



# Youth Custodial Officer Applicant Guide



**SHAPE FUTURES**

A Connected **Corrective Services** contributing to a safer WA



# Youth Custodial Officer

## Job applicant information and guide booklet

**\$86,439 - \$92,795 pa + 19% commuted shift allowance (approx. \$16,400 pa)**

Please be advised that Youth Custodial Officers will receive a salary increase effective 13 June 2026. The base salary will rise from \$89,464 to \$96,043, and the commuted shift allowance will increase to approximately \$16,998 per annum.

The Department of Justice respectfully acknowledges the traditional custodians of the land as being the first peoples of this country. We embrace the vast Aboriginal cultural diversity throughout Western Australia and recognise their continuing connection to country, water and sky. We pay our respects to Elders past, present and emerging. The Department of Justice is committed to fostering respectful partnerships with our Aboriginal colleagues, clients and those in our care.



Thank you for your interest in the advertised Youth Custodial Officer role within the Department of Justice. This booklet provides information and outlines the steps in the recruitment and selection process to assist your successful application.

## About the Department of Justice

The Department of Justice supports the community, government, judiciary and Parliament by providing high-quality justice, legal and corrective services.

The Department is made up of several divisions each working to create a fair, just and safe community for all Western Australians. These include Corrective Services, Court and Tribunal Services, the Parliamentary Counsel's Office, Public Advocate, Public Trustee and the Registry of Births, Deaths and Marriages.

The Corrective Services Division strengthens community safety by upholding the integrity of custodial and non-custodial sentences, and by supporting positive behaviour change to promote law-abiding lifestyles and reduce re-offending.

Corrective Services strives to provide an environment that fosters self-respect, respect for others, cultural inclusivity and meaningful opportunities for positive change.

Recognising that young people require specialised support, the Department has established a dedicated Young People Directorate within Corrective Services. This directorate is responsible for youth justice services in the community, as well as the management of youth detention facilities.

## Banksia Hill Detention Centre

Banksia Hill is a youth detention facility located in Canning Vale for young people aged 10 to 17 years. It accommodates males and females from across Western Australia who have been:

- sentenced to a period of detention
- arrested and are waiting for a first Court appearance or bail decision
- refused bail and are waiting their court hearing, or
- convicted and are awaiting sentencing.

In accordance with the *Young Offenders Act 1994*, placement in detention occurs only as a measure of last resort and when the offence committed is extremely serious.

## The role of a Youth Custodial Officer

Youth Custodial Officers play a vital role in supporting young people to build safer, healthier and more positive futures. Working closely with young people every day, they build respectful relationships, encourage participation in rehabilitation programs, and create an environment where change is possible.

Strong cultural awareness and understanding are essential to the role. Aboriginal young people continue to be overrepresented in the youth justice system. This is due to a range of complex factors, including the ongoing impacts of colonisation, structural disadvantage, racism, disconnection from culture, intergenerational trauma and broader social and economic inequity.

The Young People Directorate is committed to a therapeutic approach to the care of young people, ensuring that all services provided in detention are culturally safe and trauma informed.

**Integrity, Teamwork, Professionalism, Respect, and Accountability** are the core values that underpin the role. They shape every decision, action and interaction, ensuring young people receive consistent, fair and supportive engagement.

Becoming a Youth Custodial Officer requires resilience, sound judgement, and the ability to adapt in dynamic situations. Officers receive comprehensive training, nationally recognised qualifications and clear pathways for career progression.

Above all, this role offers the chance to make a meaningful and lasting difference. Youth Custodial Officers help young people build skills, develop confidence and work toward a better future - contributing to safer communities for everyone.

## A Youth Custodial Officer is a person who:

is responsible for the safety, security, care, wellbeing and developmental needs of young people in custody

works with young people in challenging situations by diffusing and managing conflict

is an excellent communicator with active listening skills

possesses attributes such as empathy, resilience and a positive mindset

can work with young people from Aboriginal or diverse cultural backgrounds

works well in a team and enjoys the camaraderie that comes with being a Youth Custodial Officer

ensures Banksia Hill Detention Centre is a safe and supportive environment for young people and staff

supports the rehabilitation of young people in custody

When reflecting on your work experience, we'd like to understand how you collaborate within a team. We are looking for clear and effective communicators who show initiative and approach challenges with confidence.

