Central Queensland Hospital and Health Service by visiting www.health.qld.gov.au/cq
- Queensland Health by visiting www.health.qld.gov.au

Information for applicants

Preparing your resume

Central Queensland Hospital and Health Service 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 personal qualities relate to the Principal Accountabilities and Key Attribute of that role.

While you may refer to career achievements, you are not expected to provide full examples of your experience for each Key Attributes 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.

Information for applicants

How to apply

Applications should be submitted on-line.

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

- 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 Principal Accountabilities and Key Attributes in no more than two pages.

Applying online

Visit Work For Us at www.health.qld.gov.au/workforus, find the job you 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 2007 or an earlier version.

Applying by posting or delivering your application

If posting or delivery is an available option for submission of your application, the details will be listed on the role description. Please note, these options are not available for all vacancies.

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.

Information for applicants

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.

For Nursing roles in CQ apply at www.health.qld.gov.au/cq/nursing/

For other roles apply via www.health.qld.gov.au/workforus/profiles/CentralQLD/CQ_rockhampton.asp

The selection process

Applicants for roles in Central Queensland Hospital and Health Service 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 Central Queensland Hospital and Health Service 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
- competency assessments.

The basis for selection is the merit of each applicant in relation to the Key Attributes. 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 Central Queensland Hospital and Health Service 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 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.

Information for applicants

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 Principal Accountabilities and Key Attributes 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 Principal Accountabilities and Key Attributes.

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 Attributes, 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 Attributes; 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 Attribute. 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.

Employment Suitability

Central Queensland Hospital and Health Service 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 Central Queensland Hospital and Health Service 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.

Information for applicants

Criminal history

Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Working with children check

For some Central Queensland Hospital and Health Service 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)*. Central Queensland Hospital and Health Service has a responsibility to apply to the Commission for a suitability notice for all applicants recommended for these roles.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt.

All relevant health professional (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities. All relevant health professionals are also responsible for the maintenance of their level of capability in the provision of health care and their reporting in this regard.

Aged care employment checks

A criminal history check is undertaken for all roles that provide aged care services. Central Queensland Hospital and Health Service 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 Central Queensland Hospital and Health Service employment.

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

Disclosure of Previous Employment as a Lobbyist

Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf.

Information for applicants

Your appointment to Central Queensland Hospital and Health Service

Probation requirements

Employees who are permanently appointed to Central Queensland Hospital and Health Service 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 Central Queensland Hospital and Health Service or other Queensland Government departments). For further information, refer to Probation HR Policy B2 www.health.qld.gov.au/ghpolicy/docs/pol/gh-pol-197.pdf.

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 Central Queensland Hospital and Health Service 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 Central Queensland Hospital and Health Service 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 Central Queensland Hospital and Health Service Infection Control Guidelines.

Central Queensland Hospital and Health Service and Central Queensland Hospital and Health Service policies

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

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

Smoking within Central Queensland Hospital and Health Service buildings and grounds (other than in designated smoking areas) is prohibited. Smoking is also prohibited in Central Queensland Hospital and Health Service 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.

Central Queensland Hospital and Health Service 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.

Central Queensland Hospital and Health Service 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.

Information for applicants

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.

Onboarding

Under our goal to attract and retain talented staff we focus on demonstrating that we value each individual. Central Queensland Hospital and Health Service has a set of practices and programs that integrate to form our onboarding process. Throughout the onboarding process our line managers and recruitment staff aim to ensure that new employees feel that they are a valued part of the larger organisation. The customised onboarding process starts with the first contact of a potential new employee and goes beyond a simple process of filling out paperwork. In some cases, the onboarding process may include support as new employees and their family relocate and find a fit within their local community. The onboarding process may continue well beyond the new employee's probation period with monitoring and involvement in select programs.

Orientation

All new starters participate in an orientation and induction process to ease the transition to practices and culture of Central Queensland Hospital and Health Service. Orientation includes 5 steps:

1. CQHHS Orientation
2. Aboriginal and Torres Strait Islander Cultural Practice Program
3. Online Orientation and Mandatory Training
4. Local Unit Induction and Requisite Training
5. Talent Assessment and Performance Planning

Aboriginal and Torres Strait Islander Cultural Practice Program

The Central Queensland Hospital and Health Service region is home to 5.2% of Queensland's Aboriginal and Torres Strait Islander population. To ensure that employees are best able to service the diversity of cultures our district all new employees participate in cultural awareness training. The Aboriginal and Torres Strait Islander Cultural Practice Program aims to contribute to development of our organisation's cultural capacity and support our employees in delivery of a culturally safe health service. Each Aboriginal and Torres Strait islander community has their own protocols. The program assists staff to adhere to local protocols as they seek to engage with individual people or groups within the community.

Peer Support Program

The Peer Support Program is designed to help employees through engagement with a volunteer staff member. The experienced peer provides a personal contact and support for the new employee across a variety of contexts. New employees are able to get a better understanding of CQHHS, the Service, the Facility and work environment that they work-in. Peer support may include advice to the new employee even prior to their arrival. Tips on housing, schools, local services and where to find information should ease the complications that arise when relocating to a new location and new employer.