

Minister for Employment and Industrial Relations Directive: Sick Leave

1. Purpose:

To prescribe entitlements and conditions for sick leave.

2. Effective date: 8 January 2016

3. Legislative authority:

Section 54(1)(a) of the *Public Service Act 2008* and section 686 of the *Industrial Relations Act 1999*.

4. Application:

This Directive applies to:

- public service officers; and
- general employees engaged under section 147(2)(a) of the *Public Service Act 2008*; and
- temporary employees engaged under section 148(2)(a) of the *Public Service Act 2008*.

This Directive does not apply to employees engaged on a casual basis under sections 147(2)(b) and 148(2)(b) of the *Public Service Act 2008*.

5. Previous references:

- Directives 4/13, 18/10, 19/05, 8/01 and 10/99
- Administrative Instructions No 1 | 62
- Section 32 of the *Public Service Management and Employment Regulation 1988* as in force on 24 February 1995

6. Related information:

- Directive: Leave without Salary Credited as Service
- Directive: Higher Duties
- Directive: Recreation Leave
- Family Leave (Queensland Public Sector) Award – State 2012

DIRECTIVE

7. Entitlement

7.1 Entitlements for sick leave are in accordance with Schedule One.

7.2 Sick leave without salary may be granted where all sick leave on full salary has been exhausted.

7.3 Leave entitlements apply to part-time employees or officers on a pro-rata basis.

- 7.4 Leave prescribed in this Directive may be converted to an hourly basis for the purpose of applying, granting and recording of the leave. Leave is based on the number of hours that the employee would have worked. Schedule Two provides conversion formulas.
- 7.5 If an officer or employee is rostered to work a specific number of hours on a day and the employee is absent from duty on that day, or for part of it, the officer's or employee's sick leave account is to be reduced by the number of hours that the officer or employee was rostered to work on that day but did not work. This applies even where it means that the employee's sick leave account is debited by a different number of hours than the employee's daily hours (as defined by an Award or Agreement).
- (a) Sick leave granted to an officer or employee is to be deducted from the officer's or employee's accumulated entitlement in the case of ordinary sick leave or from the special war service credit of sick leave for absences attributable to war-caused disabilities.

8. Taking Leave

- 8.1 An officer's or employee's entitlement to sick leave is conditional on them promptly notifying the employer of:
- (a) any illness that will cause them to be absent from work; and
- (b) the approximate period for which they will be absent.
- 8.2 An officer or employee is to submit a timely application for every absence where sick leave is sought, in a form determined by the chief executive.
- 8.3 An application for sick leave of more than three (3) days is to be supported by documentation acceptable to the chief executive.
- 8.4 A chief executive may require an officer or employee to furnish acceptable documentation where the illness is for three (3) days or less if the employee is subject to a process for monitoring performance, conduct or attendance.
- 8.5 Where an industrial instrument specifies a different requirement for the production of acceptable documentation, the industrial instrument requirement prevails.

9. Illness before other leave

- 9.1 Where, an officer or employee becomes ill before the start of recreation or long service leave and their illness continues into that leave, they may be granted sick leave on full pay for the period of the illness instead of the leave which had already been approved, provided they submit an application for sick leave supported by acceptable documentation.

10. Illness during other leave

- 10.1 An officer or employee who becomes ill after starting recreation leave, long service leave or paid parental leave may be granted sick leave for the period of the illness instead of the recreation leave, long service leave or parental leave that had already been approved provided the officer or employee:
- (a) submits a written application supported by acceptable documentation to the chief executive; and
- (b) the period of illness is more than three (3) working days.
- 10.2 Where the recreation leave, long service leave or parental leave had been previously approved on half pay, any sick leave granted in lieu shall also be at half pay.
- (a) If an officer or employee is granted sick leave while on half pay recreation leave or long service leave, the officer's or employee's sick leave account is to be reduced by half the normal daily hours for that officer or employee.
- 10.3 Paid sick leave is not available to an employee on unpaid parental leave.

11. Public Holidays

- 11.1 Normal salary is to be paid to an officer or employee for a public holiday that occurs immediately before, during or after an absence on sick leave where the officer or employee is in receipt of full pay. No debit should be made to the officer's or employee's sick leave account.
- 11.2 If a public holiday occurs during an absence on sick leave without pay, the officer or employee is not to be paid for the public holiday and no debit is to be made to the officer's or employee's sick leave account.
- 11.3 Normal salary is to be paid to an officer or employee for a public holiday that occurs immediately before or after an absence on sick leave without salary. No debit is to be made to the officer's or employee's sick leave account.
- 11.4 The above applies to any public holiday (or substituted day) under the *Holidays Act 1983*.