We're also interested in hearing how you demonstrate compassion and empathy toward others, including children, and how you've shown resilience by recovering from setbacks and maintaining a positive outlook.

For more information on the specific responsibilities of the role, please read the Job Description Form (JDF) which is attached to the advertisement on [www.jobs.wa.gov.au](http://www.jobs.wa.gov.au).

## Salary, entitlements and benefits

Youth Custodial Officers are employed under the Department of Corrective Services *Youth Custodial Officers' CSA Agreement 2024* and receive all the benefits attached to a government career:

### Salary

Youth Custodial Officer Trainee:

- **\$86,439 per annum** + 12% superannuation
- 13 weeks comprehensive paid training resulting in a nationally recognised Certificate III in Correctional Practice (Youth Custodial) qualification

Youth Custodial Officer:

**\$86,439 - \$92,795** per annum + 12% superannuation

Plus 19% commuted shift allowance in addition to the base salary upon commencement of shift work (***this equates to an additional \$16,400 per annum approximately***).

***Youth Custodial Officers will receive a salary increase effective 13 June 2026. The base salary will rise from \$89,464 to \$96,043, and the commuted shift allowance will increase to approximately \$16,998 per annum.***

### Flexible working conditions

- Work life balance with a roster that equates to 10 x 12-hour shifts in a 21-day period
- 12-hour shifts, a combination of night or day shifts.
- Note that you will commence on 12-hour shifts after training.
- As part of the roster rotation, you may be required to work some public holidays (including Easter, Christmas, and New Year), as well as weekends and nights.

### Leave entitlements

- Include, but not limited to:
- Generous leave provisions with up to 9 weeks leave per year
- Personal leave: 114 hours
- Long service leave: 13 weeks after 7 years of continuous service
- Purchased Leave
- Cultural leave for Aboriginal and Torres Strait Islanders

### Other benefits

- Salary packaging – visit [www.smartsalary.com.au](http://www.smartsalary.com.au) for more details.
- Uniform supplied
- Promotions and career developmental opportunities
- A workplace that celebrates diversity and fosters inclusion

## Youth Custodial Officer: Is this job right for you?

This self-assessment questionnaire will help you decide if a Youth Custodial Officer role is right for you.

The questionnaire is not designed to fully assess your suitability for the role and is for **your use only**. As formal assessment of your suitability will be done throughout the recruitment and selection process.

Ask yourself the following questions truthfully:

No	Question	Yes	No
1	Are you genuinely interested in working with young people in detention?	<input type="radio"/>	<input type="radio"/>
2	Do you treat people fairly and without judgment, regardless of their status, background, culture, beliefs, or gender?	<input type="radio"/>	<input type="radio"/>
3	Can you adapt your communication and interpersonal skills to suit the people you are working with and the situation?	<input type="radio"/>	<input type="radio"/>
4	Can you think on your feet and solve problems in complex and sensitive situations?	<input type="radio"/>	<input type="radio"/>
5	Can you cope with regular routine and helping maintain a highly structured environment?	<input type="radio"/>	<input type="radio"/>
6	Are you prepared to work in an environment that may require you to employ conflict resolution strategies?	<input type="radio"/>	<input type="radio"/>
7	Are you prepared to work in an organisation with a clear rank structure, and observe the chain of command?	<input type="radio"/>	<input type="radio"/>
8	Are you prepared to strictly follow set procedures and policies?	<input type="radio"/>	<input type="radio"/>
9	Are you prepared to provide supervision and instruction to detainees?	<input type="radio"/>	<input type="radio"/>

Did you answer **Yes** to all above questions? This is a good indication that you should apply to become a Youth Custodial Officer!

Did you answer **No** to any of the questions above? You might want to consider whether a Youth Custodial Officer role is the right one for you at this time.

