



LEGAL AID  
WESTERN AUSTRALIA

## Guidelines for Job Applicants



Thank you for your interest in working for Legal Aid Western Australia. The following information is provided to assist you to prepare your written application and understand our selection process.



## About Legal Aid Western Australia

### **Our purpose**

To provide quality legal assistance to those in need and promote community access to justice.

### **Our values**

- Customer focus
- Communication
- Value and respect for staff
- Accountability
- Quality
- A vibrant and supportive culture
- Value for money
- Innovation and change
- Integrity
- Social responsibility and social values

For information about Legal Aid Western Australia please visit our website: [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au).

*Legal Aid WA acknowledges the Aboriginal owners and custodians of the land on which we live and work. We recognise the spiritual relationship Aboriginal people have with Country and pay deep respect to Elders past and present.*

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## What we can offer you

We recognise that supporting our staff to achieve a positive work life balance is good for our people, good for our business and ultimately, good for our community.

We offer:

- Flexible working arrangements.
- Generous leave arrangements, including 4 weeks annual leave; long service leave after 7 years; up to 2 public service holidays per year; options to purchase leave; paid maternity leave and partner leave.
- Fully subsidised CPD training for legal practitioners and other professionals.
- Employer superannuation guarantee contributions paid to a fund of your choice.
- Generous salary packaging scheme, including the ability to package a range of “cash” and benefit items. Non-cash benefit items include superannuation, lease of motor vehicle for private use, home mortgage payments, home rental payments, school fees, health and life insurance, living expenses and meal entertainment.
- Free and confidential counselling for staff and direct family members, optical reimbursement, flu vaccinations and other inoculations, ergonomic and OSH risk assessments.
- Sponsored professional memberships, study assistance and leave, in house training and online learning and development opportunities.
- Modern office space and access to end of trip facilities in most locations.
- Dedicated family room located in the Perth office.

## Equal Employment Opportunity

We are committed to increasing the diversity of our workforce to better meet the differing needs of our clients and to improve equal opportunity for our employees. We encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, young people, women and people with disabilities.

## Eligibility to apply

Positions advertised with Legal Aid WA are open to all prospective applicants. However, you may be ineligible to apply if you have recently accepted a voluntary severance payment from a WA state public sector agency.

To be eligible for permanent appointment it is essential that you have permanent resident status in Australia. To be eligible for a 'fixed term contract' you must present documentary evidence of your entitlement to live and work in Australia for the period of the contract.

Offers of employment will be subject to applicants providing appropriate evidence of their right to work or Australian citizenship no later than 14 days prior to their commencement.

## Police Clearance

Offers of employment are subject to satisfactory police clearance. You will be required to provide an original and current National Police Certificate. A criminal record may not preclude an offer of employment being made. Further information will be provided should you be recommended for a position.

## Working with Children Check

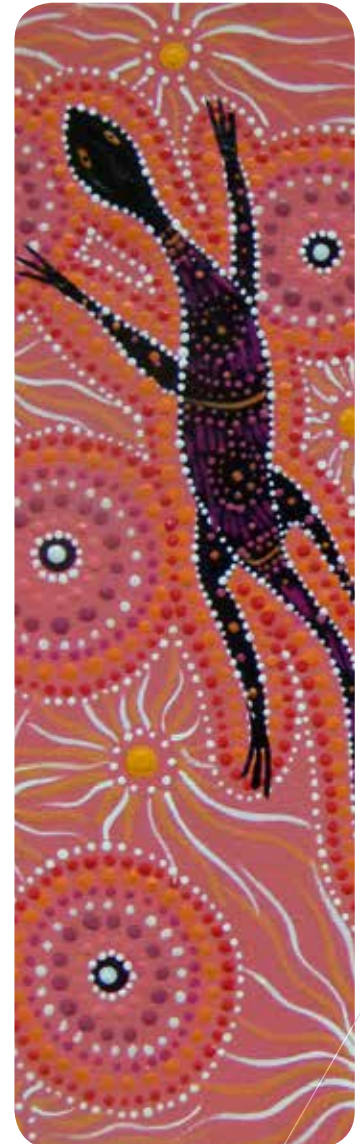
A Working with Children (WWC) Check is a mandatory requirement for certain positions at Legal Aid WA which involve child related work as defined in the WWC legislation. If you are applying for a position which involves child related work you may be required to provide evidence of your WWC Card prior to commencement of employment. The cost of the check will be reimbursed by LAWA. Further information on the WWC Check can be found at [www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au).

## Identification Check

Offers of employment are subject to 100 Point Identification Check.