12. Teachers – school vacations

- 12.1 An officer who is a teacher, who is absent on sick leave immediately before the start of a school vacation, is not taken to be on sick leave during that vacation, except where the teacher:
- (a) was, immediately before the start of the corresponding vacation in the previous year, absent on sick leave; and
 - (b) has, since the end of that corresponding vacation in the previous year, been absent on sick leave on every day that the teacher would otherwise have been required to be on duty.

13. Definitions

Daily hours means:

- the number of ordinary daily working hours of an employee as specified in the relevant industrial instrument; or
- in any other case – the number of hours specified in the relevant industrial instrument as the average number of hours per working day of an employee during a pay period or other period that is reasonable in the circumstances.

Employee means a temporary employee engaged under section 148(2)(a) of the *Public Service Act 2008* and a general employee engaged under section 147(2)(a) of the *Public Service Act 2008*.

Industrial instrument means an award, certified agreement, contract, Directive or determination made under section 149 of the *Industrial Relations Act 1999*.

Officer means a public service officer employed under section 8 of the *Public Service Act 2008*.

Teacher means an employee determined by the chief executive to be a teacher for the purpose of this Directive.

War-caused disability includes war-caused injury, war-caused disease, defence-caused injury or defence-caused disease as referred to in the *Veterans' Entitlements Act 1986* (Cth).

SCHEDULE ONE – SICK LEAVE ENTITLEMENTS

Type	Entitlement	Special Conditions
Sick Leave	10 working days sick leave for each completed year of service and a proportionate amount for an incomplete year of service.	<p>Newly appointed officers who are absent from duty because of illness, and who have not accumulated the necessary sick leave on full salary, may have up to 10 working days sick leave on full salary advanced to them in their first year of service.</p> <p>Where an officer resigns during the first year of service, after having been advanced sick leave on full salary in excess of the accumulated entitlement, no action should be taken to recover any overpayments resulting from the sick leave granted.</p> <p>Temporary employees and general employees are limited to their actual sick leave accrual.</p>
Meritorious Sick Leave	<p>13 weeks (65 working days) sick leave on full pay may be added to the officer or employee's sick leave account (on one occasion only) where they have completed 26 years meritorious service within the Queensland Public Sector (excluding Government Owned Corporations) including:</p> <ul style="list-style-type: none"> • a Queensland government entity, as defined in section 24 of the <i>Public Service Act 2008</i>; • the Queensland Parliamentary Service; • the Queensland Police Service. 	<p>Service length will be based on service for which credit has been given for long service leave purposes under the relevant directive. The service need not necessarily be continuous.</p> <p>An employee seeking meritorious sick leave credit must submit a written application.</p> <p>The application may be refused in the case of an officer or employee who, in the opinion of the chief executive, does not warrant the granting of this leave i.e. has not completed 26 years meritorious service.</p>
Special War Service Credit of Sick Leave	<p>65 working days sick leave on full pay for absences from duty which are attributable to a war-caused disability arising from:</p> <ul style="list-style-type: none"> • Service within Operational Areas, as defined within Schedule 2 of the <i>Commonwealth Veterans' Entitlements Act 1986</i>, as amended from time to time; and • Service with Peacekeeping Forces, as defined within Schedule 3 of the <i>Commonwealth Veterans' Entitlements Act 1986</i>, as amended from time to time. <p>The special war service credit of sick leave is in addition to meritorious sick leave after 26 years.</p> <p>Sick leave charged to the special war service credit of sick leave should be recorded separately from ordinary sick leave.</p>	<p>Officers or employees awarded the special war service credit of sick leave need not exhaust their ordinary sick leave before being eligible to draw upon the special credit of sick leave for war-caused disability.</p> <p>Upon written authority from the officer or employee, particulars are to be obtained from the Department of Veterans' Affairs showing the disability that has been accepted by that department as being attributable to war service.</p> <p>For each absence from duty due to a war-caused disability, the officer or employee is required to furnish acceptable documentation to the chief executive. Acceptable documentation is to be checked against the particulars obtained from the Department of Veterans' Affairs to ensure that the absence resulted from a disability attributable to one of the eligible criteria set out above.</p>
Special sick leave	<p>Applies to officers only Where an officer:</p> <ul style="list-style-type: none"> • is injured in the course of performing official duties; or • becomes ill because of performing official duties; <p>the chief executive may grant that officer such special sick leave as the chief executive determines to be warranted in the circumstances.</p>	Special sick leave is not to be charged against an officer's entitlement to ordinary sick leave on full pay.

