

# ASO4 Customer Service Temporary Staffing Pool

## Attorney-General's Department (AGD)

With over 1,300 staff, the Attorney-General's Department (AGD) forms an important portfolio within the South Australian Government. AGD provides high-level legal services and advice to Ministers and agencies across the whole of government, specialist policy advice, regulation and compliance, and direct service delivery to the public.

The AGD's vision is one of an inclusive, safe and fair South Australia. The AGD strives to promote justice through protecting rights and holding people to account according to the law, improving safety, and contributing to an efficient and fair justice system.

The Attorney-General's Department is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion.

Aboriginal and Torres Strait Islander People and people with disability are strongly encouraged to apply.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. If you have any support or access requirements, we encourage you to advise us at the time of application via the contact below or our website <https://www.agd.sa.gov.au/>.

The South Australian public sector supports flexible ways of working including part-time working arrangements wherever reasonably possible. The sector is diverse and desires to increase in diversity and to create opportunities for more South Australians.

## Public Trustee

The Office of the Public Trustee was established in 1881 and is constituted under the provisions of the *Public Trustee Act 1995*.

The role of the Public Trustee is to provide all South Australians with access to Will making services, powers of attorney preparation and deceased estate and trust administration. Public Trustee also has a role in managing the financial affairs of those people in the community who lack the capacity to manage their own affairs as determined by the courts, the South Australian Civil and Administrative Tribunal (SACAT) or through activation of powers of attorney.

Public Trustee is a separate agency within the broader departmental organisation of the Attorney-General's Department.

The Public Trustee is looking to establish a temporary pool of candidates who express an interest in filling a temporary role when they arise within the Public Trustee Customer Services Branch as either a Personal Estates Officer or Estate Services Officer.



The Personal Estates Officer provides a personal administrative service to individual customers for protected, award and power of attorney estates under the incumbent's control. The Personal Estates Officer ensures acceptable rates of return on estate investments by regular investment strategy review and arranging for the sale and/or purchase of investments.

The Personal Estates Officer ensures that customer's needs are satisfied within the provisions of relevant Acts, Regulations and office procedures. The Personal Estates Officer provides a check of critical estate management processes for all Personal Estate files on an annual basis; to ensure the accuracy, integrity and reliability of financial records including verification of financial statements plus fees and charges.

The Estate Services Officers provide a personal administrative service for estates directly or indirectly under the incumbent's control to ensure that customers' needs are satisfied within the provisions of relevant Acts, Regulations and office procedures.

For additional role information please refer to the Job and Person Specifications (attached) or contact Public Trustee Human Resources on 8226 9294 or [PT.HumanResources@sa.gov.au](mailto:PT.HumanResources@sa.gov.au).

***All applications must be submitted through Scout e-Recruitment system by answering the questions via the link below and following the prompts on the page to attach the relevant documents.***

<https://agdsa1.applynow.net.au/jobs/AGDSA495>

## Job Application Guide

This guide is formulated to assist you when applying for roles with the Attorney-General's Department (AGD).

A job application is often the first contact the selection panel has of you. As the application informs the panels' decision to short list applicants for an interview, it is important to ensure that you adequately address your suitability for the role.

Your application **must** include a **Curriculum Vitae (CV)** and a **Cover Letter**.

Additional information/ documentation to support your application are not required beyond these documents, unless outlined in the job advertisement instructions.

The **Cover Letter** should be clear and concise (2 pages maximum). The name of the role, vacancy number and where it was advertised needs to be clearly stated. Discuss your employment background, reasons for applying for the role and why you believe you would be suited to the team/organisation (refer to tips for addressing your role suitability).

**Curriculum Vitae** (to include the following):

- Name, address, contact number and email address;
- Educational/qualification details;
- Employment history (including responsibilities and achievements);
- Relevant experiences;
- Three current referees (include their role title/address/contact number- one of which should be your current or immediate supervisor/manager).

**NOTE:** The **Pre-Employment Declaration** (provided on page 6) will only need to be completed if invited to attend an interview for the role.

### Tips for addressing your role suitability

- It is vital that you demonstrate that you have the essential technical expertise outlined as required for the role and where possible that you have the desirable technical expertise;
- If one of the requirements is knowledge, it can be useful to demonstrate this by briefly discussing the topic and how your knowledge has been applied in your work.
- Whilst some areas may require greater explanation than others, be as succinct as possible;
- Use relevant examples of how these have been demonstrated in the past (and how they directly relate to the responsibilities/duties of the role);
- Your ability to meet several requirements can be demonstrated in one example.





