

**In the matter of the *Commissions of Inquiry Act 1950***

**Commissions of Inquiry Order (No.4) 2015**

**Barrett Adolescent Centre Commission of Inquiry**

**AFFIDAVIT**

Julie Ann Beal, Team Leader, [redacted] states on oath:

- 1. I have been provided with a Requirement to Give Information in a Written Statement dated 7 January 2016. **Exhibit A** to this affidavit is a copy of this notice.
- 2. In this affidavit, [redacted] will be referred to as [redacted]

**Background and experience**

- 3. I hold a Diploma in Early Childhood Education from Kelvin Grove Teachers College and a Diploma in Management from James Cook University. **Exhibit B** to this affidavit is a copy of my current curriculum vitae.
- 4. I am currently employed as a Team Leader, Service Access Team (AO7) within the Department of Communities, Child Safety and Disability Services (the Department). In my current role I am an initial contact for clients who require assessment for eligibility to access services funded through the Department. I oversee a team of eight officers who undertake assessment and planning with clients.

Deponent [redacted]

~~A J.P., C. Dec., Solicitor~~

**AFFIDAVIT**

On behalf of the State of Queensland

Crown Solicitor  
11<sup>th</sup> Floor, State Law Building  
50 Ann Street  
BRISBANE QLD 4000

[redacted]

5. I was appointed permanently to this role in February 2015. **Exhibit C** to this affidavit is a copy of my role description.
6. Prior to being permanently appointed to this role, I had acted in the position for periods between 2011 and 2014. My substantive role was as a Service Advisor (AO5) and I held this position between 2010 and 2014 (when I wasn't acting as Team Leader).
7. As a Service Advisor, I was responsible for finding appropriate services within the community for clients receiving funding through the Department. **Exhibit D** to this affidavit is a copy of the Service Advisor role description.

#### **Transitioning child and adolescent patients**

8. I have no previous experience with transitioning child and adolescent patients between services and the community, including transitions between the Barrett Adolescent Centre and the [REDACTED] to the community.
9. [REDACTED]
10. I had never previously participated to any degree in the transition of other Barrett Adolescence Centre patients, or waitlist patients.

#### **Identification of appropriate services**

11. My role with the Department involves speaking to clients about the services they are looking for and linking them to approved services providers within the community. I provide support to clients to engage with those services so that the client can then make a decision about whether the identified service meets the needs identified by the client.

12. If those clients have especially complex mental health issues and therapy input, my role is to refer them for clinical support provided through the Clinical Management Team within the Department.

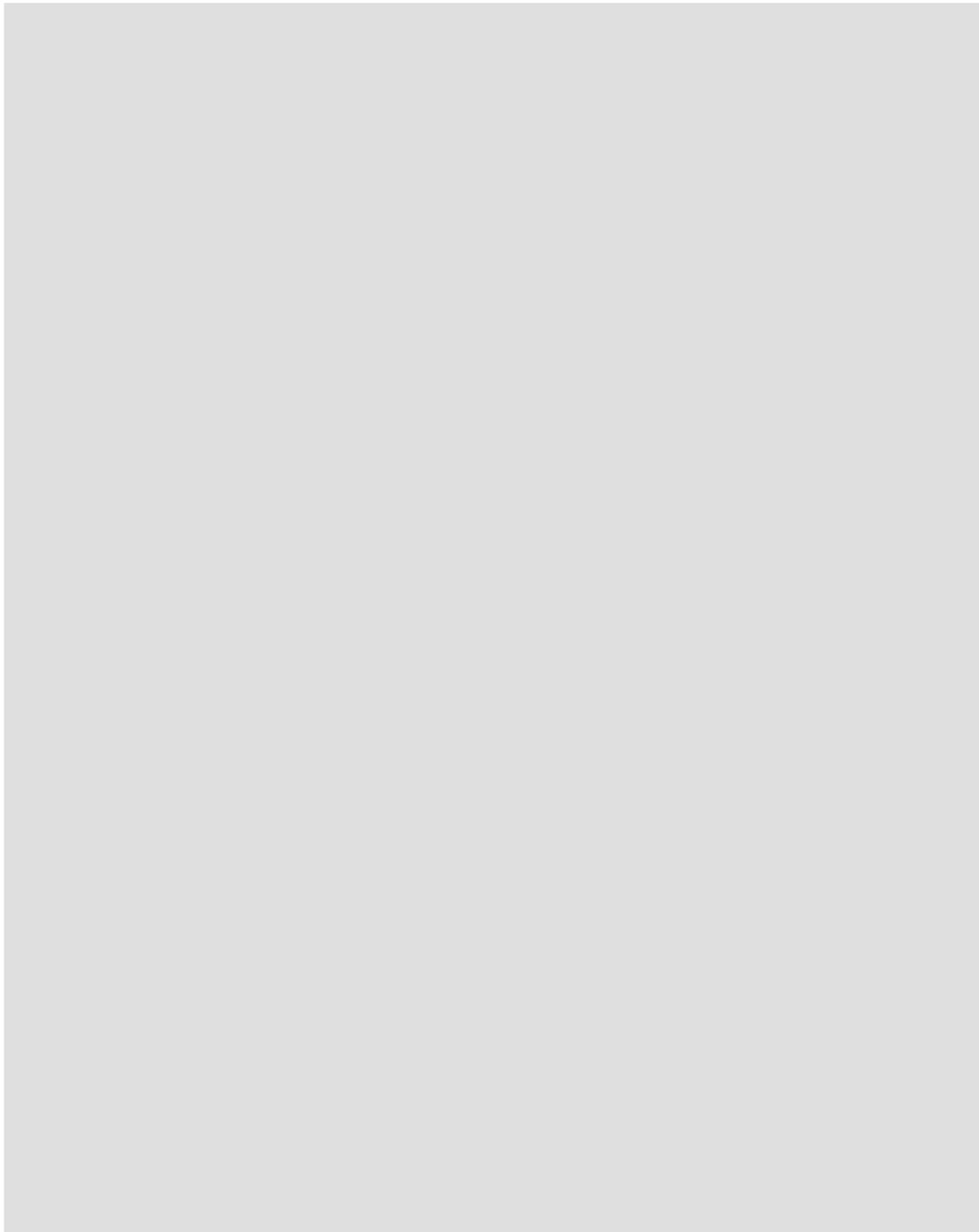
**Involvement with** [REDACTED]

13.

14.

15.

16.



17.

18.

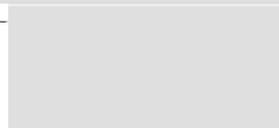
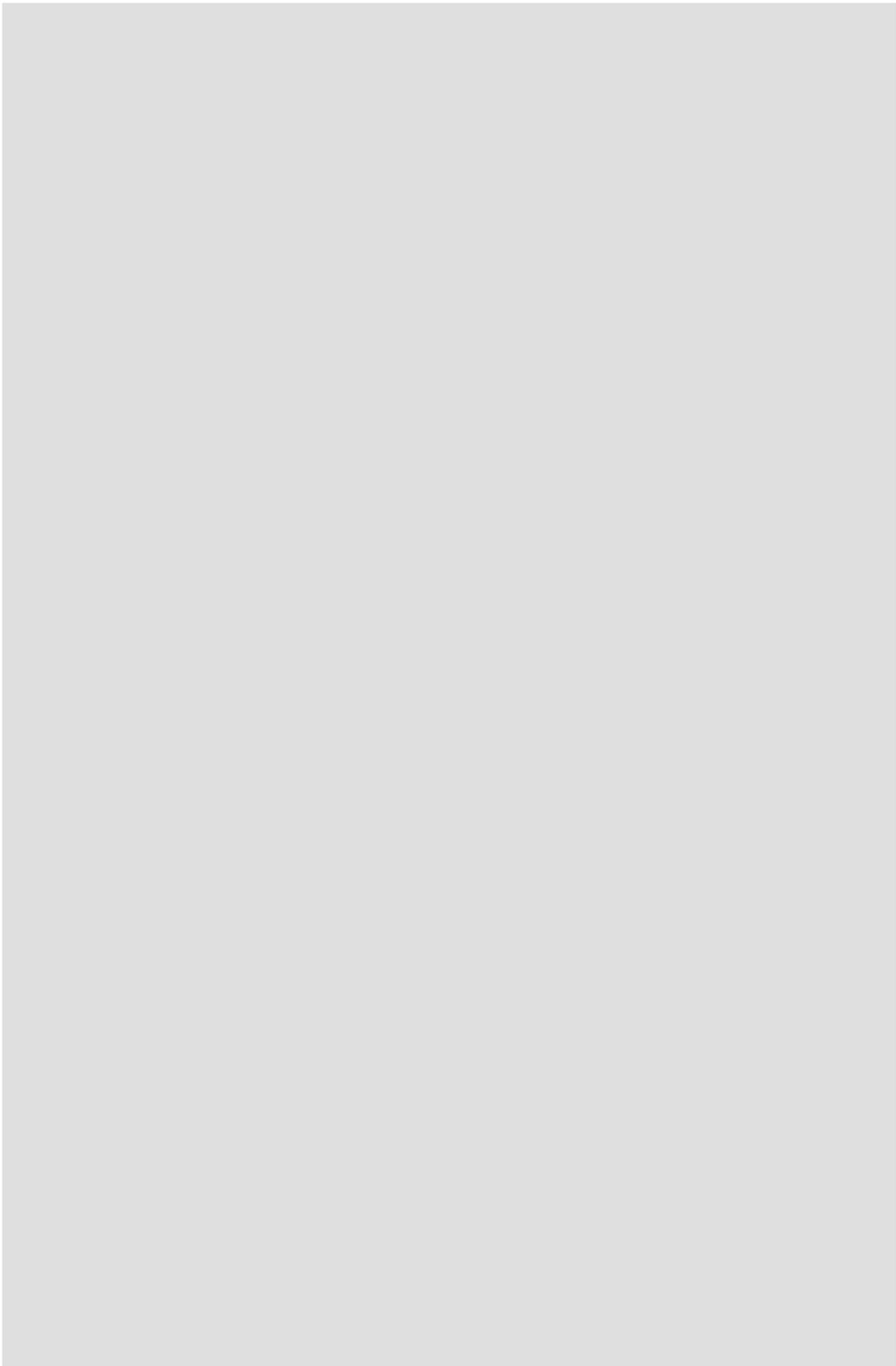
19.

20.

21.

22.

23.



[Redacted]

24. I do not recall what records I looked at and did not keep copies.

25. [Redacted]

26. [Redacted]

**Stakeholder meeting on [Redacted]**

27. I attended an assessment/stakeholder meeting on [Redacted] at the Barrett Adolescent Centre. This meeting was attended by Susann Davey [Redacted] (assessor), Dr Anne Brennan (Barrett Adolescent Centre), Carol Hughes (Social Worker, Barrett Adolescent Centre), Sue (Community Liaison Officer, Barrett Adolescent Centre), Megan (Occupational Therapist, Barrett Adolescent Centre), Rod (Assistant Care Coordinator, Barrett Adolescent Centre), [Redacted]. [Redacted] was unable to attend the meeting.

28. [Redacted]

29.

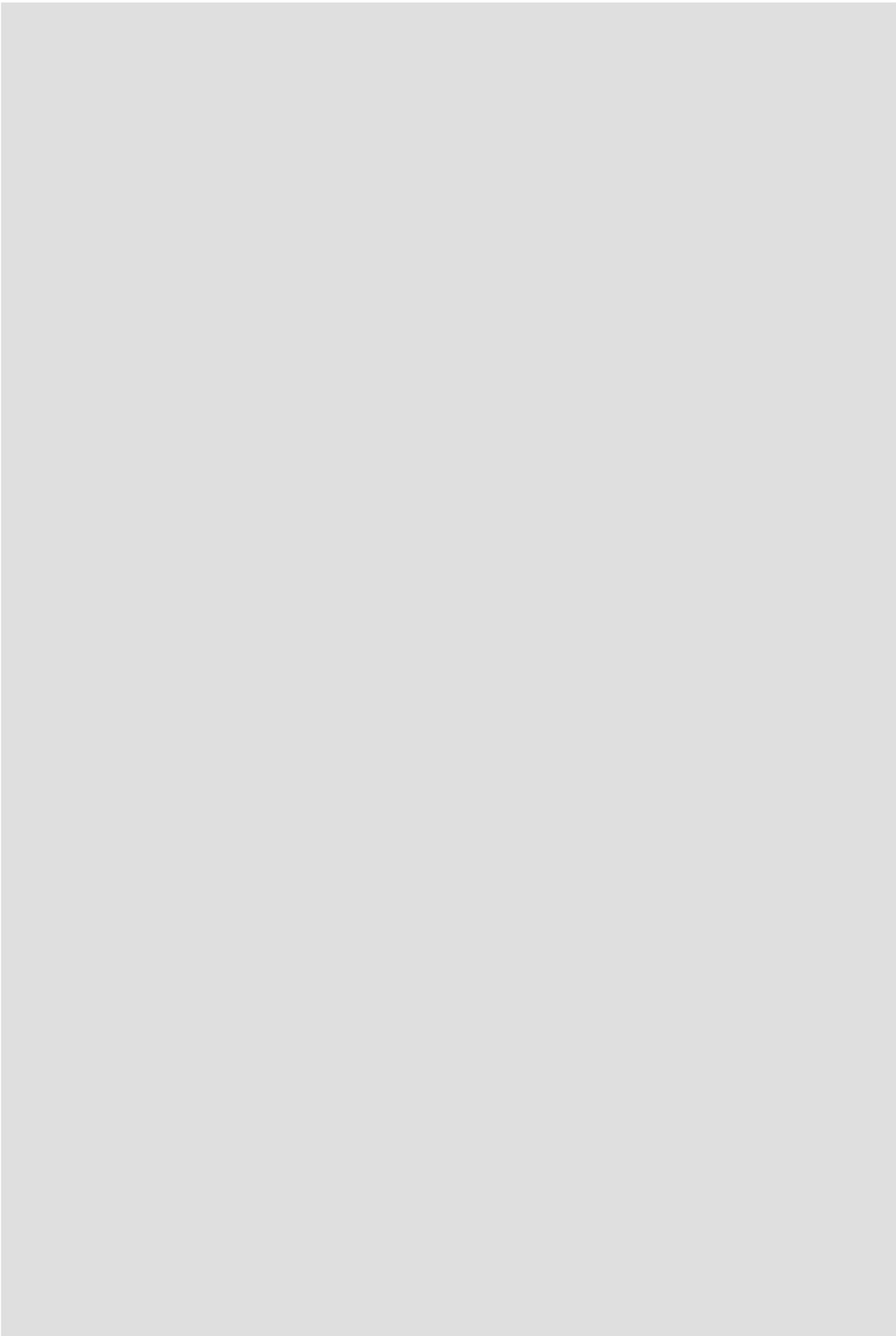
30.

31.

32.

33.

34.

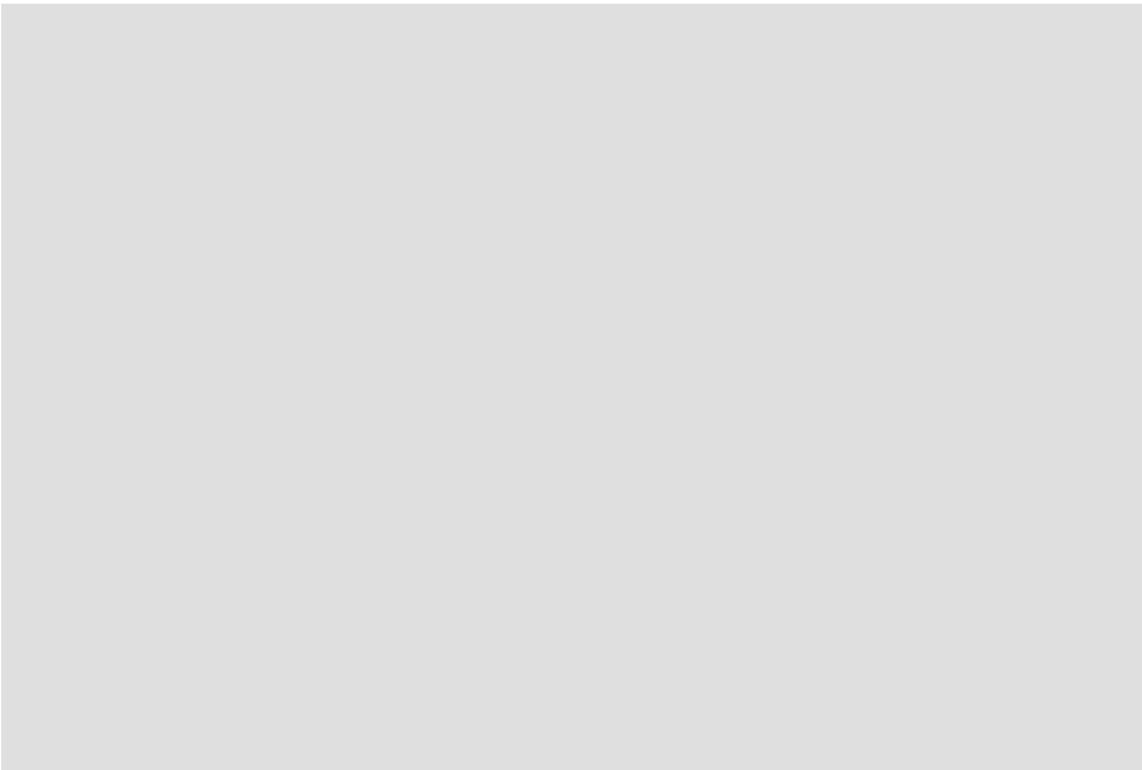


35.

36.

37.

38.



39. I do not have any contact with any other patient at the Barrett Adolescent Centre.

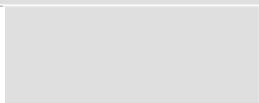
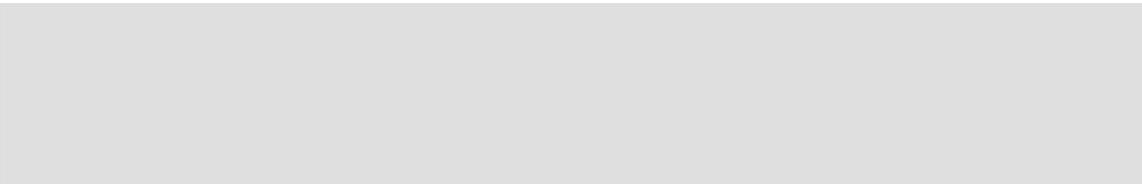
**Clinical Care Transition Panel**

40. I have never heard of the Clinical Care Transition Panel and do not know who its members are. I may have met with members of the panel through stakeholder meetings and other contact with Barrett Adolescent Centre staff regarding [redacted]. My communications with these people are exhibited to this affidavit (Exhibits H, I, J and K).

41. To the best of my recollection, I have never heard of or communicated with Ms Georgia Watkins-Allen.

**Assessment of services for [redacted]**

42.

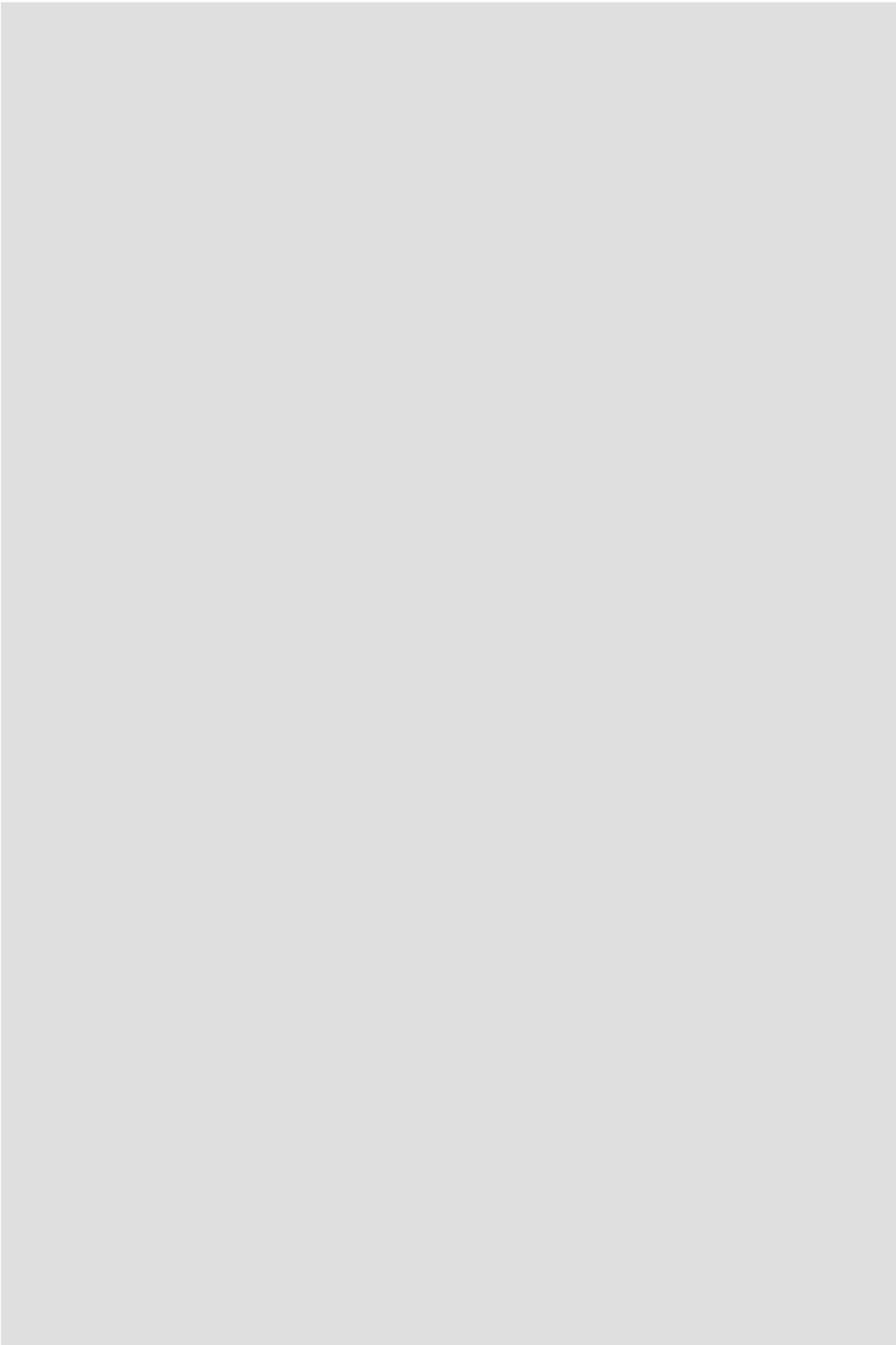


43.

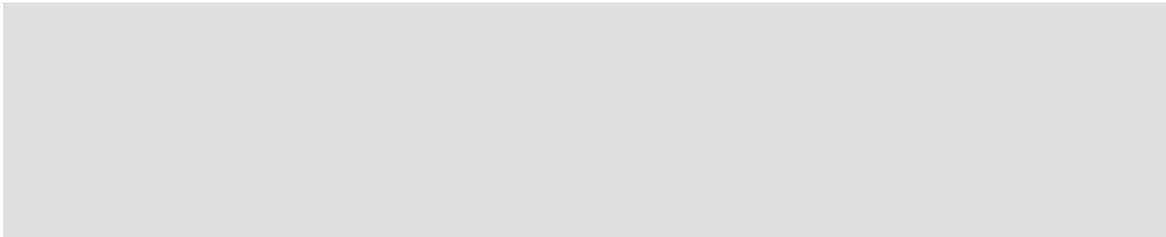
44.

45.

46.

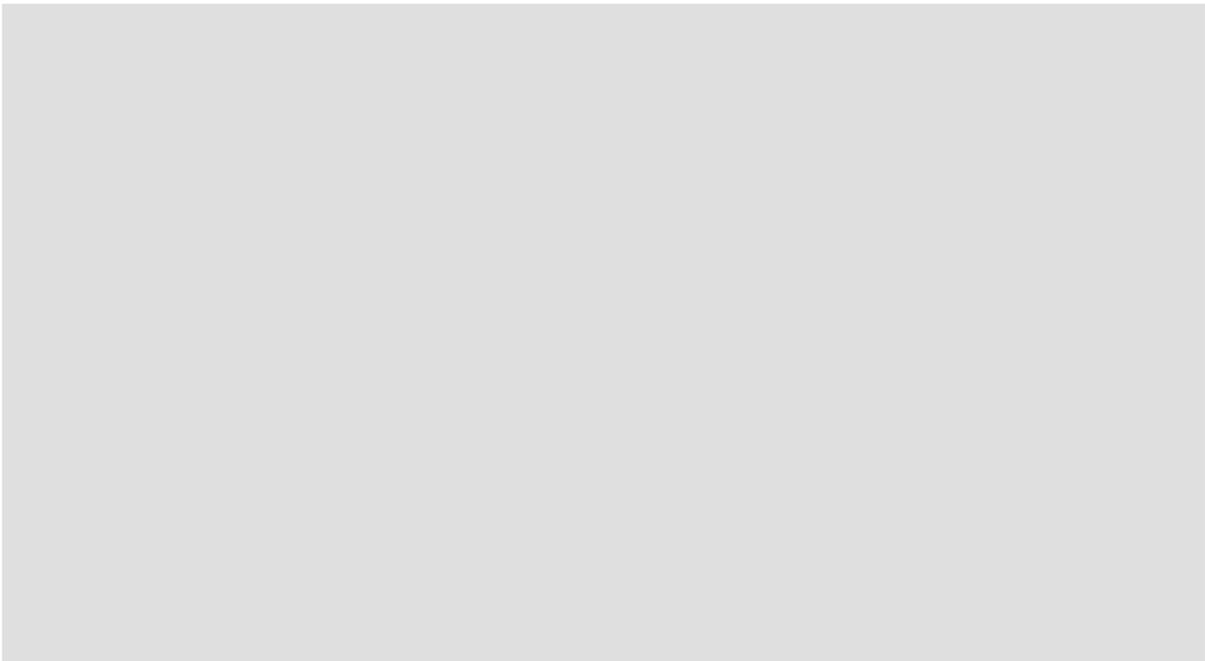


47.



**Receiving service**

48.



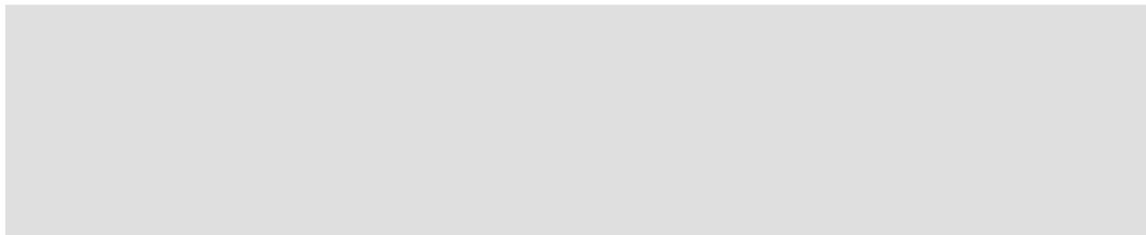
49.

50.

**Other contact with**

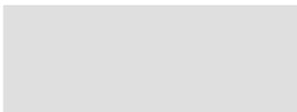
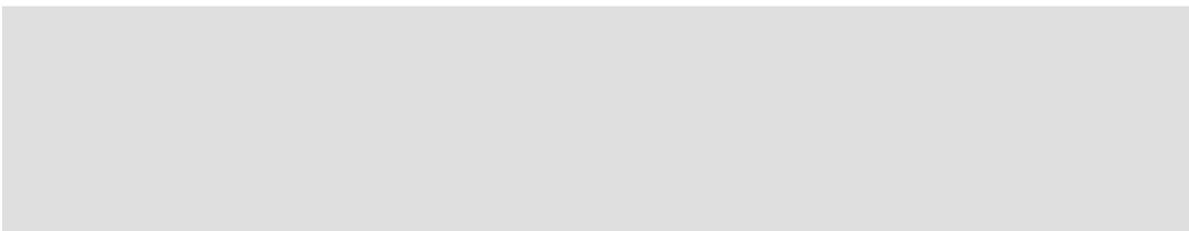


51.



**Other information**

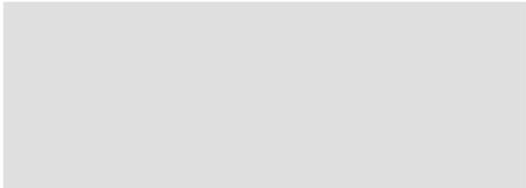
52.



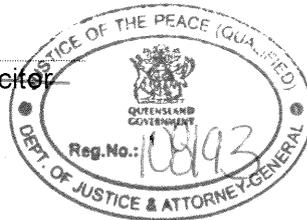
53. I have nothing further to add to this affidavit.

All the facts sworn to in this affidavit are true to my knowledge and belief except as stated otherwise.

Sworn by Julie Ann Beal on 18 January )  
2016 at Brisbane in the presence of: )  
 )



A Justice of the Peace, -C. Dec., Solicitor



In the matter of the *Commissions of Inquiry Act 1950*

Commissions of Inquiry Order (No.4) 2015

Barrett Adolescent Centre Commission of Inquiry

CERTIFICATE OF EXHIBIT

Exhibits A – P to the Affidavit of Julie Ann Beal sworn on 18 January 2016.

Deponent

A J.P., C.Dec., Solicitor



**In the matter of the *Commissions of Inquiry Act 1950***

**Commissions of Inquiry Order (No.4) 2015**

**Barrett Adolescent Centre Commission of Inquiry**

**INDEX TO EXHIBITS**

<b>Exhibit No</b>	<b>Exhibit description</b>	<b>Page numbers</b>
A	Notice	1 – 5
B	Curriculum Vitae of Julie Ann Beal	6 – 10
C	Role Description – Team Leader	11 – 14
D	Role Description – Service Advisor	15 – 18
E	Diary entries between 30 September 2013 and 10 December 2013	19 – 40
F	Email from Linda Parkes on 25 September 2013 and attached spreadsheet	41 – 46
G	Letter to ██████████ regarding assessment on ██████████ ██████████	47 – 48
H	Emails and correspondence dated between 9 October 2013 and 20 January 2014 regarding ██████████ accommodation options	49 – 131
I	Emails and correspondence dated between 14 October 2013 and 27 November 2013 regarding ██████████ community access options	132 – 156
J	Contact Log contained on the Business Information System	157 – 160
K	Background and Current Situation document containing notes of assessment on ██████████	161 – 163
L	Behaviour management plan and ICAP response booklet	164 – 180
M	Patient profile	181 – 184
N	Referral email on 26 November 2013 to Clinical Management Team and risk brief for ██████████	185 – 188

O	Emails regarding update provide to Dr Leanne Geppert	189 – 190
P	Emails provided to Damion Lipman	191 – 213

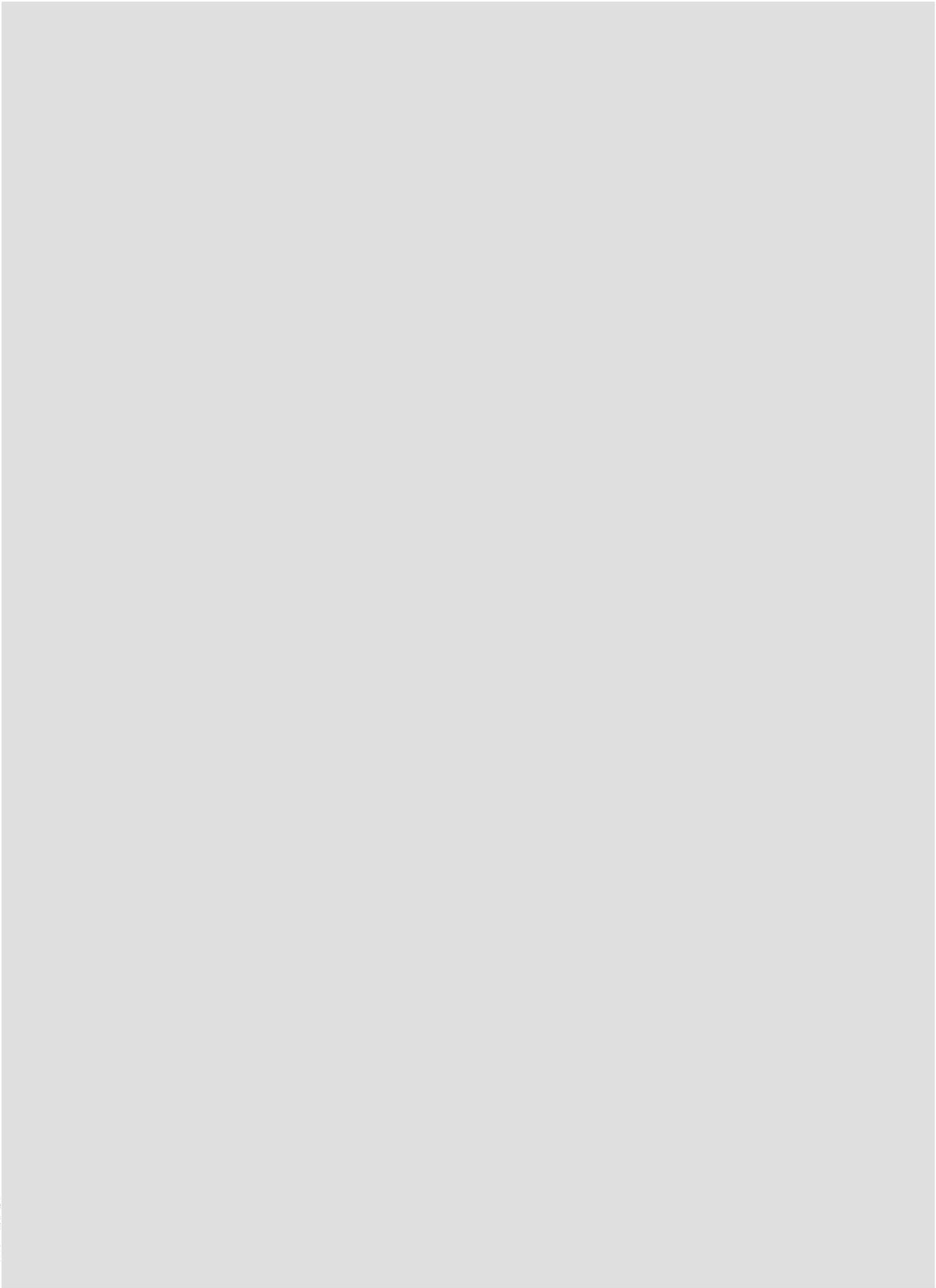
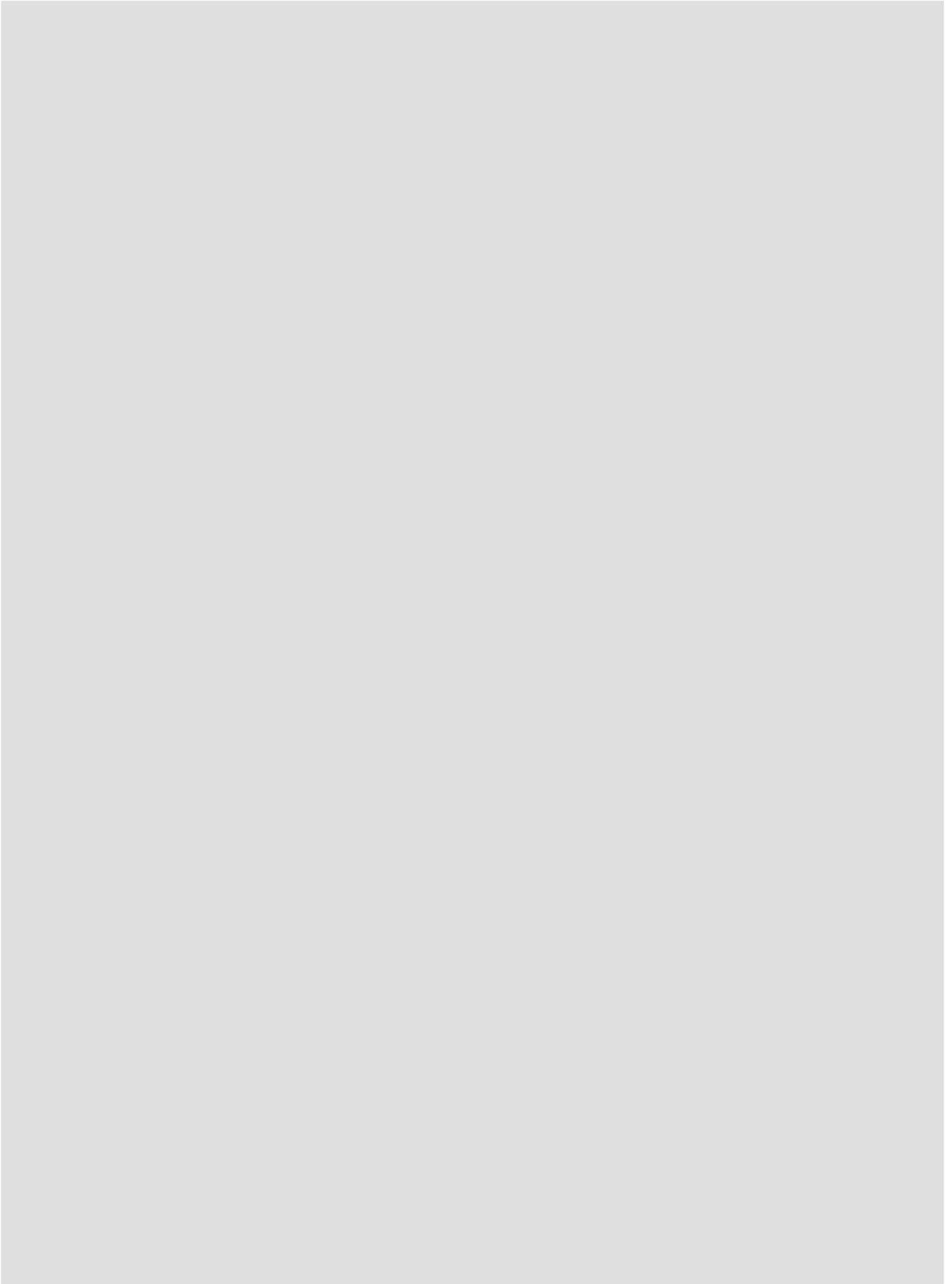
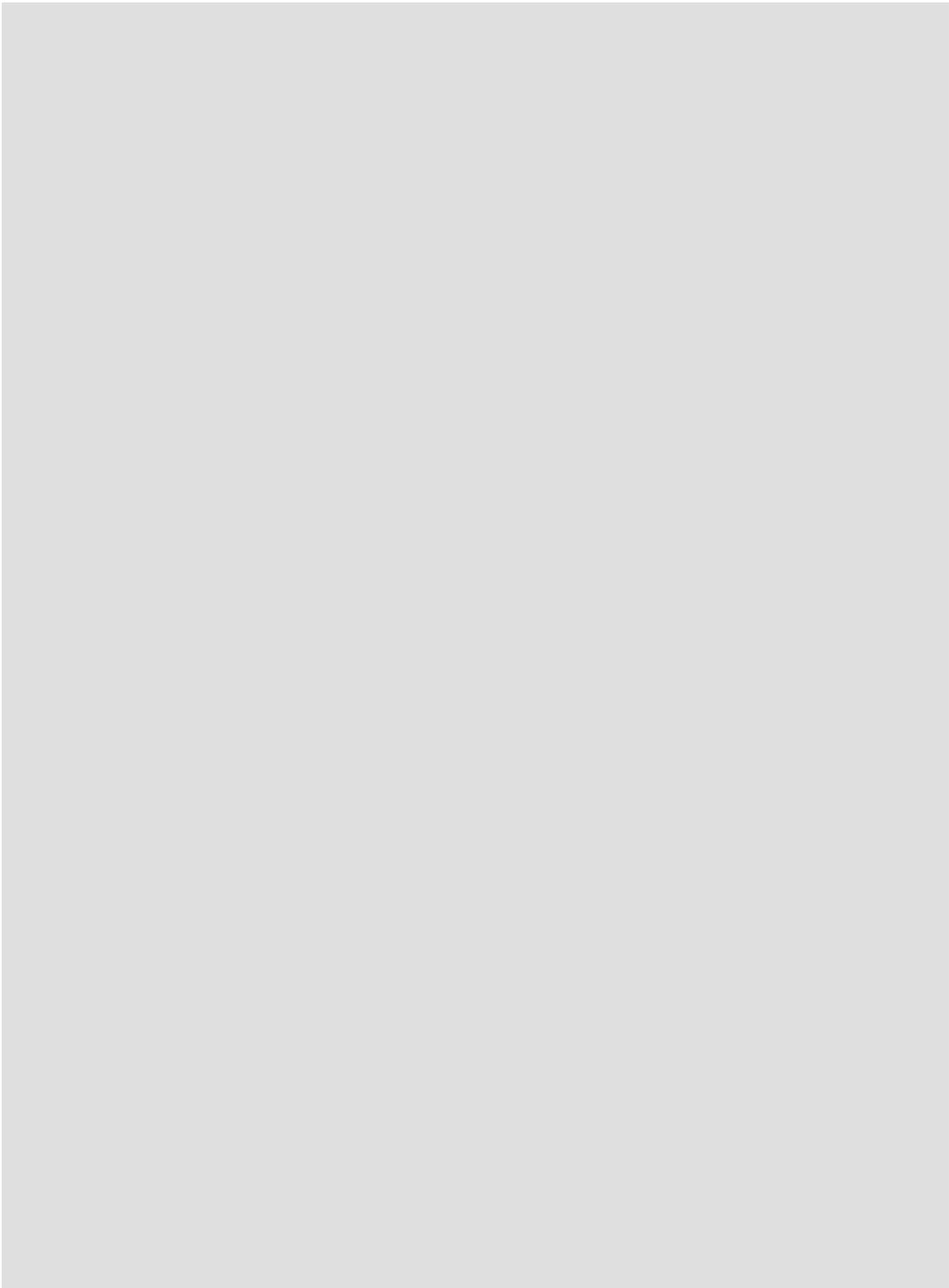
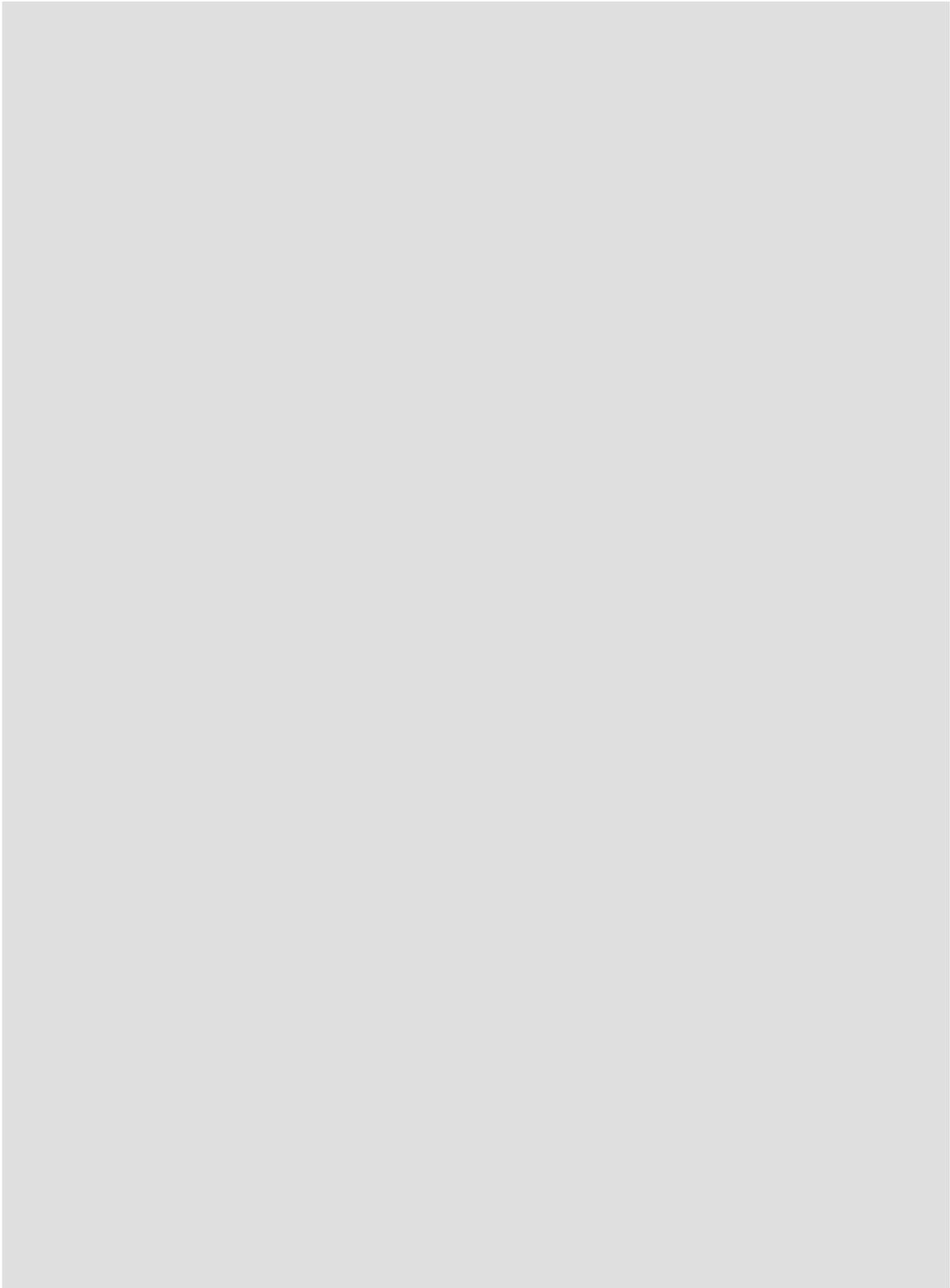


EXHIBIT 21









**CURRICULUM VITAE**

**NAME:** Julie Ann BEAL  
**ADDRESS:** [REDACTED]  
**PHONE:** [REDACTED]  
**EMAIL:** [REDACTED]

**KEY STRENGTHS:**

- An understanding and interest in building communities and family connections within community membership.
- Personal ability to encourage and support diversity, to enrich relationships, and to create a community that support social justice and equitable opportunities for all people and communities.

**CURRENT STUDIES**

**Associate Diploma in Psychology – final year, began Feb 2014**

A broad-based foundation in theoretical psychology can be applied in many fields, such as business, counselling, community services and teaching.

**PAST EDUCATION:**

Diploma in Management – James Cook University - 1986  
 Diploma in Early Childhood Education – Kelvin Grove - 1980

**OTHER RELEVANT EDUCATION:**

Aboriginal and Torres Strait Islander Cultural Awareness – South bank -2007  
 Certificate 4 in Front Line Management – Bremer -2007  
 Certificate 4 in Workplace Assessor and Training – SEQ -1994  
 Certificate in Residential Care Officer – Ipswich - 1990  
 Word 2001 Introduction /Intermediate – Bremer- 2001  
 Word 2001 Advanced – Bremer 2001  
 Excel 2001 Intermediate -Bremer 2001

**In Service Training attendance****Department of Communities, Child Safety and Disability Services - (2006 – current).**

Accidental counselling, Code of conduct, Facilitated Communication, Complains Management, BIS, Proofreading & editing and Grammar basics, ministerial correspondences, Community recovery, Good Decisions Training Program, Time Master, Mura Ama Wakaana people working together, Person Centered Framework, Multicultural studies, Effective Minute Taking, Aboriginal and Torres Strait Islander Cultural Awareness , Minutes made easy, Building a Sustainable Team Approach to change, Optimising your Personal and Organisational Strengths, Safeguarding the rights and wellbeing of people with a disability, Living real lives in the community, and Developing Your Insight and skills in Problem Solving.

**Uniting Church in Australia– (1984 -2004)**

Fire safety, values, philosophy, Behaviour management and disruptive behaviours, Future Planning, Leadership, Teamwork, Workplace management, Quality Management and Various Augmentative and Alternative Communication, The 7 Habits of Highly Effective People, counseling strategies, Human Resource Management, Myers-Brigg

**Personal Development courses:**

Defensive Driving Course  
 Pre Service Care provider Training (Foster carer training)  
 Boat License  
 First Aid Certificate

**Current community work**

The Scout Association of Australia Queensland Branch Inc. – Group Treasurer  
 Jindalee Before and After School Care – Treasurer

CV Julie Beal 2016

Jindalee state School – P&C member

**AWARDS:**

2012 Westpac – Community Awards – community agency treasurer

2010 DSO – Team Work and Implementing Quality Management systems.

**WORK EXPERIENCE**

**2004- 2016 DISABILITY AND COMMUNITY CARE SERVICES: Brisbane Region**

**2014 – Current Team leader Service Access A07 (Oxley)**

- Successful supporting and implementing direction of the Oxley (formally West Brisbane) Service Access Team.
- Supporting the introduction of the department's changes is a response to demands by community members, people with disabilities and their families.
- Provision of supervision and leadership to the Service Advisors of the Service Access Team, in a culture of continuous improvement and a high standard of service delivery with departmental frameworks through the provision of Individual Time with staff, Achievement Planning, fortnightly Team Meetings and encouragement of staff to attend Learning and Development opportunities.
- Analysis of emerging needs, trends and service demands in relation to the reforms through the recording of Data, consultation with staff, service providers and key stakeholders and discussion with Service Access Team staff.
- High level strategic advice and feedback to Service Centre Manager and other Regional Service Delivery Operations (RSDO) staff, through attendance at Management Team Meetings, Regional Service Access Team Leaders Meetings and attendance at meetings with other RSDO staff.
- Oxley catchment area has a high percentage of Indigenous, Vietnamese, and various African and Islander communities.
- Implementation of funding reforms, participant in panel member/capacity notifications with funding projects e.g. Autism initiative, Your Life Your Choice, and other initiatives.

**2010 – 2014 Service Access Team Officer A05 (Oxley Service Centre)**

- Working with families and individuals who have a disability to gain supports and services that meet their assessed need.
- Working with stakeholders to consider informal and formal networks and linkages within mainstream services
- Management of complaints and responding to issues and concerns in a way that supports the person to maintain a professional relationship with the department.
- Initiation and completion of department initiatives while supporting individuals with a disability to develop within these initiatives. I.e. Community Living Initiative, Your Life Your choice, Family Support programs and support for school leavers to mention a few.
- Completion of Eligibility Determinations within the intake role of the team.
- Successful completion of reassessment recommendations which supported public funds to be allocated more equitably.
- Meeting deadlines and demonstrating the ability to prioritise the work within the role while maintain a high standard of achievements within my case load.
- Data input and management of information.

**2011 – Present (Backfilling pool) Team Leader Service Access Team A07 (Oxley)**

- Successful supporting and implementing direction of the Oxley (formally West Brisbane) Service Access Team.
- Supporting the introduction of the department's changes is a response to demands by community members, people with disabilities and their families.
- Provision of supervision and leadership to the Intake, Assessment and Support Linking roles of the Service Access Team, in a culture of continuous improvement and a high standard of service delivery with departmental frameworks through the provision of Individual Time with staff, Achievement Planning, fortnightly Team Meetings and encouragement of staff to attend Learning and Development opportunities.

CV Julie Beal 2016

- Analysis of emerging needs, trends and service demands in relation to the reforms through the recording of Data, consultation with staff, service providers and key stakeholders and discussion with Service Access Team staff.
- High level strategic advice and feedback to Service Centre Manager and other Regional Service Delivery Operations (RSDO) staff, through attendance at Management Team Meetings, Regional Service Access Team Leaders Meetings and attendance at meetings with other RSDO staff.
- Oxley catchment area has a high percentage of Indigenous, Vietnamese, and various African and Islander communities.
- Implementation of funding reforms, participant in panel member/capacity notifications with funding projects e.g. Autism initiative, Your Life Your Choice, and other initiatives.

#### **Supporting the Local Area Coordination based at Inala**

- Supporting and monitoring of systems and processes that support the LAC program and philosophy through monitoring the LAC community development.
- Regular contact and discussion with Staff in relation to LAC operations.
- Provision of supervision and leadership to the LAC Supervisor through Individual Time, Achievement Planning and regular discussion and encouraging attendance at Learning and Development opportunities.
- Attending community events as available within the catchment of the LAC.

#### **2006 – 2011 Supports Facilitator A05 (South Brisbane)**

- Liaison and working with people who have a disability
- Development and implementation of individual plans and Conduct reviews, implementing appropriate changes to meet individual goals and interests.
- Preparing budgets within departmental funding guideline
- Writing of reports and submissions
- Liaison and working with service providers to assist people who have a disability to achieve an appropriate outcome
- Maintain relevant documentation as outlined by the organisation guidelines
- Responding to emergency and crisis situations
- Providing information where appropriate to community members
- Implementation of organisational policies and procedures
- Networking and keeping abreast of change within the sector

#### **2005- 2011 (Backfill pool) Program Resource Officer AO6 (South Brisbane)**

- Management and supervision of up to 12 Supports Facilitators across funded and unfunded programs including Adult Lifestyle and Post School Programs. Providing staff with supervision included Individual Time, Achievement Planning and regular discussion and encouraging identification and attendance at Learning and Development opportunities to assist individual staff to achieve their individual goals and training requirements.
- Provide information, advice and referral to people with a disability and their families in relation to Registration and the region's funding programs while supporting the initiatives to be delivered in a responsive and timely way.
- Coordinate and implement the regional panels and other mechanisms required to ensure funding programs are delivered at a Regional level and within the department guidelines.
- Provide ongoing information to individuals and families.
- Provide executive assistance and coordinate administrative support to regional assessment, prioritisation and moderation processes as part of funding programs including the recruitment and training of panel members.
- Manage information systems and related information and communication (schedules, briefs, reports) requirements in relation to funding programs.
- Participate in regional planning, monitoring and evaluation processes to improve and simplify needs identification, assessment, prioritisation and funding allocation processes including meeting regional outcomes and targets.

#### **2004- 2005 Disability Services Queensland - Community panel member – priority panels**

As a community Panel member I was provided the opportunity to participate on priority panels in considering individuals applications for the Adult Lifestyle Program and Family Support program.

- Working with regional staff and other community members and regional disability council members.
- Reading applications and making recommendations in line with the priority panel criteria's.

### **1990-2004 Uniting Church in Australia (Qld synod) Lifeline Community Care Queensland**

#### **Community Service Manager**

- Management of a non-government disability services with an annual budget of over 6 million, maintain the support resources in-line with organisation and government policies and guidelines. While overseeing the overall service development for 84 individual who have a disability and 168 employees.
- Management and supervision of up to 15 Coordinators and admin staff the service. Providing staff with supervision, position/performance reviews, recognition and planning with staff on a regular basis. Providing regular discussion and encouraging identification and attendance at Learning and Development opportunities to assist individual staff to achieve their individual goals and training requirements.
- Development of annual Budgets and management of funded services within these budgets.
- Implementing change in-line with sector and government policy/trends
- Developed and Implemented the Institutional reform for the Uniting Church in-line with government reform. As part of the transition management team of the Uniting Church, worked with stakeholders of the then W.R.Black Children's Home to develop individual plans to enable the children who resided at the centre to transition to suitable community accommodation while considering each individuals circumstances, family opportunities and cultural needs.
- Community Services Policy development in-line with sector and government policy/trends.
- Working, liaison and networking with other agencies within the organisation and disability sector
- Organisational reporting and reviews (budgeting, client planning and review, organisational strategic planning, Quality reporting, file notes, staff records, training records)
- Staff Performance management and meeting HR requirements of the organisation.

#### **General Manager (acting role)**

- Working with the Chief Executive Officer and Uniting Church Board members Implement the Board of directors decisions, providing monthly reports to the board on organisational priorities, concerns and organisational financial position.
- Provider guidance and strategic direction to 6 community disability services within the Uniting Church organisational structure.  
The Uniting Church provided services under the banner of Children's services, accommodation support, Community access and lifestyle support, family support and host family services.
- Liaised with other General manager within the Uniting Church structure  
Child Care Services, Hospitals, Education services and Child Safety Services.  
Conducting monthly meeting with leadership team and develop strategic direction while implementation of policies and procedures of the organisation.
- Bi Monthly congregational discussions in relation to the work the Uniting Church was providing within the disability sector.

#### **Transition Co-coordinator**

Implementation of the Disability Services Act 1989 (DSA)

Implementation of Uniting Church plan in implement the DSA and closing there centre base services. Working with families and individual to design appropriate supports while negotiation of supports and service to be delivered in conjunction with stakeholders.

- Negotiation of supports for consumers moving from centre base services to community services ensuring that the planning and review of client services were in line with stakeholder

- priorities (government, Uniting Church board, families and individuals with a disability.  
Implementation of staff changes from centre base service to community base service delivery.  
Documentation requirements (reports, reviews, budgeting, training, Organisational strategic planning)

**Other positions held with the Uniting Church of Australia Qld Synod 1984 – 1990 Position held**

Centre Base Supervisor  
Disability Child Care Worker

**Cairns Child Care Centre North Queensland**

Child Care Assistant

**REFEREES**

**Linda Parkes:** Supervisor, Local Area Coordinator (recent Supervisor of 4 years)  
Cairn Service Centre, Far North Queensland  
Phone

**Janet Young:** Service Centre Manager (Supervisor acting Service Access Team Manager  
role 2011 to 2013)  
Oxley Service Centre  
Phone

## Role profile

**Title:** Team Leader Service Access  
**Classification:** A07  
**Business unit:** Service Access Team, Oxley Service Centre  
**Service area:** Disability & Community Services, Brisbane Region  
**Location:** Oxley  
**Salary per annum:** \$93,728 - \$100,503  
**Employment type:** Full-time  
**Job duration:** Permanent  
**Desirable qualifications:** *Leadership/ management or experience in human services*

**Job ad reference no.:** QLD/114377/14  
**Closing date:** Friday, 09 May 2014

**Contact for further information:**

The Department of Communities, Child Safety and Disability Services will provide you with the opportunity to deliver on our purpose of enabling vulnerable Queenslanders to improve their lives by investing, providing and partnering in effective and innovative services.

In the department, you will be part of a team that puts customers first, brings ideas into action, unleashes potential, encourages you to be courageous and empowers you. You will also be able to access salary packaging, flexible leave and working options, learning opportunities and professional development all within a safe and healthy work environment.

Working in a regional centre enables you to build a range of skills and experience not always available in metropolitan areas. Eligible regional and remote centres also attract additional benefits which may include financial incentives, subsidised accommodation and additional leave. Information on the remote and regional incentives we offer are available in the 'Careers' section of our website at <http://www.communities.qld.gov.au/gateway/careers/what-we-offer/remote-and-regional-incentives>.

If you would like further information about our department visit our website at <http://www.communities.qld.gov.au/>

### Why join our team?

The Department of Communities, Child Safety and Disability Services regional service centres are at the frontline of service delivery and regional roles offer the chance to directly support and build the local community. Working in a regional service centre can provide staff with opportunities for increased autonomy and a greater connection to, and involvement in, the local community.

### **Role scope**

The role of the Team Leader Service Access is to lead, manage and supervise teams of Service Advisors providing guidance regarding the delivery of intake, assessment, planning services and, where relevant, local area coordination to people with a disability, their families and/or carers.

You will have a lead role in ensuring the quality, integrity and responsiveness of service access pathways with a focus on a person centred approach to services delivered in the context of continuous improvement and best practice.

