



# Benefits

for working with  
Metro North Health

**Metro North  
Health**



**Queensland  
Government**

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.



Published by the State of Queensland (Metro North Hospital and Health Service), March 2024

This document is licensed under a Creative Commons Attribution 3.0 Australia licence.  
To view a copy of this licence, visit [creativecommons.org/licenses/by/3.0/au](https://creativecommons.org/licenses/by/3.0/au)

© State of Queensland (Metro North Health) 2024

You are free to copy, communicate and adapt the work, as long as you attribute the State of Queensland (Metro North Hospital and Health Service).

Disclaimer:

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

# Contents

Our Vision	4
Our Purpose	5
Our Values	6
Health Equity and Racism	4
Remuneration and benefits	8
A positive working environment	9
Generous Leave Entitlements	11
Eligibility and pre-employment checks	12
Outcome and appointment	13
Application checklist	14
Interview checklist	15





## About Metro North Health

### Fast facts

- Metro North Health (Metro North) is an independent statutory body overseen by a Hospital and Health Board
- Largest of 16 Hospital and Health Services in the Queensland Public Health system
- Covers an area of 4157 square kilometres and serves a population in excess of 1 million.
- Two of its five hospitals are tertiary facilities that provide state-wide super specialty services such as Heart and Lung Transplantation, Burns, and Positron Emission Tomography (PET)
- Has a range of subacute, post-acute, community-based health services to support patient discharge and hospital avoidance as well as a number of residential facilities, Oral Health Services and a fully integrated Mental Health Service including both community and hospital-based care.

### Our Vision

Excellent healthcare, working together, strong and healthy communities.

### Our Purpose

Create, connect and apply knowledge to deliver high quality health services.

### Our Values

Our values and behaviours will hold us to account to our community and to ourselves.



