



WorkCover WA recruitment information

Applicant guidelines



About WorkCover WA

WorkCover WA is the statutory authority responsible for regulating and administering the workers' compensation scheme on behalf of the Government and community of Western Australia.

This includes:

- monitoring compliance with the *Workers' Compensation and Injury Management Act 1981*
- informing and educating workers, employers and others about workers' compensation and injury management
- providing an independent dispute resolution system.

Our Vision

A workers' compensation system valued by all.

Our Mission

To lead a contemporary, integrated workers' compensation scheme that is fair, accessible and cost effective for all participants, through:

- providing advice and guidance on workers' injury management and return to work practices
- active, responsive and transparent management of the scheme
- focused information, education and compliance activities
- fair and speedy dispute resolution
- a strong customer service focus.

Our Values

- **Customer Service** – we are clear about what we deliver, consider our customers and their needs and take responsibility for delivering effective services.
- **Innovation** – we are proactive, positive and flexible and recognise that change can bring opportunities.
- **Respect** – we embrace diversity, seek to understand people's rights and are fair and prompt in our actions.
- **Integrity** – we are trustworthy, accountable, consistent, impartial and transparent in our decision making.
- **Collaboration** – we work as a team, value others' contributions and embrace open communication.

Our offer to you

WorkCover WA is a rewarding place to work, where customer service is a priority that benefits thousands of Western Australians each year.

As part of the public sector, our conditions of employment include flexible working hours, four weeks annual leave with 17.5% leave loading, 13 weeks long service leave for every seven years of continuous service, the option to purchase additional leave, and salary packaging options. These benefits are often transferable for employees in the WA public sector who choose to join us at WorkCover WA.

We recognise the importance of professional development, with staff able to access opportunities to improve their skills. We also enjoy modern offices in Shenton Park, which are close to public transport, have free parking for staff and offer an on-site gym.

Our Recruitment and Selection Process

Thank you for your interest in applying for a position at WorkCover WA. These guidelines are designed to assist you in demonstrating that you are the most suitable candidate for the advertised vacancy.

WorkCover WA is committed to meeting the Public Sector Employment Standard which establishes the principles to be complied with by public sector agencies when filling vacancies. All applicants can expect that the compliance requirements of this standard will be adhered to throughout the selection process. This process helps us to be fair and equitable in our recruitment decisions and helps you to know we are meeting the public sector standards in human resource management.

If you believe that the standard has been breached, you have the right to request a review of the process. Should you wish to lodge an application for a review, you will have a minimum of four working days from the time the unsuccessful advice was delivered to you. You must discuss your concerns with the Chairperson of the panel within those four days and prior to lodging an application.

For more information on the Public Sector Employment Standard or breach claims, please see the Public Sector Commission website at www.publicsector.wa.gov.au

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Every day I listen to real people experiencing real situations affecting their work, their business, their lives ... I take my job very seriously and I feel good about what I do.

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Daniel

Advisory Officer at WorkCover WA



Key steps in the recruitment process

1. The selection panel assesses applications and invites short listed applicants for interview.
2. Interviews are conducted.
3. Referee checks are undertaken.
4. A selection report is prepared.
5. All applicants are notified.

Applying for a job at WorkCover WA

You are requested to apply online via the 'Apply for Job' button on the relevant advertisement at www.jobs.wa.gov.au. If you experience technical difficulties when attempting to apply online, please contact the Human Resources Branch at employeeservices@workcover.wa.gov.au or telephone 9489 4714.

When you have completed your online application, you will receive an acknowledgement confirming your application has been submitted. It is your responsibility to ensure WorkCover WA receives your application by the advertised closing time and date. We recommend you confirm your application has been received.

Any queries regarding the position should be directed to the contact officer nominated in the advertisement.

If you are applying for multiple positions please submit **a separate application and resume for each position**.

What to include in your application

To make sure you have the best chance for short listing, use this checklist of what to include:

- a **covering letter** (recommended up to three pages) – this should include details of your skills and experience as they pertain to the work requirements of the position (available on the Job Description Form)
- your **resume**, which should include:
 - a description of your work experience and skills acquired, starting with your most recent position and major accomplishments at work
 - a list of your academic and/or professional training. Evidence of qualifications is only necessary where the work requirements of the position indicate a qualification is essential.
- contact details of **two referees**.
 - The selection panel will ask your referees how well they think you meet the requirements of the job. You should advise your referees of the position and work requirements of the role before nominating them to act as your referee.

Tips for preparing your application

- It is important that your resume contains sufficient information to enable the selection panel to make an assessment of your experience, skills and qualifications in relation to the position, as this is an integral part in determining those applicants who are competitive for interview.
- It is up to you to present an application that will convince the selection panel that you should be granted an interview.
- Before adding any attachments, consider carefully whether they really add value to your application in demonstrating your ability to meet the work requirements of the position.
- Keep a copy of your application. It will be a useful reference should you be short listed for interview, or for future job applications.

The Interview Process

The interview is an important part of the selection process. The interview will be related to the work requirements and may be conducted via a number of methods.

In some circumstances, the panel may not be able to assess all of the work requirements through consideration of written applications and interview. You may, therefore, be assessed in other ways. For example, you may be given a work exercise or be asked to provide a practical demonstration.

The panel may also consider referee reports when assessing you against the work requirements.

Selection decisions will be made on the basis of merit, in accordance with legislative requirements and WorkCover WA's policies of equal employment opportunity.



Feedback

All applicants, regardless of whether they were granted an interview, are encouraged to seek feedback for future reference.

You will receive written notification of the result of the selection process. Should you wish to seek feedback the letter will also provide the name and telephone number of the person to contact. Feedback is generally obtained from the Chairperson of the selection panel but may also be provided by another panel member.

When will you hear from us?

Once applications close, WorkCover WA will immediately commence the short-listing process.

If you have been successful in gaining an interview, you will receive a telephone call from us within 14 working days of the closing date. If you have not heard from us within this time, it is unlikely your application was chosen for short listing.

The selection process will take approximately 8 weeks.

Once a candidate has been selected, you will be notified in writing either that you are the recommended applicant or that you were not successful on this occasion.

Please Note: if you were not selected for an interview, you will not usually be advised that your application was unsuccessful until all interviews have been conducted and a recommendation has been made. This delay in notification is necessary to ensure that all applicants are provided with the opportunity to apply for a review of the process as provided for in the *Public Sector Management (Breaches of Public Sector Standards) Regulations 2005*.

Contact us

WorkCover WA, 2 Bedbrook Place, Shenton Park WA 6008

For more about the workers' compensation system, call our Advisory Service on 1300 794 744

Switchboard 08 9388 5555 | Fax 08 9388 5550 | Web www.workcover.wa.gov.au

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We genuinely enjoy helping injured workers and employers understand issues that are often difficult or complex – we're all individuals but as a team, we share the same goal – to give the best service we can to our customers.

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