



**public guardian**  
Queensland

# Applicant information package

*Information about the recruitment and selection process  
for Community Visitors (Casual)*



### Acknowledgement of Country

The Office of the Public Guardian acknowledges the Traditional Custodians throughout Queensland of the lands on which we leave a footprint. We acknowledge and pay our respects to their Elders, past, present and emerging.

We recognise you, the First Nations people and your continuing connection to the land, sea and waterways and acknowledge your ongoing contribution in caring for Country since time immemorial. We acknowledge your Dreamtime stories and your ancient and recent history of struggles, your strength of perseverance towards overcoming adversities and your resolve towards maintaining survival of the oldest living cultures on Earth.

### Acknowledgement of living and lived experience

We acknowledge the living and lived experience of our clients, whose rights and interests we strive to promote and protect. We thank them and their support networks for engaging with us while we strive to achieve the best possible outcomes for the people we serve. We also acknowledge the living and lived experience and expertise of our staff who directly support adults with impaired decision-making ability and vulnerable children and young people in either a professional or private capacity.

### Artwork acknowledgement

The OPG brand reimagines elements from within the *Birrang* artwork, complementing the artwork's story. The artwork *Birrang* (Journey) shows the journey of the OPG's clients who are adults with impaired decision-making ability and children and young people in care with OPG using the Aboriginal symbol for journeys. It features a campsite at each end of the journey representing a sense of stability when there is lots of change occurring. Various symbols in the background represent the Indigenous community's



connection to Country that impacts our personal journeys and the arrows at either end of the journey symbolise overcoming adversity which often occurs for people that the OPG supports.

**Birrang (Journey)**  
by Jordana Angus

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### Attribution

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### Interpreter service



We are committed to providing accessible information to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding this document, you can contact us on 1300 653 187 and we will arrange an interpreter to effectively communicate the report to you free-of-charge.

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## What does OPG do?

The Office of the Public Guardian (OPG) is an independent statutory office established to protect the rights, interests and wellbeing of adults with impaired decision-making capacity, and children and young people in the child protection system (foster care, kinship care and residential care) and at other visitable sites such a youth detention centre, disability service or mental health facility.

The purpose of Community Visiting and Advocacy is to promote and protect the rights and interests of the people we visit.

- For our **children and young people clients**, this means advocating for their rights, access to services and where appropriate, their independence and choice.
- For our **adult clients**, this means advocating for their rights, access to services, independence and choice as part of a supported decision-making model.
- **Advocacy** means understanding the lives and views of our clients with the aim of promoting and protecting their human rights. Advocacy can mean working to prevent or address discrimination, abuse or neglect. Advocacy does not mean taking over a client's life or problems. Advocacy does not mean taking over the roles and responsibilities of other government agencies or service providers.

Community Visitors (CVs) do this by visiting children, young people and adults, seeking their views and wishes, advocating for the resolution of their worries or concerns, and making inquiries and observations about the standard and adequacy of care or services being provided.

CVs also make inquiries to ensure children, young people and adults have been given adequate information about their rights, that they are supported to express their views and wishes, and they can participate in decisions that affect them.

## Our purpose and role

To promote and protect the rights and interests of adults with impaired capacity for a matter and children in out of home care or staying at visitable sites.

Our work is informed and guided by our commitment to Aboriginal and Torres Strait Islander peoples and cultures, recognising that outcomes built on strong relationships create a positive shared future for all.

## What we have to offer

### The work

The services we provide make a meaningful and positive difference to the lives of many Queenslanders. Our work is far reaching, profound and rewarding.

### Professional development

Build a professional and fulfilling career with us through:

- in-house training
- the Department of Justice (DoJ) mentoring program
- comprehensive Learning & Development Framework.

You may also build additional skills and develop your career through secondments to other areas of the DoJ, or other Queensland Government entities, with the security of knowing you can return to your current role.

## Careers

We offer extraordinary opportunities to undertake unique work and support our employees to constantly develop and grow in a wide range of careers.

### Working conditions

This is a casual position. The quantity, type, and frequency of work allocated to a casual employee will depend upon the varying operational needs of the Office of Public Guardian. The allocation of visits and work is therefore subject to the operational needs of the Office of the Public Guardian and can be up to 72.5 hours per fortnight.

CVs work their allocated hours within a spread of ordinary hours between 6am – 10pm. Flexibility within these hours can be considered however to conduct visits, availability between 3pm and 6pm Monday to Friday may be required.

Our working conditions support a contemporary view of work-life balance:

- flexible hours of work between 6am and 10pm Monday to Friday
- working from home and in the community
- additional flexible working arrangements available in the context of role requirements
- up to 12.75% employer-funded superannuation
- generous parental leave and access to special leave provision for carers, emergencies, disasters and critical incidents
- long service leave after 7 years
- potential recognition of previous service (long service and sick leave entitlements) from recent employment at other government or educational institutions
- 10 days paid domestic and family violence leave and unpaid domestic and family violence leave.

CVs are employed by the Public Guardian under the Public Guardian Act 2014 and are not public service officers.

