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Working at Legal Aid Queensland

Overview

Thank you for your interest in working for Legal Aid Queensland (LAQ).

In this document you’ll find information about how to apply for a job at LAQ and about working conditions and the benefits available to our employees. You can find out more about LAQ by visiting our website www.legalaid.qld.gov.au

About LAQ

LAQ is an independent statutory authority that provides quality legal services to financially and socially disadvantaged Queenslanders and strives to be a leader in a fair justice system where people are able to understand and protect their legal rights.

Jointly funded by the state government for civil and criminal law matters and the federal government for family law matters, we are the state’s largest criminal law practice and employ over 500 staff in 14 offices located in major centres throughout Queensland.

Our work environment

LAQ strives to ensure our staff are working in a safe and inclusive environment. We respect the people we assist and those with whom we work.

We expect our employees to comply with:

- the Code of Conduct For the Queensland Public Service
- relevant professional codes of conduct
- workplace health and safety requirements

All LAQ buildings and surrounds are non-smoking

Union membership

LAQ acknowledges union delegates and job representatives have a role to play within our workplace, including during the agreement making process. We promote joint union and employer consultation and encourage employees who wish to join and maintain financial membership of an organisation of employees that has the right to represent their industrial interests.

Subject to relevant legislation, LAQ employees are permitted full access to union delegates/officials during working hours to discuss any employment matter or seek union advice, provided that service delivery is not disrupted and work requirements are not unduly affected. For more information see the Together Queensland website http://www.together.org.au or telephone 1800 177 244. Together is a branch of the Australian Services Union.

Workforce diversity

At LAQ, we strive to build a workforce that reflects the values and responds to the needs of the community we serve.

We recognise and value the varied skills, knowledge, backgrounds and perspectives people bring to their work and we embrace strategies that accommodate differences in the background, perspectives and other factors (such as family responsibilities) of both prospective and existing employees.
LAQ is an equal opportunity employer, committed to promoting workforce diversity.

Our merit-based recruitment and selection practices support the right of every individual to be given fair consideration for any role for which they are skilled and qualified.

In accordance with the Anti-Discrimination Act 1991 and the Industrial Relations Act 1999; discrimination on the basis of sex; relationship status, family responsibilities, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and association with, or in relation to, a person identified on the basis of the above attributes will NOT be tolerated.

We offer flexible working arrangements to facilitate workforce participation and we support and facilitate reasonable adjustments so our recruitment processes support people with disability to compete on an equal basis for employment opportunities.

Facilities can be made available for applicants with disabilities. If you require any reasonable adjustments in order to promote your equal participation in a recruitment and selection process at LAQ, please advise the contact officer identified on the role description as soon as practicable to discuss your requirements or email the Human Resources team careers@legalaid.qld.gov.au.

If you are deaf, hearing or speech impaired, you can contact us through the National Relay Service TTY call 133 677, or Speak & Listen call 1300 555 727, or using their Auslan video relay service. For more information go to www.relayservice.gov.au. Ask the service to dial the contact officer identified on the role description or alternatively (07) 3898 0655 so you can speak with a member of LAQ's Human Resources Team.

Career development

At LAQ, we understand our employees are the organisation's most important resource. We offer challenging and engaging work and we need and expect consistently high standards of performance from our employees so we can achieve our strategic objectives and ensure our clients receive the best possible service we can provide.

LAQ is committed to supporting the personal and professional development of our employees assisting them to develop the skills and abilities that will help them to work toward the achievement of career and strategic objectives.

Job stability

LAQ is strongly committed to maximising employment security for permanent public sector employees, in line with the Queensland Government's Employment Security Policy.

Employment conditions

We offer attractive employment conditions, including:

- salary packaging
- flexible working arrangements
- paid parental leave
- study leave for approved work-related courses.
- structured professional development in conjunction with performance management
Your Salary

Remuneration

See role description for total remuneration package. The total remuneration value includes a base salary, employer’s superannuation contribution (based on the employee contribution) and leave loading (17.5% paid on four weeks recreation leave per annum).

Applicants for SO and SES vacancies should also refer to the employment conditions available on the Public Service Commission (PSC) website (www.psc.qld.gov.au).

At LAQ, employee’s salaries (or rates of pay) are paid in accordance with the Legal Aid Queensland Employees Award – State 2012.

Appointment will normally be at the minimum pay point of the relevant classification level. However, if you are an external applicant (or government employee who has relevant acting in higher duties) and present a case to the selection panel demonstrating a higher level of skills and knowledge, you may be able to negotiate salary within that classification level.

Employees who work in Cairns, Mackay, Mount Isa and Townsville will also be paid a locality allowance.

Leave loading

Employees are eligible for loading on annual leave accrued. This is paid once a year, generally in the first pay of December. Pay in advance may only be requested if travelling overseas, or to a remote area, or for cases of extreme hardship. Leave loading is paid at 17.5 percent on four weeks annual leave or at 14 percent for employees in remote locations who are eligible for five weeks annual leave.

Superannuation

At LAQ, our superannuation provider is QSuper. The super scheme is co-contributory; which means that both you and the organisation make contributions toward your super.

