

Case Manager of Employee/s Requiring Placement [ERP] Role Statement and Case Management Approach

The Case Manager's Role

As a case manager you are the employee's point of contact outside their work group. You will provide support to the employee from the time they are registered as an ERP to when they are either transferred into another role or have exited through the retrenchment process.

In accordance with the department's ERP procedure you will assist the employee through the ERP process and will:

- Contact the employee within 24 hours of their decision not to accept a voluntary redundancy and maintain regular contact (a minimum of once per week) until permanent placement or otherwise occurs.
- Support the implementation of strategies and activities to achieve the earliest possible placement of the employee in a substantive role.
- Attend to all enquiries as the primary point of contact for any matter relating to the employee requiring placement including ensuring the employee understands the ERP process, their responsibilities and obligations under the relevant Directives and departmental policies and procedures.
- Provide the employee with advice in relation to their job search eg: suitability assessment process, feedback on their resume, practice interviews, skill analysis.
- Obtain the employee's resume, Employee Requiring Placement profile, including role category preferences, referee contact details and the referee statement as prescribed in directive 06/12 *Employee Requiring Placement* and support the employee in completing relevant departmental forms in a timely manner.
- Liaise with PSC, ERP departmental contact officer and the employee's substantive supervisor/manager to identify potential placements.
- Maintain effective records, ensure information is provided to update the relevant placement register and provide reports, upon request, on the status, progress and level of participation of the employee.
- Refer the employee to other departmental and non-departmental support services eg: Employee Assistance Program, career counselling, resume preparation.

The Case Manager does not:

- advocate directly on behalf of the employee or find them a job.
- provide personal or career counselling.
- make decisions

Aboriginal and Torres Strait Islander staff:

For Aboriginal and Torres Strait Islander staff, an Indigenous case manager is available to case manage and discuss issues.

Get professional advice

QSuper is offering several additional services to assist members who have been impacted by the redundancy program. A dedicated redundancy hotline has been established which will direct calls to a specialist team. **The hotline number is 1300360740.**

For individuals, QSuper and Q Invest are providing:

- information about redundancies and general discussions about a QSuper entitlement
- an express service to generate superannuation benefit quotes
- assistance to determine the need for and level of financial advice required

Personal financial advice is being offered by Q Invest at four different levels, ranging from answering questions about specific superannuation issues over the phone through to a full comprehensive advice offering.

Other alternatives for assistance are the redundancy seminar program, details of which are available on the QSuper website. For those unable to attend a seminar, there is a video presentation on the QSuper redundancy page along with other factsheets and answers to frequently asked questions.

For more information, visit the [QSuper website](http://qsuper.qld.gov.au/members/super/earlyaccess/redundancy.aspx)
<<http://qsuper.qld.gov.au/members/super/earlyaccess/redundancy.aspx>>

Alternatively, you may wish to seek independent advice from an accountant or financial advisor. Charities or church based organisations may provide free financial counselling for low income earners or individuals in financial distress. Centrelink's Financial Information Service also runs seminars on a whole range of financial issues.

If you decide to accept a transfer that involves relocation, you will need to think about the costs such as buying or selling your house, increased transportation costs, changing schools and establishing new social networks. For more information please refer to Directive 11/11 Transfer and Appointment Expenses.

If you are offered re-deployment, you will need to think about the financial implications. You will need to determine whether you can meet your expenses. Are you willing to learn new skills and accept the challenges faced by a new role in a different location at a lower level than you currently occupy?

Re-training or finding a new job

Firstly, you need to consider if your skills are relevant to the public sector. Many departments are reviewing their purpose and redefining their roles. Are there other areas in government who may have a need for your skills or are they so specialised that there are limited opportunities for you to be placed?

You should assess whether you need to upgrade your skills or whether you should retrain for a new career.

Re-training or finding new employment

Job Services Australia

Ph: 13 62 68

Web:

www.deewr.gov.au/jobservicesaustralia

Skilling Solutions Queensland

Ph: 1300 654 687

Web:

www.skillingsolutions.qld.gov.au

TAFE Queensland

Ph: 1300 308 233

Web: www.tafe.qld.gov.au

Looking after yourself

Employee Assistance Service - PPC Worldwide

Ph: 1800 604 640

Web: www.ppconline.info.au

Job Services Australia offers job search and job placement services. One-on-one assistance is also available. Skilling Solutions Queensland also offers training and career information services.

Many jobs are advertised in local and metropolitan newspapers. They are also usually advertised on job search websites, recruitment agencies also offer general or industry specific recruitment services.

Centrelink provides all jobseekers with free access to JobSearch facilities. These facilities provide jobseekers with access to JobSearch kiosks and JobSearch telephones.

If you are looking to upgrade or learn new skills, a TAFE College or University is a good place to start. For the range of TAFE courses and locations, you can browse www.tafe.qld.gov.au

Sometimes, professional bodies and unions also have information regarding courses.

Looking after yourself

Any change has an emotional impact. A change in your employment status can have a significant impact on how you view yourself. Talking to a friend or family member or simply having some time to get use to the situation may be all it takes to get you past your initial reaction.

