



# Child & Youth Worker (RCW3) – Residential Care

## Frequently Asked Questions

The following provides you with all the information you require to apply for the position of C&YW. The frequently asked questions are grouped into five specific sections including:

1. **About the Role**
2. **Employment Arrangements**
3. **Eligibility and the Selection Process**
4. **Induction and Training**
5. **Offers and Acceptance**

Please ensure you have read all of these questions prior to emailing us with a query.

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## 1. About the Role

**Please ensure you read this section before applying, it is important that you understand what is required for this role.**

### 1.1. What does a Child & Youth Worker do?

As a Child and Youth Worker within residential care, you will work with children and young people to develop specific programs and services to meet their needs, this includes ensuring that their daily care needs are met while living within our Residential Care facilities. In this role, you will also work with the children and young people in your care by assisting them to develop their social and living skills which will help them to transition successfully into the community and /or reunification or reconnection with their families or other suitable care options. In this role, you will have the opportunity to assess and respond to their individual needs and ensure their safety within this setting as well as within the community.

To achieve best outcomes for the children and young persons in your care, you must be able to think quickly on your feet and use assertive communication and problem-solving skills to help guide and determine solutions which keep everyone safe. On a daily basis, you will face challenges which will enable you to use the skills you have learnt in your training to make a difference in the lives of some of the most vulnerable children and young people in South Australia.

### 1.2 Am I a good fit for this role?

A career as a C&YW can be very rewarding, however it is important to note that in this role you may be exposed to highly stressful situations and are required to deal with matters relating to childhood trauma which can be confronting. The environment can be very unpredictable, and although no day will be the same, it does require you to be highly adaptable to respond to the situations or incidents that occur within our properties concerning the children and young people in our care on a day-to-day basis. A C&YW must possess the ability to remain in control but still be empathetic when dealing with children and young people often displaying challenging behaviours. A C&YW must also hold a high level of emotional intelligence, self-awareness, and resilience to overcome challenging situations and move on to the next matter without judgement.

### 1.3 Things to ask yourself before applying for this position:

- Can I deal with complex children and young people across a full shift and deal with their complex and competing demands?
- Can I deal with children with special needs and behaviours without judgement?
- Can I work in a highly stressful environment, where I am required to problem solve constantly to resolve issues?
- Can I deal with one crisis after the other, understanding that I must follow the principles and practices of DCP in the management of children and that I cannot impose my own values or ideals on the children in care?
- Can I deal with serious trauma during every shift which can impact my emotional wellbeing?
- Can I work within a rotating roster of 8-hour shifts, day, or night, which involve weekends and public holidays, understanding I may have to miss family/social events?

It is important to discuss these conditions with your friends, family or someone who does or has worked shift work. We would encourage you to attend one of our information sessions and ensure you have read the role description carefully.

#### **1.4 I have worked in a childcare centre or successfully reared my own children; would that make me suitable?**

Some of your skills may be transferable (caring with children and young people, solving problems, etc.); however, this is a very different environment. Children in care are currently not living with their birth parents therefore this environment can be very stressful for you and the children you are caring for. It is very different from caring for babies and children in a childcare setting or for children that have a direct trusting/loving relationship with you as a parent.

The role requires you to use the skills you have learnt in your training to immediately assist vulnerable children and young people in your care who are experiencing high levels of anxiety and stress, often related to past trauma. Children with such behaviours can be aggressive or unable to follow directions, so you must be able to work in this type of environment.

You must also be willing to act and behave without judgement and put aside any past incidents to ensure that you maintain a stable relationship with the children or young people in your care. This can be challenging so you need to know how to move forward and release any judgement so that you can continue to deal objectively with the children and young people in your care.

#### **1.5 Will I be able to use my decision-making skills to manage the children or young people at my location?**

Generally, no, you will be required to follow structured and agreed protocols and procedures which you will learn at your training. These procedures and protocols are well tested and researched and are endorsed protocols and procedures that must be followed when dealing with matters while on shift. It is unlikely that you will ever need to deviate from these protocols and procedures as they are part of an approved system.

#### **1.6 Can I work alone and make critical decisions?**

As a C&YW, you may work independently within one of our properties, however you are part of a wider team of C&Y Workers. Whether you work alone or with a partner will depend on the size of the property and the number of children being cared for within that property. You will have a Supervisor who can be contacted at any time, however there will be occasions where you will need to deal with certain crisis situations and you will need to rely on your training and your problem solving skills to resolve the matter at hand.

Your Supervisor will regularly attend your site to check in with you, however they do oversee a number of properties and although every effort is made to ensure Supervisors spend equal time at all properties, this can vary depending on the specific needs of each child (and property), or whether there is an incident that needs to be managed by the Supervisor at any one particular location.

You also have the opportunity to speak to members of your team and your Supervisor throughout the day, however the role does require you to remain at your location (property) and deal with matters as they arise.