SCHEDULE ONE – CONVERSION FORMULAS

1. Conversion of entitlements

1.1. This schedule sets out the formulas to be utilised when converting sick leave accruals to an alternative accrual basis.

1.2. Converting sick leave from working days to hours

$$LE = WD \times DH$$

Where:

LE = Leave Entitlement

WD = Working Days

DH = Daily Hours (as defined by an industrial instrument)

1.3. If a department's system for recording particulars of leave granted to an employee is based on hours and the daily hours (as defined by an industrial instrument) of an employee change, the leave entitlements accumulated by the employee are also to be recorded in hours.

$$LAC = LBC \times \frac{HAC}{HBC}$$

Where:

LAC (leave entitlement after change) = the hours of leave to which the employee is entitled after the change.

LBC (leave entitlement before change) = the employee's leave entitlement expressed in hours before the change.

HAC (daily hours after change) = the employee's daily hours (as defined by an industrial instrument) after the change.

HBC (daily hours before change) = the employee's daily hours (as defined by an industrial instrument) before the change.

Human Resources

Manager Checklist: A member of my staff has suffered a work related (compensable) injury or illness

DJAG is committed to:

- Providing a safe & healthy work environment
- Assisting in the creation of suitable duties and gradual return to work plans for injured or ill workers, to facilitate their safe and early return to work
- Respecting the confidential nature of medical and rehabilitation information
- Adopting a multidisciplinary approach to rehabilitation as required.

Workers' compensation is the compulsory (statutory based) compensation insurance payable under the *Workers' Compensation and Rehabilitation Act 2003* to a worker (employee) who has suffered a work related injury or illness (the workplace must be the major contributing factor).

This Checklist provides managers with a handy guide to some required actions to meet departmental commitments. It should be read in conjunction with the Managing Injury and Illness Management Standard and the relevant Procedure. Some divisions/business units may also have additional requirements to be followed.

Manager Checklist/Process:

Incident Management:

- Ensure any injured person receives appropriate first aid and emergency services are called as necessary.
- Ensure the incident scene is made safe and preserved for the purposes of any necessary investigation.
- Ensure an incident report form is completed and actioned. Forward a copy to whscoordinator@justice.qld.gov.au to advise of the incident.
- If necessary, advise your supervisor, or other appropriate senior manager, of the incident and what action has been taken.

Contact the Injured / Ill Employee:

- Have a conversation with the injured employee re their welfare and ascertain the severity of the injury/medical condition in a sensitive manner.
- Remind the injured/ill worker to provide on-going up-to-date medical certificates.
- Remind the injured/ill worker to apply for leave for the period of time away from work.
- Maintain contact with the injured/ill employee during absence from work and discuss return to work options.

Departmental Contacts:

- Notify DJAG Rehab (rehab@justice.qld.gov.au) of the severity/cause of the medical condition, expected timeframes of any absence and request a Rehabilitation and Return To Work Coordinator (RRTWC).
- Discuss the process including what forms are required with the allocated RRTWC.
- Discuss with the RRTWC all possible management solutions to assist the worker remain/return to work.
- Report complex cases to your senior management to identify and implement strategies to prevent an extended period of absence.

External Contacts:

- Notify your relevant Queensland Shared Services ([QSS](#)) Payroll office of the absence.
- Maintain contact with QSS to avoid overpayments for absent staff.

Responding to the WorkCover Claim:

- As requested, provide confirmation/comment, via the RRTWC, on the contributing factors to the injury/illness as stated in the WorkCover claim.
- If not satisfied with WorkCover's decision regarding an accepted claim discuss options with the RRTWC.

Privacy and Record Keeping Obligations:

- Ensure confidentiality is maintained at all times.