However, if you are finding it difficult to move on, it might be helpful to talk to a professional. If you feel you should talk to someone the department's employee assistance program, PPC Worldwide is a confidential service that may prove beneficial to you and your family.

Most importantly, you need to work out how you will look after yourself given all these changes. Be aware of how you are feeling and coping.

Talk to your case manager and seek assistance if needed.

ERP Case Manager

Role Statement

A case manager is assigned to each employee requiring placement (ERP) and provides support from the time they are registered as an ERP to when they are either transferred into another role or have exited through the retrenchment process.

The role of the Case Manager is to:

- Contact the employee within 24 hours of their decision not to accept a voluntary redundancy and maintain regular contact (a minimum of once per week) until permanent placement or otherwise occurs.
- Support the implementation of strategies and activities to achieve the earliest possible placement of the employee in a substantive role.
- Attend to all enquiries as the primary point of contact for any matter relating to the employee requiring placement including ensuring the employee understands the ERP process, their responsibilities and obligations under the relevant Directives and departmental policies and procedures.
- Provide the employee with advice in relation to their job search eg: suitability assessment process, feedback on their resume, practice interviews, skill analysis.
- Obtain the employee's resume, Employee Requiring Placement profile, including role category preferences, referee contact details and the referee statement as prescribed in the employee requiring placement directive 06/12 and support the employee in completing relevant departmental forms in a timely manner.
- Liaise with Public Service Commission, ERP departmental contact officer and the employee's substantive supervisor/manager to identify potential placements.
- Maintain effective records, ensure information is provided to update the relevant placement register and provide reports, upon request, on the status, progress and level of participation of the employee.
- Refer the employee to other departmental and non-departmental support services eg: Employee Assistance Program, career counselling, resume preparation.

The Case Manager does not:

- advocate directly on behalf of the employee or find them a job.
- provide personal or career counselling.
- make decisions

Aboriginal and Torres Strait Islander staff:

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Employee Placement System

Employee Requiring Placement profile

It is important that you read our privacy statement thoroughly.

Privacy statement:

The Employee Placement System is committed to protecting user privacy as specified under the *Information Privacy Act 2009*.

We understand and appreciate that users of the database are concerned about their privacy and the confidentiality and security of any information they may provide.

Your personal details:

Your name and address will not be added to any mailing list other than that related to your profile submitted through this database, nor will we disclose these details to third parties without your consent unless required to do so by law or in accordance with the following information. Your information will be retained in the Employee Placement System whilst you continue to be an Employee Requiring Placement (ERP).

Contact:

If you have any queries about our privacy and security practices, please contact us at employeeplacement@psc.qld.gov.au

By providing your personal details and work history to the Queensland Government through submission of this profile, you acknowledge that you understand that any part of this information may be shared by more than one government organisation in relation to the process for permanent roles within the Queensland Government. placement

Conditions of use:

You must be an Employee Requiring Placement approved by your agency, to register your profile on this database. This form must be jointly completed by an Employee Requiring Placement and their case manager. The information provided will be used to assess your possible suitability, as an employee requiring placement, for vacancies in the public service. The information will be shared between government agencies as required to facilitate the placement process. Whilst you are registered within the employee placement pool, you must continue to be proactive in searching for a job. You remain responsible for identifying and applying for any suitable advertised vacancies. It is important that you provide accurate and complete information to enable appropriate assessments to take place. Intentionally providing false and misleading information may constitute a breach of the Code of Conduct. For further information about the central placement process, speak with your case manager and refer to Directive 6/12: Employees Requiring Placement.

I agree to the above statements, and I have read and agree to the conditions of the Privacy statement.

Yes *

Case Manager details

Note: * denotes mandatory fields

Title: _____ *

First name: _____ *

Preferred name: _____

Last name: _____ *

Email address: _____ *

Preferred contact number: _____ *

Alternate contact number: _____

Date the employee became an ERP: _____ *

On behalf of my agency I declare that the performance of the following employee is satisfactory. Yes *

If not, this employee cannot be referred to the Employee Placement System - refer Directive 6/12.

Employee details

Prior to submitting your personal information it is essential that you have read our Privacy information.

Employee/Payroll number: _____ *

Title: _____ *

First name: _____ *

Preferred name: _____

Last name: _____ *

Email address: _____ *

Preferred contact number: _____ *

Alternate contact number: _____

Home address

Address 1: _____

Address 2: _____

Suburb/Town: _____ *

Postcode: _____ *

Work details

Employee status: _____ *

Substantive position title: _____ *

Substantive classification: _____ * If other, please specify: _____

Substantive work location: _____ *

Substantive agency: _____ *

Substantive work unit: _____ *

Do you wish to be considered for redeployment to a lower classification level? *

Yes

No

If yes, what is the lowest level of classification
you consent to be considered for? _____

Role categories (Please indicate up to a maximum of three (3) areas below in which you have the most experience)

Role Category 1: _____ *

Role Category 2: _____ *

Role Category 3: _____ *

Role categories (Please select any additional areas of experience)

Optional Role Category 1: _____

Optional Role Category 2: _____

Attachments

Please complete the resume template and a referee statement found [here](#).

