



**Australian Government**



**one APS career... Thousands of opportunities**

# **APPLICATION PACK**

**Job Title: Bilingual / Multilingual Customer Service Adviser (several positions)**

**Area Office: Area South and West Qld**

**Classification: Centrelink Band 2 (APS 3 & 4)**

**Location: Inala and Woodridge CSC**

**Remuneration: \$44380 - \$55169**

**Job Reference: SWQ 19**

**Contact Officer: For enquiries phone 07 3000 3434**

**Closing Date: Friday 4<sup>th</sup> July 2008**

**Centrelink is committed to having a workforce that is representative of the diverse community it serves.**

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## ABOUT THIS APPLICATION PACK

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This pack provides useful information on Centrelink, the benefits of working with Centrelink, the responsibilities of being a part of the Australian Public Service, the role that you are applying for and further information to guide you in your application.

Should you require further information please get in touch with the contact officer.

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## ABOUT CENTRELINK

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Centrelink is an Australian government Statutory Agency, delivering a range of Commonwealth services to the Australian community. Centrelink is responsible to Senator the Hon. Joseph Ludwig, Minister for Human Services. Centrelink is part of the Human Services Portfolio working with other Human Services Agencies to deliver Centrelink services to 6.5 million Australians. Centrelink's Chief Executive Officer is Mr Jeff Whalan.

Centrelink is in the top one hundred of Australian organisations in terms of size and turnover. Its recurrent budget is \$2.3 billion and it distributes approximately \$63 billion in social security payments on behalf of policy departments. Centrelink:

- has 6.4 million customers, or approximately one-third of the Australian population
- pays 9.98 million individual entitlements each year and records 5.2 billion electronic customer transactions each year
- administers more than 140 different products and services for 25 government agencies
- employs more than 25 000 staff
- has more than 1000 service delivery points ranging from large Customer Service Centres to small visiting services
- receives more than 32.68 million telephone calls each year
- receives 39.5 million web site page views each year
- grants 2.77 million new claims each year. <sup>1</sup>

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<sup>1</sup> Information from <http://www.centrelink.gov.au>  
Job Pack v.12

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# WORKING WITH CENTRELINK

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## **BENEFITS OF CHOOSING A ROLE WITH CENTRELINK**

Centrelink have developed an attractive employment package to assist you in balancing your work and personal life.

We have innovative strategies and policies for attracting and retaining a diverse workforce - such as programs to employ school leavers and graduates, an alumni program, Indigenous Australians, people with a disability and people from culturally and linguistically diverse backgrounds.

## **SALARY RATES**

Centrelink has a comprehensive certified agreement with attractive salaries and conditions of service.

## **SALARY PACKAGING**

Salary (remuneration) packaging arrangements are available to all Centrelink employees.

The following are approved salary packaged items:

- personal computers (portable, palmtop or notebook computer) purchased prior to 13 May 2008
- superannuation to a complying superannuation fund
- motor vehicles (novated leases).

## **ADDITIONAL BENEFITS**

We offer considerable additional benefits including:

- an attractive superannuation scheme
- flexible working hours
- family friendly policies
- recreation leave
- personal leave
- paid maternity leave (after a qualifying period)
- long service leave (after a qualifying period)

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# IMPORTANT INFORMATION ABOUT THE AUSTRALIAN PUBLIC SERVICE

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## APS VALUES

Centrelink expects its employees to adhere to the APS Values and Code of Conduct. As such Centrelink is committed to upholding the highest level of integrity and professionalism in providing impartial and responsive services to the government of the day. The APS Values provide the basis for achieving this. The APS:

- is apolitical, performing its functions in an impartial and professional manner
- is a public service in which employment decisions are based on merit
- provides a workplace that is free from discrimination and recognises and utilises the diversity of the Australian community it serves
- has the highest ethical standards
- is openly accountable for its actions, within the framework of Ministerial responsibility to the Government, the Parliament and the Australian public
- is responsive to the Government in providing frank, honest, comprehensive, accurate and timely advice and in implementing the Government's policies and programs
- delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public
- has leadership of the highest quality
- establishes workplace relations that value communication, consultation, co-operation and input from employees on matters that affect their workplace
- provides a fair, flexible, safe and rewarding workplace
- focuses on achieving results and managing performance
- promotes equity in employment
- provides a reasonable opportunity to all eligible members of the community to apply for APS employment
- is a career-based service to enhance the effectiveness and cohesion of Australia's democratic system of government
- provides a fair system of review of decisions taken in respect of employees.

## APS CODE OF CONDUCT

The Code of Conduct requires all employees to behave at all times in a way which upholds the APS Values. The Code of Conduct requires that an employee must:

- behave honestly and with integrity in the course of APS employment
- act with care and diligence in the course of APS employment
- when acting in the course of APS employment, treat everyone with respect and courtesy, and without harassment
- when acting in the course of APS employment, comply with all applicable Australian laws

- comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction
- maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment
- use Commonwealth resources in a proper manner
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment
- not make improper use of:
  1. inside information, or
  2. the employee's duties, status, power or authority,
 in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person
- at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS
- while on duty overseas, at all times behave in a way that upholds the good reputation of Australia
- comply with any other conduct requirement that is prescribed by the regulations.

## **CONDITIONS OF ENGAGEMENT**

The *Public Service Act* requires that all persons engaged by Centrelink satisfy certain conditions of employment. The following pre-employment checks will be conducted prior to the commencement of work:

- Australian citizenship evidenced by an Australian birth certificate or passport, or a certificate of Australian citizenship for applicants born overseas
- a check to establish identity and date of birth evidenced by a birth certificate or passport. In the case of a name change, a marriage certificate, deed poll or other legal evidence must be provided
- a character clearance through a criminal history record check by CrimTrac
- a previous employment/reference check
- evidence of any stated qualification/s, including any mandatory qualification/s
- a working with children clearance if applicable
- a security clearance through CrimTrac if employed to work in a designated security assessed position or a position of trust
- all ongoing employees new to the APS will be required to undergo a medical clearance
- ongoing employees are engaged subject to a period of probation of a maximum of 6 months during which time their conduct and work performance is assessed to determine their suitability for employment
- the prospective employee must provide complete and accurate information in the pre-employment checking processes.

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## ABOUT THE ROLE

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### DETAILS

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Number of Vacancies:	Area South and West Qld
Classification:	Centrelink Band 2 (APS 3 & 4)
Location:	Inala and Woodridge CSC
Remuneration:	\$44380 - \$55169
Job Reference:	SWQ 19
Contact Officer:	For enquiries phone 07 3000 3434 or email selections.brisbane@centrelink.gov.au
Closing Date:	Friday 4 <sup>th</sup> July 2008

### ROLE PROFILE

Deliver high quality referral services to provide a quality customer experience resulting in outcomes for customers in line with government policy. Engage with customers to assess circumstances to provide appropriate service offer options. Assess payment qualification and eligibility criteria within Getting It Right and timeliness requirements.

### DUTIES

- Operate as a member of a team, contributing to the achievement of that team's business outcomes
- Provide service to a diverse range of customers
- May include providing outreach and outservicing to customer groups, providers and other agencies
- Customer contact may involve face-to-face, over the phone or written communication
- Work in a busy, challenging and continually changing environment
- Work with other Centrelink teams, and / or external agencies as required to achieve appropriate outcomes
- Use of computer based assessment and information tools
- Deliver services to assist customers, designed in accordance with legislation, government policy, Minister's expectations, Centrelink's performance requirements and Strategic Directions
- Negotiate appropriate service offers and promote channel choice
- Refer customers to service providers, linking them with other community support
- Encourage customer usage of Centrelink self service facilities
- Assess payment qualification and eligibility criteria to establish and / or maintain customer accounts, within Getting It Right and timeliness requirements
- Engage with and maintain operational partnerships with local community service providers
- Protect the integrity of records and ensure correct payments have been made
- Contribute new ideas, including the identification of opportunities to improve the efficiency of processing work, and implementation of change in the workplace
- Collaborate with others to ensure Centrelink priorities are achieved, including those of the immediate team, site, Area and relevant Business Line
- Use appropriate and nationally endorsed system tools to assist in decision making, research legislation and policy and to record all work accurately.