IF SUITABLE DUTIES / RETURN TO WORK IS REQUIRED:

- If appropriate, discuss future intentions and possible return to work in a sensitive manner at the earliest point in time.
- Discuss/negotiate tasks, responsibilities, hours of work and timeframes with injured/ill employee in the context of the medical practitioner's restrictions and / or opinion.
- Ensure that any special arrangements e.g. change of work pattern required for the Return to Work (RTW) Plan are communicated to the relevant parties e.g. QSS.
- In conjunction with the RRTWC and the treating practitioner draft a Suitable Duties Plan or RTW plan.
- Monitor performance and attendance during Suitable Duties / RTW plan and discuss any issues with injured/ill employee and/or RRTWC.
- Advise QSS once suitable duties or return to work plan arrangements have been completed (and/or extended) for work pattern purposes.
- Contact the allocated RRTWC should you require assistance and/or further information in relation to meeting your departmental commitments to injury/illness management.

Leave Application

(to be used only where employees cannot apply for leave on line)

AGENCY: (Please select one only)

- DEEDI
 DERM - EPA
 DLGP
 DPC
 DPW
 TSY
 JAG
 COMM (S&R, QAS)
- Other Government Entity (please specify)

fm-QSS-hr117 V8 Aug 11

[About Version Control](#)

[When to use this form and instructions for completion](#)

Section 1 Employee Details

Employee Number

Surname Given Name/s

Position Title

Work or Business Unit / Group / Division

Wages and/or Part time employees only (for DERM use only)

Indicate rostered hours for each day of leave (e.g. 8, 7.6, 7.25) and show rostered days off	Week	Sat	Sun	Mon	Tues	Wed	Thu	Fri
1								
Circle hours of leave on the first day of leave	2							
	3							
Mark pay days with an *	4							

Section 2 Leave Details

Note: Attach supporting documentation in accordance with relevant legislation, awards, industrial agreements and agency policies where required (i.e. medical certificate). Please contact your line manager or Human resources for further information.

Apply for Leave
 Amend Leave
 Cancel Leave

Recreation Leave
 Start Date / /
 End Date / /
 Full pay
 Half Pay

Sick Leave
 Start Date / /
 End Date / /
 Full pay
 Half Pay

If insufficient leave, deduct from Rec leave
 No Pay

Note: Unless otherwise indicated if insufficient sick leave is available, the balance of this application will be processed as sick leave without pay.

Long Service Leave
 Start Date / /
 End Date / /
 Full pay
 Half Pay

Note: A minimum of one working day can be taken at the discretion of the CEO otherwise one calendar week (exclusive of public holidays) must be taken

Special Leave (as specified below)
 Start Date / /
 End Date / /
 Full pay
 Half Pay

Parental Leave
 Full pay
 Half pay
 No pay
 Start Date / /
 End Date / /

Note: Maternity leave must commence at least six weeks prior to the expected date of birth. Should the employee wish to continue duty after this date, a medical certificate must be submitted, verifying that, in the opinion of the medical practitioner, the employee is fit for duty until a specified date.

SARAS
 Non Compulsory residential school
 Compulsory residential school
 Study Leave
 Examination Leave
 Recreation Leave
 Full pay (no debit to leave)
 Leave without pay

Family Responsibility - debit
 Sick Leave
 Recreation Leave
 Leave without pay

Emergent/Compassionate

Other Leave
 Enter Leave type here

Reason for Leave/Additional Information (if required)

If you have insufficient leave, do you wish to use other appropriate leave types?
 Recreation
 Long Service

Section 3 Other Information

Do higher duties immediately precede this leave? No Yes

Is pay in advance required? No Yes

Note: Pay in advance is only available in accordance with Agency guidelines. Please contact your Line Manager or Human Resources for further information.

Section 4 Forwarding Address (during period of leave)

Address

Suburb State Postcode Contact telephone number (07)

Section 5 Employee Signature

Employee - I hereby apply for leave as indicated above

Telephone Date
Signature

Section 6 Recommendation and Approval

I certify that the above leave is approved in accordance with relevant legislation, awards, industrial agreements and agency policies and that the necessary supporting documentation has been attached/sighted.

