Applying for a job at Services Australia video transcript

We advertise roles in a range of ways, including in the Australian Public Service Gazette, Seek, Facebook and LinkedIn.

To find out more about a role, the best place to go is the Job Pack.

You'll find the Job Pack on the Services Australia Careers website or the Australian Public Service Gazette.

The Job Pack will provide you with lots of information including:

* the type of position being advertised
* the salary we are offering
* the location of the expected vacancies
* key skills
* knowledge or capabilities required
* how to apply
* and how you'll be assessed.

As part of the recruitment process, we may ask you to complete a range of assessments to help us test your ability to perform the role. For example, you may be asked to submit a one page pitch that outlines your skills and experience in relation to the relevant duties that are outlined in the Job Pack. You may be asked to complete an interview via SMS, or to record your responses to interview questions in a video, or to attend an interview in person or virtually. We may ask you to complete work simulations or psychometric assessments to help us assess how you may perform in real life scenarios.

All assessments are designed in partnership with Services Australia staff who are familiar with the requirements of the role.

To ensure we complete our recruitment processes as quickly as possible, we'll only grant extensions where there are unforeseen, exceptional circumstances.

We do most of our communication by email, so we strongly recommend you use your personal email address when applying for roles with us, so you don't miss important updates. It's a good idea to use your referee's personal email address as well.

Most of our recruitment processes should take around 8 weeks to complete from the date we advertise the role. Some of our larger processes can take a little longer, around 10 to 12 weeks, if we get a lot of applications. We’ll contact you throughout the process to keep you updated.

At the end of the recruitment process, if you're successful, you may either be offered a role or you may be placed in a merit pool with other successful candidates. We create merit pools of successful candidates as part of a recruitment process and can use these to fill similar roles.

We recommend you apply for any position that aligns with your skills and capabilities.

You can be in multiple merit pools at any time. Being in a merit pool means that when similar roles become available, you may be considered for these.

However, being in a merit pool doesn't guarantee you'll be offered a job.

Our merit pools are active for 18 months from when we advertised the role.