## 2. About Your Employment Arrangements

**This section provides you with details on the position, the hours, shifts, etc. If you cannot meet these requirements, please do not apply.**

### 2.1 What will my salary and conditions be?

You are employed as a Child & Youth Worker, at the Operational Services Level 3 (RCW3). You are employed under the [South Australian Public Sector Enterprise Agreement: Salaried 2026 \(PDF 1.8MB\)](#). This agreement outlines your salary and conditions, as well as the [Public Sector Act 2009](#).

### 2.2 What does it mean to be a Public Sector employee?

The reputation and performance of the SA public sector (and DCP) is dependent on the quality of the people it employs. If you are successful, you will be a South Australian Public Sector employee. As a Public Sector employee, you are required to support people who rely on Government services who are among the most disadvantaged and vulnerable in our community. Such people (children and young people) rely on the integrity of public officers and therefore it is the responsibility of DCP to ensure that its employees are suitable and qualified to undertake the role, not only in relation to the skills and abilities you possess, but your character and past behaviour.

To support this, and in addition to your standard employment conditions, you are also required to abide by a range of other Government guidelines and protocols such as the [Public Sector Code of Ethics \(PDF 124KB\)](#).

All of this information will be provided to you and discussed during the first few days of your training should you be successful in gaining a position with us.

### 2.3 What type of contracts might be available?

On most occasions we advertise for temporary (term) and casual positions. If you are successful through the recruitment process your application will be placed in a pool of recommended candidates and may be offered a position during the duration of the pool (12 months). You may be offered any of the options detailed above and you will have a choice in regard to whether you wish to accept the offer presented to you. If you choose not to accept the offer, please refer to Question 7.4 below for further information.

### 2.4 If I am successful in gaining a position, what hours will I be expected to work?

Your workplace will be the home(s) of children and young people in our care. This is the child's home and therefore C&Y Workers are required to be on shift 24 hours a day, 7 days a week. C&YW's work in accordance with the approved rotating shift roster. You are required to work 8 hour shifts and you are required to remain on site for any breaks during the day or night. It is important that you have considered how this roster may fit in with your personal commitments. If you have not worked shift work in the past, we would encourage you to speak to family and friends that do, to gain some insight into how you can better manage these arrangements.

### 2.5 Can I work part time?

Part time employment is generally available if you choose to work Night Shift, however we would recommend that if you receive an offer for employment, that you discuss this with the Residential Care representative

that contacts you. You will; however, **be required to work full time for the first 8 weeks of the training**. This ensures that you can complete all required components of that training. After that time, you can revert to your agreed hours. Please note that from time to time, you may be asked to increase your hours to complete any further parts of your training. Sufficient notice will be provided should you be required to do so.

## 2.6 What breaks do I get during my shift?

During your shift you must be always available to the children and young people in your care. You will receive payment for crib breaks. You may choose to eat meals that are prepared (by workers) and scheduled with the children in the house (breakfast, lunch, or dinner), or bring your own meals to sit down and eat with the young people in your care. It is important to know that in this role you cannot leave the site to purchase any meals, nor attend to personal matters on a specified "break". You are compensated accordingly for this arrangement under our current employment provisions.

## 2.7 Where are the positions located?

All C&YW positions are located within our Residential Care properties across South Australia. We also have some sites in country locations. Our metropolitan sites are anywhere from Noarlunga in the South to Munno Para in the North and anywhere in between. We also have sites in the Far North (Whyalla and Port Augusta) and Southeast (Mt Gambier).

# 3. Working a permanent Night Shift Roster

## 3.1 How do I indicate I only want Night Shift?

When you commence your application, there are questions specifically related to your options with night shift. Please ensure you complete these questions. When your application is reviewed by the Recruitment Team, this will be noted and tracked throughout the process.

## 3.2 If I only choose Night Shift, will this limit my opportunities to get a job with DCP?

No, the selection process assess your skills and abilities on merit; every applicant is considered in this way. Only after you are successful, we will make offers based on what you have selected. If there is no night shift vacancy available at the time you are recommended, your application will be placed in a pool for 12 months. We do however have regular vacancies for Night Shift only roles.

## 3.3 What if I change my mind during the process and want to work all shifts?

If you change your mind during the selection process and wish to be considered for all shifts, please let the Recruitment Team know. Should you successfully progress through to the Assessment Centre you will also have the opportunity to let us know at that time.

## 3.4 What does the roster look like if you are on permanent night shift?

You are on a 3-line roster which rotates every three weeks so you will always know what nights you will be working. An indicative roster is available for you to [view here](#). This gives you an idea of how our rosters operate.

### 3.5 Do I have to stay awake on the night shift?

Our night shift rosters are active rosters which means, that you do not sleep or rest. In some of our houses you are likely to be even more active than on day shift, particularly if you are in a house with teenagers. If you are rostered to a house with younger children who remain in bed for the most part, you will still be required to undertake a range of tasks which may include preparing meals or lunches for the next day, cleaning or washing, organising any activities, emails, and other administrative duties.

### 3.6 Will I be moved from one house to another?

Like staff on the 24/7 rosters, you will initially be assigned a house, however there will be occasions when you may have to be reallocated to another property if the need arises. Usually, movement occurs due to staff absences or emergency placements and therefore we need to ensure we have the appropriate allocations in each of the houses.

