

# Applicant Information Pack

A guide to apply for work with Queensland's most northern health service



***Torres and Cape Hospital and Health Service respectfully acknowledges the Traditional Owners and Custodians of the lands, sea and waterways on which we work. This includes their Elders, leaders, and families, past and present.***

## About Queensland Health

Queensland Health (QH) delivers health services to more than five million people across the state. We are focused on improving the health and wellbeing of Queenslanders. With over 100,000 staff, QH is one of Australia's largest organisations.

## About Torres and Cape Hospital and Health Service

Torres and Cape Hospital and Health Service (TCHHS) is one of Australia's largest providers of health services to Aboriginal and Torres Strait Islander people.

We are committed to delivering high-quality, efficient, and patient-focused healthcare by ensuring resources are utilised effectively and services are tailored to meet the diverse needs of our communities.



Image: TCHHS Chief Executive  
Rex O'Rourke

## TCHHS at a glance...

**28,000**

people live in the region

**35 facilities**

Four hospitals and 31 Primary Health Care Centres

**130,238km<sup>2</sup>**

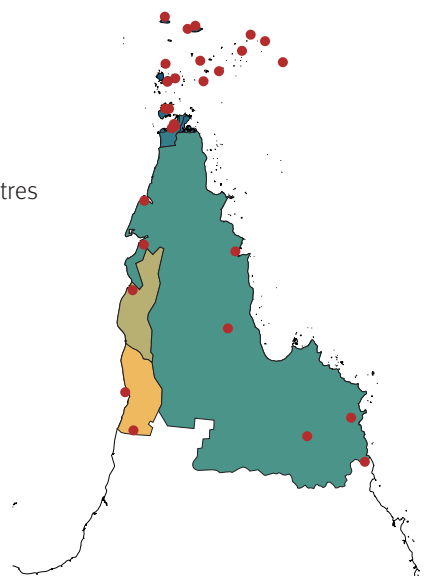
We cover 8 percent of Queensland's area.

**1200 people**

Doctors, Nurses, Allied Health, Operational and Administration staff

**68% First Nations**

The majority of people in our communities identify as Aboriginal and/or Torres Strait Islander





## Our values

**We want our staff to show these values in their day-to-day work**

### Courage

We have the courage to stand up, do the right thing, and express our opinions with respect.

### Accountability

We show accountability for our actions. We live up to our responsibilities and recognise that people put their trust in us.

### Respect

We respect and acknowledge the diversity of others. We treat others as we would like to be treated.

### Engage

We recognise that to engage means a positive connection to our workplace. This allows everyone to feel pride and reach their full potential.



**COURAGE**



**ACCOUNTABILITY**



**RESPECT**



**ENGAGE**

## Our Commitment to Health Equity, Cultural Safety and Quality Healthcare

**At TCHHS, we are dedicated to delivering accessible, equitable, and sustainable healthcare that meets the unique needs of our diverse communities.**

We prioritise culturally responsive, community-led health services that improve outcomes for Aboriginal and Torres Strait Islander peoples and ensure all Queenslanders in our region receive high-quality care, regardless of location or background.

We acknowledge and celebrate the strength, resilience, and leadership of Aboriginal and Torres Strait Islander peoples in shaping a healthier future.

Our commitment includes promoting cultural safety by embedding Aboriginal and Torres Strait Islander leadership in decision-making to ensure services are community-led, culturally responsive, and respectful. We are dedicated to supporting health equity by reducing barriers to care, working with our partners to address social determinants of health, and delivering services that are accessible, appropriate, and effective.