Once completed, you can attach both documents with one of two options.

1) Click on Tools in the top menu, down to 'Comment and Markup' and attach the file/s by clicking 'Attach file as a comment'.

2) Click the 'Comment' option at the top right of this window. Once the the right hand panel has opened, expand the 'Annotations' window and click on the 'Attach file' icon.

Declaration

I (Employee) declare that the information I have provided is true and accurate.

Yes

I (Case manager) declare that the information provided is true and accurate.

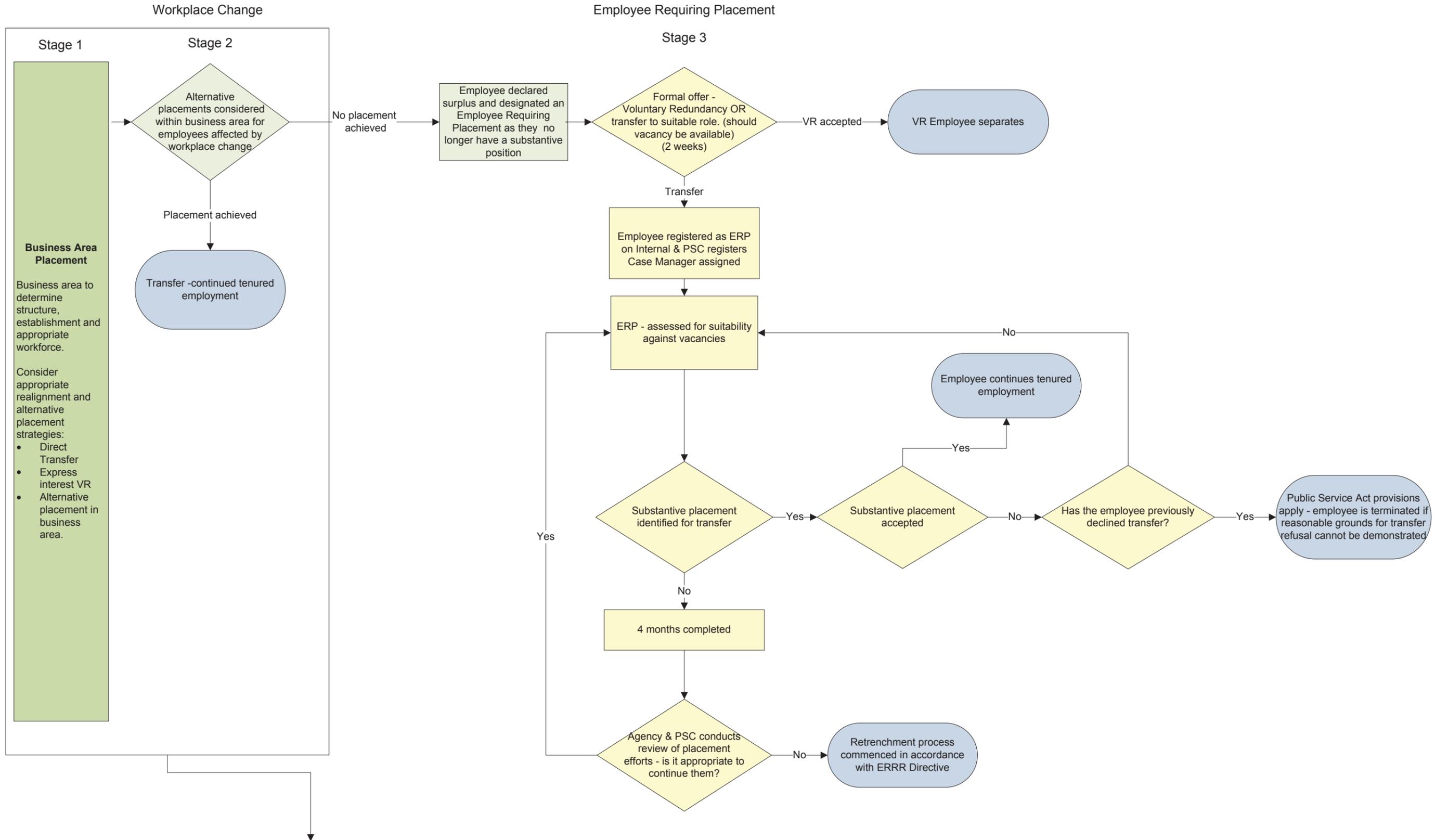
Yes

Please press the submit button to upload your profile and attachments. You will not be considered until you have pressed the submit button.

Submit

Employees Requiring Placement Flowchart

Workplace Change and Placement Process



Note: If the ERP alternative placement is subsequently made redundant the above process recommences.

Version 0.7 current as at 7 August 2012

Employees Requiring Placement (ERP)

Employees Complaints Process Information Sheet

Purpose: To provide employees with information in relation to complaints and appeal rights with regards to the Employee Requiring Placement (ERP) process.