## 4. Eligibility and the Selection Process

### 4.1 How and when will the role be advertised?

The position of Child & Youth Worker will appear continuously on the [DCP Career Portal](#) and will also be published on the South Australian Government's Careers Board - [IWORKFORSA](#). DCP will fill vacancies as and when required however the recruitment process is ongoing and applicants are able to submit their application at any time throughout the year.

### 4.2 Will there be Information Sessions?

Please check out our [DCP Careers Website](#) for more information regarding scheduled information sessions and how to register. Information sessions are designed to give you a better understanding of the role, as well as take you through the recruitment and selection process and you are encouraged to attend one if they are available.

### 4.3 How do I apply?

DCP uses Pledge as its e-Recruitment system. You will need to create a username and password to access the system and apply for the role. Go to the [login page](#) to do this. You will need to complete a range of mandatory questions as well as upload any relevant documents. All instructions on how to apply will be included in the vacancy information.

**Please note:** following your application, all correspondence with you will be via your Pledge account, so please ensure your email address is correct and that you check your emails regularly. Failure to check your emails or provide a correct email address may have an impact on your application.

### 4.4 Is there a closing date for applications?

DCP accepts applications for this position on an ongoing basis. This means that you can apply at any time. We will "sweep" the candidate pool periodically leading up to an intake. Details of this will be uploaded onto the Advert. If you have an incomplete application in the system, we will email you and suggest that you complete this for the next available intake.



This vacancy is refreshed and updated annually; however, this will not impact your application.

#### 4.5 Will you accept late applications?

This role is open on an ongoing basis, so your application will not be late.

#### 4.6 What do I do if I change my address or email details during the process?

If you change your address or email details at any time following the submission of your application, you are required to log in to your profile on Pledge and follow the prompts. Our e-Recruitment system is “live”, so you can access and update your personal details at any time.

#### 4.7 How long will the online application process take?

If you have all your documents ready and have completed your cover letter and Resume/CV and prepared responses to the questions on the application form, it should not take you too long to complete the online application. Please ensure that you check all of the requirements contained in the vacancy information before commencing your online application and remember to have all your documents ready to upload. If you have applied for a role in DCP before you may already have a username and password. This will mean that some of your information will be saved on your profile on Pledge already. Please check this and ensure it is still current and correct.

#### 4.8 How long does the Selection Process take?

Given the nature of this role and the importance of selecting the right people to fill our roles, there is a relatively lengthy selection process with a number of stages involved. This is detailed in Question in 4.22 below. Generally, **Stage 1** of the selection process is relatively quick, and you should be made aware of the outcome of this stage within a few weeks.

**Stage 2** involves an Assessment Centre. Assessment Centres are only established and conducted as required. This may mean that you are required to wait until one is scheduled. Generally, there are four intakes across the calendar year.

The Recruitment Team will advise you as soon as this is organised, and you will be given sufficient time to prepare.

#### 4.9 I haven't heard anything for a while does that mean I am unsuccessful?

This does not mean you are unsuccessful rather, that your application remains active, and the selection process is still underway. It is important that you monitor your emails throughout the process as we will advise you via email once a decision or any action is taken on your application.

You are welcome to contact us but it is unlikely that we will be able provide any further details. Please be patient, we will always contact you when any action is taken on your application.

#### 4.10 How long do I have to wait before I can re-apply for the role?

Candidates who have undertaken one or more of the pre-employment assessments and did not progress beyond these assessments, are eligible to re-apply for the role 12 months from the date of the assessment. This includes:

- Psychological Assessment
- Medical/Functional Assessments

The Recruitment Team will monitor this and if you submit another application within that time frame, you will be advised that you are ineligible to reapply at that time.

We update our selection processes annually and therefore candidates who **did not** progress past one of these assessment stages should wait 12 months to reapply. This ensures your skills and abilities are not re-assessed using the same selection tools. This timeframe also enables you to gain additional skills, abilities and experience related to the role to enable you to have a better chance of being successful beyond the shortlisting or telephone screening stages.

#### 4.11 I am an overseas applicant; can I apply?

Any candidate who meets the eligibility criteria is entitled to apply through this process – you must have full working rights and be able to commit to the study requirements (12 months) to be eligible to be offered employment in this role. You must confirm these details when applying for the role.

#### 4.12 What do I do if I receive my Working with Children Check (WWCC) after I have submitted my application?

As this process remains active and the job is accessible on an ongoing basis, if you receive your WWCC after submission of your application please email [DCPRecruitment@sa.gov.au](mailto:DCPRecruitment@sa.gov.au) for it to be added to your application.