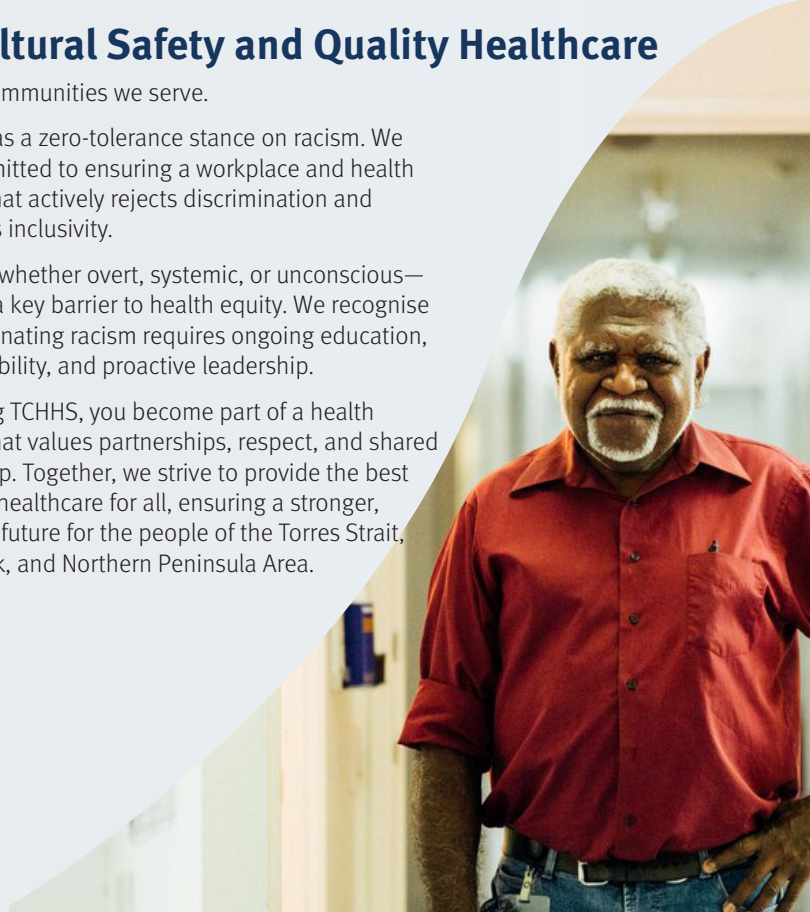
TCHHS is committed to fostering an inclusive workforce, ensuring that all staff uphold cultural capability, champion racial equity and cultural safety, and work collaboratively to improve health outcomes

for the communities we serve.

TCHHS has a zero-tolerance stance on racism. We are committed to ensuring a workplace and health system that actively rejects discrimination and promotes inclusivity.

Racism—whether overt, systemic, or unconscious—remains a key barrier to health equity. We recognise that eliminating racism requires ongoing education, accountability, and proactive leadership.

By joining TCHHS, you become part of a health service that values partnerships, respect, and shared leadership. Together, we strive to provide the best possible healthcare for all, ensuring a stronger, healthier future for the people of the Torres Strait, Cape York, and Northern Peninsula Area.



## Our Vision

**Healthy lives, lived well.**

## Our Purpose

**Working together: quality and respectful care, close to home.**

## Our Objectives

- Strengthen primary and public healthcare services
- Enhance health development services to support the first 2,000 days of life
- Develop our workforce and promote wellbeing and safety
- Have services that embody healthy minds and support people with addictions
- Provide care closer to home



# Working for TCHHS

Being in a rural and remote healthcare setting, working in TCHHS can give you unique opportunities you wouldn't get in metropolitan settings.

At TCHHS, we expect our staff to demonstrate professional excellence, adaptability, and a commitment to delivering outstanding patient care. Our team operates with a focus on efficiency, integrity, and continuous improvement, ensuring the best possible health outcomes for our communities. TCHHS can offer:

## All employees

- rewarding career and training opportunities across a wide range of clinical and non-clinical areas. For example, from medicine to maintenance, nursing to nutrition, pathology to patient liaison.
- a values driven organisation, which provides a safe work environment that is flexible, and promotes a healthy work-life balance.
- flexible working arrangements and competitive salary rates
- a commitment to being a diverse and inclusive workplace for our people and our community.
- a world-class, dynamic and growing health service that embraces technology, excellence in health care, teaching, research and empowering our people to be the best in serving our community.
- job security.
- to empower you to help make a difference to the lives of Queenslanders.
- well organised training to help you in your role and to advance in your career.

## Clinicians

- work to the top of your clinical scope.
- work in a true multidisciplinary team.
- care for a variety of acute, primary, and chronic conditions.
- make a difference to Aboriginal and Torres Strait Islander health.
- access professional development and support networks to advance your clinical and leadership skills.
- access a range of financial benefits such as rural and remote allowances.
- For our nurses and midwives, you'll be part of one of the few health systems with nurse and midwife to patient ratios.