You can contribute between 2 and 5 percent of your salary toward super. Depending on what you pay, the organisation will contribute between 9 and 12.75 percent. You may also make voluntary contributions, choose to make extra contributions through salary packaging, transfer money from other funds or make and receive spousal contributions. This compares favourably to the employer contributions paid by most private employers.

As a member of this fund, income protection and total and permanent disability insurance is automatically provided.

For more information, telephone QSuper on 1300 360 750 or visit the website https://qsuper.qld.gov.au.

Income protection insurance

Income protection insurance is provided to permanent and temporary employees making standard QSuper member contributions to superannuation.

Income protection insurance may cover an employee for up to 2 years if they are temporarily unable to work in their current job due to illness or injury. Eligible employees may receive 75% of their previous year’s salary if temporarily unable to work due to illness or injury.

Income protection insurance will not be paid if the illness or injury is related to a pre-existing medical condition in the first 7 years of cover.
Salary packaging

Salary packaging (also known as ‘salary sacrifice’) allows eligible employees to pay for expenses with money from their salary before tax is taken out. Instead of getting their salary paid as cash, an employee may choose a combination of cash and certain non-cash benefits (items or services purchased and paid for from their ‘before tax’ salary over a period of time).

By reducing pre-tax income an employee may reduce the amount of income tax they pay and may substantially increase take home pay each fortnight. Amongst other items, employees at LAQ may salary package such things as a mortgage or loan payments, rent, rates, insurance, utilities bills (i.e. electricity, phone, gas) HELP or HECS debts, private school or child care fees, private travel expenses (i.e. petrol, registration, servicing), or membership fees (i.e. gyms, clubs).

Salary packaging is Australian Tax Office (ATO) approved. LAQ staff enjoy this benefit because we are classified as a ‘charitable benevolent institution’, which gives us a 30 percent fringe benefit tax exemption.

Remserv Remuneration Services and Smartsalary provide salary packaging services to LAQ. For more information regarding salary packaging you may wish to visit the Remserv www.remserv.com.au and Smartsalary www.qldsmartsalary.com.au websites.

An employee’s personal circumstances will determine whether salary packaging will be of benefit to them or not. Salary packaging of some items will attract Fringe Benefits Tax and so it is important for employees to review their own situation in consultation with a registered financial adviser.

Appointment expenses

If you are required to relocate your place of residence to accept an appointment you may be eligible for reimbursement of certain expenses, for example, to:

- convey you, your family and effects to the new location;
- obtain temporary board and lodging;
- meet other items of expenditure related to taking up duty.

You should discuss appointment expenses with the panel chair if you are invited for an interview or further assessment.

Practising certificates

Full-time staff required to hold Queensland Law Society or Queensland Bar Association practicing certificates for the conduct of their employment at LAQ, will have the annual cost of their certificates paid for in full by LAQ.

Part-time and temporary staff will have the cost paid/reimbursed on a pro-rata basis.

Probation

Any successful applicant who is not a current, permanent employee of LAQ will initially be appointed to a minimum probationary period of 3 months. In certain circumstances and with your agreement the maximum probationary period can be extended to 6 months.

Your leave entitlements

Employees of LAQ have access to a range of leave entitlements to assist with balancing work and life responsibilities. Access to some of the leave types below will be subject to operational convenience and negotiation with the relevant manager:
• Recreation leave
  o Permanent and temporary full-time employees receive 4 weeks (20 working days) annual recreation leave on full pay.
  o Where staff have worked for less than 12 months, leave credits are pro-rata of the full entitlements.
  o Part-time staff receive annual leave on a pro-rata basis.
  o Approval for annual leave at half pay is discretionary; however, requests will be given reasonable consideration.

• Sick leave
  o All full time employees receive 10 days sick leave on full pay per annum (pro-rata for part-time employees).
  o Sick leave days which are not used accumulate for the next year.
  o A further meritorious sick leave credit of 65 working days sick leave on full pay may be added to an employee’s sick leave account (on one occasion only) where they have completed 26 years meritorious service within the Queensland Public Sector.

• Carer’s leave
  o Employees may access their sick leave for the purpose of providing care or support to members of their immediate family or household. In addition, an employee may elect, with the consent of the employer, to take unpaid leave for the purpose of providing care to a family member who is ill.

• Parental leave
  o Parental leave includes maternity, spousal, pre-natal, pre-surrogacy, surrogacy, pre-adoptive and adoption leave.
  o Eligible employees receive paid parental leave of up to 14 weeks at full pay or 28 weeks at half pay.
  o Eligible employees have the opportunity to extend parental leave for up to 2 years using a combination of paid leave and unpaid parental leave up to the child’s second birthday.
  o Spousal leave can be taken at one week full pay or two weeks half pay.
  o Requests for part-time work are supported for primary caregivers (up to the time a youngest child reaches school age).

• Special leave
  o Special discretionary and non-discretionary leave covers many different circumstances. It may be granted on full pay or without pay for up to 5 days per year per reason (unless the Chief Executive Officer considers circumstances warrant the granting of additional paid leave). Any additional leave must be reasonable and proportionate to the circumstances.
  o Special leave may be granted in situations including, but not limited to, where an employee is precluded from attending or remaining at work for compassionate reasons (e.g. bereavement, domestic or family violence), due to an emergency situation (e.g. natural disaster), because the employee is on duty as part of a Defence Reserve Force or volunteer emergency service, they are donating blood, undertaking work related study, etc.