## Information sessions

For anyone considering a role as a Youth Custodial Officer, information sessions provide a valuable opportunity to learn more about the Department and hear directly from our experienced staff. Sessions will be offered both virtually and onsite at Banksia Hill Detention Centre (details provided below).

Attendance at an information session is strongly encouraged to gain a deeper understanding of the role and what to expect.

Location	Address
Banksia Hill Detention Centre	1001 Warton Road, Canning Vale, 6164
Virtual	A Microsoft Teams link will be sent on the day

**As places are limited, please ensure you register early using the link provided on the job advertisement.** Dates will be listed on this link.

If you experience difficulty booking online, then please contact **Recruitment** at [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au) or call **1800 974 199**. You will need to provide your full name, contact details and date of birth for BHDC clearance purposes.

General advice can be provided to Aboriginal people who wish to apply for employment with the Department of Justice. You can contact **Aboriginal Workforce Development Team** on [aboriginalworkforcedevelopment@justice.wa.gov.au](mailto:aboriginalworkforcedevelopment@justice.wa.gov.au) or call **(08) 9264 1700** for culturally appropriate application advice or alternatively if you would like to seek assistance with your application, please contact [Jobs and Skills WA](#) on 13 64 64 during business hours.

The Department of Justice is committed to ensuring its workforce reflects the diversity of the community it serves by encouraging people from all parts of the community, including Aboriginal and Torres Strait Islander people, women, and people from diverse linguistic and cultural backgrounds to apply. As such, we will apply Section 51 and may apply Section 27 (2) or the *Equal Opportunity Act 1984*.

## Eligibility requirements

To be eligible to apply for a Youth Custodial Officer, applicants need to:

- Be an Australian or New Zealand citizen or have Australian permanent residency
- Possess a valid unrestricted C class (at a minimum) driver's licence (an automatic licence is acceptable, however, no learner or probationary licences)
- Possess or be willing to obtain a Working with Children check prior to appointment at your own expense.

## Overseas and interstate applicants

Applicants who reside overseas or interstate are welcome to apply for this Youth Custodial Officer recruitment campaign.

To be eligible to be considered you need to meet the eligibility criteria listed in the advert.

If you are progressed through the assessment stages, you will be invited to attend assessments in a combination of virtual and in person in Perth, Western Australia. We will endeavour to book in person assessments close together to ensure you only are required to make a single trip to Perth for assessments. Where possible, travel to Perth for assessments will be minimal.

- Please Note: All travel, accommodation and relocation costs incurred will be payable by the applicant. The Department of Justice will not assist with any of these costs or arrangements.

## Selection assessments

To be selected to the Youth Custodial Officer appointment pool, there are assessment stages you must successfully undertake. Stages are not necessarily sequential. Due to timing restraints, some stages may overlap or may even change order due to operational requirements.

Please also note:

- Applicants must be available to attend assessments in the Perth metropolitan area
- Travel to and from any assessment location is at the applicant's expense
- Most of the assessments will take place during business hours (Monday – Friday 8.00 am to 5.00 pm). In most cases it will not be possible to offer assessments outside of business hours
- Notification regarding the outcome of each stage of the recruitment process will be sent to applicants via email. It is essential you regularly check your emails to monitor the progress of your application.
- Applicants who are deemed unsuccessful at any stage of the selection process may be excluded from further assessments.

**Applicants will be required to participate in assessments on short notice following their application submission.**

# Recruitment Assessments

Note: Assessments may be conducted in any order.

## Youth Custodial Officer

- Application + CV
- Online Psychometric Testing
- Physical Readiness Test
- Interview
- Medical
- Psychological Interview
- Reference Checks
- Screening + Integrity Check
- Decision Panel

**Hint: Print out to keep track of your assessments!**

### Stage 1: Psychometric testing

You will be invited to complete a series of online assessments which includes an aptitude test, situational judgement test, basic computer skills test, reading comprehension test, language literacy and numeracy test, and a personality questionnaire. Psychometric testing is designed to assess a person's cognitive and psychological suitability for the role, as well as your work style preferences.

Your results will be reviewed, and applicants who meet the required benchmarks will progress to the next stage.