### **Principal responsibilities of this role**

- Lead and manage Service Access Team staff to ensure delivery of high quality community support services and appropriate service responses to meet the identified needs of people with a disability, their families and carers.
- Provide high level review and evaluation of service delivery trends to inform future planning processes and strategies to meet the needs of people with a disability including providing advice to clinicians, central office, senior managers and Regional Directors.
- Provide timely and quality strategic advice to the Manager Service Centre in relation to Service Access Team coordination activities including high level analysis of emerging needs, trends and service demand.
- Promote a culture of continuous improvement ensuring services meet required service standards and are aligned with the Clinical Governance Framework and the Department's strategic and business plans.
- Contribute to departmental strategic policy and participate on reference groups and state wide forums to ensure consistency of specialist disability practice across Queensland.
- Co-ordinate and facilitate meetings with stakeholders across all levels of government, including other government departments, non- government service providers and specialist disability service practitioners to resolve complex issues, including emergency and crisis responses (or Time Limited Responses) for people with a disability and their families.
- Work with community organisations to build community capacity and resilience in order to increase opportunities and positive outcomes for people with a disability, including representing the department at appropriate networks and meetings. As well, present information at community and non- government service provider forums and networks to promote inclusion of people with a disability in the every- day life of the community.
- As part of the management team, participate in regional planning, monitoring and evaluation related to regional service delivery while managing complex human, financial, physical and information resources and systems and communication requirements related to Service Access teams.
- Develop, coordinate and implement new initiatives and projects at a regional level within a best practice framework as well as developing operational policies and procedures that enhance specialist disability service delivery.

### **Working relationships in this role**

This role reports to the Manager, Service Centre (AO8).

Direct reports to this role may include Senior Service Advisors, Service Advisors and business support staff.

### Delegations

This position has Human Resource, Financial and Statutory Delegations as per departmental policy.

### Additional Information

Travel may be a requirement of this position. A driver's licence would be well regarded.

### How will you be assessed for this role?

Your merit will be assessed based on the following key capabilities:

- **Supports strategic direction** – You understand the relationship between organisational goals and operational tasks and identify broader factors, trends and influences which may impact on the service delivery objectives and communicate to others.
- **Achieves results** – You establish clear plans and timeframes; respond in a positive and flexible manner to change and uncertainty; and contribute own expertise to achieve outcomes for the team.
- **Supports productive working relationships** – You build and sustain positive relationships with team members, stakeholders and funded service providers; and anticipate and respond to stakeholder needs and expectations.
- **Displays personal drive and integrity** – You commit energy and drive to see that goals are achieved and understand and comply with legislative, policy and regulatory frameworks.
- **Communicates with influence** – You negotiate with others and encourage the support of stakeholders; confidently present messages in a clear, concise and articulate manner; and tailor communication to the audience.
- **Technical / role specific capability** – You understand the impact of disability upon individuals, families and the community and contemporary and future trends in the provision of disability services. You can apply appropriate practice frameworks in your work.

### Important Information for applicants

- A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise).
- Successful applicants will be subject to a criminal history check and/or blue and yellow card screening for roles that work with children and clients with a disability.
- Successful applicants may be required to disclose any previous serious disciplinary action.
- Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
- Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
- To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency or a right to stay indefinitely. To be eligible for temporary appointment, applicants must provide proof that they can legally work in Australia for the period of the vacancy.
- Voluntary Separation Program (VSP) recipients or applicants who have been paid a voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.

### How to apply

Unless stated otherwise, your application should be comprised of:

- a statement not more than two pages that summarises your skills, experience and achievements against the key capabilities within the context of the role you are applying for and
- a current resume containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.

Applying online through the Smart jobs and careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on [REDACTED] between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Applications Processing Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.

## Role profile

<b>Title:</b>	Service Advisor
<b>Classification:</b>	AO5
<b>Business unit:</b>	[The local Service Centre or Team]
<b>Service area:</b>	[Specify additional levels in the org structure up to region/division]
<b>Location:</b>	[Physical location e.g. Townsville not North Qld Region]
<b>Salary per annum:</b>	\$xxxxx - \$xxxxx [Consider quoting a package figure inclusive of applicable annual leave loading, employer superannuation contributions and any applicable regional and remote incentives. Where doing so provide the applicable break down e.g. comprising base salary of \$xx-\$xx, leave loading of xx% (\$xx) etc.]
<b>Employment type:</b>	[e.g. Full-time, Part-time, Casual.]
<b>Job duration:</b>	[Permanent or Temporary until XXXX]
<b>Desirable qualifications:</b>	[Delete if not applicable]
<b>Mandatory conditions or other requirements:</b>	[List any inherent requirements of the role e.g. drivers licence, statutory restrictions, ability to undertake travel, if the role is identified (refer to the R&S directive for a definition) etc. delete if not applicable]
<b>Job ad reference No.:</b>	[QSS will complete this prior to advertising]
<b>Closing date:</b>	[QSS will complete this prior to advertising]
<b>Contact for further Information:</b>	[This should be a person informed about the role and the application requirements]

The **Department of Communities, Child Safety and Disability Services** will provide you with the opportunity to deliver on our purpose of enabling vulnerable Queenslanders to improve their lives by investing, providing and partnering in effective and innovative services.

In the department, you will be part of a team that puts customers first, brings ideas into action, unleashes potential, encourages you to be courageous and empowers you. You will also be able to access salary packaging, flexible leave and working options, learning opportunities and professional development all within a safe and healthy work environment.

Working in a regional centre enables you to build a range of skills and experience not always available in metropolitan areas. Eligible regional and remote centres also attract additional benefits which may include financial incentives, subsidised accommodation and additional leave. Information on the remote and regional incentives we offer are available in the 'Careers' section of our website at <http://www.communities.qld.gov.au/gateway/careers/what-we-offer/remote-and-regional-incentives>.

If you would like further information about our department visit our website at <http://www.communities.qld.gov.au/>

### **Why join our team?**

The Department of Communities, Child Safety and Disability Services regional service centres are at the frontline of service delivery and regional roles offer the chance to directly support and build the local community. Working in a regional service centre can provide staff with opportunities for increased autonomy and a greater connection to, and involvement in, the local community.

### **Role scope**

The role of Services Advisor is to provide individuals with a disability and their families or guardians with information about informal, mainstream and specialist disability services as appropriate to achieve their goals. This involves responding to enquiries and providing information on service options, conducting interview based eligibility and needs assessments, assisting with planning activities and case co-ordination.

Service Advisors work in a Service Access team with other Service Advisors. They have strong working relationships with Disability Services clinicians, staff from non-government organisations and other government agencies within the community and broader region.

### **Principal responsibilities of this role**

- Provide information to enquirers about eligibility for Disability Services and the department's Service Access process.
- Assess a person's functional need and eligibility using an interview-based assessment by utilising standardised instruments, decision support tools and professional judgement.
- Use collaborative practice and person-centred approaches to address the outcomes of needs assessments.
- Work collaboratively with individuals with a disability, especially those with complex needs and their families' and carers to facilitate the provision of support and services to meet identified goals within defined timeframes.
- Identify informal and mainstream supports that may assist the individual with a disability to access the recommended or identified services.
- Facilitate matching between individuals with a disability and funded service providers where prioritised for a funded service response.
- When required, provide focussed short term responses to individuals in crisis situations.
- Develop quality relationships and communicate effectively and sensitively with a diverse range of stakeholders including individuals with a disability, families, carers, community organisations and Government and non-Government agencies.
- Maintain knowledge of trends, practices, policies and legislation as well as knowledge of community practice in assisting people with a disability to participate in the community through the coordination of informal, mainstream and formal supports and services and the development of innovative, collaborative responses where gaps in service exist.
- Prepare structured written reports and maintain case records in accordance with departmental procedures.

### **Working relationships in this role**

Service Advisors report to the Team Leader Service Access (AO7), or through the Senior Service Advisor (AO6) in regions where this role has line management responsibility).

## Delegations

Nil

## How will you be assessed for this role?

Your merit will be assessed based on the following key capabilities:

- **Supports strategic direction** - You gather information from multiple sources and undertake analysis to draw accurate conclusions based on evidence, established guidelines and experience.
- **Achieves results** - You respond with flexibility to changing priorities and take responsibility for managing tasks in an organised manner in a fast paced work environment.
- **Supports productive working relationships** – You build and sustain positive relationships with people from a range of backgrounds, working collaboratively and ensuring people are kept informed of progress and issues.
- **Displays personal drive and integrity** – You achieve objectives in difficult situations in a calm and professional manner and seek support and feedback when appropriate.
- **Communicates with influence** - You confidently present messages, listen and to gain understanding of stakeholders' needs and adapt your communication style accordingly.
- **Technical / role specific capability** - Conduct standardised interview-based assessments of support need, and use a person-centred approach to work with people with a disability, their families and carers. Experience in working with people from diverse cultural backgrounds, including Aboriginal and Torres Strait Islander people is desirable.

## Important information for applicants

- A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise).
- Successful applicants will be subject to a criminal history check and/or blue and yellow card screening for roles that work with children and clients with a disability.
- Successful applicants may be required to disclose any previous serious disciplinary action.
- Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
- Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
- To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency or a right to stay indefinitely. To be eligible for temporary appointment, applicants must provide proof that they can legally work in Australia for the period of the vacancy.
- Voluntary Separation Program (VSP) recipients or applicants who have been paid a voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.

## How to apply

Unless stated otherwise, your application should be comprised of:

- a statement not more than two pages that summarises your skills, experience and achievements against the key capabilities within the context of the role you are applying for and
- a current resume containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.

Applying online through the Smart jobs and careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact [REDACTED]. All calls relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on [REDACTED] between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

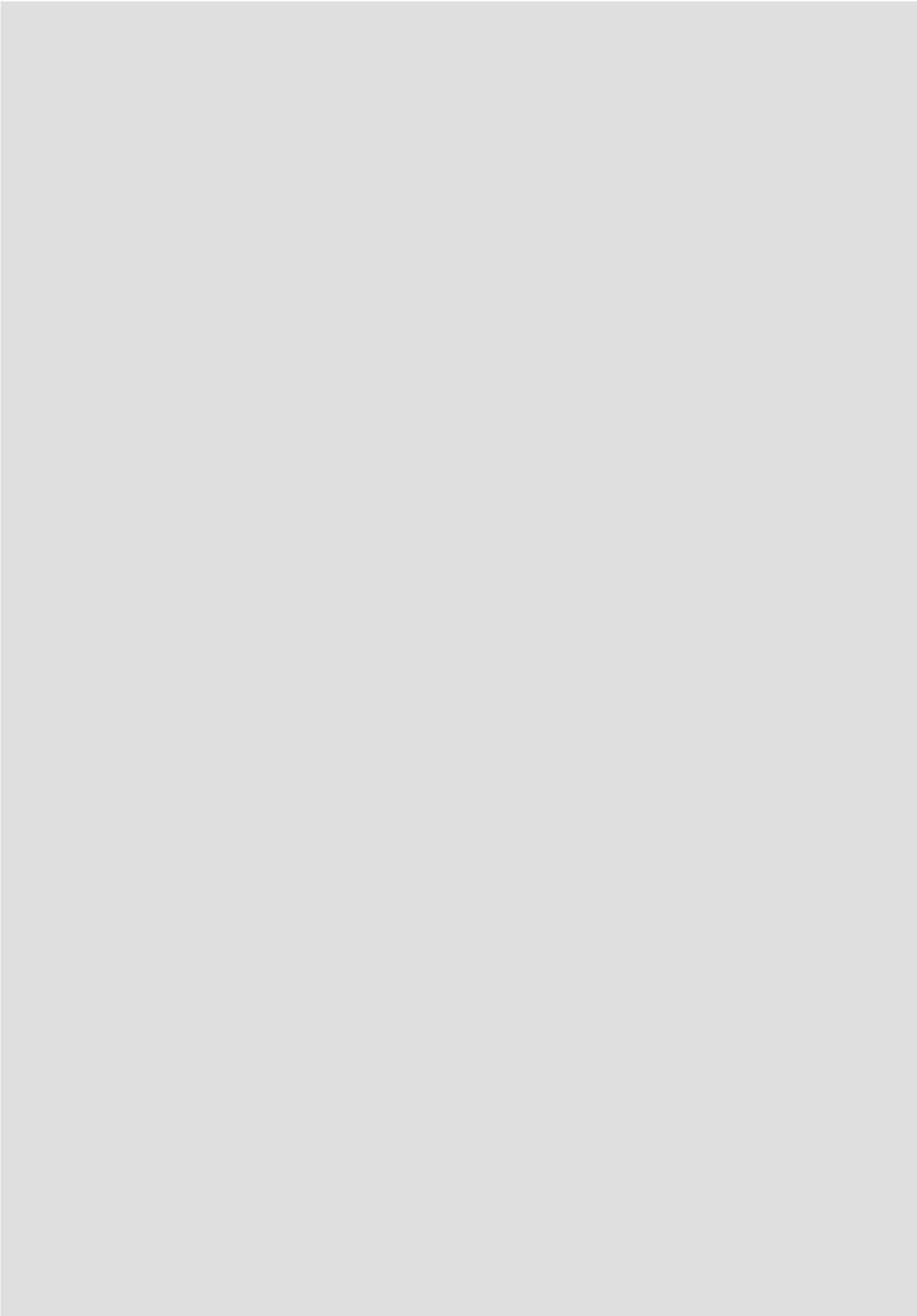
Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If the Selection Panel has granted approval to consider a late application, please contact the Applications Processing Team on the numbers above to arrange this.

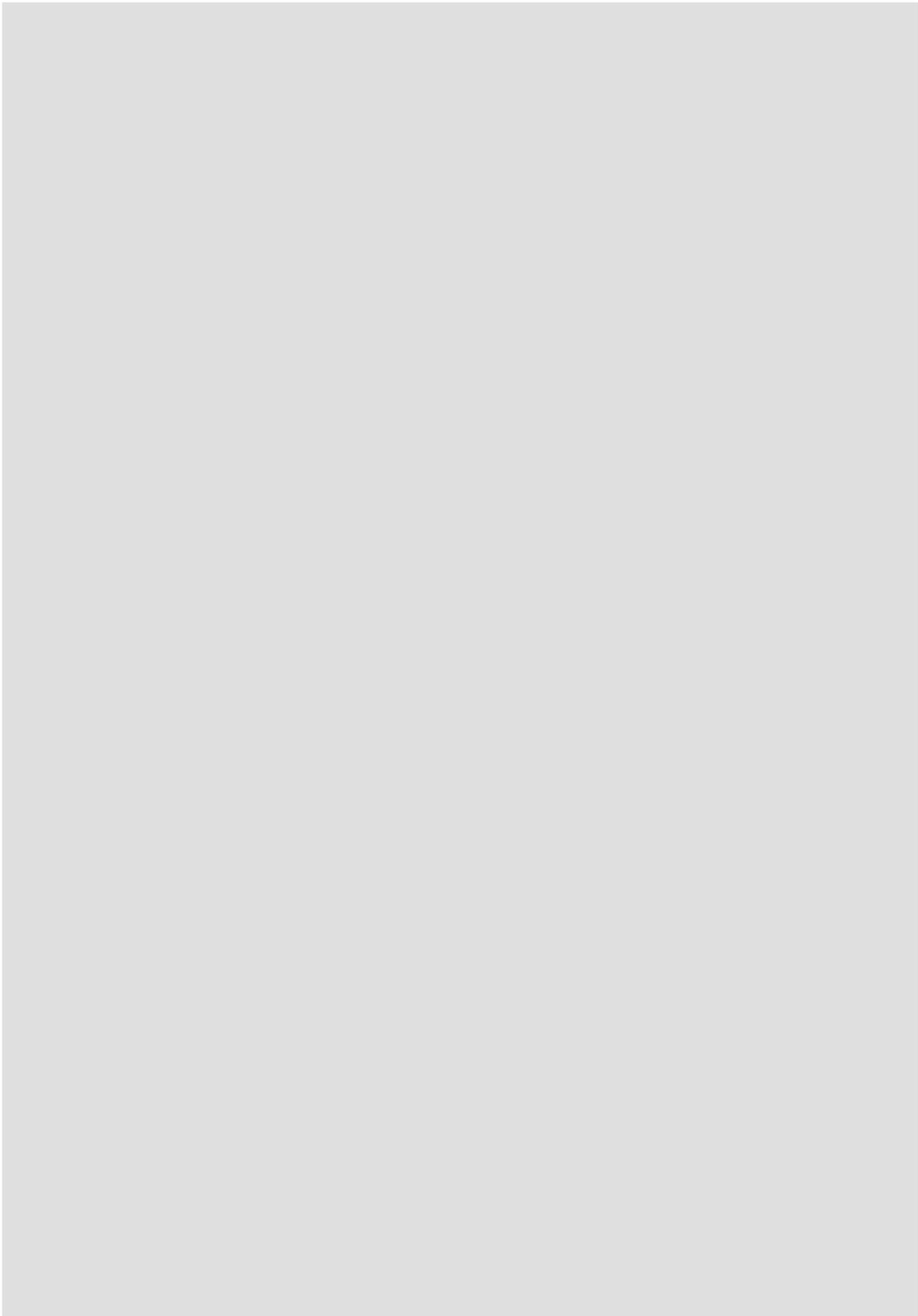
Hand delivered applications will not be accepted.

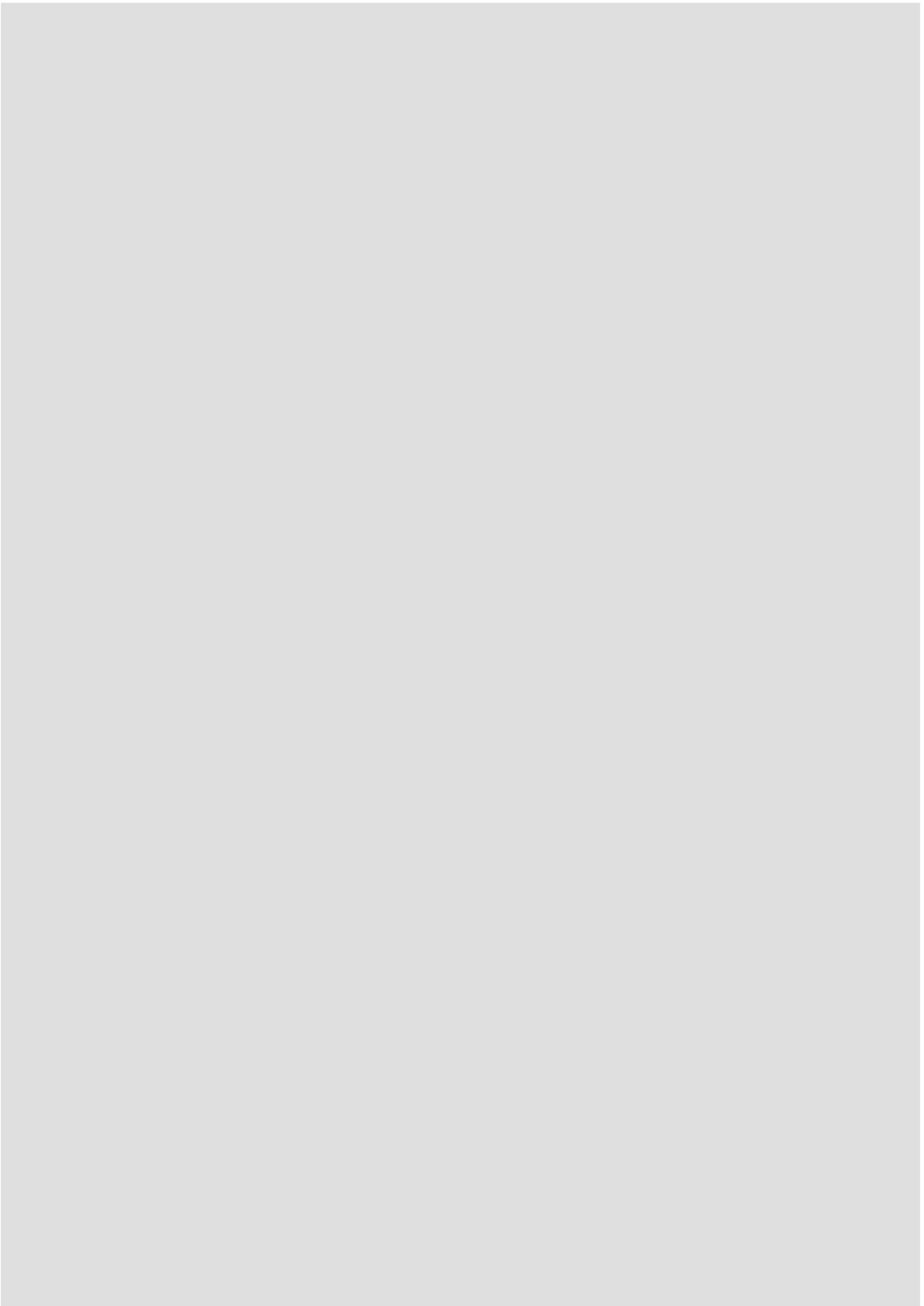
Approved by:			
Delegate's title	_____	Unit	_____
Delegate's name	_____	Level	_____
Signature	_____	Date	_____

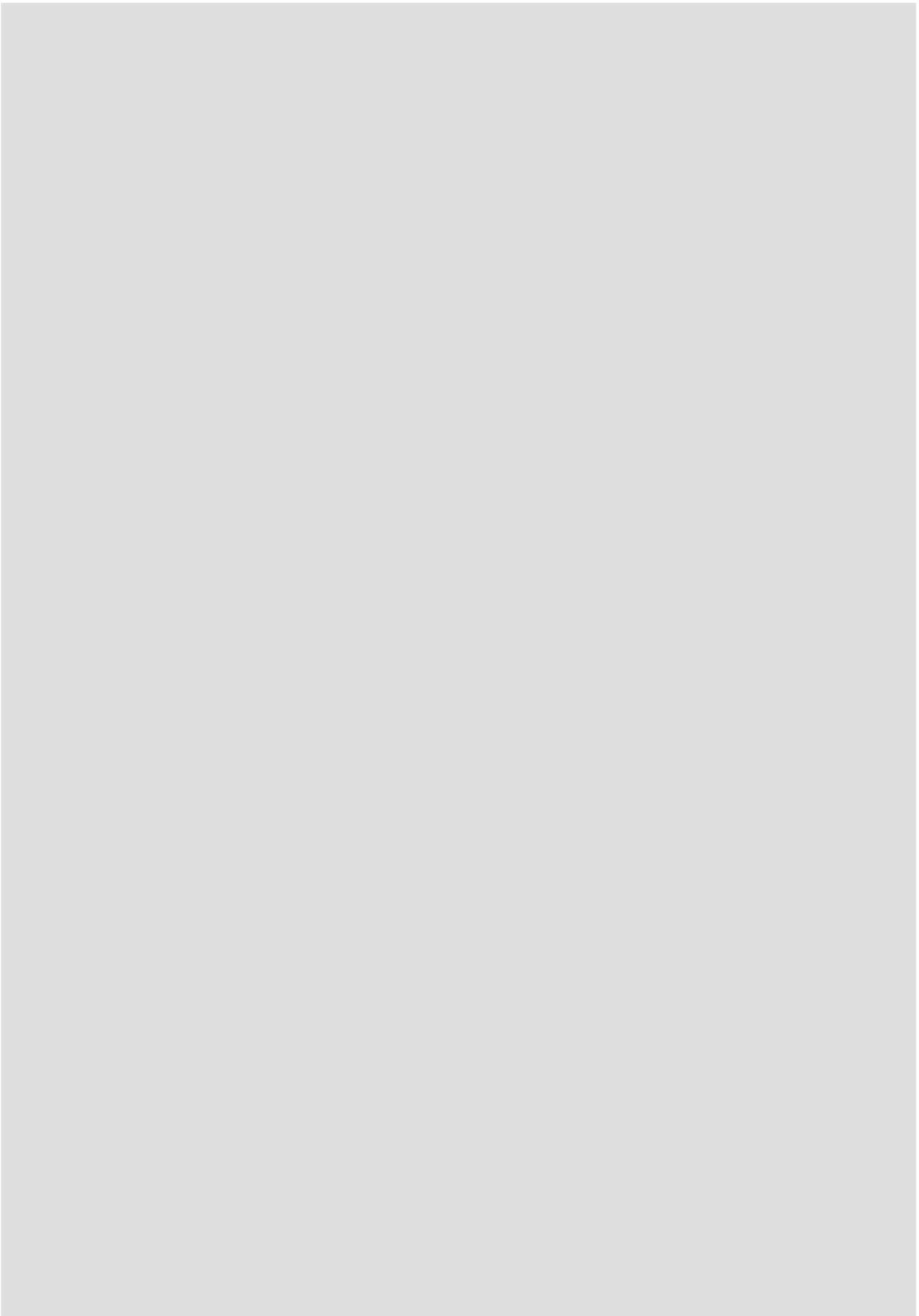
JD/JEMS No.: 33413

Date of Review: 28 February 2014









**Julie Beal**

---

**Subject:** Linda and Julie catch up  
**Start:** Mon 30/09/2013 9:00 AM  
**End:** Mon 30/09/2013 11:00 AM  
**Recurrence:** (none)  
**Meeting Status:** Accepted  
**Organizer:** Linda M Parkes  
**Required Attendees:** Julie Beal

- █ --closure of Barrett ---dec 2013 --options
- █ - S4SL work
- █ review of current accommodation
- General work load

**Julie Beal**

---

**Subject:** [REDACTED]  
**Location:** [REDACTED]

**Start:** Thu 3/10/2013 1:30 PM  
**End:** Thu 3/10/2013 3:30 PM

**Recurrence:** (none)

**Meeting Status:** Accepted

**Organizer:** Susann E Davey

For further discussion given recent successful SSSL information received.  
Susann D speaks now of person visit with you too JB , pls note date & time provided to Carol Hughes, SW Barratt Centre.

-----Original Appointment-----

**From:** Susann E Davey  
**Sent:** Monday, 23 September 2013 12:15 PM  
**To:** Susann E Davey; Glenda Kinsey  
**Subject:** [REDACTED]  
**When:** Thursday, 3 October 2013 1:30 PM-3:30 PM (UTC+10:00) Brisbane.  
**Where:** PLEASE TELEPHONE CAROL HUGHES, SW Barratt Centre WACOL, [REDACTED]

If landline , no answer only try mobile [REDACTED]

<< Attachments:

>> FW: RETURN PHONE CALL: [REDACTED] (8.2KB)

For further discussion given recent successful SSSL information received.

Susann D speaks now of person visit with you too JB , pls note date & time provided to Carol Hughes, SW Barratt Centre.

-----Original Appointment-----

**From:** Susann E Davey

**Sent:** Monday, 23 September 2013 12:15 PM

**To:** Susann E Davey; Glenda Kinsey

**Subject:** [REDACTED]

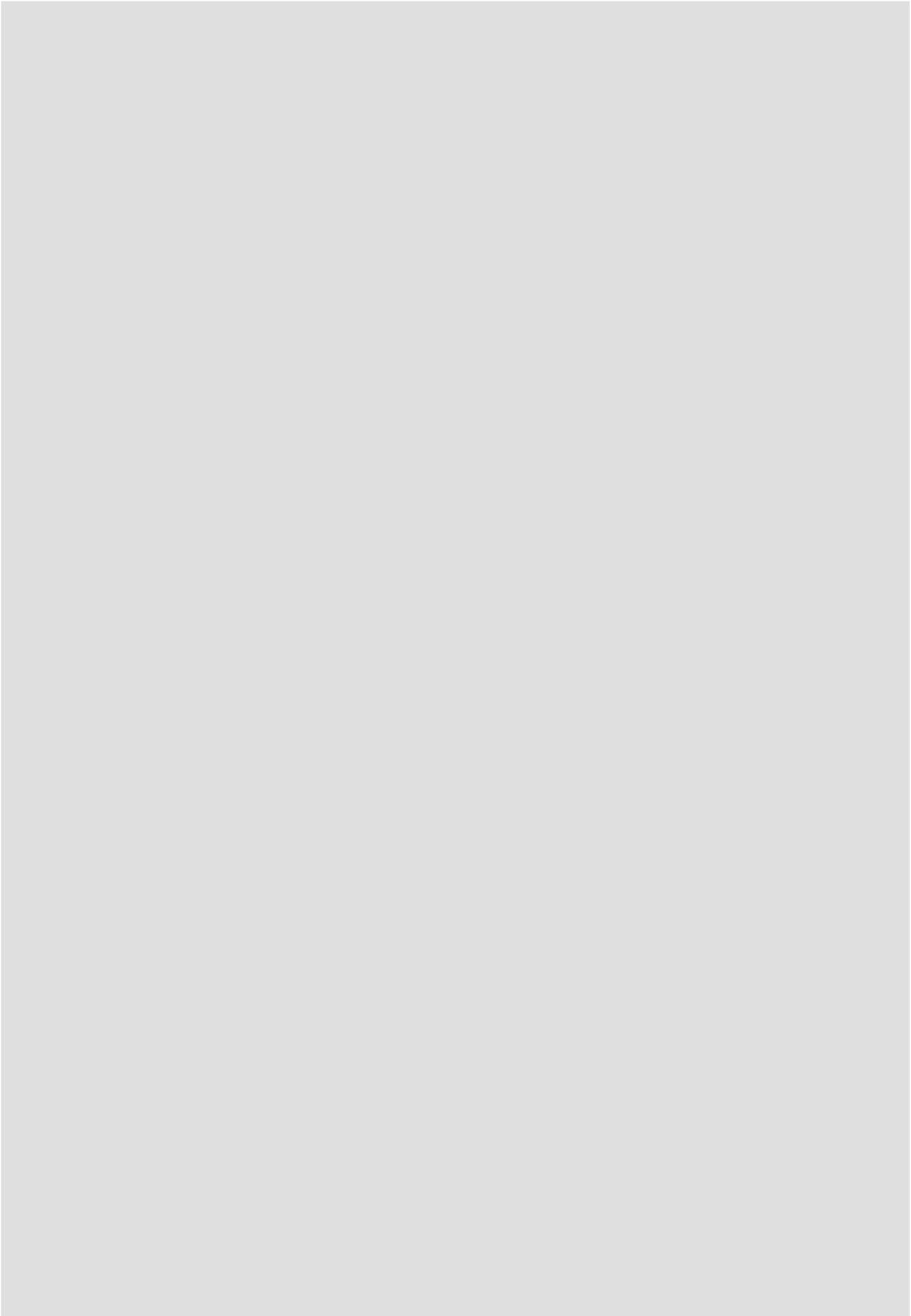
**When:** Thursday, 3 October 2013 1:30 PM-3:30 PM (UTC+10:00) Brisbane.

**Where:** PLEASE TELEPHONE CAROL HUGHES, SW Barratt Centre WACOL, [REDACTED]

If landline , no answer only try mobile [REDACTED]

<<FW: RETURN PHONE CALL: [REDACTED]

4



**Julie Beal**

---

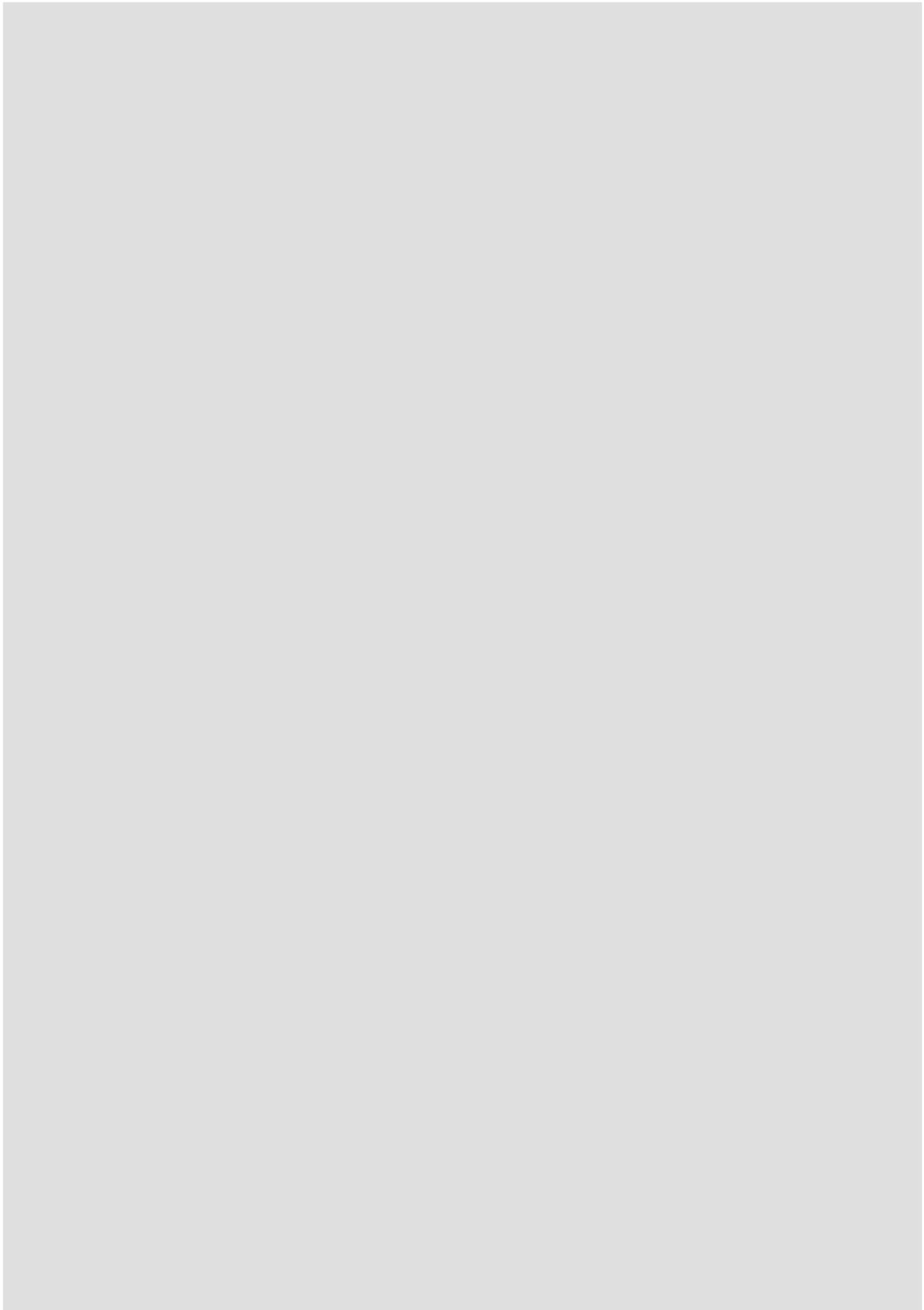
**Subject:** [REDACTED] re options for accommodation

**Start:** Tue 8/10/2013 1:00 PM

**End:** Tue 8/10/2013 1:15 PM

**Recurrence:** (none)

**Organizer:** Julie Beal



**Julie Beal**

---

**Subject:** Stakeholder meeting - [REDACTED]  
**Location:** The Adolescent Unit - Barrett Centre - Park for Mental Health  
**Start:** Mon 14/10/2013 1:00 PM  
**End:** Mon 14/10/2013 4:00 PM  
**Recurrence:** (none)  
**Meeting Status:** Accepted  
**Organizer:** Susann E Davey  
**Required Attendees:** Julie Beal; Glenda Kinsey

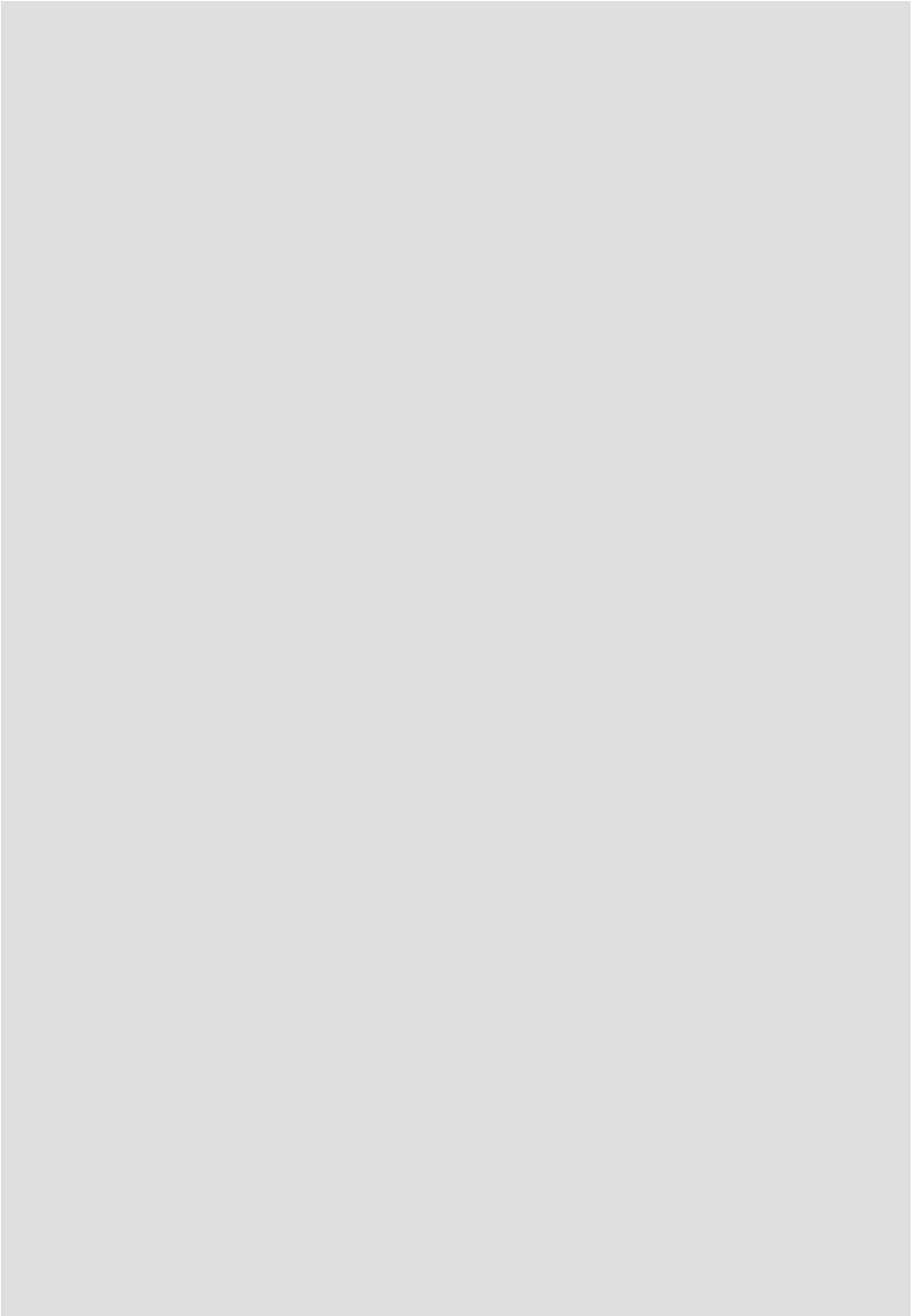
**Julie Beal**

---

**Subject:** IT Julie Beal  
**Location:** Linda's Office  
  
**Start:** Thu 17/10/2013 2:00 PM  
**End:** Thu 17/10/2013 3:00 PM  
  
**Recurrence:** (none)  
  
**Meeting Status:** Accepted  
  
**Organizer:** Linda M Parkes  
**Required Attendees:** Julie Beal

[redacted] unable to contact  
capacity allocations

[redacted]  
General overview of



**Julie Beal**

---

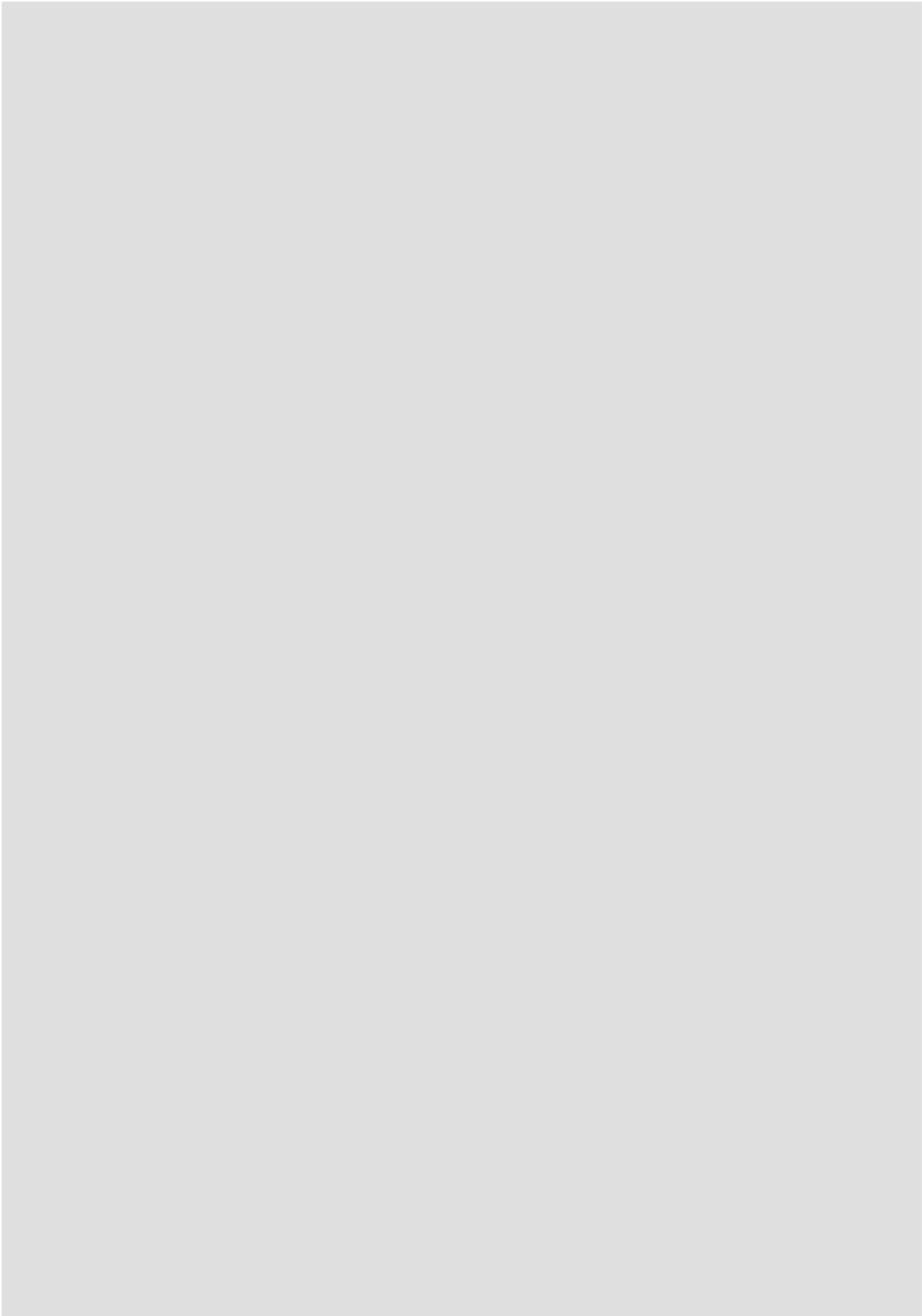
**Subject:** PROFILE [REDACTED]

**Start:** Mon 21/10/2013 9:00 AM  
**End:** Mon 21/10/2013 10:00 AM

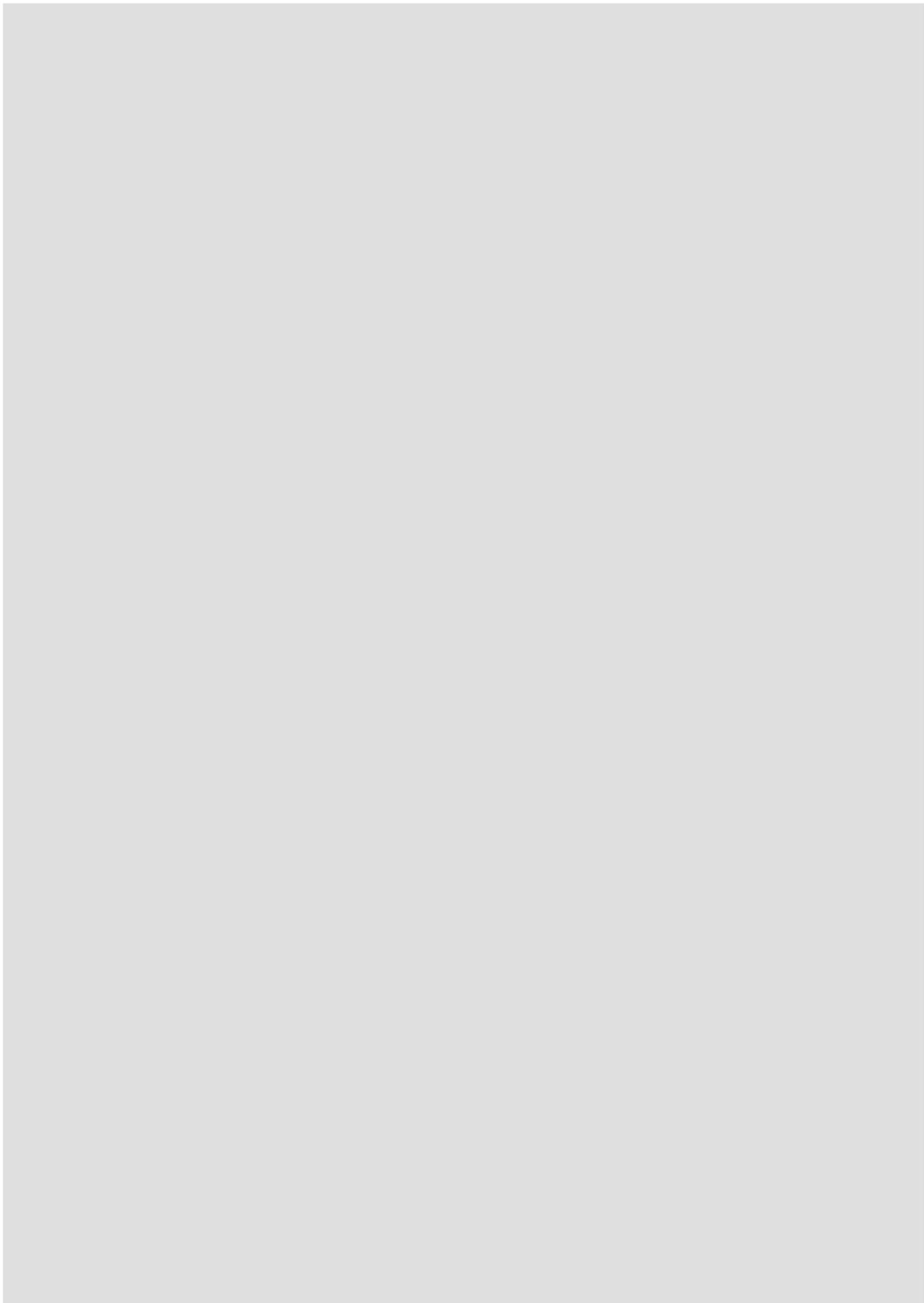
**Recurrence:** (none)

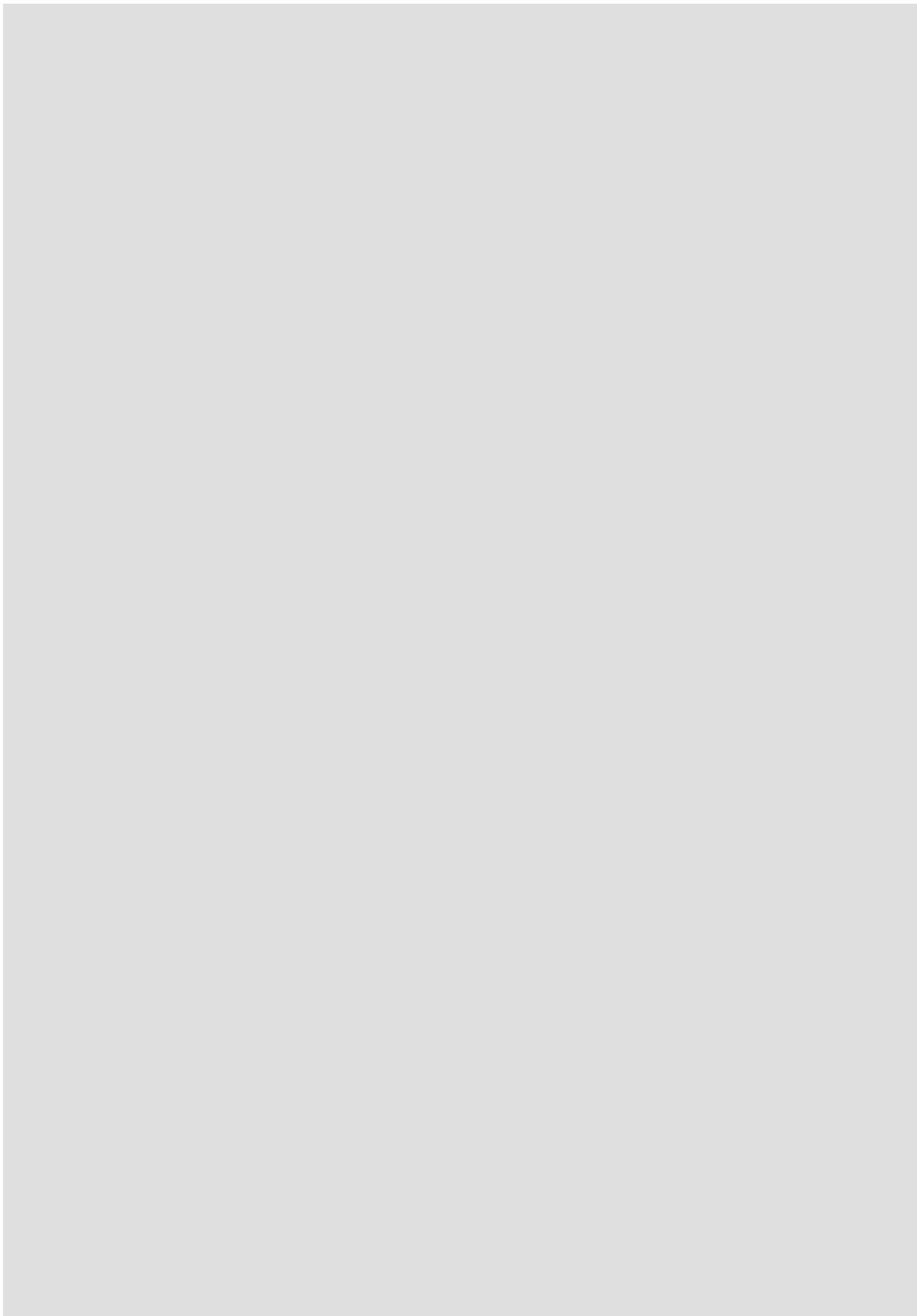
**Organizer:** Julie Beal

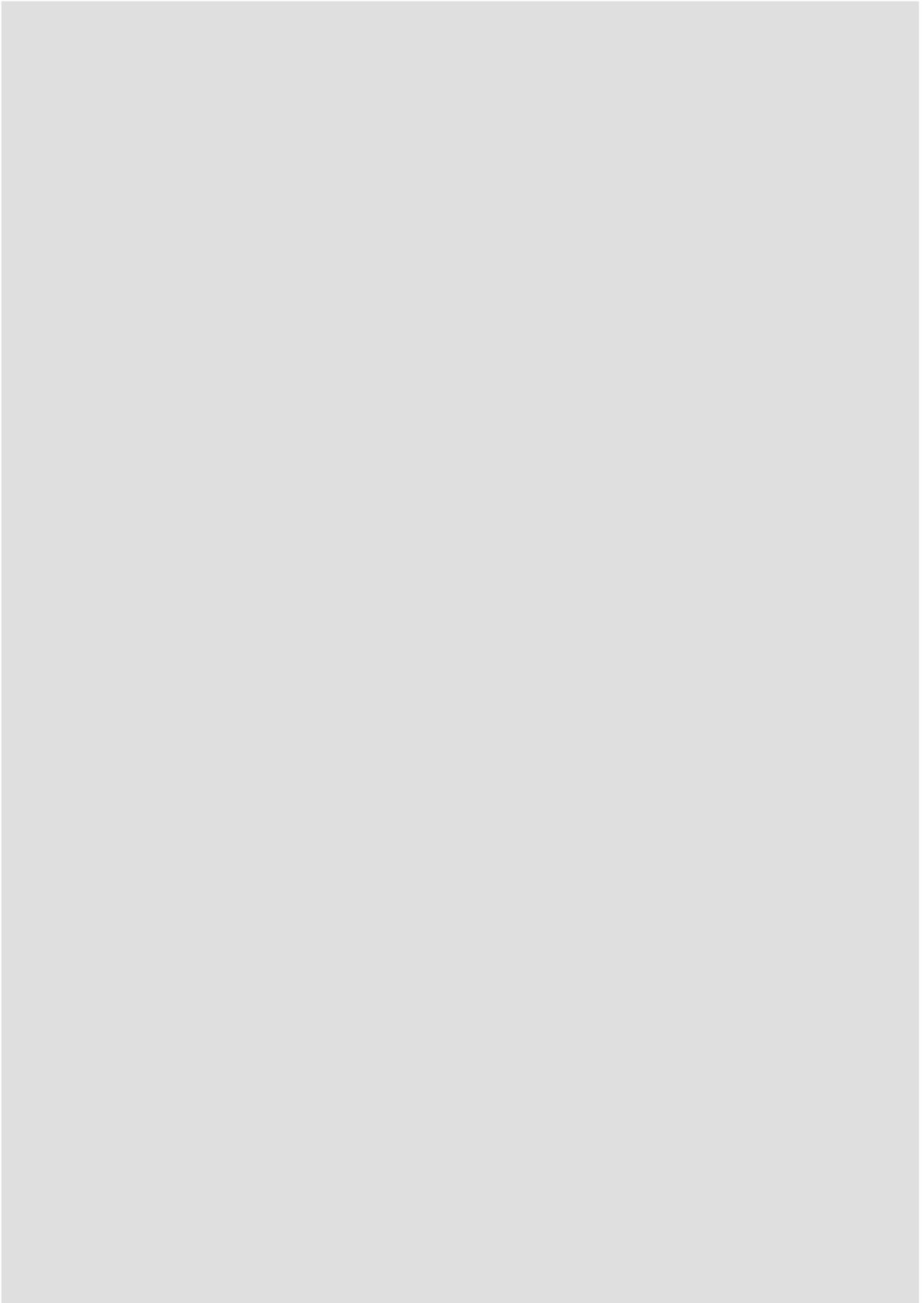
**Email to** [REDACTED]

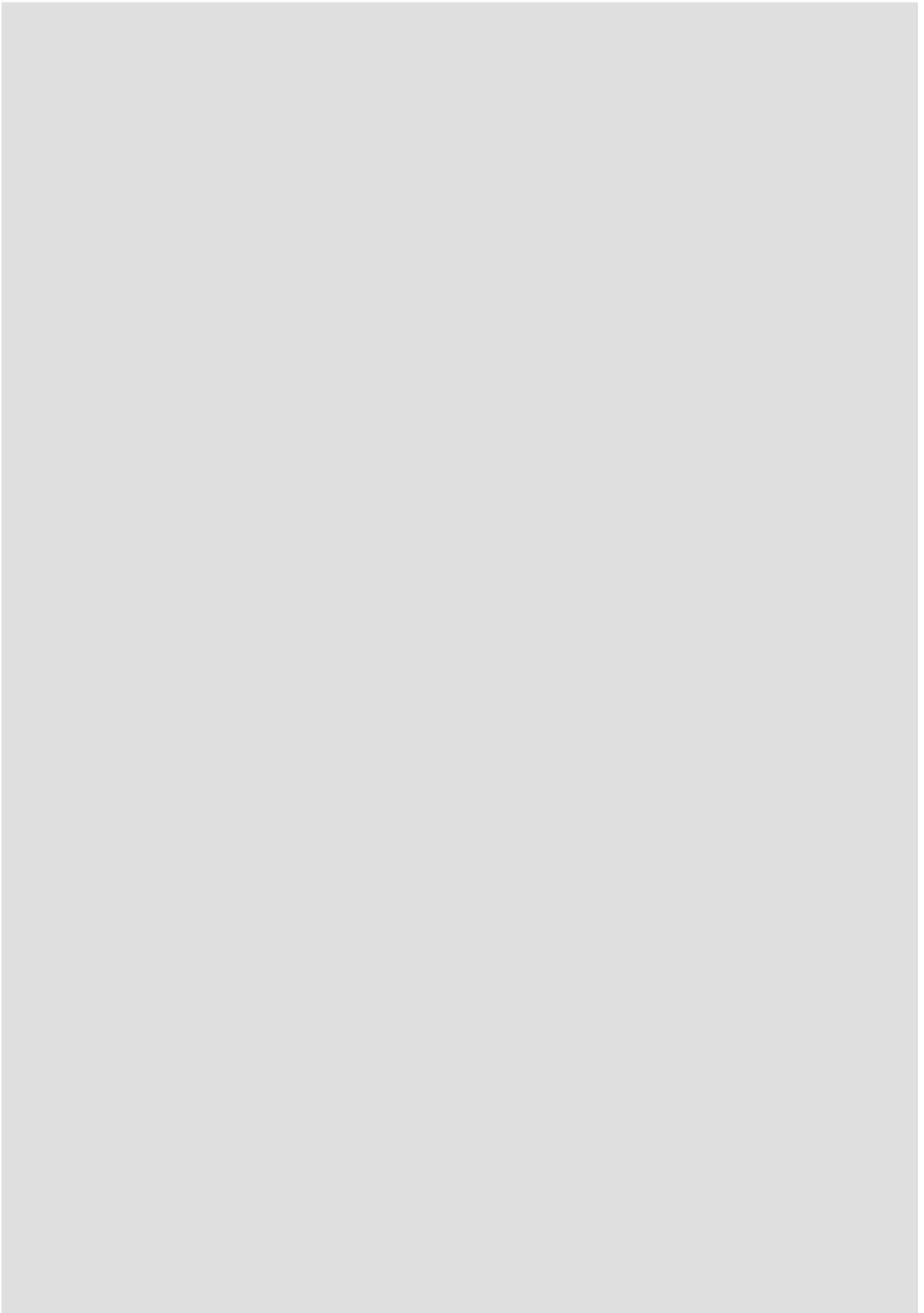


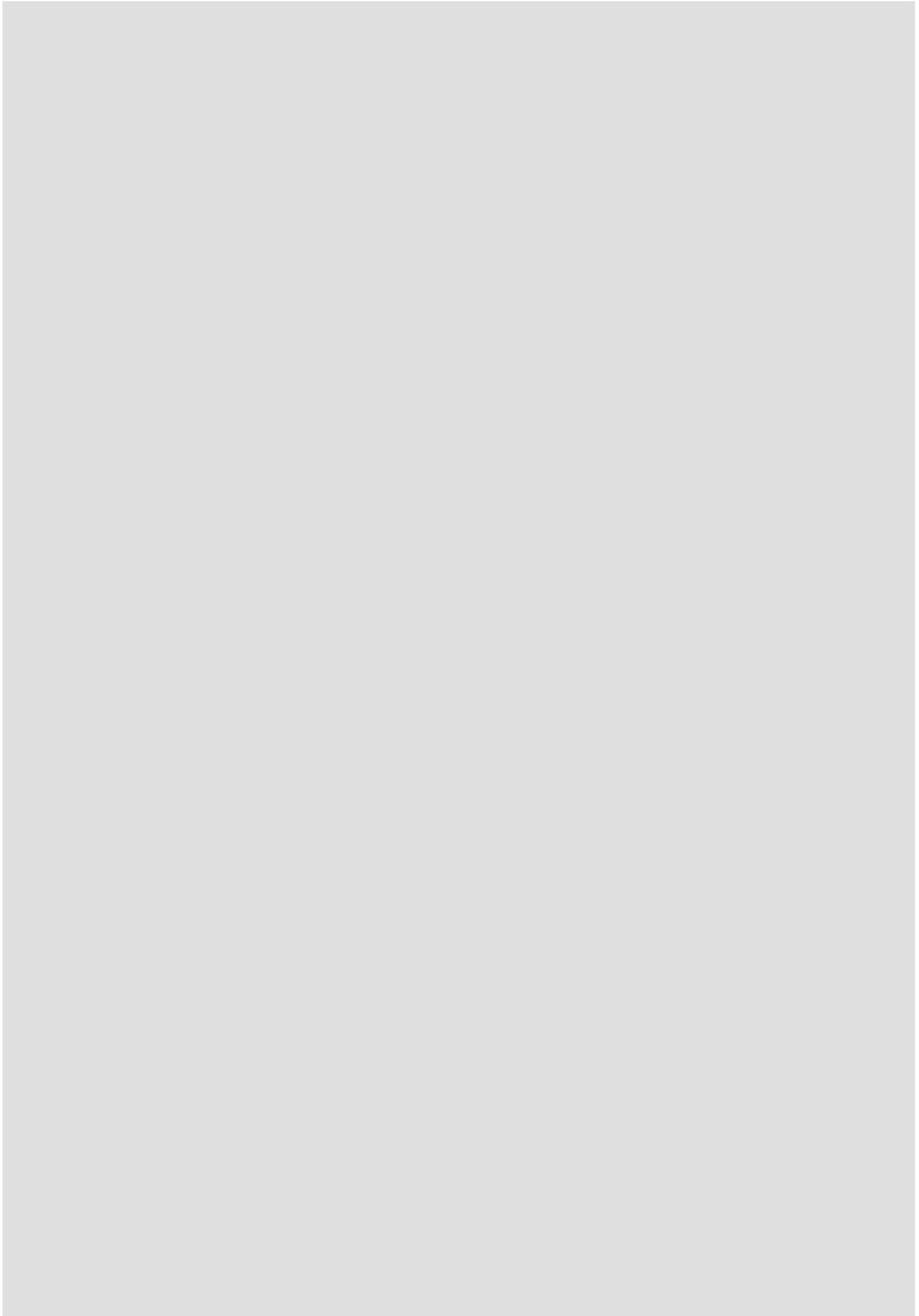












**Julie Beal**

---

**Subject:** meet [redacted]

**Location:** Barrett Centre

**Start:** Tue 10/12/2013 1:00 PM

**End:** Tue 10/12/2013 2:00 PM

**Recurrence:** (none)

**Meeting Status:** Meeting organizer

**Organizer:** Julie Beal

**Required Attendees:** Julie Beal; [redacted] Carol Hughes [redacted]

**Optional Attendees:** Cristelle Mulvogue

[redacted] I'll book a car, unless you want have other plans after this meeting

**Anna Cunningham**

---

**From:** Rebecca Lane [REDACTED]  
**Sent:** Wednesday, 25 September 2013 12:52 PM  
**To:** Carolyn R Williams; Julie Beal; Kerry Ring; Linda M Parkes  
**Cc:** Julie Kelly  
**Subject:** FW: S4SL 2013-14 First Round Approved  
**Attachments:** BRISBANE 2013-14 S4SL list.xlsx; S4SL Withdrawal Register 2013-14.xls; TEMPLATE Service provider offerings.xlsx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi all

Please note that the service centre filter is incorrect and so you will need to check BIS to clearly identify who each service centre will be working with.

