

INFORMATION FOR APPLICANTS

Thank you for your interest in working for the Western Australian Ombudsman. This document provides an overview of the Ombudsman's role and information to assist you during the recruitment, selection and appointment process.

The role of the Ombudsman

The Ombudsman, formally known as the Parliamentary Commissioner for Administrative Investigations:

- ☑ **Protects People's Rights:** we give people a way to ensure they are heard when they feel they've been treated unfairly.
- ☑ **Improves Services and Build Trust in Government:** we can investigate how services are delivered and bring weaknesses to the attention of decision-makers. In doing so, we improve service delivery for all Western Australians.
- ☑ **Prevents Harm:** through death reviews, investigations and oversight of how organisations respond to allegations of child related harm, we identify opportunities to prevent deaths and strengthen the safety net around children.
- ☑ **Supports Vulnerable Communities:** we can focus on people who are often overlooked or disadvantaged, ensuring their voices are heard and their needs are considered.

The creation of the office of the Ombudsman recognised:

- The growing power of public authorities to affect people's daily lives and the need for these authorities to be accountable for this power; and
- The desirability of creating a body that provides timely, accessible and low cost means for people to resolve their disputes.

The Ombudsman observes an independent and impartial approach to the conduct of investigations as well as observing procedural fairness at all times. Information obtained by the Ombudsman in an investigation is confidential.

At the conclusion of an investigation, the Ombudsman may make formal recommendations. The Ombudsman places a strong emphasis on making practical recommendations about significant matters. The Ombudsman does not make recommendations unless it is considered that the benefits of the recommendations outweigh the costs.

Further information about the Western Australian Ombudsman can be found on our website:

www.ombudsman.wa.gov.au

Energy and Water Ombudsman

Under a service delivery arrangement, the Ombudsman also undertakes the role of the Energy and Water Ombudsman for the Western Australian Gas Industry Ombudsman scheme, the Electricity Industry Ombudsman scheme, and the Water Services Ombudsman scheme. The governing body of the three schemes is Energy and Water Ombudsman (Western Australia) Limited.

Further information is available on our Energy and Water Ombudsman website: www.ombudsman.wa.gov.au/energyandwater

Employee benefits

The Ombudsman's Office offers a broad range of employee benefits that include:

- Flexible work arrangements including phased retirement options.
- Professional development including Study Assistance for approved study.
- 12% employer contributed superannuation, in addition to the advertised salary.
- Salary Packaging Options.
- Generous leave benefits such as:
 - 20 days annual leave per year; plus 17.5% loading;
 - 15 days personal leave;
 - 3 extra days in lieu of public sector holidays;
 - 18 weeks paid maternity leave;
 - Long service leave after 7 years;
 - An ability to purchase up to an extra 10 weeks leave per year; and
 - Special purpose leave including: Bereavement leave, Ceremonial/Cultural leave, Blood/Plasma Donors leave, Leave for training with the Defence Forces, and Emergency Service leave.

Recruiting people for the position

We recruit people from our advertised vacancies that appear on the Jobs WA website at www.jobs.wa.gov.au

However, in some cases, to achieve a broad field of applicants, we may conduct an executive search and an appointed Consultant may continue to recruit applicants after the closing date.

Making an application

Ask yourself, is this job for me?

Before applying, you should feel confident that you have the necessary skills and abilities to do the job.

The Job Description Form will identify the key responsibilities of the position and the requirements for the job (selection criteria) that relate to the advertised vacancy/recruitment pool. You are encouraged to read through the Job Description Form asking yourself whether

you meet each requirement. We cannot appoint someone to a job if they do not meet all the essential work related requirements.

To further assess your suitability for the job, it may be helpful to talk to the contact person named in the advertisement.

Writing your application

Your written application will be used by the selection panel to determine whether you will move to the next stage of the selection process, which is usually an interview. As there may be many other people applying for the position, your application needs to demonstrate that you meet all the selection criteria and stand out from other applicants.

You do not need to submit a separate statement addressing the selection criteria, but must provide sufficient information for the panel to assess your suitability against the work related requirements of the position. This can be achieved by submitting a comprehensive curriculum vitae that provides sufficient information to demonstrate that you meet the selection criteria.

Here is a guide to the information you should include in your application:

- Resume (curriculum vitae) including –
 - Personal details.
 - A summary of your work history starting with your most recent position and including dates and details of the tasks/responsibilities undertaken in each position.
 - Your education and training achievements, including any you are doing now. Note: If you have a qualification from overseas or interstate, you should provide information on its status in Western Australia.
 - Any activities outside of work which may be relevant to the job.
 - Referee details. The panel will ask your referees how well they think you meet the requirements of the job. Select referees who know about your relevant skills, knowledge and competencies. Always let your referees know about the position and skills required before nominating them in your application.
- A covering letter outlining your skills, experience and suitability for the position. The job advertisement will detail what to include in your covering letter.
- A copy of your formal qualifications (if requested in the advertisement).