### Stage 2: Shortlisting

Your **CV/resume** will be assessed to determine whether you are shortlisted for further assessment. Consideration will be given to eligibility requirements as outlined in the JDF and in the job advertisement.

### Stage 3: Physical Readiness Test

Applicants are required to successfully complete all components of the Department's Prison Officer Physical Readiness Test (PRT) and attaining a satisfactory medical clearance from a General Practitioner is a pre-requisite to undertake this assessment.

Further detailed information about the standards required is outlined in the *Physical Readiness Test Applicants Guide* that is attached to the advert.

Start preparing **now** to meet the physical requirements.

## **Stage 4 Selection panel interview**

A selection panel will ask a series of questions relevant to the role designed to elicit information about your skills, knowledge and abilities against the job-related requirements (JRRs) (detailed in the JDF).

You will be allowed time prior to your interview to read through the interview questions to consider and prepare your responses.

We recommend you consider the following points in preparation for your interview:

- Be familiar with the role and job-related requirements outlined in the JDF
- Consider the job-related requirements and think of specific examples of situations where you have applied the relevant skills and abilities
- Focus on the duties of the position and how they should be carried out, consider problems that might be encountered and how they would be resolved
- Be punctual and appropriately attired – neat and professional
- Take time to answer each question and present answers clearly and concisely
- Review and understand Child Safe Principles
- Use the interview to ask any questions that you may have in relation to the position.

For further information please review the Australian Human Rights Commission website <https://www.humanrights.gov.au/our-work/childrens-rights/national-principles-child-safe-organisations>.

## **Stage 5 Medical assessment and psychological interview**

### **Medical assessment**

The duties of a Youth Custodial Officer can be physical at times and may involve running, bending, lifting heavy objects and being able to navigate around obstacles in tight spaces. Youth Custodial Officers will also be trained to use self-defence and control or restraint techniques during a critical incident. The medical assessment is therefore designed to assess your overall health status and whether you have any medical conditions which may impede your ability to safely perform the duties of a Youth Custodial Officer.

Aspects of the medical assessment may include (but are not limited to):

- Musculoskeletal health
- Vision – a binocular vision of 6/9 or better is required. If visual aids are needed, soft contact lenses are preferred as they are not as easily dislodged compared to other visual aids
- Hearing
- Respiratory – a history of asthma will be carefully examined
- Cardiovascular health
- General health and wellbeing

## **Psychological interview**

You will be required to attend an interview with a registered psychologist. You will be asked questions about yourself including your work, family and social life, some of which may be more personal than you would expect in a normal job interview. Interviews may take up to one hour. It is recommended that you adhere to normal interview protocol, including appropriate attire. If you are scheduled for a telephone interview, ensure that you are in a quiet and private area.

Any recommendations from the interviewing psychologist will be considered by the Decision Panel that will make the final determination of your suitability.

## **Stage 6 Criminal history and integrity check**

All Department of Justice employees are required to undergo a national criminal history check. You will be provided with the relevant forms. It is important you ensure the personal information you provide is correct. Providing false or misleading information can negatively impact the outcome of your application.

In positions that involve working with offenders, applicants are also required to undertake an integrity check. This may include investigations into suspension from employment, past employment records and performance, spent convictions and pending charges.

A previous criminal conviction or pending charge will not necessarily preclude a person from being employed with the Department. The Department of Justice assesses each case based on its merits.

Please be aware that this check may be performed again (also referred to as re-screening) before employment is offered.

## **Stage 7 Reference checks**

You are asked to provide the names and contact details for at least two relevant work-related referees. It is recommended you select current and former supervisors who can comment on your skills and abilities relevant to the position.

It is important you ensure your referees are aware they may be contacted by the Department and are willing and available to provide a referee report on your behalf.

## **Stage 8 Decision panel review**

The Decision Panel typically comprises of various executive and operational stakeholders, human resources personnel, training staff and psychologists. They are responsible for making a holistic assessment of each applicant's suitability, based on all the information obtained throughout the selection process.

You will be formally notified in writing about the outcome of your application once the selection process is finalised. Notifications for all successful and unsuccessful applicants will be sent via email and will include information on how to seek feedback, which can help you to understand how the panel made their decision.