For example, the Nundah filtered list identifies people who are actually from Mt Gravatt and vice versa.

Thanks  
Rebecca

**From:** Denise Pambid  
**Sent:** Monday, 23 September 2013 5:24 PM  
**To:** Babe Ah Wa; Rebecca Lane; Elizabeth Butler; Julie Kelly; Janette M Young  
**Cc:** Natalie Wilson; Damion Lipman  
**Subject:** FW: S4SL 2013-14 First Round Approved

Folks

Please be mindful that you may get an increased number of calls over the next month. Please advise your appropriate staff of the outcomes of funding in preparation for the calls.

Please also note the dates for advise on withdrawals

With thanks  
Denise

**Denise Pambid** | Assistant Regional Director  
Disability and Community Services | Brisbane Region | [Department of Communities, Child Safety and Disability Services](#)

[REDACTED]

**From:** Annett X Cummings  
**Sent:** Monday, 23 September 2013 1:16 PM  
**To:** Denise Pambid  
**Cc:** Merrilyn Strohfeldt; Natalie Wilson; Eugenie F Roiter; Steve Powis  
**Subject:** S4SL 2013-14 First Round Approved

Dear Merrilyn and Denise

The Minister has now approved the first round of allocations to school leavers in 2013-14. \$5.627M was allocated to 300 young people. These young people will start receiving their Ministerial letters over the coming days.

Attached you will find:

- A schedule of approved individuals for your region
- S4SL withdrawal register
- A spread sheet of service provider offerings in your region

Please note that we ask your region to advise once of all known withdrawals from this round, using the supplied withdrawal register, on **9 December 2013** so that these supports can be reallocated to other school leavers.

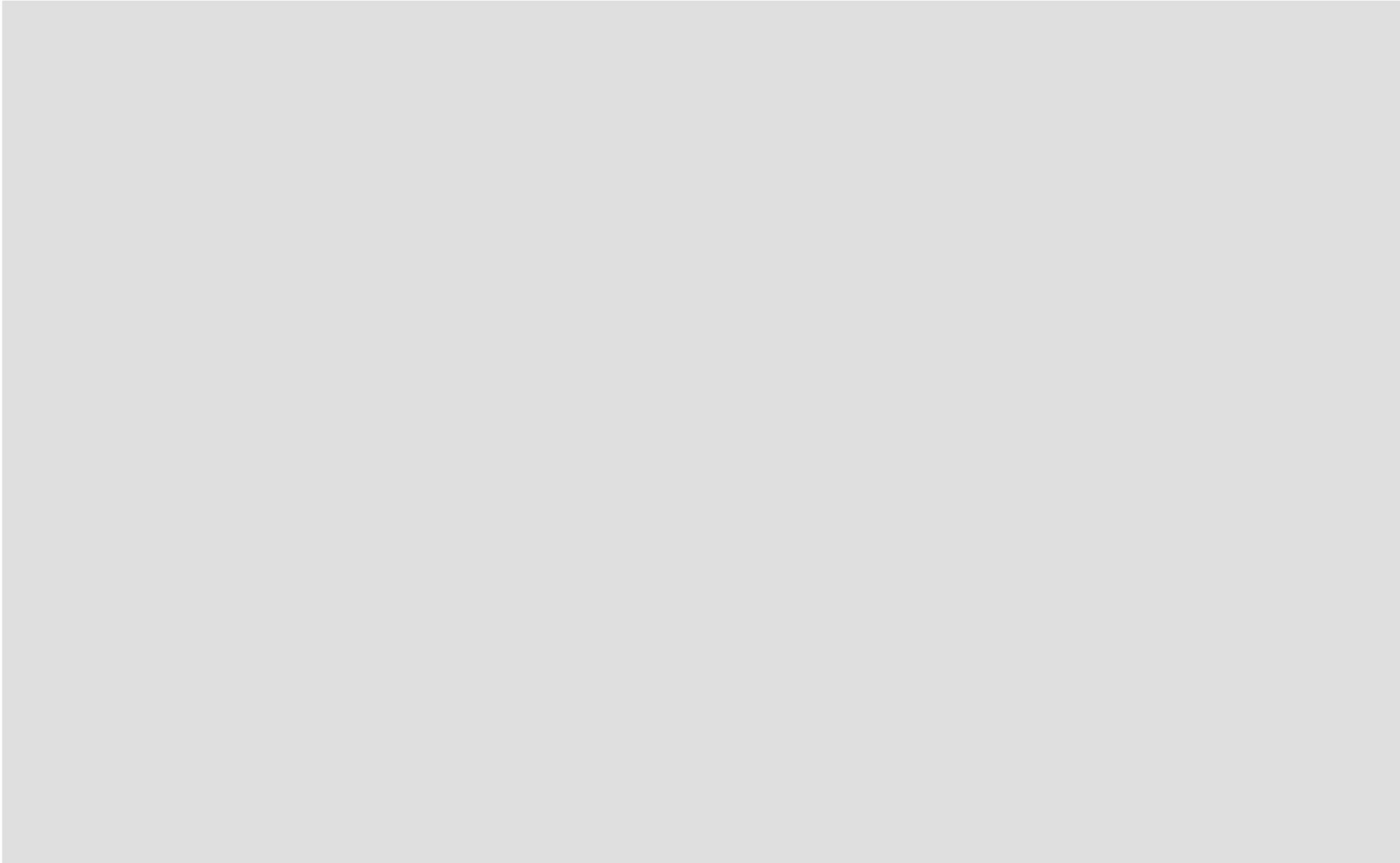
Regional staff will find all the information for the school leavers processes, factsheets and templates at [Support for School Leavers - Department of Communities Infonet](#). Updates will also be provided in the fortnightly updates.

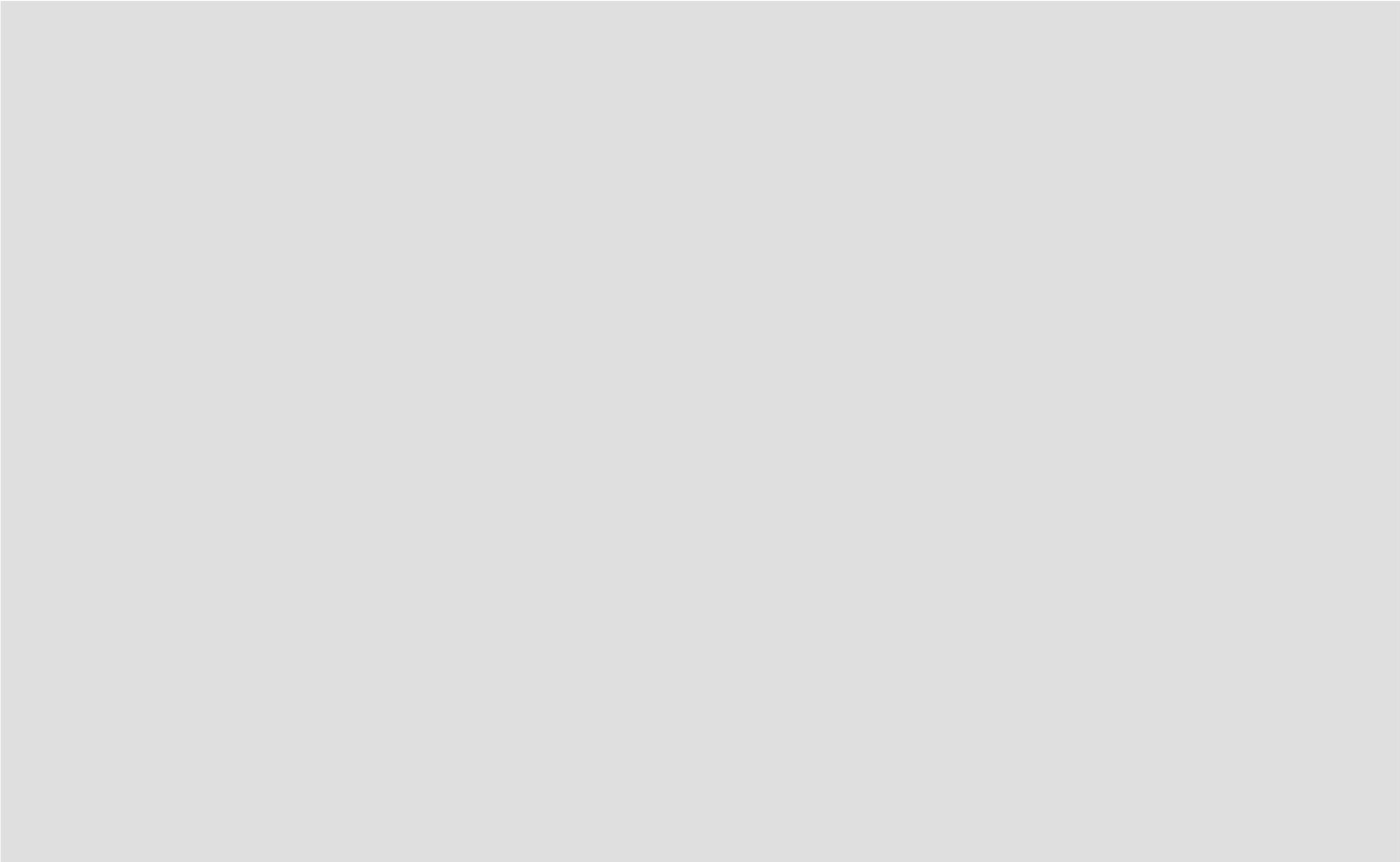
Thank you to all your staff for the time and effort they put into supporting school leavers each year.

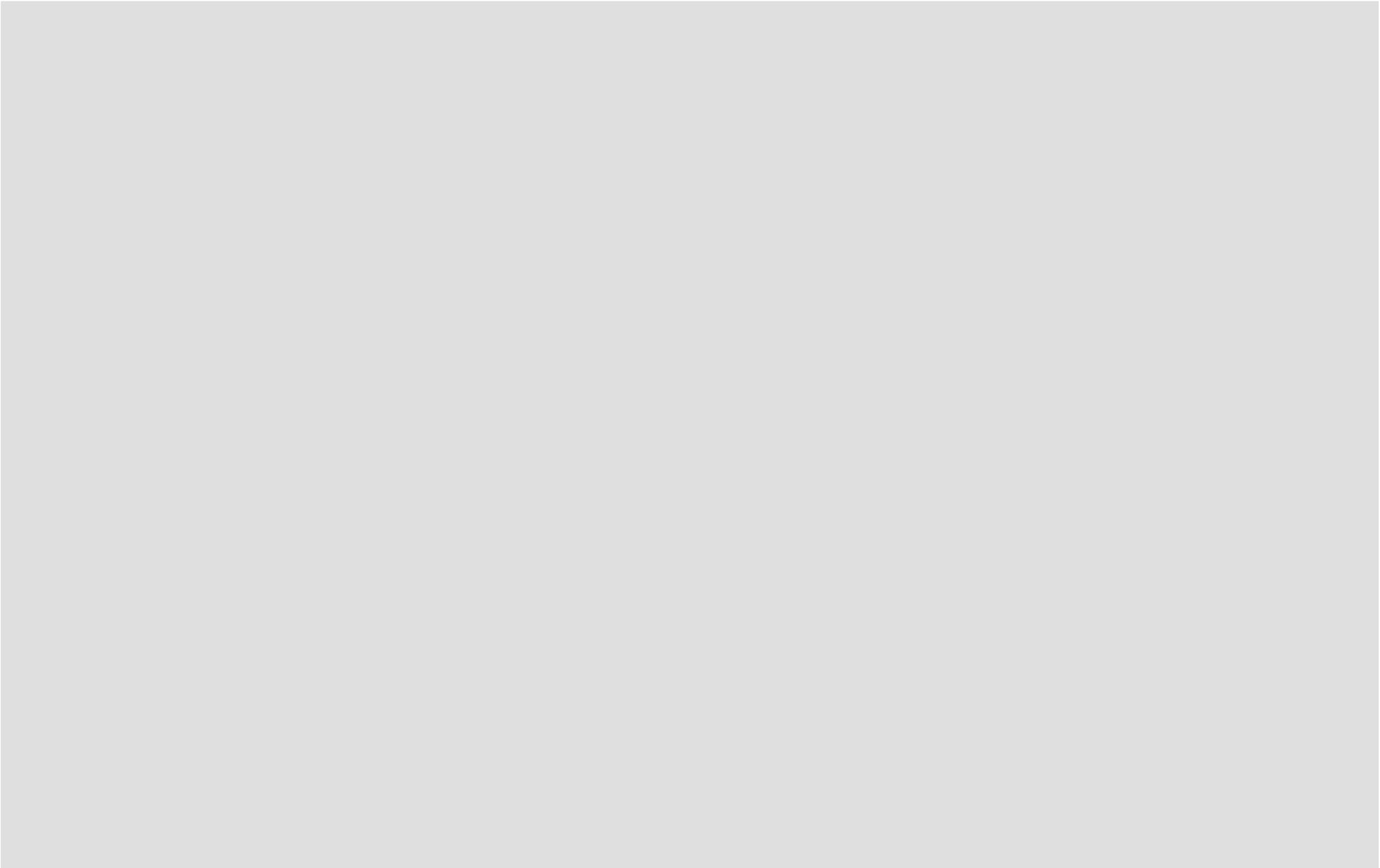
Please contact Ruth Whereat or Angela Boyd should you have any questions during this process.

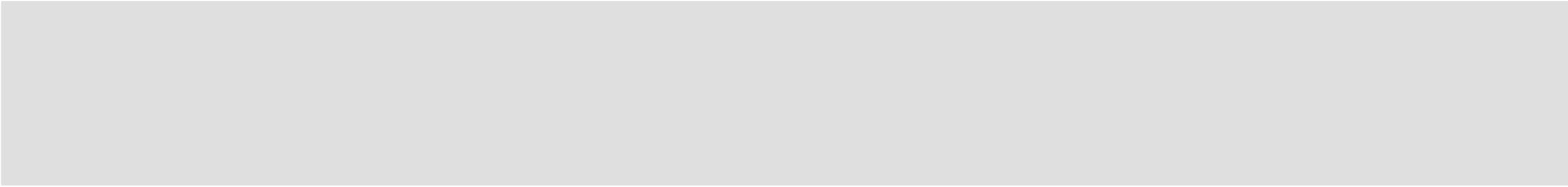
Kind Regards

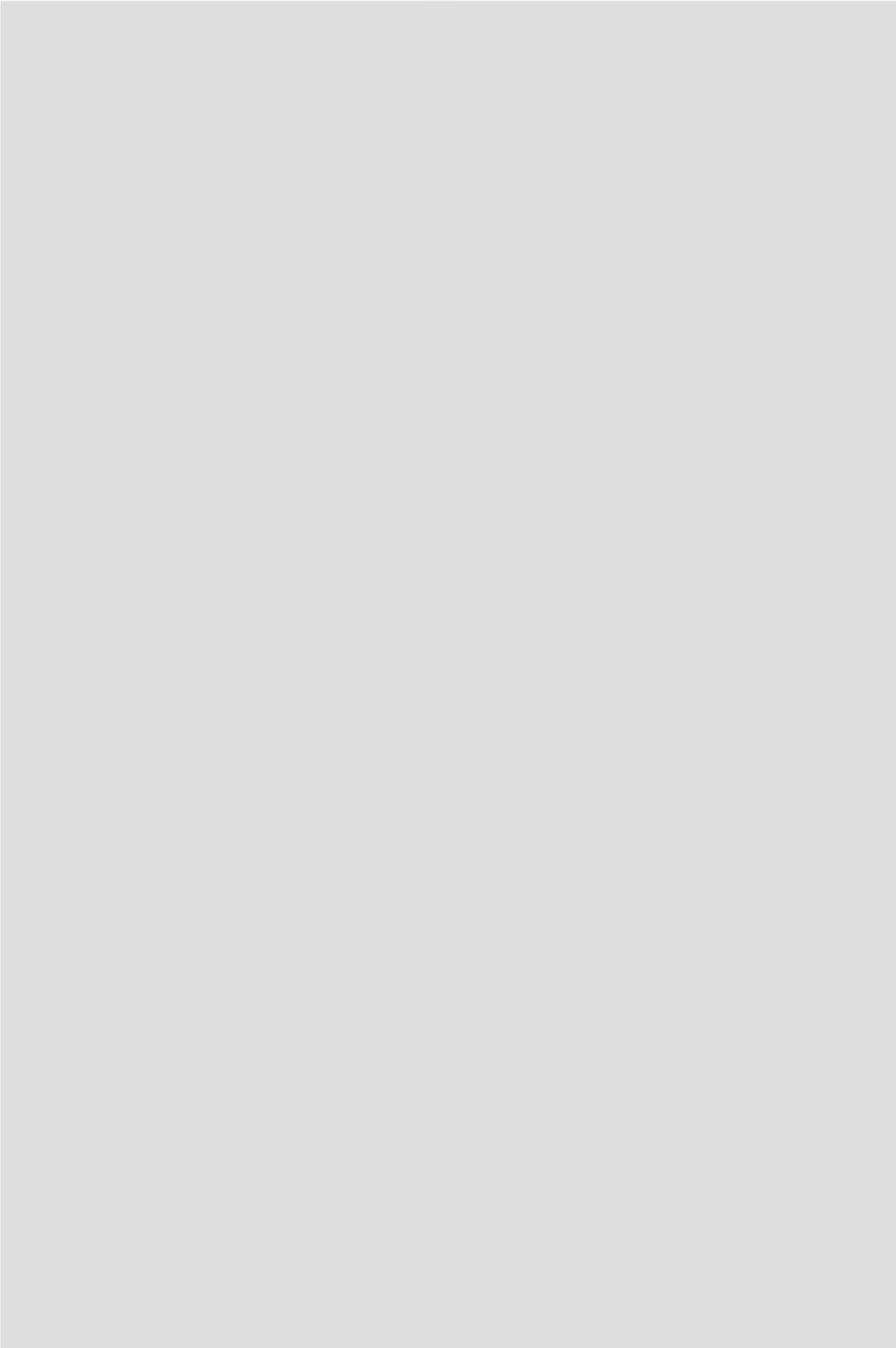
Annett











Department of Communities | Disability Services  
**Needs assessment appointment details**

Appointment for	
<b>Name:</b>	[REDACTED]
<b>Date of birth:</b>	[REDACTED]
<b>Reference no:</b>	[REDACTED]

Appointment details	
<b>Time:</b>	1.30 pm
<b>Date:</b>	[REDACTED]
<b>Location:</b>	Telephone Assessment
<b>Address:</b>	N/A

Assessor's details	
<b>Name:</b>	Ms Susann Davey
<b>Contact details:</b>	[REDACTED]

Special requirements		
NOT APPLICABLE		
Type	Details	To be organised by
Advocate	e.g. community visitor/friend/agency representative	DS/Applicant
<b>Enclosed information</b>	Eligibility fact sheet Assessment fact sheet Consent form	
<b>Location information</b>	N/A	