## Remuneration at TCHHS

We offer competitive salaries and salary packing to our staff

### Wages

Wage rates apply to the classification and level of job you're looking for. This will be in the job description.

### Superannuation

We contribute up to 12.75% of your salary into superannuation. You can also make superannuation contributions through salary packaging.

### Allowances

Some roles may be entitled to allowances to cover shift and on-call work, professional development and uniforms. There is also a rural and remote allowance for nursing roles. Please refer to remote area nursing incentive package

### Salary packaging

All staff can take advantage of salary packaging which can save on tax and increase take-home pay. The range of accessible benefits varies depending on your role and where you work. You can get in touch with either of our salary packaging providers to find out more, Remserv on 1300 304 010 or Smart Salary on 1300 218 598.

# Flexible working arrangements and benefits

**We offer great work life balance and leave arrangements including leave loading and ability to purchase additional leave.**

We support and encourage the use of flexible work arrangements. You may request changes to your hours of work, the place where you work, or the way you work. For example, the use of equipment because of disability, injury or illness.

- Flexible work arrangements may include:
- flex time (variable working hours)
- telecommuting (working from home/ another location)
- part-time hours / job share
- nine-day fortnight (or other compressed work hours arrangements)
- phased retirement.

## Rural and remote training

We aim to make sure our staff are empowered through high-quality education and training.

## Workplace adjustments

We welcome staff of all cultures and abilities and understand that some people may require adjustments to the application process, the workplace and/or the way the work is performed. We will work to make adjustments and remove barriers to enable everyone to work safely and productively.

## Diversity

Our goal is to build a workforce that thrives on diversity, inclusion, and cultural safety. We actively support cultural capability, leadership development, and equal opportunity to ensure that every staff member can contribute to delivering exceptional healthcare outcomes.

## Support for staff affected by domestic and family violence

TCHHS offers paid leave, counselling, flexible work arrangements, workplace and role adjustments for staff affected by domestic and family violence.

# Leave benefits

**Our employee leave entitlements are guaranteed by a set of employment standards contained in the Industrial Relations Act 2016. Most government staff have further guarantees provided for by awards and certified agreements.**

## Annual leave

Most people have access to a minimum of 4 weeks annual leave (pro-rata for part-time staff, and recreation leave loading of 17.5%. This is also up to 27.5% for shift workers and some may also be entitled to an extra week of recreation leave. Leave entitlements do not apply to casual staff.

## Purchased leave

Staff may apply to purchase up to an extra 6 weeks leave each year.

## Public holidays

Staff who work on public holidays are entitled to a day off with pay (subject to reasonable requests to work).

## Sick, carer's, and compassionate leave

For each year of service, full-time staff:

- accrue 10 days of paid sick or carers' leave (pro-rata for part-time staff)
- can take two days of unpaid carers' leave
- can take two days of paid compassionate leave

## Parental leave

Most staff are entitled to paid parental leave when a child is born or adopted. This may include:

- 14 weeks paid maternity or adoption leave which may be taken at half pay for double the time
- one week paid spousal leave which may be taken at half pay for double the time.

Staff on maternity, adoption or spousal leave are also entitled to take a period of unpaid leave, and you may also be able to claim paid parental leave through the Australian Government's Paid Parental Leave Scheme.

## Long service leave

Most staff gain 13 weeks of long service leave after completing 10 years of continuous service (pro-rata for part-time staff). You can apply to use this after finishing 7 years of continuous service.

## Community service leave

Community service leave is for activities like jury duty (including attendance for jury selection) and voluntary emergency management activities.



### **Reproductive leave**

Each year staff can use up to 10 days paid reproductive health leave (non-cumulative). Reproductive health leave may be taken for treatments for fertility and reproductive health, as well as preventative screening.

### **Domestic and family violence leave**

Each year any staff who experience domestic and family violence has a minimum entitlement of 10 days of paid domestic and family violence leave.

## **Pre-employment checks**

### **Residency and visa requirements**

To work at TCHHS, you need to be either

- an Australian citizen
- a permanent resident of Australia
- a New Zealand citizen who has entered Australia on a valid passport
- a non-citizen with a valid visa.