Lodging your application

Read the 'How to Apply' section in the job advertisement for specific instructions on how to submit your application.

If you are applying for multiple positions, please submit a separate application and curriculum vitae for each position unless otherwise advised.

Getting your application in on time

It is your responsibility to make sure your application is received by the closing date and time as stated in the advertisement. Late applications cannot be considered.

You will receive an acknowledgement of receipt when your application is submitted online. If you experience any difficulties submitting your application online, please contact our Senior Human Resources Consultant on (08) 9220 7555.

Public Sector Standards in Human Resource Management

Our commitment is to be fair and equitable in our recruitment decisions, and to meet the Public Sector Standards in Human Resource Management. Information outlining the Public Sector Standards in Human Resource Management can be found at the website of the Public Sector Commission at www.publicsector.wa.gov.au.

What selection processes will be used?

An independent selection panel is appointed – generally three or more people. The selection methods used by the panel depend on the type of job advertised. Usually, the key steps in the recruitment process are:

- The selection panel uses the written application or consultant's report on search candidates to assess applications against the selection criteria and shortlist preferred candidates.
- Shortlisted candidates are assessed further. This may be done using a range of selection methods. Generally interviews are conducted but this is not always the case. We may also choose to use other methods to assess the suitability of candidates, such as assessment of work samples. Whichever techniques are adopted, they will be applied consistently within one selection process.
- Referee reports will be sought. We may wish to seek referee reports from people other than those you have nominated. If this is the case we will advise you before we do this and give you an opportunity to comment on the use of that referee.
- Selection report is prepared and finalised.
- Applicants notified.

To be eligible for permanent appointment applicants must be Australian citizens or possess permanent resident status. To be eligible for fixed term appointments you will need to possess a relevant Working Visa. Prior to appointment we will require evidence of your citizenship, your permanent residency or Visa status, any qualifications and the level of security clearance applicable to the position. We may ask you to provide relevant documents during the recruitment and selection process.

Appointment Process

Notifying applicants

At the conclusion of the selection process, the recommended applicant will be advised and all unsuccessful applicants will be notified of their right to lodge a breach of standards claim.

Appointments in the public sector are subject to the provisions of the *Public Sector Management (Breaches of Public Sector Standards) Regulations 2005*. Unsuccessful applicants will be advised on how to make an application for a review of the process if they are of the opinion the Employment Standard has been breached.

The Regulations do not provide for a review to be undertaken on the basis that an unsuccessful applicant considers him or herself more competitive than the recommended applicant.

In the event that an application for a review of the process is received, the office is required to have the process examined and it may be some time before the selection process is finalised.

Security Clearance

All positions require a satisfactory criminal record screening clearance (National Police Certificate). Do not send your National Police Certificate with your application. You may be requested to provide a National Police Certificate, and/or proof of application (such as a receipt) during the selection process. If you are asked to provide a National Police Certificate, the Office will reimburse you the cost of obtaining the Certificate. Confirmation of your appointment to the position will be subject to a satisfactory National Police Certificate. If your application is to be rejected solely because of a criminal record, you will be given the opportunity to discuss the matter fully before a final decision is made. All National Police Certificates are treated confidentially by the Office.

Appointment of the recommended applicant

Once the selection process is finalised and the breach period concluded the recommended applicant will then be formally appointed to the position, subject to the following:

- Evidence of Australian Citizenship or permanent resident status (for permanent appointments) or a relevant Working Visa (for fixed term appointments);
- Evidence of qualifications (if required); and
- Satisfactory National Police Certificate.

The recommended applicant will usually be contacted to discuss a commencement date and a formal offer of employment will be issued.

On appointment

Successful applicants will be required, before commencing duty, to take an oath or affirmation to not divulge any information received under the terms of the *Parliamentary Commissioner Act 1971*, except in accordance with that Act.

Conflict of Interest

It is important to consider issues that may lead to a real or perceived conflict of interest because public confidence in the integrity of our Office is vital.

Conflicts of interest exist when it is likely that one of us could be influenced, or could be perceived to be influenced, by a personal interest in carrying out our public duty.

By way of example, a situation that may potentially create a conflict of interest is through employment undertaken outside the Ombudsman's office. You will be required to obtain written permission from the Ombudsman to engage in any outside employment and this may be declined if there is a conflict of interest.

If you are the recommended applicant, you will be asked to discuss any potential conflicts of interest and how they may be resolved prior to an offer of appointment.

If you are in any doubt whether to disclose a potential conflict of interest, please discuss this with the contact person in the job advertisement.

Further assistance or advice

If you have any questions about the information provided in this package, or are experiencing any difficulties with your application, please contact our Senior Human Resources Consultant on (08) 9220 7555.

The information provided in this package can also be made available to meet the needs of people with disability and in more languages. Contact the Communications and Engagement Coordinator on (08) 9220 7555 or email mail@ombudsman.wa.gov.au with details of your request.

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