Respect



Teamwork



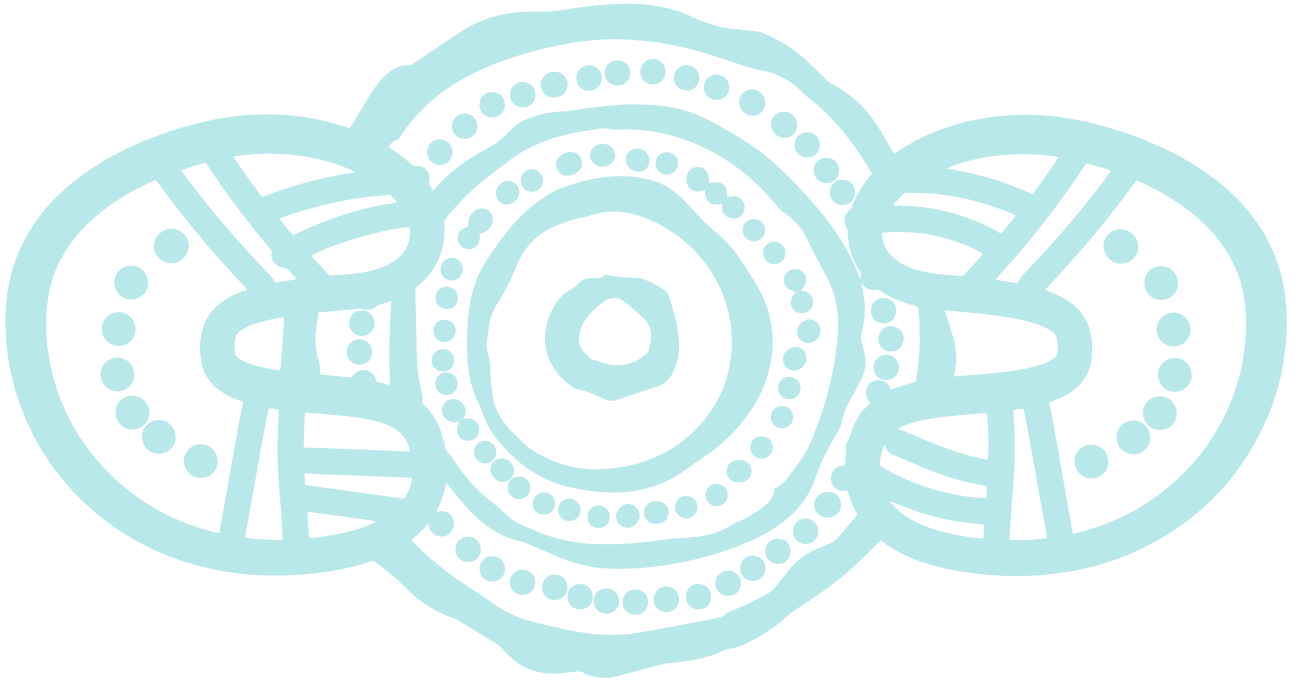
Compassion



High performance



Integrity



## Health Equity and Racism

Metro North has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Metro North staff contribute to the [Health Equity Agenda](#) and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

# Benefits of working with Metro North Health

Be part of a world-class, dynamic and growing health service that embraces technology and innovation, excellence in healthcare, quality teaching and cutting edge research. Metro North Health is committed to providing a diverse and inclusive workplace for all employees. We offer unique and rewarding professional development opportunities in a safe and flexible work environment with a focus on putting our people first.



Flexible work



Metro North values and culture



Unique professional development

Metro North offers rewarding career opportunities across a wide range of areas from medicine to maintenance, nursing to nutrition, pathology to patient liaison. The following is what Metro North offers to staff:

- Rewarding career and development opportunities across a wide range of clinical and non-clinical areas
- Value driven organisation which provides a work environment that is safe, satisfying, flexible, and promotes a **healthy work-life balance**
- **Flexible working** arrangements and **competitive salary rates** with annual incremental increases
- Benefit from a higher than standard employer contribution to **Superannuation** of up to 12.75% and access to salary packaging
- Committed to providing a diverse and inclusive workplace for our people and our community
- Be part of a world-class, dynamic and growing health service that embraces technology, excellence in health care, teaching, research and empowering our people to be the best in serving our community
- Job Security
- the ability to contribute to making a difference to the lives of Queenslanders.

Metro North is committed to your continued learning and development. Comprehensive and systematic training will assist you in your role and prepare you for your future career opportunities.

# Remuneration and benefits

## Wages

As a Queensland Health employer, we offer attractive [salary and remuneration packages](#), allowances and incentives.

## Superannuation

We contribute up to 12.75 percent of your salary into superannuation. Salary packaging is available for employee superannuation contributions.

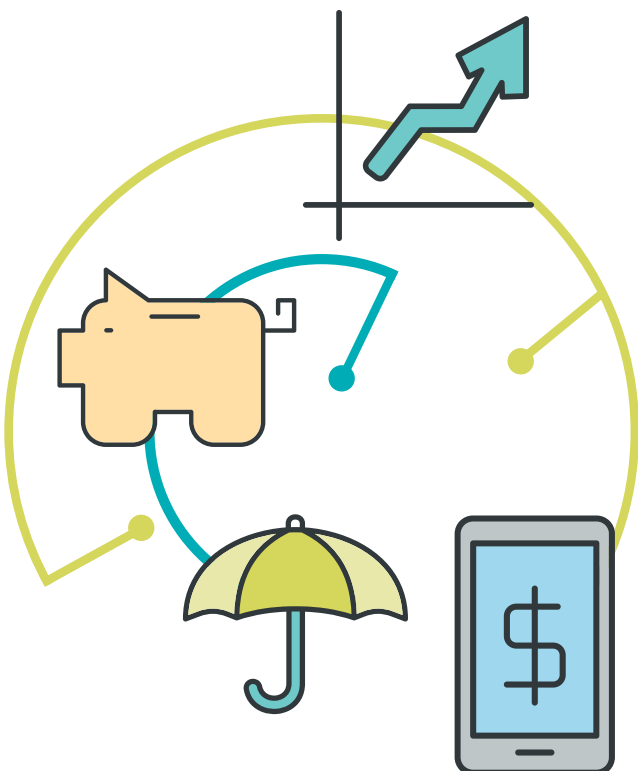
## Allowances

Some roles may be entitled to shift and on-call allowances, professional development allowance and uniform allowances. For those working in rural and remote areas there are additional allowances and other incentives.

## Salary packaging

All employees are eligible to take advantage of salary packaging which can save on tax and increase take-home pay, including access to salary packaging for superannuation contributions.