Appeals: The decision to determine a position surplus, under the ERP Directive No. 06/12, is non-appealable as determined under the *Public Service Act 2008* s195, and in conjunction with Directive No.19/10 (Appeals), where it states the decisions against which appeals cannot be made includes:

(2) A decision that decides the policy, strategy, nature, scope, resourcing or direction of the public service or a department.

That is, decisions of budget, service and structure changes are not appealable. However, employees may be entitled to appeal against a range of administrative decisions that adversely affects them. Before doing so however, an employee is required to demonstrate that he or she has first used the department's employee complaints policies/procedures under the Directive No. 8/10 (Managing Employee Complaints).

Employee Complaints: Directive 08/10 Managing Employee Complaints states an:

employee complaint means a complaint made by a current public service employee who has an honest belief based on reasonable grounds that:

- *an administrative decision is unfair or unreasonable, or*
- *the conduct or behaviour of an employee, agent or contractor is unfair or unreasonable or constitutes sexual harassment or workplace harassment, and*
- *the decision, conduct or behaviour has a substantial and direct adverse effect on the employee concerned.*

An employee complaint must be in writing and follow the relevant departmental policy and/or procedure currently in place (e.g. DERM Managing Employee Complaints Procedure HRS/2011/4704, DEEDI Managing Employee Policy HR10/11). Managing and resolving a complaint submitted by an employee in relation to an ERP is potentially a three stage process.

Stage 1 Local Action — lodged with the Deputy Director General or Executive Director where applicable, of the employee's work unit. The Manager Employee Relations or Manager Governance & Ethics must be advised of all complaints lodged.

If an employee is dissatisfied with the grounds and decision made during the ERP process— which meets the definition of an 'employee complaint' as defined above and is not excluded under s193 of the Public Service Act 2008— the employee may lodge a complaint.

- Employee complaints must be made in writing, and sufficient information must be provided by the employee to enable the agency to take appropriate action.
- Action by the agency to resolve employee complaints must be within 21 days of receipt of written request from the employee making a complaint.
- At the completion of the local action, the agency must provide a written response to the employee. The decision must include:
 - Detail of the action taken and the outcome
 - The reasons for the decision
 - Any action the agency will take as a result of the decision, and
 - Be capable of review.

Employees Requiring Placement (ERP)

Employees Complaints Process Information Sheet

Stage 2 Internal Review — lodged with the DG or Delegate. The Manager Employee Relations or Manager Governance & Ethics must be advised of all reviews lodged.

If an employee is dissatisfied with the decision made during Stage 1 the employee may make a request to the agency chief executive (or delegate) for an internal review.

- A request for an internal review must be received by the agency chief executive (or delegate) within 14 days of the employee receiving a copy of the decision being made.
- The internal review must be completed within 14 days of receipt of written request from the employee making a complaint
- At the completion of the internal review, the chief executive (or delegate) must provide a written response that includes:
 - Details of the action taken and the outcome
 - The reasons for the decision
 - Any action the chief executive (or delegate) will take as a result of the decision, and
 - Be capable of review.

Stage 3 External Review of a decision made at internal review

- If the employee is dissatisfied with the decision made at internal review, the employee may apply for external review. Avenues of review include:
 - Public Service Commission
 - Queensland Ombudsman
 - Queensland Industrial Relations Commission
 - Anti-Discrimination Commission Queensland

AUTHORITY:

- *Public Service Act 2008*
- Public Service Regulation 2008
- Directive 06/12 – Employees Requiring Placement
- Directive 08/10 – Managing Employee Complaints
- Directive 19/10 – Appeals
- Directive 11/11 – Transfer and Appointments
- Directive 04/12 – Early retirement, redundancy and retrenchment

ALLIED POLICIES AND PROCEDURES:

- DERM Managing Employee Complaints Procedure HRS/2011/4704
- DEEDI Managing Employee Complaints Policy HR10/11
- QWC Managing Employee Complaints Policy and Procedure HRM-PPR-013
- Department of Communities Complaints Management Policy and Procedure

OTHER REFERENCE DOCUMENTS:

- Frequently Asked Questions – Directive 06/12: Employees Requiring Placement

Employee Requiring Placement PLACEMENT REVIEW REPORT

This template details the basic information to be submitted for the review of the placement process for an 'employee requiring placement' in accordance with Directive 06/12 and departmental procedure. Additional information should be included in the 'other factors' section of this template and/or attachments.

Part 1: Employee Information *(Employee to complete)*

Title	Given Name(s)	Surname	Employee Number
Contact Details			
(W)	(M)	(E)	
Position Title		Classification & Pay-point	Employment Status
			<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time
Organisational Unit & Department Details			Location
Case Manager Name		Contact Details	
		(W)	(M)

Part 2: Placement Information *(Employee & Case Manager to complete)*

PSC Registration Date:/...../.....	Review Date:/...../.....
Transfer and/or redeployment opportunities including details of:			
<ul style="list-style-type: none"> General vacancies provided to the employee for self-assessment Opportunities where the employee has been matched to a vacancy (Department and/or PSC) Placement opportunities where employee was not deemed suitable Offers made and declined 			
ERP participation in activities to achieve placement (e.g. work trials, training, other job applications)			
Factors preventing placement (e.g. specialist skills, location, availability of roles, skill matching)			
Other relevant information			

**Employee Requiring Placement
PLACEMENT REVIEW REPORT**

Part 3: Additional Information from Case Manager and/or Human Resources

Case Manager Comments		
HR Comments		
Name & Title:	Signature:	Date:/...../.....