• Long service leave
  Long service leave of 1.3 weeks (pro-rata for part-time employees) per full year of service is generally available after you have worked continuously in the Queensland Public Sector for 10 years. You may access the pro-rata rate after 7 years of continuous service.

• Purchased leave
  o Purchased leave is special leave without salary. It is funded by fortnightly deductions from net salary (i.e. after tax and superannuation contributions have been deducted) that occur over a nominated period of time. The fortnightly salary deductions are set aside and accessed as “salary” during a period of special leave without pay that is known as a period of “purchased leave.”
  o Eligible employees have the ability to access up to 6 weeks purchased leave, within a 12 month period.

• Christmas closure
  o LAQ offices generally close for a period between Christmas and New Year.
  o During this time, in addition to the Christmas, Boxing Day and New Year’s Day public holidays, full-time staff will also be granted one (1) working day off on full pay without debit to the
employee’s accrued recreation leave. (Casual staff and staff on sick leave, leave without pay or parental leave are excluded). Part-time staff only qualify for payment for this day when their regular ordinary hours fall on this day. Payment is based upon the ordinary regular hours ordinarily worked on this day.

- Staff up to classification levels PO6/AO8 who participate in variable working hours arrangements can use accrued variable time credits to cover the remaining leave days.
- Otherwise, they need to apply for recreation leave for the balance of the two days.
- If a staff member has insufficient recreation leave available to apply for recreation leave for one or both remaining closure days, leave will be charged against future accruals. Leave without pay for these days will not be approved.
- State Government arrangements for senior officers/senior executives will apply on these days.

**Prior service in other government organisations**

You can ask for your sick and long service leave entitlements to be carried over from your previous job to Legal Aid Queensland if you were working for a:

- federal or other state public service organisation
- statutory authority
- public hospital
- local government organisation
- tertiary educational institution.

Prior service is also counted for the purpose of calculating parental leave. You may only transfer entitlements if your break in service between the 2 organisations was less than 12 months.

**Leave and travel concessions for remote areas**

If you work in an eligible remote or isolated part of Queensland (i.e. LAQ’s Mackay, Cairns, Mount Isa or Townsville offices):

- You will be entitled to an additional 5 days of recreation leave per annum i.e. five weeks as opposed to the standard four weeks (20 days) annual leave. Leave loading will be calculated at 14 percent for 5 weeks leave.
- You will receive a locality allowance.
- Appointees to positions in Mount Isa who are not resident in Mount Isa at the time of their appointment, and who occupy residential rental property in Mount Isa, may receive a taxable allowance of $100 per week plus $20 per dependent per week, or such other amount as agreed by the appointee and Deputy Chief Executive Officer. To be eligible for payment of the allowance, appointees must demonstrate that they are financially disadvantaged relative to their accommodation arrangements prior to relocating to Mount Isa.

**Study assistance**

At LAQ, we are committed to helping our staff develop their skills and further their careers. That’s why we offer permanent employees support to help them complete approved courses or research, including leave to:

- attend classes or courses
- attend residential school programs
- study for and complete exams.

We may also pay some work related course fees and other costs, depending on the course being studied.
Flexible working arrangements

At LAQ, we aim to maximize service delivery to the community whilst providing flexibility to our employees. We are committed to helping staff find a balance between work and their lives outside of office.

To support our employees to balance work and life responsibilities, the flexible working arrangements outlined below may be available. These arrangements will be subject to operational convenience and further discussion and agreement with the relevant manager. Successful applicants are encouraged to discuss flexible working arrangements with the selection panel.

- **Working hours**
  - Our full-time staff work a 36.25 hour week.
  - Ordinary daily hours are 7 hours 15 minutes.
  - Standard hours are between 9:00am - 5.00pm Monday to Friday inclusive; with a lunch break of 45 minutes between 12 noon and 2pm for employees who work 36.25 hours per week.
  - Working arrangements shall provide flexible starting and ceasing times for employees within the prescribed spread of hours 7.00am to 7.00pm unless such arrangements are not operationally viable.
  - The maximum number of ordinary hours to be worked on any one day shall not exceed 9.5 hours exclusive of meal breaks to be worked within the prescribed spread of hours (as defined).
  - In determining hours of duty, wherever practicable, we will take into account the needs of our workers including those with family responsibilities or disabilities.

- **Part-time arrangements**
  - A part-time employee works less than the standard fortnightly hours on an ongoing basis (with approval from their manager). They enjoy the same employment entitlements associated with full-time employment but these are reduced proportionally to reflect the reduced hours worked.

- **Job sharing**
  - Two or more employees make a voluntary agreement (with approval from their manager/s) to share one full-time job, each working part-time on a continuing basis.

- **Telecommuting (work from home)**
  - Working outside of the central workplace, using telecommunications technology to replace part, or all, of the physical journey to work.

- **Leave without pay**
  - With approval in exceptional circumstances employees may take an approved amount of unpaid time off work.

