



Child & Youth Worker (OPS3) – 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 whilst living within our Residential Care facilities. In this role, you will be 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 have 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 in order 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 child care 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 child care 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 whilst 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, and am I willing to 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 (OPS3). You are employed under the [South Australian Modern Public Sector Agreement Salaried: 2017](#). 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](#).

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, ongoing (permanent) and casual positions. If you are successful through the recruitment process you will be placed on 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 regards to whether you wish to accept the offer presented to you. If you choose not to accept the offer, please refer to Question 5.4 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 available and can be negotiated should you receive an offer for employment; however **you are 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 available to the children and young people in your care at all times. 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 South East (Mt Gambier).

3. Eligibility and the Selection Process

3.1 How and when will the role be advertised?

The position of Child & Youth Worker will appear continuously on the [DCP Careers Page](#) 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.

3.2 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 so you are encouraged to attend one if they are available.

3.3 How do I apply?

DCP uses Big Red Sky (BRS) as its Recruitment system. You will need to establish 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: all correspondence will be sent via your BRS account, so please ensure your email address is correct and you check your emails regularly. Failure to check your emails, or provide a correct email address may have an impact on your application.

3.4 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. Annually we do refresh the vacancy, however this will not impact on your application.

3.5 Will you accept late applications?

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

3.6 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 BRS and follow the prompts. This is a live system so you can go in and update personal details at any time.

3.7 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 you check all of the requirements contained in the vacancy information before commencing your online application. Please remember to have all your documents ready to upload. If you have applied for a role in DCPS before you may already have a username and password. This will mean that some of your information will be saved on your profile on BRS already. Please check this and ensure it is still current and correct.

3.8 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 3.22 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 could mean that you may be required to wait until one is scheduled. The Recruitment Team will advise you as soon as this is organised, and you will be given sufficient time to prepare.

3.9 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 we will provide any further details. Please be patient, we will always contact you should action be taken on your application.

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

Candidates who sat one or more of the psychological assessments and/or medical assessment 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
- Aptitude (Ability) Assessments
- Medical/Functional Assessment

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

Candidates who **did not** progress to the assessment stage are encouraged to wait 12 months to reapply, this enables you time to gain additional skills, abilities and experience related to the role to enable you to have a better chance at success beyond the shortlisting or telephone screening stages.

3.11 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 to be eligible to be offered employment in this role. You must complete such details when applying for the role.

3.12 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 you are able to access your application and add it to your application.

3.13 What are the special conditions (requirements) for the role?

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

- have 12 months' relevant experience working with children / young people in a residential or related care setting
- highly desirable to hold CHC40313 - Certificate IV in Child, Youth and Family Intervention or related discipline, **or**
- complete the CHC40313 - 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 4 – Induction and Training** for further information
- hold (or be willing to obtain) HLTAID004 – Provide Emergency First Aid in an Education Care Setting (Unit of Competency) – refer to **Question 3.19 – 3.21** for further information
- is assessed as psychologically suitable to work with children and young people whilst working with DCP
- hold a current Australian driver's licence (P2 or above) is essential
- hold and maintain a Working with Children Check (WWCC) whilst working with DCP

3.14 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 regards to employment screening, which includes the following:

3.14.1 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 relevant details. The Selection Chairperson will review these details, and may contact you if further information is required.

3.14.2 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 is to be provided to 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.

3.14.3 Psychological Assessments

You will be required to complete a Psychological Assessment as part of the selection process.

3.14.4 Referee Statements

You are required to supply up to 3 referees for this role. One should be your direct line manager. Please refer to Question 3.17 below for further information.

3.14.5 Medical Assessment

You are required to undergo a Medical 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 being made to you. Should advice be provided of a medical condition that may impact on your ability to undertake the role, you may 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 should the need arise by the Recruitment Team. You are strongly encouraged to read the [Demands of the Role Information Sheet](#).

3.15 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 are made up to two parts - a psychometric assessment followed by a one-to-one interview with a psychologist.

If you are assessed as unsuitable to be employed in a children's residential facility, you may not be able to undergo a further psychological assessment for employment in a children's residential facility for at least 12 months. This will impact on your ability to work with children in DCP and other residential care facilities (paid or unpaid).

3.16 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.

3.17 What is Aptitude (Ability) Assessment?

Aptitude (Ability) Assessments are commonly used in recruitment processes to identify candidates with the right skills and attributes for the job. You may be assessed on your verbal reasoning, abstract reasoning and numerical reasoning abilities for purpose of a role within DCP children's residential facilities. The results will be provided to those involved in the management of the recruitment process for the position of Child & Youth Worker within DCP.

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

Yes, you will need to supply **three referees**, including their email and contact telephone numbers. All three referees may 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.

Referees can be someone that you have a professional relationship with in paid or unpaid employment. We may 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.

