



GOVERNMENT OF  
WESTERN AUSTRALIA

Department of  
Justice

# Vocational Support Officer

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## Job Applicant Information Booklet

This document provides information to assist you with the application process.  
It should be read in conjunction with the job advertisement and VSO Descriptor Guide for the role you are applying for.

## Introduction

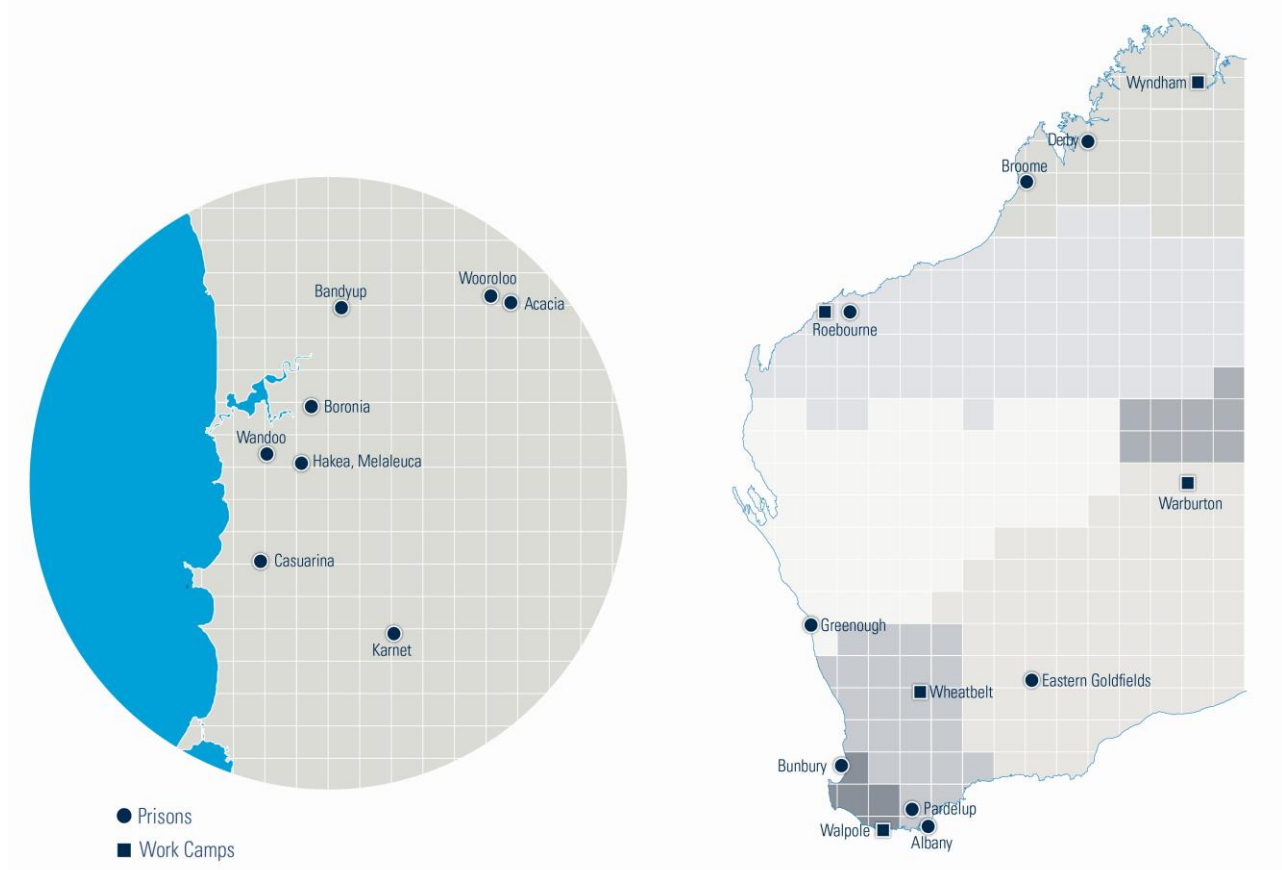
There are countless ways to develop your career at the Department of Justice (the Department). As one of the most diverse public sector organisations in Western Australia, it provides a variety of legal, justice and corrections related services to Government and the community.