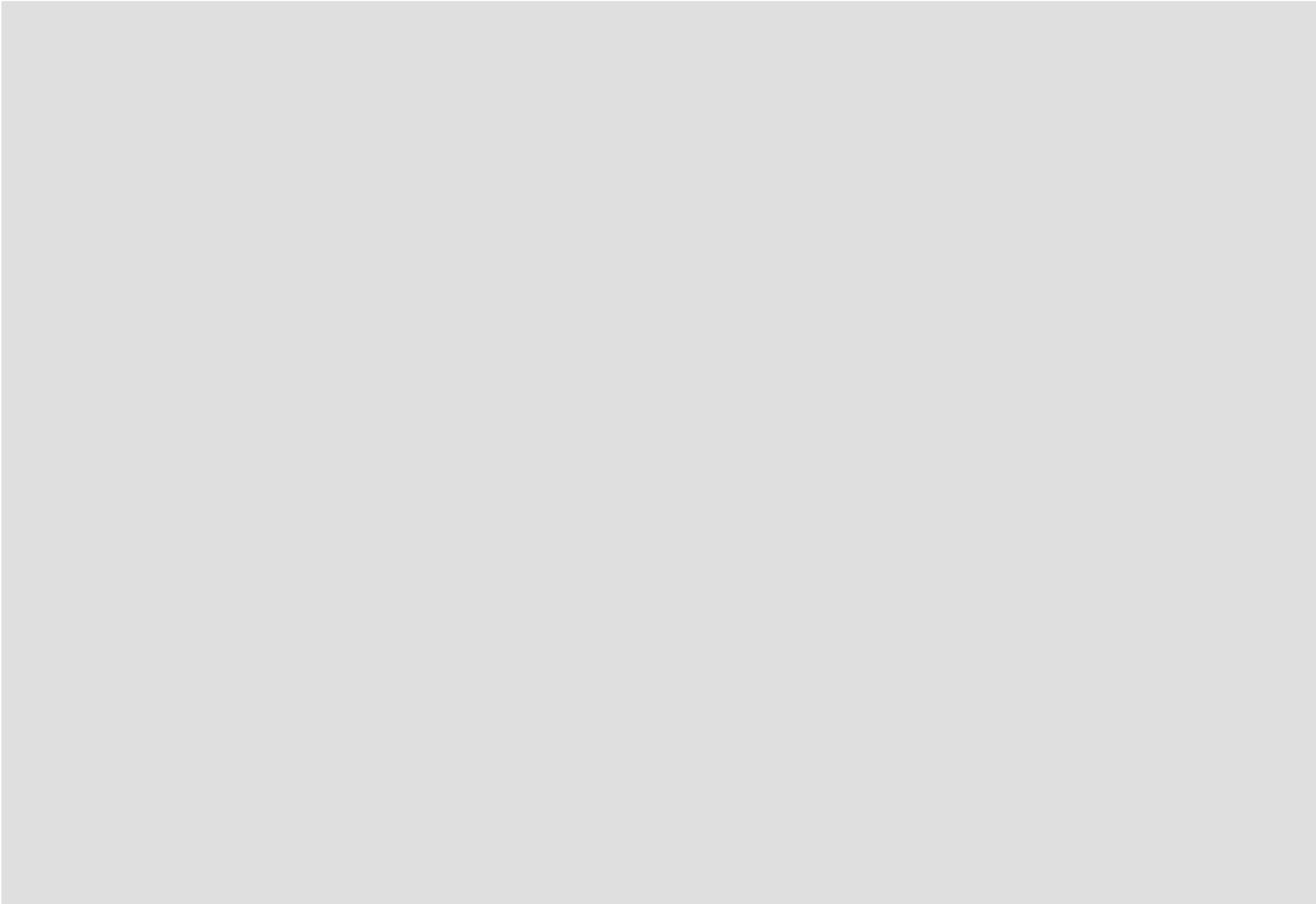
H

**Julie Beal**

---

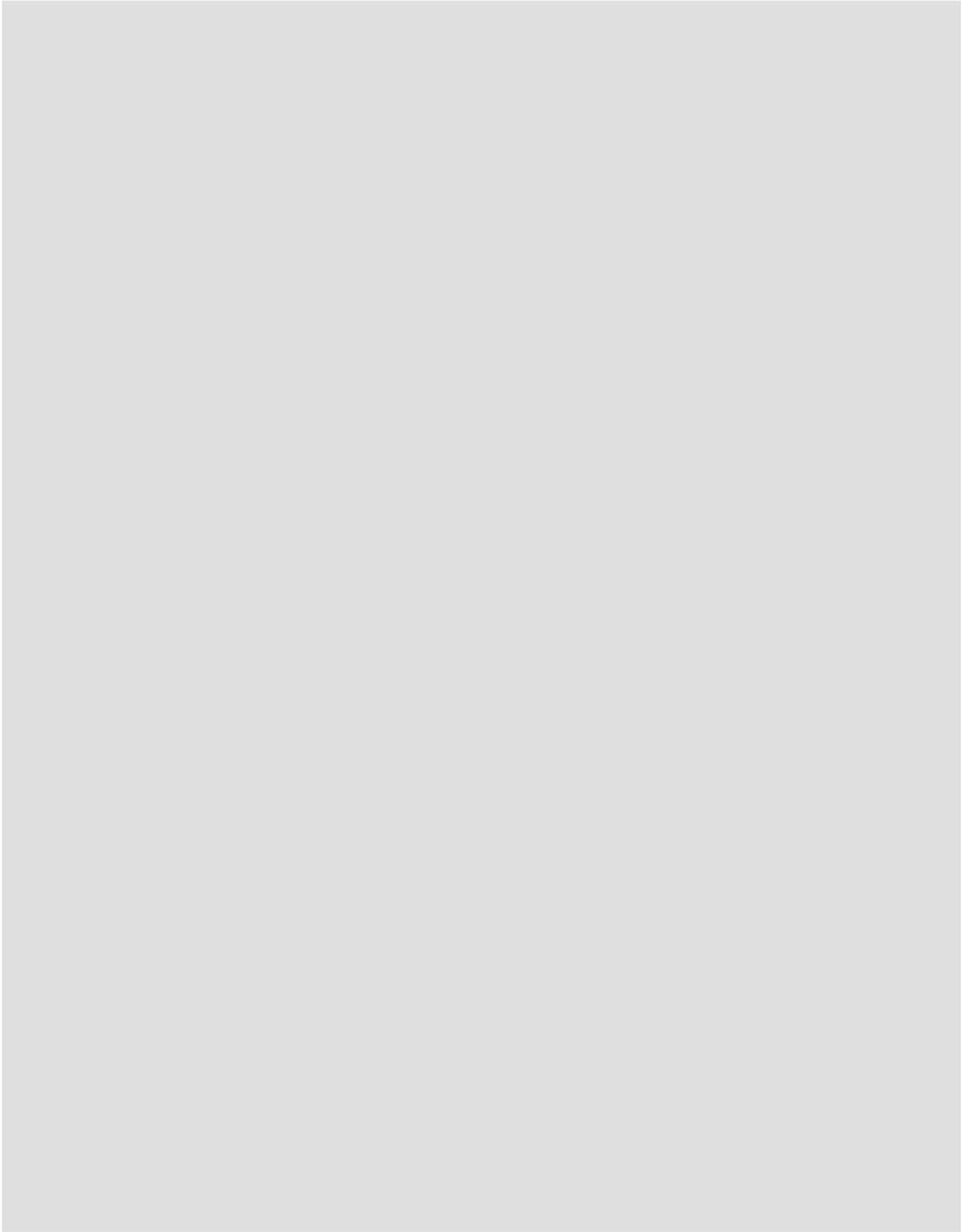
**Annette Gurdon**

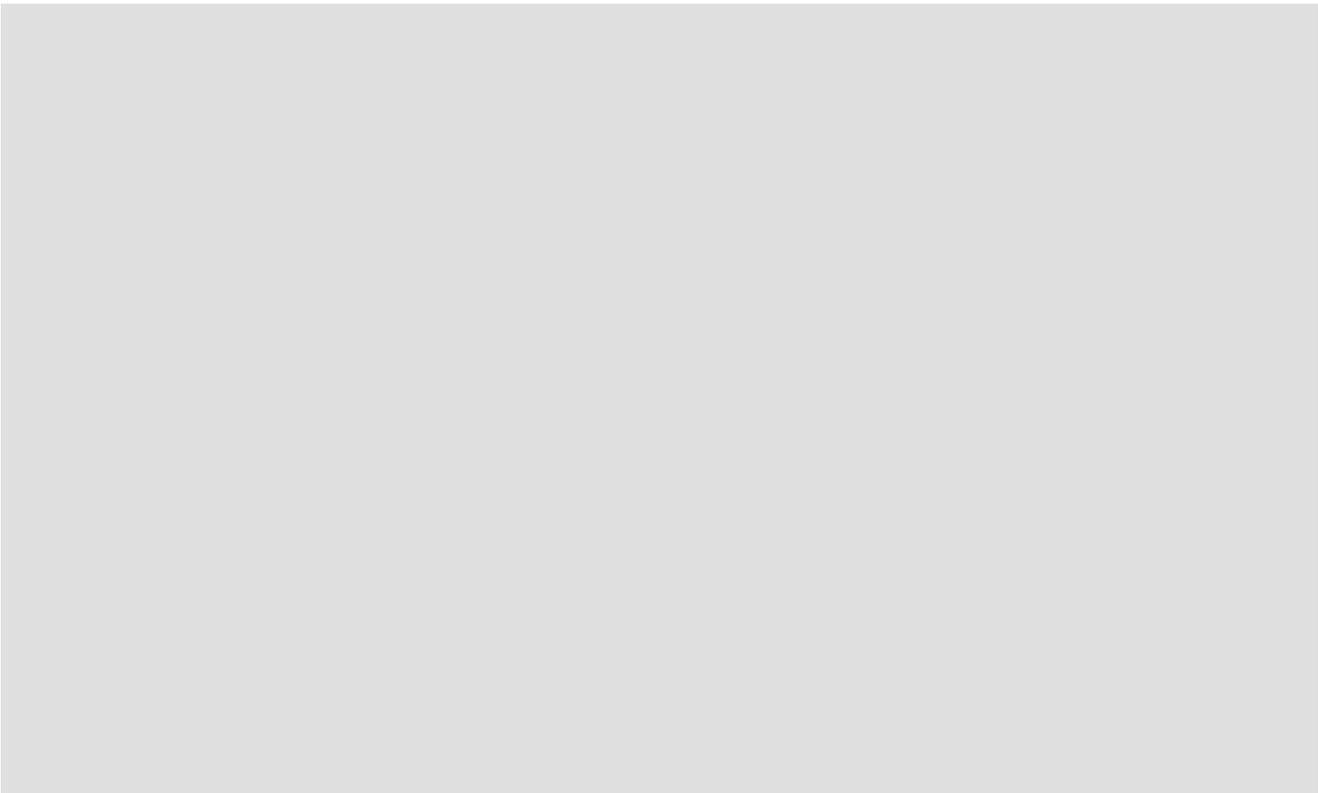
---



**Julie Beal**

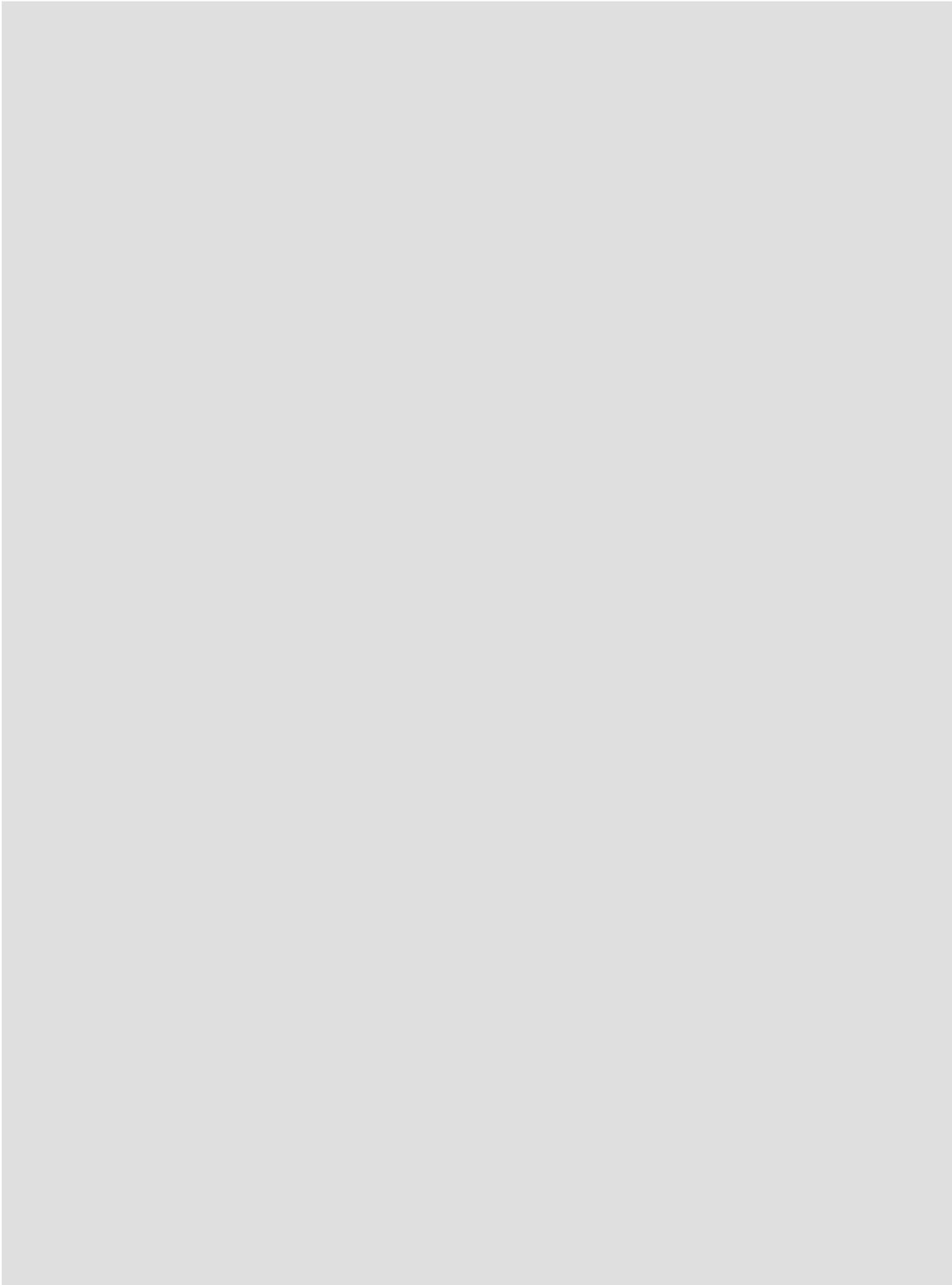
---

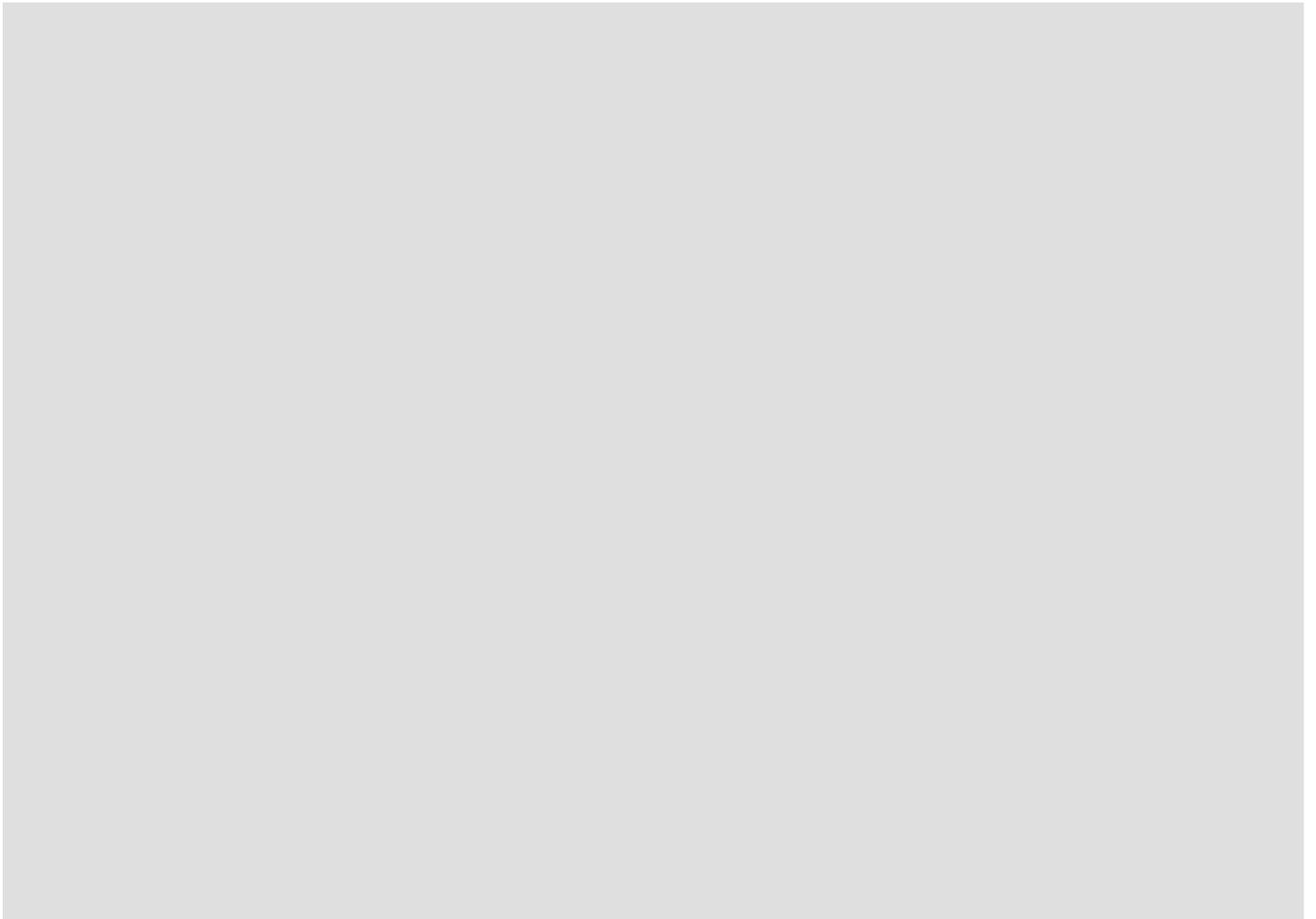




**Julie Beal**

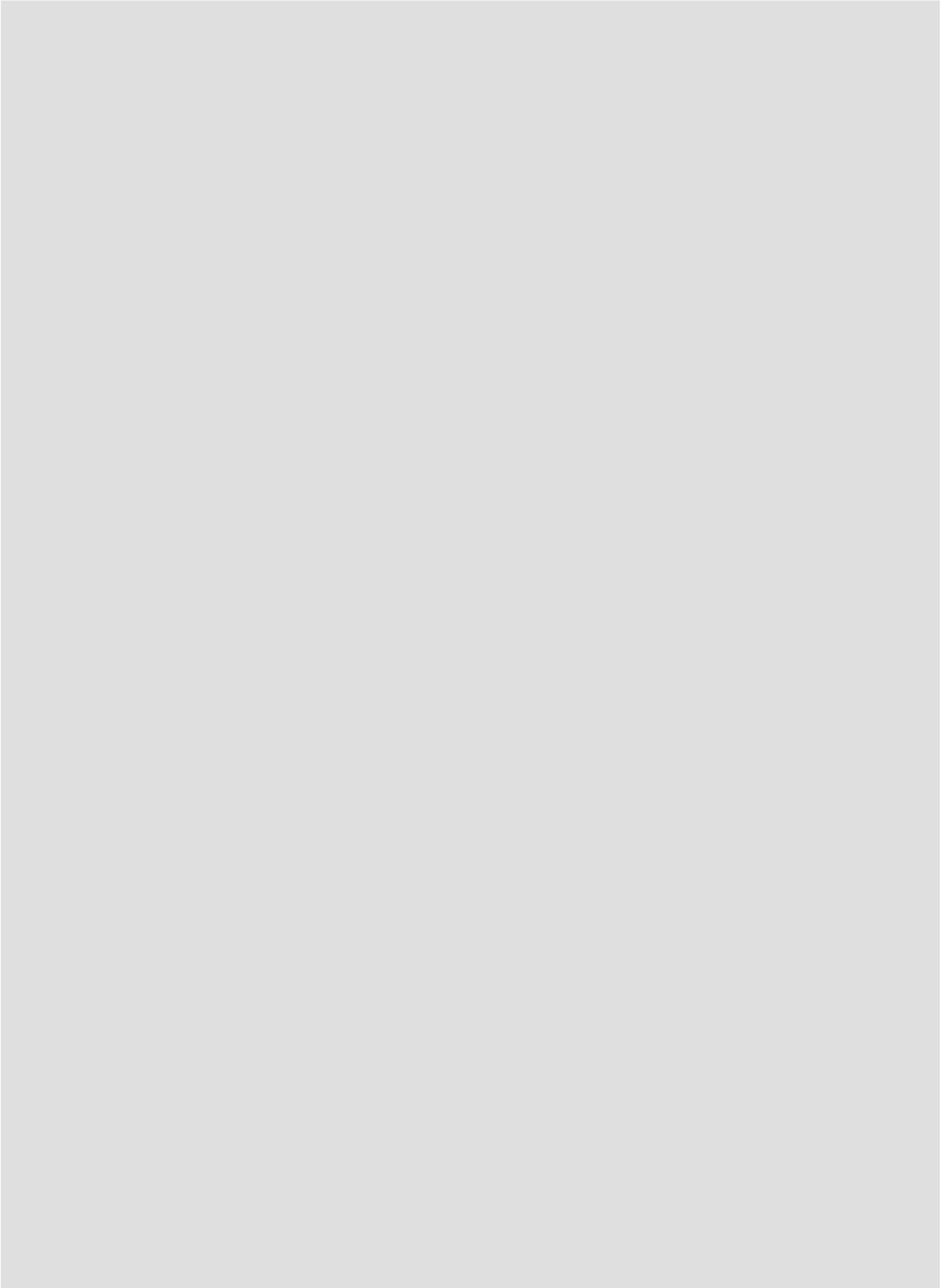
---

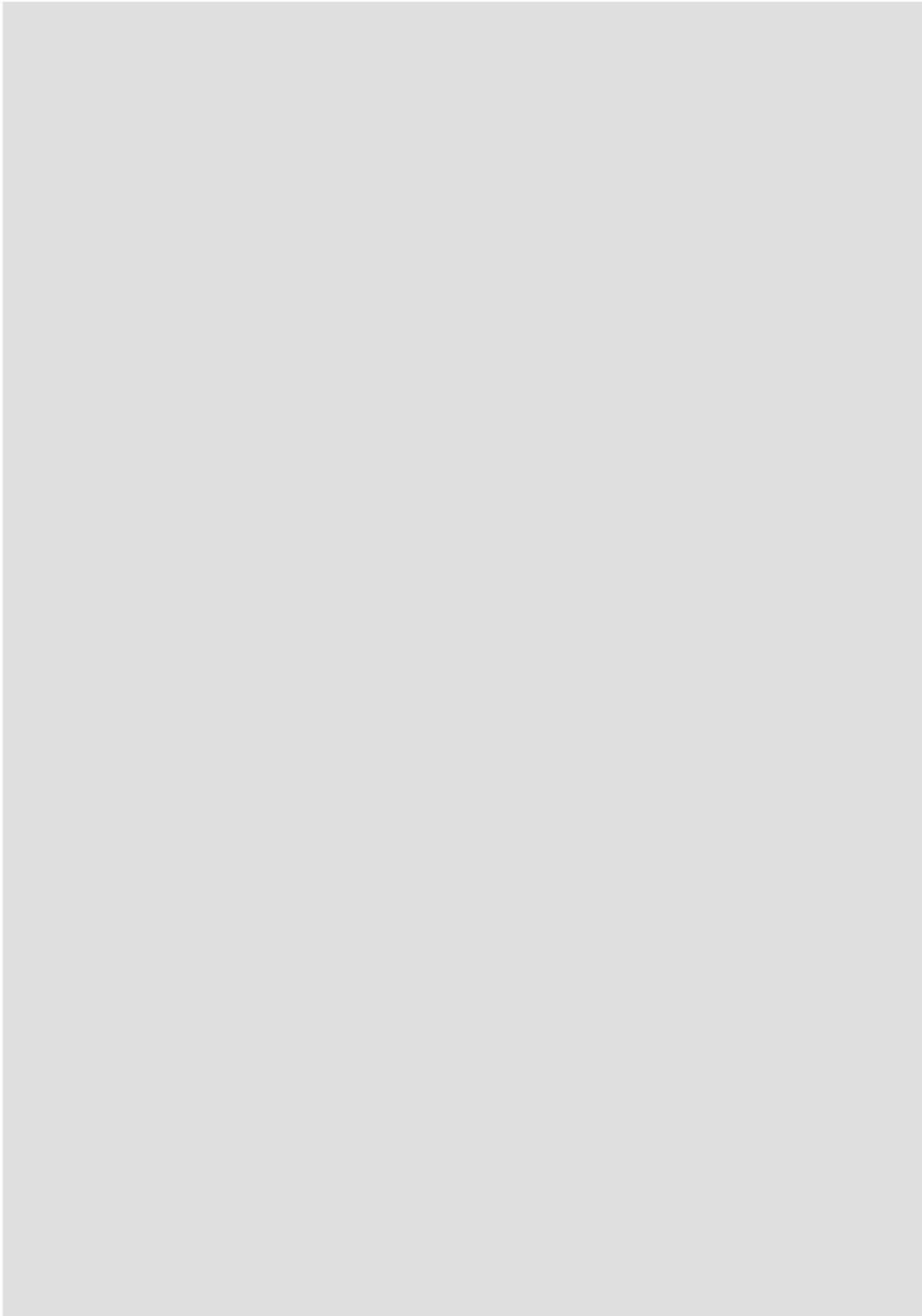


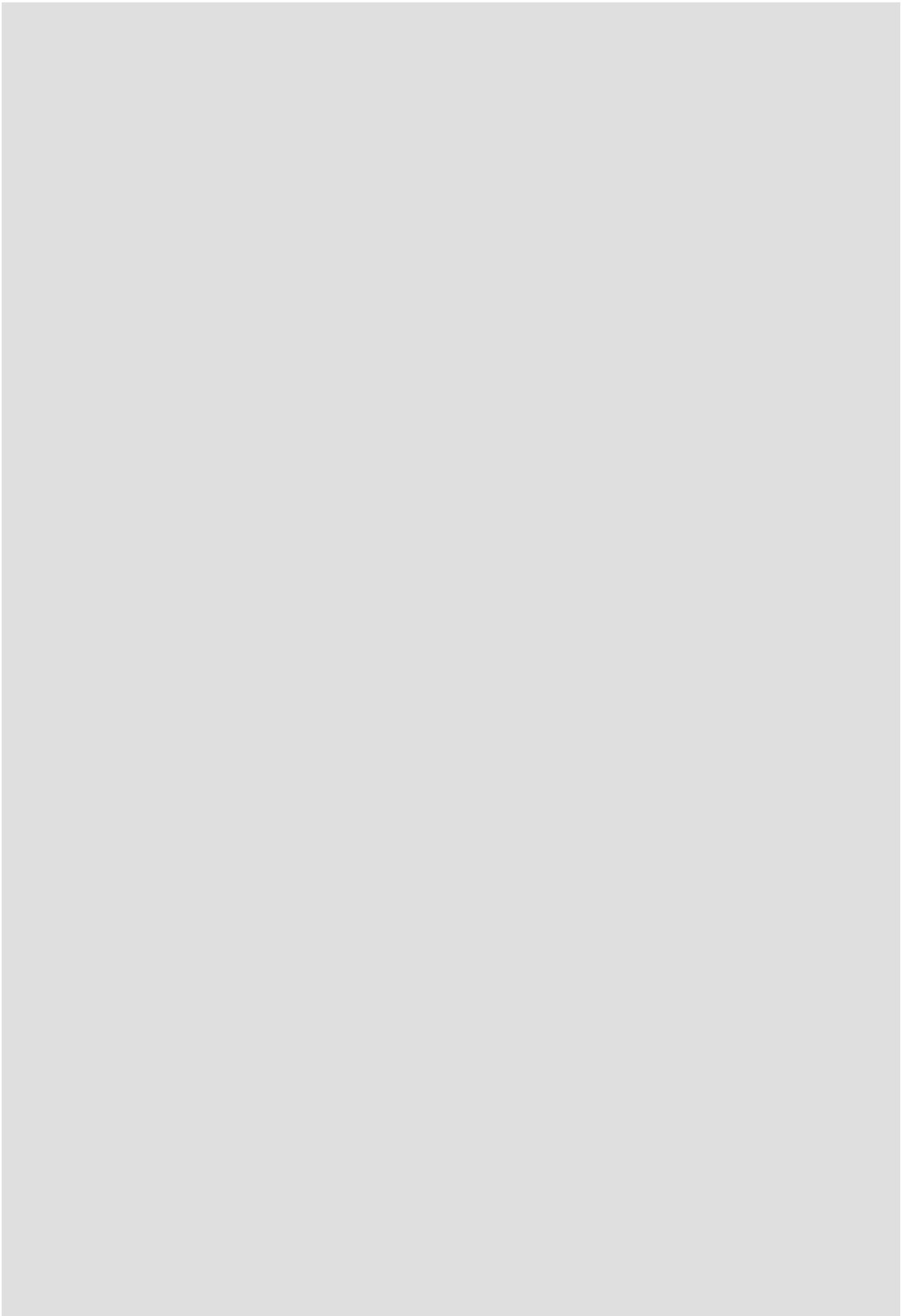


**Julie Beal**

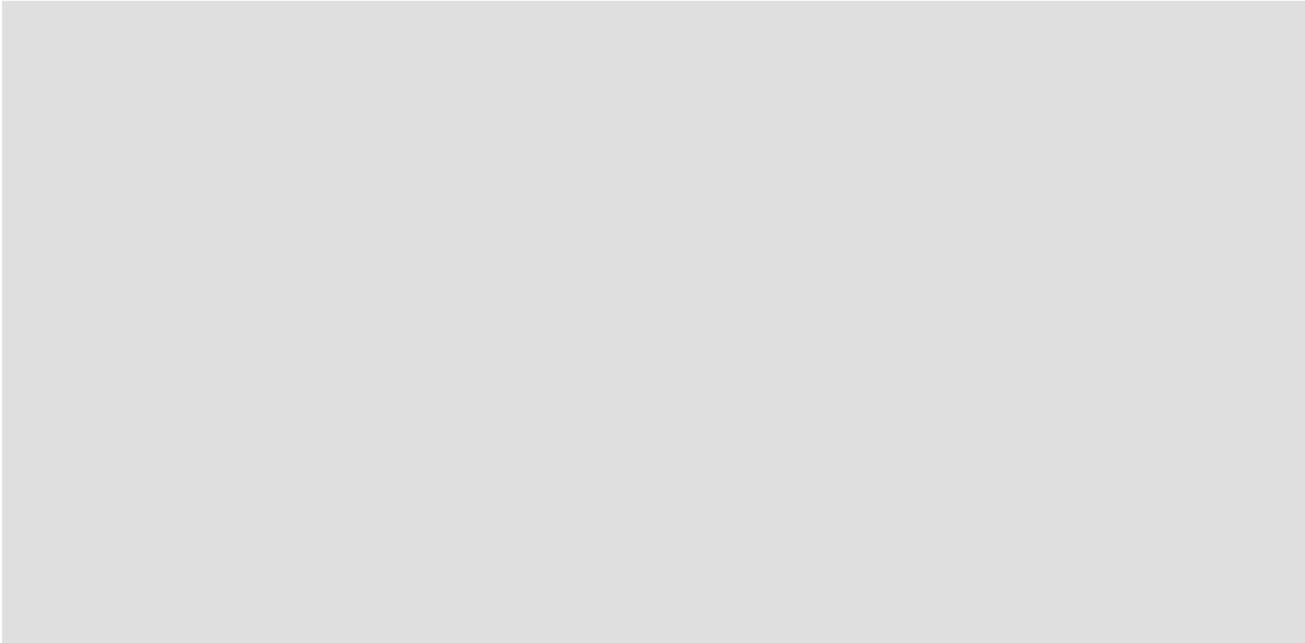
---





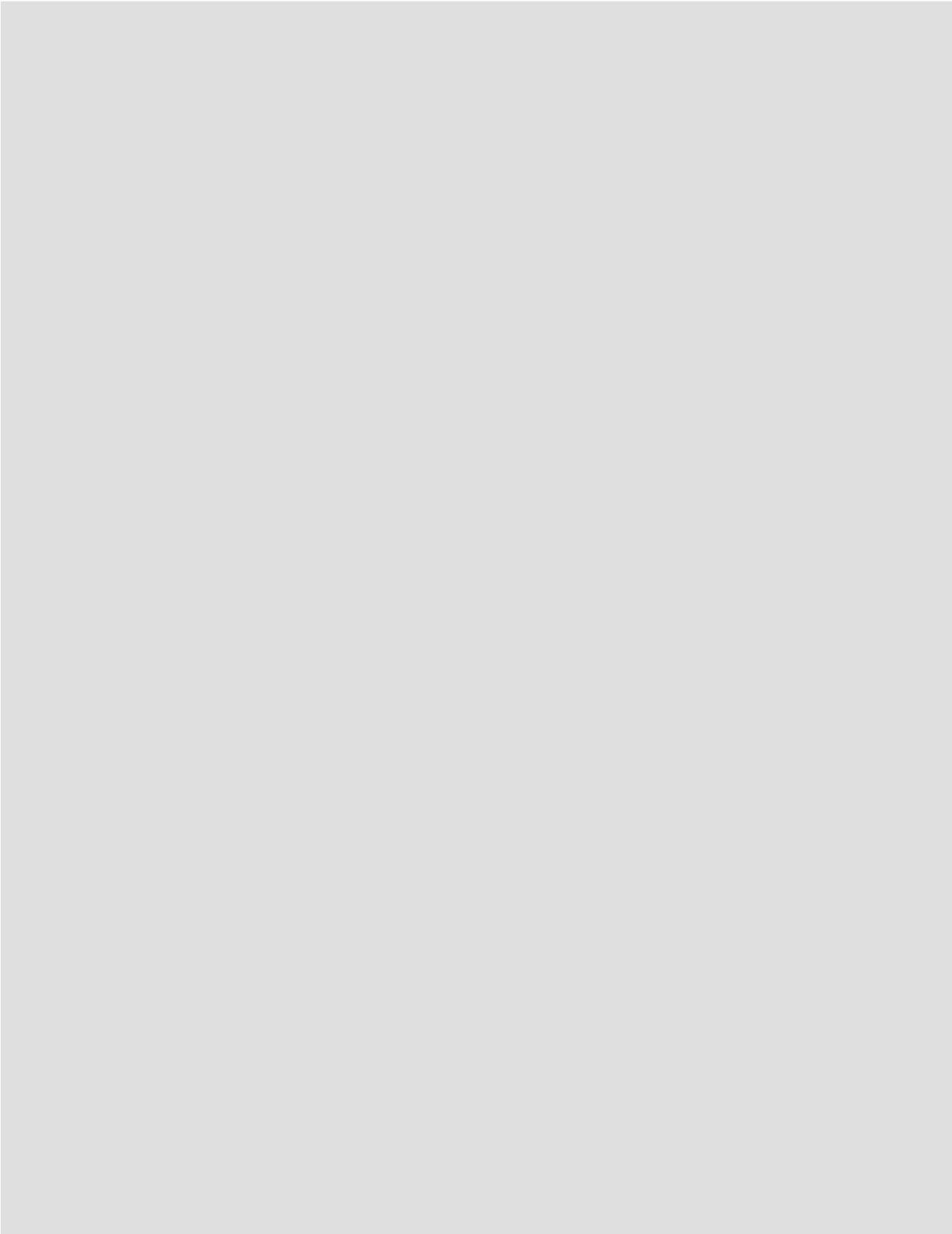


2025 RELEASE UNDER E.O. 14176

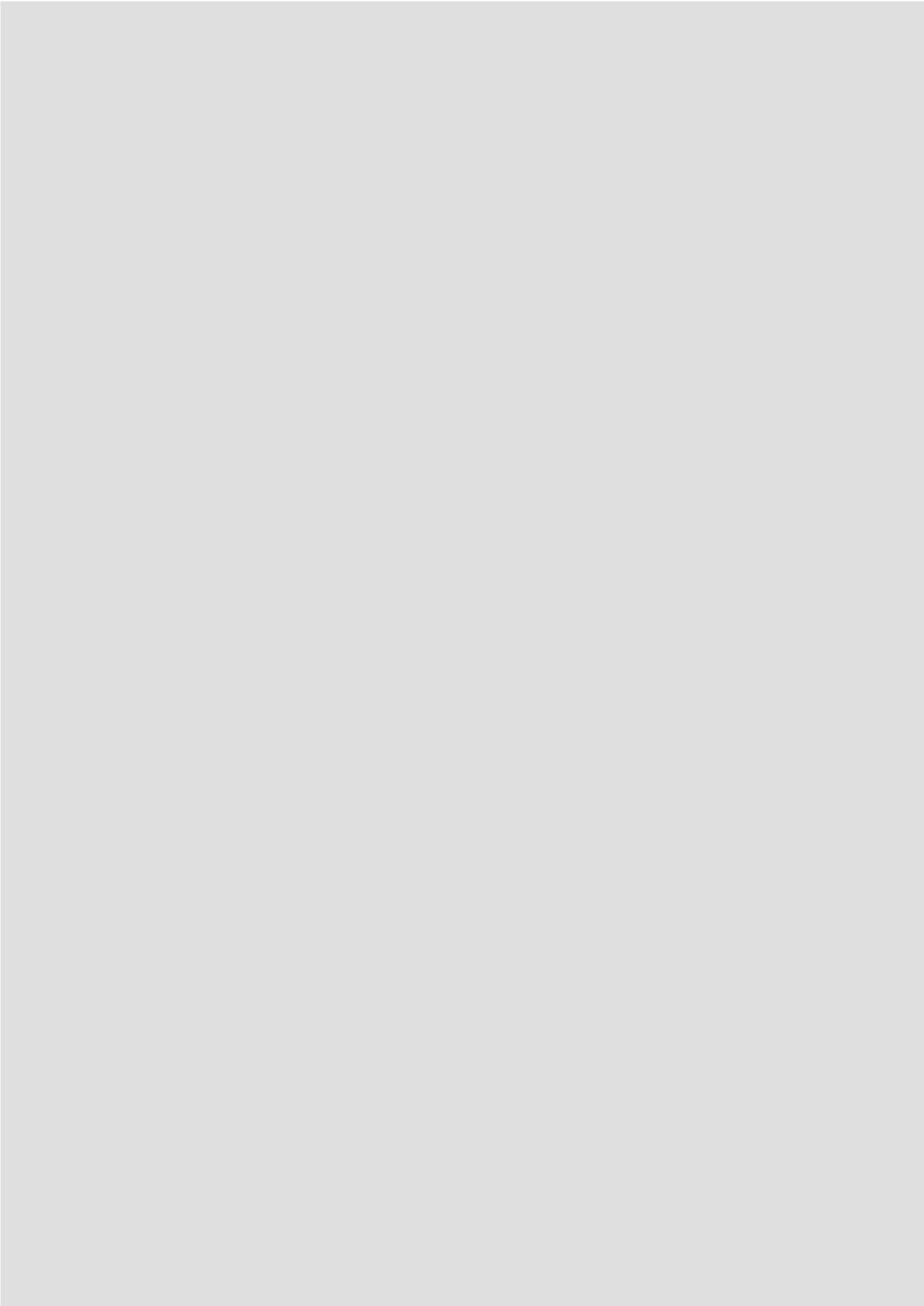


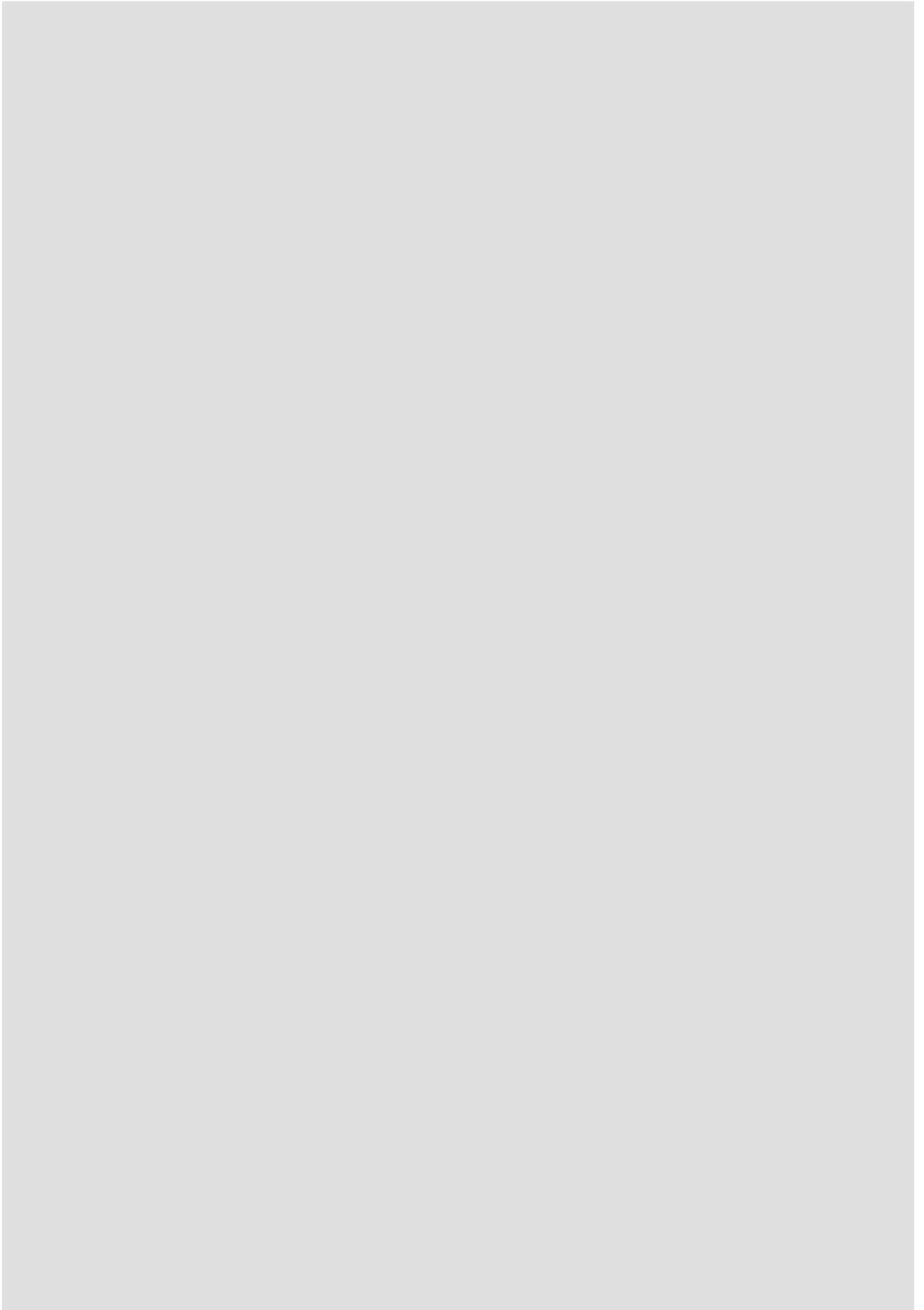
**Julie Beal**

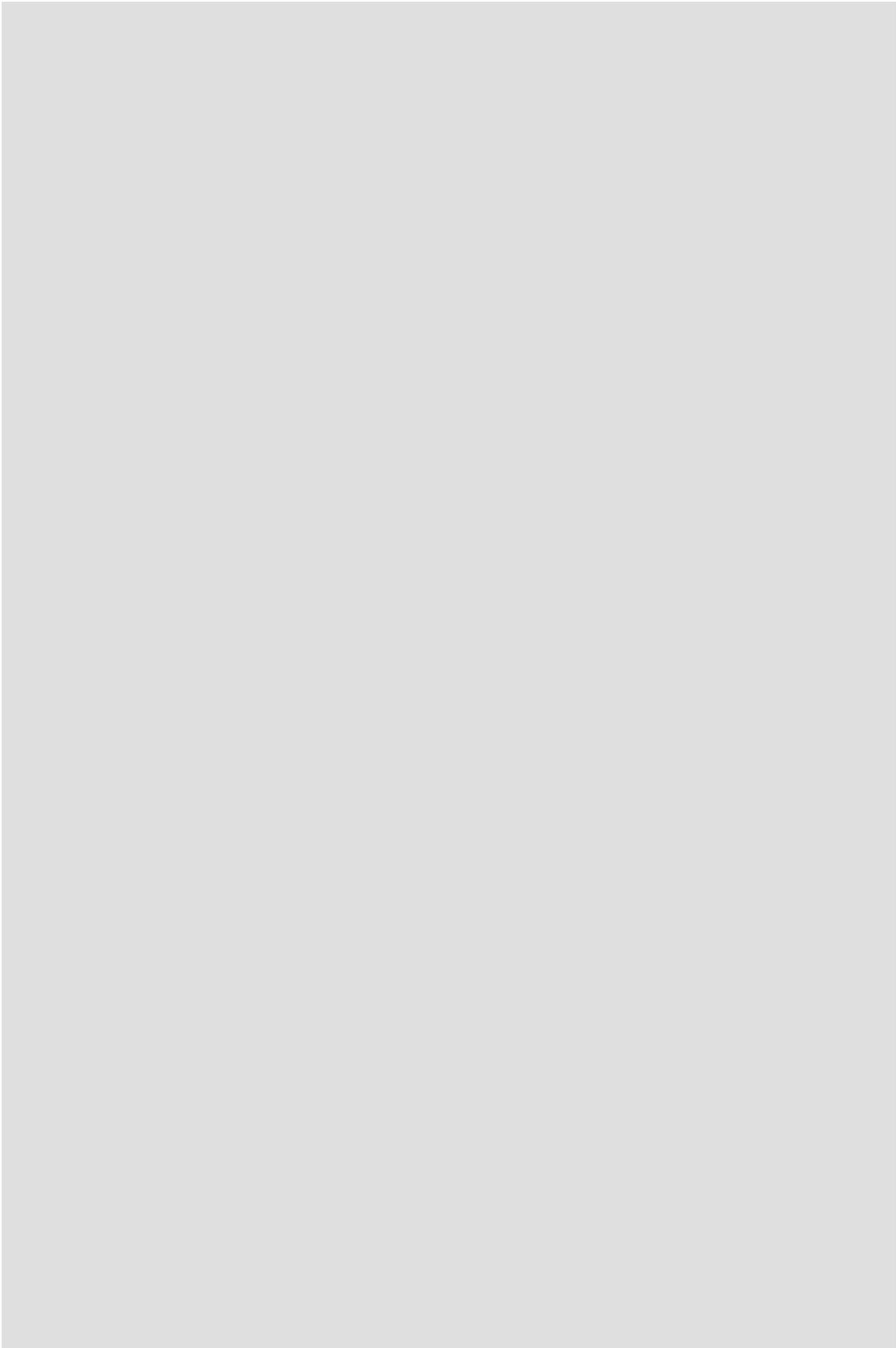
---

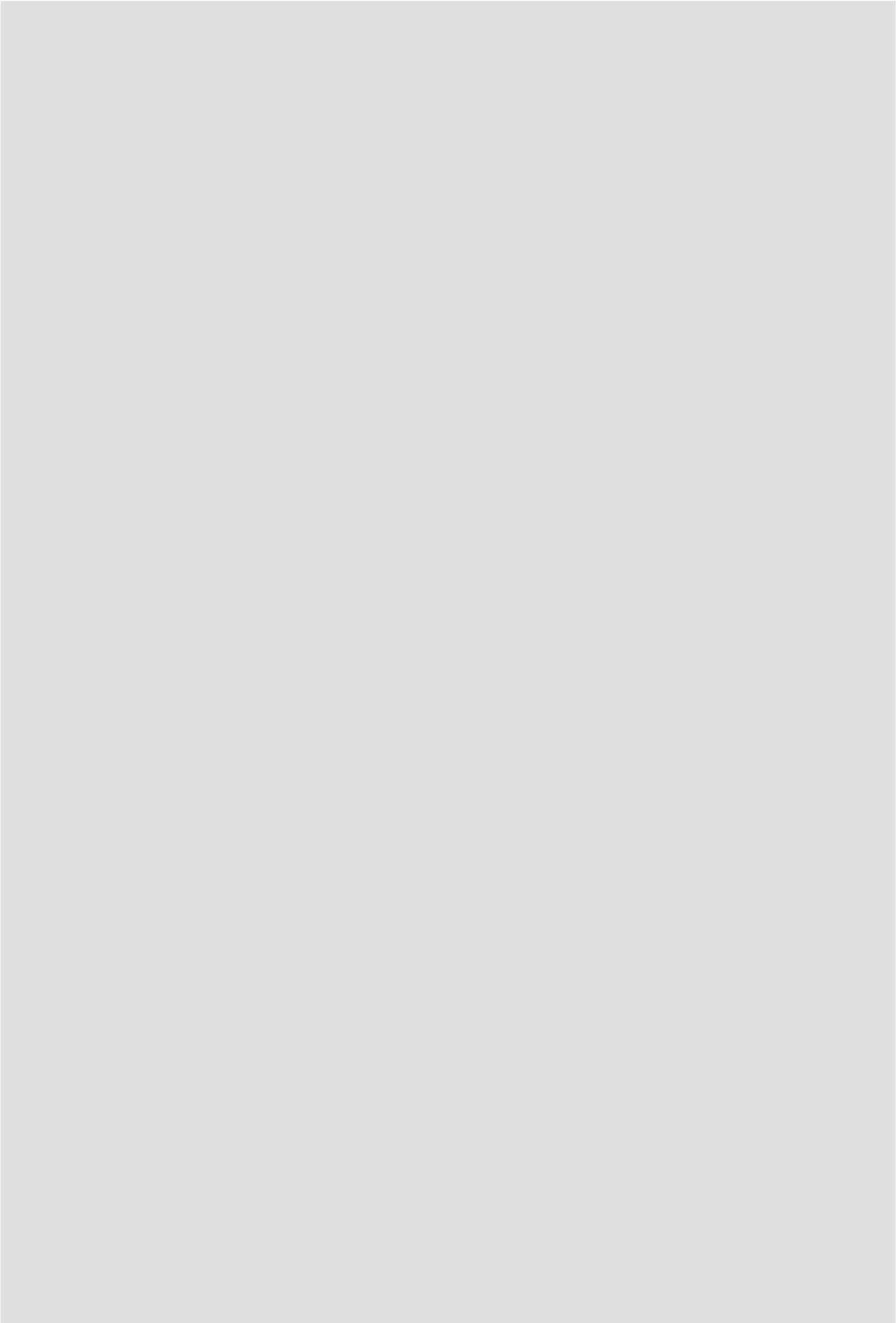


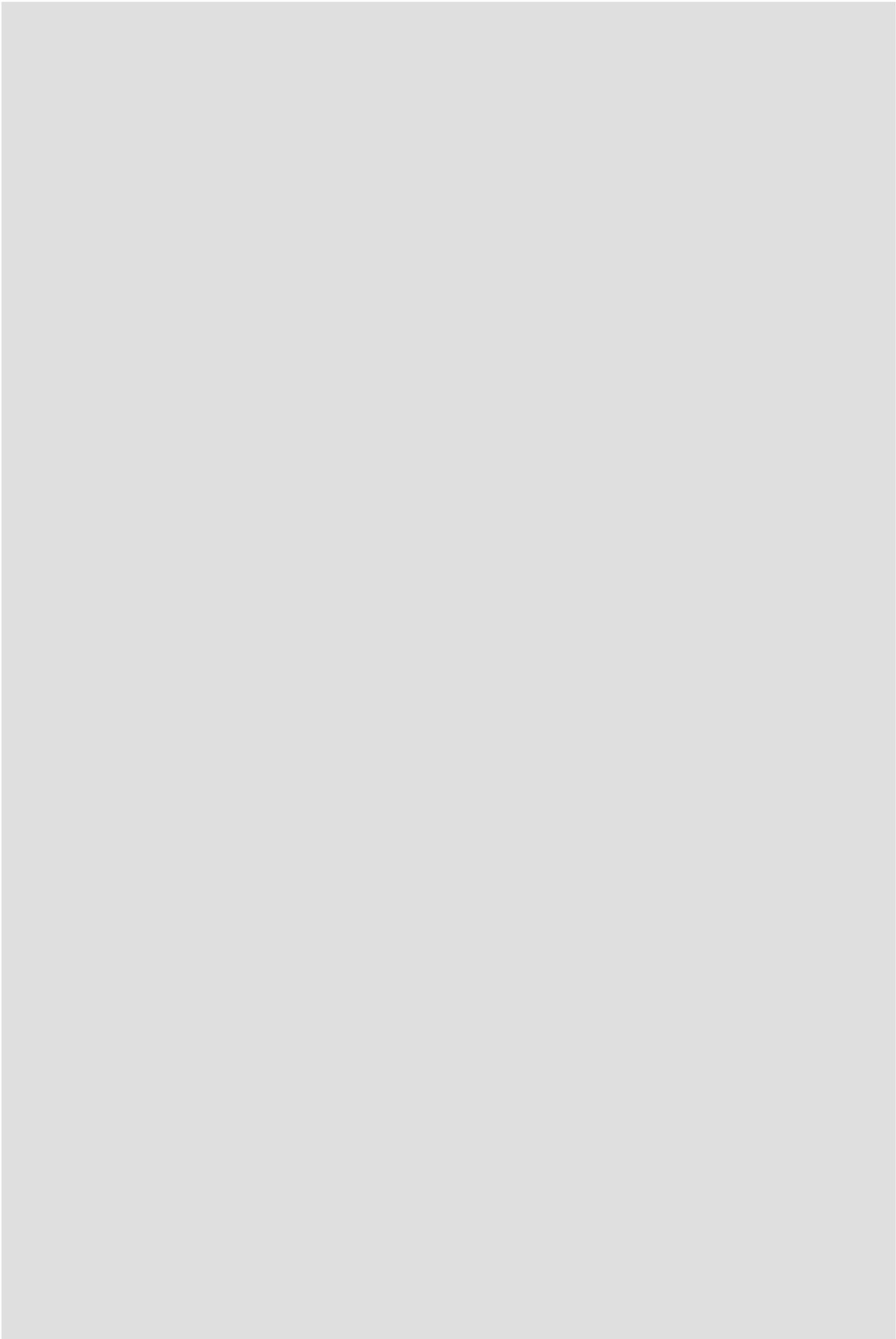
2025 RELEASE UNDER E.O. 14176

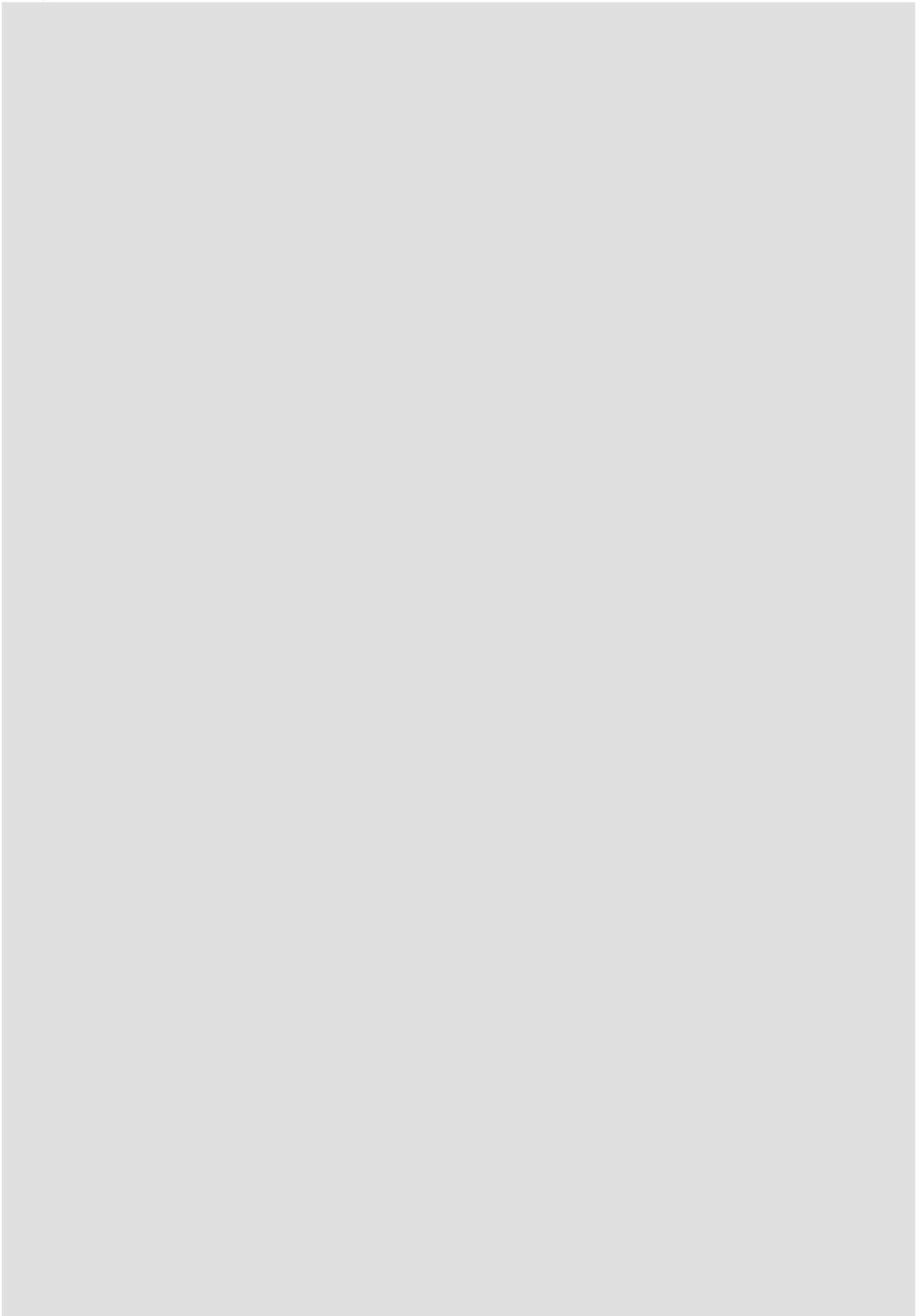






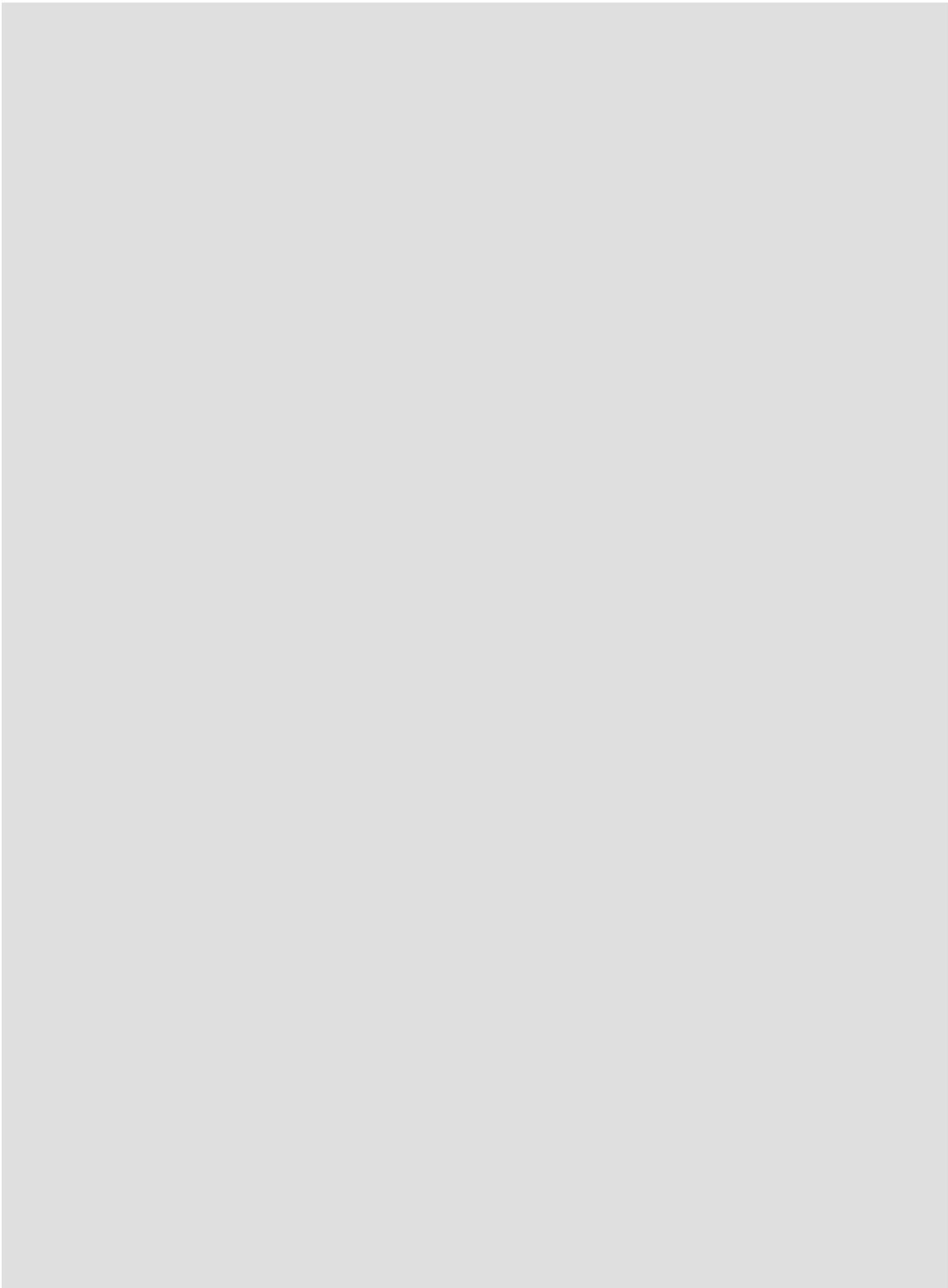


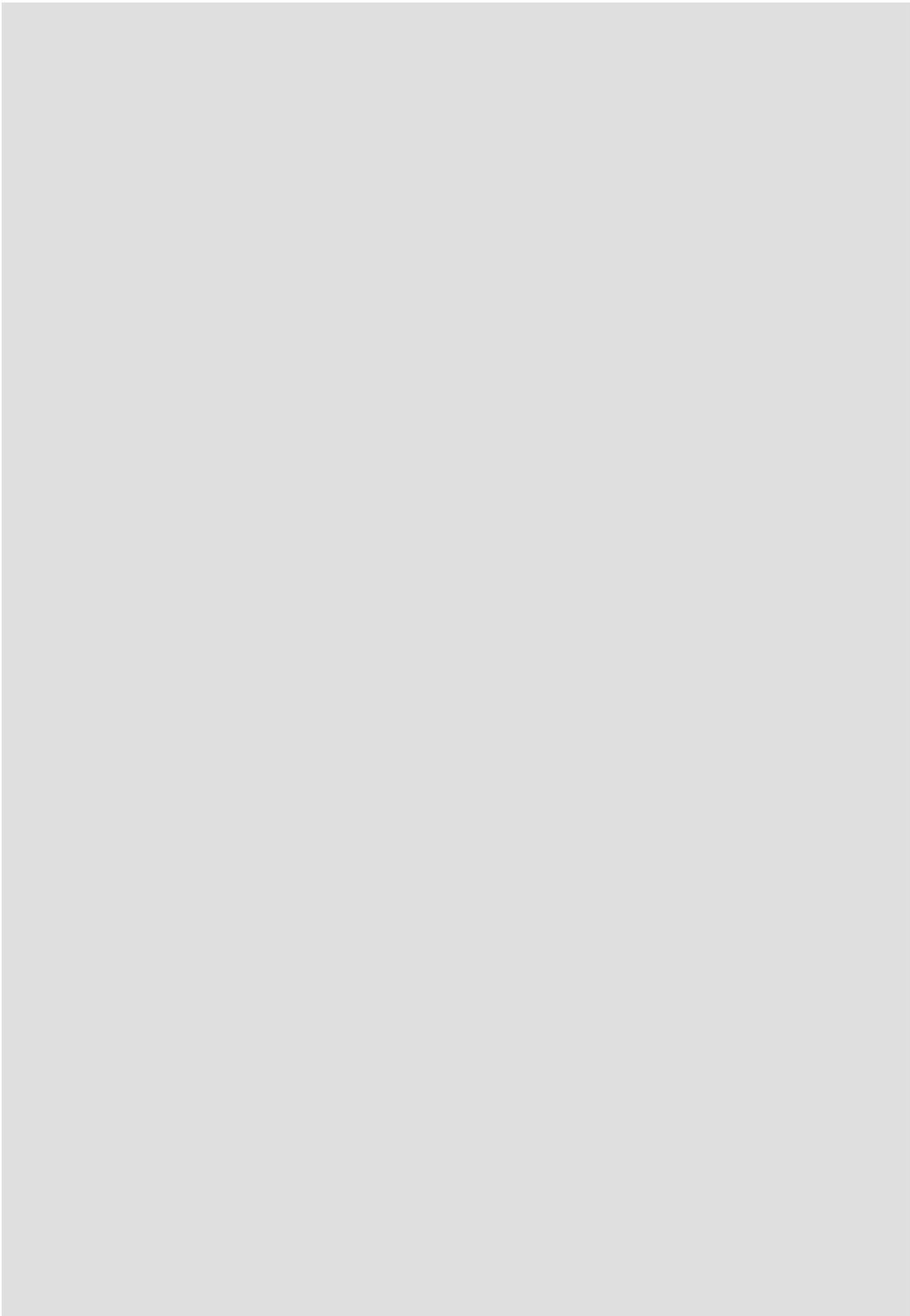


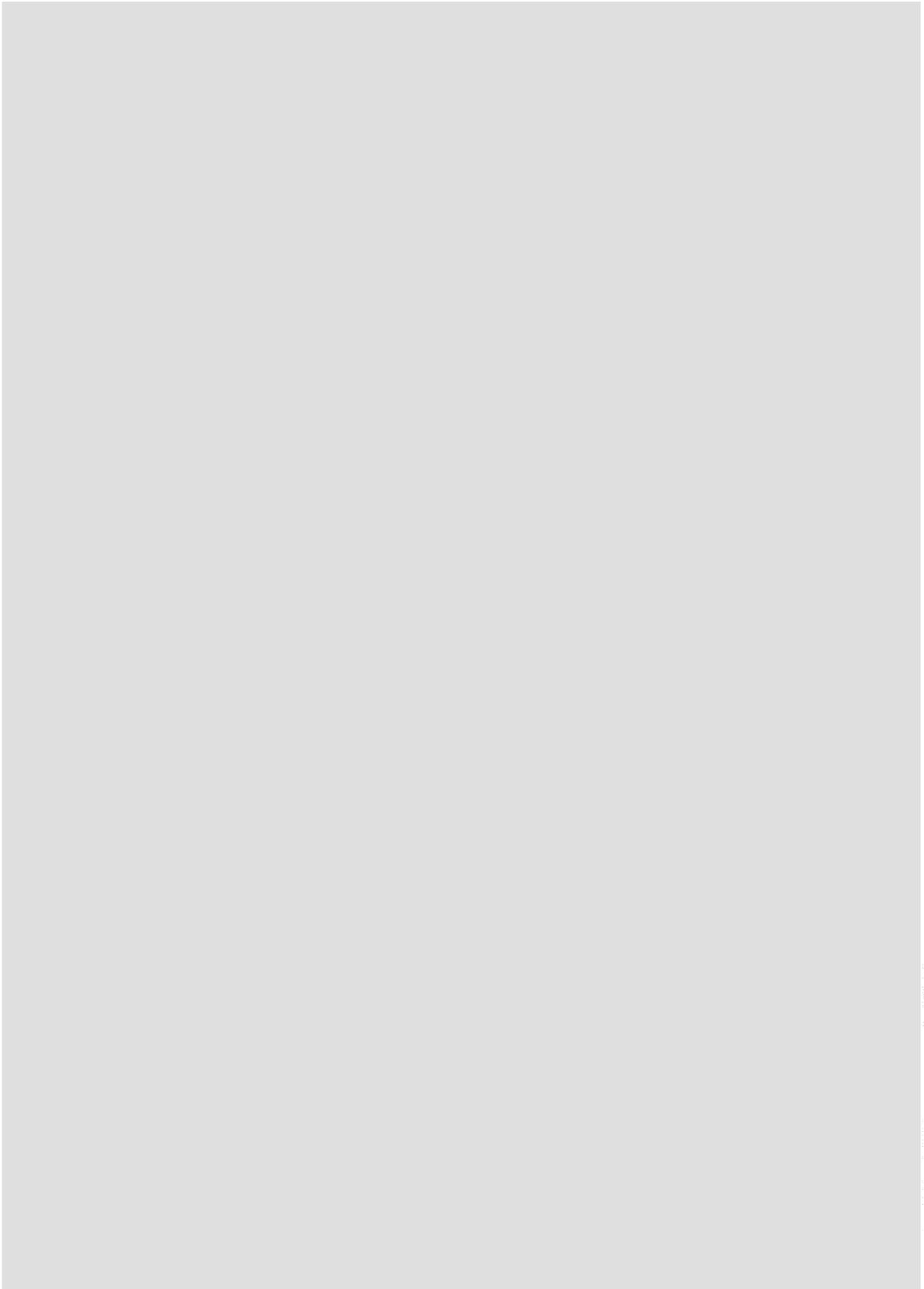


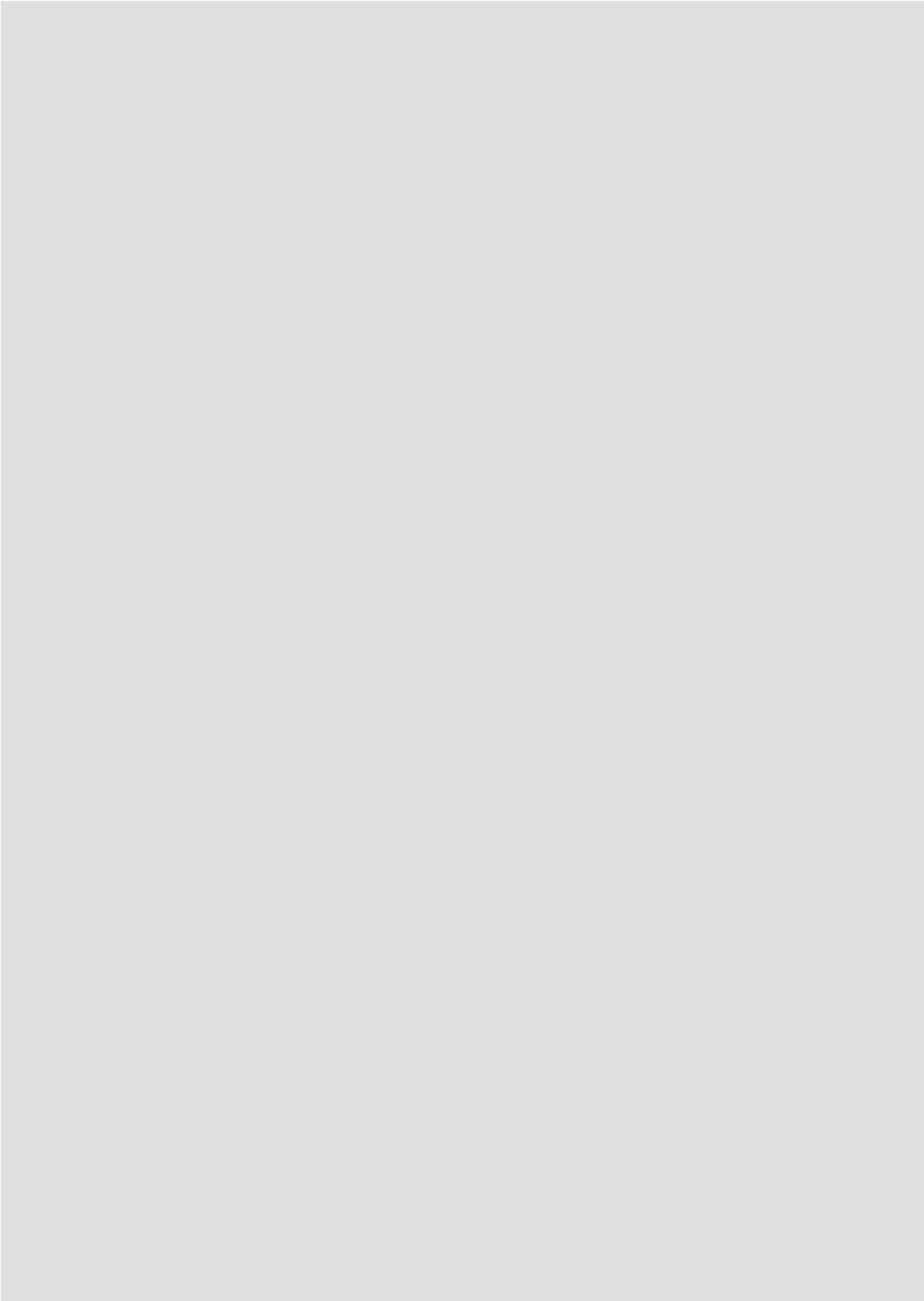
**Julie Beal**

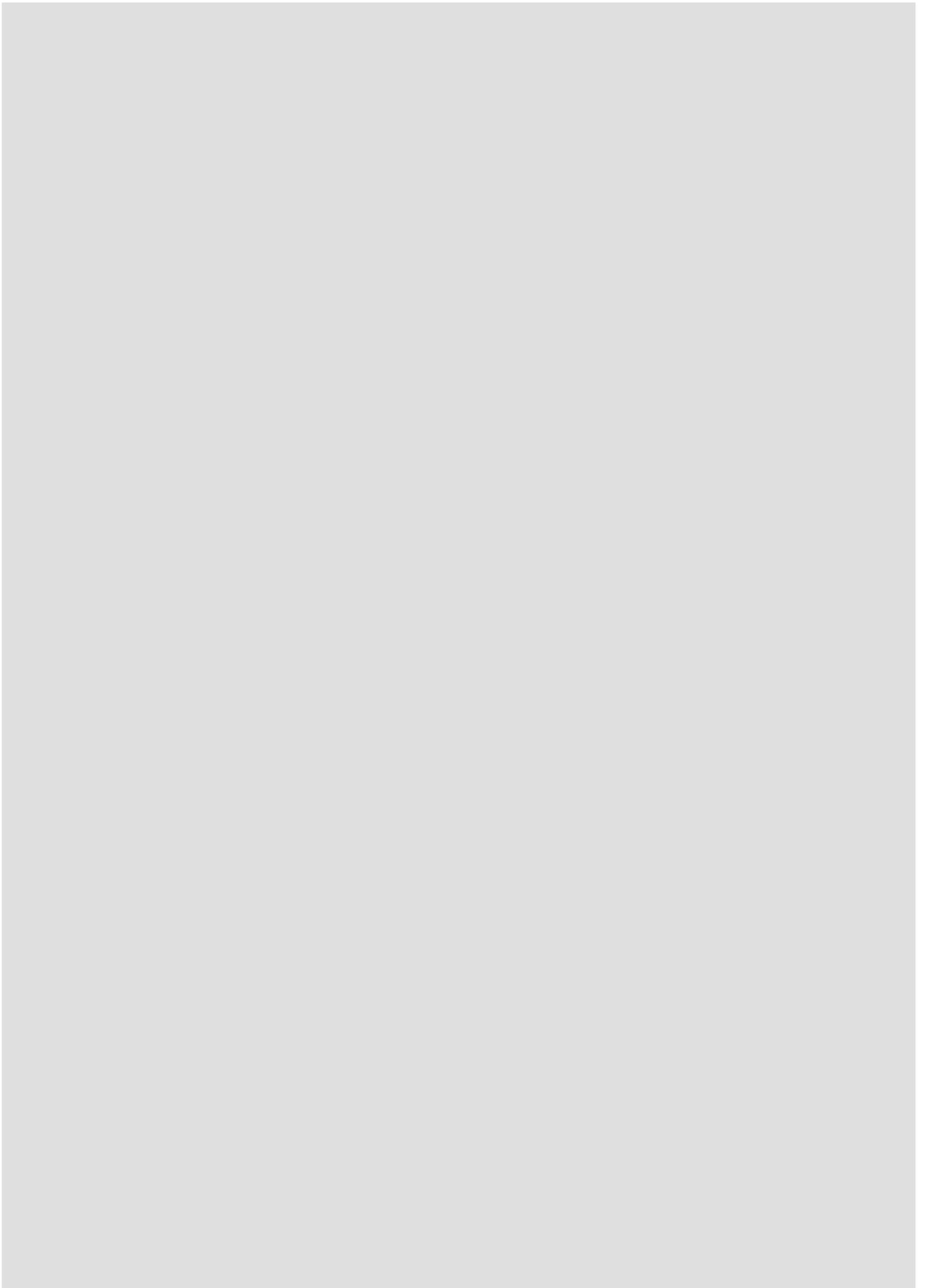
---

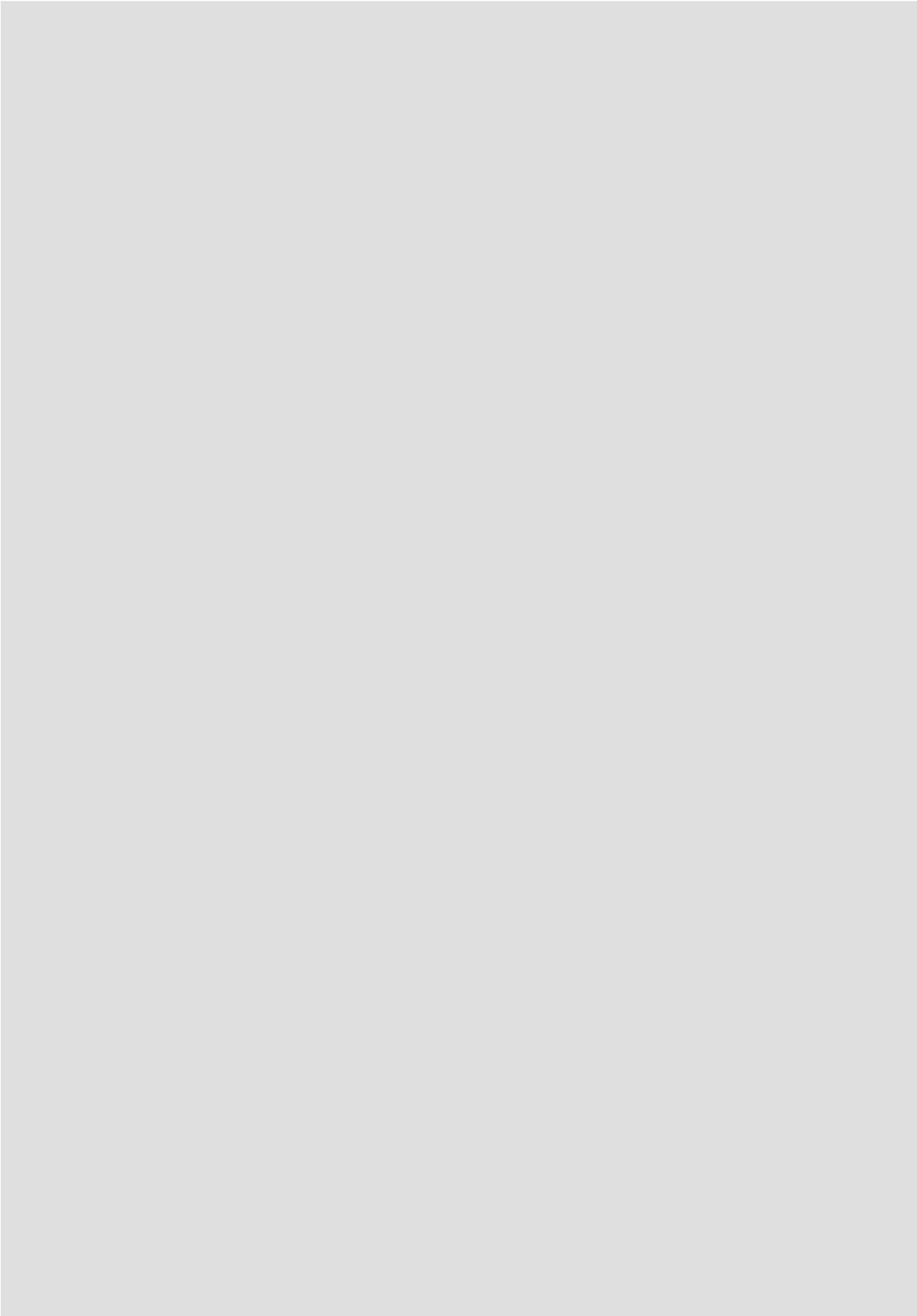


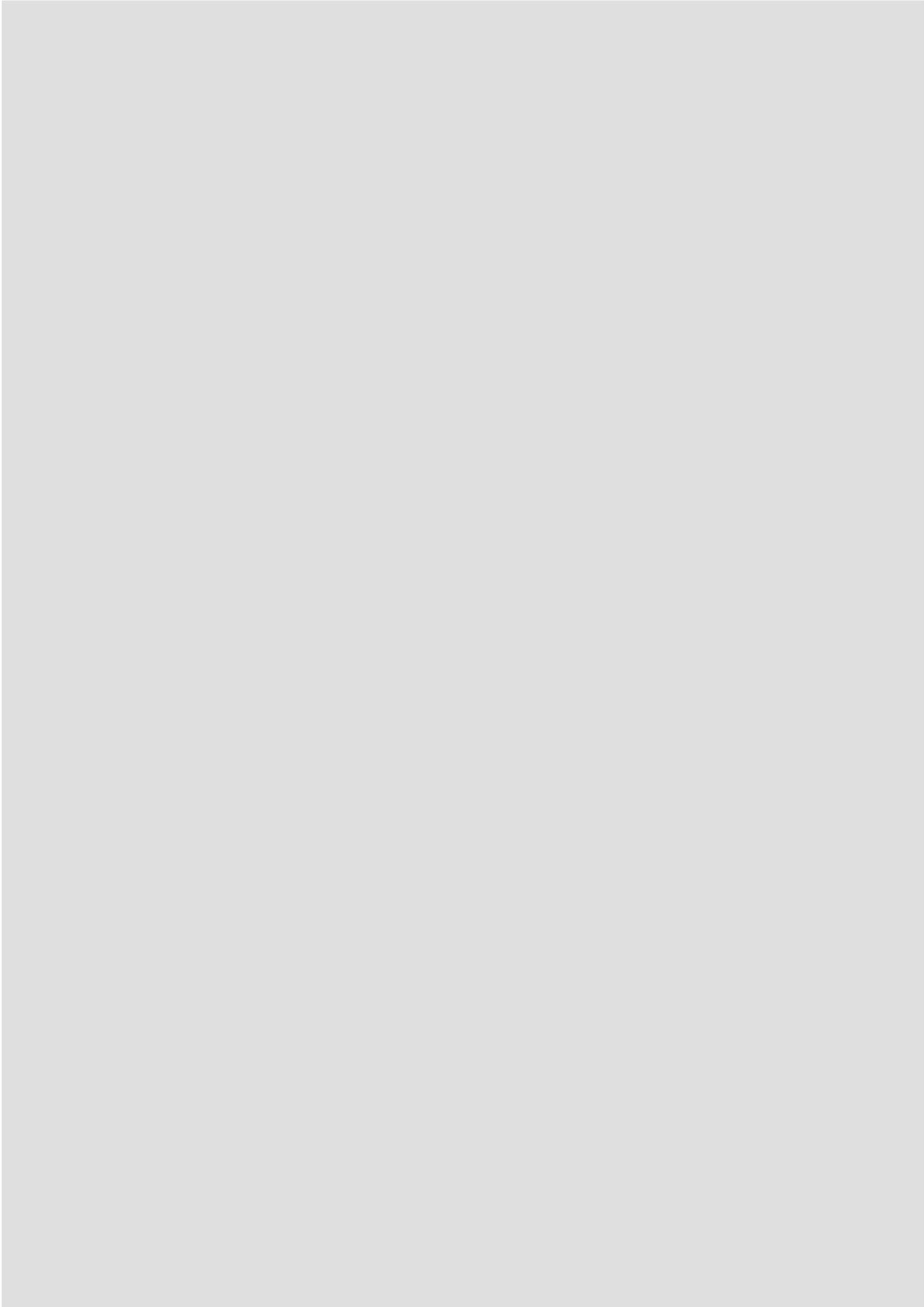


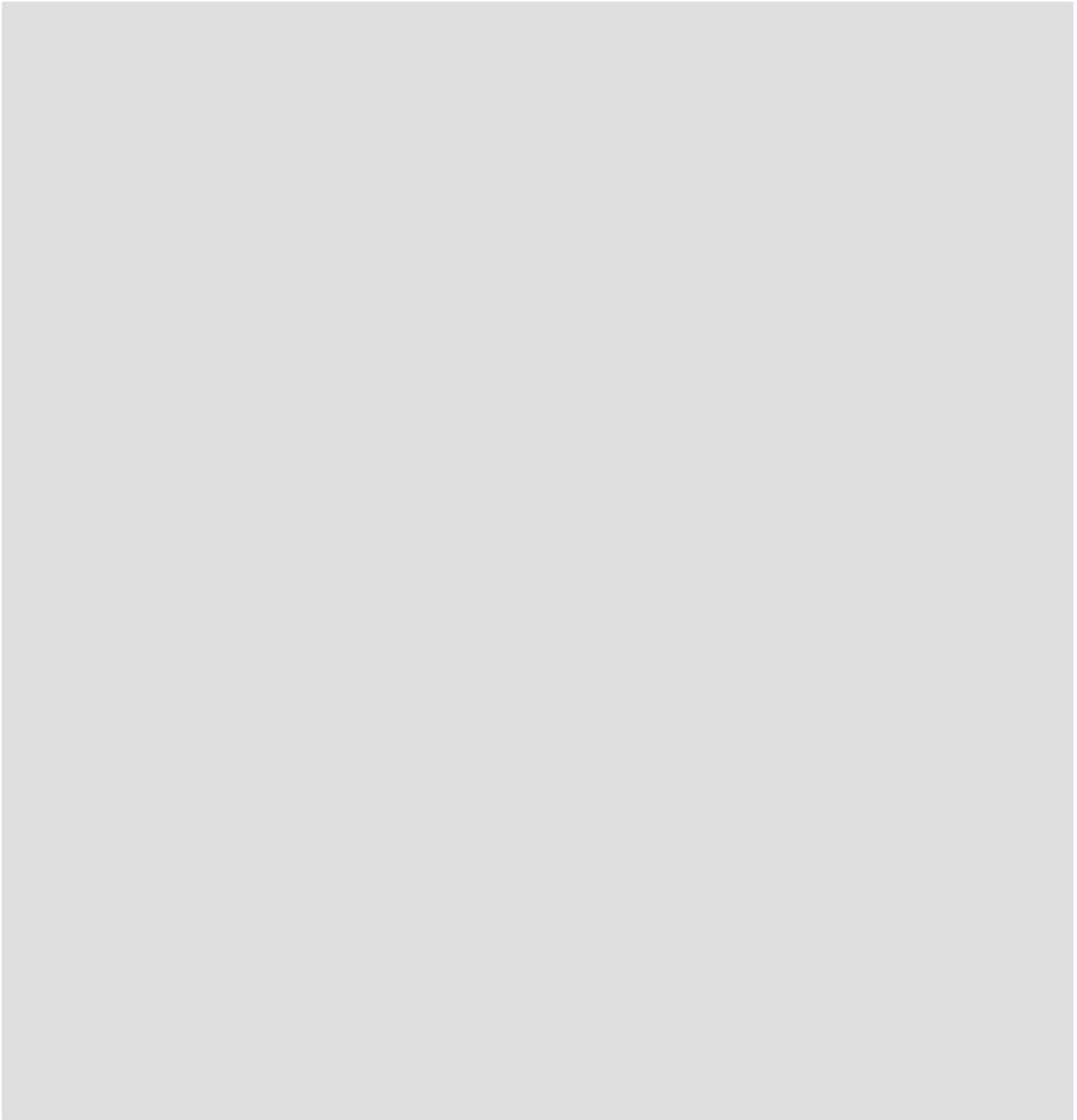