Recommendation (OPTIONAL)		Delegated Officer (APPROVAL)	
Name	<input type="text"/>	Name	<input type="text"/>
Position	<input type="text"/>	Position	<input type="text"/>
Date	<input type="text"/>	Date	<input type="text"/>
Sign	<input type="text"/>	Sign	<input type="text"/>

Please return form to

FACSIMILE (please ensure the correct fax number for the relevant Agency is used to avoid delays)

DPW Fax (07) 322 45007; Ph (07) 3247 3475 DPC, DLGP Fax (07) 322 58955; Ph (07) 3247 3419

SCAN & EMAIL To email this form it **MUST BE SCANNED** after obtaining delegated Signatures/Approval. Emailed forms saved as files without signatures will **NOT BE ACCEPTED** or processed.
 DPW Email: payroll.dpw@ssa.qld.gov.au
 DLGP bip
 DPC Email: payroll.dpc@ssa.qld.gov.au

EXTERNAL / INTERNAL MAIL TO DELIVER TO Employee Services, Queensland Shared Services, GPO Box 1176, Brisbane Qld 4001
 Employee Services, Queensland Shared Services, Level 18, 160 Mary Street, Brisbane

DERM Email: payroll.epa@ssa.qld.gov.au Fax to (07) 3225 1952 Phone (07) 3404 3347
 Payroll (EPA), Queensland Shared Services, GPO Box 1176, Brisbane Qld 4001
 Payroll (EPA), Queensland Shared Services, Level 1, 88 Leichhardt Street, Spring Hill

DEEDI Email: payroll.dtrdi@ssa.qld.gov.au Fax to (07) 3006 7618 Phone (07) 3224 5818
 Payroll (DEEDI), Queensland Shared Services, GPO Box 1176, Brisbane Qld 4001
 Payroll (DEEDI), Queensland Shared Services, Level 1, 88 Leichhardt Street, Spring Hill

COM (S&R), QAS) Email: payroll.dlgsr@ssa.qld.gov.au Fax to (07) 3006 7618 Phone (07) 3224 5818
 Payroll (S&R, QAS), Queensland Shared Services, GPO Box 1176, Brisbane Qld 4001
 Payroll (S&R, QAS), Queensland Shared Services, Level 1, 88 Leichhardt Street, Spring Hill

JAG Email: P1Payrollmailbox@ssa.qld.gov.au Fax to (07) 300 90018 Phone (07) 303 30948
 EXTERNAL / INTERNAL MAIL TO DELIVER TO Payroll (JAG), Queensland Shared Services, GPO Box 2946, Brisbane Qld 4001
 Payroll (JAG), Queensland Shared Services, Level 17, 160 Mary Street, Brisbane

TSY/CORPTECH Email: payroll.treasury@ssa.qld.gov.au Fax (07) 300 67618 Phone (07) 340 55064
 EXTERNAL / INTERNAL MAIL TO Payroll (TSY), Queensland Shared Services, GPO Box 1176, Brisbane Qld 4001

PLEASE REFRAIN FROM SUBMITTING FORMS TO QSS MORE THAN ONCE VIA DIFFERENT CHANNELS
 E.G. IF YOU HAVE FAXED THE FORM, PLEASE DO NOT ALSO FORWARD IN POST

IMPORTANT: To enable timely processing, it is an Agency responsibility to ensure that forms submitted to QSS include current and accurate information, are completed in full, appropriately approved and submitted prior/by specified cut off time/day. Where QSS is required to perform rework/follow-up after the "cut-off" due to incomplete/inaccurate forms, QSS CANNOT guarantee that deadlines will be met and forms may be returned for Agency completion. To confirm the applicable cut:

QSS HR USE ONLY
 Processed by Date Fortnight ending
 Verified by Date

Privacy: QSS is collecting information on this form to verify your identity, to facilitate payments and administer entitlements to you as an employee. Your personal information will not be disclosed to any other party without your consent, unless authorised or required by law. For more information visit <http://myssp.govnet.qld.gov.au/privacy.htm>

Information Release Authorisation

I (Full Name),

of (Address),

give permission for my treating medical practitioners and allied health providers to discuss and exchange details of my current injury or illness, sustained on...../...../.....and diagnosed as, with appropriately authorised Department of Justice and Attorney-General (DJAG Rehab) injury management personnel.

I also give permission for any medical practitioner or allied health provider engaged by DJAG Rehab to assist with my rehabilitation or return to work, to disclose information relevant to my current injury or illness.

Current treating medical professionals

Name:	Address:	Phone:	Fax:

Additional

Yes No N/A

I give permission for WorkCover Queensland to release a complete copy of my file (including medical reports) to assist in my ongoing rehabilitation or return to work.

