



GOVERNMENT OF  
WESTERN AUSTRALIA

Department of  
Justice

# Youth Custodial Officer

## Job Applicant Information and Guide Booklet

\$79,156 - \$84,977 pa + 19% Commuted Allowance (approx. \$15,000 pa)

This document provides information to assist you with the application process.

It should be read in conjunction with the job advertisement and Job Description Form.

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, information and products.

The Department comprises a number of Divisions all working to provide a fair, just and safe community for all Western Australians. These Divisions include Corrective Services, Court and Tribunal Services, the Parliamentary Counsel's Office, Public Advocate, Public Trustee and Registry of Births, Deaths and Marriages.

The role of the Corrective Services Division is to contribute to community safety by upholding the integrity of custodial and non-custodial sentences; and positively influencing offender behaviour to reduce re-offending and encourage law-abiding lifestyles.

Corrective Services aims to provide an environment that encourages self-respect and respect for others, and which embraces diverse cultural backgrounds and provides best opportunities for positive change.

## Banksia Hill Detention Centre

Corrective Services manages the only custodial facility for young people aged between 10 and 17 years at the Banksia Hill Detention Centre in Canning Vale.

Young people only go into detention as a last resort or when the offence they have committed is extremely serious.

Being held in detention is often very upsetting for the young person and their family.

## The role of a Youth Custodial Officer

As a Youth Custodial Officer, you will play an important role in improving outcomes for young people in detention. On average, around 75 per cent of young people in detention in Western Australia are Aboriginal Australians.

The right people for this job are resilient and enjoy working with young people – you may have done this professionally, voluntarily, through your family network or from other experiences. As a Youth Custodial Officer, you will balance care and control. You will be empathetic and encouraging yet will still set important boundaries to maintain a safe environment.

You will be a role model and work with young people and their families who have often experienced significant trauma. Youth Custodial Officers come from a variety of different backgrounds and are fair, non-judgemental, and dependable.

The operational environment will require you to wear a uniform and strictly follow procedures and policy to create an environment where young people are safe and supported to lead law-abiding, productive lives.

## **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

You can come from a range of backgrounds and be a great Youth Custodial Officer.

Looking back at your work experience, we're interested in seeing how you've worked well in a team. We're looking for clear, effective communicators who can take the initiative and solve challenges. We want to hear about how you have shown you have compassion and empathy for other people, including children and how you've been able to display resilience to recover from setbacks and keep a positive frame of mind.

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).

## Benefits

Youth Custodial Officers are employed under the Department of Corrective Services *Youth Custodial Officers' General Agreement 2022* and receive all the benefits attached to a government career:

- competitive base salary: **\$79,156 - \$84,977 per annum plus superannuation**
- 19% commuted allowance in addition to the base salary upon commencement of shift work (**this equates to an additional \$15,000 per annum approximately**)
- 11.5% superannuation
- 13 weeks comprehensive paid training resulting in a nationally recognised Certificate III in Correctional Practice (Youth Custodial) qualification.
- generous leave provisions with up to 9 weeks annual leave
- employment security
- opportunities for promotion
- supplied uniforms
- salary packaging – visit [www.smartsalary.com.au](http://www.smartsalary.com.au) for more details.

A Youth Custodial Officer based at Banksia Hill Detention Centre is required to work rotating shift patterns on a 24 hour per day / 7 days per week roster system. Shifts are ordinarily 12 hours in duration, and you will be expected to work on public holidays (including Easter, Christmas, and New Year), weekends and nights as part of the roster rotation. Rosters are issued up to nine weeks in advance, with Youth Custodial Officers working 10 shifts in a 21-day period with a maximum of 4 shifts in a row.

## 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

Information sessions may be conducted either virtually or at the Corrective Services Academy (see below for details). For people considering a role as a Youth Custodial Officer these sessions are a valuable way to learn more about the Department and hear from our current staff.

You are strongly encouraged to attend one of the following locations:

Location	Address
Corrective Services Academy	4 Allen Court, Bentley WA, 6102
Virtual	A Microsoft Teams link will be sent on the day

**Numbers will be restricted at each session; please ensure you register using the link provided on the advertisement.**

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 and email address.

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*.

## 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 below.

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.**

## **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.

## **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 or unavoidable events such as COVID restrictions being put in place.

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: Shortlisting

Your **CV/resume** and detailed **online application responses** incorporating the requested information will be assessed to determine whether you are shortlisted for further assessment. Please ensure that you provide a competitive response to the online questions. Consideration will be given to eligibility requirements as outlined in the JDF and in the job advertisement.

### Stage 2: Psychometric Testing

Psychometric testing is designed to assess your cognitive and psychological suitability for the role, as well as your work style preferences. 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 and a personality questionnaire.

### 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. To view a demonstrational video of the PRT, click on the link: <https://youtu.be/OIbknWJQ-N0>.

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 may need 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 well-being

### Psychological interview

You will be required to attend an interview with a registered psychologist. Be prepared to answer 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 13 week course held at the Training Academy, which is located at 4 Allen Court, Bentley, WA 6102. The training is nationally accredited and successful participants will be awarded a CSC30122 Certificate III in Correctional Practice (Youth Custodial).

The ELTP provides participants with skills and knowledge designed to prepare them to commence duties as a Youth Custodial Officer. This is followed by a probation period where competency-based on-the-job assessments are undertaken.

## **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:

- **A current and comprehensive CV/resume** including the contact details of two work-related referees. Where possible, referees should include current or recent supervisors and/or line managers within the last 3 to 5 years.
- During the online application submission process, you will be required to **address the questions below in detail, (responses allow up to 250 words per question):**
  1. Provide an example of a time when you used your resilience to achieve a task in a difficult setting. What happened, how did you handle it, and what was the result?
  2. Explain a situation where you had to lead a group of people. What specific skills did you apply in that scenario that would be helpful in guiding at-risk youth?

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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](https://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.

**Late applications will not be accepted so do not leave applying to the last minute!**

## Other information

### Smoke-Free Policy

The Department of Justice has introduced a smoke-free policy, which has been implemented across all women's prisons and the Academy, with all other prison sites to follow before the end of 2025.

### Drug and Alcohol Policy

Department of Justice as an employer 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).

All Officers, including 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).

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