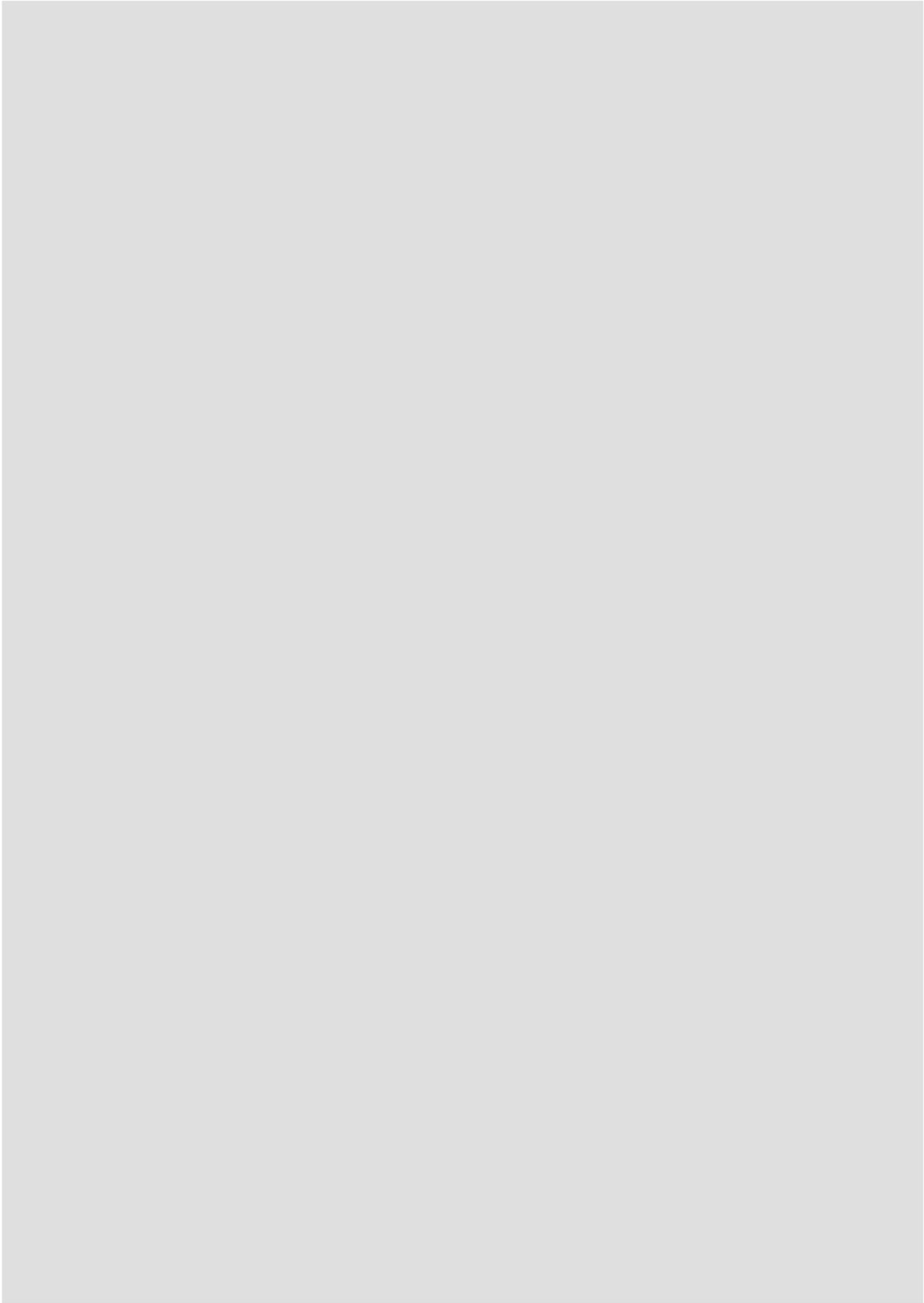






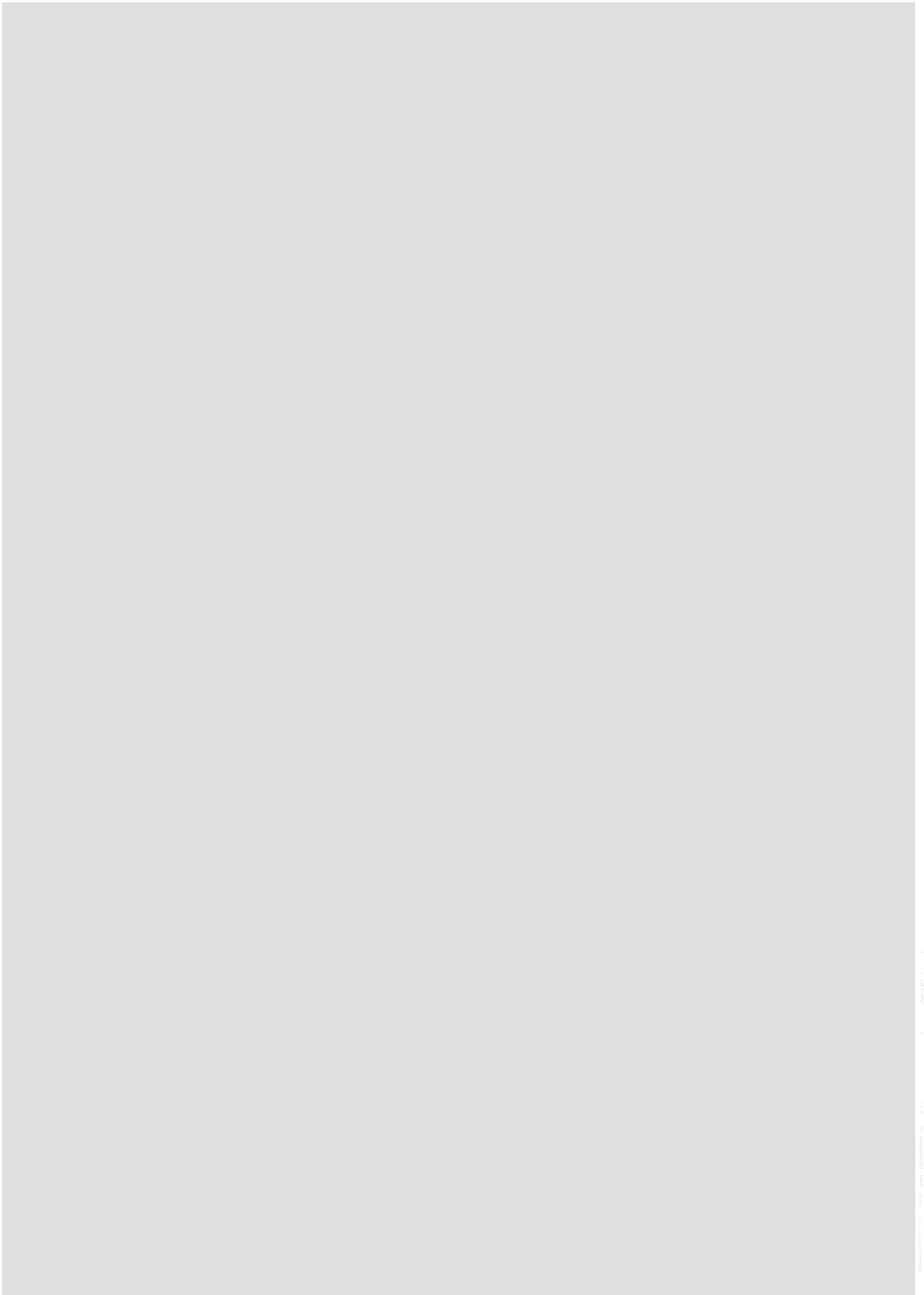


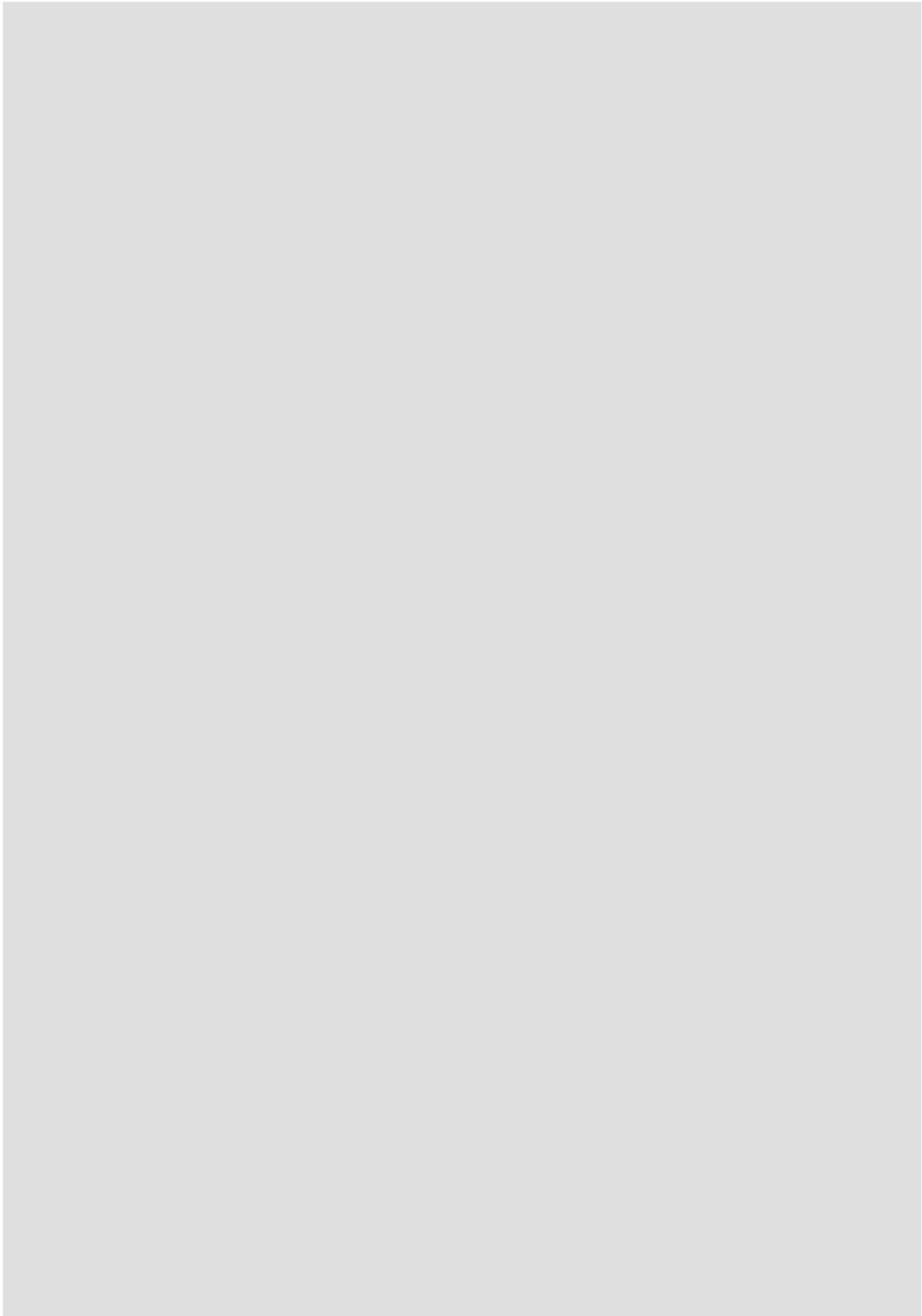


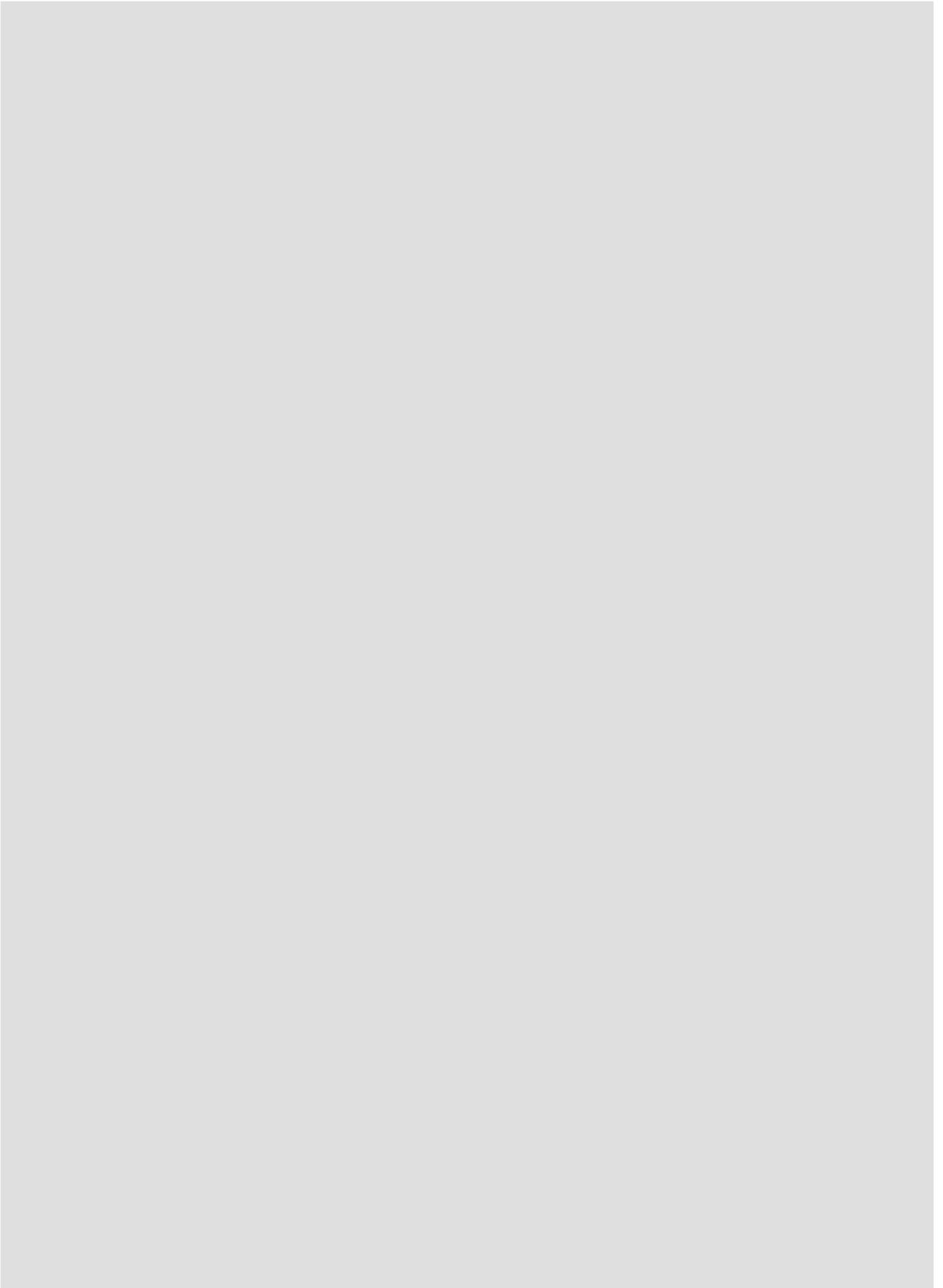


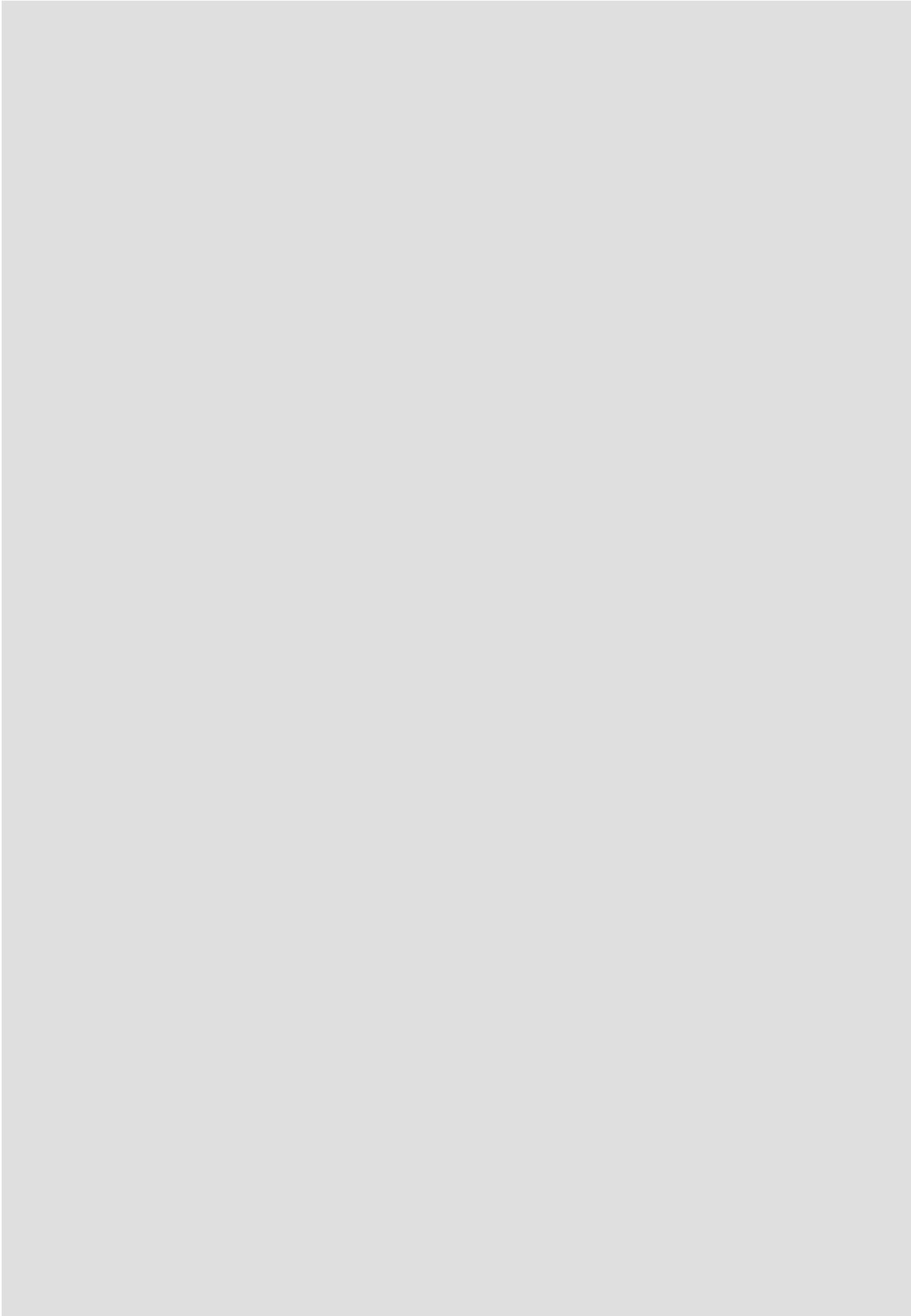
2025 RELEASE UNDER E.O. 14176

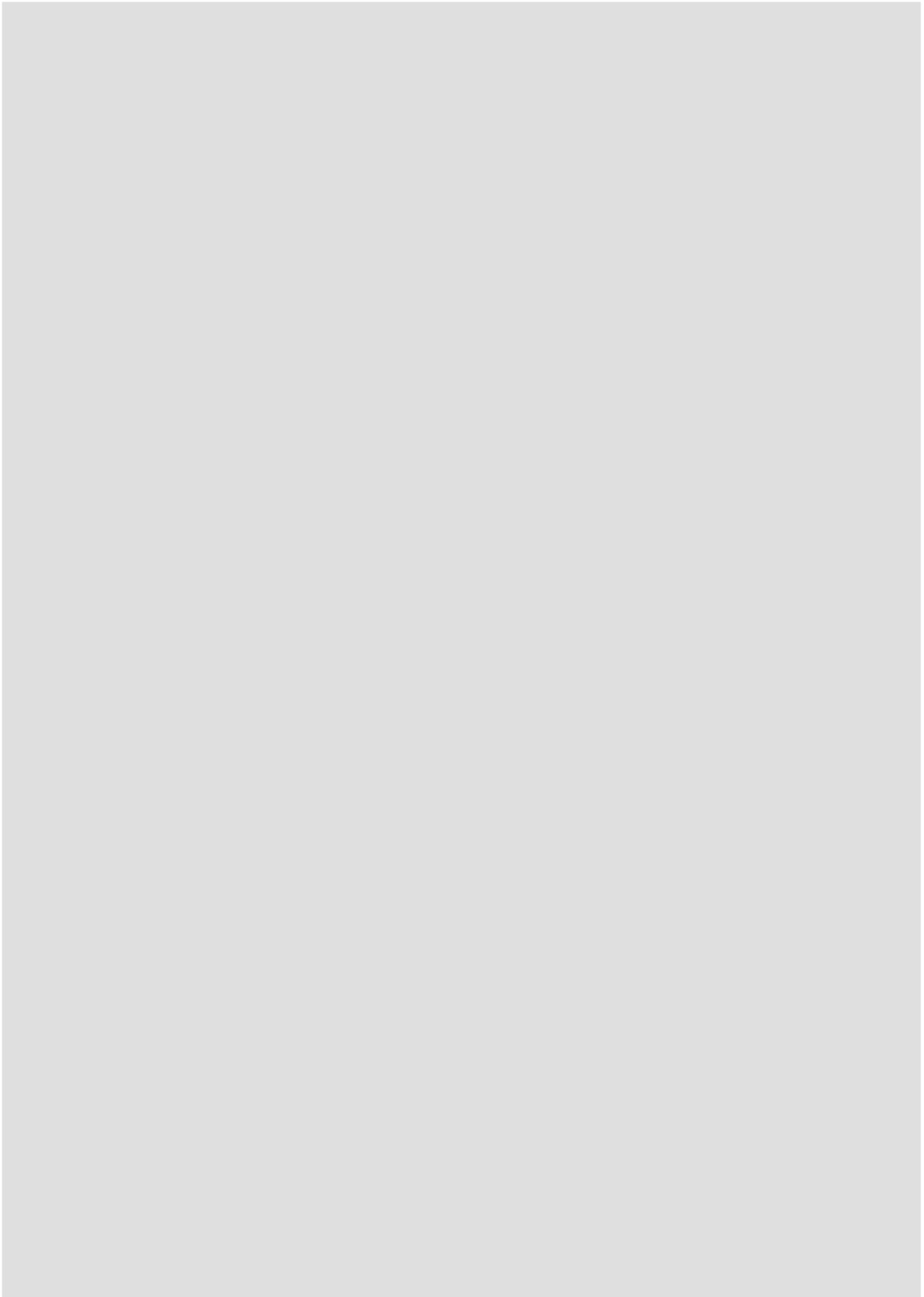


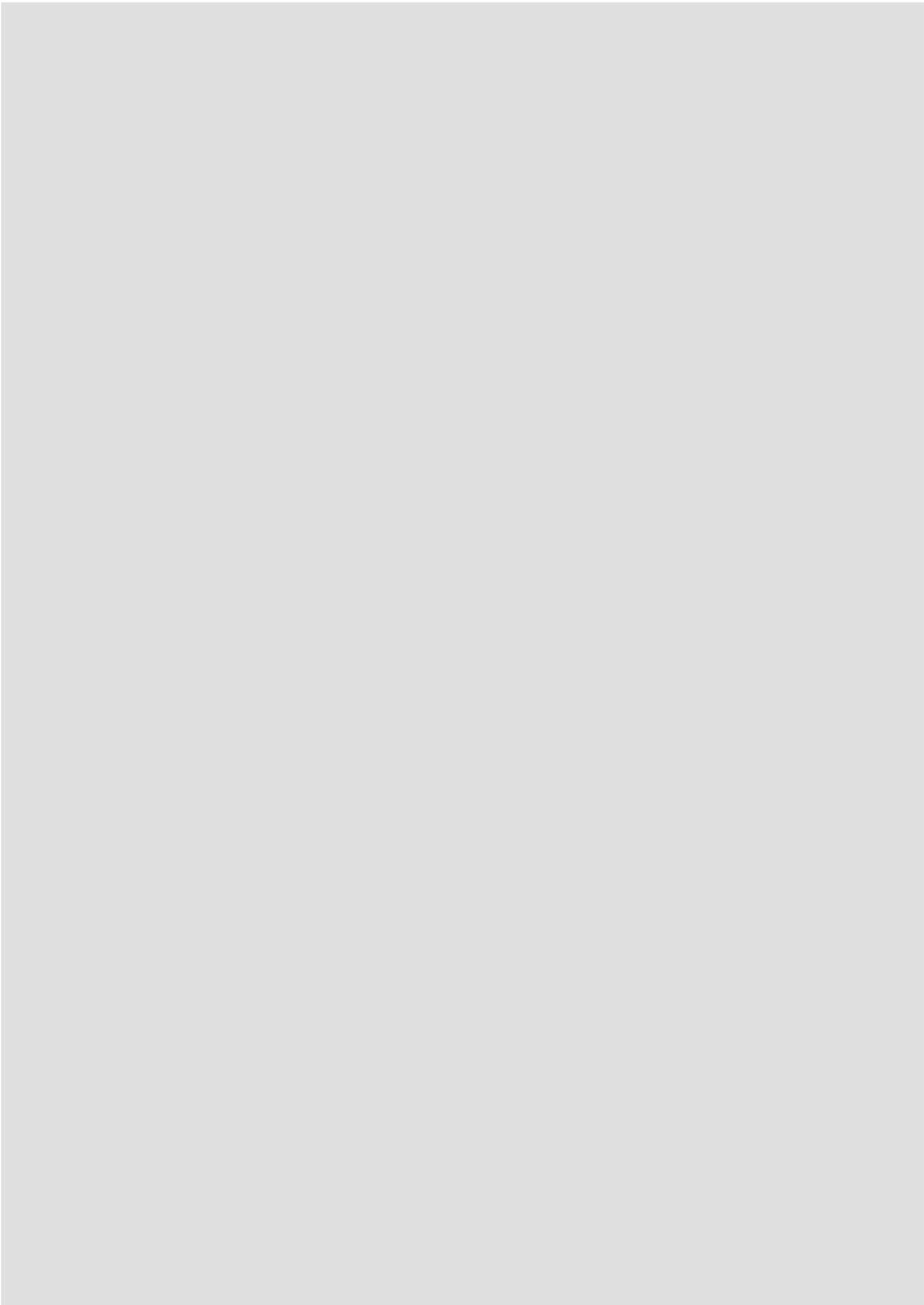




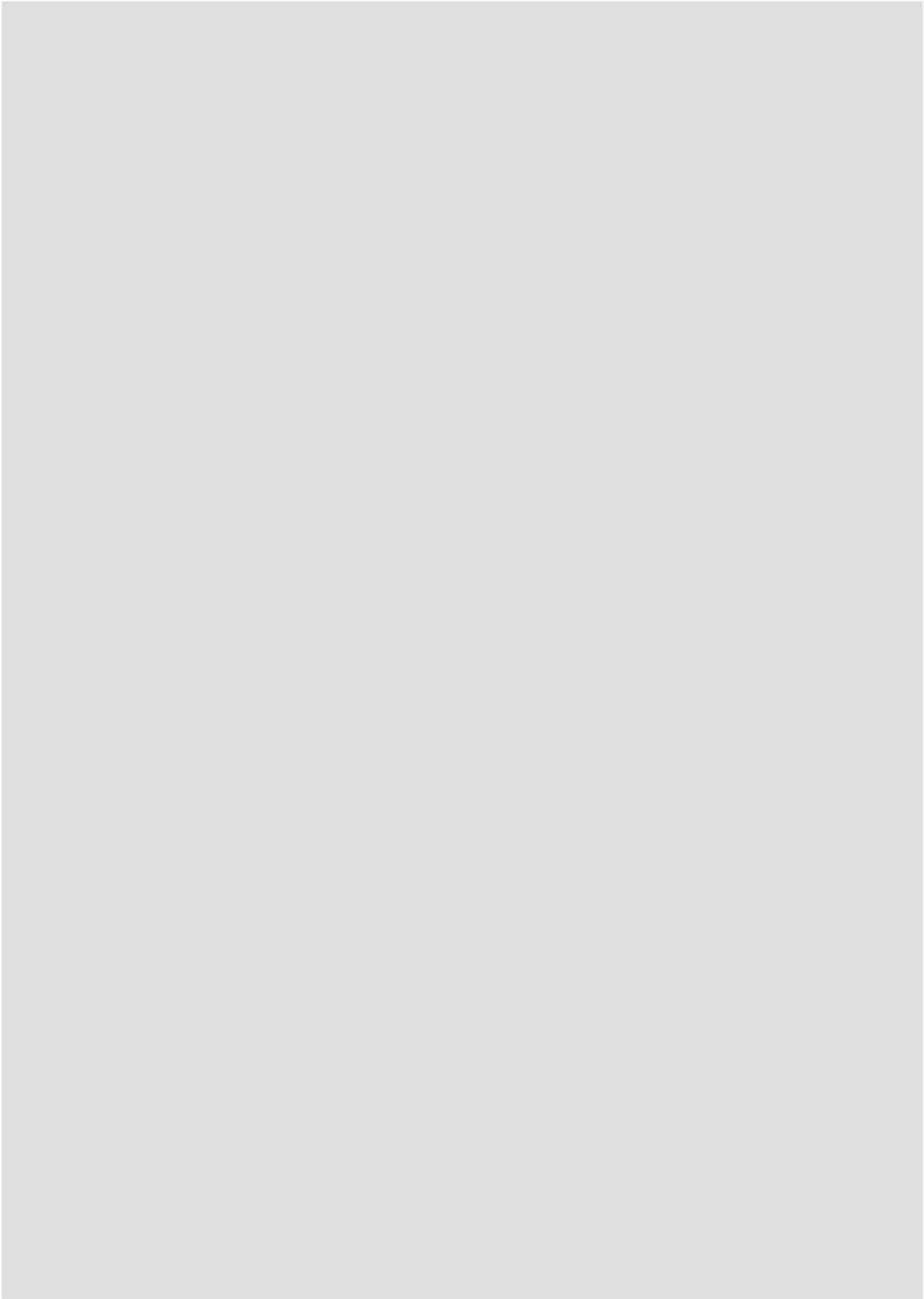




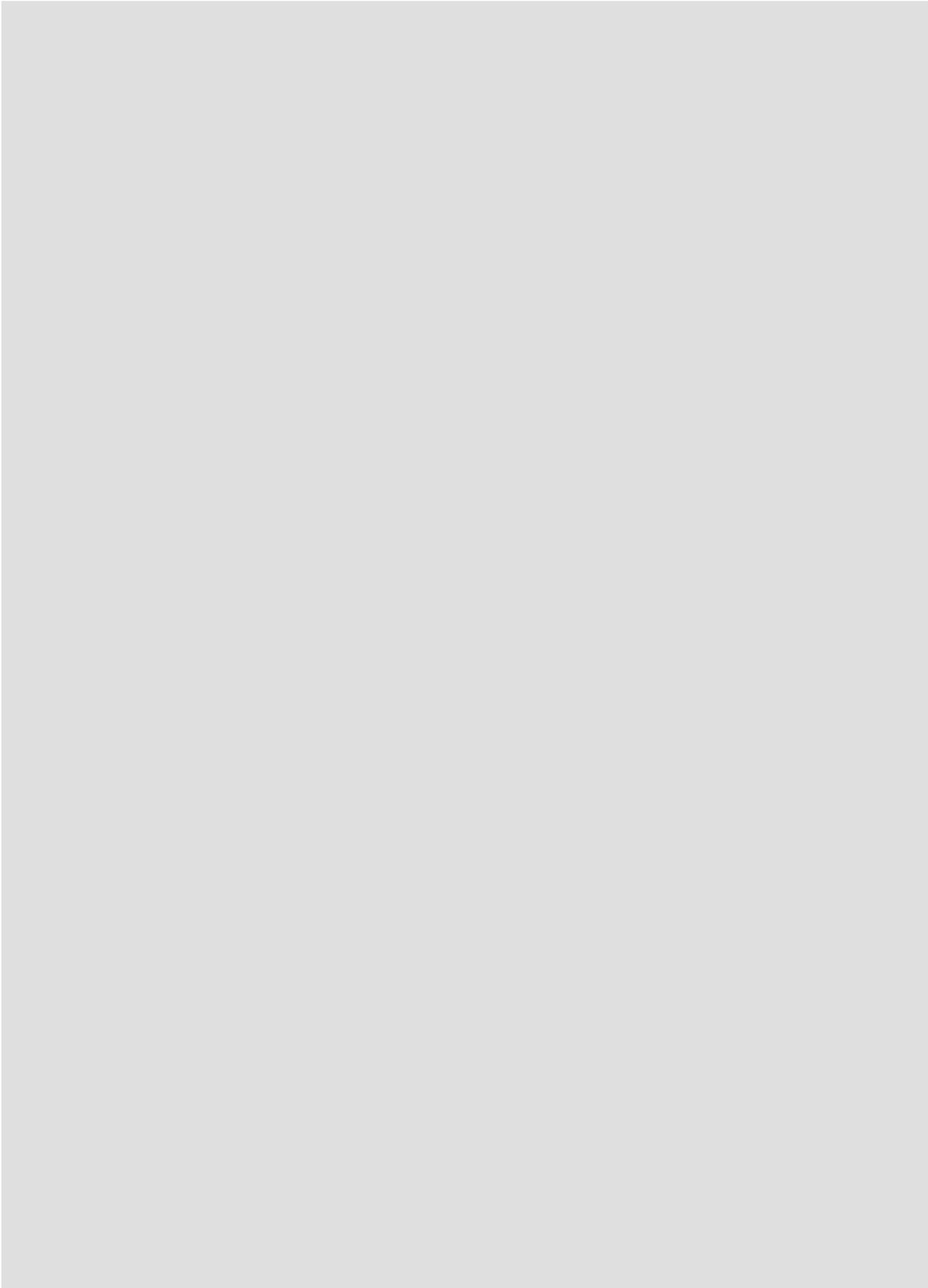


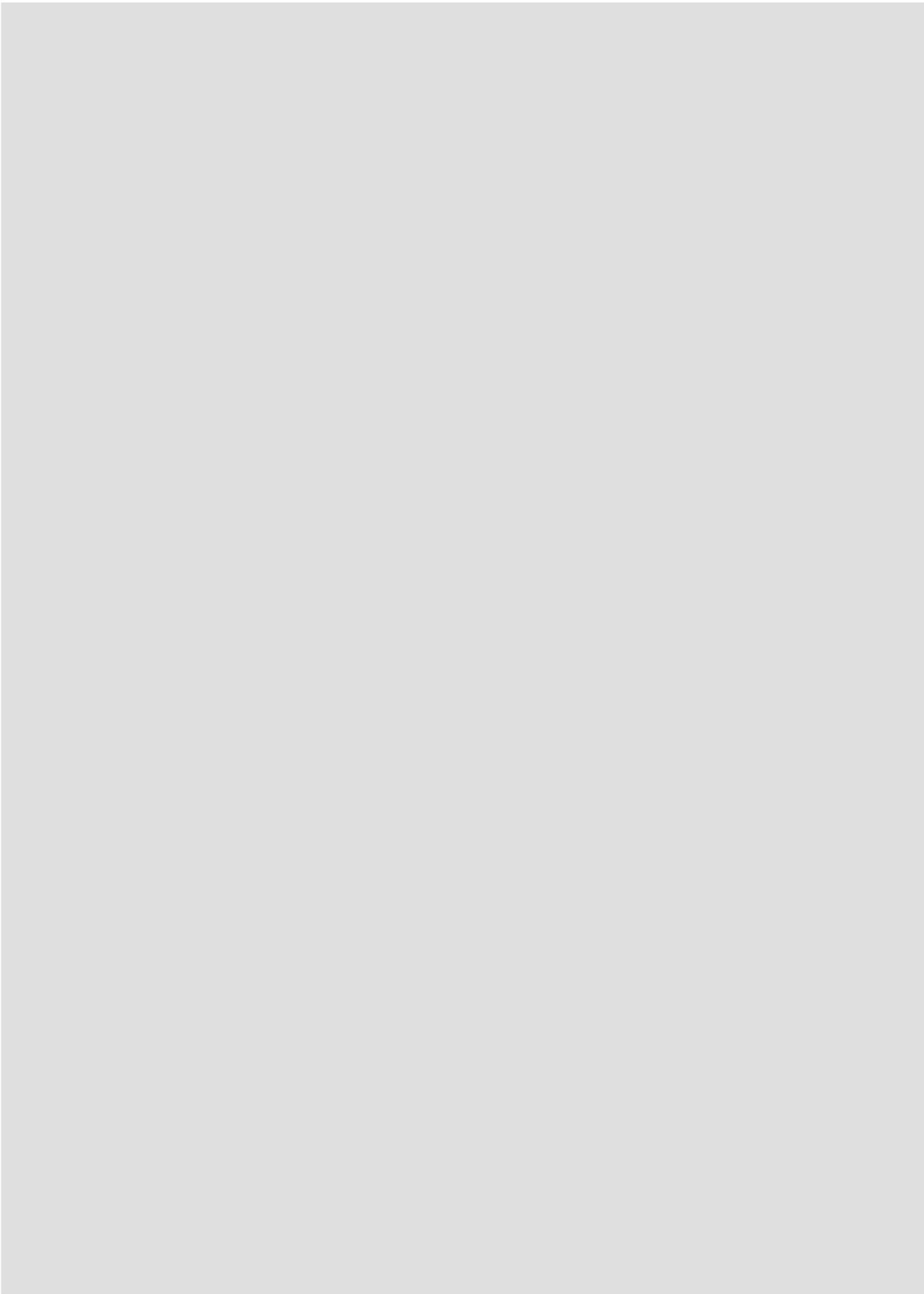


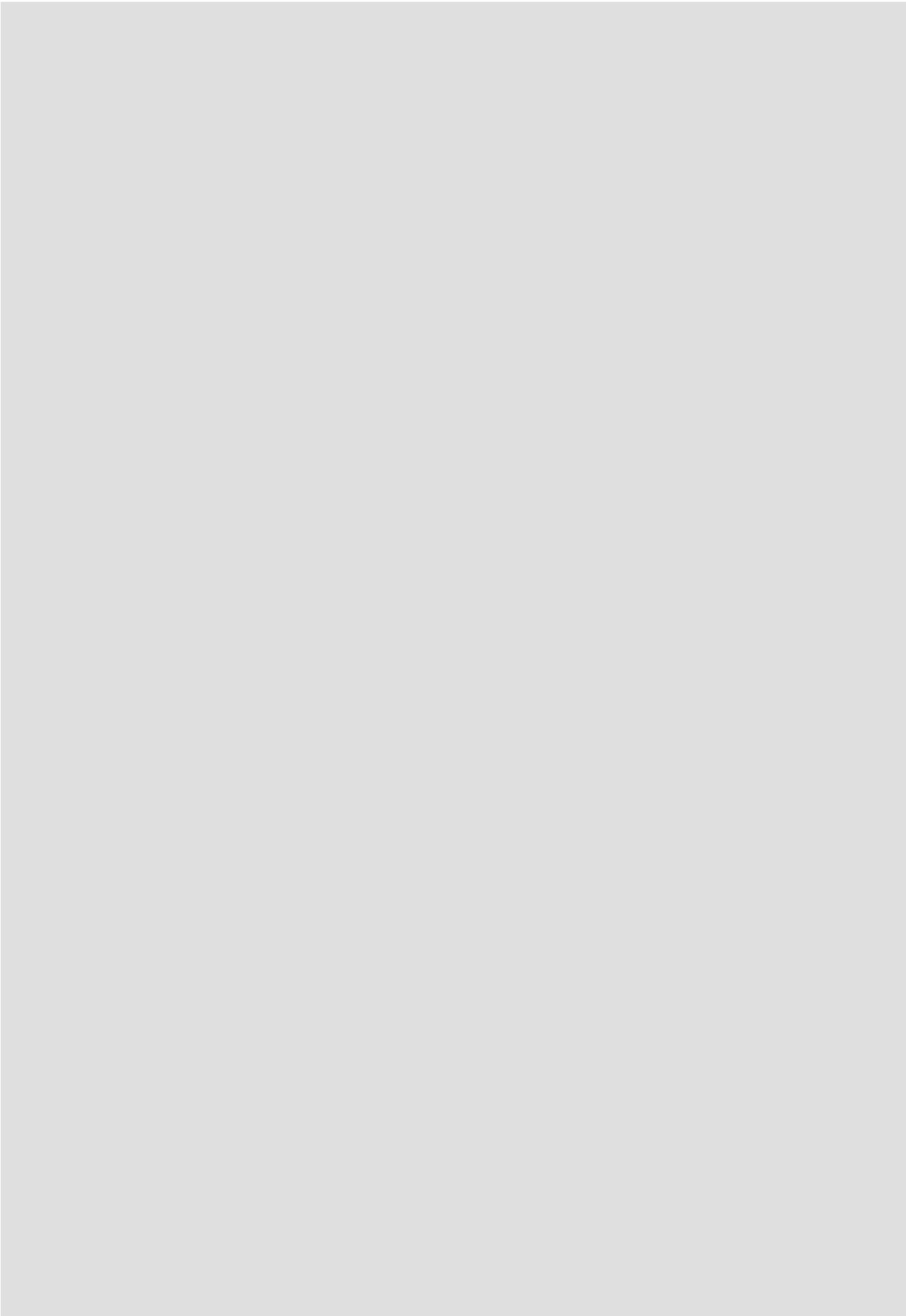
v a

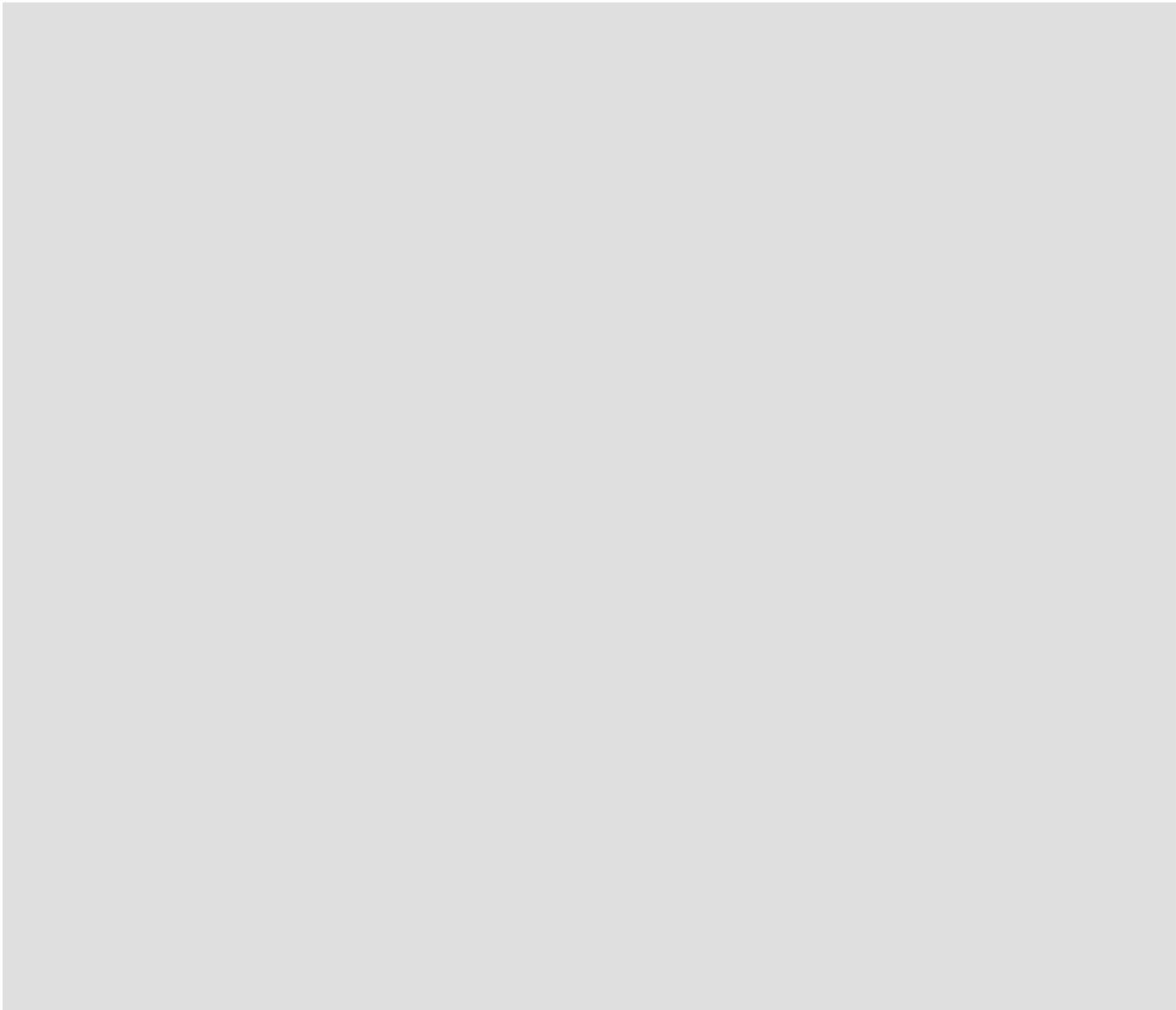


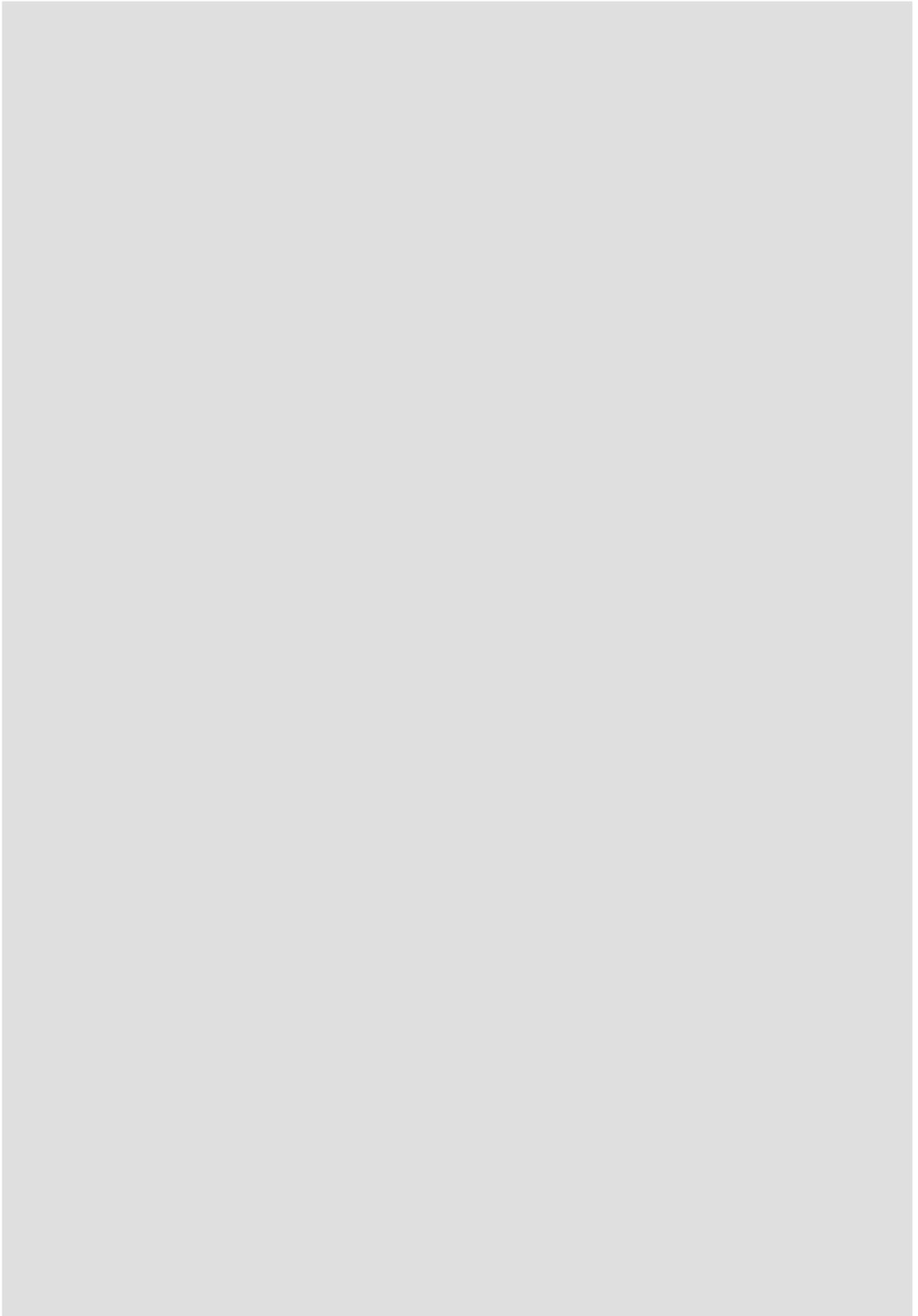
CCS.900.002.0095



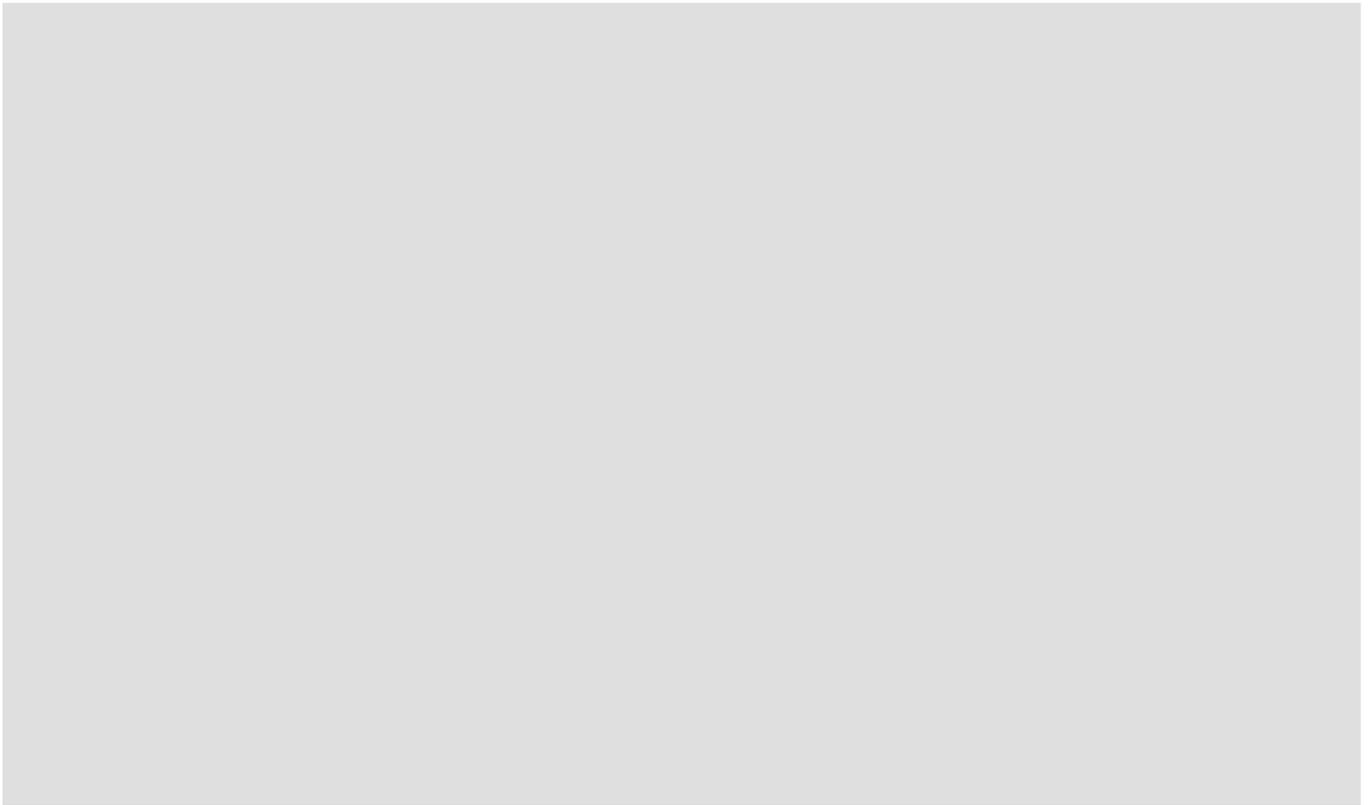






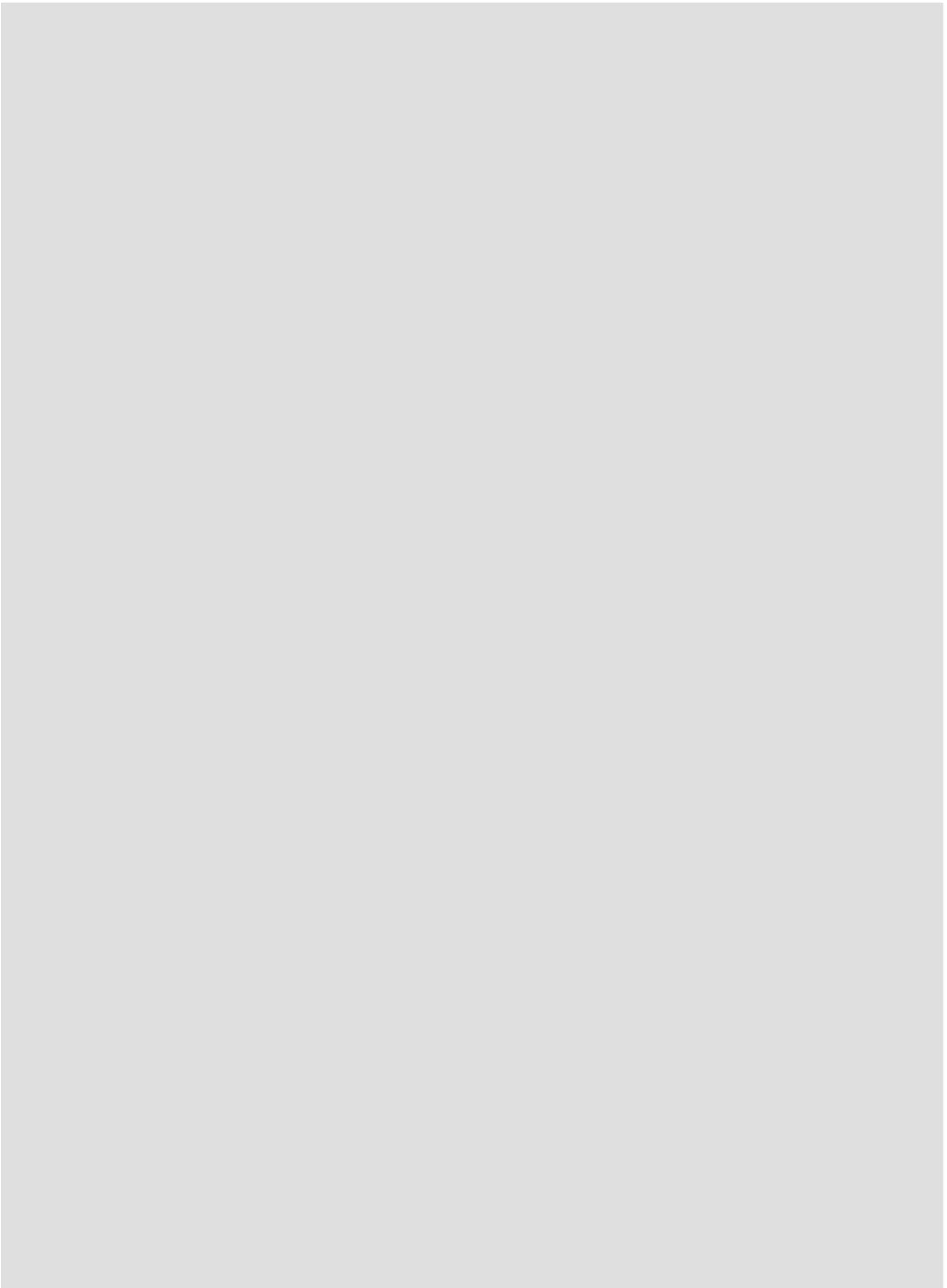


1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100

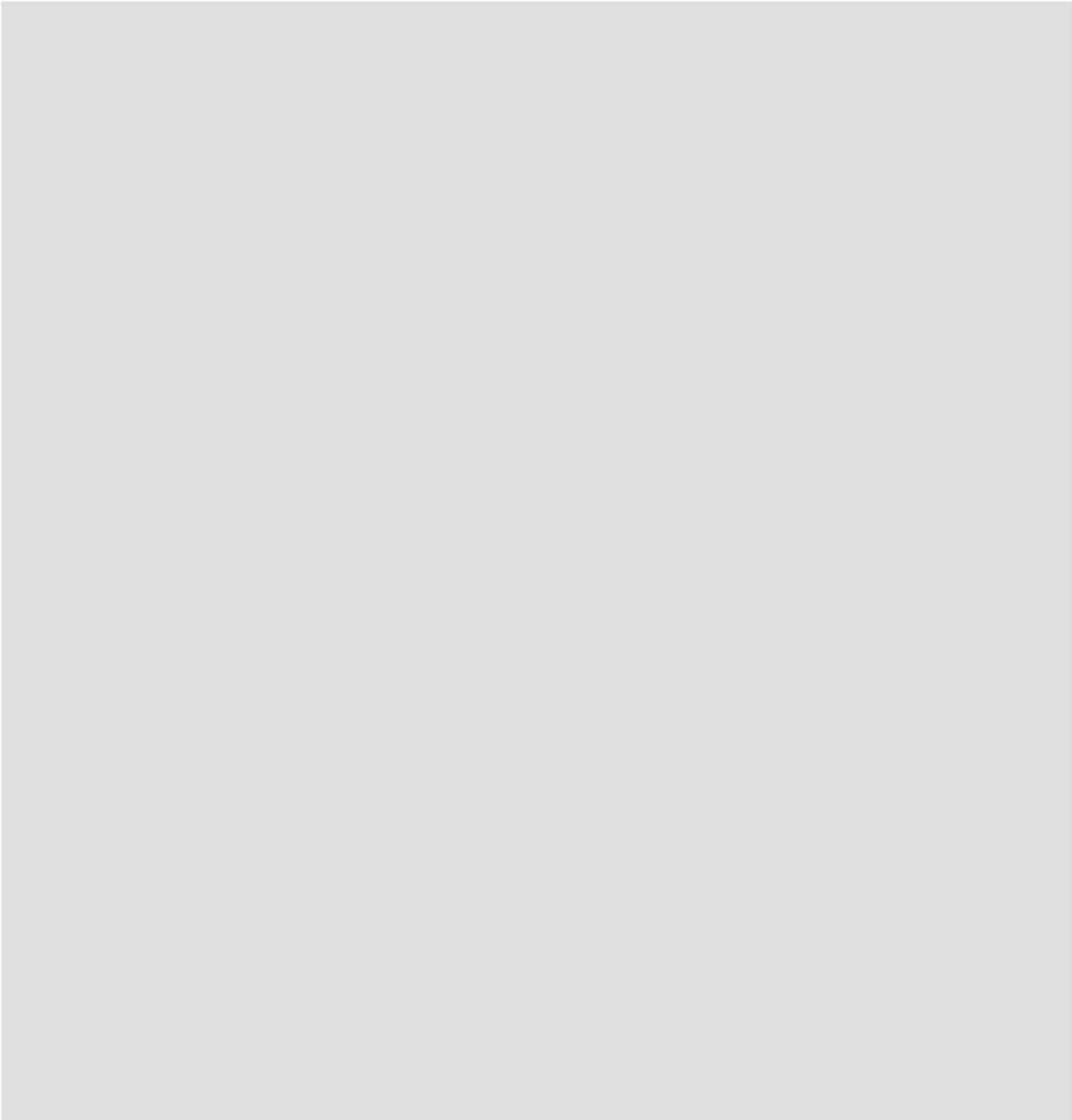


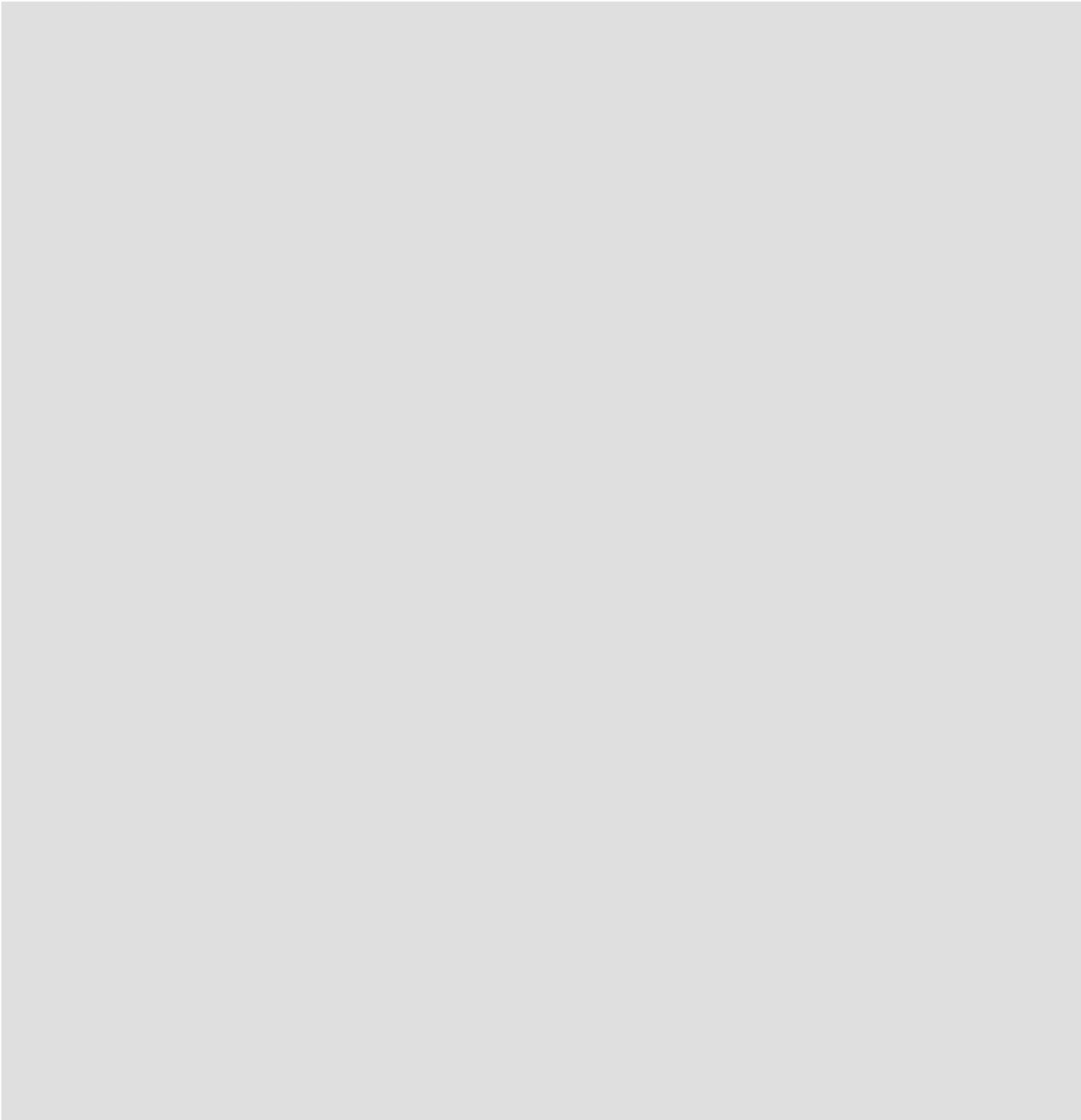
**Julie Beal**

---



2025 RELEASE UNDER E.O. 14176



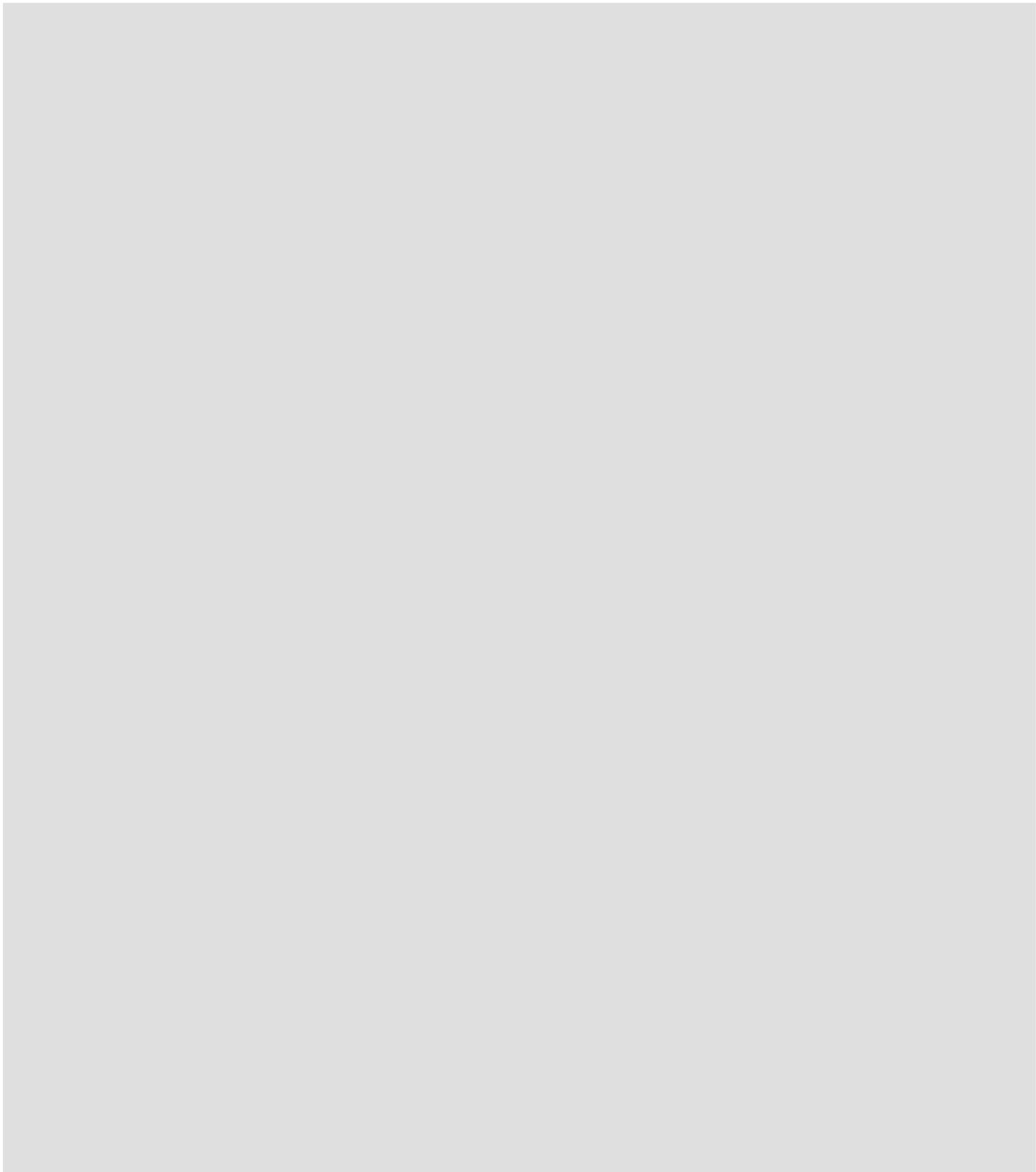


Tomorrow's Queensland:  
strong, green, smart, healthy and fair

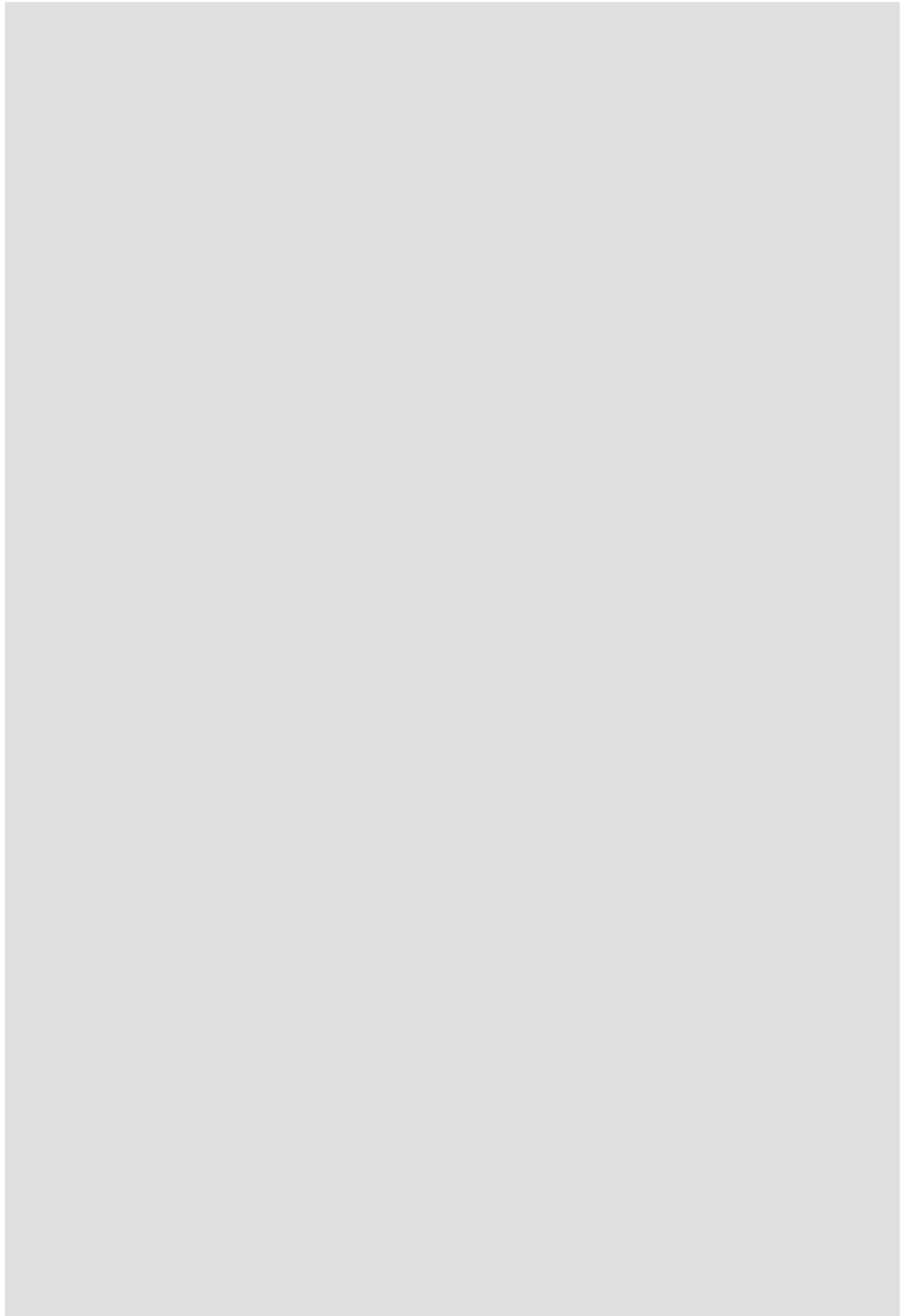
Queensland  
Government



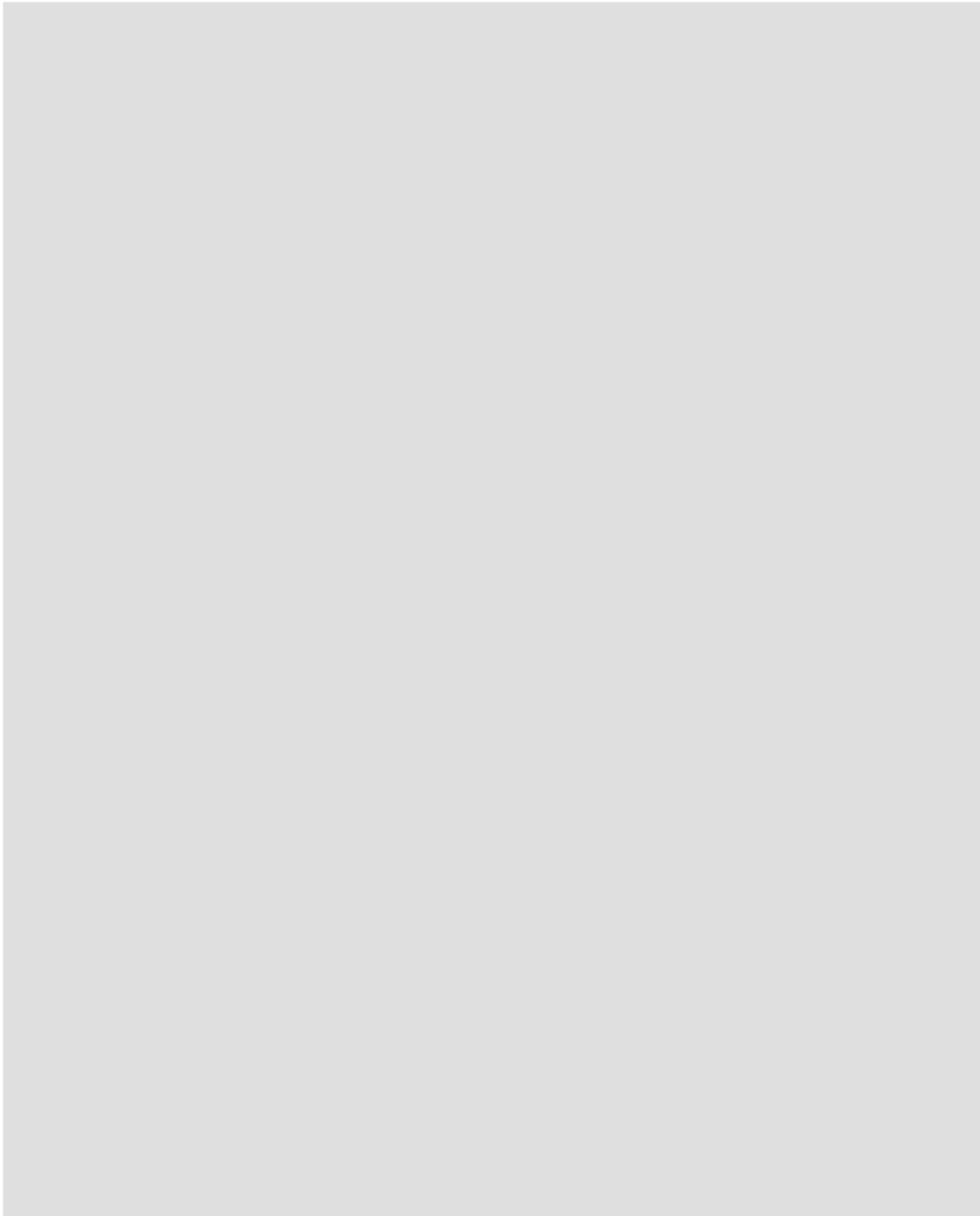
**Department of Communities**  
fair, cohesive and vibrant communities



