

Directives on the placement of staff

Information for Case Managers

DIRECTIVE NO. 12/09 – EMPLOYMENT ARRANGEMENTS FOLLOWING WORKPLACE CHANGE

Directive 12/09 replaces previous directives on the deployment of surplus and medical staff. It provides a legislative basis for activities to support the employment security of all tenured staff who require alternative placement, with a particular focus on placing staff in alternative roles before vacancies are advertised.

It is important to note that the registration of deployees by the Public Service Commission ceased on 18 September 2009. (Staff of QSuper exercising their reversionary right to remain in the Queensland Public Service are an exception to this.) There was general agreement, consistent with placement statistics, that registered deployment was not effective.

The new directive is based on the reality that placement outcomes are achieved through the efforts of agencies to place their own employees and not through the centralised registration of deployees. The directive provides for agencies to place other agencies' staff, but through co-operation rather than a mandated suitability assessment process.

Under the transitional arrangements of the directive, registered surplus deployees continue to be eligible to apply for vacancies and receive consideration based on suitability until their current registration expires. For medical deployees, registration may continue up until 18 September 2010.

Your role as case manager is to assist each employee that you are case managing to:

- identify alternative roles that offer the greatest prospect of alternative placement
- identify impediments to the employee being considered suitable for these roles
- develop and co-ordinate the implementation of strategies and activities to overcome any identified impediments and optimise the employee's marketability. The employee may need skill building, coaching, feedback or assistance with some or all of the following –
 - sourcing and identifying appropriate vacancies
 - identifying the underlying requirements of vacancies and communicating their knowledge, skill, experience and potential through their resume/job application/face-to-face communication with a selection panel
 - identifying knowledge and skill gaps between current competencies and those required for potential positions at level (or, if relevant, below level) and sourcing appropriate sources of knowledge and skill-building
 - sourcing appropriate temporary placements in order to demonstrate the transferability of their skills.

This is a general outline of the role of case manager. It is critical that you understand what the requirements of Directive 12/09 mean to you as a case manager in your agency's particular environment.

DIRECTIVE NO. 14/09 – PLACEMENT OF EMPLOYEES FOLLOWING MACHINERY-OF-GOVERNMENT CHANGES OR SERVICE DELIVERY REFORM

Directive 14/09 requires that, from 23 October 2009, vacancies for certain types of jobs (**‘priority placement vacancies’**) up to AO8 and equivalent must be advertised in a special way. The reasons for this are outlined below.

Since March 2009 there have been significant changes to structure and service arrangements within many Queensland Government departments. These changes have displaced, or will displace, tenured staff employed in corporate service and business support areas such as:

- finance, procurement and internal audit
- human resources and employee relations
- document and records management
- information management/information technology
- communication, marketing and public affairs
- asset and facilities management
- right to information
- strategic policy and legal services
- corporate and performance planning, management and reporting
- evaluation and review
- executive and administrative support.

Staff who are identified as being displaced from their permanent role due to these changes will be registered by their agency as ‘priority placement employees’. The vacancies that they need to be connected to for their ongoing employment security are the corporate service and business roles listed above. These are priority placement vacancies.

The special vacancy advertising arrangements under directive 14/09 make all agencies responsible to place suitable priority placement employees in priority placement vacancies.

If you are case-managing either a **priority placement employee** or a **registered deployee** you need to understand how the priority placement vacancy process works in order to provide support and advice.