#### 4.13 What are the special conditions (requirements) for the role?

When considering this role, we are looking for candidates who can meet the following:

- highly desirable to hold CHC40321 - Certificate IV in Child, Youth and Family Intervention or related discipline, **or**
- be willing to complete the CHC40321 - Certificate IV in Child, Youth and Family Intervention within 12 months of commencing with DCP
- be available to attend the first 8 weeks of training on a full-time basis. This includes a combination of training days and work shadow shifts. Please refer to **Section 6 – Induction and Training** for further information
- hold (or be willing to obtain) HLTAID012– Provide Emergency First Aid in an Education Care Setting (Unit of Competency) – refer to **Question 4.19 – 4.21** for further information
- be assessed as psychologically suitable to work with children and young people while working with DCP
- hold a current Australian driver’s licence (P2 or above) is essential
- hold and maintain a Working with Children Check (WWCC) while working with DCP

#### 4.14 What are the pre-employment and selection criteria for the role?

Pre-employment screening is an important part of determining your suitability for this role. The reputation and performance of the SA public sector (and DCP) is dependent on the quality of the people it employs and employment in the SA public sector must also take into account the character and past behaviour of prospective employees. Many of the people who rely on our services are among the most disadvantaged and vulnerable in our community. DCP therefore follows strict protocols in regard to employment screening, which includes the following:

#### 4.14.1 Review of Online Mandatory Questions (Application Form)

On the application form which you are required to complete online, there are a number of declarations that you are required to make. Please ensure that you complete these questions honestly and provide all the relevant details. The Selection Chairperson will review these details and may contact you if further information is required.

#### 4.14.2 Working with Children Check (WWCC) – Formerly DCSI/DHS

Formerly referred to as a DHS Child Related Screening Check, from 1 July 2019 this check is now referred to as a Working with Children Check (WWCC). As this role is a prescribed position, you will be required to hold a current WWCC which clears you to work with children or a DCSI/DHS Child Related Screening Check issued within the last 3 years.

If you do not have a current WWCC or DCSI check, you can apply for this check via the Department of Human Services website. When you apply you will be issued with a Unique Identifier. This should be provided to [DCPRecruitment@sa.gov.au](mailto:DCPRecruitment@sa.gov.au) (recruitment inbox) to allow the Recruitment Team to view the progress of your application and be advised when your clearance is available. Further information is available at the [Department of Human Services](#) website.

#### 4.14.3 Psychological Assessments

You will be required to complete a Psychological Assessment as part of the selection process. Further information is available at Question 4.15 below.

#### 4.14.4 Referee Statements

You are required to supply a minimum of 2 referees. One must be a current direct line manager/supervisor. Please refer to Question 4.17 below for further information.

#### 4.14.5 Medical Assessment

You are required to undergo a Medical Assessment which will include a BMI assessment to ensure that you meet the inherent requirements of the role. This is performed by an external provider. You are required to complete this medical prior to any offer of employment being made to you. If we receive advice that you have a medical condition that may impact on your ability to undertake the inherent requirements of the role, you will be requested to provide additional information or invited to undertake a Functional Capacity Assessment to further assess your suitability. This will be communicated to you by the Recruitment Team, should the need arise. You are strongly encouraged to read the [Demands of the Role Information Sheet \(PDF 731KB\)](#).

#### 4.14.6 What if my BMI is over 35 but I am very muscular, Can I still pass?

Given the unique demands of child and youth work, there are defined health and fitness prerequisites. If your medical assessment records a BMI of over 35, and you believe this is attributed to increased muscle mass, we will consider additional information to ascertain your eligibility.

Each case is individually assessed based on its own merits. To gain a comprehensive insight into your health, you will be required to undergo a DEXA scan at your own expense. This technique is widely recognised for its accuracy in assessing body fat and muscle composition through advanced X-ray technology.

#### 4.15 What is a Psychological Assessment?

As someone who will be working with young people and their families it's important that the department employs individuals who can ensure the safety and high quality of interactions with young people and staff.

It is a requirement under the [Children and Young People \(Safety\) Act 2017](#) that any person employed in Residential Care undergoes a psychological assessment. The legislation specifies that no person can work within Residential Care if they have been deemed psychologically unsuitable. This includes volunteers or individuals who are employed via another organisation and are contracted to work in Residential Care.

If you progress through the selection process, you will be invited to attend a psychological assessment. Psychological assessments consist of two components, – a psychological assessment followed by a one-to-one interview with a psychologist.

Aboriginal and Torres Strait Islander People are encouraged to read this [Psychological Assessment Information Sheet](#) which contains further information relating to this process.

If you are assessed as unsuitable to be employed in a children's residential facility, in accordance with Section 110A of the *Children and Young People (Safety) Act 2017*, you may not be able to undergo a further psychological assessment for employment in a children's residential facility for a period of one (1) year. This will impact on your ability to work with children in DCP and other residential care facilities (paid or unpaid).

#### 4.16 Who will see my Psychological Assessment results?

Your basic personal information, including your assessment outcome may be shared internally within DCP, or with authorised organisations across the sector where it is legislatively required. This information will **only** be shared for the purposes of employment within a children's residential care facility (paid or unpaid).

As part of the assessment, you will be required to acknowledge and sign a consent form authorising the sharing of this information. If you choose not to sign the consent form, you will not be able to progress in the recruitment process.