Part 4: PSC Assessment

Comments & Recommendation		
PSC Review Officer:	Signature:	Date:/...../.....

Part 5: Delegate Decision - Review Outcome

Extension of placement period		
Reasons:		
Proposed retrenchment		
Reasons:		
Delegate approval		
Name & Title:	Signature:	Date:/...../.....

Frequently Asked Questions

Employees Requiring Placement

Note: This FAQ should be read in conjunction with the Employee Requiring Placement Procedure

What happens if I am deemed to be a surplus employee?

As a result of workplace change your position may be made redundant. If an alternative placement cannot be identified for you, the department will offer you a choice between accepting a voluntary redundancy or pursuing other transfer opportunities. You will have **two weeks** to consider these two options and advise the department of your decision.

You will retain your substantive classification level, unless you agree to be deployed into a position as a lower classification.

Who is a registered employee requiring placement?

An employee requiring placement is a permanent public service employee who, as a result of workplace change, is no longer assigned to a substantive role, has been deemed surplus and has rejected an offer of voluntary redundancy.

What options will management consider to determine placements following workplace change?

The department has the ability and responsibility to determine what strategies are appropriate to effect staff placements following workplace change. Some of the strategies that could be applied are listed below.

The department may decide particular roles are surplus to service delivery requirements. These positions would be declared redundant and the incumbents substantively attached to the roles are deemed to be surplus.

“Closed” merit process. The department may decide to ‘spill’ particular groups of positions (e.g. 10 policy roles at the same classification level however, only 5 are required for future service delivery). There are a range of options for filling the required roles:

- Consideration of all affected employees. Direct all affected tenured (at level) employees to provide a copy of their resume and undertake an internal assessment process. The department then decides which employees are transferred into available roles and the other employees become surplus.
- Call for expression of interest. Invite all affected tenured employees within a group (at level) to express interest in being transferred into an ongoing position, with the caveat that any employee not expressing an interest may still be transferred to a new/continuing role at the discretion of the department. The department then decides which employees will be transferred into available roles and the other employees are then considered surplus.
- Quarantining roles and ‘spilling’ others. The department may decide that it is appropriate to combine a number of processes to determine which roles are retained and consequently which employees become surplus. For example, this may occur where there are specialist roles within a broader role category. The department may decide to ‘quarantine’ the specialist roles and conduct a ‘closed’ merit selection process for the remaining roles.

Seeking interest in a voluntary redundancy. The department can invite affected tenured employees to indicate their interest in receiving a voluntary redundancy. This approach is confined to particular groups of employees affected by specific decisions (i.e. a decision has been made that there needs to be a reducing of the number of A03 admin officers in a particular area). Agencies must clarify that an invitation to indicate interest in receiving an offer of redundancy is made on the basis that:

- the decision about which roles become redundant (and which employees are therefore declared surplus) is the decision of the agency;
- does not guarantee an offer of a voluntary redundancy (or that an employee will accept a redundancy if one is offered);
- does not negate the agency's responsibility to attempt to identify internal alternative permanent placements at level for surplus employees.

What does the option of a voluntary redundancy entail?

If you choose to accept the department's offer of a voluntary redundancy, you will receive entitlements in line with the [Directive 4/12: Early retirement, redundancy and retrenchment](#). This includes a severance payment and an incentive payment.

If you decline the offer of a voluntary redundancy, you will not be offered this option again at any stage of the employee requiring placement process cycle. By declining the offer, you are agreeing to actively engage with the department to seek and pursue transfer opportunities.

Are leave accruals paid out if I accept the voluntary redundancy?

Accrued leave will be paid out in accordance with the relevant leave directives.

- [1/11: Long Service Leave](#).
- [2/11 Recreation Leave](#).

How is a voluntary redundancy taxed?

A genuine redundancy attracts concessional tax¹. Information about tax rates can be obtained from the Australian Taxation Office (www.ato.gov.au). Employees considering a voluntary redundancy offer are encouraged to seek independent financial advice. Although the employee's acceptance of a voluntary redundancy is requested, the decision to terminate the employment relationship rests with the department.

How is superannuation calculated?

Superannuation benefits are not included as part of a termination payment. The department strongly recommends seeking advice on your superannuation implications. If your superannuation is with QSuper please visit the [QSuper](#) website or call them on 1300 360 750 to discuss further.

What happens if I choose to pursue transfer opportunities?

After you have declined the voluntary redundancy offer you will be assigned a case manager, who will actively work with you to support you to seek a permanent placement where available. This may be in a role that arises within the department, or in a vacancy identified in another agency within the public service.

