Information for Applicants

Wide Bay Hospital and Health Service is an independent statutory body overseen by a local Hospital and Health Board. We deliver health services to more than 240,000 people across the Wide Bay. Our workforce is made up of over 4,200 team members.

We are responsible for the delivery of quality, patient and family-focused public hospital and health services including medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services to people residing in a geographical area which incorporates the North Burnett, Bundaberg and Fraser Coast local government areas and part of Gladstone local government area (Miriam Vale). This care is provided through our Bundaberg, Hervey Bay and Maryborough hospitals as well as our rural facilities located in Biggenden, Childers, Eidsvold, Gin Gin, Gayndah, Monto, Mount Perry and Mundubbera.

Things to consider before applying

We encourage you to apply for roles that are relevant to your experience, skills, qualifications and interests. Before you apply:

- review the role description to gain a broad understanding of the role
- consider if you are the right person for the job
- determine if you possess any mandatory qualifications and/or professional registrations that may be a requirement of the role

Do you need more information? Simply call the contact person listed on the role description.

TIP: this is usually also the selection panel chairperson.

Are you eligible to work with us?

Applicants need to be either:

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

Some of our positions will require minimum mandatory qualifications/professional registrations/other requirements. These will always be listed in the role description.

The selection panel will be required to assess your qualifications, therefore international/overseas applicants may need to get formal recognition of your qualifications before applying or provide a statement which shows the Australian equivalent of your qualifications. More information - Overseas Qualifications Unit: http://www.training.qld.gov.au/information/skills-recognition

Why should you join us?

The Wide Bay is a stunning and diverse region known for its relaxed, family-friendly lifestyle and enviable year-round climate. Bundaberg is the gateway to the Southern Great Barrier Reef and home to the iconic Mon Repos Turtle Rookery, while the Fraser Coast is known for its history, culture, white sandy beaches, incredible whale watching encounters and the breathtaking Fraser Island.

Away from the coastline and into the countryside you will find scenic farming land, rugged mountain ranges and National Parks. The many lakes, rivers and dams provide the perfect waterside location for camping, hiking, swimming, fishing and water sports and the back roads and tracks are perfect for horse riding, trailbikes and four-wheel driving. With all this and more the Wide Bay is the perfect place to call home.

We provide health services to approximately 240,000 residents through our primary hospitals in Hervey Bay, Maryborough and Bundaberg and our rural multipurpose facilities in Gin Gin, Childers, Biggenden, Eidsvold, Mundubbera, Gayndah, Mt Perry and Monto. We provide various specialty, primary and community health services across our facilities and 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 health service that actively embraces technology, training, professional development, teamwork and supports your career ambitions. Together we can ensure that care comes first…through patients' eyes.

Balancing work and life

Most team members have access to flexible working arrangements.

We value the contribution of our team members with family responsibilities who deliver quality services and offer support for mothers returning to work after parental leave.

You will have access to an Employee Assistance Program (EAP). The EAP is a free confidential counselling service to assist team members with personal or work-related problems.

Remuneration and employment conditions

Leave	• 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%
Allowances	• Shift and on-call allowances
Rural and remote incentives	• A range of allowances, bonuses and other incentives for some employees working in rural and remote areas
Salary packaging	• 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 • For further information regarding salary packaging RemServ's Customer Care Centre may be contacted via telephone on 1300 30 40 10
Superannuation	• 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.qld.gov.au

Preparing your application

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

The requirements for your application are in the 'How to Apply' section of the role description. Hiring managers will always request a copy of your resume as part of an application process.

Resume

Your resume is you on a page - your information and your experience and career highlights. You may like to include:

- personal details – your date of birth or marital status is not required.
- career summary or career objective
- career history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- education qualifications (if applicable)
- training and/or professional memberships
- referees' details.

Hiring managers may also ask for or use a range of application assessment methods including:

- cover letter
- written application
- applicant screen
- psychometric testing
- phone screen

Covering letter

A cover letter is like the introductory handshake at an interview. It's a personal greeting on paper or in an email that breaks the ice and introduces you to us. It outlines why you're making contact and why you'd be a valuable team member. It should specify the role you are applying for and summarise how your experience, education, skills and work preferences relate to the requirements of the role.

Written Application

If the role you are applying for requires written skill and ability, the selection panel may ask you to provide a written response to set questions relating to the role requirements.

Your written application should be clear and succinct. You may like to structure your examples using the 'STAR' methodology

Situation - a brief outline of the situation for your example

Task - the task that you performed in the particular situation

Action - the action/s you undertook to achieve the situation

Result - the outcomes from your actions and results of the overall situation

Applicant screen

An applicant screen is also where you may be asked to include written responses to questions relating to the 'Are you the right person for the job?' section. However, these are generally shorter and more specific questions, in some instances they could be multiple choice.

Phone screen

A phone screen may be used to clarify aspects of your resume and gain understanding of your motivations for applying. It may also include some questions about to your skills and experience.

Referees

It is ideal if you provide the names and contact details of two (2) referees in your resume or covering letter.

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

The selection panel will only contact referees that you have nominated and may ask for alternatives.

Late applications

If you would like to submit an application after the close date, please contact the nominated contact person indicated on the role description immediately. Late applications are accepted at the discretion of the selection panel and cannot be lodged online.

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

Selection

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

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

- phone, written and/or CV screening
- interviews (face to face and telephone)
- work samples review
- work based demonstration or presentation
- role plays
- skills testing
- psychometric testing
- referee reports

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*.

We are 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, please let us know when we contact you.