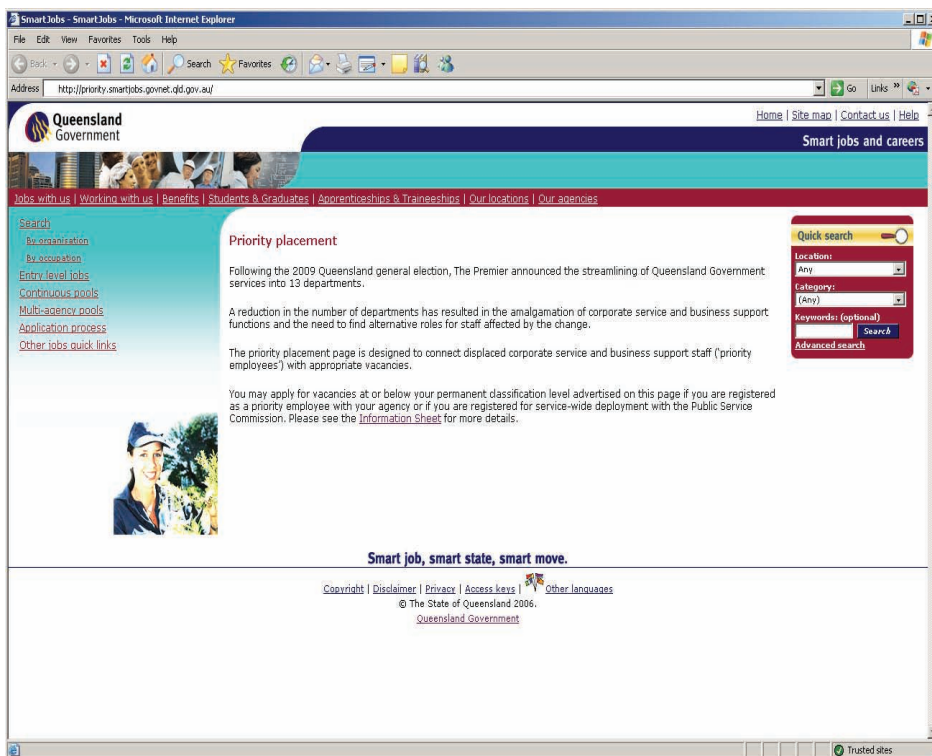
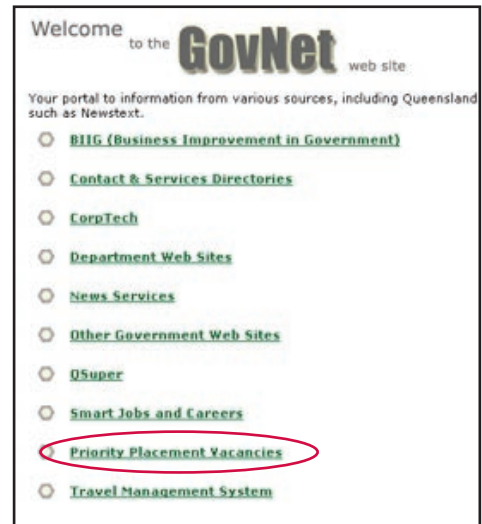
Your agency has established a single point of accountability for decisions on which vacancies are identified as priority placement vacancies. Vacancies which are not priority placement vacancies can be advertised in the usual way.

Where are priority placement vacancies advertised?

A new Priority Placement Vacancy jobs board has been developed that is dedicated to advertising priority placement vacancies up to and including AO8 (or equivalent), including entry-level vacancies.

Members of the general public are not eligible to apply for priority placement vacancy jobs and so these jobs are accessible only through Govnet. Applicants need to be on a work computer with Govnet access to view the Priority Placement Vacancy jobs board. If you are case-managing an employee who has access issues, you need to know what options your agency is offering to overcome this.

To access the jobs board, go to the Govnet homepage and click on the Priority Placement Vacancies link. Potential applicants can then search for jobs in the same way as they would if they were on the *Smart jobs and careers* website.



It is important for applicants to note that the Priority Placement Vacancy jobs board is a separate jobs board. A search on the *Smart jobs and careers website* will not connect applicants with priority placement vacancies or vice versa. It is also not possible for applicants to register for job alerts on the Priority Placement Vacancy site. Priority placement employees and registered deployees should check the site daily for new jobs.

What is the application process?

Priority placement vacancies are advertised for five (5) working days in total, including the day that the vacancy is posted and the closing date. Applicants are required only to email their resume to the nominated contact for the vacancy.

The Priority Placement Vacancy jobs board exists to connect priority placement employees with appropriate vacancies as efficiently as possible. It is important to reinforce with priority placement employees and registered deployees that they need to read the information provided about the vacancy, including the role description, and apply **only if they self-assess that they meet the requirements of the role or could do so with reasonable retraining and induction**. It may be appropriate for you to assist them with this assessment.

In their resume or covering email applicants must include:

- contact information for the position authorised to verify that the applicant is a priority placement employee or registered deployee. If you are case-managing a priority placement employee you need to ensure that they know the correct contact details. If you are case-managing a registered deployee the contact number is 3225 1617.
- the contact details of two referees. Unless there are special circumstances at least one of the referees must have a thorough knowledge of the applicant's work performance and conduct within the last two years. You may need to work with an employee to think through any special circumstances they may have and what options might exist to fulfil this requirement as closely as possible. Your agency's HR provider may be able to assist with this.

How are applicants assessed?

The agency will first make an assessment of whether applicants are potentially suitable. That is, they will screen out applicants that they assess as clearly unsuitable based on information contained in the resume.