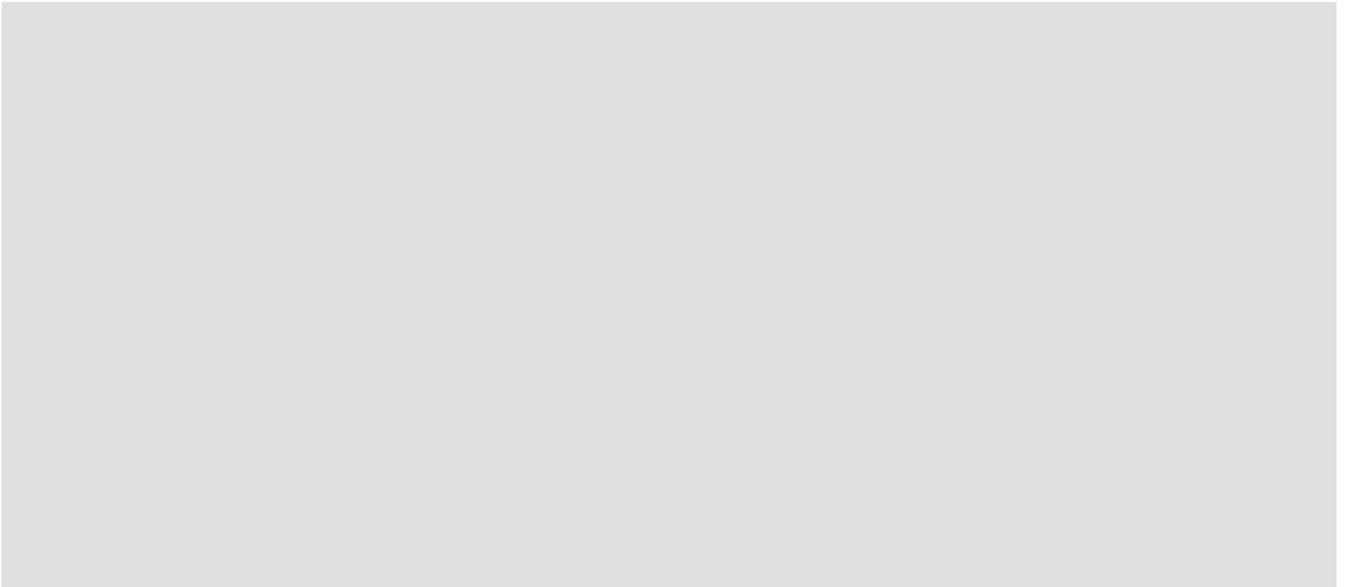
**Department of Communities**  
fair, cohesive and vibrant communities



