

Applicant Information

This document provides you with information about the Health and Disability Services Complaints Office (HaDSCO), the recruitment process and will also assist you to prepare and submit an application. I encourage you to visit our website at www.hadsko.wa.gov.au which provides detailed information about the services we deliver to the community of Western Australia and the Indian Ocean Territories.

If you would like more information about the recruitment and selection process, please call the Office on (08) 6551 7620. For specific position related enquiries, I encourage you to speak with the contact person identified in the job advertisement.

Thank you for considering a position with the Health and Disability Services Complaints Office.



Sarah Cowie
DIRECTOR



About HaDSCO

HaDSCO is an independent statutory authority providing an impartial resolution service for complaints relating to health, disability and mental health service in Western Australia and the Indian Ocean Territories. Our services are free, impartial, confidential and available to everyone. HaDSCO adopts a positive approach to complaint handling as we recognise the inherent value of complaints as opportunities for improvement across the health, disability and mental health sectors. The Office also has a role in educating consumers and providers in the resolution of complaints.

Values, Vision and Mission/Strategic Direction

Our Vision

To be the leading expert in providing quality, accessible and responsive complaint management services to influence improvements in the health, disability and mental health sectors.

Our Mission

Improvement in the delivery of health and disability services through our two service areas:

- Service One: Assessment, negotiated settlement, conciliation and investigation of complaints.
- Service Two: Education and training in the prevention and resolution of complaints.

Our Values

In all our operations and relationships we value and endeavour to demonstrate the following:

- Service: We provide accurate information. We are professional and courteous.
- Accountable: We are honest. We commit to achieving outcomes.
- Fair: We are impartial and evidence-based. We are inclusive.
- Effective: We make a difference. We innovate and embrace change.
- Responsive: We are timely. We engage and enquire.



Office Structure

There are a number of positions in the Complaints Resolution function at the Case Officer, Senior Case Officer and Principal Case Officer level.

The Case Officer positions are responsible for providing the initial step in the complaint resolution process and are the first point of contact for individuals wishing to lodge a complaint about health, mental health or disability services. The Principal Case Officer positions are responsible for resolving more complex complaints that require conciliation, negotiated settlement and/or investigation.

Complimentary and in many ways supporting the complaints resolution function, the Office also has a range of positions that support education and training in the prevention and resolution of complaints as well as providing core business services. The management positions oversee the strategic direction and operations of the Office.

Service Level Agreement

Whilst HaDSCO is independent from the Department of Health, the Office is supported by a Service Level Agreement with Health Support Services (HSS) to provide a standardised suite of Human Resource, ICT, Finance and Supply services. During the recruitment process you will receive correspondence from HSS and in some instances you may be required to contact them for information relating to submitting job applications.

Please ensure you contact HaDSCO for information relating to the recruitment process or the particulars of the position advertised.

Equal Employment Opportunity Employer

HaDSCO is an equal opportunity employer. We encourage Aboriginal people, people from culturally and linguistically diverse backgrounds or LGBTI communities, and people with disability to work with us. Whatever your age, race, gender, religion, sexual orientation, and family/carer responsibilities are, we ask that you consider bringing your expertise to our workforce.



The Recruitment Process

We aim to be fair and equitable in recruitment decisions and seek to employ people who are assessed to possess the required level of skills, knowledge and abilities against the work related requirements of the advertised position, operational needs of the Office, customers and community.

It is recommended that you read the advertisement, position description form and visit our website. After you have read all the information, I encourage you to speak with the contact person to learn more about the vacancy and the Office in general.

This information will assist you to decide if your skills, knowledge and abilities meet the work related requirements and if the vacancy is the position for you.

Preparing an application

Our aim is to make the application process simple for you. Please read the job advertisement carefully to confirm what information is required to submit an application. You may be asked to submit a covering letter, answer specific questions or provide a written application addressing specific work related requirements (selection criteria) together with a current resume.

You are required to provide the name and contact details of a minimum of two referees, one of whom is a current or recent supervisor. Select referees who can provide information about your skills and abilities as the panel will enquire with them on how well they think you meet the requirements of the position.

You should always advise your referees before nominating them in your application. If the position requires qualifications as part of the work related requirements and you are unsure of your suitability please discuss this with the contact person nominated in the advertisement. Specific pre-employment requirements are verified prior to an offer of employment being confirmed.