If the agency assesses that an applicant is potentially suitable, they will be invited to participate in a discussion which is aimed at assessing whether they could undertake the requirements of the role to a satisfactory level if provided with reasonable retraining and induction. The agency might supplement this discussion with other information such as examples of their work. If an applicant has special needs because of a medical condition, suitability assessment will also identify any adjustments that need to be made in order for them to undertake the role:

- If an employee is assessed as being the only suitable applicant for the vacancy, they will be appointed to it.
- If more than one employee is assessed as suitable, the agency must decide which employee has the most merit for the role.
- If the agency cannot determine that an employee is clearly suitable, the agency has the discretion to negotiate with the employee's agency to place them in the vacancy temporarily as a work trial.

If the agency assesses that an employee is not suitable, either on the basis of their resume or as a result of further assessment processes:

- The employee will be notified of the agency's decision by email.
- The employee is entitled to feedback. Within seven (7) calendar days of requesting feedback the employee will also be provided with a written statement outlining the reasons for assessing that they were not suitable.

If an agency receives an application from someone who is not a priority placement employee or registered deployee, the ineligible applicant will receive a standard notification that they were unsuccessful.

If you are case-managing an employee who is not a priority placement employee or registered deployee you may need to assist them to understand that they cannot apply for priority placement vacancies at this first stage of advertising.

Salary maintenance

'Redeployment' is the term used to describe the employment of an employee, with their consent, in a permanent role at a lower classification level. Any employee requiring placement (i.e. not just priority placement employees and registered deployees) may apply for, or choose to accept, a role at a lower classification level.

An employee who is redeployed is paid salary maintenance for a period of 12 months. After the salary maintenance period expires the employee is paid at the top of their new classification level plus any applicable allowances.

For detailed information on salary maintenance arrangements, employees should speak to the payroll provider. In some cases, for example across Awards or where allowances may or may not apply, the payroll provider may wish to seek advice from the Public Sector Industrial and Employee Relations unit within the Department of Justice and Attorney-General. Some queries might also be addressed in the Frequently Asked Questions (see 'Further information').

What happens to the vacancy if no one is found suitable?

If no one is found suitable for a vacancy above entry level, it is next advertised as a Govnet only vacancy for which only existing Queensland Public Service employees can apply. This creates a 'whole-of-government' limited applicant pool, designed to support the employment security of tenured staff who require alternative placement by stimulating further vacancies into which they might be placed. At this second stage, entry-level vacancies are filled according to the agency's usual practice.

If the vacancy remains unfilled, the last phase of advertising is an advertisement on the *Smart jobs and careers website* which is open to all job applicants (including the general public).

Priority placement employees need to apply for vacancies at these last two stages of advertising in the same way as other job applicants and are assessed on the basis of relative merit. The vacancy reference number will signal to applicants if a vacancy is one for which they have already applied.

Appeal rights

If a priority placement or registered deployee is assessed as unsuitable for a priority placement vacancy at the first stage of advertising, they may lodge an appeal directly with the Public Service Commission within 21 days of being notified of the decision. Before lodging an appeal they must seek feedback from the agency and should do so in time to receive the agency's statement outlining the reasons for assessing them as unsuitable.

At the second and third stages of advertising, priority placement vacancy advertisements inform applicants that priority placement employees and registered deployees will be assessed on the basis of merit relative to other job applicants. At these stages of advertising only appointments that constitute a promotion may be appealed.

Non-priority placement vacancies, which are open to all job applicants from the beginning, do not carry the above message. For non-priority placement vacancies, registered deployees continue to be entitled to be considered on the basis of suitability ahead of other job applicants and to lodge a fair treatment appeal if assessed as unsuitable.

Further information

The following information is available on the Public Service Commission website at www.psc.qld.gov.au:

- [*Directive No. 12/09 - Employment arrangements following workplace change*](#)
- [*Frequently Asked Questions on Directive 12/09*](#)
- [*Information Sheet on Employment arrangements following workplace change*](#)
- [*Directive No. 14/09 – Placement of employees following machinery-of-government changes or service delivery reform*](#)
- [*Frequently Asked Questions on Directive 14/09*](#)
- [*Applying for priority placement vacancies: Information for priority placement employees*](#)
- [*Applying for priority placement vacancies: Information for registered deployees*](#)
- [*Requirements for advertising and filling priority placement vacancies at classification levels A08 and below*](#)
- [*Guideline on Suitability Assessment*](#)

Who should I contact if I have an enquiry?

You are the first point of contact for enquiries from the employees you are case managing. If you have an enquiry that you cannot answer, seek guidance from your agency's Human Resource provider in the first instance.