3.19 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 would recommend that you start to organise your documentation as soon as practical. You will be required to include the following documentation:

- A cover letter of no more than two pages introducing yourself and outlining your skills and experience
- Your updated resume
- HLTAID004 – Provide Emergency First Aid in an Education Setting (Unit of Competency) if available

- Working with Children Check/DHS Child Related Screening Check (if available)

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

3.20 Do I need my First Aid Unit of Competency before I commence?

No, but it is an essential requirement that you hold HLTAID004 – Provide Emergency First Aid in an Education Care Setting (Unit of Competency) before commencing. If you already hold one, 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 action enrolment into this course if you do not currently hold this Unit of Competency.

3.21 Where do I get this Unit of Competency?

DCP does not endorse one 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 site 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.

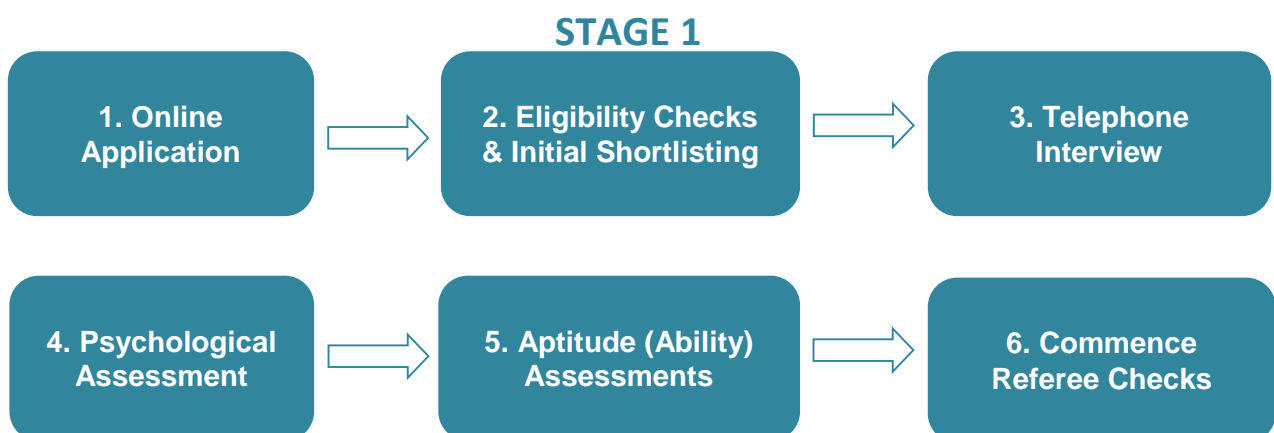
3.22 I have a different first aid certificate; can this be accepted?

No, you must hold HLTAID004 – 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.

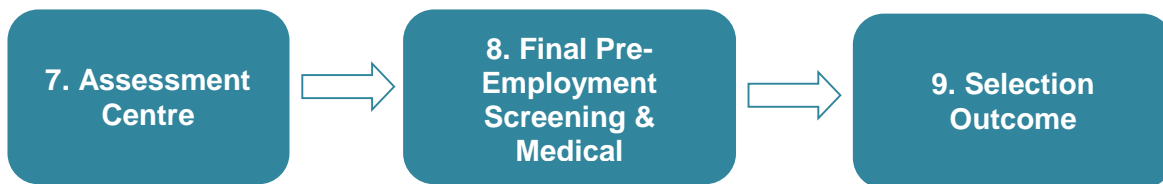
3.23 What are the steps in the selection process?

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 who 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.



STAGE 2



3.24 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 to assess your suitability for this role including your skills, abilities, experience and knowledge. We will also assess whether your values match 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.

3.25 If I am successful and offered a placement on a pool, what does that mean?

If you proceed through the selection process you will be advised that you have successfully been offered a placement on our 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 to a position 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.

3.26 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, but particularly 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.

Applicants who are registered with the South Australian Office of the Public Sector Aboriginal Employment Register and who meet the selection requirements for this position will be given priority consideration for this role. Please go to the [Registration page](#) of the SA Government Office of the Commissioner for Public Sector Employment and register. When applying, please ensure you tick that you are registered on the State Government Aboriginal Employment Register on your application form. To register and for further information, please go to the Office for the Commissioner for Public Sector Employment [Aboriginal Employment Register](#) and follow the instructions for registering.

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

In recognition of the disadvantage suffered by Aboriginal peoples over many decades 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. DCP's Aboriginal Employment Strategy (2019 – 2022) supports our commitment to increasing our Aboriginal workforce and developing our capability to provide culturally responsive services and care for Aboriginal children and young people.

We acknowledge 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

who is representative of the children being cared for is essential.

To improve Aboriginal employment and support those persons who identify as Aboriginal who wish to apply for this role, the following supports will be made available:

- When you apply, you will be assigned a current Aboriginal employee who will be your “buddy” and will contact you during the selection process and answer any questions you may have. They may also follow up with you following the selection process to obtain feedback from you and have a general chat about how you went.
- DCP will have a friendly Aboriginal staff representative on all selection panels
- The DCP Aboriginal Employment Consultant is available if you require any information or have any questions about the role
- Access to career support officers via Tauondi Education College to assist and support you with the selection process (please email the Recruitment Team to obtain more information at DCPRecruitment@sa.gov.au)
- Financial support to obtain the necessary clearances required for this role

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

3.28 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 Departments SWAT Group (State-wide Aboriginal Training) 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 5 day 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 week 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 info is available on TAFE’s website at <https://www.tafesa.edu.au/services/aboriginal-support>.