## ***Working with Children Act 2004 (WWC Act)***

The position of Youth Custodial Officer is identified under section 6 of the WWC Act as 'child related work'. All new employees who work with children, as defined under the WWC Act must be successfully screened prior to the commencement of work.

### **Appointment pool**

If you are deemed suitable by the Decision Panel you will be placed into an appointment pool. An appointment pool is valid for 12 months, during which time you can be considered for an upcoming Entry Level Training Program. Being recommended to the appointment pool does not guarantee a job offer.

Applicants are obliged to notify the Department if an event occurs, they suspect may affect their suitability or eligibility for the position while in the appointment pool. For example, an applicant may subsequently obtain a criminal conviction or acquire a long-term illness or injury while awaiting an offer of appointment. Where an applicant fails to maintain their eligibility, the Department may withdraw the applicant from the pool.

### **Training**

The Entry Level Training Program (ELTP) is a full-time paid 13-week course delivered at the Training Academy in Bentley, WA. The program equips participants with the foundational skills and knowledge required to begin duties as a Youth Custodial Officer.

Upon successful completion of the Academy component, you will continue your development through a nine-month on-the-job probation period. During this time, you will be required to demonstrate competent application of the required skills and knowledge within a custodial environment through a range of formal and informal assessments.

After the 12 months' probation period, subject to meeting all training and assessment requirements and receiving a satisfactory performance appraisal from the Superintendent, you will be awarded the nationally accredited qualification CSC30122 Certificate III in Correctional Practice (Youth Custodial).

## How to apply

The method for submitting your application is **online** only.

For your application to be assessed, you will need to submit the following:

1. A **current, comprehensive resume/CV** that clearly outlines your transferable skills, experience and highlights your key achievements against the roles job description form.
2. Upload a copy of your current Australian drivers licence, or equivalent (note that an automatic licence is acceptable, however, no L-Plates, P-Plates or E-Plates).
3. The details of two referees who are your current or recent direct line Supervisor or Manager.

The closing time and date can be found on the main advertisement, so please ensure you allow sufficient time to submit your application.

STEP 1: Go to [jobs.wa.au](http://jobs.wa.au) and search by keyword 'Youth Custodial Officer'

STEP 2: Click on the 'Apply for Job' button at the top or bottom of the page

STEP 3: Address the online application questions in detail

STEP 4: Attach CV/resume and include all information requested

Once you have submitted your online application, you will receive an automated email confirmation. The email will include:

- Date and time your application was received.
- A unique application reference number.
- And will also specify which attachments have been submitted with the application (i.e. CV/resume, certificates).

If you do not receive a confirmation email after applying online or if you are having difficulty submitting your online application, please telephone **RAMS Helpdesk on 1300 733 056** for assistance.

**Please ensure you allow sufficient time to submit your application,  
as late applications will not be accepted.**

**The closing time and date can be found on the main advertisement.**

## Other information

### Smoke-Free Policy

Youth detention facilities in Western Australia are smoke-free.

### Drug and Alcohol Policy

As an employer, the Department of Justice has no tolerance for illicit or illegal drug use, which includes the misuse of prescription and over the counter drugs by an employee, either in their work or private life. The use of some prescription drugs, such as medicinal cannabis containing tetrahydrocannabinol (THC), is not permitted to be used by custodial staff and may also result in your application being rejected. If you have any queries, please contact Recruitment by email [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au).

Youth Custodial Officers may be subject to random drug and alcohol testing throughout their employment.

### Have questions?

Contact the Corrective Services Recruitment Team for questions regarding the recruitment and selection process on:

- [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au)
- 1800 974 199 during business hours (WST).

Contact the Deputy Superintendent Operations, Banksia Hill Detention Centre for further information about the role on:

- (08) 9333 2206 during business hours (WST).

Aboriginal applicants who wish to access culturally competent support, contact the Aboriginal Workforce Development Team on:

- [aboriginalworkforcedevelopment@justice.wa.gov.au](mailto:aboriginalworkforcedevelopment@justice.wa.gov.au) anytime or
- 9264 1700 during business hours (WST).