I consent to QSuper disclosing information (including medical reports) relevant to my current injury/illness.

I understand that information collected through this consent will be used to assist in my rehabilitation and return to work with respect to my current injury/illness and is in accordance with the DJAG Injury and Illness Management Policy.

I understand that the privacy and confidentiality of all information collected will be respected. Personal Information will only be provided to another person or body, without my consent, where authorised or required by law.

Signed: _____

Date: _____

The Department of Justice & Attorney General is collecting the information on this form for the following purposes:

- to assist in your rehabilitation or return to work; and
- for the Department to discharge its legislative, accountability, administrative, reporting, management, personnel and financial functions.

PRIVACY STATEMENT:

The Department is collecting your personal information to assist in the provision of workplace rehabilitation. The information obtained from the above practitioners may be provided to other medical practitioners, QSuper, WorkCover Queensland or Departmental management. It may also be provided to the Shared Service Agency, or any successor to that agency, as part of the administration and management of the rehabilitation process.

Role description for Information Officer

Branch	Community Justice Services	Division	Justice Services	Unit	Victim Assist Queensland
Location	Brisbane	Closing date:		Vacancy ref	
Classification	A03	Salary per fortnight		Salary per annum	
Type of vacancy	Permanent Hours will be negotiated with the successful applicant (Refer to <i>Applicant Information Package</i>)				
Contact Name		Title		Telephone	

The Department of Justice and Attorney-General

The department contributes to a fair and just society and safe, healthy, productive workplaces and community.

The department values cultural capability and supports the engagement, participation and advancement of Aboriginal people and Torres Strait Islander people across all occupational streams.

About the Business Unit

Victim Assist Queensland operates under the Victims of Crime Assistance Act 2009 to provide financial assistance to victims of violent crime to assist in their recovery. Victim Assist Queensland also maintains relationships with stakeholder networks with government and non-government organisations to enhance the victim services sector and service provision to victims of crime.

About the Role

The central focus of this role is to respond to enquiries from people who are seeking information and assistance after experiencing violent crime. Enquiries are primarily made by telephone although some enquiries are made in person. Work includes:

- providing accurate information on issues relating to victims of crime in Queensland;
- initiating referrals to relevant agencies that can assist Victim Assist Queensland clients; and
- assisting clients with queries about financial assistance and how to complete financial assistance applications available through the Victim Assist Queensland

Key Responsibilities

- To proactively manage telephone (and some in person) enquiries to the Victims LinkUp information service within key performance indicators
- Provide timely and accurate information and assistance to clients of the Victims LinkUp service predominantly via the telephone, and also in person and in writing regarding:
 - the process for applying for financial assistance and services under the *Victims of Crime Assistance Act 2009*;
 - fundamental principles of justice for victims of crime and the complaint process under *Victims of Crime Assistance Act 2009*; and
 - government and non-government services available to assist victims of crime in Queensland.
- Initiate referrals to appropriate agencies as required by clients of Victim Assist Queensland.
- Maintain effective communication and problem-solving skills, including when dealing with clients in complex and emotive situations.
- Accurately operate and record relevant details of telephone calls in the Victim Assist Queensland database and generate correspondence.
- Identify possible service delivery enhancements and options for successful implementation.

How you will be assessed

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

- Highly developed communication and interpersonal skills including the ability to communicate sensitively and effectively with people from diverse cultural and social backgrounds in emotive situations.
- Ability to rapidly gain a sound knowledge of the Victims of Crime Assistance Act 2009.

- Demonstrated ability to maintain positive and effective team relationships.
- Good time management skills and the ability to demonstrate tact and ethical behaviour.
- Possession of effective keyboard skills and demonstrated ability in the use of Microsoft applications and databases.

* These attributes are based on the Queensland Public Service ([QPS](#)) [Capability and Leadership Framework](#) and have been tailored for this department.

Career Development

Victim Assist Queensland consists of approximately forty full time staff located in one primary office in Brisbane and four regional offices in Cairns, Townsville, Rockhampton and Ipswich.

Mandatory Qualifications, Conditions and Requirements

Nil.

Interested in applying?

Applicants are encouraged to read the **Applicant Information Package** as it contains information to assist with understanding the department's recruitment and selection process.