4. Induction and Training

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

4.1 What training must I complete?

If you are offered employment as a Child & Youth Worker, you will automatically be enrolled into CHC40313 - Certificate IV in Child, Youth and Family Intervention. This is a nationally accredited course. Similar to any nationally accredited course, you will be required to complete all subjects and assessments to be eligible to receive this qualification. This accredited training is provided by TAFE SA as the Registered Training Organisation (RTO) that DCP has partnered with.

4.2 What is involved in the initial training?

As part of you completing this program, the first 8 weeks of your employment will involve you doing a combination of work shadowing and attending training days. **You may be required to attend anytime between 9 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 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.

4.3 What is the structure of the program?

The program comprises of a number of training sessions that you will complete over the first 12 months in the role. Some of the activities associated with the program include the following:

- completion of a Core Skills Profile for Adults, also known as a Language, Literacy & Numeracy assessment;
- successfully completing the CHC40413 - Certificate IV in Child Youth & Family Intervention;
- self-directed learning activities including reading relevant study guides and associated DCP and Residential Care policies and procedures and completing written assessments;
- face-to-face training and assessment;
- on the job training; and
- out of hours study contributing towards the completion of your assignments.

4.4 How long will the training take to complete?

It is a requirement that you attend all allocated training days to complete all components of the program. Each intake will have a tailored training schedule which will be provided to you upon your commencement. There is an 8 week intensive program which is a combination of classroom attendance, on-line learning and work shadowing. Over the additional months, you will undertake a combination of shift work and training days. Below is an **indicative** program for your information:

Study Period	Activity
Week 1	Welcome to Residential Care Commencement of training sessions (on-line and classroom) Commencement of CIV CYFI qualification sessions
Week 2 - 7	Work shadow Shift (AM and/or PM) Training Sessions – CIV CYFI, classroom and on-line
Week 8	Work shadow Shift (AM and/or PM)
Weeks 9 - 50	Assigned Full Shift Roster + training attendance as nominated

4.5 Where will the training be held?

The training will be held in a range of venues in and around metropolitan Adelaide, the dates and locations will be provided to you upon commencement. To give you some idea of possible locations, on previous occasions we have used the following sites:

- The International Visualisation Centre (IVC), Adelaide
- Flinders Building, Adelaide

- TAFE Campus located at Noarlunga, Regency and Tonsley and regionally Port Augusta and Mt Gambier
- EDC - Education Development Centre, Hindmarsh

This provides you with an indication of where training may be held but this will be provided to you prior to your commencement. Please be aware that venues could be north or south, so if you live in the opposite direction, please ensure you will be able to reach those locations.

4.6 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, please see question 4.7 below.

4.7 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.

4.8 I have done a similar course; can I apply for Recognition of Prior Learning (RPL) or Credit Transfer?

Applications for RPL can be lodged with DCP's training provider, TAFE SA. Once you are enrolled in to the qualification, TAFE will arrange a time to discuss your RPL application with you. Although RPL may be recognised, successful candidates will be required to attend 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 will be 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, you will need to attend the training to gain an understanding of the operations of DCP.

Should you successfully apply and obtain either RPL or a Credit Transfer, you will not be required to sit assessments for those specific units of competency.

4.9 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.

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

If you do 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, this may impact on your continuation of employment with DCP.

4.11 What support is there for me during the training?

We endorse a supportive adult learning environment during training but it does rely on the student to take ownership of their learning. You will have access to the TAFE lecturers during the program to discuss any issues and 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.

5. Offers and Acceptance

5.1 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 on a pool. The pool will remain active for 12 months. Advice of the outcome of your application and that you will be offered a placement on the pool will occur once all selection activities are complete for all candidates. Please refer to our [Recruitment Pools Fact Sheet](#) for further information in regards to the operation of a pool.

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 whilst the selection processes for other groups of candidates is active.

5.2 How will I receive advice if I am successful?

All correspondence will be via email so please check your email on a regular basis. In the online application process you can elect to receive SMS notification when an email is sent to you – you are encouraged to use this option to ensure you don't miss any emails.

Correspondence will generally be in two phases as follows:

1. Your first advice will be that you have been successful in being placed on 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 on a pool and can be offered a position without further selection processes should a vacancy occur within the period you are active on the pool. This advice will generally be sent by the DCP Recruitment Team.
2. Once a vacancy is identified, and you are a suitable match for this 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, then 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 in full, please do not accept the offer.

5.3 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 on the pool. This also means that you will commence with a group of new employees, enabling you to form networks early in your employment.

5.4 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 on 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.

5.5 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.

5.6 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 as soon as possible indicating you are withdrawing your application – this way another candidate can be offered the position.

5.7 Will I be able to obtain feedback on the outcome of the selection process?

You will be advised on why your application was not successful, however due to the volume of applications received; we will be 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 however be available to any candidate (current Public Sector Employee/eligible Government employee) who has rights to appeal the decision to enable them to make an appropriate submission for review within the 7 day review period.

5.8 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