**Department of Communities**  
fair, cohesive and vibrant communities

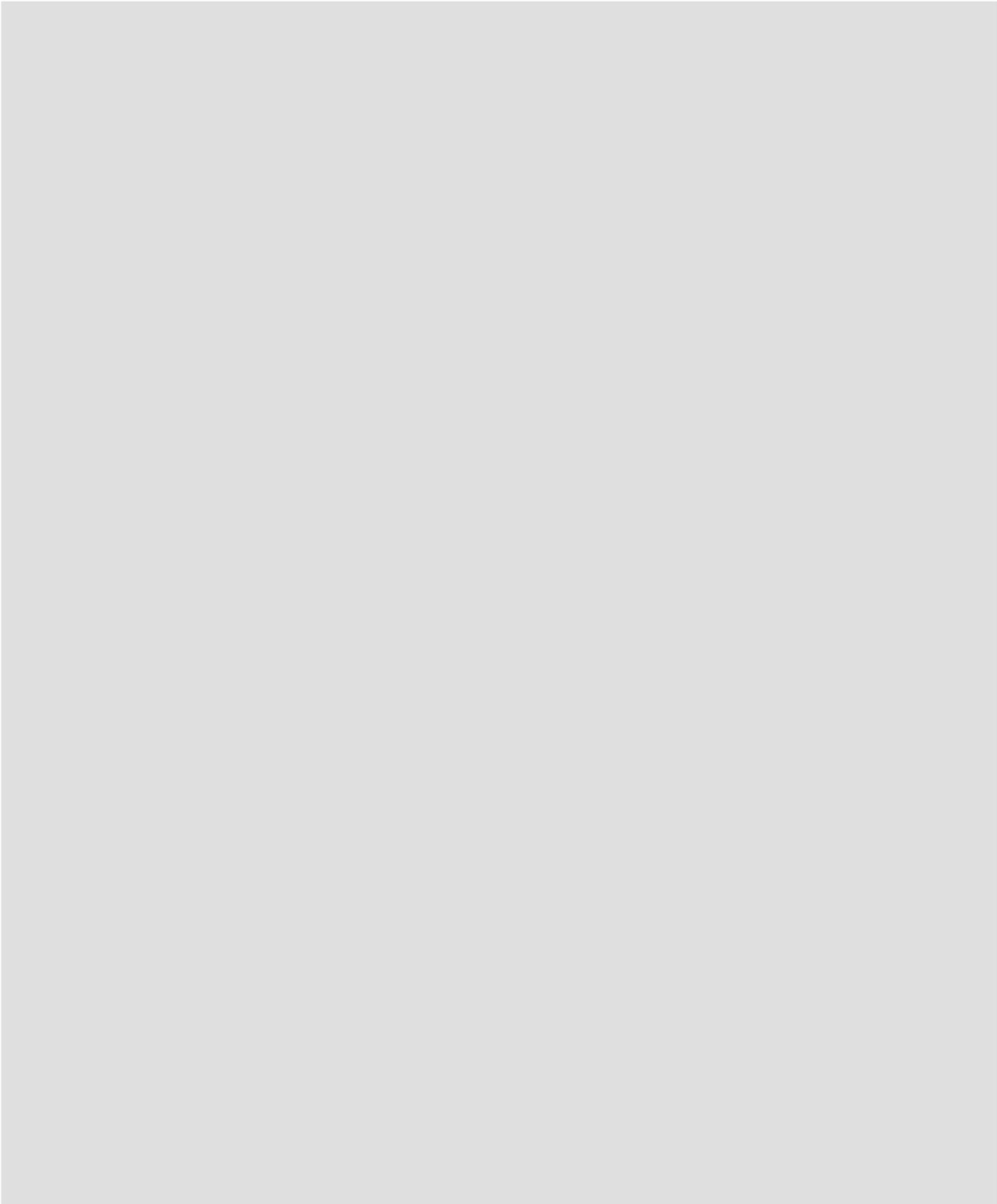


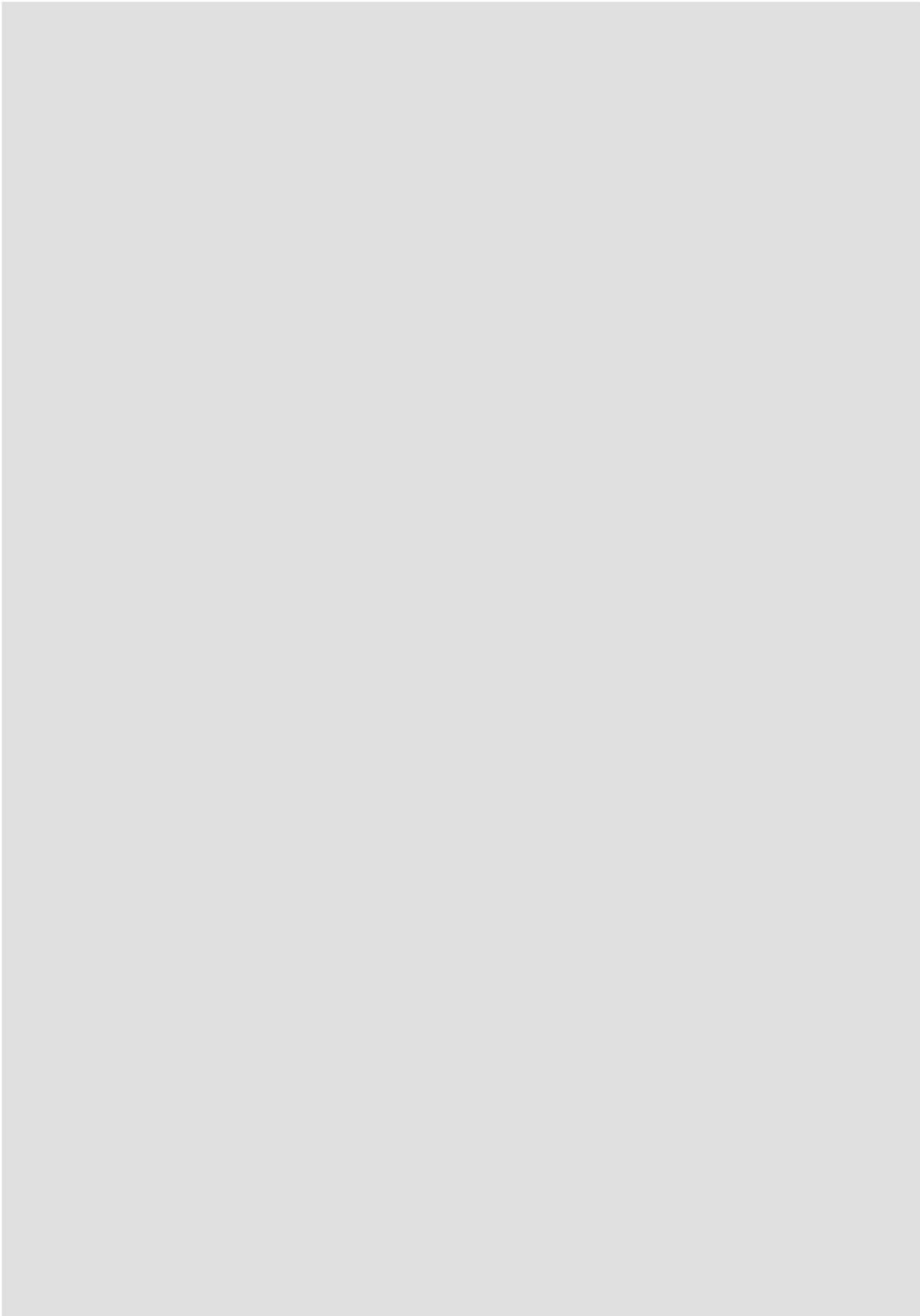


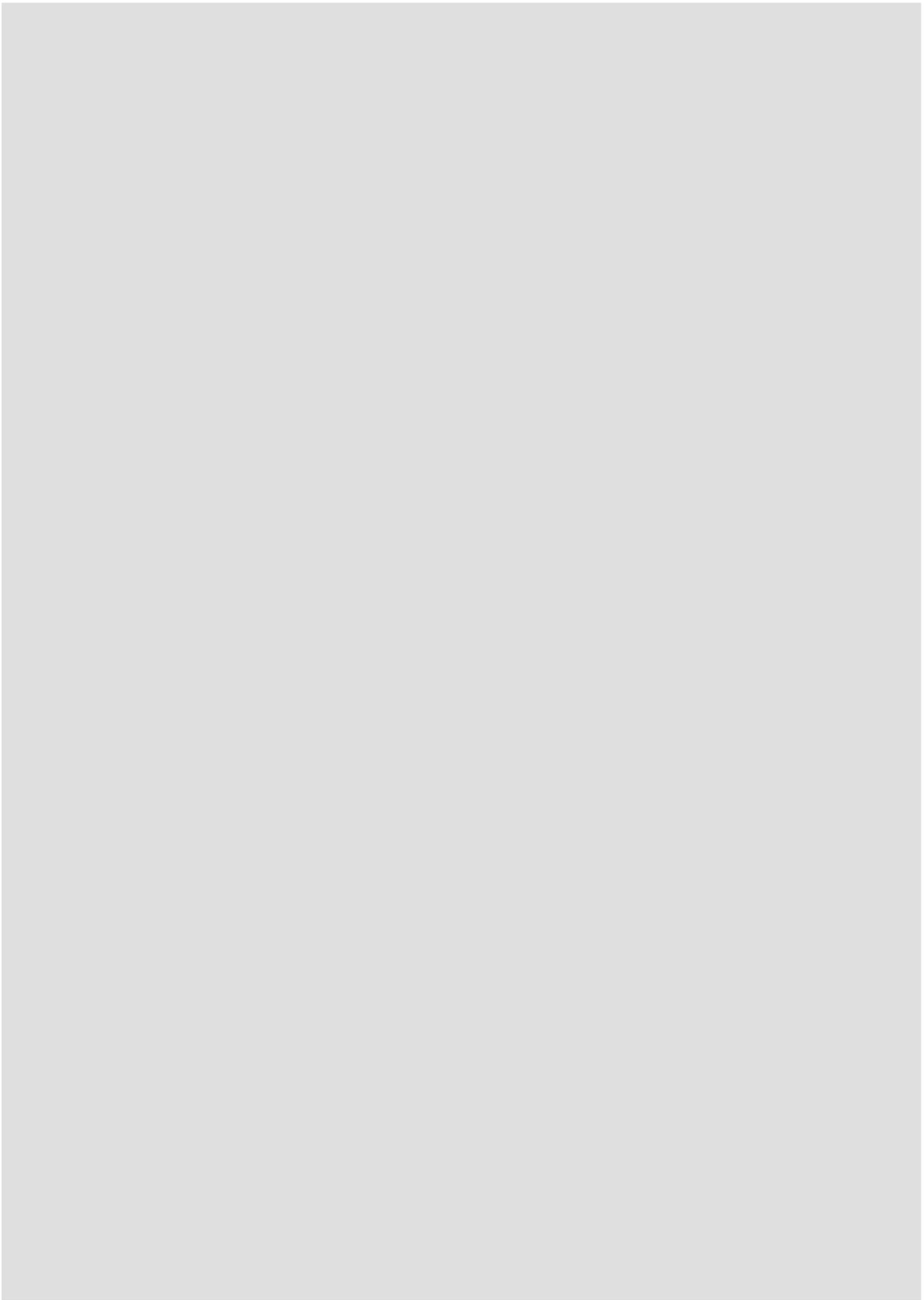


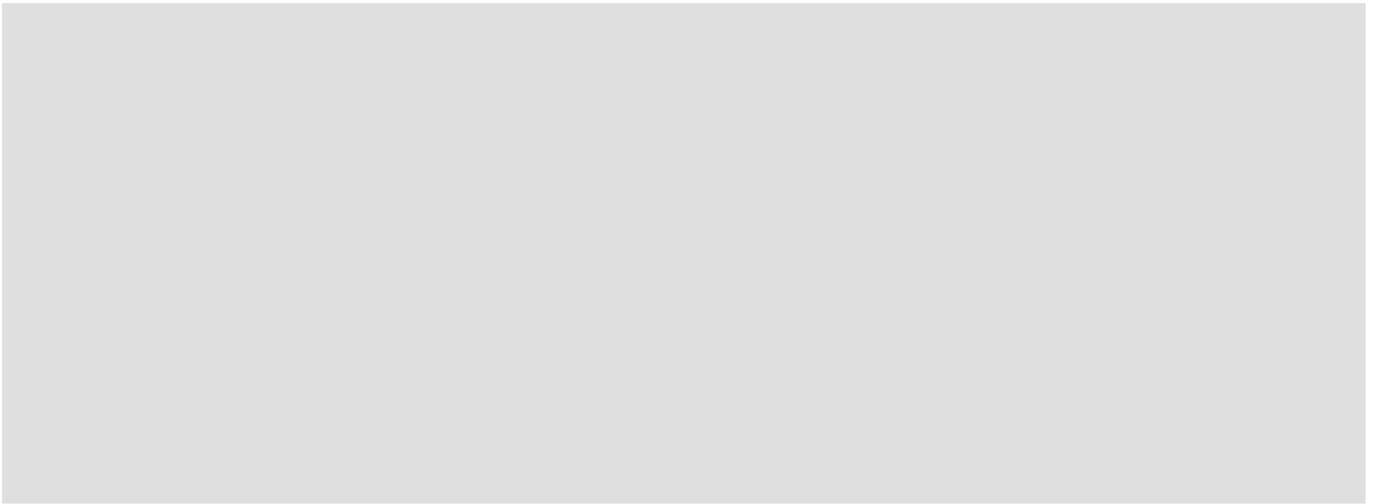
**Julie Beal**

---





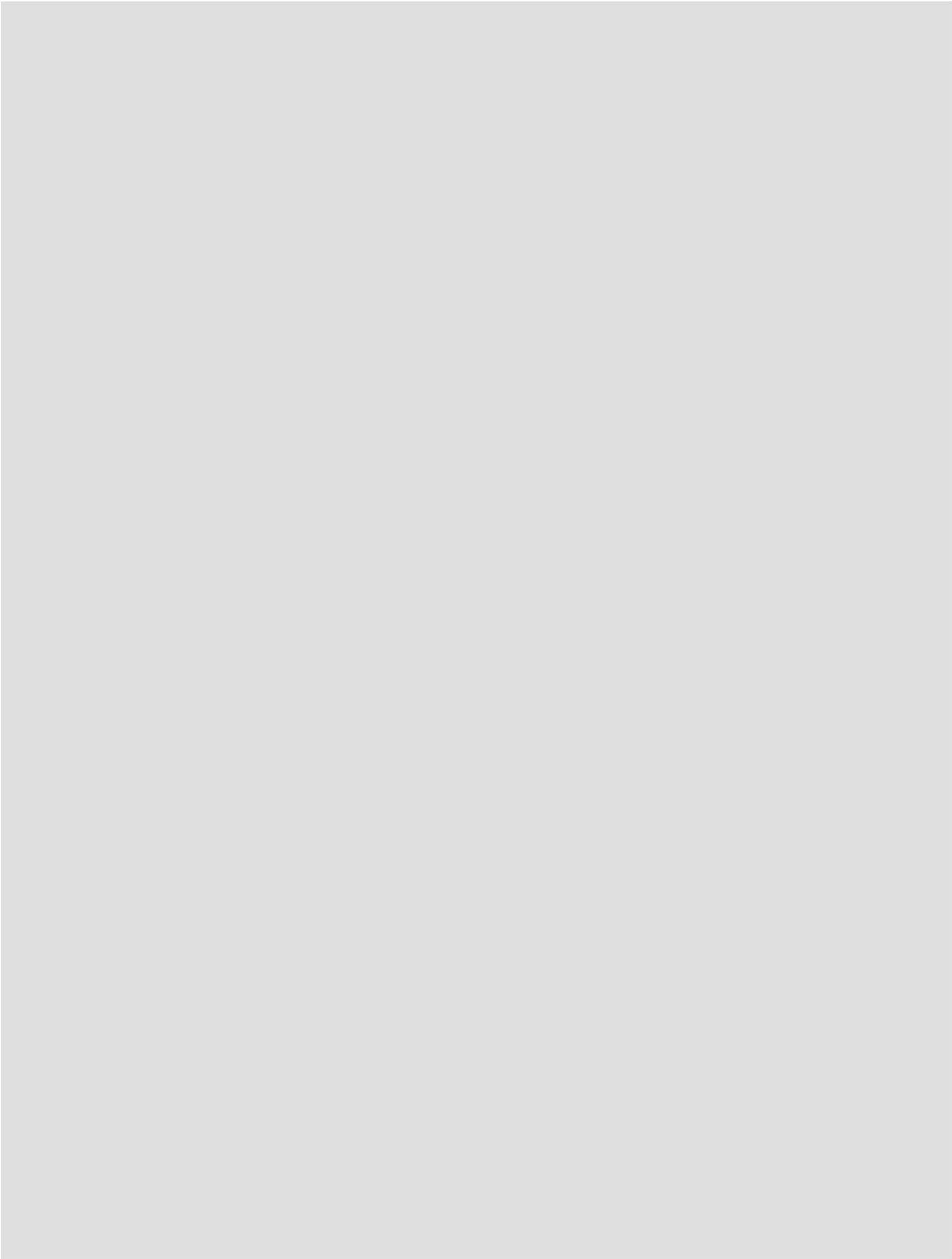


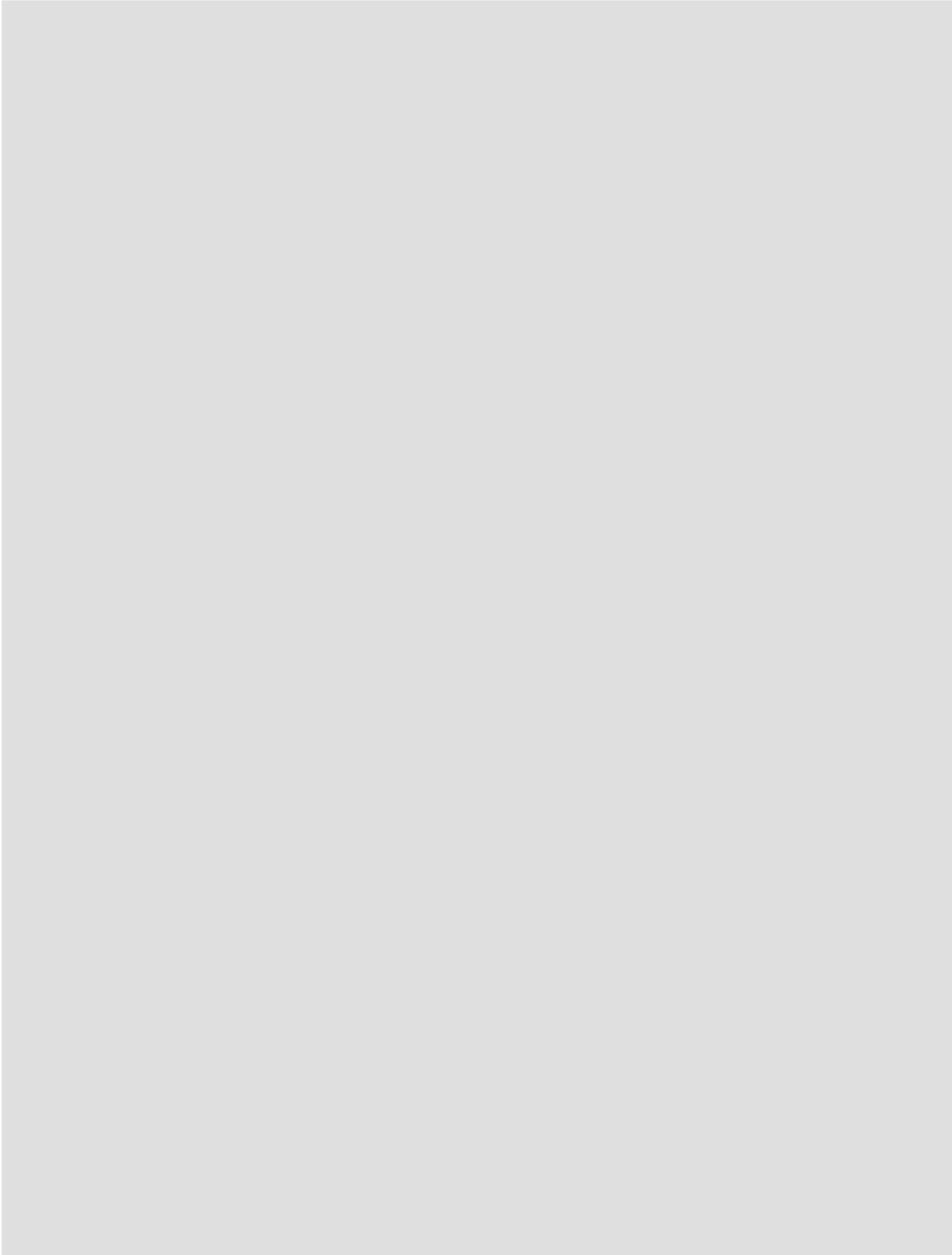


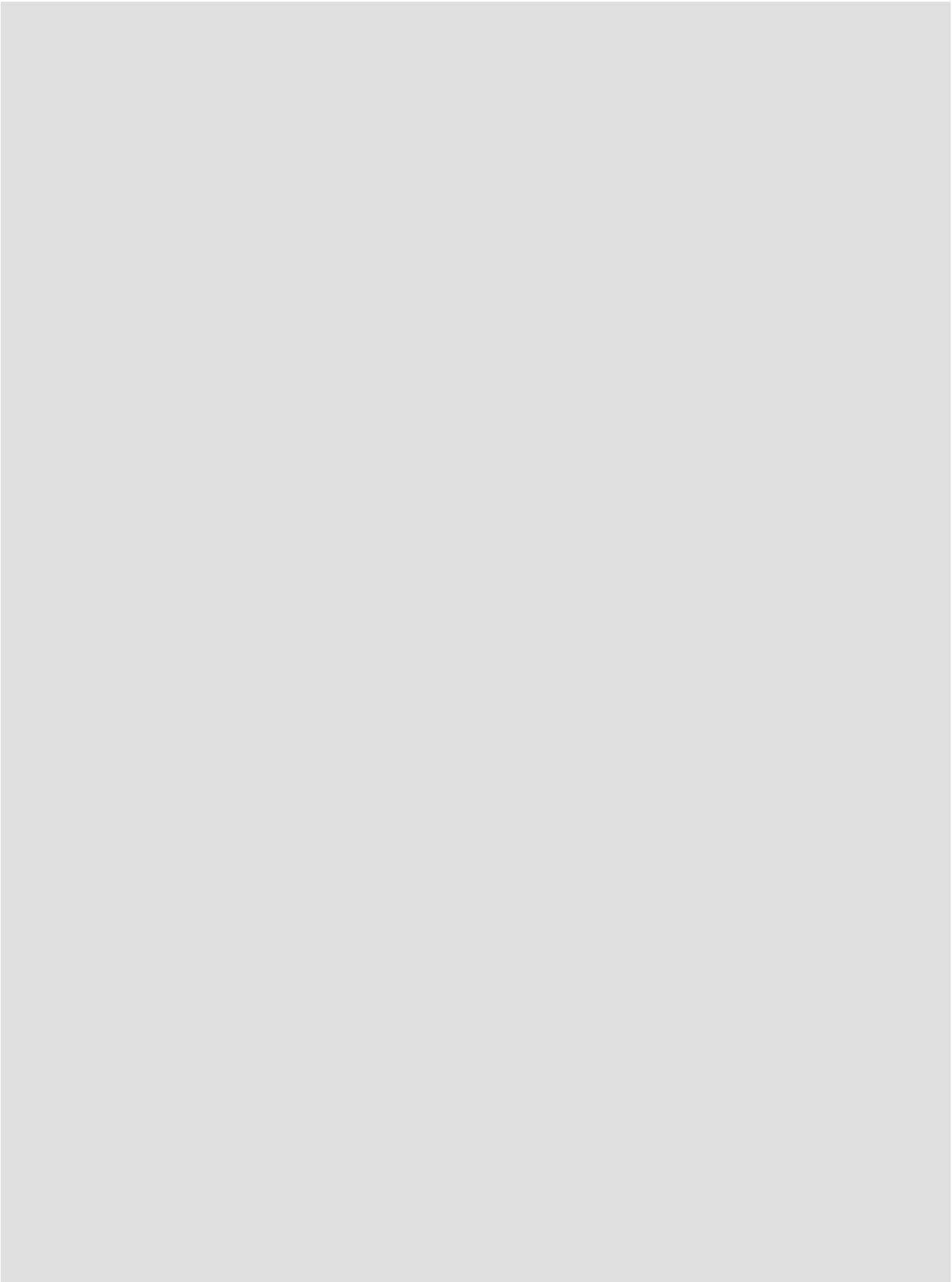


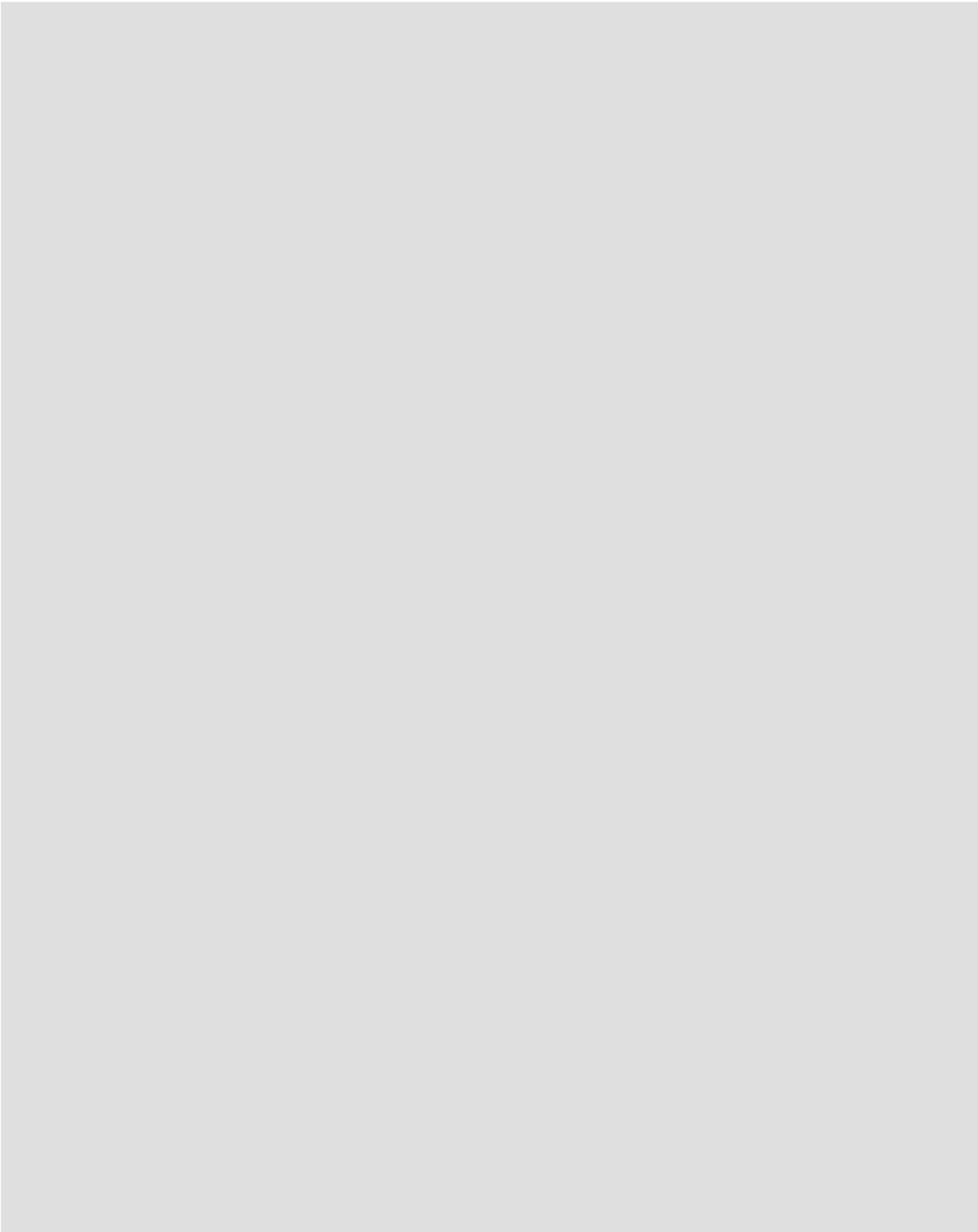
**Julie Beal**

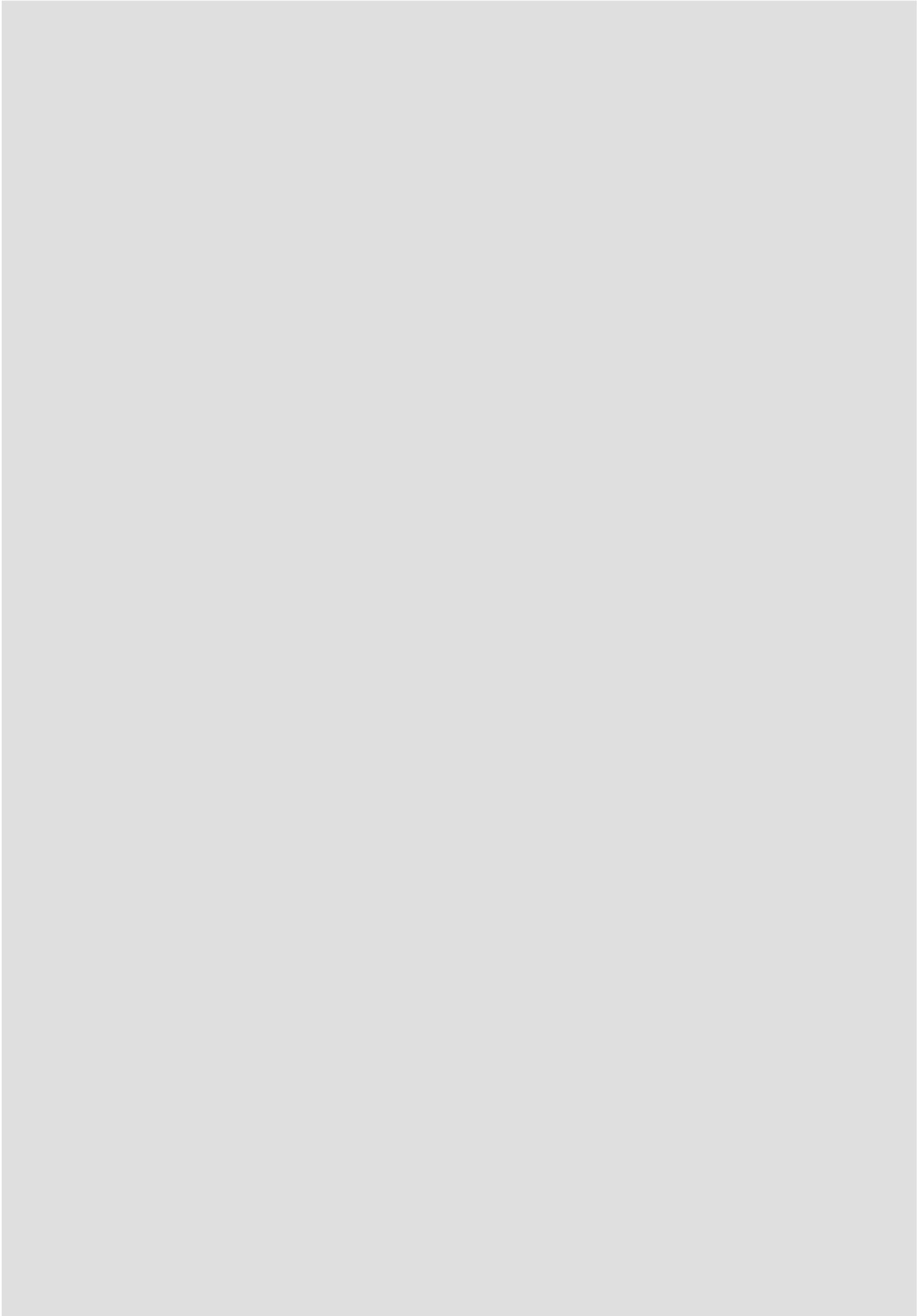
---







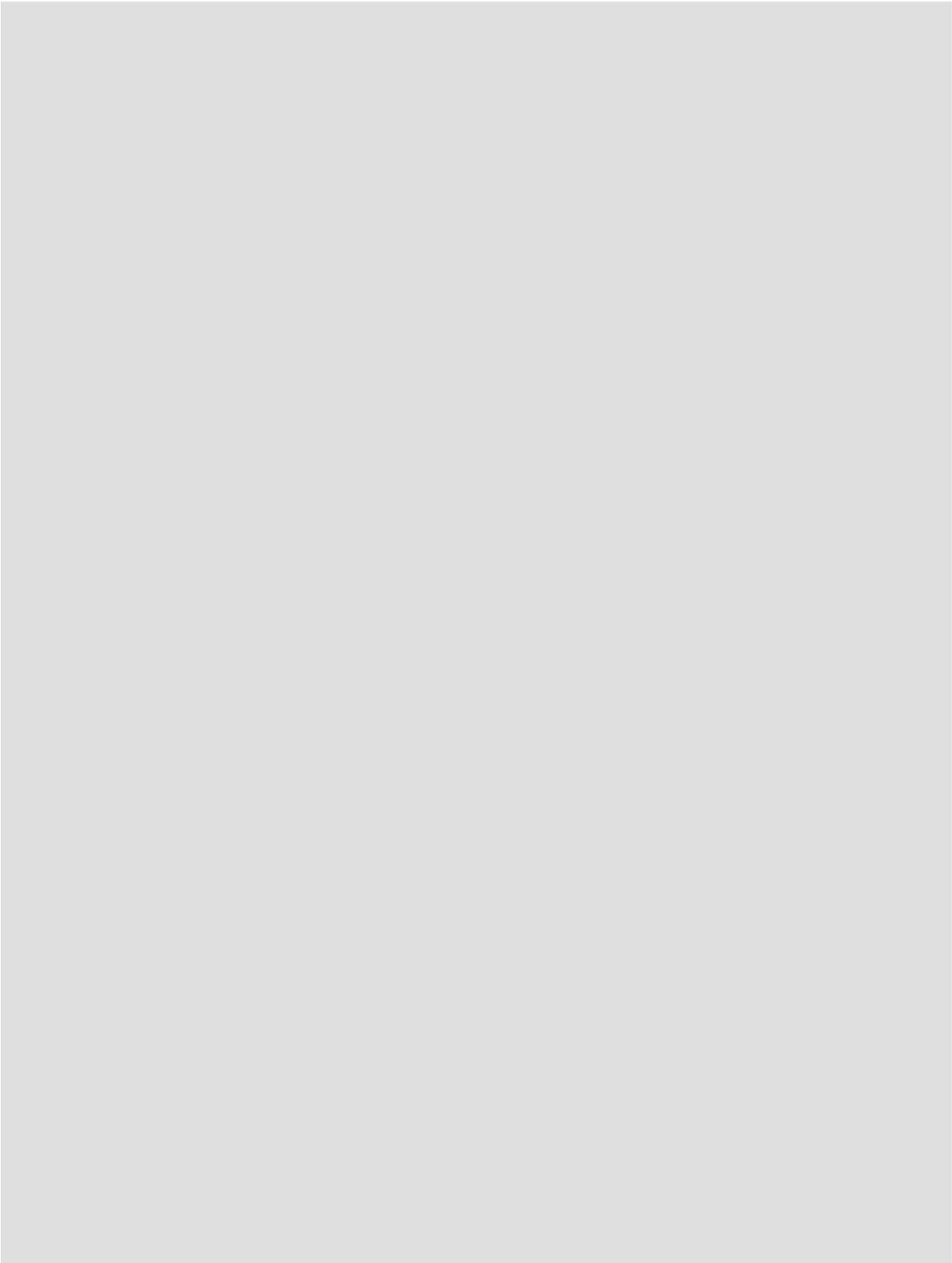


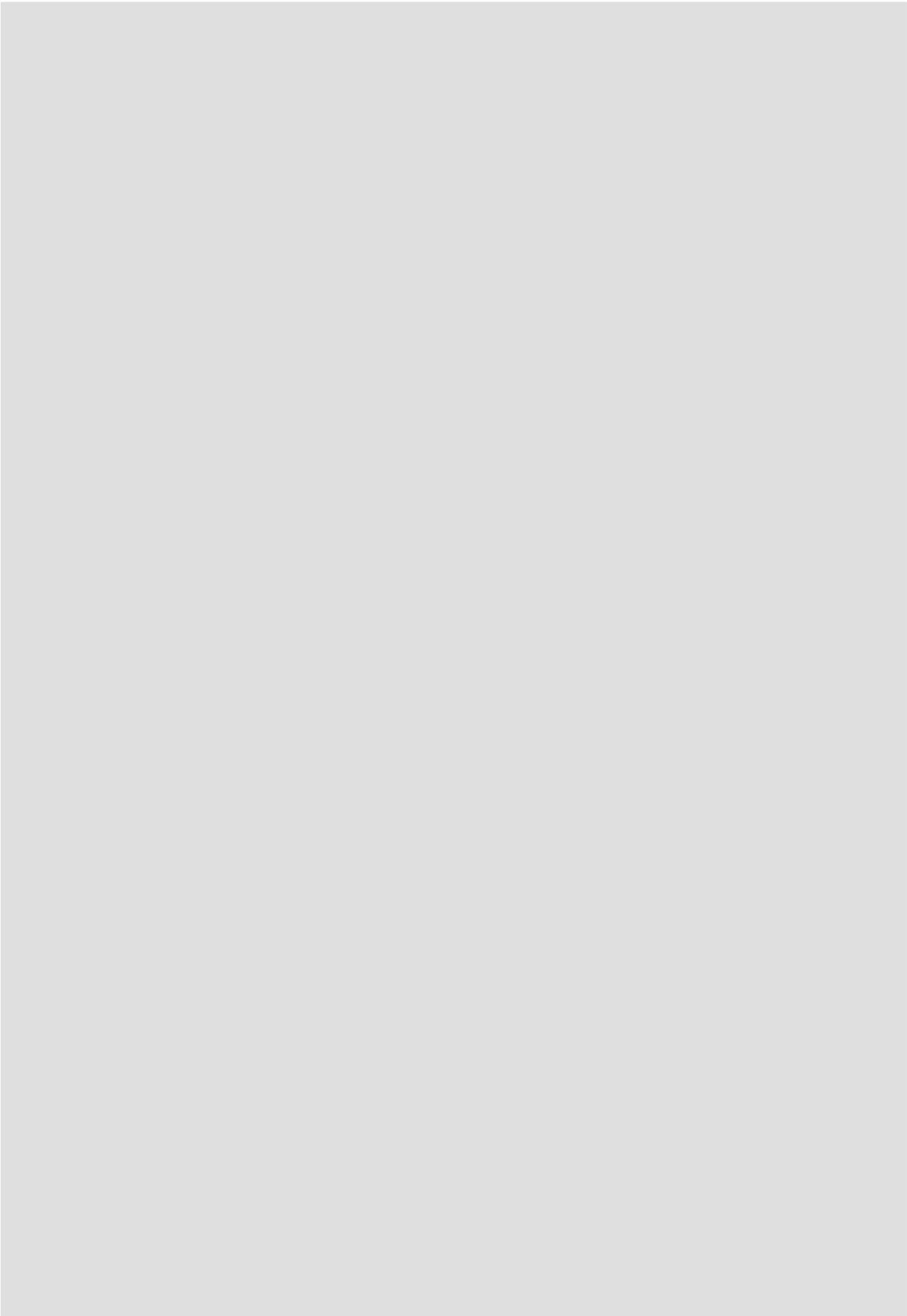


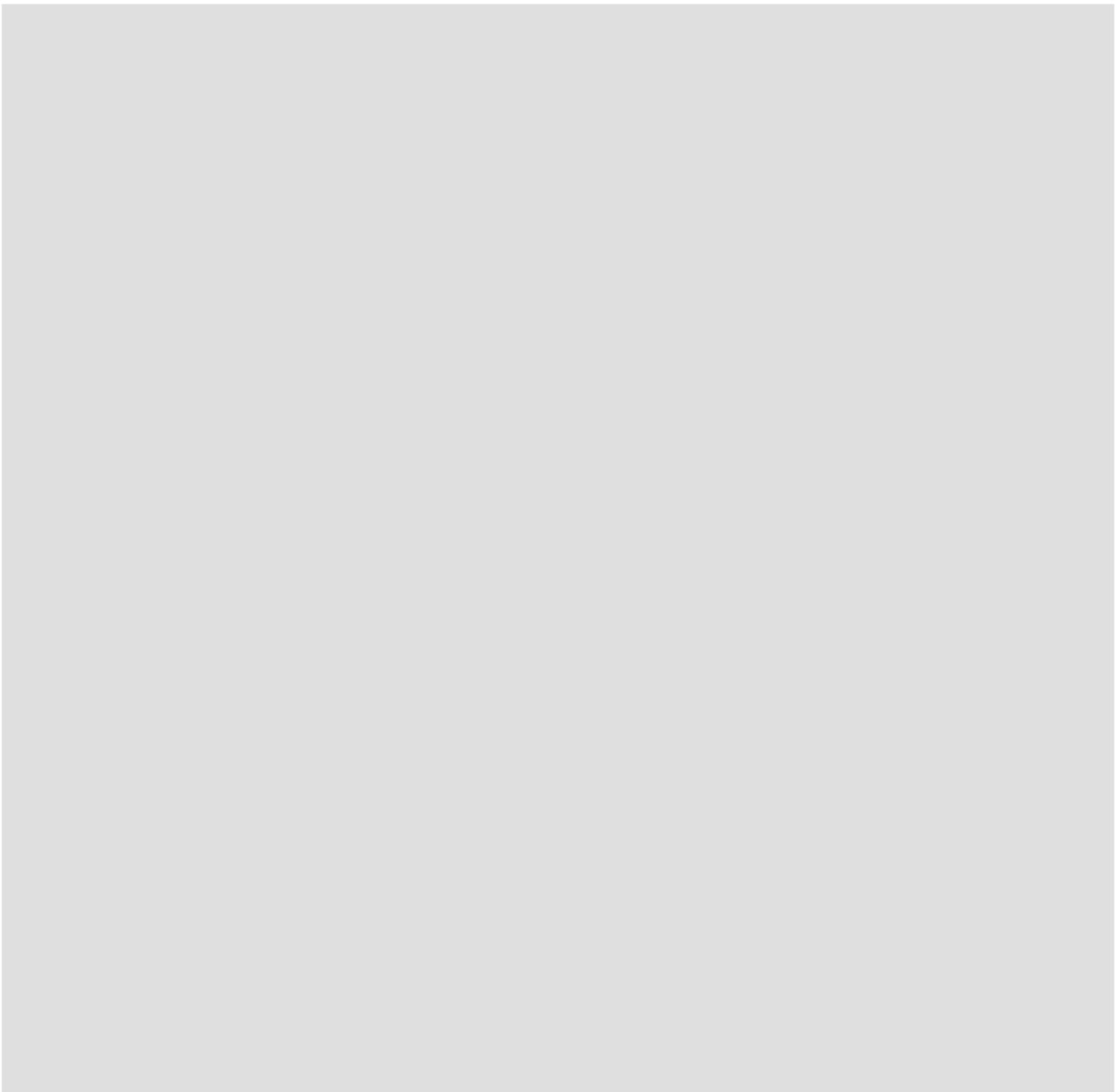


**Julie Beal**

---

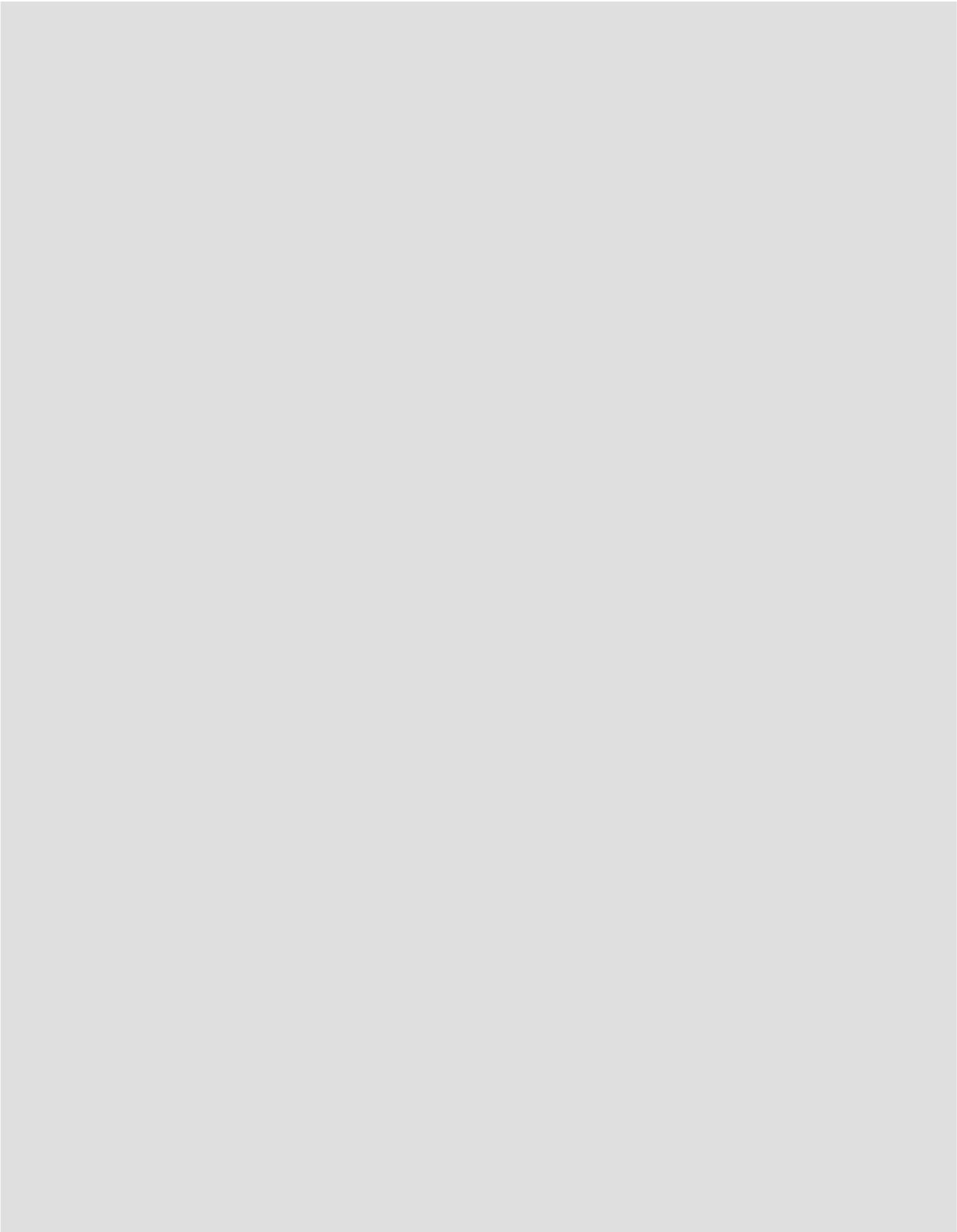


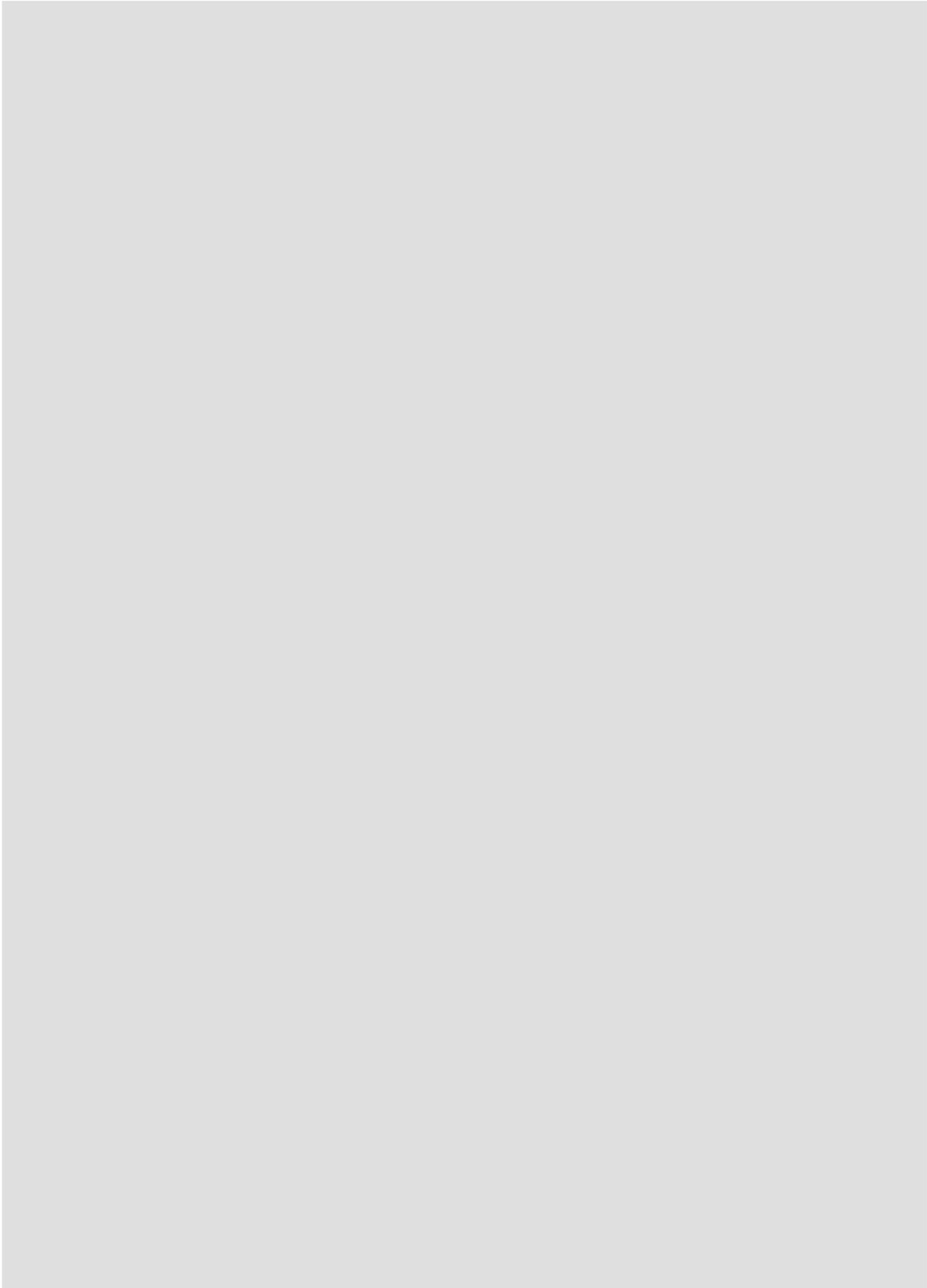


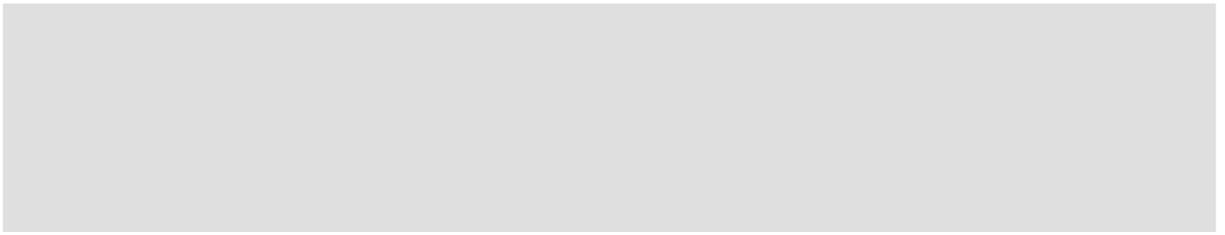


**Julie Beal**

---

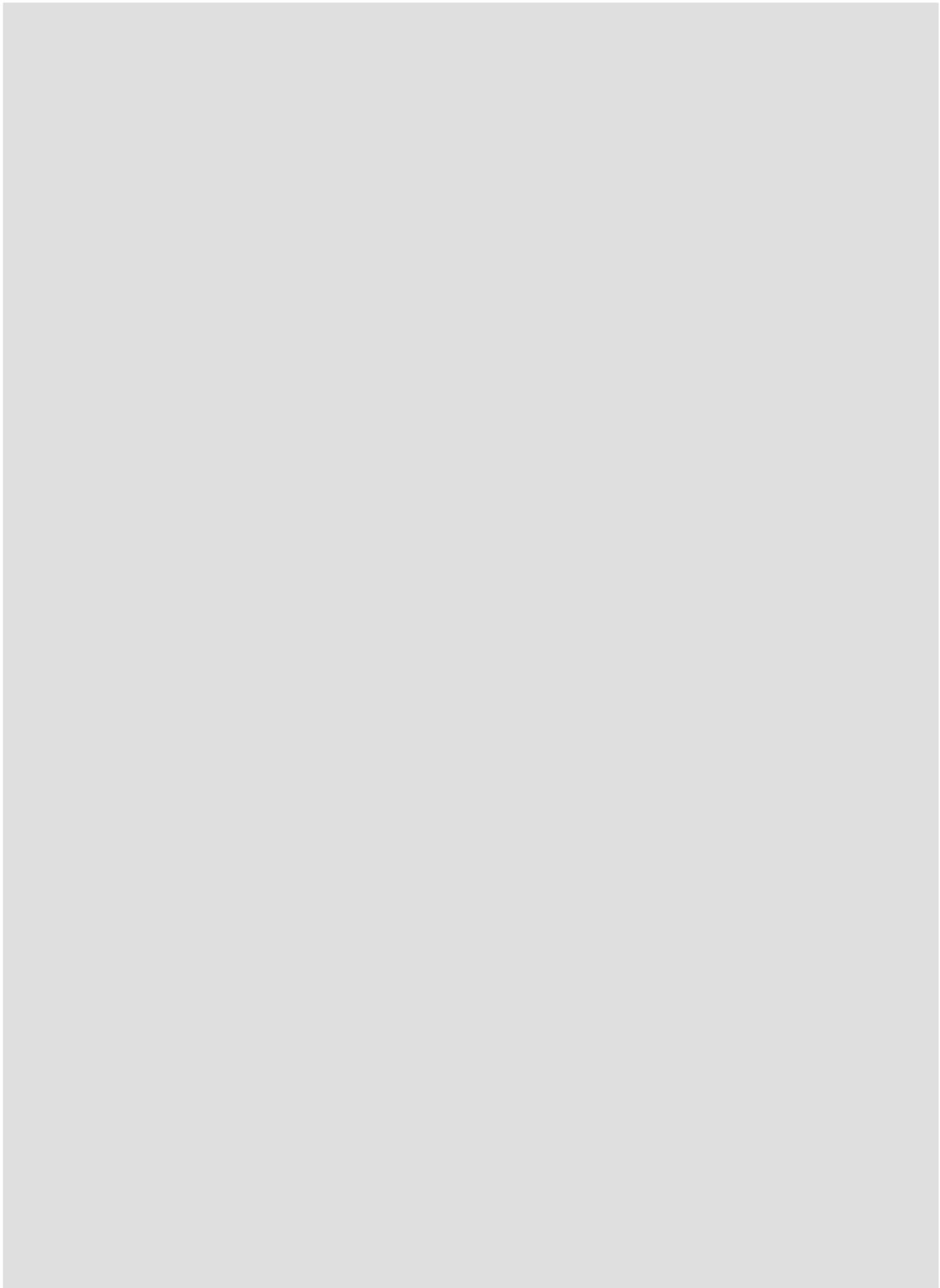


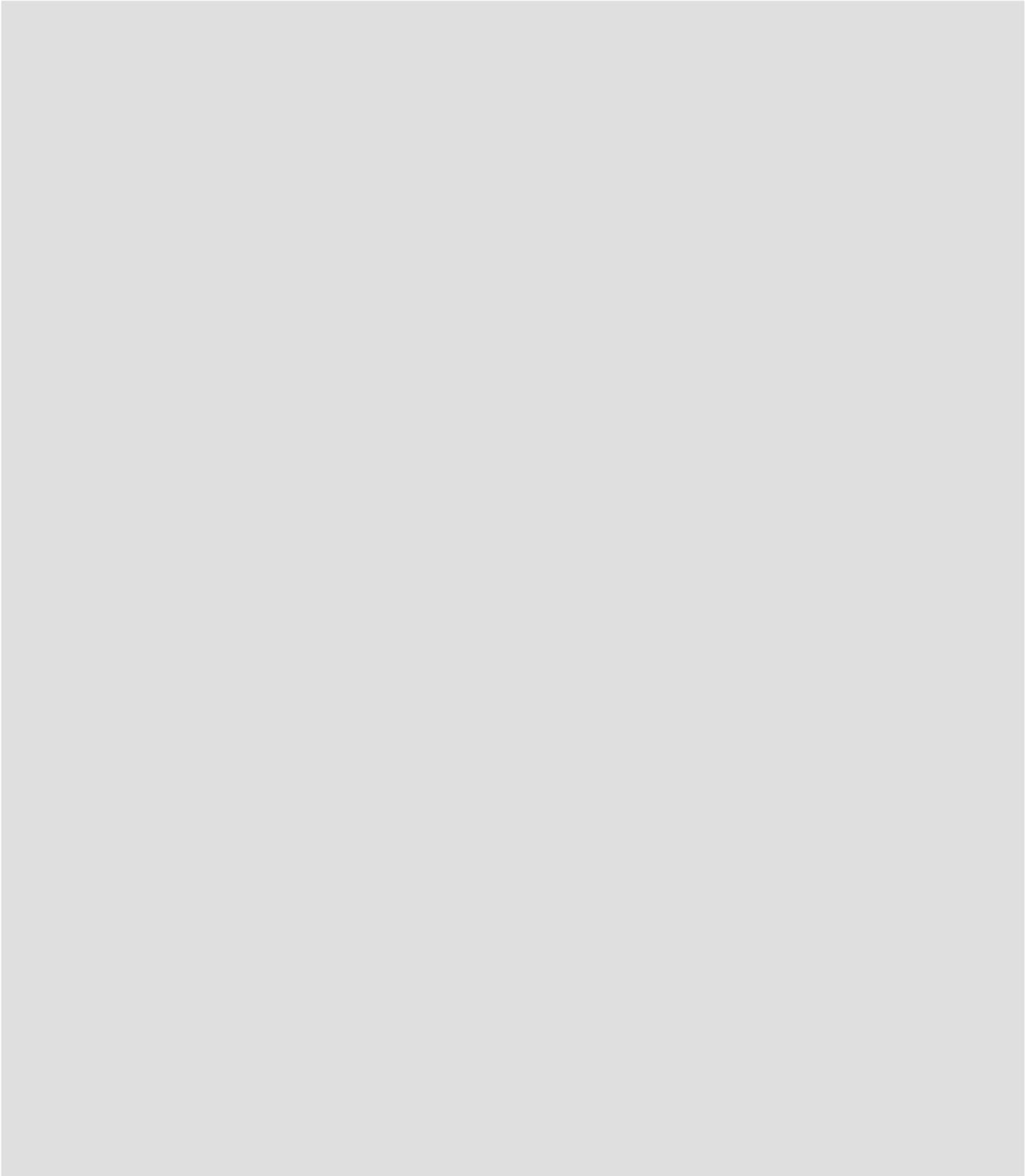




**Julie Beal**

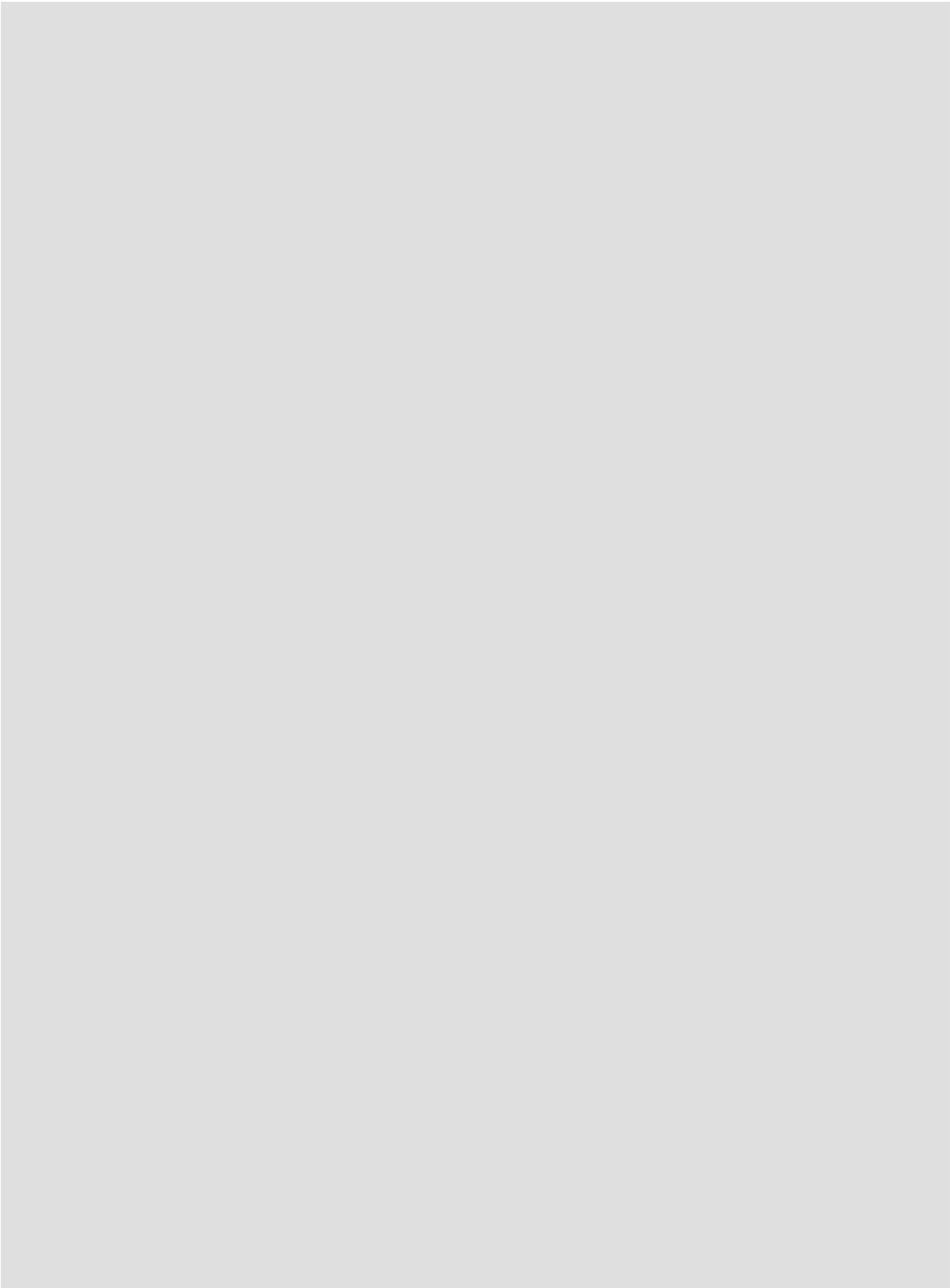
---

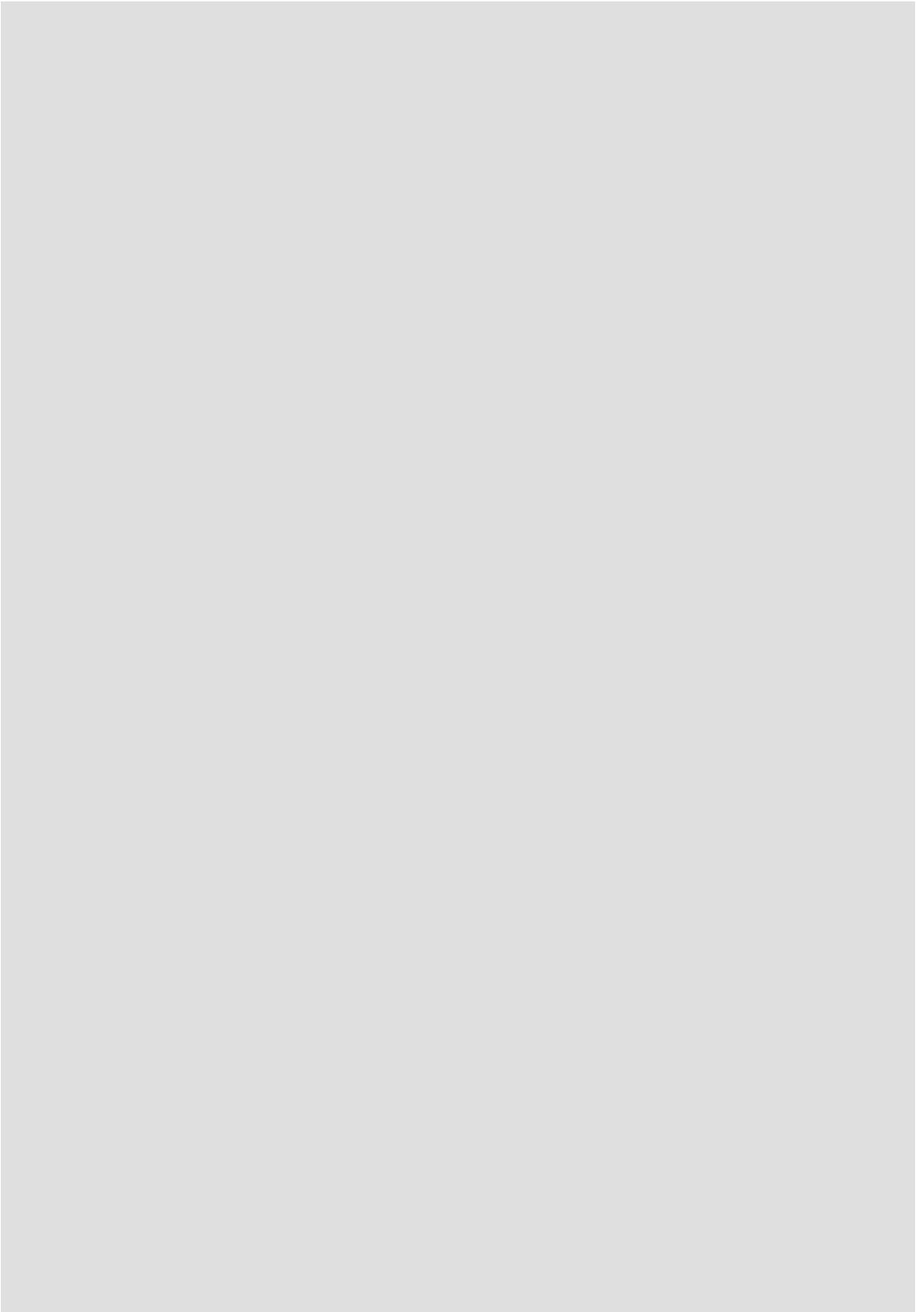


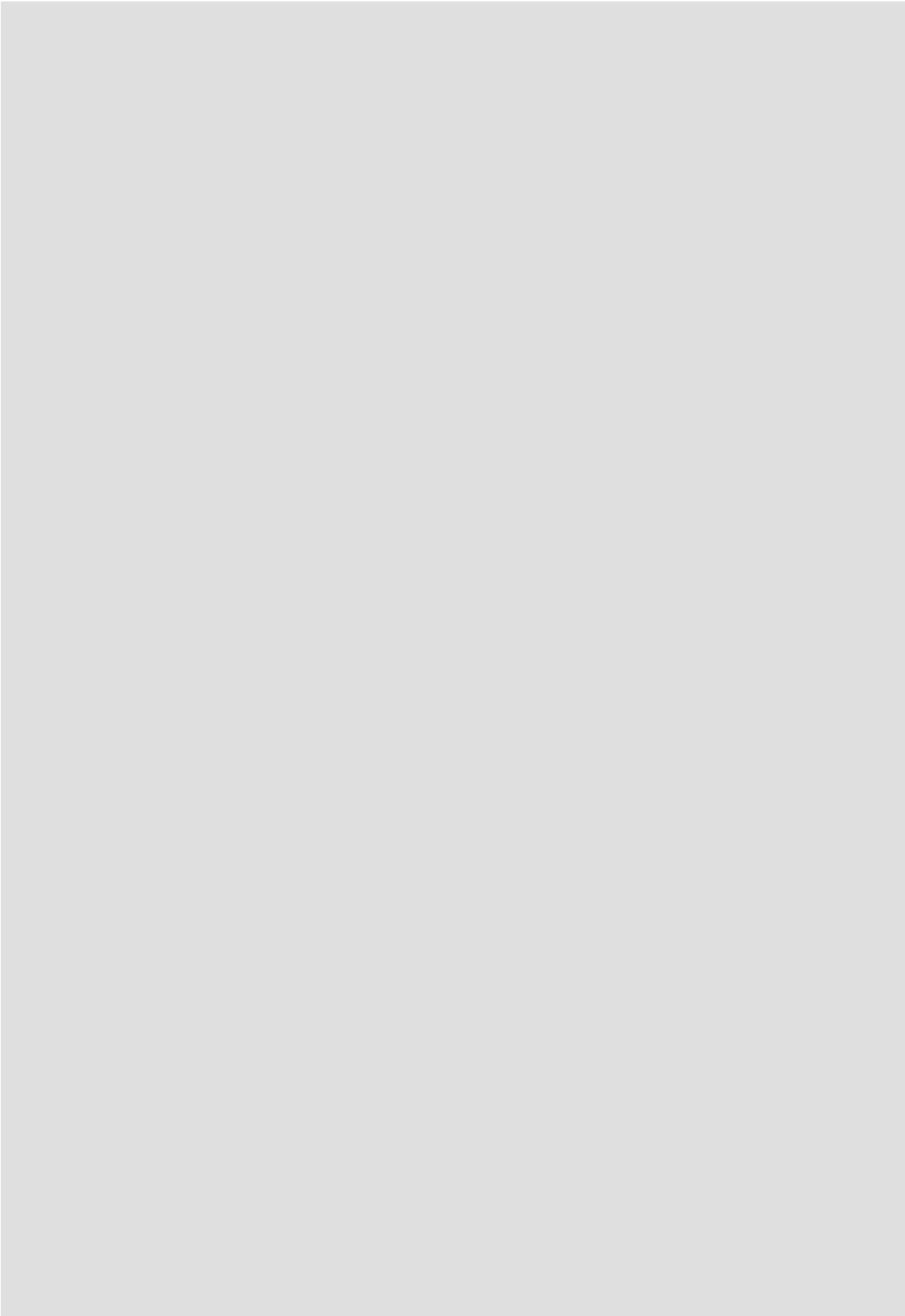


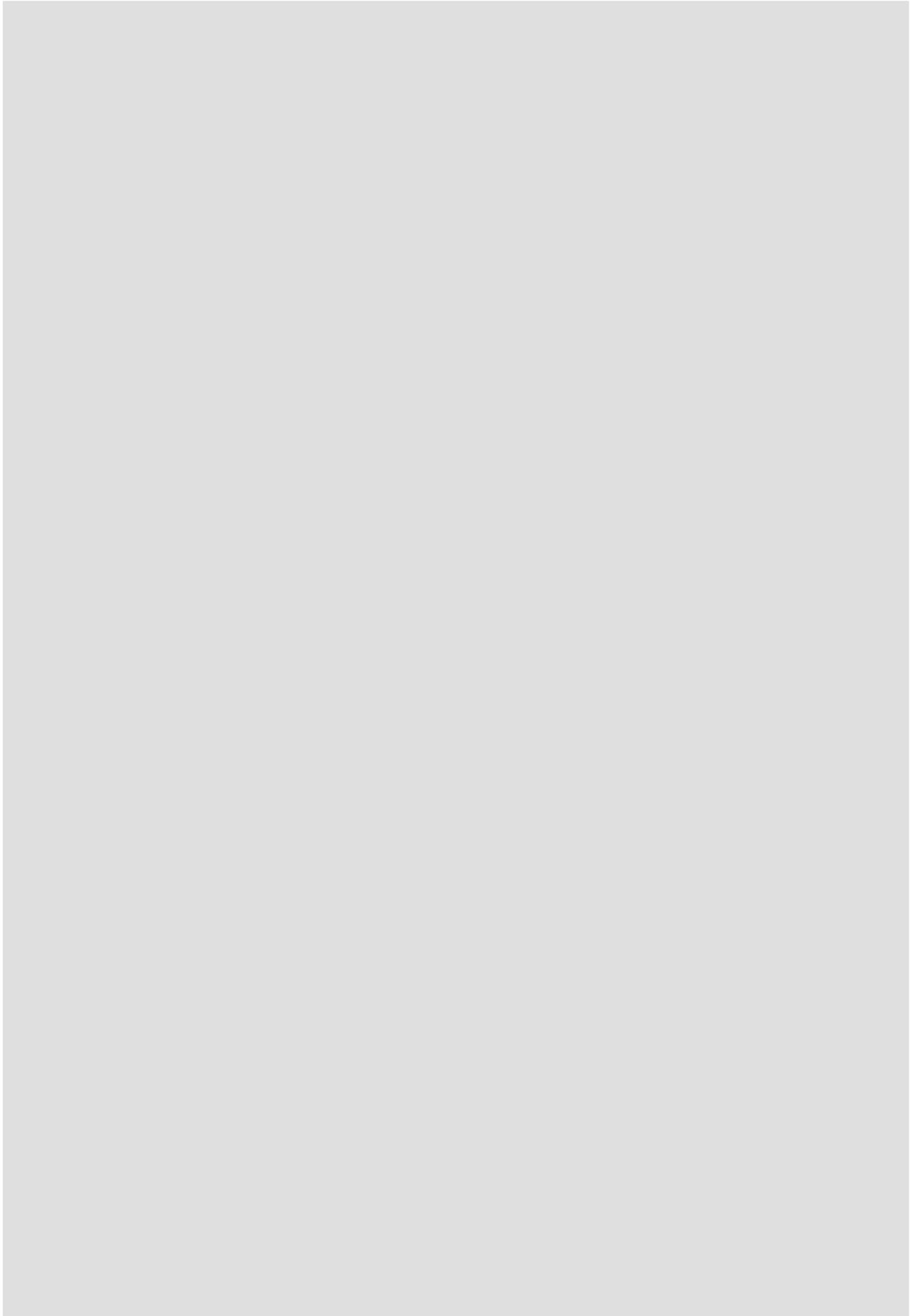
**Julie Beal**

---



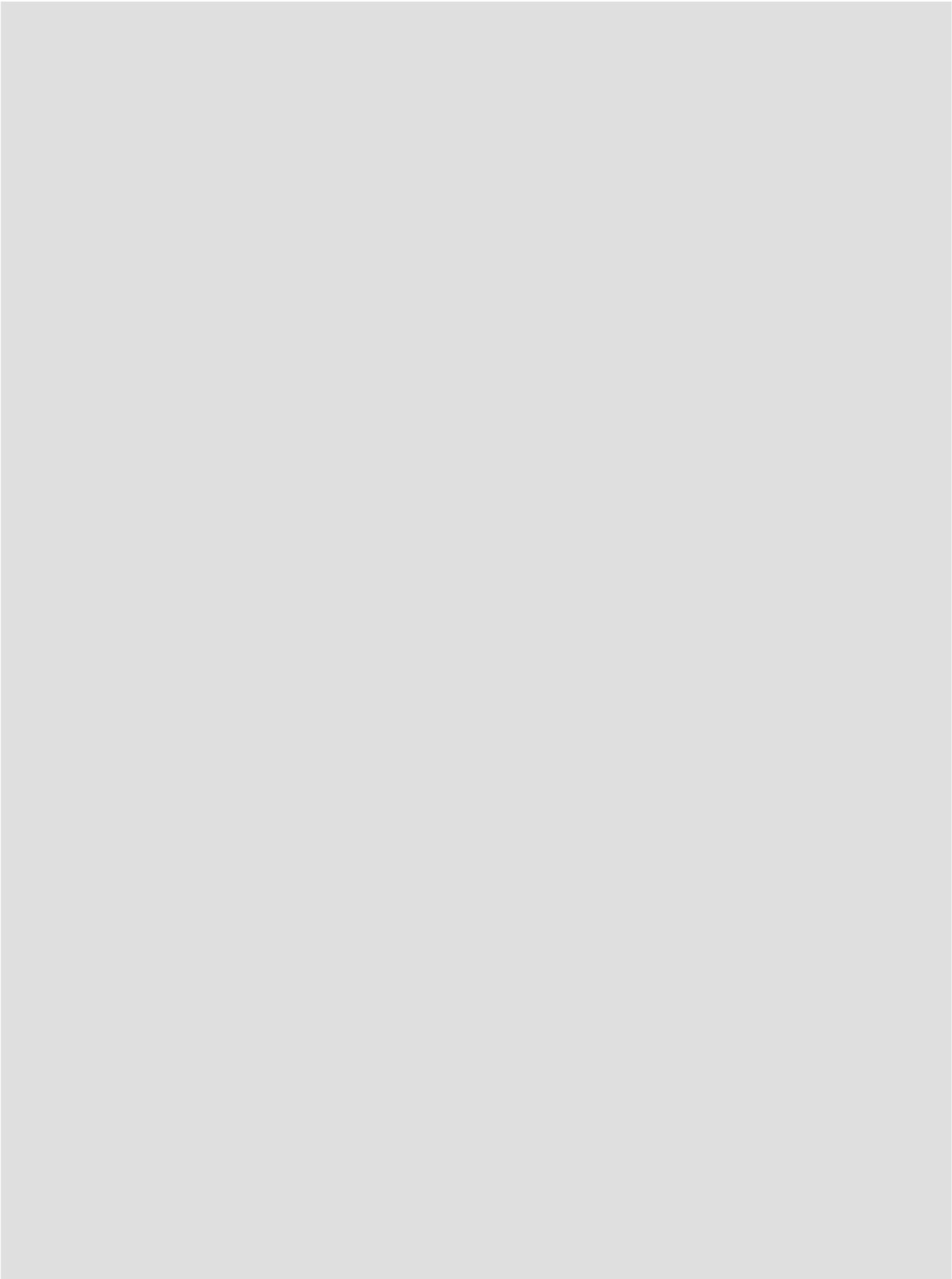


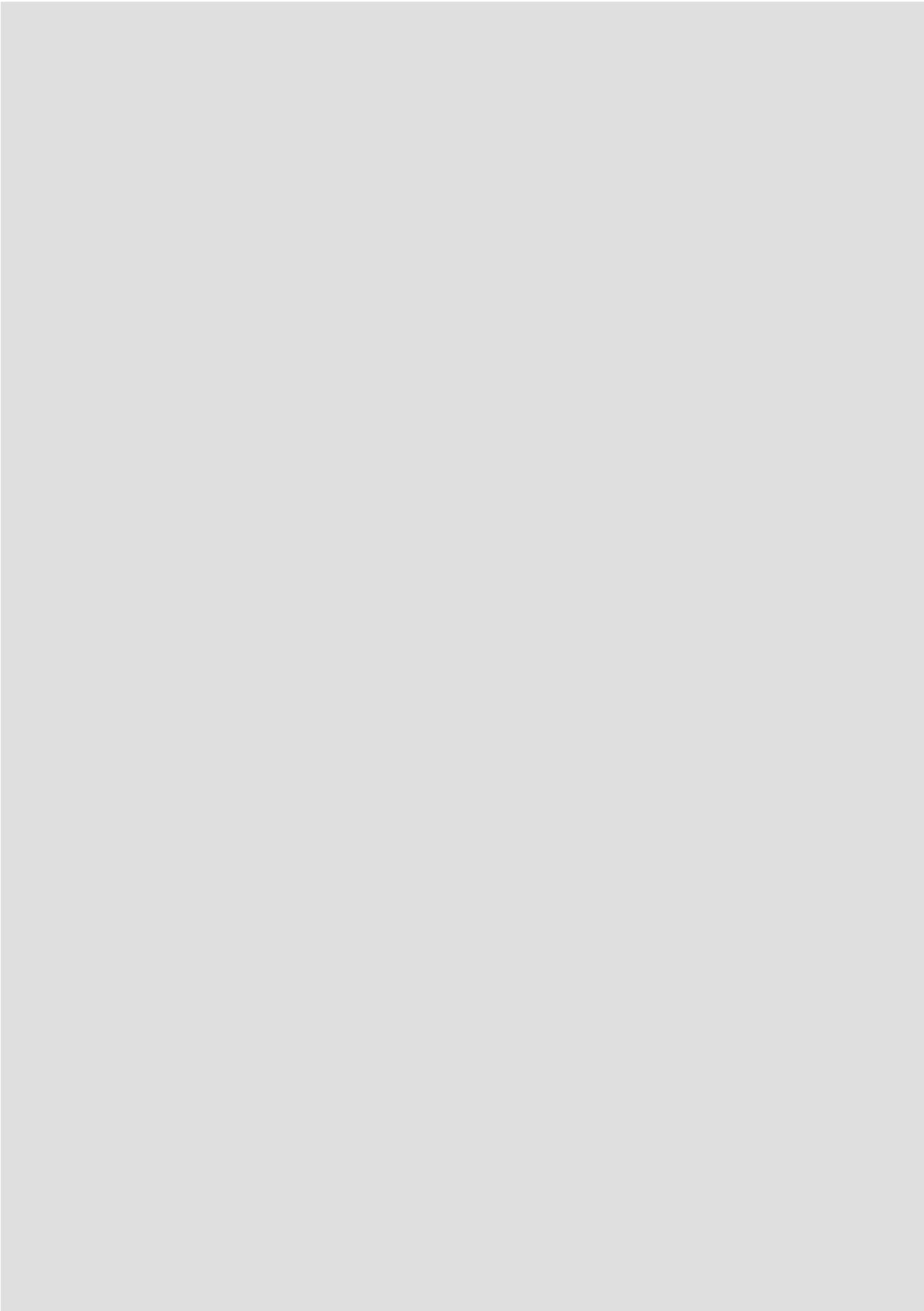