- **Accrued/accumulated time**
  - Accumulated, or 'flex', time provides employees with opportunities for 'banking' any approved, accrued overtime hours with a view to accessing a maximum of five 'flex' days per 28 day work cycle.
  - It can be taken in 15 minute multiples to a maximum of 36.25 hours in a 28 day cycle.
  - Sufficient credits must be accrued before the requested time is taken.
  - Employees may automatically carry over a maximum of 36.25 hours credit from one work cycle to the next.

- **Aggregated/averaged hours of work**
  - Aggregating working hours enables employees to work varied weekly hours, provided that at the end of a stated work cycle (e.g. 3 months) the employee has worked the total ordinary hours.

- **Compressed hours**
  - Employees perform their full-time weekly hours over a reduced number of days.

- **Staggered hours**
  - Within the prescribed spread of hours, employees may stagger their start and finish times to come in earlier and so finish earlier or come in later and finish later while still working the required number of weekly hours.

- **Purchased leave or extra leave for proportionate salary**
  - Employees may purchase up to an additional 6 weeks of annual leave in a 12 month period. Fortnightly salary is proportionally reduced to reflect the additional leave purchased.
Employee health and wellbeing

LAQ is committed to providing support to staff in managing health and lifestyle issues and, to this end, we offer a number of health and wellbeing programs.

Subject to organisational convenience, health and wellbeing programs may change or evolve from time to time to ensure they remain beneficial and responsive.

- **Private health insurance - corporate rates**
  - As part of LAQ’s commitment to looking after employees we have negotiated very attractive corporate health plans offering discounts for employee’s private health insurance membership.

- **Employee assistance program**
  - LAQ have retained the services of a specialist provider to establish and maintain our Employee Assistance Program.
  - Professional counselling services are provided to LAQ employees and their immediate families on request;
  - Sessions are voluntary, confidential and free of charge.
  - Counselling is provided on a broad range of topics (personal and career)
  - Career prospects of any employee who uses the EAP will not be adversely affected as a result of the employee’s participation.
  - No information shared with an EAP counsellor, including the name of the person attending, is available to any other party without the written consent of the person involved.
  - The program is endorsed by both peak trade union and employer bodies.

- **LawCare employee assistance service**
  - LawCare is a specialist advisory service that deals specifically with the challenges faced by professionals in the legal environment. Access to this service is voluntary and is available to Queensland Law Society members free of charge.

- **Vaccination programs**
  - All employees are offered the opportunity to receive a free influenza (flu) vaccination each year.
  - Vaccination for Hepatitis B is also available to front line staff.

- **Other programs**
  - LAQ employees may benefit from other opportunities as they arise from time to time, such as, reduced membership rates at a local gymnasium and on-site yoga classes.

Applying for jobs at Legal Aid Queensland

At any given time, Legal Aid Queensland (LAQ) employs up to 500 staff undertaking various roles throughout Queensland. These include administrative, professional (mostly legal), technical and executive roles.


Applying for positions online

Applying for a job at LAQ is easy.

All applications for employment at LAQ should be submitted online via the Smart Jobs and Careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au).

Online applications have special requirements:

- You need to create a ‘My SmartJob’ account before submitting your online application. Details outlining how to do this are available on the Smart Jobs and Careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au);
You will be asked to complete an online application form and, in limited circumstances, a job specific questionnaire.

You may upload a maximum of 3 documents in support of your application (e.g. cover letter, resume and written response to core capabilities)

Your attachments should be in Microsoft Word or PDF format only. Do NOT attach zipped files.

Your attachments must be no larger than 2MB in size and so you should not attach photographs, certificates, references or other large graphics to your application.

The ‘save and submit later’ option, allows you to edit your application or organise your attachments at any time up until the close of applications. If you do choose to save and submit later, make sure you remember to login to the website and submit your application before midnight on the closing date. If you do not submit your application it will not be seen by the panel.

Vacancies are open until midnight on the closing date. Once applications close you will no longer be able to view the position, edit or submit your application on the Smart Jobs and Careers website so please ensure you allow enough time before the closing date to finalise and to submit your application.

The Smart Jobs and Careers website www.smartjobs.qld.gov.au is a whole of government website and is not managed by LAQ. If you experience any technical difficulties when accessing the website, if you are unsure how to create your ‘My SmartJob’ account or you cannot upload your documents, please contact the website administrators on 13 QGOV (13 74 68) and/or LAQ’s Human Resources Team on email careers@legalaid.qld.gov.au or via telephone (between the hours of 9am and 5pm Monday to Friday) on (07) 3898 0655.

If you do not have internet access, or if your particular circumstances prevent you from submitting your application online, please contact the Human Resources Team on (07) 3898 0655 between the hours of 9am and 5pm Monday to Friday, to discuss alternative arrangements for submission of your application. You may also email careers@legalaid.qld.gov.au. Please DO NOT hand deliver your application.

The name and telephone number of the LAQ contact officer for all other position related enquiries is listed on the advertised role description.

Late applications

You may edit your online application up to midnight on the closing date but failure to supply all requested information by the closing date may result in your application not being considered.

The panel chair has the discretion to accept applications received within 7 days of the vacancy closing date provided they are satisfied exceptional circumstances existed which prevented the applicant from submitting a completed application by the due date. The contact officer is generally the panel chair.