## Corrective Services

The Corrective Services Division contributes to community safety by upholding the integrity of custodial and non-custodial sentences and positively influencing offender behaviour to create the best chance of successful rehabilitation.

Corrective Services operates and manages 16 public prisons throughout Western Australia. There are a range of security classifications (maximum, medium and minimum) across the eight metropolitan prisons and eight regional prisons. Additionally, there are five minimum-security work camps located in Roebourne, the Kimberley (Wyndham), Eastern Goldfields (Warburton), the Wheatbelt (Dowerin) and the Great Southern (Walpole). See map below.

Our commitment to providing services across the state has produced multiple opportunities in both metropolitan and regional locations. Wherever you live, there can be a meaningful career path at the Department for you.



You can find out more about the Department [here](#).

# Vocational Support Officer - Roles and Responsibilities

All prisons in WA work to promote an environment that fosters respect, embraces diverse cultural backgrounds and enables positive change for offenders.

A Vocational Support Officer shares their knowledge with prisoners to provide them with valuable work and life skills to support the rehabilitative journey.

Facilities operate at a level of self-sufficiency, with prisoners employed to contribute to laundry, gardens, cleaning and other services.

Daily duties can vary depending on the position, but include:

- Provide on-the-job training and instruction to prisoners.
- Daily prisoner supervision in production and workshop activities.
- Day to day responsibility for the operations in a work area.
- Ensure the safety and security of the workplace.
- Complete written reports, such as incident reports, production schedules and other documents as required.

To effectively perform their daily duties, a Vocational Support Officer needs to:

- build and maintain positive relationships with prisoners, colleagues, and stakeholders.
- balance authority with understanding and empathy.
- work with prisoners in challenging situations by diffusing and managing conflicts.
- act as role models to motivate and encourage prisoners to adjust their behaviours in line with community expectations; and
- practice cultural respect through working with and alongside Aboriginal people.



# Employee benefits and opportunities

Vocational Support Officers receive a competitive salary, attractive benefits, and employment conditions.

## Working hours

- Prisons operate on a 24-hour roster system, 7 days a week
- 8, 10 and/or 12-hour shift work arrangements available dependent on the role
- Some positions work a 40-hour week Monday to Friday, whilst other work rosters can require working alternate weekends and/or public holidays.

## General benefits

- Annual leave: 5 weeks per year
- Long service leave: 13 weeks after 7 years of continuous service
- Personal leave: 140 hours per year
- Purchase leave: 2 or 3 weeks
- Cultural leave
- Bereavement leave

## Salary payments and options

- Salary ranges from \$76,029 to \$120,948 pa (Dependent on the position and according to the hours of duty and/or shift requirements).
- Superannuation
- Salary packaging
- Uniform supplied – including shoes, socks, jackets and hats
- Rewarding career

## Learning and development opportunities

- Essential Training Program – up to four-weeks mandatory paid training at the Corrective Services Academy, Bentley
- Online learning and development programs
- In house formal courses
- Study leave

## Regional Benefits

If you are interested in working in a regional area, you may be eligible for additional benefits. They may include the below.

### Regional Incentive Allowance

TIER 1	Broome Regional Prison	\$217.71 per fortnight
	Eastern Goldfields Regional Prison	
	Roebourne Regional Prison	
	West Kimberley Regional Prison	
TIER 2	Albany Regional Prison	\$108.85 per fortnight
	Greenough Regional Prison	
	Pardelup Prison Farm	

### Additional Regional Incentive Allowance

Eastern Goldfields Regional Prison	Officers permanently posted shall be paid \$108.85 per fortnight while they remain posted to these regional prisons.
West Kimberley Regional Prison	
Warburton Work Camp	

### Regional Retention Payment

<b>TIER 1</b>	Officers permanently posted to a Tier 1 Regional Prison will receive a lump sum regional retention payment of \$11,960, after every three-years' continuous service completed at a Tier 1 Prison.
	This payment will be calculated on a pro-rata basis for officers working less than full time hours.
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<b>TIER 2</b>	Officers permanently posted to a Tier 2 Regional Prison will receive a lump sum regional retention payment of \$5,980, after every three-years' continuous service completed at a Tier 2 Prison.
	This payment will be calculated on a pro-rata basis for officers working less than full time hours.