#### 4.17 Do I need to supply referees as part of my application?

Yes, you will need to supply a minimum of 2 referees, including their email and contact telephone numbers. All referees will be contacted to discuss your suitability for the role. It is essential that you contact your referees prior to nominating them in your application to ensure they agree to be contacted. All referees must be **professional** referees and should not be someone that has a personal relationship with you. They must be able to comment on your performance and participation relating to tasks or activities and the application of your learnt skills and knowledge. One of your two referee's must be a current manager/supervisor that you have worked with in the last 6 months. If you have met this requirement, your second referee can be a previous manager/supervisor.

Referees can be someone that you have a professional relationship with in paid or unpaid employment. We will contact referees at any time during the selection process. This process is highly competitive and moves at a fast pace so if you do not provide the correct details for your referees and we are unable to get in contact with them it may impact on the progression of your application.

#### 4.18 What documentation will I need to include in my application?

The vacancy information will provide you with a summary of the information and documents you will need to upload as part of your application. We recommend that you start to organise your documentation as soon as practical. Following is a list of documentation that you are required to include:

- A cover letter of no more than two pages introducing yourself and outlining your skills and experience
- Your updated resume
- HLTAID012– Provide Emergency First Aid in an Education Setting (Unit of Competency) if available
- Working with Children Check/DHS Child Related Screening Check (if available)
- Psychological Assessment Forms, found attached in the advertisement

Should you continue to progress, you will be required to provide the original of these documents at some stage for sighting.

#### 4.19 Do I need my First Aid Unit of Competency before I apply?

No, but it is an essential requirement that you hold HLTAID012 – Provide Emergency First Aid in an Education Care Setting (Unit of Competency) before commencing. If you already hold a certificate of code HLTAID012, this competency must have a minimum of 12 months before expiry leading up to your possible appointment.

The Recruitment Team will advise you when appropriate to enrol into this course if you do not currently hold this Unit of Competency.

#### 4.20 Where do I get this Unit of Competency?

DCP does not endorse any particular organisation, however you must select a nationally accredited training organisation, which is a Registered Training Organisation (RTO) with this training unit on their scope of practice. When searching for a suitable training provider, please ensure that they have their RTO number published on their website or on any documents they provide to you. It is your responsibility to ensure that you obtain this Unit of Competency from a nationally accredited training provider.

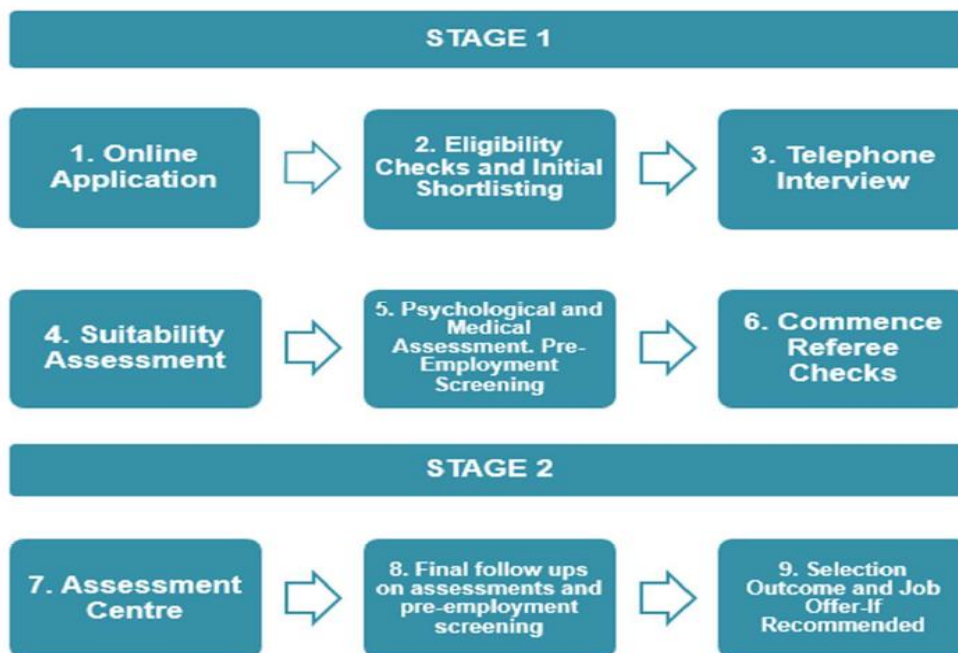
#### 4.21 I have a different first aid certificate; can this be accepted?

No, you must hold HLTAID012 – Provide Emergency First Aid in an Education Care Setting (Unit of Competency). If you hold another nationally accredited training unit or unit of competency you may wish to approach your original training provider to see what options you may have for RPL or Credit Transfer – you must do this yourself.

#### 4.22 What are the steps in the selection process?

The below steps provide you with an indicative overview of the selection process. The sequence of the below activities and the time taken can vary from process to process. This may be dependent on the number of positions available and the number of candidates that have applied.

The process will be split in to two stages; the first stage of the process will include Steps 1 to 6. Steps 7 to 9 will only occur once vacancies have been determined and there is a requirement to facilitate an induction.