Further information will be provided should you be recommended for a position.

Legal Aid WA reserves the right to withdraw the offer of employment where appropriate evidence is not provided.





## The recruitment and selection process

Our selection processes are designed to reflect and uphold the Public Sector Standards in Human Resource Management.

The key stages of the recruitment and selection process are:

1. Applicants submit their application electronically via the [www.jobs.wa.gov.au](http://www.jobs.wa.gov.au) website;
2. Applicants are sent an automated acknowledgement of receipt of their application;
3. Applications received are assessed against the essential criteria and core competencies set out in the job description form;
4. Applicants who meet the selection criteria and who are considered to be the most competitive are invited to attend an interview;
5. Interviews are conducted;
6. Referee reports will normally be taken up prior to an offer being made;
7. A Selection Report is prepared;
8. Applicants are notified by email of the outcome of the selection process and of their right of appeal;
9. The successful applicant is formally offered the position after the appeal period has closed.

## Additional job related information

If you would like to find out more about an advertised vacancy or working at Legal Aid WA please contact the person named in the job advertisement.



## Preparing your application

Applications must be made electronically through the WA Government Jobs website ([www.jobs.wa.gov.au](http://www.jobs.wa.gov.au)), by clicking on the 'Apply for Job' button on the advert.

Your application should include (**unless otherwise stated on the advert**):

- Fully completed online application form;
- A resume of no more than 5 pages;
- A letter stating how you meet the selection criteria **highlighted** in the attached Job Description (unless otherwise stated in the advert);
- Photocopies of any relevant qualifications.

## Addressing the Selection Criteria

The Selection Criteria in the Job Description is set out in three parts:

- Essential (role specific requirements)
- Essential required core competencies
- Qualifications

### Essential role specific requirements:

These set out the technical knowledge, skills and attitudes required to successfully fill the position.

It is advisable to outline how you meet each of the **highlighted** criteria under separate headings. For example, if you are addressing a criteria around dealing with distressed clients you should provide a good example of a situation when you have dealt with a distressed client, detailing the situation, how you responded (action you took and the skills you used), what the outcome was and anything you might do differently next time (if applicable).





### **Essential required core competencies:**

We have identified four core competencies essential for all jobs at Legal Aid WA. These constitute characteristics that we most value in our staff, in order to effectively model the principles and values of Legal Aid WA and maximise effective performance.

The Core Competencies Matrix (attached) sets out examples of how staff can best meet the required core competencies at different levels. The matrix is designed as a stepladder for continuous improvement. For example, if you fill a role at levels 6-9, you should also be able to demonstrate that you meet the behaviours set out in levels 1-2 and 3-5.

### **Qualifications:**

It is important that you set out clearly in your application a summary of your qualifications and submit a copy of relevant qualifications with your application.

**Unless otherwise stated in the advert, your written application should only address the selection criteria highlighted in bold in the Job Description. A concise approach to addressing the criteria is best, ensuring your response does not exceed 2 pages.**

These responses, together with your resume will be used as the basis for shortlisting. *All of the selection criteria will then be assessed at interview or through the use of alternative assessment or selection methods.*

**It is important to read the instructions in the advert prior to preparing your application.**

### **Referees**

It is important that you seek his or her approval prior to nominating someone as a referee. Referees should have a working knowledge of your relevant skills and abilities. At least one referee should be your current manager. Details of two referees should be provided as part of your application. Since referees may be contacted at any stage of the selection process, it is important to tell us if you would like referee contact to be restricted to a certain stage of the process.

## Health History

Full and accurate disclosure in your application is required of any illness or condition, which may be likely to affect your work performance or ability to undertake any of the duties associated with this role. Legal Aid WA may require you to undergo a medical and/or psychological examination at Legal Aid WA's expense.

All people employed by Legal Aid WA are insured under the *Workers' Compensation and Injury Management Act (WA) 1981*. Section 79 of the *Workers' Compensation and Injury Management Act (WA) 1981* gives the Workers' Compensation Board discretion to refuse to award compensation, which would otherwise be payable, where it is proved that the worker has, at the time of seeking or entering employment, wilfully and falsely represented himself/herself as not having previously suffered from the disability for which a subsequent claim for compensation is made. Accordingly, details of any workers' compensation or insurance injury claims previously made must be provided.