### **Qualifications and professional registration**

For some positions staff must have qualifications and professional registrations. These are in the job description.

The selection panel will assess your qualifications. For overseas applicants you may need to get formal recognition of your qualifications before you apply or provide a statement which shows the Australian equivalent qualification.

### **Criminal history**

A criminal history check, using 3 forms of identification, must be conducted when an applicant is recommended for a role.

A criminal record does not disqualify a person from employment by default. After the criminal history checking process is done, the appointment can be finalised.

### **Vaccine preventable diseases**

For some roles there is a mandatory condition of employment for staff to always be vaccinated against these diseases:

- Measles, Mumps, Rubella (MMR)
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B
- Tuberculosis.

Please refer to Queensland Health's Health Employment Directive No. 01/16

### **Lobbyist**

If you are lobbyist, you must provide a statement of your employment as a lobbyist within one month of your appointment. Please refer to the Public Service Commission Lobbyist Disclosure Policy.

### **Licence to drive a vehicle**

Staff may need to drive a class C motor vehicle. You will need to have the right licence to drive this type of vehicle, which will be in the job description.

### **Screening checks**

For some positions, you may need to have a Positive Notice Blue Card, Disability Worker Screening Card or Aged Care Police Check. This will be in the job description.



## Outcome and appointment

■ It takes approximately 35 working days (on average) between an advertised role closing and a person being appointed.

### Notification of outcome

All applicants will receive notification in writing of the outcome of their application at the close of the recruitment process. The hiring manager will contact successful applicants to negotiate an offer of employment before a letter of offer is issued.

### Disclosure

You must disclose any pre-existing injury or medical conditions which may affect your ability to perform the role. This is in line with section 571 of the Workers' Compensation and Rehabilitation Act 2003. Applicants must disclose any previous serious discipline history taken against them, in line with the Public Service Act 2008.

### Probation

If you are appointed to a role, you may have a period of probation appropriate to the appointment.

### Appointment expenses

We understand that transfer and relocation expenses are important. Applicants may send a request for the reimbursement of appointment expenses through the hiring manager who will apply for approval.

### Union membership

You are entitled to join a registered union. When you join TCHHS, your name, position title and workplace location may be given to a relevant union, so they can discuss the benefits of being a member with you.

### Information privacy

TCHHS will hold your personal details in a secure environment and only accessed by staff directly involved in the recruitment process. TCHHS procedures are in line with the Information Privacy Act 2009.

### Feedback

You can get in touch with the panel chair or contact person in the job description and ask for feedback on your application. Please contact the TCHHS Recruitment team if you want to give feedback on the assessment process.



# Checklist for applicants

## Need help?

If you need help with applying for a job, please call or email the contact person on the job description. You can also email [TCHHS-recruitment@health.qld.gov.au](mailto:TCHHS-recruitment@health.qld.gov.au).

## Understand the role

- Read the job description carefully.
- Make sure you understand the responsibilities and requirements for success in the role.

## Does the role suit you?

- Review your skills and experience.
- Can you meet the key responsibilities of the role?

## Check you can apply

- Are there specific qualifications or professional registrations needed?
- Check if you need to be qualified or enrolled in a relevant course.

## Plan and prepare

- Note the date when applications close, so you don't miss it.
- Allow enough time to create a high-quality application.

## Tell us your story

- Create your "tell us your story" document or video.
- Update your resume (work history) to show how your skills fit the job, using the sections "What are we looking for" and "Key responsibilities" in the job description.

## Make it readable

- Use a standard font (e.g., Arial, Calibri) in 12pt size.
- Format your document with clear spacing and standard margins (2.54 cm).

## Disclose pre-existing conditions (if needed)

- If necessary, include any pre-existing injuries or medical conditions that may affect your ability to perform the role.

## Check your references

- Get in touch with your referees to check they're willing to give a positive reference.
- Make sure their contact details are correct.

## Check for errors

- Proofread your application and check for spelling, grammar, and formatting mistakes.
- Ask a mentor, friend, or family member to read over it as well.

## Final check

- Make sure you've followed all instructions in the job description. For example, if a two-page statement is needed, don't go over the limit.

**By following this checklist, you'll give us a professional and complete application**