The pay and conditions of employment for CVs are set out in the Public Sector Act 2022, Queensland Public Service Officer and Others Employees Award – 2015 and State Government Entities Certified Agreement 2023.

CVs work across Queensland under a remote operating model, with their home being their primary workplace.

Whilst most visits allocated to a CV fall within their allocated region, CVs may be required to undertake visits and other associated work for any part of the CVA network across Queensland if operationally required. Travel as required is a mandatory requirement of the role.

CVs use their own car to travel to and from visits, therefore it is a requirement of the role to hold a current open C class driver's licence and have access to a registered motor vehicle covered by Compulsory Third Party (CTP) insurance that allows the vehicle to be used for work purposes. CVs are paid a motor vehicle allowance for each kilometre travelled for all approved work purposes.

### Contributing to our culture

We look for people who are committed to a fair and just society – those who want to support safe, healthy and productive workplaces and communities. We want people who respect Aboriginal peoples and Torres Strait Islander peoples and acknowledge their culture and history. We want people who welcome and embrace equity, diversity and inclusion, and appreciate cultural diversity. We want people who are professional, open, honest and friendly.

We mandate a workplace free of bullying, harassment, discrimination and violence. We treat each other with integrity and respect and work with trust and collaboration.

## People

We enjoy working with great people in a diverse workforce, where we provide work-life balance, competitive benefits and recognise our staff for their contribution.

### Diversity, equity, respect and inclusion – let us know how to support you

We have working groups and networks fostering diversity, equity and inclusion across DoJ including Just Pride, Just Ability, First Nations and Women’s networks. If you would like to be put in contact with any of the groups/networks to discuss your personal requirements, please email [capabilityandculture@justice.qld.gov.au](mailto:capabilityandculture@justice.qld.gov.au). Don’t forget to include which network you would like to contact you.

### Reframing the relationship with Aboriginal people and Torres Strait Islander people

We recognise and honour Aboriginal peoples and Torres Strait Islander peoples as the first peoples of Queensland and recognise the importance of their right to self-determination.

We support the aims, aspirations and employment needs of Aboriginal peoples and Torres Strait Islander peoples and the need for their greater involvement in the public sector.

### Union encouragement

We recognise your right to join a union. Although union membership remains at your discretion, we encourage membership.

Under your industrial arrangements we provide your name, the name of your workplace and your workplace location to the relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

For all employees, the relevant union is Together Queensland.

### Are you eligible to apply?

To be employed in the Queensland Public Sector you will need to demonstrate that you are either:

- an Australian citizen, or
- a person who resides in Australia and has the legal right to work in Australia.

If you are not an Australian citizen, you will need to provide proof you can legally work in Australia. If your permission to work ceases, you must inform your manager immediately.

A person is not eligible to hold office as a CV if:

- they are a public service employee of the disability services or health departments
- they, or their spouse, hold a pecuniary (financial) interest in a contract with the disability services or health departments or any visitable location
- they are an employee of the NDIS agency
- they are a consultant engaged by the NDIS agency under the NDIS Scheme Act 2013(Cwlth), section 171.
- they are an employee of the NDIS commission
- they are a consultant engaged by the NDIS commissioner under the NDIS Scheme Act 2013 (Cwlth), section 181V
- they are a member of the police service
- they are a public service employee in:
  - the child safety department
  - the corrective services department
  - the disability services department
  - the health department
  - the youth justice department
- they are engaged in any capacity in relation to a correctional institution, except as an official visitor
- they are an approved carer under the Child Protection Act 1999

For more information about eligibility for appointment as a CV, see [Part 4 of the Public Guardian Act 2014](#).

### Is this the role for you?

Read the role description to learn about the key responsibilities and technical skills, abilities and cultural capability of the role, and any mandatory requirements or job-specific working conditions.

If you would like further information or have any questions about the role, reach out to the contact person named on the role description. It is a good idea to gain more insight into the role before applying. Make sure you have your questions ready before calling to ensure you gather all the information you need. Due to the nature of our work, employees within the department may be directly or indirectly exposed to confronting circumstances that may result in vicarious trauma. Please check the role description to see if you may be directly exposed to potentially traumatic material, offending behaviours, criminal activities or other explicit, offensive or distressing situations.

We have a range of strategies, such as our Employee Assistance Program, to help manage the risk of vicarious trauma and support employees who are impacted. However, use of individual coping strategies is also an important factor.

### Difficulty applying

If you experience difficulty accessing the Smart jobs website, please call 13 74 68 for assistance.

If you do not have internet access, please call Queensland Shared Services on 1300 146 370 to make alternative arrangements for submitting your application.

## Recruitment, selection and post-interview screening processes

Recruitment and selection processes are:

- aimed at finding the person best suited to the role
- fair and transparent
- reflect equity, diversity, respect and inclusion obligations.