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A completed Application for Advertised Vacancy form (not required if applying on SmartJobs)
- An application Cover Sheet or covering letter
- A statement (X pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under '**How you will be assessed**'.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.
- Your current resume

<p>People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.</p>
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How to submit an application

<DJAG Intranet EOIs – keep the below sentences and remove the Smartjobs section below-delete>

To be considered for this role, please apply directly to the contact officer noted on the first page of the role description.

<Smartjobs – keep the below section and remove the EOI section above-delete>

Applying online through the Smart jobs and careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on (07) 3021 5465 or (07) 3021 5450, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late

application to be considered, please contact the Applications Processing Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.

Additional Information

Applications to remain current for 12 months.

A criminal history check will be undertaken for this position on any recommended applicant due to the nature of the work involved.

This role involves child-related duties as defined under section 156 of the *Public Service Act 2008*. Prior to commencing employment, the recommended applicant will be required to obtain a Blue Card if one is not already held.

For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.

Further information about the department is available from our [website](#).

A minimum probation period of 3 months may apply.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *Disclosure of Previous Employment as a Lobbyist Policy*.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

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

For this position, it is a genuine occupational requirement that it be filled by an Aboriginal person or Torres Strait Islander person as permitted and arguable under Sections 25, 104 and 105 of the *Queensland Anti-Discrimination Act 1991*.

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the **Applicant Information Package** for further information about which union covers the Department of Justice and Attorney-General.

Information Release Authorisation

I (Full Name),

of (Address),

give permission for my treating medical practitioners and allied health providers to discuss and exchange details of my current injury or illness, sustained on...../...../.....and diagnosed as, with appropriately authorised Department of Justice and Attorney-General (DJAG Rehab) injury management personnel.

I also give permission for any medical practitioner or allied health provider engaged by DJAG Rehab to assist with my rehabilitation or return to work, to disclose information relevant to my current injury or illness.

Current treating medical professionals

Name:	Address:	Phone:	Fax:

Additional

Yes No N/A

I give permission for WorkCover Queensland to release a complete copy of my file (including medical reports) to assist in my ongoing rehabilitation or return to work.

I consent to QSuper disclosing information (including medical reports) relevant to my current injury/illness.

I understand that information collected through this consent will be used to assist in my rehabilitation and return to work with respect to my current injury/illness and is in accordance with the DJAG Injury and Illness Management Policy.

I understand that the privacy and confidentiality of all information collected will be respected. Personal Information will only be provided to another person or body, without my consent, where authorised or required by law.

Signed: _____

Date: _____

The Department of Justice & Attorney General is collecting the information on this form for the following purposes:

- to assist in your rehabilitation or return to work; and
- for the Department to discharge its legislative, accountability, administrative, reporting, management, personnel and financial functions.

PRIVACY STATEMENT:

The Department is collecting your personal information to assist in the provision of workplace rehabilitation. The information obtained from the above practitioners may be provided to other medical practitioners, QSuper, WorkCover Queensland or Departmental management. It may also be provided to the Shared Service Agency, or any successor to that agency, as part of the administration and management of the rehabilitation process.

Return to work/Suitable duties plan

Contact Details

Worker		Phone no.	
Position			
Supervisor		Phone no.	
Treating Medical Practitioner		Phone no.	
Rehabilitation and Return to Work Co-ordinator		Phone no.	

Plan Details

Goal	
Duration	

Weeks

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Substantive Hours	7.25	7.25	7.25	7.25	7.25		
Program Hours							

Duties:

Restrictions/supports:

Signatures

Worker

I have been consulted about the content of this plan and agree to participate.

Signature:

Date:



Supervisor

I agree to ensure this plan is implemented in the work area.

Signature:

Date:

Treating Medical Practitioner

Please find attached supporting medical evidence.

or

I approve this plan.

Signature:

Date:

Rehabilitation and Return to Work Co-ordinator

I agree to monitor this plan.

Signature:

Date:

Privacy Notice: The Department of Justice and Attorney-General is collecting information on the below employee's health and its impact on work in accordance with the Department's Workplace Rehabilitation Policy and Procedures, to support the provision of a workplace rehabilitation program. The information will only be accessed by a Rehabilitation and Return to Work Coordinator and other relevant DJAG employees such as the workplace manager, to facilitate the employee's workplace rehabilitation. Some of this information may be given to WorkCover Qld, QSuper, a treating doctor or allied health professional or a doctor appointed by the Department for the purpose of informing rehabilitation options. Information relevant to the impact of an injury/illness upon an employee's work may be discussed with a supervisor for the purpose of identifying rehabilitation options. Information may also be discussed with Human Resource and Governance employees. An employee's information will not be given to any other person or agency unless authorised by the employee or required by law.