You will be registered on the Departmental Employee Requiring Placement Register and the PSC Central Placement Register to ensure you have access to all relevant opportunities. A resume and a referee statement will be obtained as part of the registration process. Where you do not agree with the comments contained in the referee statement, you will be provided with an opportunity to respond.

While transfer opportunities are being sought, you must be provided with meaningful duties.

What is the role of my Case Manager?

Your Case Manager will:

- Contact you within 24 hours of your decision not to accept a voluntary redundancy and maintain regular contact (a minimum of once per week) until permanent placement occurs or exit out of the department.

¹ Note: An employee must be less than 65 years old at the time of termination for a redundancy payment to qualify as a genuine redundancy payment. See section 3.6 of Directive 4/12.

- Support the implementation of strategies and activities to achieve the earliest possible placement for you in a substantive role or with your consent redeployment.
- Attend to all enquiries as the primary point of contact for any matters relating to your placement.
- Obtain a copy of your resume, role category preferences, referee contact details and the referee statement, which will be used for matching purposes.
- Liaise with PSC and employee requiring placement departmental contact officer to identify potential placements.
- Maintain employee requiring placement records, ensure information is provided to update the relevant placement register and provide status reports on your progress and level of participation.

Can I see my referee statement?

You will be provided with a copy of your referee statement before it is forwarded to PSC and an opportunity to comment on any adverse comments.

How long can I remain an employee requiring placement?

A formal review will occur once you have been an employee requiring placement for four (4) months (starting when you are registered on the PSC Central Placement Register). The aim of the review is to determine whether it is appropriate to continue efforts to pursue transfer opportunities.

If it is determined that it is not appropriate to continue to pursue transfer opportunities, you will be advised of possible retrenchment (in accordance with [Directive 04/12](#)). You will be provided with an opportunity to demonstrate why the proposed retrenchment is not reasonable, before a final decision is made.

If an employee is retrenched, they receive entitlements in accordance with the [Directive 04/12](#), including a severance payment, but not an incentive payment.

How will I be matched with vacancies?

The department and the PSC will review registered employees requiring placement's against available vacancies across the public service. Classification level, job category and location, along with the information in your resume and referee report, will be used to identify possible matches between the employee requiring placement and a role/s.

When a possible match is identified, your details and resume will be referred to the department that has the vacancy to conduct a suitability assessment.

How long will the assessment process take?

The assessment process should take no more than seven (7) working days; however an assessment process may take longer e.g. where employment screening checks are required.

How is suitability assessed?

You will be assessed as suitable for a role if you have the minimum skills to undertake the role to a satisfactory level, if provided with reasonable retraining, induction and (if required due to a medical condition) reasonable adjustment. If you are assessed as unsuitable, you will be provided with written reasons for this decision.

Will I have to participate in a Work Trial?

Where the suitability for a permanent vacancy cannot be conclusively determined by undertaking a suitable assessment, a work trial may be negotiated for a maximum period of 3 months.

The work trial will be considered to be the suitability assessment process and participation will be required. If you are on a work trial you will continue to be considered for other permanent vacancies.

Note: the four (4) month review period is not suspended for any reason including work trials.

Can I be put in a temporary placement?

The department must consider you for both permanent and temporary vacancies (greater than 6 months) before proceeding to fill a vacancy by other means. If you are placed in a temporary vacancy within the

department or within another department, you retain permanent tenure as an officer within the releasing department.

If your temporary placement is in another department, you are on 'secondment' unless otherwise determined by the delegates.

You will remain registered with the department as an employee requiring placement during both work trials and temporary placements, and should continue to apply for other permanent vacancies during placement periods. The temporary placement period will be considered part of your review period. You will continue to be considered for any suitable permanent vacancies that arise during this period.

Note: the four (4) month review period is not suspended for any reason including temporary placements

What happens if I am on secondment or higher duties?

You can be considered for and transferred to a role at your substantive classification level. You are expected to participate in placement activities.

If you are assessed as suitable and your transfer accepted, then the receiving business unit/agency needs to determine an appropriate start date.

The agencies may agree that you can complete the secondment / higher duties.

However, alternate permanent placement is the key responsibility and as such it may be appropriate that you be recalled to commence in the new substantive role.

I am an employee requiring placement and have been in a long term temporary placement. At the end of the engagement will I be offered another temporary placement?

If a further temporary opportunity arises, an employee requiring placement can be considered for it, but this does not preclude the review occurring or automatically determine the outcome of the review.

Do I have to accept a transfer?

The *Public Service Act 2008* provides chief executives with the authority to transfer employees; the consent (agreement) of the employee is not required. An employee can decline a transfer if they can demonstrate reasonable grounds for doing so.

You will be provided with one opportunity to decline a transfer, to which you have been deemed suitable by the receiving agency, without having to demonstrate reasonable grounds. If, however, you refuse a second transfer and cannot demonstrate reasonable grounds, your employment may be terminated by written notice.

What are 'reasonable grounds' for refusing a transfer?

Whether reasonable grounds exist for refusing a transfer will depend on the particular circumstances of each case. Factors that may be considered by a chief executive in determining if reasonable grounds for refusal exist include:

- (a) Skills match (having regard to reasonable training and induction).
- (b) Impact of location changes (e.g. medical/personal or other impacts).