### Shortlisting and selection

The panel will assess your eligibility and suitability for this role by looking at:

- whether you are allowed to perform the role, for example, citizenship or residency, mandatory qualifications or conditions, licences
- your ability to perform the requirements of the role, for example, the extent to which you have

abilities, aptitude, skills, qualifications, knowledge, experience, and personal qualities relevant to carrying out the duties in question

- how you have carried out any previous employment
- your potential to make a future contribution to OPG
- how your employment would achieve OPG equity, diversity, respect and inclusion obligations.

### The interview

Panel interviews, usually consisting of three panel members, will be held in person or via Teams. If shortlisted, you will be contacted by phone or email to arrange a day and time for an interview. All candidates are encouraged to advise the panel of any additional support or reasonable adjustments (i.e., building access, wheelchair access, interpreting services etc.) required during the recruitment process in order to ensure they can demonstrate their ability to meet the requirements of the role. In preparation for the interview:

- make sure you have a good understanding of the role and know what skills and experience you can bring to the role. Think about examples of past work or studies where you applied relevant skills and abilities. If there are parts of the role requiring capabilities outside your skillset, tell us how you would go about learning new skills to enable you to do the role. Just because you have not done it all before doesn't mean you will be unsuccessful.
- bring a copy of your resume to the interview for your own reference along with any personal notes to assist you.

You may also be given a work task to complete as part of the selection process or be required to participate in other assessment processes depending on the role.

### Reference checks

You will be asked to nominate at least two recent referees. At least one referee must have thorough knowledge of your conduct and performance within the previous two years unless this is impractical.

By providing the names and contact details of your referees you consent for these people to be contacted by the selection panel. If you do not wish for a referee

to be contacted without prior notice, please indicate this on your resume and contact the selection panel chair to discuss.

Note: Reference checks may be conducted on all interviewed candidates to gather further information about their performance, abilities and teamwork.

### **Verification checks**

Verification of mandatory qualifications and conditions including professional memberships may also be requested.

### **Suitability for employment**

Please note suitability for employment is also known as probity, employment screening or pre-employment checks.

Legally, certain roles require suitability checks to assess the honesty, integrity and character of a person.

The role description will state any suitability checks that may be required to determine your suitability for employment.

### **Serious disciplinary action check**

If you have current or previous employment in the Queensland public sector, prior to an offer of employment, you will need to complete a declaration advising us of any serious disciplinary action taken against you during your employment in the public sector. A form will be provided to you to complete. Having disciplinary action taken against you does not automatically exclude you from employment with us.

### **Criminal history check**

You will be required to provide written consent for a criminal history check prior to being offered employment. If you are concerned about undergoing a criminal history check, please email us on [PE@publicguardian.qld.gov.au](mailto:PE@publicguardian.qld.gov.au) or telephone us on 3738 9455 to discuss any concerns. A criminal record does not automatically exclude employment with us. Criminal history checks are conducted in the strictest confidence.

### **Working with children check**

A working with children check will be undertaken for the recommended applicant. If you do not currently have a blue card, and you are the successful applicant you will need to apply to hold a blue card before commencement at OPG. Maintaining a blue card is a condition of employment. A form will be provided to you to complete. The [Blue Card Services](#) website tells you more information about this check.

### **Disclosure – Matters you need to tell us about** **Have you worked as a lobbyist?**

If shortlisted with us, you must disclose if you have been employed as a lobbyist within the previous two years. This disclosure must be made during the selection process to the panel chair and again to your manager within the first month of your employment.

### **As a previous Queensland public sector employee, have you accepted early retirement, retrenchment or a voluntary medical retirement payment?**

If you have previously accepted an early retirement, retrenchment or voluntary medical retirement payment from the Queensland public sector, you must disclose this information in your application and again during your interview. There are circumstances where you may need to repay part or all of the benefit you received if you accept a role with us.

### **Do you have any pre-existing medical conditions?**

During your interview, you should disclose any workplace adjustments you may require due to a pre-existing medical condition. Further medical advice may be sought in relation to reasonable adjustments required.

### **Closure of the role and seeking feedback**

You will be notified of the outcome of your application once the recruitment and selection process is complete. This may take up to two to three months after the closing date on the advertisement. You can request feedback about your application/interview through the panel chair/contact person in the role description. The feedback process is designed to be constructive and will be based on an assessment of your suitability for the role.

## What are the Leadership Competencies for Queensland (LCQ)?

These are a tool we use to assist us in many aspects of an employee's life cycle, including recruitment. The LCQ describe behaviours/actions used in everyday leadership, including self-leadership, and form part of the selection process.

### Privacy statement

Any personal information you provide will be used for the purpose specified at the time it is collected, and will otherwise be managed in accordance with the [Information Privacy Act 2009](#).

In some assessment processes (such as an assessment centre) your identity as an applicant may become apparent to other applicants.

If you disclose serious disciplinary action taken against you, that information may be disclosed to the Chief Executive (or their delegate) of the entity where the action was taken for the purpose of seeking further information.

Any person (including an applicant) who seeks documents in relation to a recruitment and selection process must make an application under the [Right to Information Act 2009](#). Fees and charges may be payable. You have the right to access your personal information held by the government under the [Information Privacy Act 2009](#).



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