## ADDITIONAL INFORMATION

### Key Skills / Knowledge

- It is a requirement for bilingual / multilingual staff to show proof of their bilingual skills (NAATI Accreditation/Recognition).
- High level customer service, teamwork, liaison and negotiation skills
- Quality research, evidence gathering and decision making skills
- Ability to problem solve and deal with complex customer enquiries
- Good level of computer literacy
- Sound interpretive skills and the ability to exercise judgement to complex circumstances
- Demonstrated resilience in an often stressful and changing environment
- Sound written and oral communication skills
- Sound knowledge of Centrelink products and services
- Specific knowledge of payments for relevant work area

### Desirable:

- Bilingual or multilingual applicants with the any of following language skills are encouraged to apply: Arabic, Sudanese Arabic, Dinka, French, Swahili, Somali, Kirundi and Amharic.
- Sound knowledge and understanding of legislation, policies, procedures and information management requirements relevant to the work area.
- High level customer service, teamwork, liaison and negotiation skills
- Good level of computer literacy

Successful applicants will be required to sit for a Language Test to be eligible for Community Language Allowance.

The below selection criteria are **not required** to be responded to – please see the notes in the 'To Apply' section below.

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## SELECTION CRITERIA

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### APS 1- 6 (Centrelink 1, 2 & 3)

#### Criterion 1 – Understanding of Centrelink's strategic environment.

**This criterion includes the ability to:**

- understand the relationship between Centrelink and government
- apply sound research, interpretation and problem solving skills
- demonstrate the ability to think strategically and make balanced, well informed decisions in relation to own work area
- demonstrate the capacity for originality of thought.

#### Criterion 2 – Achieves results.

**This criterion includes the ability to:**

- identify and achieve work objectives
- adapt to changing priorities
- seek assistance from others
- check regularly on own work progress.

### **Criterion 3 – Cultivates productive working relationships.**

**This criterion includes the ability to:**

- work effectively with others to maximise services to stakeholders
- work as part of a team to deliver results
- understand and value diversity.

### **Criterion 4 – Exemplifies personal drive and integrity.**

**This criterion includes the ability to:**

- adhere to and promote the APS values
- demonstrate behaviours consistent with the APS Code of Conduct
- demonstrate resilience under difficult circumstances.

### **Criterion 5 – Communicates with influence.**

**This criterion includes the ability to:**

- demonstrate well developed oral and written communication skills
- listen actively to others and respond appropriately
- put forward ideas and consider and encourage the views of others.

### **TO APPLY**

Please send your **cover page, statement of claims against the questions listed below (no more than 2 pages)** and a **current resume** to the following email address: [selections.brisbane@centrelink.gov.au](mailto:selections.brisbane@centrelink.gov.au) quoting reference number SWQ 19 in the subject heading. Please include the contact details of 2 employment related referees.

If you do not have access to email, please post your complete application to:

Sarah Visser  
HR Advisory Unit  
Locked Bag 55  
GPO Brisbane Q 4001

Applications received after the closing date will not be accepted.

**Please respond to the following questions (no more than 2 pages total):**

1. Think of a time when you had to deal with a difficult customer – what was the situation and what did you do to broker a solution?
2. Please give an example of when you have been able to participate and contribute in a team environment?
3. Please provide examples of when you have been exposed to a new IT system and how you developed your skills in this area.