#### 4.23 What is involved in the Assessment Centre?

Should you successfully progress through Stage 1 of the Selection Process, you will be invited to attend an Assessment Centre. The Assessment Centre is made up of a range of activities that are designed to assess your suitability for this role including your skills, abilities, experience, and knowledge. We will also assess whether your values align with those of our Department and how these are displayed during the exercises throughout the day. There are a range of simulated activities, and they are all based on situations that are likely to occur within a Residential Care facility. Specific details of the Assessment Centre will be provided to you closer to the time.

#### 4.24 If I am successful and offered a placement in the Residential Care recruitment pool, what does that mean?

If you proceed through the selection process, you will be advised that you have successfully been offered a placement in our Residential Care recruitment pool. The pool will remain active for a period of 12 months. During this 12-month period, you may be offered a position without having to undergo any further selection processes. Any offers of employment to fill a vacancy could be temporary, casual, or permanent depending on vacancies available. Please refer to **Section 5** below for further information on Offers and Acceptance or refer to our [Recruitment Pools Fact Sheet](#) for further information.

## 5. Increasing workforce participation of Aboriginal persons within DCP

Department for Child Protection (DCP) is committed to increasing Aboriginal & Torres Strait Islander participation in our workforce through our [Aboriginal Action Plan](#) and our Aboriginal Employment Strategy. These documents recognise the disadvantage suffered by Aboriginal peoples within Australia, and research which substantiates that Aboriginal people suffer lower outcomes relating to health, education, and

employment across Australia. DCP is committed to reducing the gap and creating equity in the selection process to acknowledge such disadvantage.

Our aim is to ensure that Aboriginal children and young people have the right to grow up in a safe and nurturing environment where their culture, community, spiritual identity and traditional ownership of the land is supported, respected and celebrated by the people who care for them. We know that having a workforce that is representative of the children being cared for is essential.

### 5.1 I am of Aboriginal and Torres Strait Islander descent, should I identify?

The DCP Aboriginal Employment Strategy 2019-2022, aims to increase the Aboriginal workforce across all roles, in particular within Residential Care, as the number of Aboriginal children in care is disproportionate with the general population. DCP is therefore committed to identifying and promoting employment opportunities for Aboriginal and Torres Strait Islander applicants.

As an applicant you can identify yourself on the application form that you complete for this role. You will be provided with additional support to assist you through the selection process. This is outlined in Question 5.3 below.

### 5.2 If I am successful, will I only work with Aboriginal children and young people?

The Department recognises the disproportionately high representation of Aboriginal children and young people in care and we are committed to ensuring that we engage workers that can offer cultural understanding, support and knowledge to both Aboriginal and non-Aboriginal children and young people in our care.

Our residential care houses do have children from all different backgrounds, however given the high rates of Aboriginal children in our care, it is likely that you will be placed in a house that does have an Aboriginal child or children. When making allocations of new staff to houses, if you have identified as Aboriginal, then this will be considered by the staff responsible for placing you. We will also ensure you are connected to our Principal Aboriginal Consultant and other Aboriginal workers within Residential Care to help you to settle into the role.

### 5.3 Is there any additional support to improve employment outcomes for Aboriginal and Torres Strait Islander candidates?

The following support will be made available to assist those people who identify as Aboriginal to apply for this role:

- When you apply, you can access a current DCP Aboriginal employee who can answer any queries and freely discuss the role with you, including the challenges that exist for both Aboriginal children and workers alike in this setting. They can also help with practical assistance with the selection process. If you wish to use this service, please email us at [DCPRecruitment@sa.gov.au](mailto:DCPRecruitment@sa.gov.au) and we will have one of our Aboriginal workers get back to you.
- Additional information relating to the psychological assessment can be found in this [Psychological Assessment Information Sheet](#).
- DCP have trained Aboriginal staff who are Assessors and will introduce themselves to you should you be invited to an Assessment Centre. They will discuss with you the details of the day and the exercises that you will participate in to ensure you feel culturally safe.
- The DCP Aboriginal Employment Consultant is also available if you require any general information on working in DCP, including details of any additional support that may be available.
- We will offer you financial support to obtain the necessary clearances required for this role.



Aboriginal people who are considering applying are also encouraged to read our [Aboriginal Action Plan](#).

## 5.4 What support is available to me as an Aboriginal and Torres Strait Islander person once I commence?

Once you have been through the selection process and have decided to commence with us, along with the standard induction and training program you will undertake to enable you to become familiar with our operations and achieve success in the role, we will also provide you with the following support:

- Membership to the Department's SWAT Group (State-wide Aboriginal Training). The SWAT Group is designed to be a training forum closely aligned with departmental priorities. This is a great development opportunity and is open to all Aboriginal employees to participate.
- Allocation of a Mentor – our Aboriginal Mentors have undertaken an accredited Training Program in partnership with Tauondi Education College. Upon commencement you will be allocated a mentor who will be in touch with you in the first few weeks of your commencing.
- TAFE have a dedicated team that offer additional support to students that identify as Aboriginal or Torres Strait Islander descent. Please let your lecturer know when you commence your training if you would like access to this support. The team is known as the Aboriginal Access Centre and they are located at each TAFE campus. More information is available on TAFE's website at <https://www.tafesa.edu.au/services/aboriginal-support>.
- On the job training support from an experienced mentor and/or supervisor, including shadow shifts and mentoring during the early stages of your employment
- Applicants can also register with the South Australian Office of the Public Sector Aboriginal Employment Register and those who meet the selection requirements for this position will be given priority consideration for this role. When applying, please ensure that you tick the box on the application form to confirm that you are registered on the State Government Aboriginal Employment Register. To register and for further information, please call 1800 960 622 or email [aboriginalemploymentregister@sa.gov.au](mailto:aboriginalemploymentregister@sa.gov.au).