A change in travel time, direction, or method, may have an impact on you. A specific maximum travel distance/time in relation to a transfer is not prescribed, however you may make submissions on these issues in relation to the impact of the transfer on you.

When will a transfer take effect?

Where a transfer is agreed, a start date is to be negotiated, this should generally be no longer than two weeks, however, a longer period might be appropriate in certain circumstances, such as where the transfer involves a geographical relocation.

Can I be moved to a lower classification level?

In accordance with the *Public Service Act 2008*, you can only be re-deployed (transferred to a lower classification level) with your consent. You can therefore nominate to be considered for roles at a lower

classification level. If you do not nominate for re-deployment when first registered can do so at a later date, and vice versa. You can also amend the classification level(s) you wish to be considered for re-deployment to.

If you elect to be considered for redeployment and subsequently accept a role at a lower classification level you are entitled to salary maintenance. Information about salary maintenance is contained in [Employees Requiring Placement Procedure](#).

Can I be transferred to a statutory authority?

You can be transferred to any department, public service office (listed in Schedule 1 of the *Public Service Act 2008*) and certain declared public service offices (listed in Schedule 1 of the *Public Service Regulation 2008*).

There are a number of public sector entities, including statutory authorities that do not fall into this group (e.g. the Crime and Misconduct Commission or the Queensland Ombudsman). Where vacancies arise in these organisations, they may contact the PSC to determine if there are any suitable employees requiring placements who may be interested in transitioning to their organisation. You cannot, however, be directed to transfer to one of these organisations.

What happens if I am on leave?

If you are on leave you can be considered for and transferred to a role. If there are particular reasons why you cannot participate in placement activities, including suitability assessments whilst on leave, these should be discussed with your case manager and will be considered as part of your four (4) month review.

If I am an employee requiring placement and am appointed to a permanent role which is subsequently deemed redundant will I be offered another Voluntary Redundancy?

Yes you will be given the choice of taking a voluntary redundancy or going through the employee requiring placement process again.

Do I have any review or appeal rights?

If you are aggrieved by decisions or actions made under Directive 06/12 you may access the department's complaints process, in accordance with relevant department policies.

If the complaints process has been reasonably exhausted, you may have appeal rights in accordance with the appeals directive.

An employee cannot, however, lodge an appeal about the decision to transfer another employee.

What support is available for me?

You can access support from a range of people including:

- Your Case Manager.
- Your local HR Officer and Manager/Supervisor.
- Employee Assistance Program ph 1800 604 640 (www.ppconline.info/au)
- Unions can also provide advice and support to their members.

More information

- Contact your Case Manager
- Contact your Local HR Officer
- Email Human Resources at: employeeplacement@ehp.qld.gov.au
- Visit the EHP intranet at: [employee requiring placement](#) or [voluntary redundancy](#)

Referee Report

Employee Requiring Placement (ERP)

Referees: Please note the provisions of the Directive for Employees Requiring Placement regarding referee reports.

A referee who is a Queensland Public Service employee, or an employee in an agency covered by this directive, must disclose all information known to them that is relevant to the applicant's performance and work behaviour. Information that is potentially indicative of the applicant's future performance or work behaviour must be provided, clearly and transparently, even if not directly requested. The omission of relevant information, or the provision of untruthful information, by a referee, to any agency, is a breach of the directive and the Code of Conduct, and may constitute grounds for discipline.

Employee Requiring Placement (ERP)

ERP Name:		Substantive Classification:	
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Referee

Referee Name:		Current Position:	
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Relationship to Candidate

<input type="checkbox"/> Current Supervisor	<input type="checkbox"/> Current Team Leader	<input type="checkbox"/> Current Manager	<input type="checkbox"/> Director or higher
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ERP Skills, Knowledge and Capabilities

(please provide a brief summary of your direct knowledge of the ERP's current skills, knowledge and capabilities)

ERP Work Performance

(please indicate how long you have supervised the ERP and provide a comment regarding their work performance under your supervision)

ERP Work Performance Background (please indicate if the ERP 's performance is currently being managed in accordance with the Directive for Employee Performance Management, or any other process in relation to diminished/poor performance, conduct or attendance)

ERP Status (please provide details of any barrier/s to the immediate transfer of this employee eg. currently on sick leave, seconded to another agency, etc.)

Suitability Statement (please indicate if you recommend this employee as suitable for transfer, or provide reasons if you deem this employee to be unsuitable for transfer)

Referee Signature	
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Signature:		Date:	
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Privacy of Information

The Public Service Commission is collecting the information on this form for the purpose of determining the suitability for transfer of an employee requiring placement. The collection of this information is authorised by the *Industrial Relations Act 1999* and *Public Service Act 2008*. Authorised officers of the Public Service Commission and representatives of agencies assessing the suitability of an employee requiring placement will have access to this information.

An employee requiring placement may have access to this information upon request, and/or in accordance with the provisions of relevant Directives.

Suitability Report

This report documents the process and decision relating to the suitability of surplus employees and internal placement process in accordance with Employee Requiring Placement Directive 06/12.