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# YOUR APPLICATION

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## THE SELECTION PROCESS

All vacancies in Centrelink are filled under the merit principle as defined under the *Public Service Act 1999*. The merit principle requires that selections are based on work related qualities i.e. abilities, qualifications, experience and standard of work performance required for each vacancy. Discrimination on the basis of age, gender, religion, race or sexual preference is precluded.

## YOUR APPLICATION

Your application must include:

1. A completed application cover sheet (find attached to application pack)
2. A current resume including a summary of your employment history and education
3. A statement of your claims against the selection criteria.

If you have individual requirements that need to be accommodated in order to participate in an interview or assessment centre please inform the Contact Officer listed on page six.

Your written application will form the basis for short listing of applicants for further assessment by the selection committee, usually through interview. This is the first step in the selection process.

Although an application will not solely determine whether you are successful, an application does convey important information about you and your suitability for the role. It is important that your written application is an organised information paper with the requirements of the selection criteria in mind.

As an applicant, it is your responsibility to demonstrate to the selection committee and the delegate that you are able to satisfy the requirements of the role. Your application should provide succinct, accurate and relevant information about your work history, experience, education, and skills to allow a selection committee to decide whether you are suitable for further assessment if required. Addressing the selection criteria is an important part of your application and it is suggested that you use specific examples of work that you have done, describing how you have contributed to a process or an outcome, and how this relates to the criteria and the duties of the advertised position.

***Please note that failure to address the selection criteria may mean that you will receive no further consideration in the selection process.***

## EMPLOYMENT REFERENCES

Your application should contain the names of people who may be asked to provide comments about your experience, skills and attributes in relation to the selection criteria to the selection committee. References play an important part in verifying your ability to perform required tasks and behaviors. Only people who can comment effectively on your skills and abilities, depth of experience and work performance should provide references. Appropriate referees include your current and/or a recent supervisor. Applicants should advise the selection committee if seeking references from current employers is likely to cause embarrassment or jeopardise current employment.

## APPLICATION COVER SHEET

**This cover sheet must be completed and attached with your application.**

### **Vacancy Details:**

Reference		Classification	
Job Title			

### **Personal details:**

Title		Surname	
Given name/s		Date of Birth (optional)	
Postal address			
Phone Number			
Mobile number			
<p><i>You must be an Australian citizen to be eligible for employment with Centrelink.</i></p> <p>Are you an Australian citizen? Please delete non-applicable <span style="float: right;">YES / NO</span></p>			

### **Employment in the Australian Public Service:**

Are you currently working in the Australian Public Service? Please delete non-applicable			YES / NO
If yes, please delete non-applicable.	ONGOING / NON-ONGOING / CONTRACTOR		
AGS number			
Nominal level <sup>2</sup>		Actual level <sup>3</sup>	
Have you received a redundancy from a Commonwealth funded employer in the last 12 months? Please delete non-applicable			YES / NO
If yes, please specify employer's name and date of cessation:			

### **Optional:**

Information collected for statistical purposes. Please delete non-applicable.	
Male	YES / NO
Female	YES / NO
Aboriginal or Torres Strait Islander	YES / NO
Person with disability	YES / NO
Person of culturally & linguistically diverse background	YES / NO

Do you require special arrangements to be made for assessment e.g. interview? Please delete non-applicable <i>If yes, a member of the selection panel will contact you for more details.</i>	YES / NO
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### **How did you first hear of this vacancy?** Please delete non-applicable

APS Gazette	YES / NO
Newspaper (list)	YES / NO
Centrelink Website	YES / NO
Other websites (list)	YES / NO
Other (list)	YES / NO

### **Referees:**

Name		Telephone	
Name		Telephone	

<sup>2</sup> Your 'nominal' level is your substantive level.

<sup>3</sup> Your 'actual' level is the level at which you are currently working. This may or may not be the same as your 'nominal' level.