The range of accessible benefits varies depending on the role and place of employment. You can get in touch with either of our salary packaging providers [Remserv](#) on 1300 304 010 or [Smart Salary](#) on 1300 218 598 to find out.



RemServ

**1300 304 010**

[www.remserv.com.au](http://www.remserv.com.au)

smartsalary

**1300 218 598**

[qld.smartsalary.com.au](http://qld.smartsalary.com.au)



# A positive working environment

## **Flexible working arrangements**

We support and encourage the use of flexible work arrangements. Employees may request changes to their hours of work, the place where they work, or the way that they work eg. the use of different equipment as a result of disability, injury or illness. Flexible work arrangements may include:

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

## **Training and development opportunities**

A wide range of educational and clinical training is available to support employees who wish to continue their professional development. We also offer financial and leave assistance under the Study and Research Assistance Scheme to assist people who are pursuing courses of study and research projects.

## **Safe and inclusive workplace**

We offer health, safety and wellbeing training for all employees and encourage everyone to participate. Employee networks exist to help our workforce to establish connections and build relationships.

## **Employee assistance service**

A free, professional and confidential counselling, coaching and support service is available to employees and their immediate family

for assistance with personal and work-related problems. Support is available in face-to-face sessions or over the telephone 24 hours a day, 7 days a week. A specialised program is available to assist managers with complex employee matters.

## **Reasonable adjustment**

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

## **Environmental commitment**

We are committed to building a low carbon, resilient and environmentally sustainable healthcare system. Through the reduction in greenhouse gas emissions, increasing the use of renewable energy, improving our energy efficiency, participating in the circular economy, reducing our water usage by empowering staff to support this goal in reducing the impacts on the environment from our operations.

## **Health and wellbeing**

Our goal is to create a positive health and wellbeing culture. Employees may have access to:

- flu vaccinations
- weight loss initiatives
- smoking cessation program
- discounted for health insurance and gyms
- end-of-journey facilities (e.g. showers and change rooms, bike storage)
- health promotion events.

### **Diversity**

Our goal is to attract and retain a workforce that is reflective of the communities we serve. Our selection processes are undertaken in a non-discriminatory way and we are committed to ensuring our workplaces are free from all forms of harassment and discrimination.

### **Support for employees affected by domestic and family violence**

Queensland Government offers paid leave, counselling, flexible work arrangements, workplace and role adjustments for employees affected by domestic and family violence.



# Generous Leave Entitlements

## Recreation leave

Most people have access to a minimum of four weeks annual leave (pro-rata for part-time employees, excluding casual employees) and recreation leave loading of 17.5% (except casual employees) and up to 27.5% for shift workers. Some shift workers are also entitled to an additional week of recreation leave.

## Purchased leave

Employees with family responsibilities, study or personal commitments may apply to purchase up to an extra six weeks leave per year.

## Public holidays

On public holidays, employees who would usually work on that day are entitled to a day off with pay (subject to reasonable requests to work).

## Sick, carers' and compassionate leave

For each year of service, full-time employees are entitled to at least:

- Ten days of paid sick or carers' leave which is accruable (part-time employees accrue pro-rata)
- Two days of unpaid carers' leave
- Two days of paid compassionate year

## Parental leave

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

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

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

## Long service leave

Most employees accrue 13 weeks of long service leave after completing 10 years of continuous service (pro-rata for part-time employees), which be accessed after completing seven years of continuous service.

## Community service leave

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

## Eligibility and pre-employment checks

### Residency and visa requirement

Metro North Health applicants either need to be:

- An Australian citizen,
- A permanent resident of Australia,
- A New Zealand citizen who has entered Australia on a valid passport; or
- A non-citizen with a valid visa.

### Qualifications and professional registration

Some positions in Metro North will require minimum mandatory qualifications/professional registrations/other requirements. These will always be listed in the role description.

The selection panel will be required to assess your qualifications, therefore international/overseas applicants may need to get formal recognition of your qualifications before applying or provide a statement which shows the Australian equivalent of your qualification.

### Criminal history

When an applicant is recommended for a role, a criminal history check must be conducted if the applicant is not an existing employee of Queensland Health (three forms of I.D is required). Appointments to Queensland Health cannot be finalised until the criminal history checking process is complete. Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

### Vaccine preventable diseases

Employees in a patient-facing role, or those working in specific wards or laboratories may be required to be (and remain) vaccinated against some or all of the following vaccine preventable diseases, dependent on the workplace:

- measles, mumps, rubella (MMR)
- varicella (chicken pox)
- pertussis (whooping cough)
- hepatitis B
- Japanese encephalitis
- rabies.