To:	Executive Director, Human Resources
From:	
Title:	
Phone no:	
Date:	

Position Information

Department:	
Position Title:	
Work Unit:	
Position Number/s:	
Classification level:	
Position type:	
Location:	
Type of process: Note: Refer to Employees Requiring Placement procedure and Manager's Guide for more information.	<input type="checkbox"/> Expression of interest process <input type="checkbox"/> Vacancy approved through Establishment Management Program <input type="checkbox"/> Vacancy referred via the PSC central process
Background:	<i>eg: staff advised that of the 7 policy officer positions, only 4 would continue to be funded). Employees invited to express interest by cob Friday.</i>

Employee/s considered

Name:	Employee No:	Department

Assessment process

<p>Process and techniques used to assess suitability:</p> <p>In consideration of the position requirements specified in the (role description/role profile), the following information was assessed:</p> <ul style="list-style-type: none"> • Employee Requiring Placement Registration Form/s • Referee report/s • Resume <p>Please attach any relevant selection documentation.</p>

Suitability Assessment Decision

Suitability confirmed

Include all details relating to the placement such as training to be provided or a trial period

On the basis of the assessment process, it is recommended that (name/s) be (transferred / offered a trial period of _____).

The recommended start date is: / /

Comparative assessment

A comparative assessment is required for a process where more than one employee has been assessed

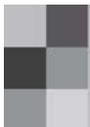
Unsuitable candidates

As a result of this decision, the following employees remain surplus with justification:

or

No suitable candidate

A statement of reasons is a requirement under section f (iv) of the Employees Requiring Placement Directive (attachment 1).



Approvals:

Manager:	
Name:	
Signature:	
Date:	

Interview panel (if relevant):	
Name:	
Business Group:	
Signature:	
Date:	

Delegate:	
Name:	
Business Group:	
Signature:	
Date:	

Human Resources:	
Comments:	
Name:	
Signature:	
Date:	

Public Sector Commission (only where no suitable candidate is Identified) :	
Comments:	
Name:	
Signature:	
Date:	

Forward this form to the relevant Human Resources team as follows:

EHP and NPRSR
DNRM and DEWS
DAFF and DTESB

employeeplacements@ehp.qld.gov.au
ERP@dnrm.qld.gov.au
HRDAFF@daff.qld.gov.au

Individual ERP Suitability Assessment

Statement of reasons

Employee

Name:	Employee No:	Department

Position Information

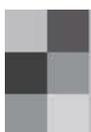
Department:	
Position Title:	
Work Unit:	
Classification level:	
Position type:	
Location:	

Assessment of employee against the key attributes

Overall statement regarding unsuitability for this role

Manager:	
Name:	
Signature:	
Date:	

Interview panel (if relevant):	
Name:	
Business Group:	
Signature:	
Date:	



Guide to Suitability Assessment

An employee registered as an employee requiring placement either with the department or the PSC must be considered for permanent and temporary vacancies (greater than 6 months) prior to any other action to fill the position.

A suitability assessment process must be undertaken for an employee who is referred for or applies for a vacancy and should take no more than seven (7) working days for completion.

The assessment of suitability is the means of determining whether an employee requiring placement is capable of effectively performing the duties of a vacancy.

The suitability assessment **must** be directed at determining whether an employee has the minimum skills to undertake the requirements of the role to a satisfactory level. The panel should consider if the following would enable the employee to effectively perform the duties of the vacancy:

- Reasonable training and development to assist employees to transition to new roles. Work trials would be considered reasonable training and development.
- Reasonable induction training with orientation and induction to current work systems and operations
- Reasonable adjustment to consider an employee's medical condition or disability and make appropriate and reasonable adjustments to the workplace to lessen the impact of the condition.

An assessment on merit will occur when there is more than one person identified for the role. This assessment relates to the applicants abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities against the Key Attributes and "look fors" required for the role.

Process

1. An assessment panel, of no less than two (2) members is convened to conduct the suitability assessment. The panel is responsible for ensuring that fair and transparent processes are undertaken to assess employees requiring placement and assist with the placement of tenured employees.
2. The panel ensures they have sufficient information to determine suitability. The panel reviews the resume and referee statement and if there is insufficient information use additional selection processes such as interview, informal conversation, work/skills tests or written response to the key attributes. Where more than one employee is assessed as suitable, the final decision will be on the basis of relative merit between those employees.
3. At the conclusion of the suitability assessment process the panel will submit the finalised ERP Suitability Report to the delegate for endorsement.
4. The delegate will provide the report to Human Resources for review.
5. If no employee/s is assessed as suitable (either through suitability assessment or trial placement) the Panel is still required to forward the ERP Suitability Report and Suitability Assessment forms through the delegate to Human Resources, Corporate Services. Human Resources will review the reports and if necessary, return with a recommendation to undertake further assessment activities.
6. For vacancies under the PSC Central Placement Process, Human Resources will provide the report to PSC for review.
7. If deemed unsuitable, employees will be notified by the panel chair of the outcome of the suitability assessment and reasons in writing.