Role description for Local Area Victim Coordination Officer

Branch	Community Justice Services	Division	Justice Services	Unit	Victim Assist Queensland
Location	Rockhampton	Closing date:	11 November 2016	Vacancy ref	
Classification	A05	Salary per fortnight		Salary per annum	
Type of vacancy	Expression of Interest – Temporary: 7 December 2016 - 2 June 2017.				
Contact Name	Anna Temple	Title	A/Victim Services Coordinator	Telephone	31091920

The Department of Justice and Attorney-General

The department contributes to a fair and just society and safe, healthy, productive workplaces and community.

The department values cultural capability and supports the engagement, participation and advancement of Aboriginal people and Torres Strait Islander people across all occupational streams.

About the Business Unit

Victim Assist Queensland operates under the Victims of Crime Assistance Act 2009 to provide financial assistance to victims of violent crime to assist in their recovery. Victim Assist Queensland also maintains relationships with stakeholder networks with government and non-government organisations to enhance the victim services sector and service provision to victims of crime.

About the Role

The purpose of this role is to:

- Develop and maintain relationships and build capacity with government and non-government organisations to further enhance the coordination of local services to victims of crime,
- Provide practical service delivery (including court support, information about other support services and assistance applying for financial assistance) to victims of crime with complex and high needs, where no other services are available, and
- Work with other court-based personnel to promote Victim Assist Queensland.

Key Responsibilities

- Build and maintain relationships and stakeholder networks with government and non-government organisations to enhance the victim services sector and service provision to victims of crime.
- Build and maintain effective and appropriate referral networks and pathways with key stakeholders for victims of crime.
- Identify and report on systemic and individual issues relating to victims of crime going through the criminal justice system.
- Promote the Fundamental Principles of Justice for Victims of Crime.
- Promote Victim Assist Queensland services and increase knowledge about the Victims of Crime Assistance Act 2009 to enhance access to financial assistance.
- Provide direct service delivery and support to clients with complex and high support needs as required. This may include information about the court process, court related services available to them, practical in-court support and assistance in completing financial assistance applications.
- Refer victims of crime with complex and high support needs to appropriate counselling and specialist government and non-government support services as provided through Victims LinkUp.
- Identify, undertake and implement court related research and projects under the direction of the Principal Program Officer.
- Enter data on the case management system and present monthly statistics on the Victim Assist Local Capacity Building and Coordination Program.

How you will be assessed

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

- Demonstrated ability to develop and maintain strong partnerships and networks with community stakeholders and other government departments.
- Highly developed interpersonal, oral and written communication skills including the ability to liaise and consult and negotiate with people from diverse cultural and social backgrounds.
- An understanding of the criminal justice system and the ability to gain understanding of the Victims of Crime Assistance Act 2009.
- Demonstrated ability to maintain positive and effective team relationships.
- Demonstrated ability to research and problem solve, independently.

* These attributes are based on the Queensland Public Service [\(QPS\) Capability and Leadership Framework](#) and have been tailored for this department.

Career Development

Victim Assist Queensland consists of approximately forty full time staff located in one primary office in Brisbane and four regional offices in Cairns, Townsville, Rockhampton and Ipswich.

Mandatory Qualifications, Conditions and Requirements

Nil.

Interested in applying?

To be considered for this role, please provide the following information to anna.temple@justice.qld.gov.au for assessment of your suitability:

- A statement (2 pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under '**How you will be assessed**'.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.
- Your current resume

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

How to submit an application

To be considered for this role, please apply directly to the contact officer noted on the first page of the role description.

Additional Information

Applications to remain current for 12 months.

A criminal history check will be undertaken for this position on any recommended applicant due to the nature of the work involved.

Further information about the department is available from our [website](#).

A minimum probation period of 3 months may apply.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *Disclosure of Previous Employment as a Lobbyist Policy*.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

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

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the **Applicant Information Package** for further information about which union covers the Department of Justice and Attorney-General.