



## INFORMATION FOR APPLICANTS

Thank you for considering applying for a job with us. Please take time to read through the package as it provides you with a bit of an insight into our Department and may assist in your preparation for a position with us.

### ABOUT US

The Department of Fire and Emergency Services (DFES) performs a critical role coordinating emergency services for a range of natural disasters under its responsibility as Western Australia's leading hazard management agency.

We employ approximately 1,500 employees in a wide variety of roles, and have a volunteer network of in excess of 30,000 volunteers that ensure we are able to work with the community and government in the preparation, prevention, response and recovery activities for a diverse range of emergencies. This responsibility is outlined in a variety of pieces of legislation and informs our vision:

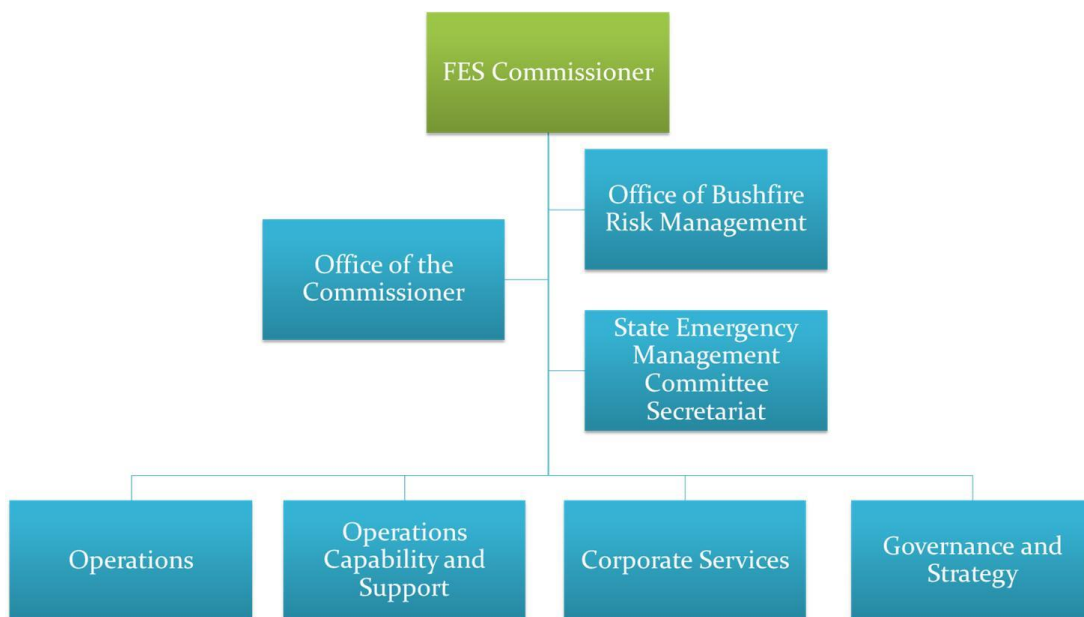
*Resilient Western Australian communities that work together to build capacity and capability to prevent, prepare for, respond to and recover from emergencies.*

DFES is a progressive, values-driven organisation that places great importance on its people. We also acknowledge and appreciate the contribution the families and others make and the support they provide.

### DFES Structure

To meet the evolving needs of the community, DFES recognises that its structure must remain flexible and be reviewed regularly to support its role, its strategic intentions and its programs.

The current structure of DFES Incorporates four (4) Commands, along with three (3) strategic areas that report directly to the Commissioner as follows:



## UNDERSTANDING THE RECRUITMENT PROCESS

### Eligibility Requirements to Apply

To be eligible to apply for appointment to permanent positions, you must be an Australian citizen or permanent resident. For temporary (fixed term) positions, a working visa for the period of the contract is sufficient.

It is important that you check for any specific eligibility and work related requirements to make sure you have what's required for the position. This might include qualifications, experience, ability to travel etc. This makes it easier for us and you when making selections and avoids unnecessary disappointment.

### Standard Recruitment Process

At DFES, there is no such thing as a 'standard recruitment process'. We are flexible in the way we recruit and select, allowing for the selection to employ the best candidate, taking into consideration the job requirements, business needs, our values, and is not cumbersome where not necessary. This means that you shouldn't expect the same process if you apply for different jobs or at different times as we are constantly evolving.

Suitable applicants who are not recommended for the advertised position may be considered for employment opportunities in similar positions and similar locations during the next 12 months. However, this does not mean your application is automatically included for positions we advertise in the future.

Once you've had a read about us and the requirements of the position, including any attachments in the advert, if you need further information about the role, contact the person nominated in the advert. They may be able to provide further insight into the talent, values and commitment required for the job. They are also the person to contact to check progress of the selection. It is important to understand that any contact you have with us during the selection process may form part of the panel's assessment of applicants.

### Applications

If you decide you are the right person for the job, it is important that you understand what is required from you when you apply as this will vary depending on the job. You may be required to apply online, in person, on the phone, in writing etc. Unless specifically requested you do not need to address each individual work related requirement.