All requests for submission of a late application should be referred to the LAQ contact officer listed on the advertised role description. Your late application will NOT be considered if you do not have the prior approval of the contact officer to submit a late application.

The position will no longer be visible on the Smart Jobs and Careers website www.smartjobs.qld.gov.au after the closing date and time. If you intend writing a late application, you will need to make sure you have saved a copy of the Role Description and Information for Job Applicants as they will no longer be accessible online.

Because late applications cannot be lodged online, late applications should be emailed to careers@legalaid.qld.gov.au. Please DO NOT send late applications to the panel chair.

Be aware, that even with the prior approval of the panel chair; if your application is late, you will forfeit any right of appeal against an appointment decision.
Legal Aid Queensland—
Information for job applicants

Withdrawing your application
You may withdraw your applications at any time via the Smart Jobs and Careers website www.smartjobs.qld.gov.au by contacting the LAQ contact officer listed on the advertised role description or by emailing LAQ’s Human Resources Team on email careers@legalaid.qld.gov.au.

Unsolicited applications
LAQ does not hold or keep a file of resumes for future reference.

If you find you are interested in a position offered by LAQ, and believe you possess the necessary skills to undertake that position, you can make an application for an advertised position by obtaining a copy of the role description and addressing your application to the core capabilities.

Work experience/volunteer employment
LAQ does not offer work experience or volunteer employment opportunities at this time.

If you have received a Queensland Government redundancy benefit
Applicants are required to disclose if they have received a Queensland Public Sector redundancy benefit. Although the rationale for paying a retrenchment package is that the payment acts as compensation for lack of job tenure, there is no legal impediment to the re-employment of retrenched staff. Where a former employee is re-employed, the standard requires the employee to repay, or make pro-rata repayment of that portion of the severance benefit to which the employee is not entitled. There are exceptional conditions that may enable re-employment without reimbursement of the severance benefit.

The role description
Each time a position is advertised on the Smart Jobs and Careers website www.smartjobs.qld.gov.au, a Role Description and a copy of this of LAQ’s Information for Applicants is made available.

Every role description is different and you should always read the role description carefully.

The role description tells you:

- the position title and reporting relationships associated with the position
- the salary range within which you would expect to be paid if you were successful in your application
- the closing date for submission of your application
- the name and telephone number of the contact officer who will be available to answer any role specific questions you may have
- the vacancy reference number (VRN) which you should include in all your application documents and in any correspondence with LAQ related to your application
- the major duties (also known as key responsibilities) of the position as well as the skills, knowledge and abilities (also known as core capabilities) required to undertake the role
- if there are any mandatory requirements (e.g. qualifications, blue card, driver’s license, etc.) you will need to meet to fulfil the role
- what you will need to do to apply for the particular position advertised, typically, this may include submitting a:
  1) cover letter (usually a maximum of 1 page)
  2) written statement addressing the core capabilities in the role description
  3) resume.
What to include in your application

The requirements set out in this document apply equally to both internal and external applicants. Internal applicants will be assessed alongside external applicants on merit. Whilst a panel is entitled to take into account prior knowledge of an applicant as part of their merit selection process, it should not be assumed a panel will be partly or wholly aware of your skills, knowledge, qualifications or experience in relation to the core capabilities. As such, internal applicants should submit a detailed application in the same way they would apply for an external position.

EEO profile (optional)

LAQ is an equal employment opportunity employer (EEO). To assist in implementing our EEO Management Plan objectives, when you submit your application online you will be asked to complete an applicant profile.

It is NOT compulsory to provide these details. The information gathered will be used by the equal employment opportunities officer for statistical purposes only. The panel DO NOT have access to an applicant's EEO profile when assessing an applicant’s suitability for an advertised position.

Applicant questionnaire (mandatory if requested)

You may also be asked to respond to a brief questionnaire used to establish your qualifications, skills and/or experience.

A cover letter (recommended)

A cover letter is usually used by candidates as a letter of introduction and to highlight key points in their application. Generally speaking, your cover letter should be a maximum of one page.

Your current resume (mandatory)

Your resume should provide relevant details of your:

- employment history (employer name, position title, dates employed, functions performed and any major achievements or awards)
- education and qualifications
- skills and experience
- the names and contact details of two referees.

If you are applying for a role that requires a specific qualification and you completed your qualification overseas, you will need to have this assessed to ensure it is comparable to an Australian qualification before you apply for a role. For more information about having your qualification assessed, email skillsrecognition@det.gov.au or visit the Australian Education International website www.aei.dest.gov.au

Your resume should NOT include:

- age or date of birth
- marital status
- race or gender (unless the position is an identified position)
- religious affiliation
- personal photographs
- great detail about duties performed many years ago and that are not relevant to the position you are applying for
- any other irrelevant information.
The length of your resume will depend on your skills and experience. Nevertheless you should not submit a very long application. A resume would normally be a maximum of three to five pages.

Referees (mandatory)

You will be asked to enter the contact details of a minimum of 2 referees whom the panel may contact (one should be your most recent supervisor or manager).

The panel will want to verify the identity of the person providing the referee report. For this reason, you should provide your referee’s work contact details only. That is, phone numbers and email addresses should be business ones and not, for example, Hotmail or other personal contacts.