## 5.5 Do I have to do the Psychological Assessment?

Yes, as a candidate for this role, you are required to undertake this Assessment and be deemed suitable to work within our Residential Care Properties. You are encouraged to read this [Psychological Assessment Information Sheet](#) which contains further information relating to this process.

## 6. Induction and Training

**This section provides you with details on the training and support you will receive in this position.**

### 6.1 What training and induction am I required to do?

If you are successful in obtaining a position with us, your first 8 weeks of employment will consist of an intensive training and induction program. This is 8 weeks (full time) and includes a combination of accredited TAFE Training and specific DCP training (orientation), combined with a range of shadow shifts in our houses. This is a unique opportunity for you to gain the skills required to be successful in this role, fully supported and paid for by DCP.

### 6.2 What qualification do I achieve?

You will be enrolled to complete a Certificate IV Child, Youth and Family Intervention. This is a nationally accredited training program which is recognised across Australia. Similar to any nationally accredited course,



you will be required to complete all subjects and assessments to be eligible to receive this qualification. DCP has partnered with TAFE SA to deliver this accredited training at either the Regency or Noarlunga TAFE SA Campus.

### 6.3 What do I learn during the specific DCP training?

On specific Orientation Days you will receive training in various aspects of working within DCP. This includes training in the following topics:

- Safe Environments for Children
- Sanctuary Training
- Aboriginal Footstep Program (Step 1 and 2)
- Safety Intervention Training
- C3MS Training
- E-Log
- Multiple short sessions on a variety of topics

### 6.4 What training must I complete?

You must complete all elements of the accredited training and specific DCP Orientation training sessions.

### 6.5 What is involved in the initial training?

As part of this program, the first 8 weeks of your employment will involve you undertaking a combination of work shadowing and attending training days. **You may be required to attend anytime between 8.30 am and 5.30 pm on your nominated training days.** During your work shadowing placements, you will be required to work a combination of AM or PM shifts and could include weekends in any one of our properties. This information will be provided to you during week 1 of your training. The training will provide you with an understanding of how our properties operate before you commence your first shift.

### 6.6 What is the structure of the program?

[Click here](#) to see an indicative program for further information. This is a sample only and may vary for your intake. It does however show you how the days are scheduled over the 8 weeks of training.

### 6.7 How long will the training take to complete?

Once you have completed your initial 8-week full time intensive program which is a combination of classroom attendance, on-line learning and work shadowing you will have up to 12 months from your start date to complete the accredited Certificate IV training.

### 6.8 Where will the training be held?

The training will be held in a number of venues in and around metropolitan Adelaide. The dates and locations for which will be provided to you upon commencement. Following is a list of venues and locations we have used on previous occasions to conduct this training:

- The International Visualisation Centre (IVC), Adelaide
- Flinders Building, Adelaide
- TAFE Campus located at Noarlunga, Regency and regionally Port Augusta and Mt Gambier
- Keswick, 33 Richmond Road.

Please be aware that venues could be situated north or south of Adelaide, so if you live in an area that is not close to the venue, please ensure you are able to make your way to those locations.

## 6.9 Who pays for this training?

DCP will pay the RTO course fees for the Certificate IV qualification. Any training that you attend as per the training schedule, is completed during work hours which is considered as paid work time. You will need to complete assignments, pre reading etc. in your own time. For further information please see question 6.10 below.

## 6.10 Do I have to study in my own time?

Your attendance at training days is conducted during work time. During these training days, you will complete components of the program. There will be occasions where you may need to do some additional study at home to finalise assignments or projects, or possibly undertake further study in preparation for upcoming assessments. It is important to remember that when you are on shift in our properties, your attention is on the children not completing your homework.

## 6.11 I have completed this course or a similar course; can I apply for Recognition of Prior Learning (RPL) or Credit Transfer?

Applications for RPL can be lodged with DCPs training provider, TAFE SA. Once you are enrolled to complete the qualification, TAFE SA will arrange a time to discuss your RPL application with you. Although RPL may be provided for some of the training units, you may be required to attend certain parts of the training to gain an understanding of the operations specific to DCP. It also serves as a valuable opportunity to network and develop relationships with new team members.

If you have previously completed the exact same training units that are being delivered as part of this qualification, you may obtain a credit transfer. This can be discussed with your lecturer when you commence the training however the same conditions will apply, in that you may need to attend the training to gain an understanding of the operations of DCP or complete some additional elective units relevant to DCP.