**TIP – Proof of any mandatory vaccinations will be required prior to appointment in relevant roles.**

### Lobbyist

Applicants will be required to provide a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#).

### Drivers' Licence

Queensland Health have employees working throughout Queensland and travel may be a requirement of the role. You may also need to hold a current Australian drivers' licence. Check the role description for details.

# Outcome and appointment

## Recruitment timeframe

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

## Notification of outcome

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

## Disclosure

Applicants are required to disclose any pre-existing injury or medical conditions which may impact on their ability to perform the role as per *section 571 of the Workers' Compensation and Rehabilitation Act 2003*.

Under the [Public Service Act 2008](#), applicants are required to disclose any previous serious discipline history taken against them.

## Probation

If you are appointed to a role you may be required to undertake a period of probation appropriate to the appointment.

## Feedback

If you would like feedback regarding your application and the assessment process you should contact the panel chairperson.

**TIP** – Feedback is useful and will assist you with future applications. Don't be afraid to phone and ask!

## Appointment expenses

We understand that transfer and relocation expenses are an important consideration for applicants who are relocating domestically or internationally. Applicants may submit a request for the reimbursement of appointment expenses through the hiring manager who will apply for delegate approval.

## Union membership

We recognise your entitlement to join a registered union. Whilst you are not obliged to join a union, Queensland Health encourages its employees to do so. On commencement of duty, your name, position title and workplace location may be provided to a relevant union so that they can discuss the benefits of union membership with you.

## Information privacy

Your personal information will be held in a secure environment and will only be accessed by those directly involved in the recruitment process. QH processes are consistent with the [Information Privacy Act 2009 \(QLD\)](#). A [fact sheet](#) has been developed for applicants to outline how Queensland Health will deal with your personal information.

# Checklist for applicants

Thank you for considering Metro North Health as your next employer.  
We wish you luck with your application.

## Application checklist

- Review the role description—make sure you understand the competencies and what is required to be successful in the role.
- Assess your skills and experience—can you undertake the key requirements of the role?
- Check the mandatory requirements—are there mandatory qualifications and professional registrations for the role? Check the role description to see if you need to be qualified or enrolled in the course to be considered for the role.
- Plan and prepare—when is the application due? Make sure you allow plenty of time to create an excellent application, and don't miss the deadline.
- Prepare your application against the role description—write your statement and modify your resume according to the skills, experience and personal qualities required that highlight the required competencies listed in the role description.
- Readability matters—use a standard font (Arial, Calibri), in a size that is easy to read (12pt) and is well-spaced with standard margins (2.54cm).
- Note any pre-existing conditions—you may be required to disclose any pre-existing injuries or medical conditions which may impact on your ability to perform the role. You can do this in your application.
- Check your references—contact your referees to confirm that they are willing to provide a positive reference for your application, and that their phone number and email address are correct.
- Review your submission for errors—ensure your application is free from spelling, formatting and grammatical errors. Have a friend or family member read over it as well.
- Check, check and check again—have you met the requirements and followed the instructions listed in the role description? E.g. if you are asked for a two-page statement, don't submit a six-page statement.

## Interview checklist

- Plan how you will get to the interview – make sure you leave enough time. Ask the hiring manager how to access the building.
- Ensure you are prepared by reading more about the organisation and reviewing the role description.
- Confirm with the hiring manager if you can take notes into your interview.
- Think through the questions the panel might ask you about how your experience reflects the role description.
- Think about the questions you would like to ask the panel in advance of your interview. You might want to know more about the role, working conditions, expectations and who you will be working with.
- If you hold an overseas passport, take it with you to the interview, along with any visa documentation. We may require it if you are appointed to the role.
- It may be a requirement of the role to be vaccinated. Please refer to the Vaccine Preventable Disease section on page 10 for more information or phone the person listed on the role description if you have any questions.
- Please bring three forms of identification to your interview, as well as mandatory qualification or registration information (if relevant), and your visa detailing your right to work in Australia (if applicable).