***It is important to read the job advert carefully for details of what you are required to provide with your application.***

***It is your responsibility to make sure we receive your application before the closing date and time. DFES will not be held responsible for failure to submit applications for any reason (including for electronic or internet failure).***

Your initial application is your first opportunity to show us whether you should progress to the next stage of the selection process. The initial application stage will **usually** require, at a minimum:

1. A current resume (curriculum vitae) outlining your relevant personal particulars and contact details, education (including qualifications), and your paid and unpaid work history. It may be advantageous to place emphasis on your experience and achievements most relevant to the job you are applying for.
2. The names and contact details of your referees. Usually we ask you to nominate two people who are available and can attest to your abilities and experience. We recommend you check with your referee before nominating them as a contact.  
*Your referees may be contacted at various stages in the selection process so if you have any concerns about us contacting them, please let us know when you apply.*

You may also be asked to provide additional documents. The most common evidence we would ask for include a cover letter, answers to some questions, a statement addressing the work related requirements (selection criteria), or copies of relevant qualifications/prerequisites.

### **Online Applications**

The majority of applications for DFES are now received online only (this means that unless there are exceptional circumstances, applications received by email, post etc. may not be considered). If the application is online, you may be required to create a profile so that you can be contacted directly by email. Attachments to the online recruitment system need to be less than 2MB each and ideally in MS Word, MS Excel, PDF or jpeg format. Once your application is submitted, you will receive both an online receipt and confirmation email. If you do not receive these, please contact [careers@dfes.wa.gov.au](mailto:careers@dfes.wa.gov.au) prior to the closing date/time so this can be investigated by examining the log of applications on the recruitment system.

### **Tailoring Documents for your Application**

DFES has recently changed the way you apply for many of our positions, making the process simpler and easier where possible. Where you are required to submit a resume and/or cover letter, they should be clear, concise documents that market you as the most suitable applicant. To make the best of these documents, the following points may assist:

- Make sure your resume is up to date and tailored to the position you are applying for. As a guide, a good resume will include:
  - Name and Contact Details;
  - Summary Statement;
  - Professional/Work Experience;
  - Education
  - Professional Development and Professional Associations (if applicable);
  - Community Involvement; and
  - Referees.
- Gain as much information as you can about the job, location, context, and organisation. Use websites, the contact person in the advert and other documents/sources.
- Think about how your skills, knowledge, attributes and achievements fit the job and what's required.
- Check if there are any particular requirements in the advertisement for page limits.
- Think carefully before you provide more documentation than asked for in the advert.
- Make sure your document is readable (large enough font, margins etc).
- The selection panel is looking for a match between you and the job requirements, your understanding of the organisation's needs and how you would be the 'right fit', and your enthusiasm.
- Covering letters, if required, are not meant to be a repeat of information in your resume. If asked for, this can be a great opportunity for you to tell the selection panel why they should consider you as the potentially most suitable applicant.

### **What Happens Next?**

1. Shortlisting - Once applications have closed, the selection panel assesses applications and agrees on a shortlist of the most competitive applicants. While you might meet all the requirements, this might not always be enough to be shortlisted. The panel can use a variety of tools to help them in shortlisting (this can include referee checks). We will contact you if you have been successful in getting through to the next step.
2. Further Assessment – The selection panel may use one or more methods/tools to conduct further assessments in determining suitability of applicants for the job. This may or may not include a formal structured interview, an informal meeting with the panel, requests for examples of your work,

presentations, practical or theoretical tests, case studies, role plays, group activities. Other assessments not mentioned above may also be used, and referees may also be contacted. Please note that while you may be asked to provide referees, DFES may contact additional referees or seek information from other sources to support your application.

3. Decision – The selection panel examines all the evidence gathered throughout the process to determine which applicant/s best meet/s the work related requirements (also referred to as selection criteria, role requirements, or similar). They will also take into account the business needs of the area in making their decision. Once the decision is made, all applicants will be contacted to inform them of the outcome and offer the opportunity to ask for feedback. Feedback may be valuable to you when looking for future job opportunities.

### **Employment Standard**

Public sector agencies are required to comply with the *Commissioner's Instruction – Employment Standard* which can be found at [www.publicsector.wa.gov.au](http://www.publicsector.wa.gov.au). This requires us to ensure that selections are made where:

- A proper assessment matches a candidate's skills, knowledge and abilities with the work-related requirements of the job and the outcomes of the public sector body, which may include diversity;
- Employment decisions are impartial and free from bias, nepotism or patronage;
- Decisions are transparent and capable of review.

DFES has quality assurance procedures in place to examine each selection before the final outcome is released. However, Regulations enable applicants who believe they have been adversely affected by the **conduct** of the selection to lodge a claim for breach of standard. This information is provided to all applicants when they are notified of the outcome of the selection. Applicants seeking to lodge a claim must specify which area of the standard has been breached in relation to the selection process and claims must be received within four (4) days of the outcome.

### **Further Checks**

If you've been selected as the recommended applicant, there may still be further requirements prior to you being formally offered the position. This could include confirmation that you hold all the necessary prerequisites and qualifications, the provision of a satisfactory National Police Certificate, and a Working with Children Check if the position requires child-related work to be undertaken. You will be asked for any of this and other information as soon as possible once the decision has been made as you will not be able to commence until these have been provided.

### **More Information**

Enquiries regarding advertised vacancies (and the process relating to that selection) need to be directed to the contact person named in the job advertisement. For general information on the recruitment, selection and appointment process, please email [careers@dfes.wa.gov.au](mailto:careers@dfes.wa.gov.au) (applications sent to this email address will not be considered unless the process expressly requires applications by email).

**We wish you well in your endeavours to join the Department of Fire and Emergency Services.**