## Information about National Police Check Application Forms and National Police Certificates

A National Police Certificate (NPC), often referred to as a 'police check', documents a National summary of an individual's disclosable offender history. Requesting an applicant's authority to conduct a police check is part of the Attorney-General's Department's (AGD) recruitment process to ensure the integrity of staff and volunteers.

To ensure timely processing of your NPC results, please sign the consent form below and submit this, along with the completed NPC Application form to the AGD **when attending an interview**. Completion of the NPC Application form includes providing 100 points of original identification documents and a photocopy of these documents, for certification by a Police Officer, Justice of the Peace, an authorised AGD employee (as set out in the HR Delegations) or the Chair Person of the Selection Panel at the time of your interview. Please note, identification must be provided in one name otherwise proof of name change is required (i.e. Marriage Certificate, Deed Poll).

Applicants can download and complete the SA Police National Police Check Application form online at [www.police.sa.gov.au](http://www.police.sa.gov.au). Applicants who are unable to complete an online form can obtain a hard copy from a Police Station. If completing the form manually, please print clearly in BLOCK letters and only use black or blue ink.

### IMPORTANT:

**Please note that if the Chair Person of the Selection Panel is the person responsible for certifying the applicant's 100 points of identification, the applicant will be required to bring the original identification and a copy of the original to the interview.**

**The form is not to be lodged directly with SA Police (SAPOL) under any circumstances and any fees incurred by applicants in doing so will not be recoverable from the AGD.**

The AGD will despatch the NPC Application to the Records Release Unit of SAPOL. **The AGD will cover the cost of processing the NPC Application.** SAPOL will process the NPC Application and send a hard copy to the applicant. If the applicant has given AGD permission to receive their results (the consent form below on page 5), SAPOL will send a soft copy of the applicant's results to the AGD.

The hard copy Certificate is the property of the applicant and it is the applicant's responsibility to ensure it is safely stored. Prior to recommendations being made for employment in the AGD, the successful applicant must allow the original Certificate to be sighted and copied by the Chairperson of the selection panel, unless the applicant gave the AGD prior consent to receive the soft copy Certificate.

### Important Online NPC Application Information

SAPOL's Records Release Unit has implemented advanced scanning technology to process escalating volumes of NPC applications.

### Form Checklist

- Ensure that non-mandatory fields on the form that are not applicable are **left blank** (please refrain from using N/A, As Above, etc.)
- When completing 'Other Names' fields (e.g. Maiden, Previous, Alias) include your Family Name and First Given Name/s
- Ensure that the consent section on page 2 is signed.
- Ensure that the 100 Point Identification total is at least 100 points. (Cross check original documents against accepted ID documents listed in 'Proof of Identity' section on form.)



- Ensure the Purpose of Check section is completed on page 1. You should record the purpose of the check as : 'Attorney Generals Dept ', along with the job function as per below examples:

### ONLINE FORM EXAMPLE

**PURPOSE OF CHECK:** Purpose must be clearly stated e.g. Aged Carer, Youth Leader, Contractor in Schools, Visa.  
*Generic descriptions i.e. 'Employment', 'Work', 'Uni Placement' are not accepted.*

A D M I N - A T T O R N E Y G E N E R A L S D E P T

<b>CATEGORY*</b>	Employment/Probity/Licensing	<input checked="" type="checkbox"/>	Working with Children/Vulnerable Groups	<input type="checkbox"/>
	Visa	<input type="checkbox"/>	Access to National Security Information	<input type="checkbox"/>
<b>CHECK TYPE*</b>	Individual (I)	<input type="checkbox"/>	Individual Concession (IC)	<input type="checkbox"/>
	VOAN Volunteer (VC)	<input type="checkbox"/>	Core Check (CR)	<input type="checkbox"/>
			Volunteer (VP)	<input type="checkbox"/>
			Government (EG)	<input checked="" type="checkbox"/>

### HAND WRITTEN FORM EXAMPLE

**PURPOSE OF CHECK:** Purpose must be clearly stated e.g. Aged Carer, Youth Leader, Contractor in Schools, Visa.  
*Generic descriptions i.e. 'Employment', 'Work', 'Uni Placement' are not accepted.*