Referee checking allows a panel to gain further information to assist in their assessment of applicants and/or to validate that assessment. At a minimum, referees will be contacted for those applicants who are recommended for appointment and (where applicable) on an order of merit.

A candidate for appointment may be subject to other relevant pre-employment checks as identified in the advertised role description and any final recommendation for appointment will be subject to delegate approvals.

A panel is not entitled to contact a referee without an applicant’s consent. If you fail to provide consent for the panel to contact your referees, the panel will make a recommendation on the information before it.

You should always seek prior approval from your referees before you nominate them.

- You will be asked to nominate referees who can comment on your skills, knowledge and experience in relation to the core capabilities in the role description. It is your responsibility to supply referees that can verify the claims you make throughout the recruitment and selection process.
- Unless there are extenuating circumstances, at least one referee must, have a thorough knowledge of your conduct and performance within the previous two years.
- You will be given the opportunity to respond to a selection panel’s desire to seek a referee report from your current supervisor (if not already nominated by you).
- If you hold concerns for your job security if your current supervisor were to become aware of your search for alternative employment, you may raise this issue with the panel at the time of your interview.
- You may choose to decline to identify referees in your resume and instead include a note that referees will be provided upon request e.g. at interview.
- Discretion will be exercised when contacting your referees.
- If you are a current or previous public service employee, the panel will give particular consideration to requesting you nominate a referee who can report on your public service employment.
- If the panel believes an additional referee (not nominated by you) may have information pertinent to a selection process; the panel may contact you to ask your permission to obtain an additional report from that referee.

The selection panel is responsible for assessing the relative merit of applicants based on the information available to them. In some instances, this may include adverse information, arising from a referee report, a pre-employment check or through panel members’ pre-existing knowledge of an applicant.

Applicants are entitled to procedural fairness. Where adverse information is taken into account by a panel such that it adversely affects the proposed selection outcome (recommendation/s for appointment), the information will be put to the applicant for response. The applicant’s response is documented and considered by the panel ahead of their making a final recommendation.

Referees are advised of a panel’s intention to disclose adverse referee comments to applicants.
Written statement (mandatory if requested)

To demonstrate your suitability for an advertised position, you may be required to provide a written response to the core capabilities listed in the role description. You may be asked for a:

- short statement (up to three pages), or
- long statement (no page limit).

Please note the application process varies, depending on the role. Check the advertised role description to see if you need to provide a written statement.

How to prepare a written statement

The role description clearly documents the core capabilities (knowledge, skills and abilities) a person must have to effectively perform the position’s duties.

When writing your statement:

- Address each of the core capabilities with reference to the key responsibilities of the position.
  - Read each of the core capabilities carefully and break them down to determine what each capability is asking. Each capability will normally ask for more than one skill or experience; breaking them down will help you cover everything.
  - Examine the position’s key responsibilities. Think of examples of times when you have performed these exact tasks or when you have performed similar tasks and your skills would be transferable.
  - Brainstorm your experience. This can assist with selecting the best examples to demonstrate your knowledge and skills.
- In answering each core capability, provide examples that best demonstrate your ability to meet the key responsibilities. You may wish to adopt the STAR approach:
  - Situation – outline the situation/environment
  - Task – identify the task or project
  - Action – clearly identify what action you took and your role
  - Result – what was the outcome of your action
- Look for key words and determine what they mean. Some key words frequently used include:
  - "Demonstrated" or "proven ability" mean that you have successfully performed the duty or used the skill in the past. Actual experience rather than potential to perform the duty is required.
  - "An ability to rapidly acquire" means that if you do not already have the skills, knowledge and abilities you may demonstrate your potential to acquire these by comparing them to relevant tasks or responsibilities you have undertaken in previous positions or through study.
  - "Thorough", "sound" or "a high level" indicate advanced skill or knowledge is required.
- If there is a page or word limit, stick to it.
  - Be concise, clear, relevant and accurate
  - Be selective about the information you provide
  - Bullet points are acceptable.
  - Do not use excessively small font sizes or margins – your application should be easy to read.
  - Don’t panic – remember other applicants will be challenged by the same word limit that you are.
- You may choose whether or not you use subheadings. Some applicants prefer to respond to each core capability separately. This can make your application clearer and easier for the selection panel to assess, but when writing a short response it can sometimes be a better use of space to use one example to cover multiple core capabilities.
- Be honest; if you progress in the process, the claims you make can and will be tested later e.g. during an interview or through referee checks.
How applications are assessed

**Merit assessment**

Applications are assessed on merit. Merit is the relationship between a person’s job-related abilities and the performance outcomes required of the job. A merit-based and equitable recruitment and selection process involves activities designed to ensure:

- fair and open competition
- a systematic and consistent process
- processes that do not unfairly discriminate at any stage.

In most cases, an application, interview and referee’s comments are taken into account in reaching a final decision. There may be occasions where an interview may not be necessary and assessment will be made on the basis of the application and referee report only.

**The selection process**

You can expect the process to take about six weeks from the date applications closed. The selection process includes:

1. **Shortlisting**
   - A selection panel will look at the information provided by all applicants and shortlist those who best meet the job’s requirements.
   - If you are shortlisted, we will contact you to arrange a time for your interview.