### Government Regional Officer Housing (GROH) Program

#### ***GROH is not available to local recruits***

Vocational Support Officer applicants relocating to the following regional towns may be eligible for GROH assistance. More information can be found here - [Government Regional Officer Housing \(GROH\)](#), and here - [Tenant Rent Calculator](#).

As a general guide, the Department of Justice provides the below additional GROH rent subsidies for Officers.

Roebourne	100% subsidised
West Kimberley (Derby)	75% subsidised
Eastern Goldfields (Kalgoorlie)	50% subsidised
Broome	50% subsidised

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*No GROH available in Mid-West (Geraldton)*

### **Home Ownership Subsidy Scheme (HOSS)**

Applicants may be eligible to participate in HOSS, where the Department of Justice subsidises an employee's home loan repayments for a dwelling the employee is purchasing in the regional location. The Department determines the amount of HOSS subsidy. This amount must be the lowest of:

- \$350 per week;
- The minimum weekly repayments on the home loan; or
- 75% of the weekly GROH rental subsidy applicable at the start of the one-off 5-year period.

### **Additional Benefits**

Annual leave travel concessions

Additional five days leave (above the 26<sup>th</sup> parallel south)

Subsidies on utilities may apply in certain locations

*Contact the Recruitment team for more information.*

## Vocational Support Officer: Is this job right for you?

This self-assessment questionnaire will help you decide if a Vocational Support 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. Any 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 people in custody?	<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 do work in a closely monitored and restricted environment?	<input type="radio"/>	<input type="radio"/>
10	Are you prepared to provide supervision and instruction to prisoners?	<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 Vocational Support Officer!

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

*This self-assessment questionnaire is for your use only and there is no need to include the results with your application.*

## Pre-appointment requirements

The following pre-appointment requirements are essential to comply with the *Prisons Act 1981*, Prison Regulations 1982 and applicable Departmental policies and procedures.

Prior to commencement, Vocational Support Officers must:

- Be an Australian or New Zealand citizen or have Australian permanent residency status.
- Receive clearance through a National Criminal History check and the Department's Integrity Assessment and any other checks/clearances that are specified in the position requirements.
- Successfully complete any other selection assessments as determined by the Department.
- Possess a current valid "C" class motor vehicle driving licence (or other class required for a position if applicable). Restrictions on your drivers' licence are **not permitted**. This includes learner's permits, P plates and extraordinary permits.
- Possess a current HLTAID011 "Provide First Aid" accreditation (or equivalent eg Senior First Aid) received from an accredited training provider with a minimum of 12 months validity remaining.
- Possess a current valid Construction Induction Training accreditation (White Card) - if applicable.

## Overseas and Interstate Applicants

Applicants who reside overseas or interstate are welcome to apply. To be eligible, you need to be an Australian or New Zealand citizen or have Australian permanent residency status.

It is important to note that the Department does not offer relocation assistance, therefore if a position is offered the Department is not able to provide relocation assistance from your residence to Western Australia. Any expenses incurred in relocating to WA would be at your own cost.

## Aboriginal applicants

We have a dedicated Aboriginal Workforce Development Team who are on hand for advice and support. Our team provide guidance on the recruitment and selection process through to onboarding.

Aboriginal or Torres Strait Islander people seeking a career with the Department are encouraged to register on [Aboriginal employment page](#) or contact us at [AboriginalWorkforceDevelopment@justice.wa.gov.au](mailto:AboriginalWorkforceDevelopment@justice.wa.gov.au) or 61 8 9264 1700 for culturally appropriate support and application advice.



## Current Vacancies

The Department has the following current vacancies to fill from this recruitment campaign.

Please note:

- If an applicant is successful to the appointment pool, they will be eligible for consideration for permanent or fixed term contract positions relevant to their qualifications and/or vocational competencies.
- In the first instance, all permanent and temporary vacancies will be filled by recommended applicants from this selection process for the specific pool of positions.
- The remaining applicants found suitable in this pool, may be considered for subsequent, similar vacancies (equivalent to their qualification/vocational competencies), with the Department of Justice for the duration of the pool.