A D M I N S U P P O R T I N H R - A T T O R N E Y G E N E R A L S D E P T

<b>CATEGORY*</b>	Employment/Probity/Licensing	<input checked="" type="checkbox"/>	Working with Children/Vulnerable Groups	<input type="checkbox"/>
	Visa	<input type="checkbox"/>	Access to National Security Information	<input type="checkbox"/>
<b>CHECK TYPE*</b>	Individual (I)	<input type="checkbox"/>	Individual Concession (IC)	<input type="checkbox"/>
	VOAN Volunteer (VC)	<input type="checkbox"/>	Core Check (CR)	<input type="checkbox"/>
			Volunteer (VP)	<input type="checkbox"/>
			Government (EG)	<input checked="" type="checkbox"/>

For more information about NPCs refer to SAPOL's website at [www.police.sa.gov.au](http://www.police.sa.gov.au), click on *Police Checks* on the right hand side of the home page and then scroll down to the [Frequently Asked Questions](#) link.



**Government of South Australia**

Attorney-General's Department

Name .....

I hereby consent to the results of this National Police Certificate being sent directly to AGD.

Signed .....

Date .....



**NOTE:** The **Pre-Employment Declaration** (provided below) will only need to be completed if invited to attend an interview for the role.

## DECLARATION IN CONNECTION WITH AN APPLICATION FOR EMPLOYMENT IN THE SOUTH AUSTRALIAN PUBLIC SECTOR

You must answer all of the following questions fully and truthfully.  
Attach additional pages as necessary.

Please print details:

I .....  
(name in full)

of .....  
(physical address (not post office box))

declare as follows:

I am an applicant for the role of .....  
(name of role)

in the .....  
(name of agency)

Tick the appropriate box:

### MEDICAL AND/OR DISABILITY:

The following question is designed to assist in ensuring you are fit to perform the duties of the role you have applied for; in ascertaining if any reasonable workplace adjustments are required in order for you to perform the inherent requirements of the role; and to assist the Crown and responsible officers of the Crown in meeting obligations under the *Work Health and Safety Act 2012*.

This question is important to assist public sector agencies to implement workplace diversity initiatives.

1. Do you currently have any disability (including learning disability) or medical condition which might prevent or impede you from being able to satisfactorily perform any duties or functions that might be reasonably required of you in the role for which you have applied?

Yes ☐ No ☐ Unsure ☐

If yes or unsure, please provide details (please include details of any assistance/adjustments that may reasonably be required so that you can perform the inherent requirements of the role.

Details.....  
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Please note, you may be required to participate in a medical and/or functional capacity assessment in order to assist in assessing your suitability to be offered employment in the role and South Australian public sector.



If you do not agree to participate, you will not be further considered to receive an offer of employment.

**CRIMINAL HISTORY:**

Public sector employees are under significant ethical obligations. In assessing whether it is appropriate to offer you employment in the South Australian public sector. It is important to consider your suitability by reference to those ethical obligations including by having regard to your character and prior conduct. The following questions are important in assisting to assess your suitability to be offered employment in the South Australian public sector.

2. Have you ever been convicted of any criminal offence, including road traffic offences not resolved by expiation?

Yes ☐ No ☐

**Note: Spent Convictions**

You are not required to divulge information about a spent conviction. A spent conviction is a criminal conviction that lapses either immediately or after a period of time pursuant to the provisions of the *Spent Convictions Act 2009*.

- 2.1 Are you currently facing criminal charges that are yet to be determined?

Yes ☐ No ☐

If yes, please provide details. Please attach additional pages if necessary.

Details.....  
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- 2.2 Have you undergone Criminal History Screening and/or other relevant background history assessments/screening in the last 3 years?

Yes ☐ No ☐

If yes, please append the results of such screening or assessment/s.

Details.....  
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**Note:**

In addition to this declaration, you may be asked to agree to Criminal History or other background history screening or assessment. You will not be further considered for an offer of employment in the South Australian public sector if you do not agree to participate in such history or other background screening or assessment.

If you are offered and accept employment in the South Australian public sector, it will be a condition of such employment that you agree to periodic history or background screening or assessment.





**EMPLOYMENT HISTORY:**

The following questions are also designed to assist in assessing your suitability to be employed in the South Australian public sector with regard to the significant ethical obligations on public sector employees.

3. Has your employment been terminated by any organisation, including a South Australian public sector agency, for any reason?