2. **Interviews and work tests**
   - Depending on the type of job, this could include an interview, some tests, a presentation or another relevant selection method.
   - For specific information on the techniques that will be used to fill the vacancy you are interested in ask the contact officer listed on the role description.
   - A merit list of suitable applicants will be developed based on suitability and the position will be offered to the highest rated applicant.
   - If you are selected for an interview, you will be advised of the date and time of the interview at least 48 hours in advance.

3. **Reference and pre-employment checks**
   - At a minimum, the selection panel will contact the referees of applicant/s recommended for appointment and of those merit listed.
   - Referees are asked to comment on and confirm a nominated applicant’s recent work achievements and performance.
   - Other pre-employment checks will be conducted as per the position description.

4. **Offer**
   - The selection panel will make an appointment recommendation to the Chief Executive Officer.
   - The most meritorious applicant is offered the job, subject to the outcome of any pre-employment checks.
   - At the conclusion of the process the LAQ’s Human Resources team email all applicants to advise them of the outcome of the process.
   - Senior level appointments will be printed in the Queensland Government Gazette.

5. **Feedback**
   - If your application is unsuccessful, we will provide you with the name and contact details of a panel member who can provide you with feedback in regard to your application.
   - Feedback allows you to identify areas in which you may need further development or experience to improve your chances of success with future job applications.
   - We are very happy to provide our applicants with feedback and so encourage you to seek this advice.
Selection panel

A selection panel consisting of at least two people (but usually three including the panel chairperson) will normally conduct the selection process.

The selection panel will have knowledge of the requirements and outcomes of the job and will use exercises and processes which are designed to identify the applicant with the highest overall merit having regard to the ‘core capabilities’ identified in the role description.

Preparing for assessment

Generally, short listed applicants will be contacted at least 48 hours before any selection process. If you have been short listed you will be advised of the selection process that will be used. You may be asked if you consent to the audio recording of your interview. This is an additional tool which is used to assist the panel in reviewing the responses of applicants. If you do not consent to the recording being made, there will be no disadvantage to you in the selection process.

You will also be advised what material you can take to the assessment. General points to consider include;

- Arrive 10-15 minutes early to make sure that you have time to relax and clear your mind.
- Consider if you have any questions or information that you need clarified.
- Re-read your application before the assessment.

Pre-employment checks

Each time a position is advertised a role description is provided which identifies whether any pre-employment checks are required for that position.

Queensland Law Society (QLS) notices not to employ

Section 26 of the Legal Profession Act 2007 provides that a law practice must not have a lay associate whom any principal or legal practitioner associate of the practice knows to be a disqualified person, or a person who has been convicted of a serious offence unless the person is approved by the Law Society under subsection 26(2) of the Act.

QLS maintains a list of names of former employees of legal practices who are not to be employed by any law practice in Queensland. An applicant whose name appears on this list will NOT be employed to fill any position at LAQ unless the Council of the Queensland Law Society Incorporated gives its written consent to the person’s employment. A disqualified or convicted person can apply to the Law Society pursuant to subsection 26(2) to be approved to be engaged as a lay associate of a law practice. For more information, see the QLS Guidelines for employing or engaging disqualified or convicted persons or telephone QLS on 1300 367 757.

Identity/qualifications/professional registration checks

In accordance with relevant legislation, industrial award or accreditation requirements, certain roles at LAQ may have mandatory qualification or registration requirements. Once again, these requirements are clearly set out in the role description.

You are not required to provide evidence of qualifications or registration when you submit your application, but you must provide documentary evidence of compliance with mandatory requirements before you can be appointed.

An overseas qualification can be recognised in Australia if it has been through a skills recognition process. For more information go to the Queensland Government Overseas Skills Recognition http://www.qld.gov.au/jobs/finding/specific/migrant/pages/skills.html and Queensland Government Overseas

**Appointment eligibility**

Australian citizens, New Zealand citizens and Australian permanent residents are legal workers and may be employed at LAQ. For appointees in these categories, a single check confirming citizenship or permanent resident status at the time of employment is all that is required.

A non-citizen with an Australian visa that has a work entitlement attached to their visa is also permitted to work at LAQ. Visa checks will be conducted before the selected applicant commences work, before their visa expires and when their circumstances change. If a visa expiry date is unavailable, checks to confirm ongoing eligibility to work will be conducted every three months. LAQ will also confirm the selected applicant’s identity by sighting identification documents to confirm these match visa details. Temporary visa holders will not be appointed to permanent positions at LAQ.

For more information regarding a non-citizen's eligibility to work in Australia, visit the Department of Immigration and Border Protection website [http://www.immi.gov.au/Work/Pages/Work.aspx](http://www.immi.gov.au/Work/Pages/Work.aspx) or telephone 131 881. This number is only available if you are phoning from within Australia. If you are outside Australia and want to make an enquiry, please contact the relevant Australian Immigration office overseas.

**Declaration of interests**

At LAQ, all Senior Executive Service (SES) executives are responsible for fully disclosing their interests that may have a bearing, or be perceived to have a bearing, on their ability to properly and impartially discharge the duties of their office.