Prison	Position Title	Level	Roster	* Category
Greenough	Canteen and Recreation Officer	VSO2	Mon to Fri	Canteen or Recreation
Hakea	Cleaning Instructor	VSO3	Mon to Fri	Cleaning
Wooroloo	Cleaning Instructor	VSO3	Mon to Fri	Cleaning
Hakea	Despatch Officer	VSO2	Mon to Fri and Public Holidays	Despatch
Wooroloo	Despatch Officer	VSO2	Mon to Fri	Despatch
Bandyup	General Relief Officer	VSO2	Mon to Fri	Administrative/Support
Casuarina	General Relief Officer	VSO2	Alternate weekend 10hr	Administrative Support
Hakea	General Relief Officer	VSO2	Mon to Fri	Administrative/Support
Melaleuca	General Relief Officer	VSO2	Mon to Fri	Administrative/Support
Wooroloo	Laundry Instructor	VSO3	Mon to Fri	Laundry
Casuarina	Laundry Officer	VSO2	Alternate weekend 10hr	Laundry
WKRP	Laundry/Cleaning Officer	VSO2	Mon to Fri	Laundry or Cleaning
Hakea	Library Officer	VSO2	Mon to Fri	Administrative/Support
Hakea	Medical Support Officer	VSO2	Mon to Fri	Administrative/Support
Casuarina	Recreation Instructor	VSO3	Alternate weekend 10hr	Recreation
Hakea	Recreation Officer	VSO2	Alternate weekend 10hr	Recreation
Casuarina	Video Link Officer	VSO2	Mon to Fri	Administrative/Support

### \* Category –

- During the online application process this is the category to select for the position you are interested in.
- To understand the role requirements and qualifications for the above vacancies, and to help you identify the position that best aligns with your skills, *please refer to the **Position Requirements Guide** attached to the advertisement which details the necessary skills and qualifications for the advertised roles.*
- **Qualifications** - Applicants that have completed a relevant trade pathway (ie apprenticeship) or relevant overseas qualifications may be considered. Nationally

recognised Australian qualifications or overseas qualifications that have been verified in Australia for equivalency will be accepted.

- Applicants who have overseas, or older Australian qualifications, will require the academic transcript of units or modules completed within the qualification. All documents must be formally translated into English (if applicable)

# Selection Process

## Assessments

To be selected to the Vocational Support Officer Appointment Pool, there are assessment stages you must complete successfully.

Please note:

- Assessments are generally conducted during business hours (Monday – Friday 8:00 to 16:00 WST).
- Your suitability for your chosen position will be determined by the Recruitment Panel, based on your competitiveness in completing the required assessments.
- Upon successful completion of the selection process, you will be placed into the Appointment Pool for a period up to 12 months, during this time you may be considered for vacancies as they arise.
- Applicants who are deemed unsuccessful at any stage of the selection process may be excluded from further assessments. Notification regarding the outcome of a stage of the recruitment process will be sent to applicants via email.

## Recruitment Assessments

*Note: Assessments may be conducted in any order.*

## Vocational Support Officer

### Written Application

The **'how to apply'** section will outline what is required. It is important that you read this carefully.

After the application close date, the Selection Panel individually assesses your application based on your responses and the documentation you have submitted.

When preparing your responses to the application questions to showcase your skills and experience, use examples from your past experiences that highlight your skills effectively.

To determine if you qualify for further assessment the panel will evaluate:

- Your responses to the **online application questions**. Original responses are required, and the use of AI-generated content may affect the evaluation of your application,
- your current comprehensive **CV/resume** detailing your skills, experience and work history,
- and copies of your current **qualifications / registrations / certificates** including any academic transcripts of the units or modules completed within that qualification (if applicable).

The panel will agree on a shortlist of the most competitive applicants, who will be contacted for further assessment.

## **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.

## **Selection Panel Interview**

A selection panel will ask a series of questions relevant to the role and is designed to draw information about your skills, knowledge, and abilities against the job-related requirements.

The interview will comprise of 25 minutes pre-interview preparation time. During this pre-interview time you will complete a brief written exercise and be provided the interview questions to consider and prepare your responses.