We are committed to 'reasonable adjustment' within the workplace. 'Reasonable adjustment' means that we will, 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.

Merit

The basis for selection with us is the merit of each applicant in relation to the key attributes and key responsibilities of the role. 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.

Interview

The selection panel may choose to conduct interviews.

Prior to your interview or your participation in another assessment method such as work based demonstrations, it is recommended you review the role description to ensure you fully understand what the panel will be looking for.

The selection panel may ask you to discuss how your experience, skills and career interest, matches the role requirements outlined in the role description.

Interviews provide you with the opportunity to:

- outline how your experience is relevant to the role
- discuss how you meet the requirements of the role
- indicate how you would respond to situations that may arise if you were working in the role
- describe your previous achievements or responses to situations relevant to the role; 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. You will assist the selection panel in understanding your previous work achievements if you provide your examples using the previously mentioned STAR methodology.

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.

Probity Checks

We need to verify that the information provided by you 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.

Criminal History Check

Criminal history checks are a routine part of the pre-employment screening process that we carry out. Rigorous policies and procedures are in place to safeguard the public and our team members.

Working with children check

For some of our roles, you 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)*. We have a responsibility to apply to the Commission for a suitability notice for all applicants recommended for these roles.

Aged care employment checks

A criminal history check is undertaken for all roles that provide aged care services. We have an obligation to ensure that team members and other persons engaged in aged care services meet the National Police Certificate requirements of the *Aged Care Act 2024 (Cwlth)* 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 2024 (Cwlth)*. The Act requires that a person cannot be appointed to these roles if they have been convicted of an indictable offence, are insolvent under administration, or are of unsound mind.

Vaccine Preventable Diseases (VPDs)

In 2016, Queensland Health introduced an employment condition whereby certain employees must provide evidence of vaccination or proof that they are not susceptible to specified vaccine preventable diseases (VPDs) as per the risk role categorisation. These include:

- Measles, Mumps, Rubella (MMR)
- Whooping cough (pertussis)
- Chickenpox (Varicella)

The VPD pre-engagement screening policy was implemented to protect patients, employees, and the wider community. This policy applies to all prospective employees, contractors, volunteers and students within our Hospital and Health Service and wider Queensland Health organisations.

As of 1 July 2016, prospective team members for roles where they will have direct contact with patients (for example, Medical Officers, Nurses and Allied Health staff) or may be exposed to blood/bodily fluids (such as through exposure to contaminated sharps) need to provide evidence of vaccination or that they are not susceptible to Hepatitis B. Evidence of immunisation against Hepatitis B or proof that you are not susceptible to Hepatitis B must be provided according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.

Prospective employees for roles where they have contact that would allow acquisition and/or transmission of measles, mumps, rubella, chickenpox or whooping cough need to provide evidence of vaccination or that they are not susceptible to each of these VPDs.

Employees who require whooping cough vaccinations need to receive a booster vaccine every 10 years. Evidence of future vaccinations must be submitted, as a condition of continued employment.

Existing employees are only affected if they apply for a role with VPD screening requirements that is with a different Queensland Health entity or are engaged in a new role that is subject to the Hepatitis B requirement.

Prospective employees can provide their vaccination history or proof that they are not susceptible to the specified VPDs by:

- Using their vaccination history to complete the *Vaccine preventable diseases evidence form – applicant*
- Visiting their treating medical practitioner, registered nurse or occupational health provider and getting them to complete the *Vaccine preventable disease evidence form*. The clinic may need to perform serology testing and/or administer vaccinations to meet the policy requirements. This will be at the applicant's expense.

Please note it is not necessary to have all immunisations when applying for the role however they are a mandatory requirement that must be fulfilled prior to your commencement.

Tuberculosis (TB) Screening

From 9th December 2019, all new employees are required to be assessed for their risk of tuberculosis (TB). Existing staff that are engaged prior to 14 December 2018 are not subject to this condition of employment unless they apply for a role that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department). Should existing staff be concerned about their TB status, they should consult their GP or contact the Metro South Clinical Tuberculosis Services on (07) 3176 4141 or (07) 3176 4166 for advice.

Notification of outcome

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

Privacy

We manage information obtained through recruitment and selection activities by applying the following principles:

- Any personal information held by us on any applicants who have applied for a position must be used for no other reason than determining the suitability of an applicant for the position that they have applied for. There may be occasions where for the purposes of recurring vacancies that applications are shared across the Hospital and Health Service. You will be given the opportunity to consent to the sharing of your application before this occurs.
- If the personal information is used for any purposes other than recruitment and selection, the applicant must give their fully informed consent.

The information (both electronic and hard copy) will be held in a secure environment and will only be accessed by those directly involved in the recruitment process.

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

Feedback and access to selection process information

If you would like feedback regarding the selection process, you should contact the Chair of the Selection Panel in the first instance. You may also seek access to documents concerning the selection process under the *Right to Information Act 2009* (Qld) (the RTI Act) or the *Information Privacy Act 2009* (Qld) (IP Act). There are limits on what we can disclose to candidates under the RTI or IP Acts. The Office of the Information Commissioner Queensland has an Information Sheet 'Accessing information following a government recruitment process' which explains how individuals can apply to access documents relating to a recruitment process held by a Queensland government agency. http://www.oic.qld.gov.au/guidelines/for-community-members/information-sheets-access-and-amendment/accessing-information-following-a-government-recruitment-process

For further information regarding lodging an application under the RTI or IP Acts, please refer to http://www.health.qld.gov.au/rti/