## Submitting your Application

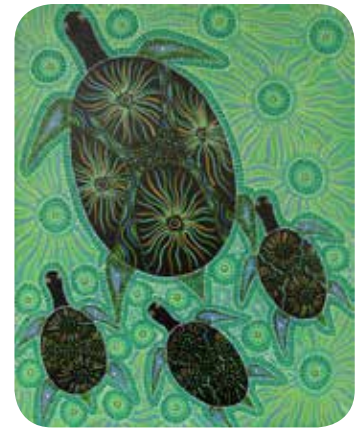
Proof read your application thoroughly or better still, have someone else check it thoroughly for errors or omissions.

All applications must be made electronically through the WA Government Jobs website ([www.jobs.wa.gov.au](http://www.jobs.wa.gov.au)), by clicking on the 'Apply for Job' button in the advert. It is important to allow enough time before the closing date and time to complete the online application form and upload your application documents.

If you experience difficulties with your online application or are unable to access the internet, please contact the HR Department on (08) 9261 6496 as soon as practically possible.

**LATE APPLICATIONS WILL NOT BE ACCEPTED.** It is your responsibility to ensure your application is complete and received by the closing date nominated in the advert.

All applications are acknowledged by automated email upon receipt. It is recommended that you contact the HR Department on (08) 9261 6496 at your earliest opportunity if you do not receive an acknowledgement.







## Preparing for Interview

We are committed to improving employment opportunities for all. If you require any assistance when attending for interview or have any special needs please contact the Recruitment Officer in advance.

All interview questions will be job related and will relate directly to the Selection Criteria. The same questions will be asked of every applicant. To assist in your preparation for interview consider the following:

- Read the advert and Job Description thoroughly and become fully aware of the Selection Criteria;
- Think about your strengths, areas for development, skills, goals, preferences, personal qualities, etc. and be prepared to talk about them. The more you know about yourself, the more confident you are likely to appear at the interview;
- Examine the Selection Criteria and think of examples of past situations where you have applied the relevant skills and abilities;
- Read the Core Competencies/Characteristics Matrix (attached) and consider how you meet the requirements at the appropriate level;
- Focus on the duties of the position and how you would carry them out, considering problems you might encounter and how you would resolve them;
- If you have any documentation which will provide an example of your skills and abilities, you may present it at interview;
- Think about any questions you might like to ask the selection panel.

## The Interview

- Dress appropriately for the position you have applied for.
- Be prompt (if not early) for your interview.
- Don't assume that the panel members know about your suitability for the job.
- The panel will usually consist of 2-3 members.
- Take time to answer each question. Present answers clearly and concisely. Where possible, relate your answers directly to past experiences.
- When the opportunity is presented, feel free to ask any questions you may have about the position. If you don't have any questions, don't be afraid to say so.
- Take a copy of your job application to the interview.

## Feedback

When you have been advised of the outcome of your application, you are encouraged to seek feedback on your application from the selection panel.

Feedback is often useful in assisting you with the preparation of future applications and for improving performance at future interviews. You are entitled to receive feedback on your application within the four day breach claim lodgement period.



## Public Sector Standard on Employment

Legal Aid Western Australia is committed to meeting the Public Sector Standard on Employment.

### The Standard:

The Employment Standard applies when filling a vacancy by way of recruitment, selection, appointment, secondment, transfer and temporary deployment (acting) in the Western Australian public sector. The Employment Standard requires four principles to be complied with when filling a vacancy:

#### Merit Principle

The Western Australian Public Sector makes employment decisions based on merit. Merit usually involves the establishment of a competitive field. In applying the merit principle a proper assessment must take into account:

- The extent to which the person has the skills, knowledge and abilities relevant to the work related requirements and outcomes sought by the public sector body;
- If relevant, the way in which the person carried out any previous employment or occupational duties.

#### Equality Principle

Employment decisions are to be impartial and free from bias, nepotism and patronage.

For secondments the employee consents.

For transfer employment conditions are comparable.

#### Interest Principle (applies to secondments, transfers and acting)

Decisions about an employee's secondment, transfer or acting take account of the employee's interests and the work related requirements of the relevant public sector body.

#### Transparency Principle

Decisions are to be transparent and capable of review.

If you feel this Standard has been breached you will have the opportunity to call for a review of the process when you are notified of the outcome of the selection process. You will have four days from receipt of notification to lodge a complaint about the recruitment process. Further information can be obtained on the PSC website [www.psc.wa.gov.au](http://www.psc.wa.gov.au).





# Legal Aid Western Australia – Core Competencies/Characteristics Matrix

This matrix outlines the four essential characteristics valued by Legal Aid Western Australia for all positions.

The Matrix is designed to be a step ladder for continuous improvement, i.e. employees at Level 6-9 should demonstrate the behaviours described for both the Levels 1-2 and 3-5, in addition to those in the 6-9 category.