This will be followed by an additional 30 minutes for your interview with the panel. At the end of the interview, you will have an opportunity to ask any questions that you may have in relation to the position.

You should consider the following points in preparation for your interview:

- Do some research, review the job advert, look at the Department's website to ensure you are clear on what we are looking for and how you could contribute to the team.
- Consider the position and think of specific examples to demonstrate your relevant skills, abilities and qualifications.
- Take time to answer each question and present answers clearly and concisely.
- Be punctual and dress appropriately – neat and professional.

## **Psychological Interview**

You may be required to attend an interview with a registered psychologist. Be prepared to answer personal questions about yourself including your work, family, and social life. 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 assist the panel in making their decision about your suitability.

## **Criminal History and Integrity Check**

All Department of Justice employees are required to undergo an integrity and national criminal history check. In positions that involve working with offenders, an integrity check may also include investigations into suspension from employment, past employment records and performance, spent convictions and pending charges.

You will be invited to complete the Criminal History Check and Integrity Declaration online. It is important that you ensure the personal information that you provide is correct, as providing false or misleading information can negatively impact the outcome of your application.

A previous criminal conviction or pending charge will not necessarily preclude a person from being employed. The Department assesses these on a case-by-case basis.

## **Referee Reports**

You are asked to provide the names and contact details for at least two relevant work-related referees. The Department asks that where possible your referees are previous/current supervisors or managers who can comment on your skills and abilities relevant to the position.

If you are a prior Department of Justice WA custodial employee, you will be required to provide referee details of your previous or current Superintendent.

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 for you.

## Final decision

The Selection Panel will consider all the information gathered throughout the recruitment process and make a final decision of an applicant's suitability. If you are deemed suitable by the selection panel you will be placed into an Appointment Pool.

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 reached their decision.

## Appointment Pool

The Appointment Pool will be open for a period of twelve (12) months from the day after the breach of standard claim period closes. During this time, you may be considered for permanent or fixed term appointments to positions you were deemed suitable for as vacancies arise.

It is important to note that inclusion in the appointment pool **does not guarantee** that you will be offered employment.

If there are more suitable applicants in the pool than vacancies available at any one time, the Department reserves the right to make offers to any applicant from the Appointment Pool.

Determining individual appointments will be based upon a range of factors:

- Applicants' locality and preferences
- Availability of vacancies
- Gender / diversity balance as per the Department's Substantive Equality Policy
- Assessment information and suitability to the position, where applicable.

Applicants are obliged to notify the Department if an event occurs that 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.

The Department reserves the right to reassess any applicant's suitability for the role (Eg criminal history and integrity screening) whilst they are in the Appointment Pool, before making an offer of appointment.

## How to apply

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

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

- A current comprehensive **Resume / Curriculum Vitae**, that clearly outlines your transferable skills, experience and highlights your key achievements.
- Contact details of two work related referees. (Preferably your current or recent Supervisor or Manager **within the last 5 years**)
- A copy of your current qualification / registration / certification title, including an academic transcript of the units or modules completed within that qualification (if applicable).
- You will be required to address the questions below **in detail** during the online application submission process. (Each question allows responses up to 250 words):
  1. **Describe a project or task you have completed that demonstrates your transferable skills and how they align with the requirements of this position.**
  2. **Provide an example of a time when you effectively communicated to inspire a team or team member to participate, and what was the outcome?**

\*\*\*\*\*

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

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.

STEP 1: Go to [jobs.wa.au](http://jobs.wa.au) and search by keyword 'Vocational Support 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 copies of relevant qualifications (if applicable)

**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. All Officers, including Vocational Support Officers, may be subject to random drug and alcohol testing throughout their employment.

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).

### Have questions?


For questions regarding the role, recruitment and selection process – contact the Corrective Services Recruitment Team.

@ [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au)

 1800 974 199

Aboriginal applicants who wish to access culturally competent support – contact Aboriginal Workforce Development.

@ [aboriginalworkforcedevelopment@justice.wa.gov.au](mailto:aboriginalworkforcedevelopment@justice.wa.gov.au)

 9264 1700

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**Thank you for your interest in a career with the Department of Justice and good luck with your job application.**





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) of the *Equal Opportunity Act 1984*.