Executives are also responsible for disclosing the interests of their partner and/or dependents only if those interests have a bearing, or may be perceived to have a bearing, on their ability to properly and impartially discharge the duties of their office.

A Declaration of Interests is to be provided to the Chief Executive on an annual basis. Responsibility for the recognition of a real or perceived conflict of interest rests solely with the executive concerned.

Newly appointed SES officers must provide a Declaration of Interests within one month of taking up duty.

See the Declaration of Interests - Senior Executive Service and Equivalent Employees including Statutory Office Holders Policy on the Public Service Commission website for more information.

**Lobbyists**

It is LAQ policy that all new employees are to provide to the Chief Executive Officer, within one month of taking up duty, a disclosure of employment as a lobbyist in the previous two years in accordance with PSC Disclosure of Previous Employment as a Lobbyist Policy.

LAQ employees are to fully disclose any work they have performed as a lobbyist in the previous two years including any previous lobbying activities that may have the potential to:

- impact on their ability to properly and impartially discharge the duties of their role, and/or
- be a real or perceived conflict of interest in relation to their role.

Should the Chief Executive Officer determine that there is the potential for a real or perceived conflict of interest; the employee is required to resolve the concerns in favour of the public interest to the satisfaction of the Chief Executive Officer within 14 calendar days. Failure by the employee to resolve the concerns to the satisfaction of the Chief Executive Officer may result in a breach of this policy and/or the code of conduct.
Any disclosure is maintained in confidence and available only to the employee and the Chief Executive Officer or their delegate.

**Engaging in other employment**

Section 71 of the *Legal Aid Queensland Act 1997* provides that a Legal Aid lawyer may practise as a lawyer, or engage in paid employment, other than for Legal Aid, only with the written approval of the LAQ Board.

LAQ’s **Engaging in Other Employment Policy** requires that all LAQ employees who engage or will be engaging in other employment, whether within the Queensland public sector or elsewhere, declare the other employment if the other employment:

- is, or has the potential to be, a real or apparent conflict of interests in relation to the employee’s employment in Legal Aid Queensland (e.g., as a supplier of goods and services to Legal Aid Queensland and a decision-maker in relation to such purchases, or as an employee of a preferred supplier of legal services to Legal Aid Queensland)
- has the potential to impact adversely on the employee’s ability, health or well-being to safely and effectively carry out official duties in their Legal Aid Queensland employment (e.g., working nights as a cab driver and being too tired to effectively perform Legal Aid Queensland duties during normal operating hours)
- has the potential to compromise the integrity of Legal Aid Queensland or to reflect seriously and adversely on Legal Aid Queensland (e.g., private employment or private practice in a role related to Legal Aid Queensland duties)
- results in or has the potential to result in the misuse of information, intellectual property, physical or other Legal Aid Queensland resources (e.g., running an internet based business from within Legal Aid Queensland).

The LAQ Board or its delegate will assess and may authorise (or decline to authorise) the activity. If it is determined that the other employment breaches the principles outlined in the policy, the employee is required to resolve the concerns in favour of Legal Aid Queensland to the satisfaction of the LAQ Board or its delegate within 14 calendar days.

Existing employees must notify the Board or its delegate of any new or material change in the nature of any other employment in which they are engaged within 14 calendar days, if that new or material change is covered by the principles outlined in the policy.

Failure by an applicant/employee to resolve concerns to the satisfaction of the Board or its delegate may result in a breach of policy and/or the code of conduct.

**Privacy and access regarding your applicant information – privacy notice**

Your personal information is collected in the recruitment and selection process under section 70 of the *Legal Aid Queensland Act 1997* for the purpose of assessing your suitability for a position or positions with LAQ.

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

LAQ may provide its employees’ names, classifications, roles and business units to relevant union(s) for the purpose of conducting effective employment and industrial relations activities.

In cases where an applicant has had serious disciplinary action taken against them by an agency, Legal Aid can inform the Director-General of that agency that the applicant has applied for a position with Legal Aid for the purpose of seeking further information about that action.

Appointment of successful applicants may be announced in the Queensland Government Gazette.
Legal Aid Queensland—
Information for job applicants

Applicants who seek to access recruitment and selection documents containing their personal information must apply for access under the Information Privacy Act 2009. Individuals seeking access to a third party’s recruitment and selection documents must apply for access under the Right to Information Act 2009.

Appeals
Appointment appeals exist to promote good selection practices.

Only certain applicants will have appeal rights and only in certain circumstances. For further information contact the Public Service Commission on (07) 3227 6379 or visit their website www.psc.qld.gov.au.

Questions
If you have any questions or difficulties regarding submission of your application on SmartJobs, please contact Queensland Shared Services on 13 QGOV (13 74 68) or contact the Human Resources team at Legal Aid Queensland via email careers@legalaid.qld.gov.au or via telephone on (07) 3898 0655.

Questions about an advertised position or about the status of your application once the job has closed should be directed to the contact officer whose name and telephone number appears on the role description.

For more general recruitment and selection enquiries contact the Human Resources team at Legal Aid Queensland via email careers@legalaid.qld.gov.au or via telephone (07) 3898 0655.

We Look Forward To Receiving Your Application

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