General Description	Levels 1-2 – Examples of behaviours could include:	Levels 3-5/SC1-2 – Examples of behaviours could include:	Levels 6-9/SC3+ – Examples of behaviours could include:
<p><b>Commitment to the principles of social justice</b> Displays a positive commitment to law reform, human rights and the environment.</p>	<ul style="list-style-type: none"> <li>• Aware of issues relating to people in the community, who are disadvantaged.</li> <li>• Values and respects diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows sensitivity, respect and empathy for the values and beliefs of others.</li> <li>• Builds positive relationships within the community.</li> <li>• Promotes access to justice, fairness and equity in addressing the needs of disadvantaged people.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively assesses the system and advocates system improvements in developing practices that promote fairness and equity.</li> <li>• Inspires others to be committed to the principles of equity and fairness.</li> </ul>
<p><b>Values people, partnerships and teamwork</b> Values and respects others. Works constructively with people and makes a positive contribution. Builds rapport and has empathy for others. Embraces diversity.</p>	<ul style="list-style-type: none"> <li>• Is approachable and receptive to others.</li> <li>• Shares the workload and helps others wherever possible.</li> <li>• Is sensitive to the feelings of others and respects their opinions.</li> <li>• Actively contributes to team goals and encourages others to contribute.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognises and appreciates the skills and abilities of others.</li> <li>• Regularly communicates ideas and shares information and knowledge.</li> <li>• Is prepared to coach and mentor others.</li> <li>• Takes preventative action to minimise and resolve conflict that adversely affects the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Analyses and assesses both the work practices and team dynamics and facilitates ongoing improvements.</li> <li>• Demonstrates impartiality and balance/acts with consistency.</li> <li>• Sets clear objectives for the team, delegates effectively and plans ahead.</li> <li>• Actively strives for good morale and pulls with the team in times of stress/ difficulty and deals with conflict effectively .</li> <li>• Effectively communicates decisions &amp; keeps people informed.</li> <li>• Encourages collaboration with other service partners and business units.</li> </ul>
<p><b>Willingness to learn and share knowledge with others</b> Is enthusiastic about learning and shares knowledge with others. Tries to learn from experiences. Committed to continuous learning.</p>	<ul style="list-style-type: none"> <li>• Accepts challenges as a new learning/development opportunity.</li> <li>• Asks for feedback and gives feedback to others.</li> <li>• Willing to share knowledge with others.</li> <li>• Willingness to utilise skills and knowledge in all areas of the organisation and beyond.</li> </ul>	<ul style="list-style-type: none"> <li>• Makes a conscious effort to communicate ideas and share knowledge and information both within and outside the organisation.</li> <li>• Uses performance management system to review learning requirements of themselves and others on a regular basis.</li> <li>• Looks for mentoring opportunities and uses them as a tool to learn and pass on learning to others.</li> </ul>	<ul style="list-style-type: none"> <li>• Acts as a mentor and encourages others to do the same.</li> <li>• Provides developmental opportunities for others.</li> <li>• Reflects on and learns from feedback obtained from a wide range of internal and external stakeholders as part of the learning process.</li> </ul>
<p><b>Outcome and service focused</b> Focuses on achieving results, meeting service delivery standards, in line with business unit objectives and client needs.</p>	<ul style="list-style-type: none"> <li>• Makes efforts to gain a clear understanding of what is required and what the desired outcomes are.</li> <li>• Strives to meet deadlines/shows persistence in achieving goals.</li> <li>• Applies a professional manner in meeting service delivery standards.</li> <li>• Assesses workload, reprioritises where necessary and can focus on several tasks at one time.</li> </ul>	<ul style="list-style-type: none"> <li>• Defines the outputs/outcomes, where appropriate and negotiates with stakeholders to achieve outcomes .</li> <li>• Sets targets and milestones (project management) and strives to achieve them.</li> <li>• Assumes leadership when necessary and provides a good/professional role model for others.</li> <li>• Provides feedback/acknowledgement to those that contributed to outcomes.</li> <li>• Coordinates workloads of others, delegates, provides feedback and acknowledges the contribution of others to achieve outcomes.</li> <li>• Evaluates outcomes where appropriate, as a means of continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Relates outcomes to strategic direction and business plans.</li> <li>• Balances and prioritises the work of the team against expected outcomes.</li> <li>• Effectively plan and manage conflicting priorities.</li> <li>• Monitors, measures and evaluates progress (using performance indicators).</li> <li>• Is able to make difficult decisions to achieve required outcomes.</li> <li>• Adopts and leads continuous improvement initiatives.</li> </ul>