If you are successful in your application for either RPL or a Credit Transfer, you will not be required to sit assessments for those specific units of competency.

## 6.12 What happens if I need to take leave during this training period?

You will be required to attend the full training program of 8 weeks to enable you to have the foundation skills and knowledge required to successfully integrate into the workplace. The training program is fast paced and absences create significant gaps in your learning. If you have leave booked and holidays paid for, please do not apply now, it may be better for you to consider this role at another time. **Please remember:** we cannot change our programs or structures. If you cannot attend then you will not complete the required training and we may be unable to offer you employment or continue with your employment.

## 6.13 What happens if I cannot complete the training within the required 12-month timeframe?

If you require extra time for legitimate reasons you would need to discuss this in the first instance with your DCP Supervisor and the TAFE Lecturer. If you commence with us from outside the Public Sector, you will have a probationary period which requires you to complete this training within 12 months. If you do not complete the training within this timeframe, this may impact on your continuation of employment with DCP.

## 6.14 What support is there for me during the training?

We endorse a supportive adult learning environment during training, but it does require the student to take ownership of their learning. You will have access to the TAFE lecturers during the program to discuss any issues as well as your progress. The lecturer may offer to organise extra support if necessary, in liaison with your DCP Supervisor. If extra support is required and in conjunction with your DCP Supervisor, the learning program may be amended. However, any extensions may affect your successful completion of the training within your probation.

## 7. Offers and Acceptance

### 7.1 When am I likely to be advised if I am successful?

DCP will establish a pool of candidates who have successfully completed the selection process and been recommended to be placed in the pool. The pool will remain active for 12 months. Advice relating to the outcome of your application together with the offer of a placement in the pool, will occur once all selection activities are complete for all candidates.

Progress reports or verbal advice of your progress will not be provided until you have completed the full process and advised of an outcome. Candidates progressing through the Assessment Centre and onto final screening and medicals will be advised in writing as a group at the conclusion of those processes.

Once you are notified of an outcome and if you are eligible, you may wish to invoke your right of appeal (subject to the appeal provisions). As there is always more than one vacancy, any appeals will be managed while the selection processes for other groups of candidates is active.

### 7.2 How will I receive advice if I am successful?

All communication with you will be via email; so please check your email on a regular basis.

Communication will generally occur in two phases as follows:

1. Your first advice will be that you have been successful in being recommended for the employment pool. This advice will provide you with details of the period of the pool and any other conditions associated with the pool. This is not an offer of employment, merely advice that you are in a pool and can be offered a position without having to undergo further selection processes should a vacancy occur within the period that you are active in the pool. This advice will generally be sent by the DCP Recruitment Team.
2. Once a vacancy is identified and you are considered to be a suitable match for that vacancy, you will be contacted by the Residential Care Business Services Team. You will be offered a role and be advised of the tenure, location, start date, training requirements and any other details relevant to the offer. If you choose to accept this offer, our Business Services Team will forward to you all relevant paperwork associated with this offer for you to read, sign and return. **Please remember:** if you cannot attend the first 8 weeks of training without interruption, please do not accept the offer.

### 7.3 How often do you offer positions?

Generally, DCP aims to fill a number of vacancies simultaneously as intensive group training is required prior to you being operational; this means that we will make offers to a group of candidates who have successfully completed the selection process and have been notified that they are in the pool. This also means that you will commence with a group of new employees, enabling you to form networks early in your employment.

#### **7.4 What do I do if I want to decline my offer?**

DCP needs to hear from you if you choose to decline any offers made, whether that is to be included in the employment pool or any subsequent offers made to you by the Residential Care Business Services Team. This ensures that your placement can be offered to another applicant. Clear instructions on how to accept or decline an offer will be included in any communication to successful candidates.

#### **7.5 If I receive an offer but don't respond by the due date indicated in the email, will you accept a late response?**

**No.** If your response to an offer is not received by the date indicated in the offer, DCP will withdraw the offer of employment and the position will be offered to another applicant.

#### **7.6 I have accepted an offer for employment within DCP however I will now be unavailable to commence, what do I do?**

Please notify the DCP Recruitment Team at [DCPRecruitment@sa.gov.au](mailto:DCPRecruitment@sa.gov.au) as soon as possible to advise that you are withdrawing your application.

#### **7.7 Will I be able to obtain feedback on the outcome of the selection process?**

You will be advised as to why your application was not successful, however due to the volume of applications we receive, we are unable to provide you with specific verbal feedback (in most cases). Candidates who progress to the Assessment Centre and beyond, who are then deemed unsuccessful, will be provided with more detailed feedback should it be requested.

Feedback will be available to any candidate who is a current Public Sector Employee/eligible Government employee and has rights to appeal the decision, to enable them to make an appropriate submission for review within the 7-day review period.

#### **7.8 Still have more questions?**

When positions are available and advertised, a contact person will be identified. Should you need to clarify any information, please feel free to call or email the contact person or email the DCP Recruitment Team at [DCPRecruitment@sa.gov.au](mailto:DCPRecruitment@sa.gov.au)