Complete your application online and attach all supporting documentation which may include a resume, statement addressing the work related requirements and copies of relevant qualifications and/or certificates.

Please note that applications for multiple positions must be submitted separately unless stated otherwise in the advertisement.



Submitting an application

Under no circumstances can pro forma, emailed or late applications be accepted. It is strongly recommended that you allow ample time to prepare and submit your application.

We encourage you to apply online at www.jobs.wa.gov.au
Click on the title of the position that you wish to apply for and follow the prompts.

As stated previously, some aspects of the recruitment process are facilitated through the service level agreement with HSS and HaDSCO staff are not able to assist with issues relating to the submission of your application.

To enable the successful submission of your online application, please ensure that:

- Documents are in MS Word(.doc files only), MS Excel, MS Powerpoint, Adobe PDF or Rich Text Format. If using MS Vista please save your documents in .doc format and docx. If unsure, please contact HSS by telephone on 13 44 77.
- The combined total of your attachments does not exceed 3MB.
- You have not used any special characters such as apostrophes(.), quotation marks("), hypens(-), brackets((or)), colons(:) or semicolons(;) in any of the fields in the online application form or in the file names of your attachments.

If you have attempted to apply online and experienced technical difficulties, please contact HSS by telephone on 13 44 77(and select Option 2). Officers are available until 4:45pm, Monday to Friday (excluding all public holidays).

If you are unable to apply online, please submit your application to the address below ensuring it is received by the advertised closing date and time.

MAIL: Please address your application
to:

Advertised Vacancy
Confidential and Private
Health and Disability Services Complaints Office
PO Box B61
Perth WA 6838

Please **do not** hand deliver, mail or fax your application directly to HaDSCO's office at Albert Facey House in the Perth CBD.



Application assessment

After the closing date the selection panel will read your application and determine if you have met the work related requirements and will consider if you will be shortlisted for further assessment. If you are shortlisted, a member of the selection panel will contact you to make arrangements for the next step in the selection process.

- If you are not shortlisted or recommended for appointment, you will be notified in writing, either by mail or email at the conclusion of the process.
- If you change your contact details after your application is submitted please ensure that the nominated contact person or selection panel are advised.

Shortlisted applicants proceed to the next stage of the selection process and may be invited for an interview and/or asked to complete other assessments. If you are invited for an interview, the questions are usually provided to you before the interview to allow you time to prepare your response. If you will be expected to deliver a presentation or undertake an assessment, this information will usually be provided well in advance.

Interview questions and assessments are based on the position and work related requirements. In addition, referee reports may also be obtained to verify your ability to meet the advertised vacancy requirements and can sometimes be used as part of the shortlisting process.

Please speak with the selection panel or nominated contact person if you have any questions about this part of the process.

The selection panel will make their decision based on all the information received through the various assessments undertaken. The recommended candidate/s will be the person/s that meets the work related requirements, is/are considered as the most suitable and is/are available to be appointed to the advertised role/s.

Correspondence advising of the outcome of the selection process will be forwarded to all applicants. If you are unsuccessful, the correspondence will provide you with the contact details of a panel member to provide feedback about your application and/or assessment.

You are encouraged to seek this feedback as it can be of assistance with future applications and interviews.



Decision Review

If you feel your application was not dealt with fairly, you are encouraged to discuss your concerns with the chairperson of the selection panel. You have the right to lodge a formal application seeking a review of the selection process within four working days of receiving advice of the decision.

Further information about the Employment Standard and the related Public Sector Commissioner's Instructions are available to applicants by assessing the appropriate links on www.publicsector.wa.gov.au .

Important Information

To be eligible for appointment to a permanent position you must either be an Australian Citizen or hold Australian permanent residency status at the point of recommendation for appointment. If you have a relevant working visa and are offered employment with the Office you will only be offered fixed term employment for the duration of the visa.

Criminal Record Screening

If you are the successful candidate for a position in our Office you will be requested to provide a 100 point identification check and will be asked to provide a recent National Police Certificate from WA Police Force. The cost of the Certificate is borne by the prospective employee.

A previous criminal conviction or pending charges will not necessarily preclude you from employment, however, the relevance and seriousness of the offence will be taken into account in assessing your suitability for employment. All applicants will be treated fairly, equitably and in accordance with the principles of procedural fairness.