Yes ☐ No ☐

If yes, please provide details. Please attach additional pages if necessary.

Details.....  
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- 3.1 Have you ever been found to have committed misconduct or otherwise performed your duties unsatisfactorily in previous employment?

Yes ☐ No ☐

If yes, please provide details. Please attach additional pages if necessary.

Details.....  
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- 3.2 Are you currently the subject of an investigation or any other process relating to suspected or alleged misconduct or other unsatisfactory performance by you?

Yes ☐ No ☐

If yes, please provide details. Please attach additional pages if necessary.

Details.....  
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**VOLUNTARY SEPARATION AND REDEMPTION OF WORKERS COMPENSATION ENTITLEMENTS:**

4. Have you ever received any voluntary early retirement or voluntary separation package from employment in the South Australian public sector?

Yes ☐ No ☐

If yes, please provide details of resignation date and name of agency/authority issuing retirement/separation package. Please attach additional pages if necessary.



Details.....  
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Note: the term “public sector” means any agency or instrumentality of the Crown in right of the State of South Australia and includes any public sector corporation that is in existence or which is established by or under any Act.

- 4.1 Have you ever received any payment, involving your resignation from employment in the South Australian public sector upon the redemption of workers compensation entitlements?

Yes ☐ No ☐

If yes, please provide details of resignation date and name of agency/authority issuing retirement/separation package. Please attach additional pages if necessary.

Details.....  
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#### ELIGIBILITY TO WORK IN AUSTRALIA:

5. Are currently eligible to work in Australia?

Yes, I am a permanent resident/citizen ☐

Yes, I have a current work permit/Visa - Please provide a copy of any current work permit or Visa ☐

No ☐

#### WORKPLACE DIVERSITY:

6. The SA public sector is committed to increasing employment opportunities for Aboriginal people at all levels within the South Australian public sector.

Do you identify with being Aboriginal or Torres Strait Islander?

Yes ☐ No ☐

#### DECLARATION:

I declare that the information in this declaration and in any other documents completed by me and/or any other statement made by me in support of my application for employment in the South Australian public sector, and the information provided by me in connection with my application for employment in the South Australian public sector, including in any interview, is true and correct in every detail.



## **DISCLOSURE OF CONFIDENTIAL INFORMATION**

I acknowledge that if I am employed in the public sector either in the role for which I have been offered or in any other role, I may, during the course of that employment, gain access to confidential information. Detailed provisions regarding disclosure of confidential information are contained in relevant public sector legislation, regulations, determinations, guidelines and industrial instruments. Without detracting from such sources, unless such information is clearly not of a confidential nature, and unless I am expressly advised to the contrary by someone with requisite authority, policy or as required by law all information I gain access to as a public sector employee is to be treated as confidential. The expression "confidential information" as used in this declaration means all information which must be treated as being of a confidential nature. I understand that I must not disclose or make use of that confidential information, during or after that employment, except in the proper course of my duties and/or with requisite authority and/or otherwise according to law. In particular, I undertake not to use any confidential information gained by virtue of any public sector employment, with the intent of securing a benefit for myself, any person, company or any future employer. In any case where I am in doubt as to whether information gained during employment in the South Australian public sector is confidential and/or how such information should be managed. I undertake to seek advice and instruction from a supervisor or manager.

## **POTENTIAL OR ACTUAL CONFLICT OF INTEREST**

I undertake that if I am employed in the public sector either in the role for which I have been offered or in any other role, I will not engage in any external or private activities which will result in a conflict or potential conflict of interest with any of my duties as a public sector employee. I am aware that detailed provisions regarding conflict of interest and disclosure of conflict of interest are contained in relevant public sector legislation, and guidelines. Without detracting from such sources, in any case where there is possible doubt regarding a potential conflict of interest, I undertake to seek advice and instruction from a supervisor or manager.

## **EMPLOYMENT BASED ON PROVISION OF TRUE AND CORRECT INFORMATION**

I understand that if I am offered employment in the public sector it has been made on the basis that the information that I have provided in connection with my application for employment is true and correct in every detail. I understand that any false statement made in connection with my application for employment in the South Australian public sector - which will include information withheld or incomplete - may lead to a rejection of my application from employment, or, in the event that I am employed or continue employment in the South Australian public sector, will amount to misconduct and render me liable to disciplinary action, including termination of employment.

Applicant's name, printed: .....

Applicant's signature: .....

Date: .....