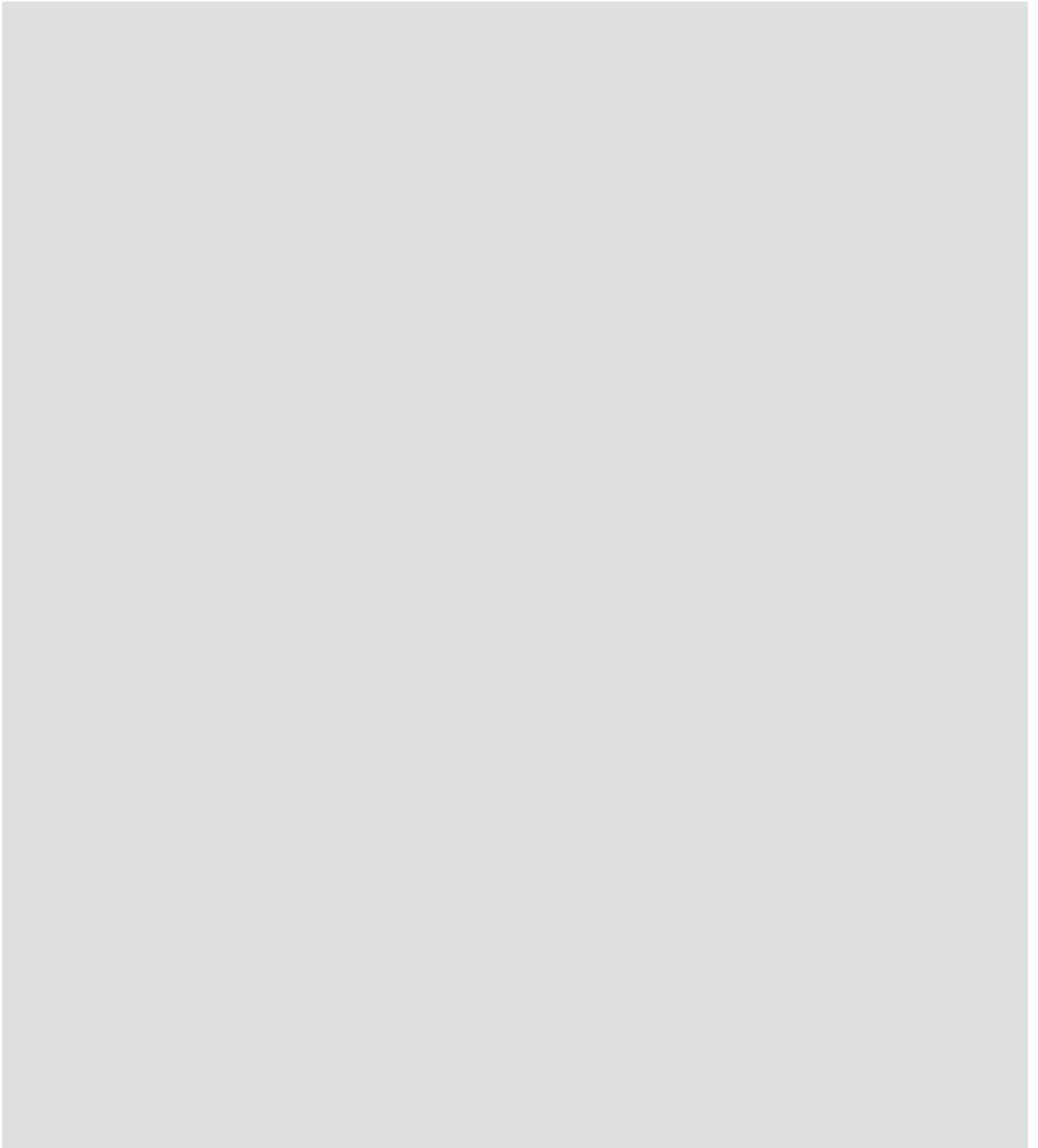


**Julie Beal**

---

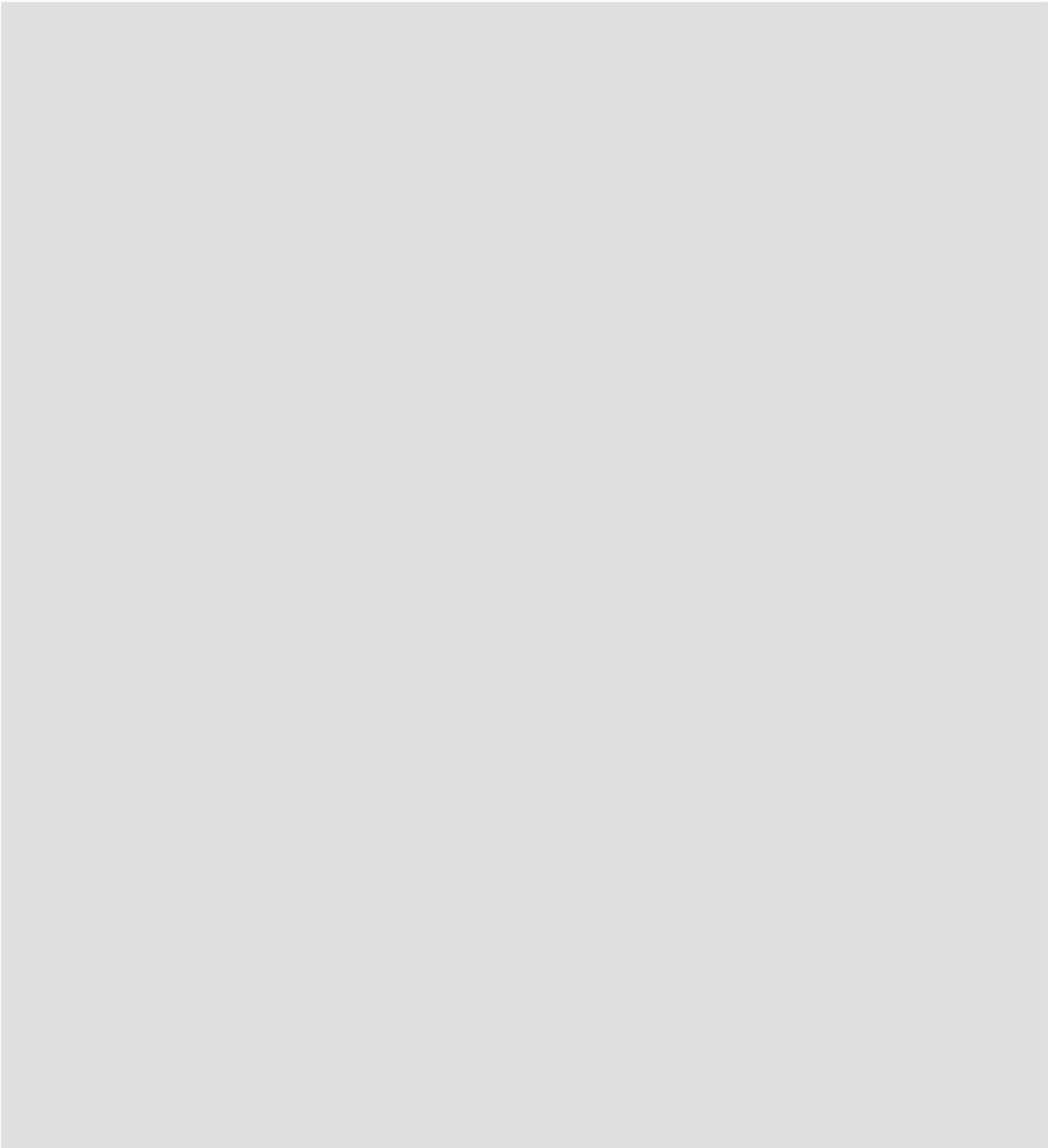






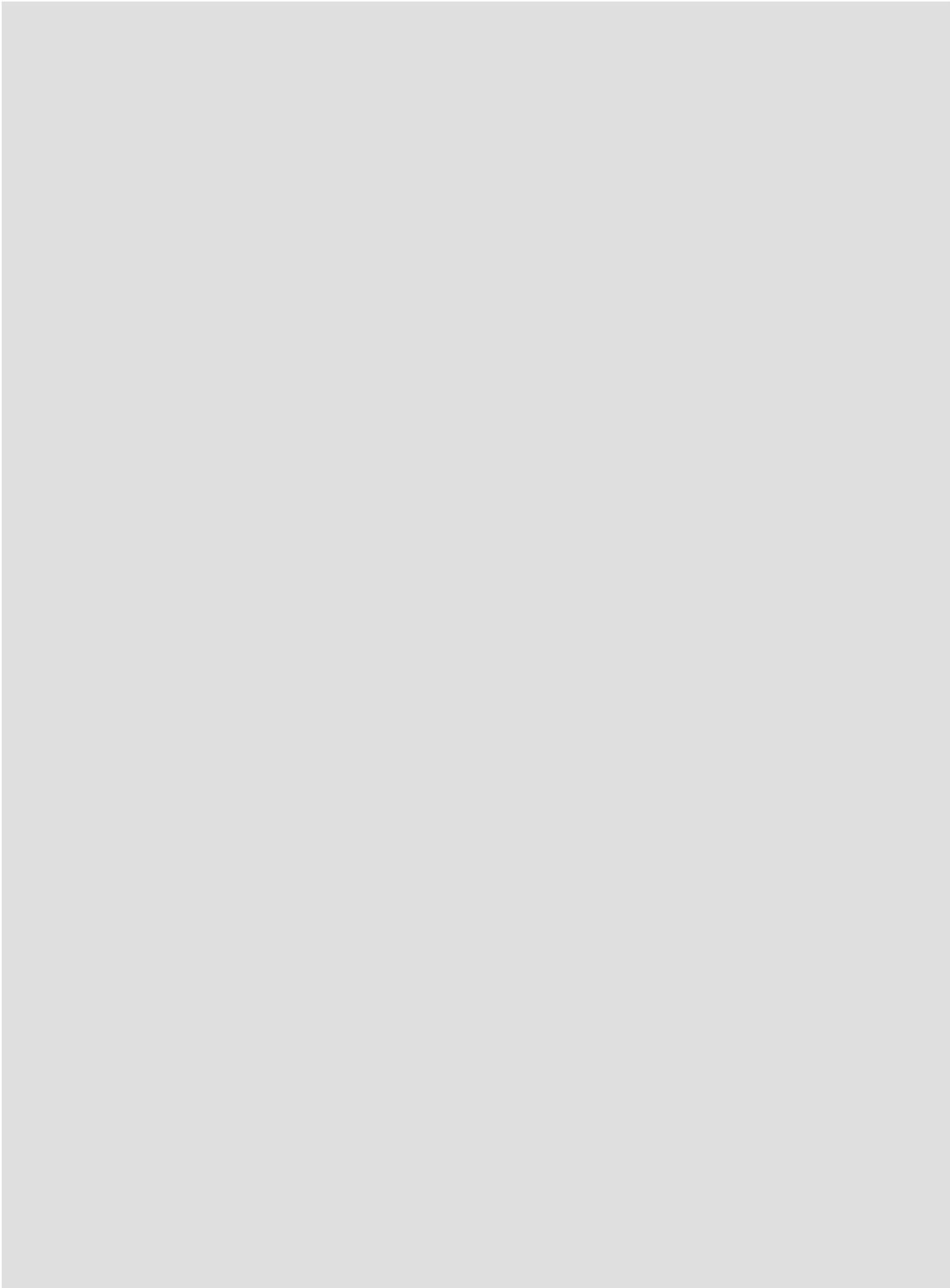
**Julie Beal**

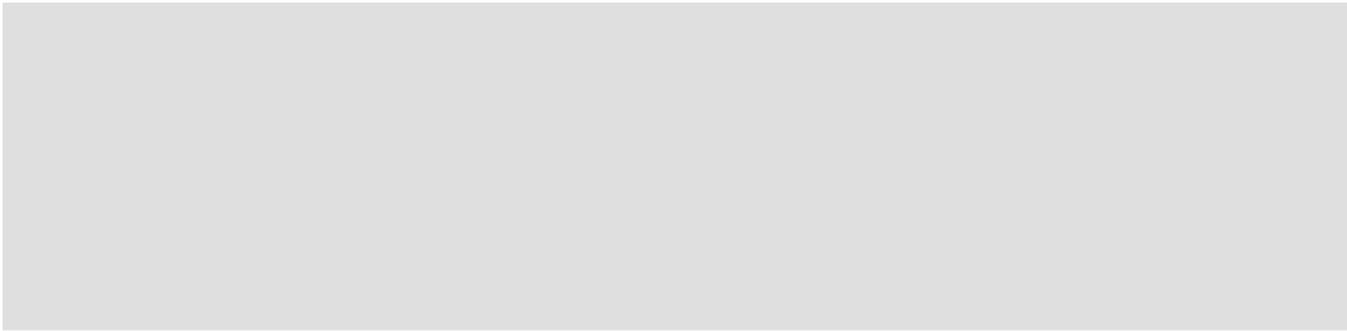
---



**Julie Beal**

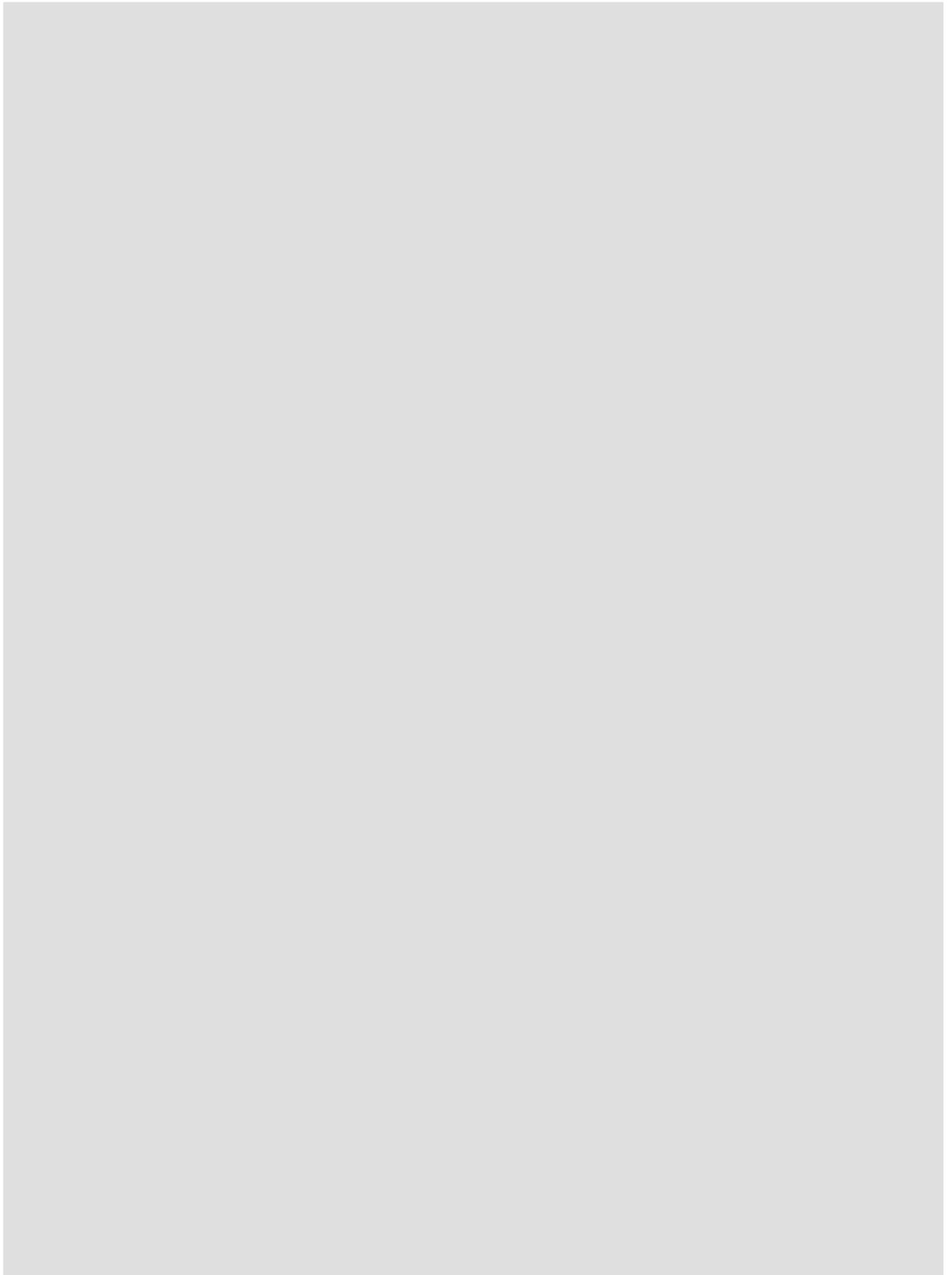
---





**Julie Beal**

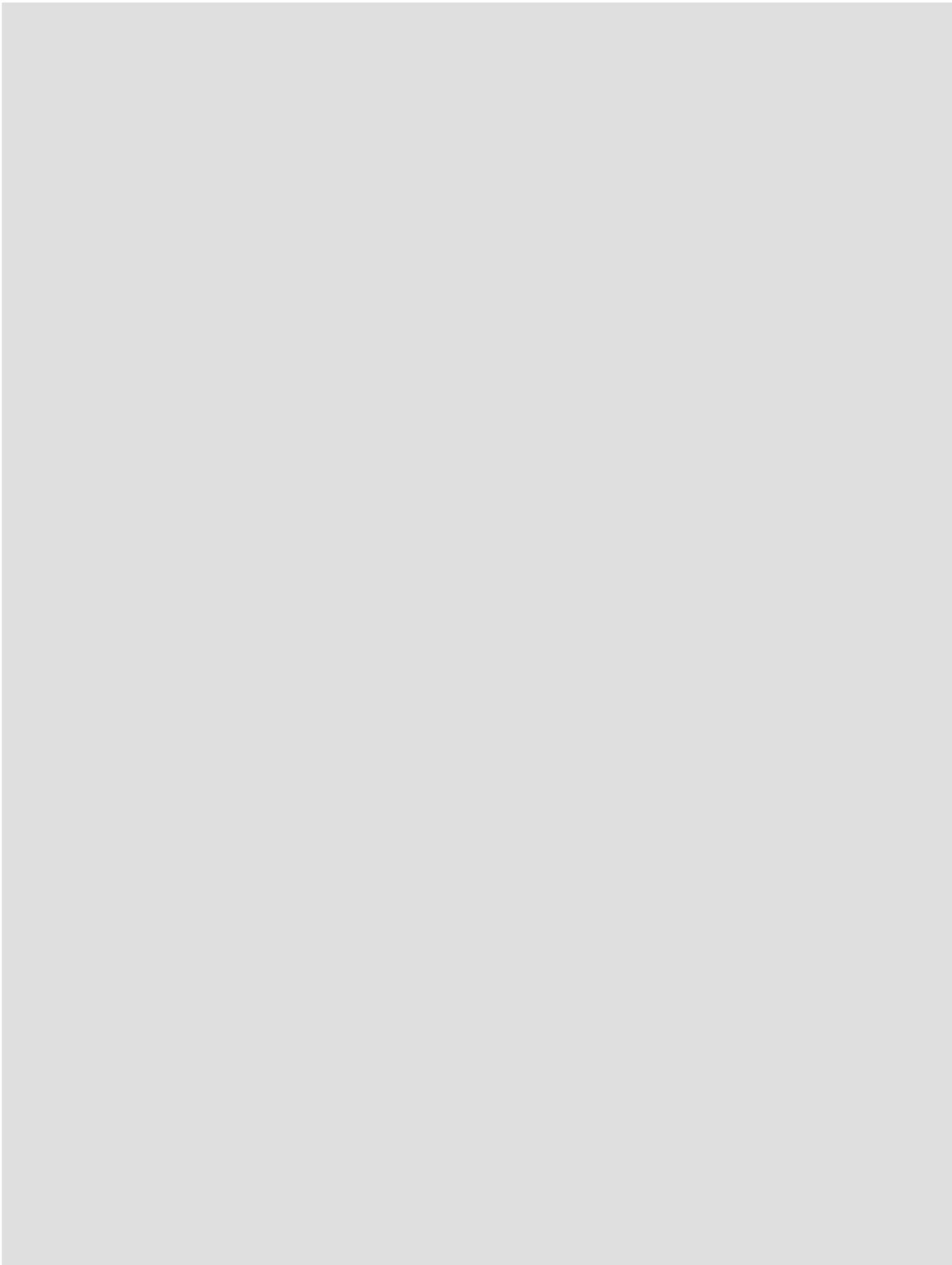
---

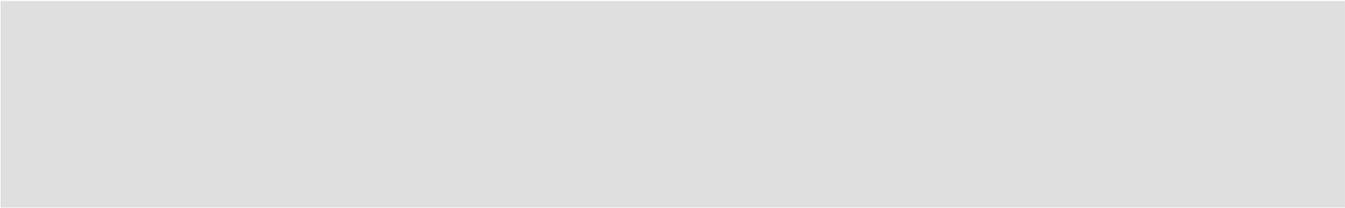




**Julie Beal**

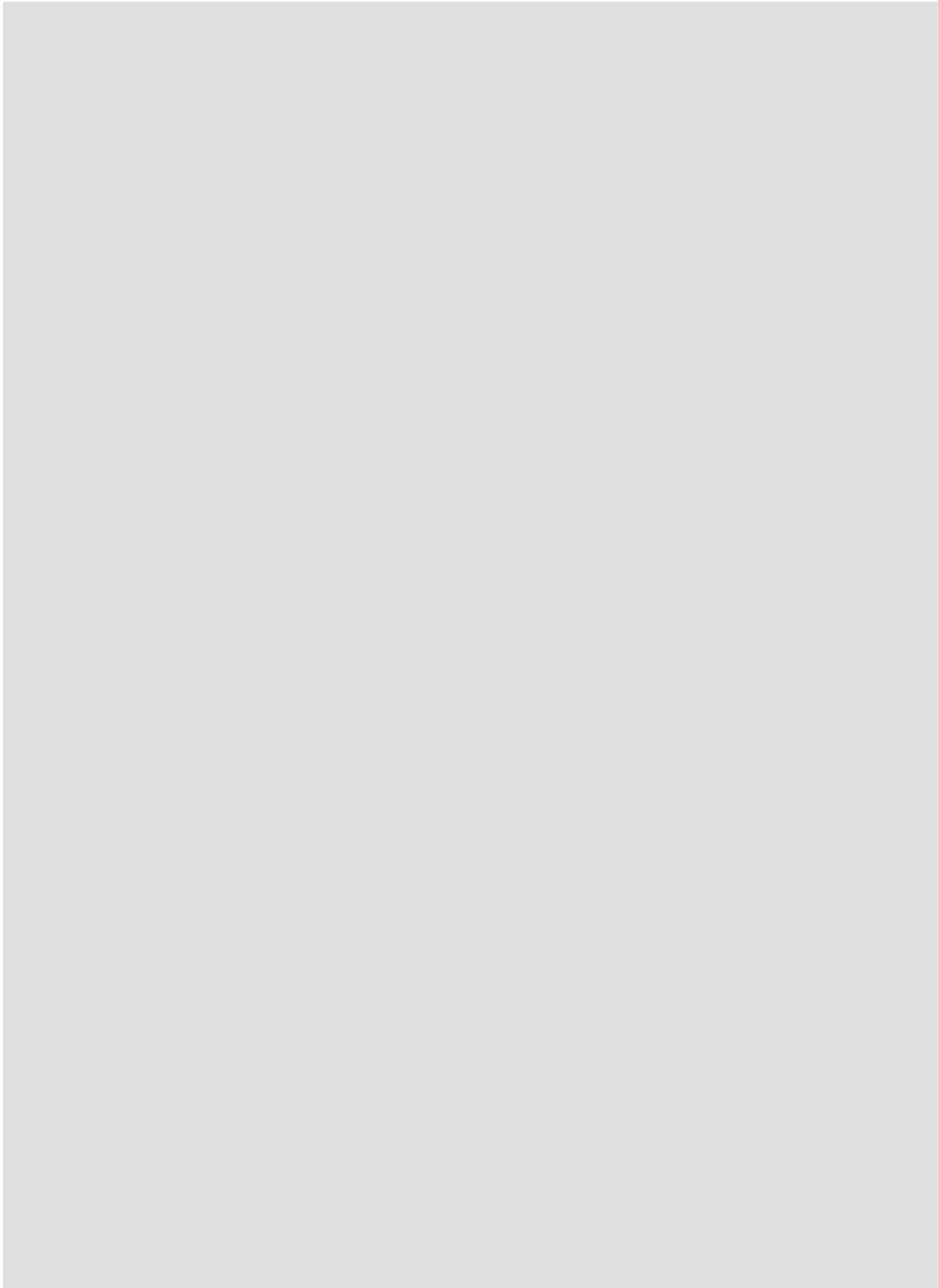
---

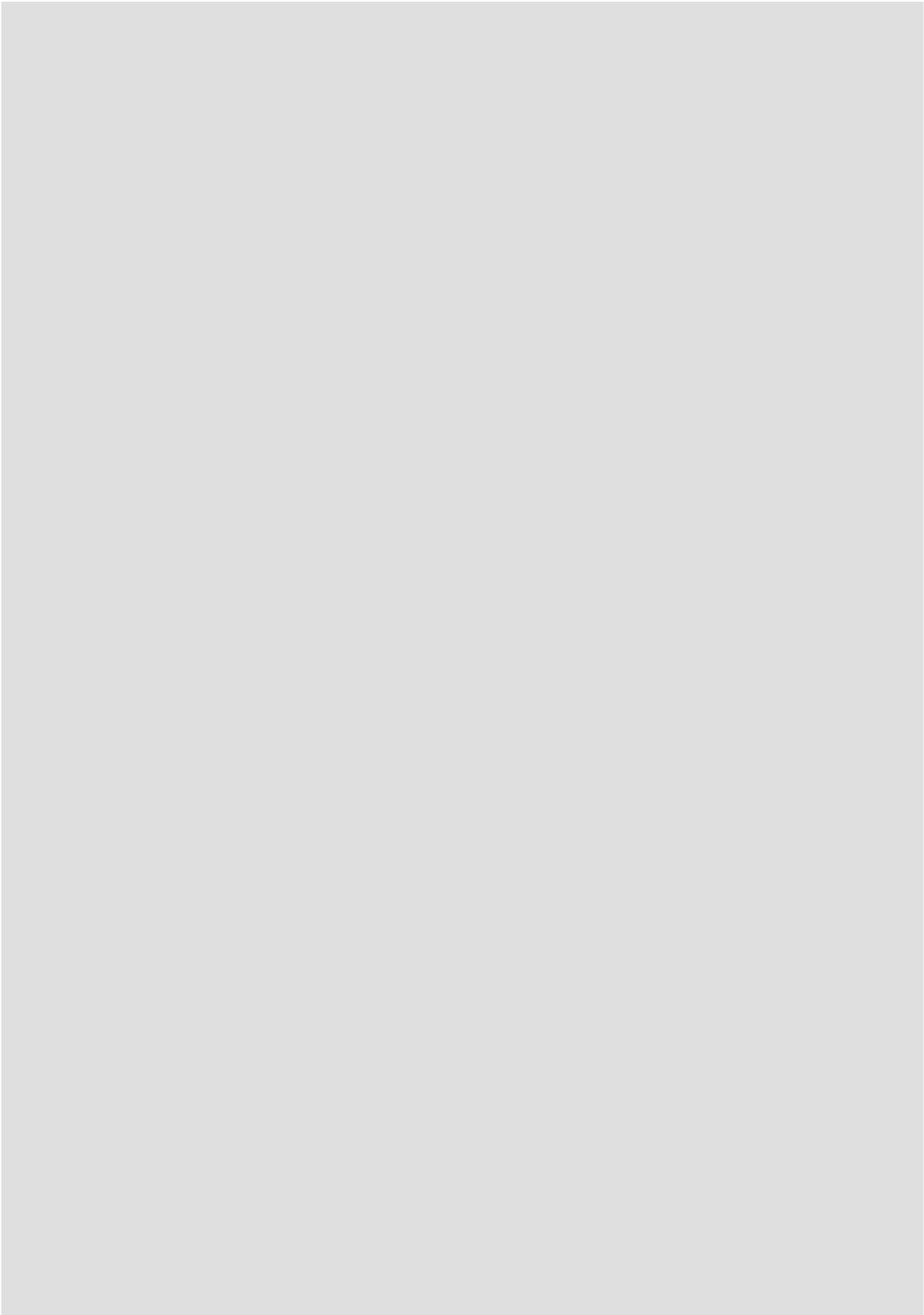


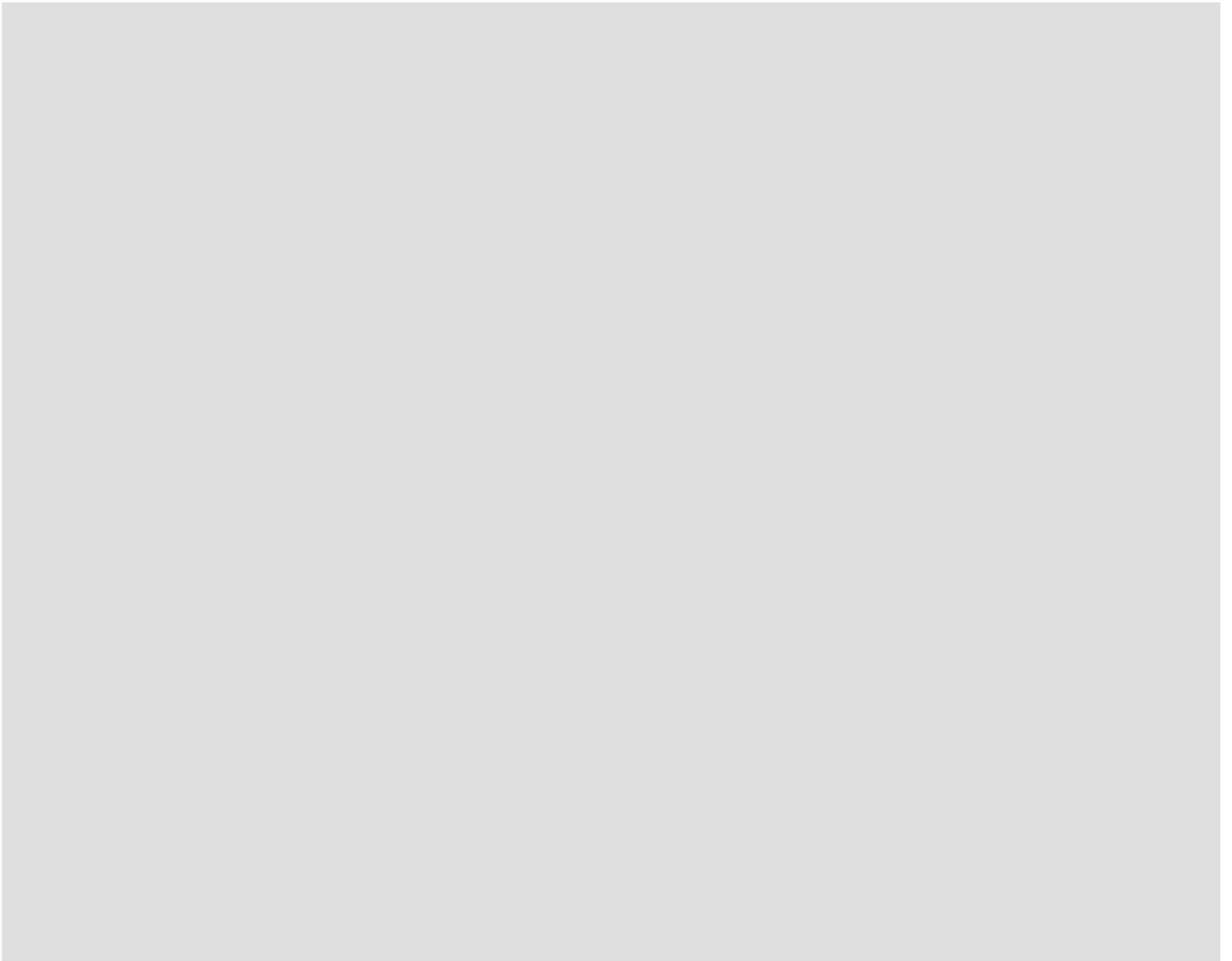


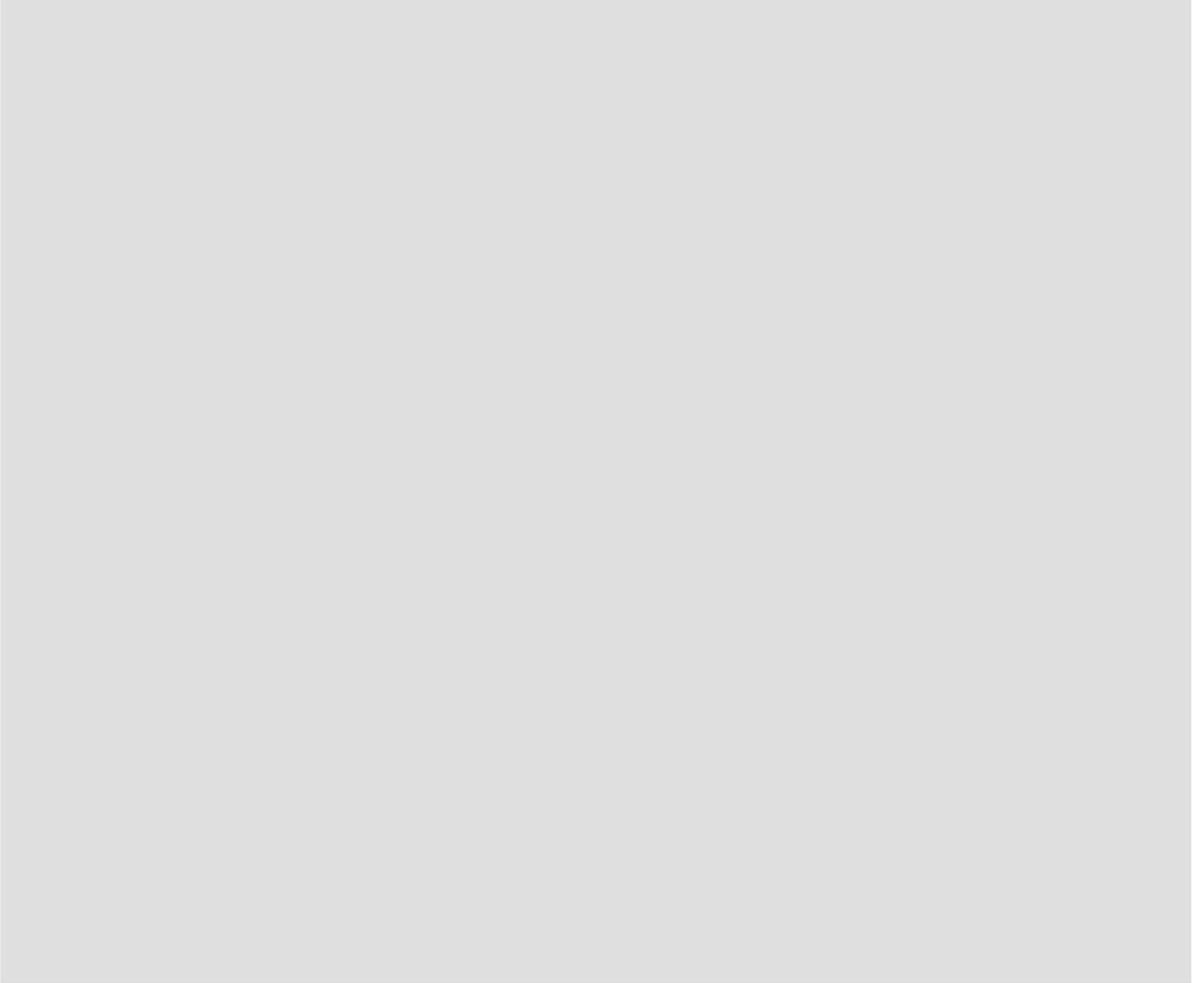
**Julie Beal**

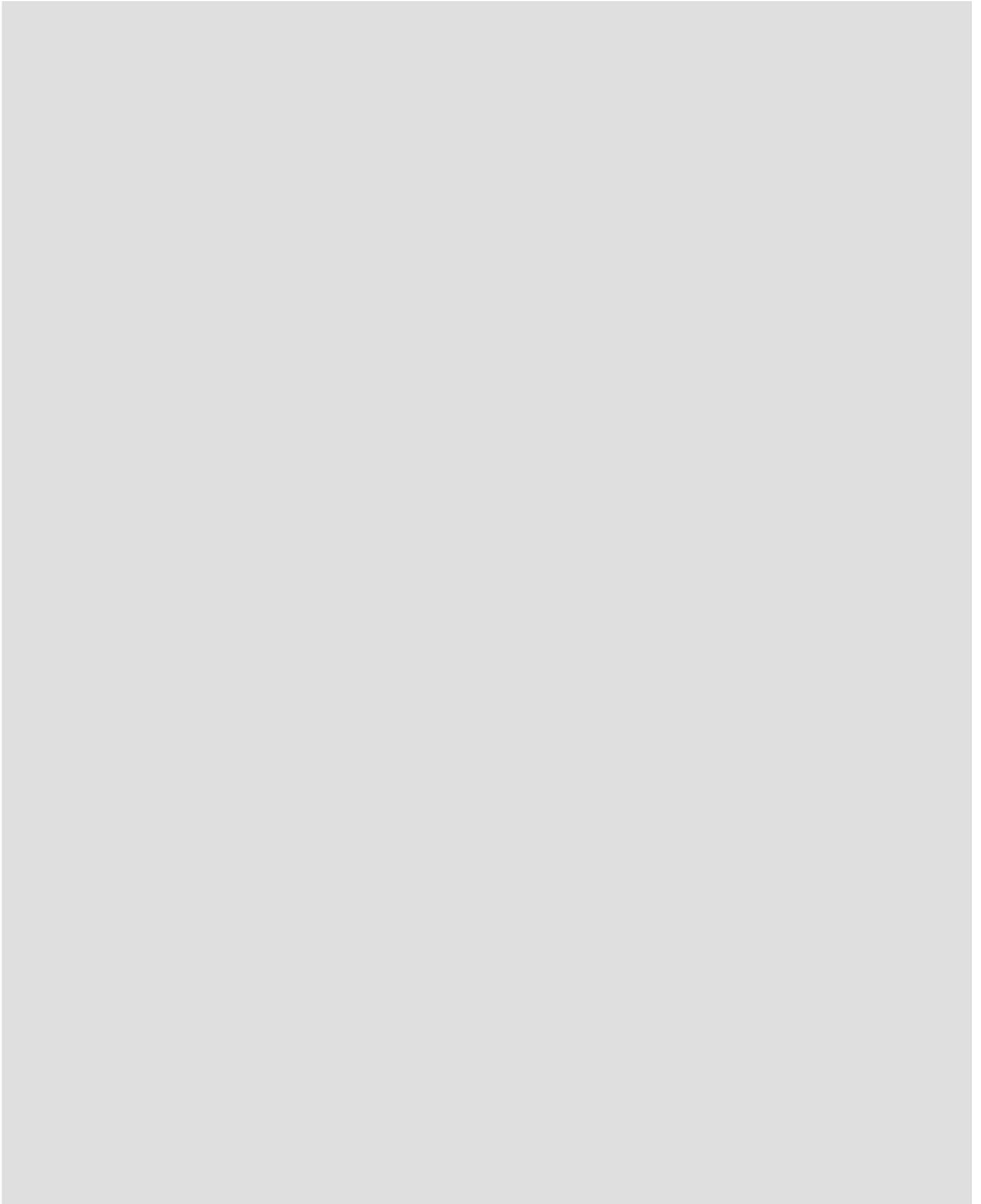
---

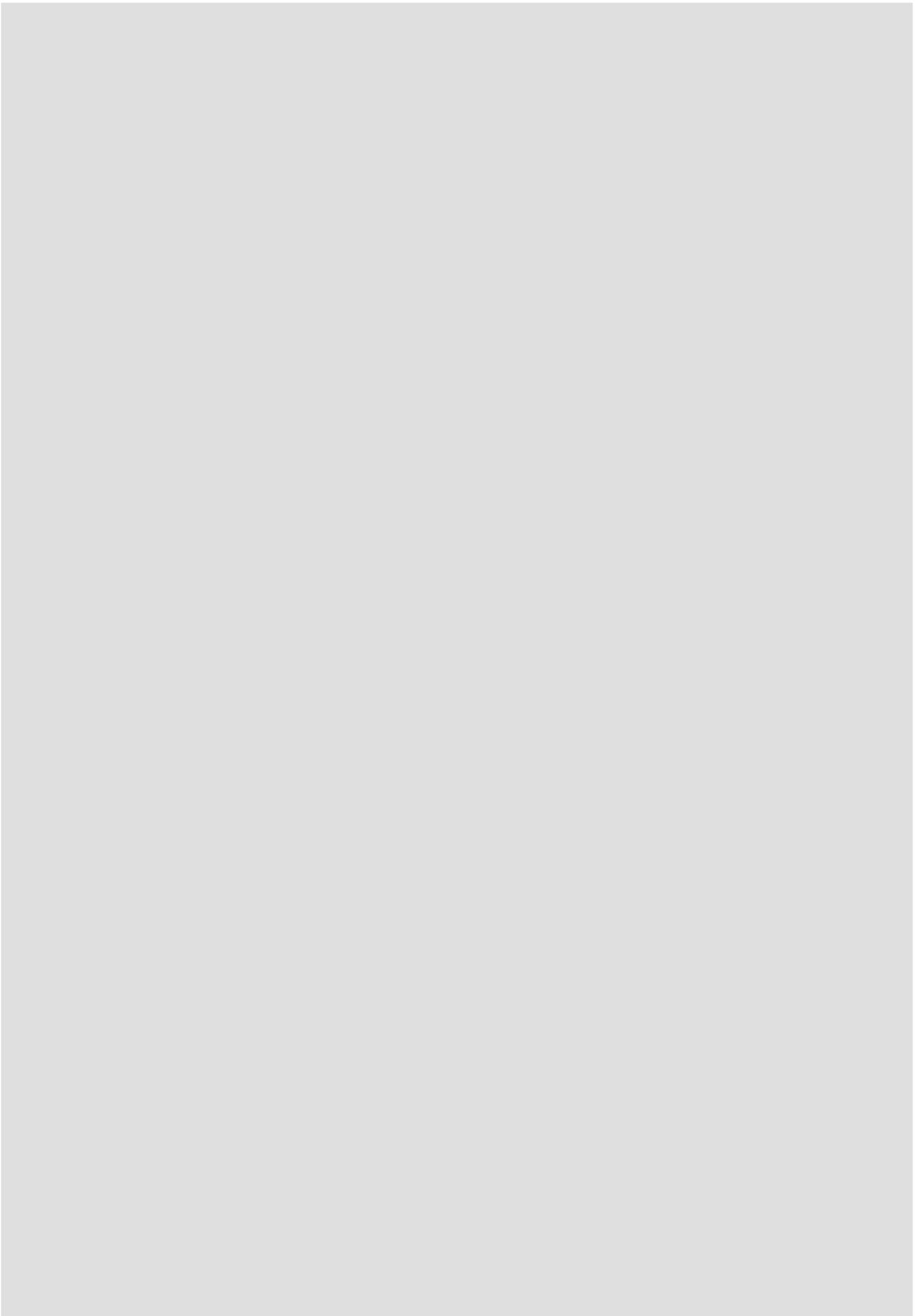


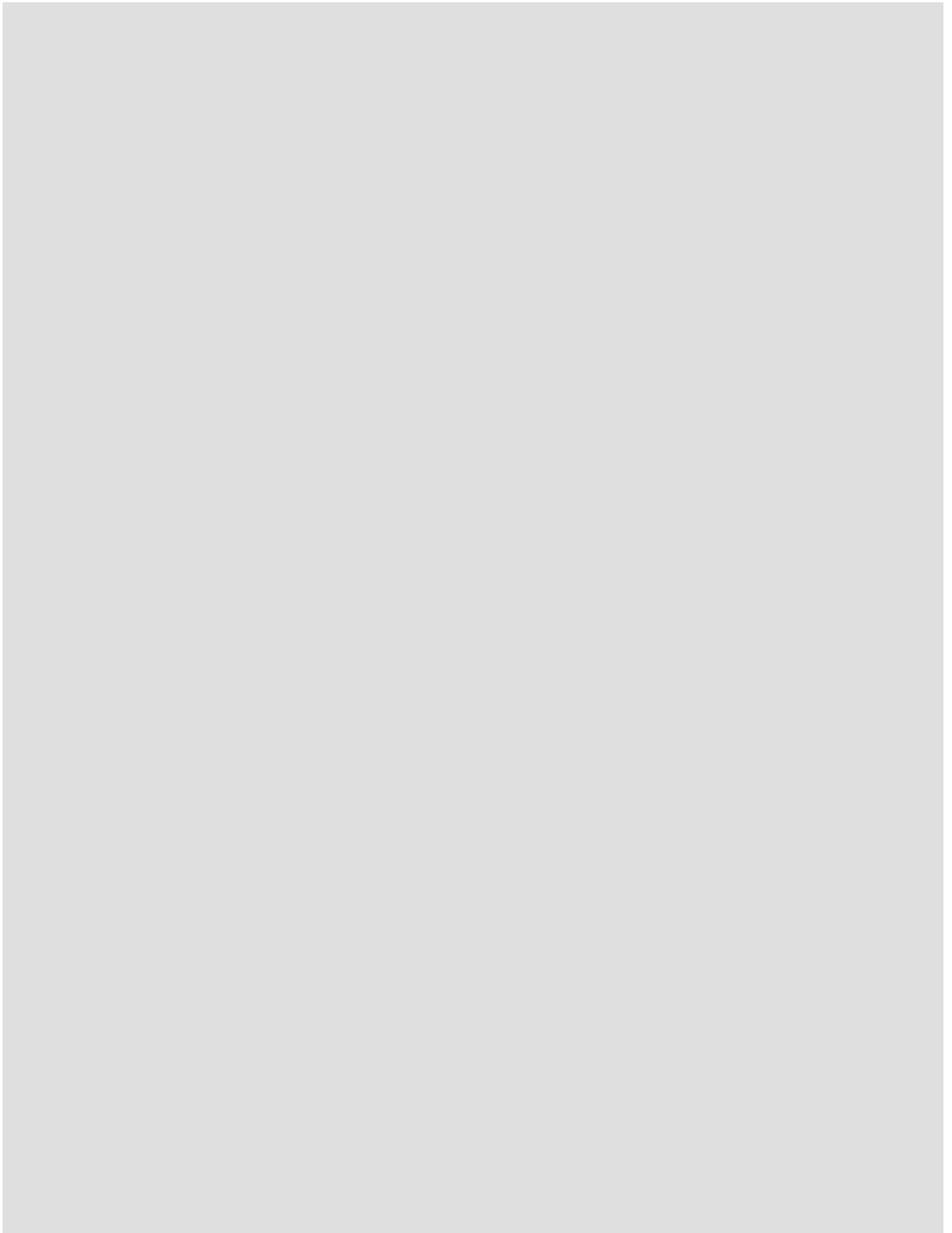


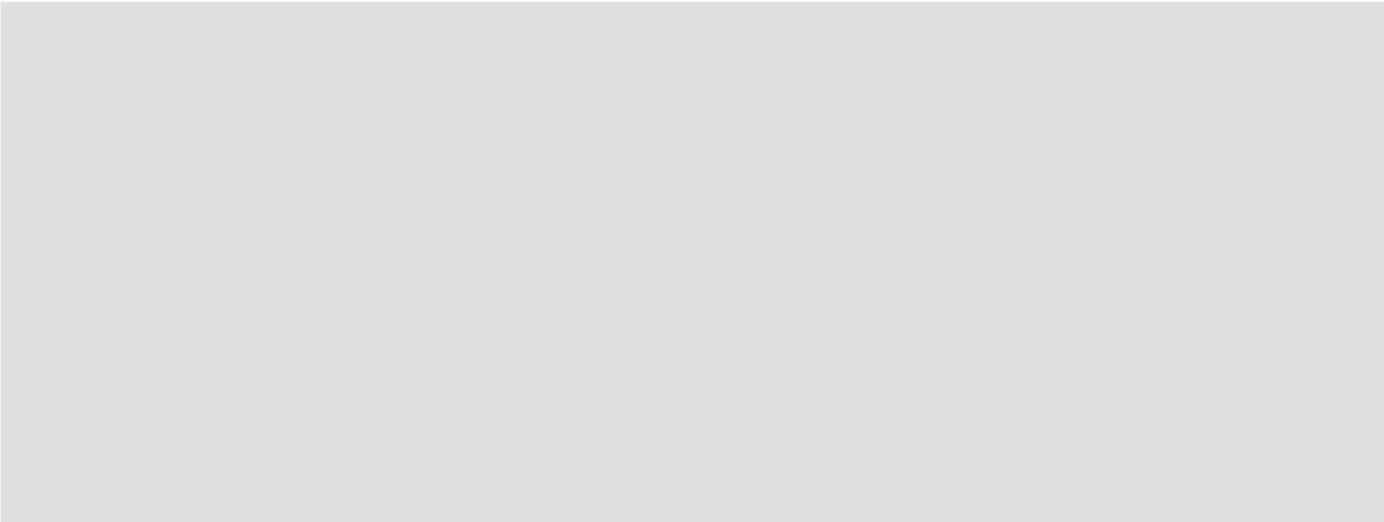


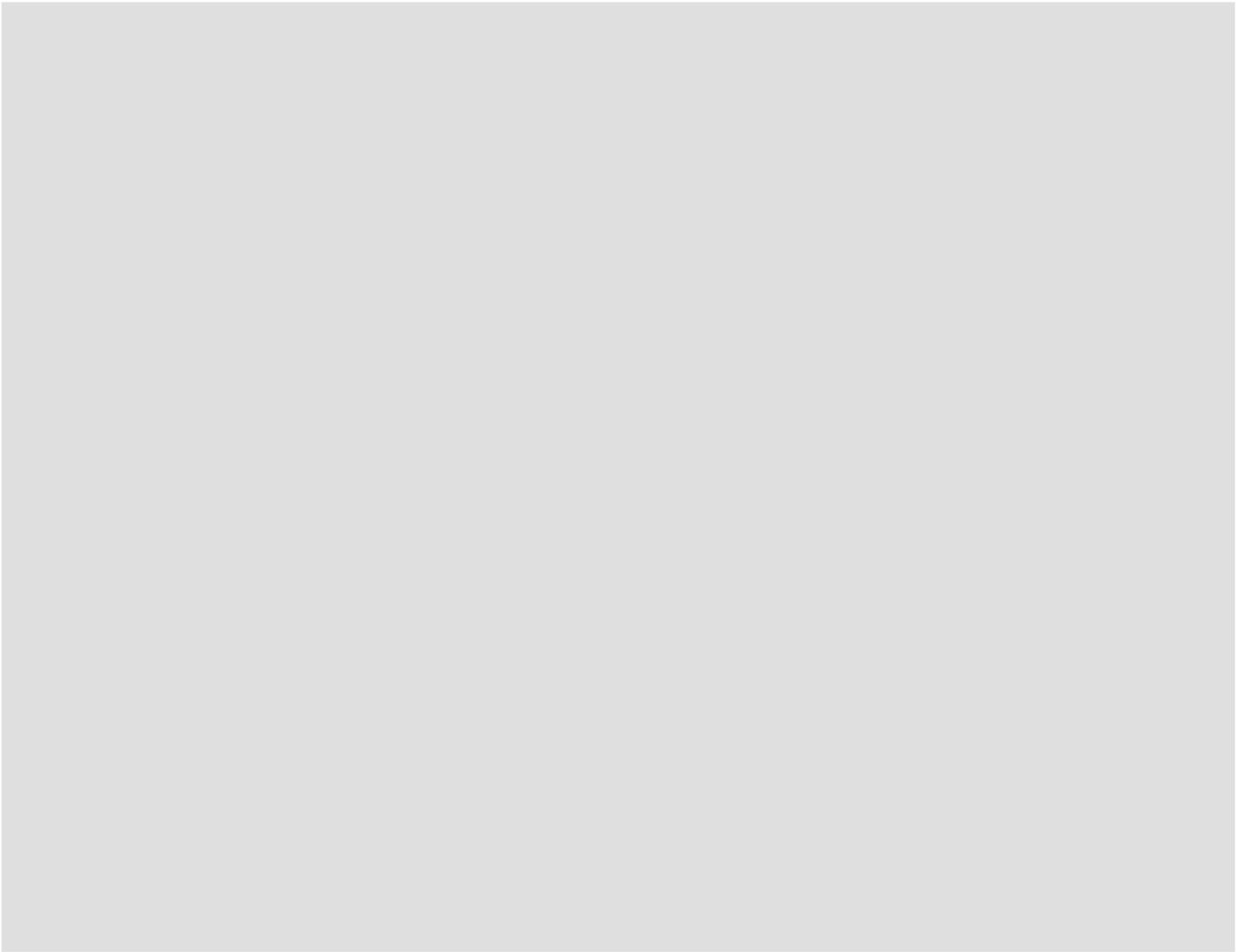


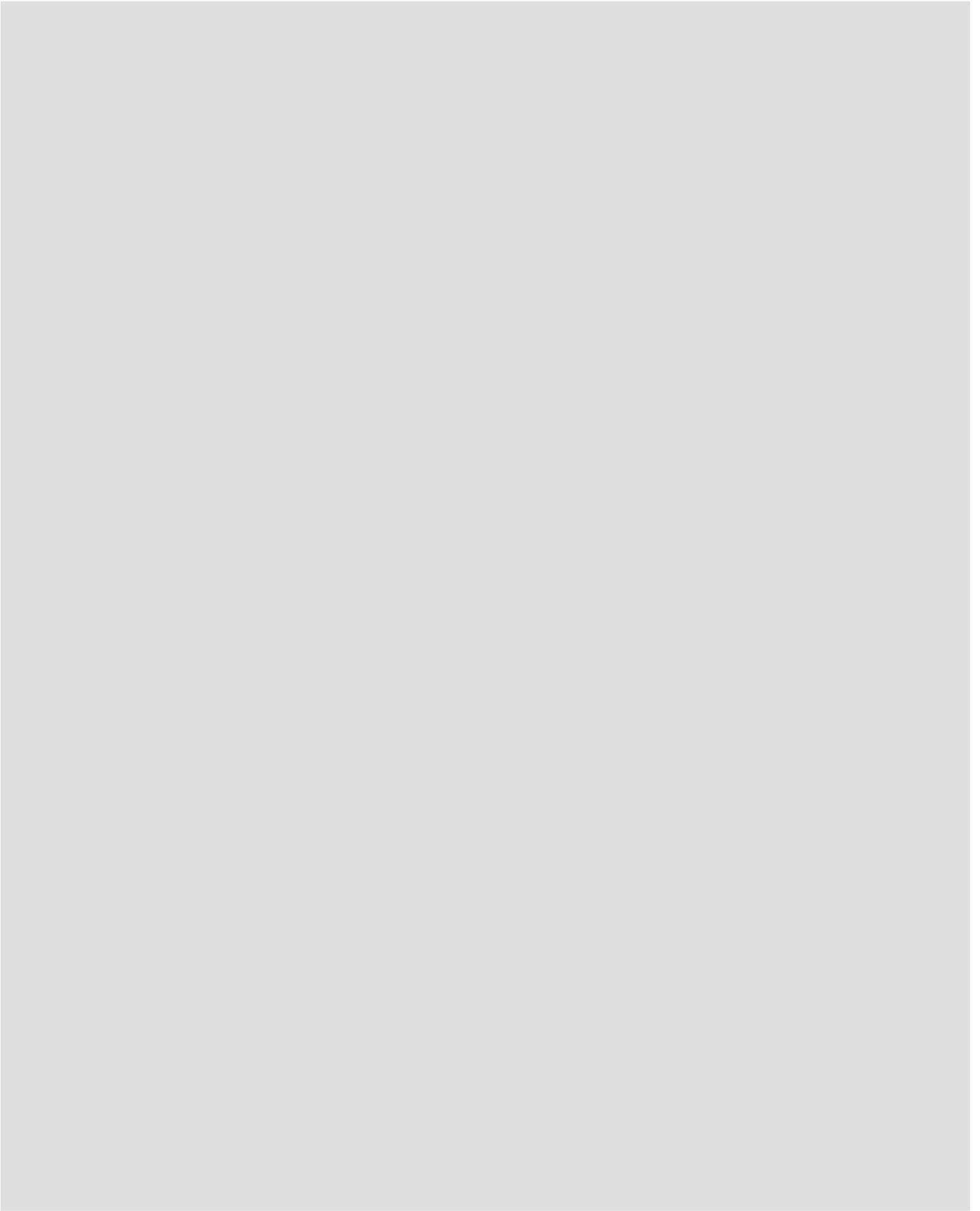




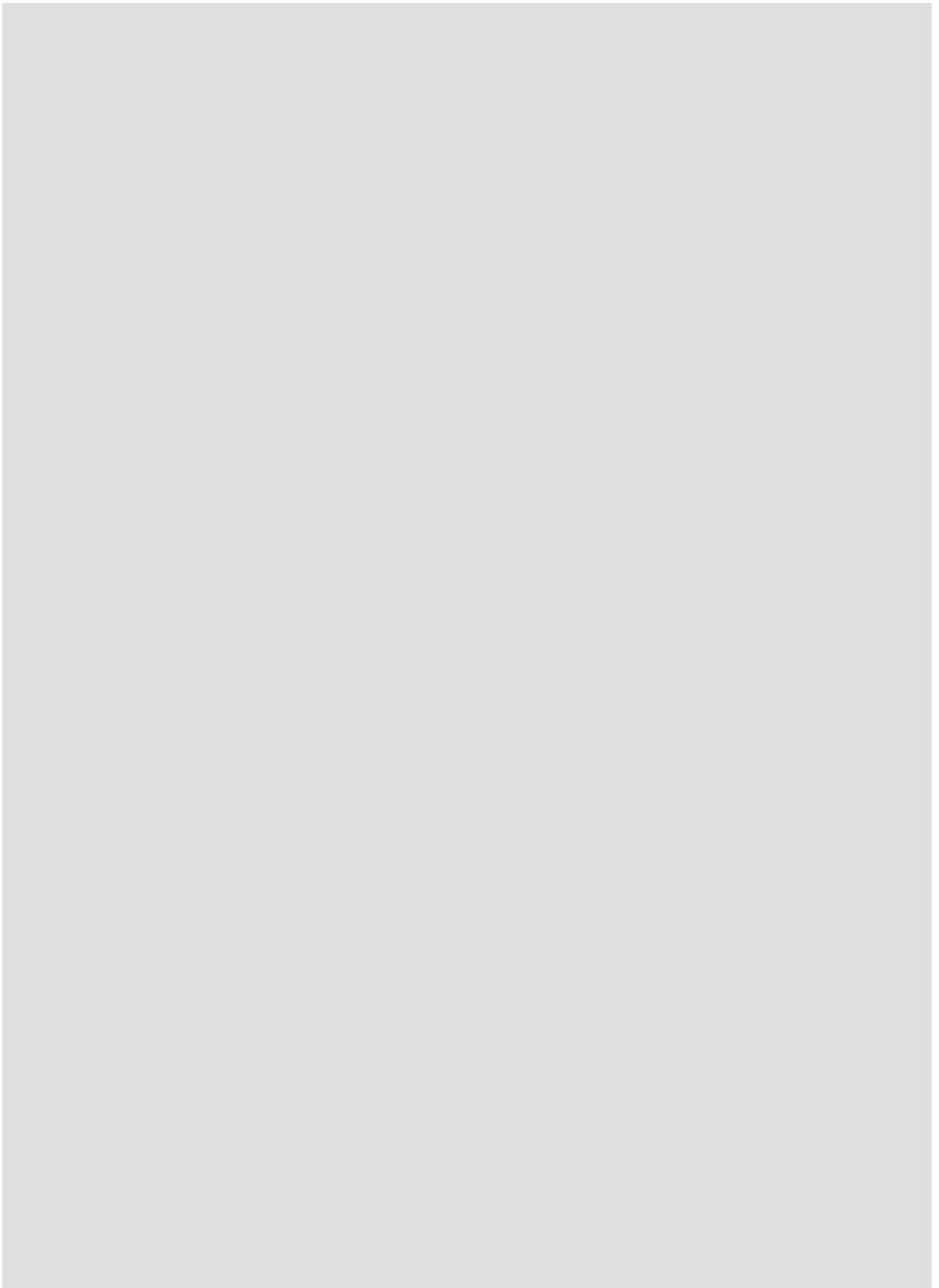


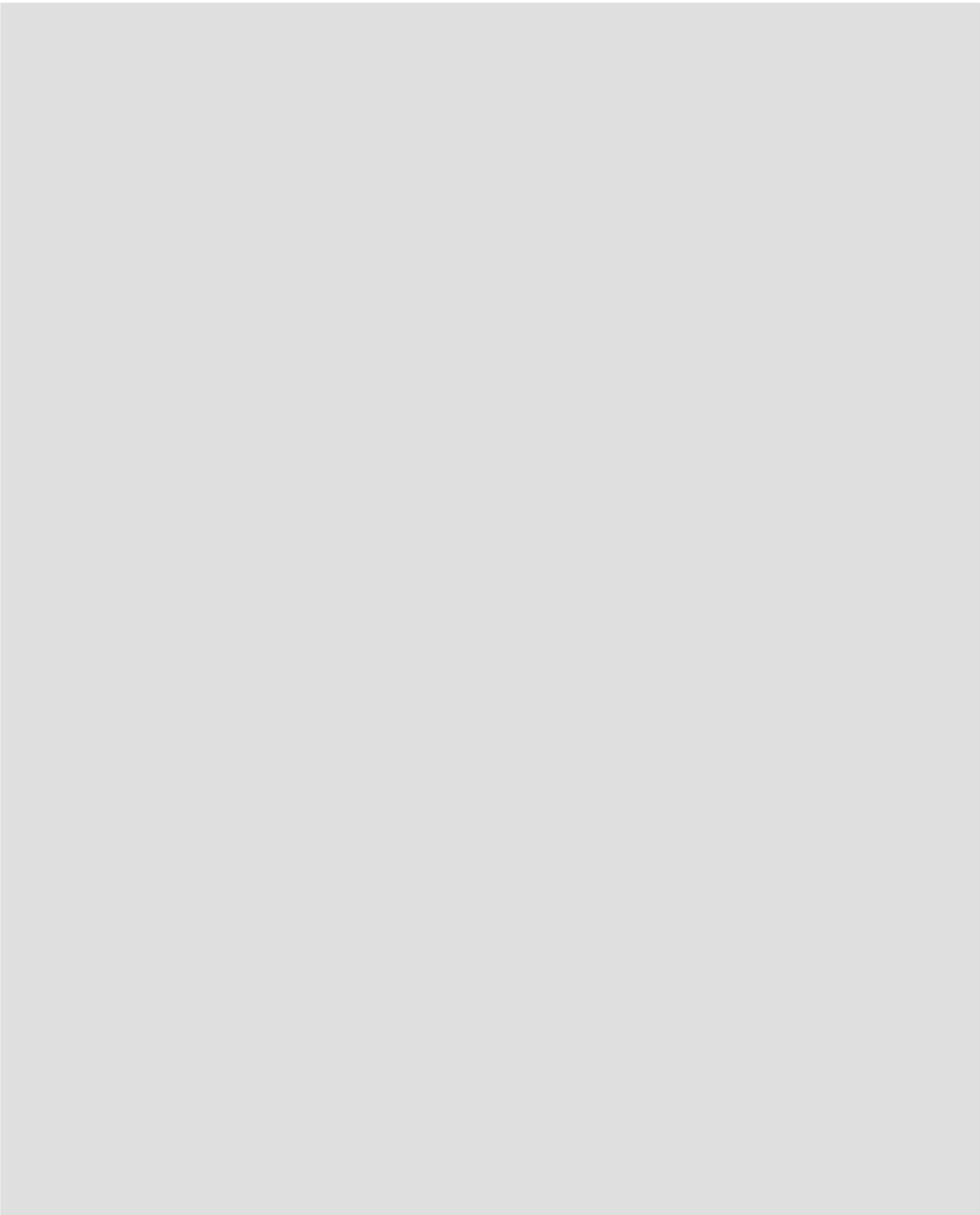




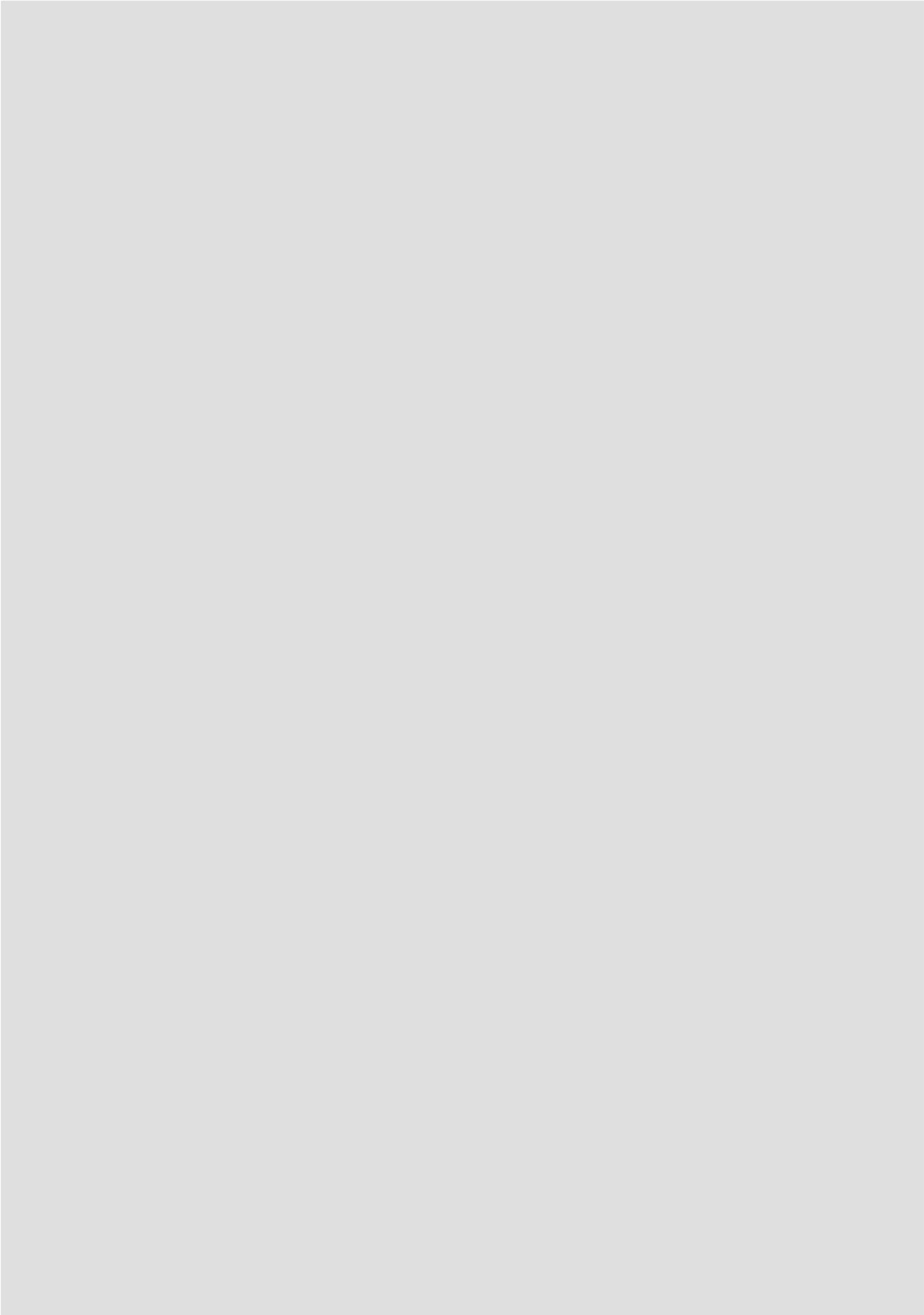


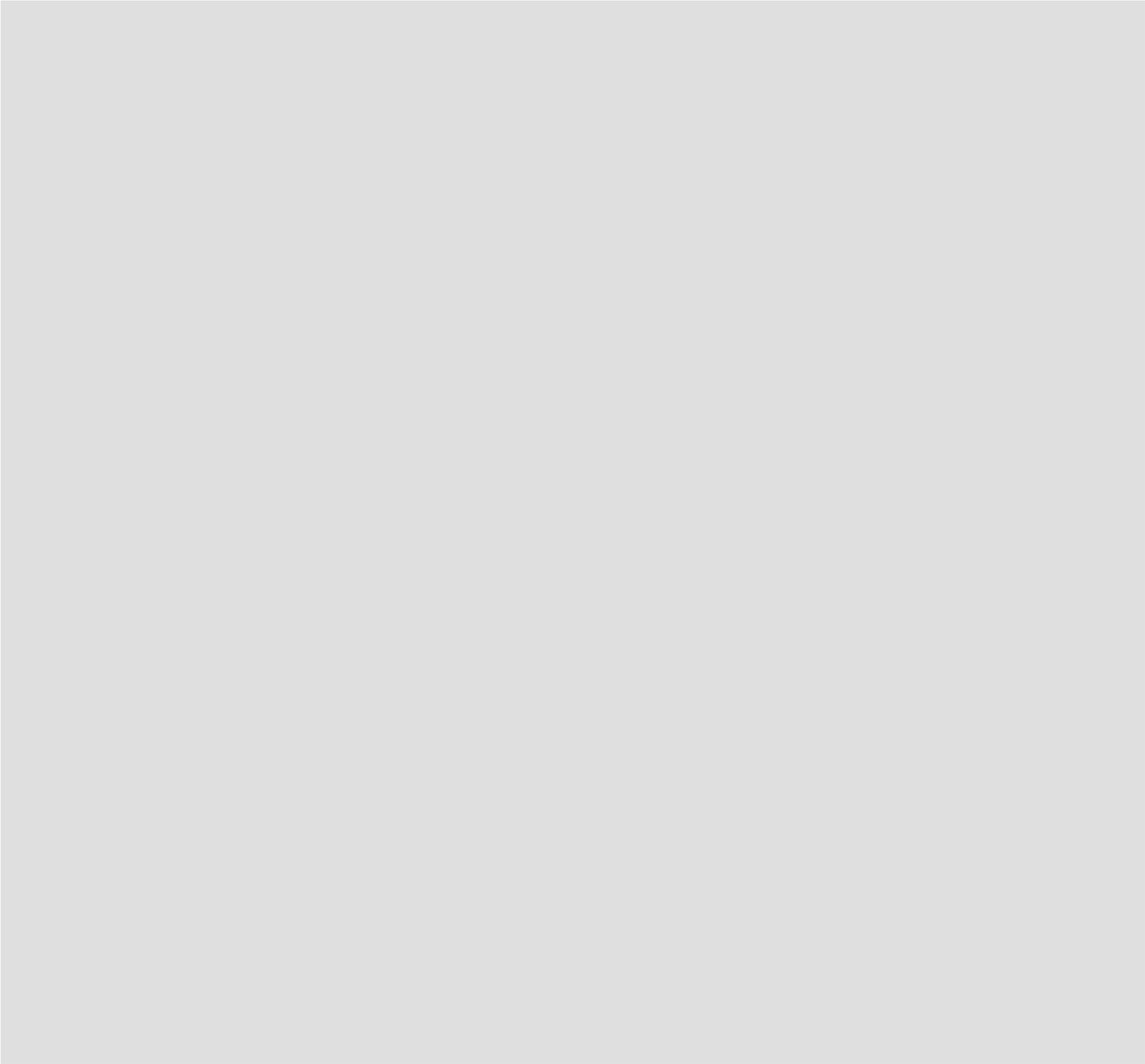


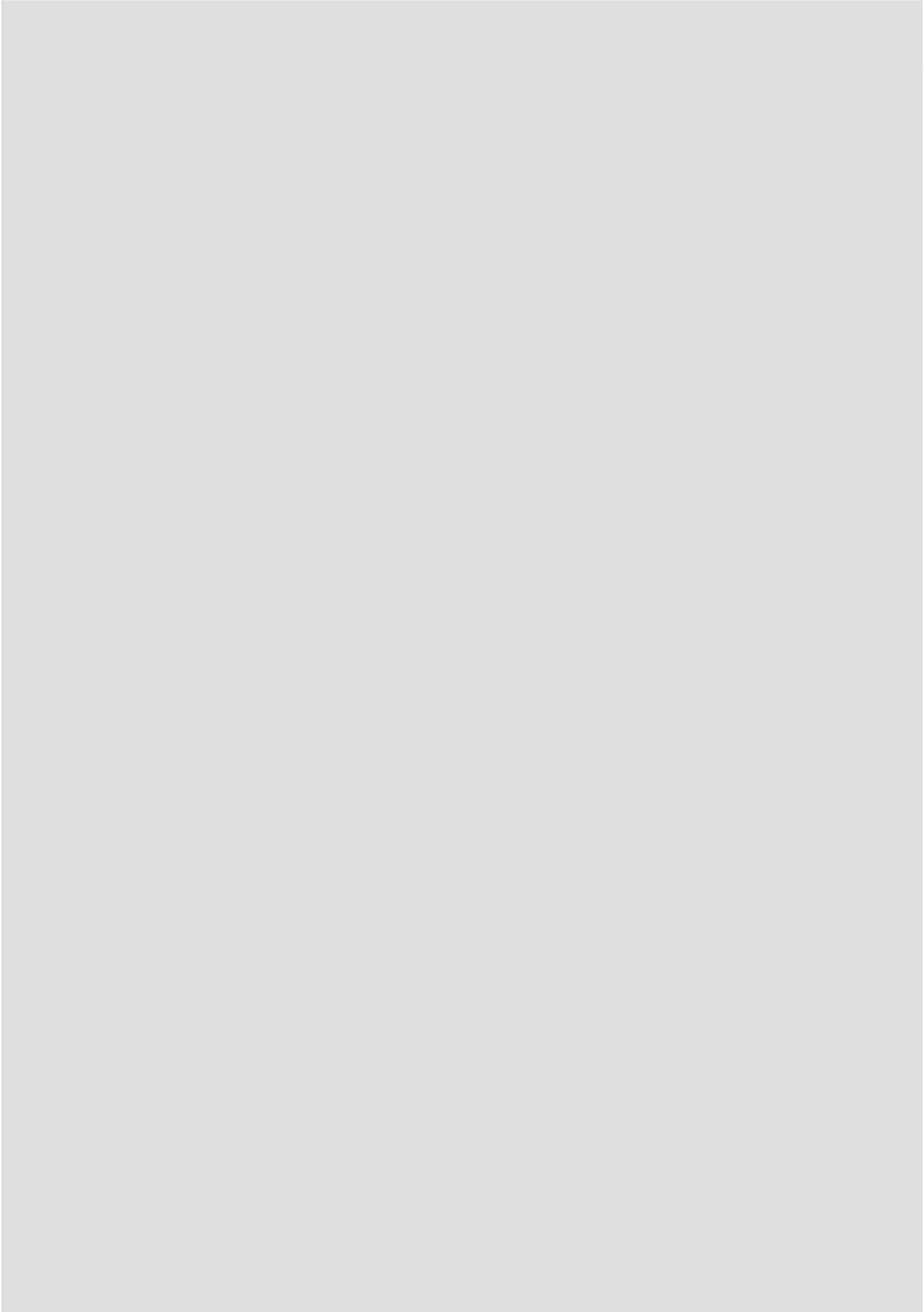


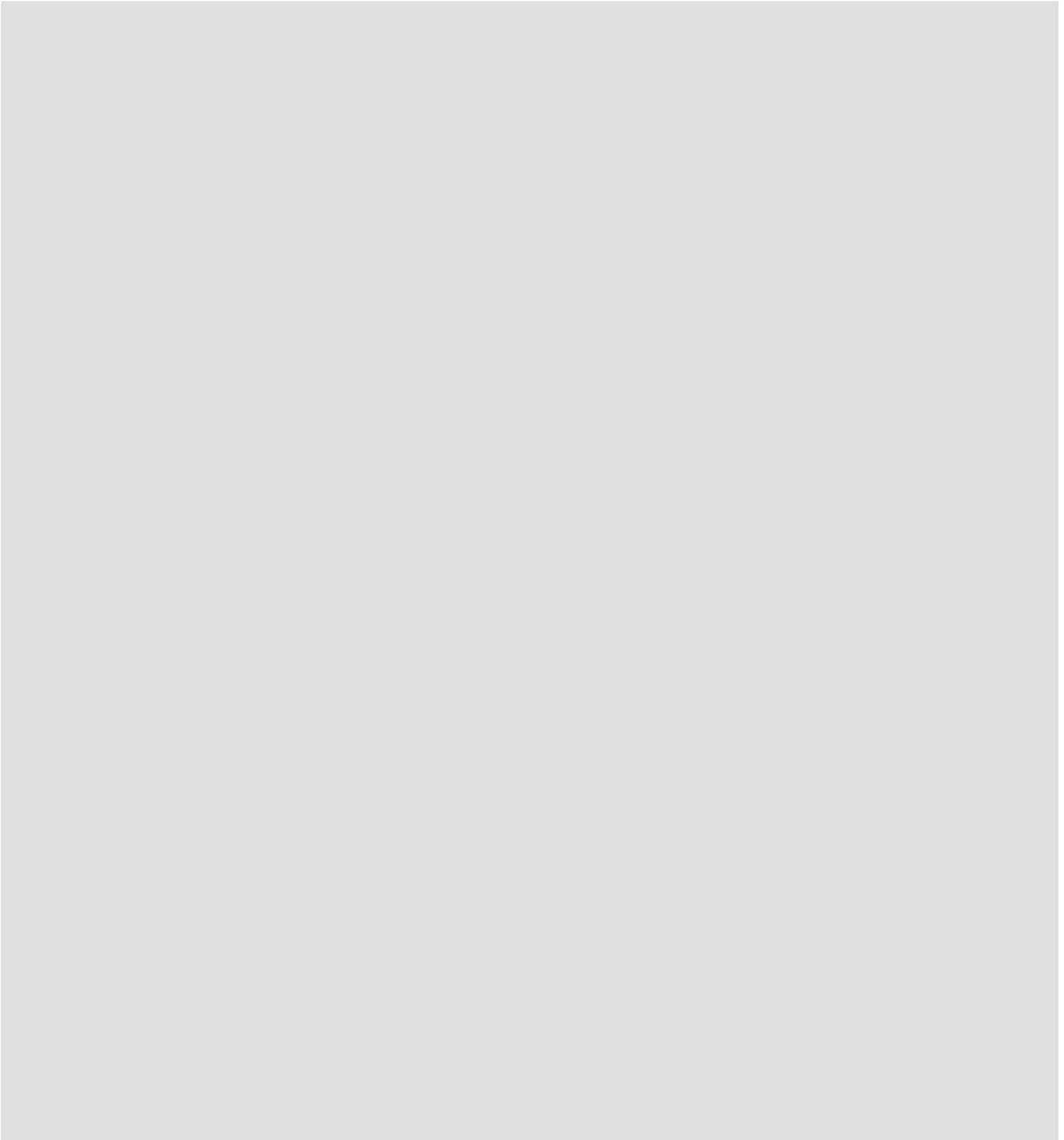


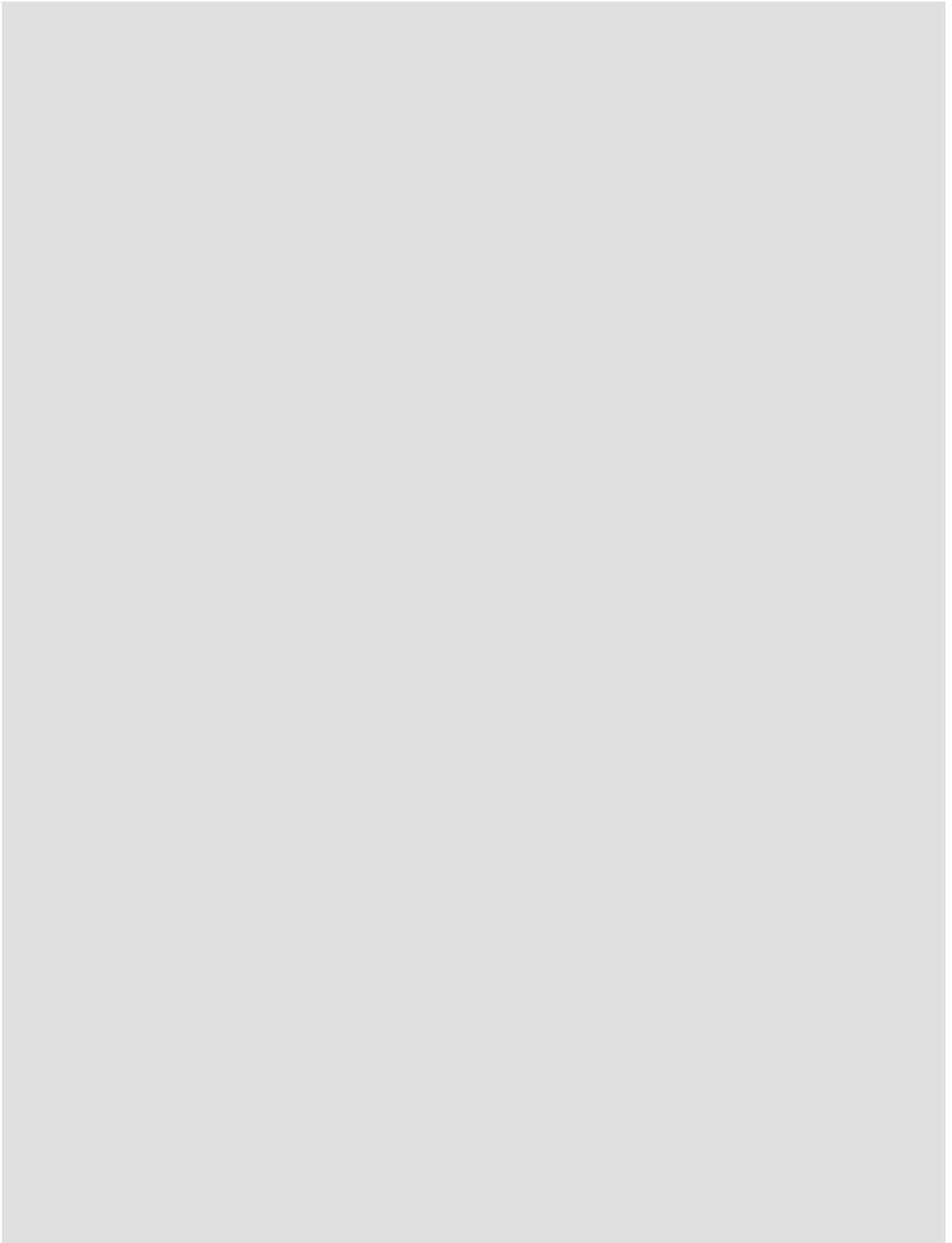


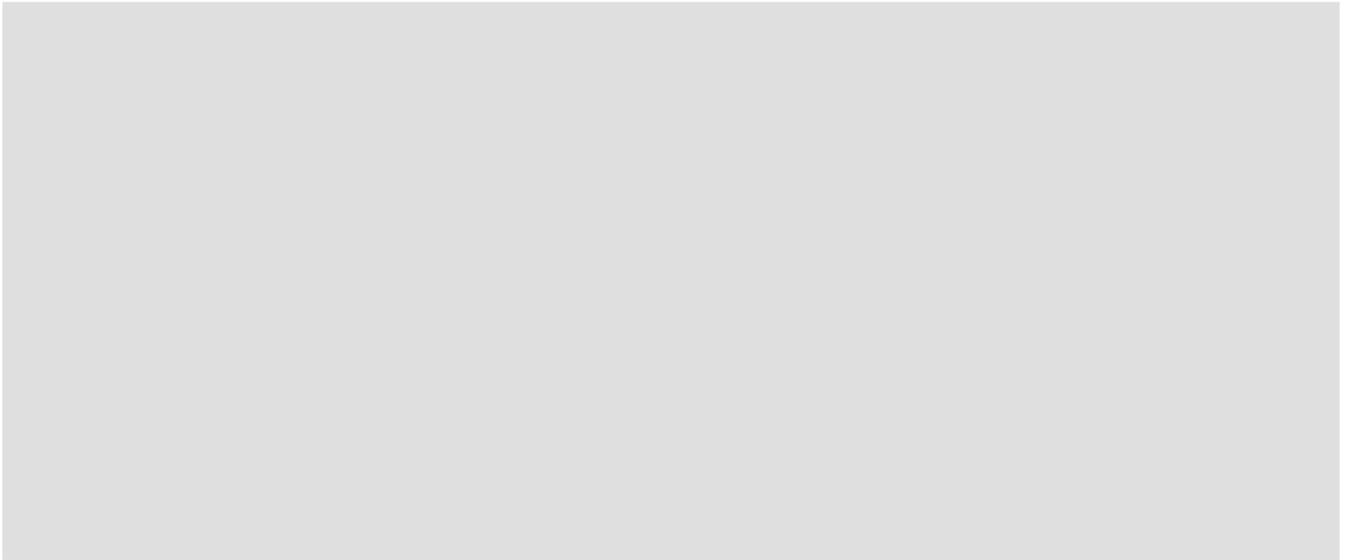


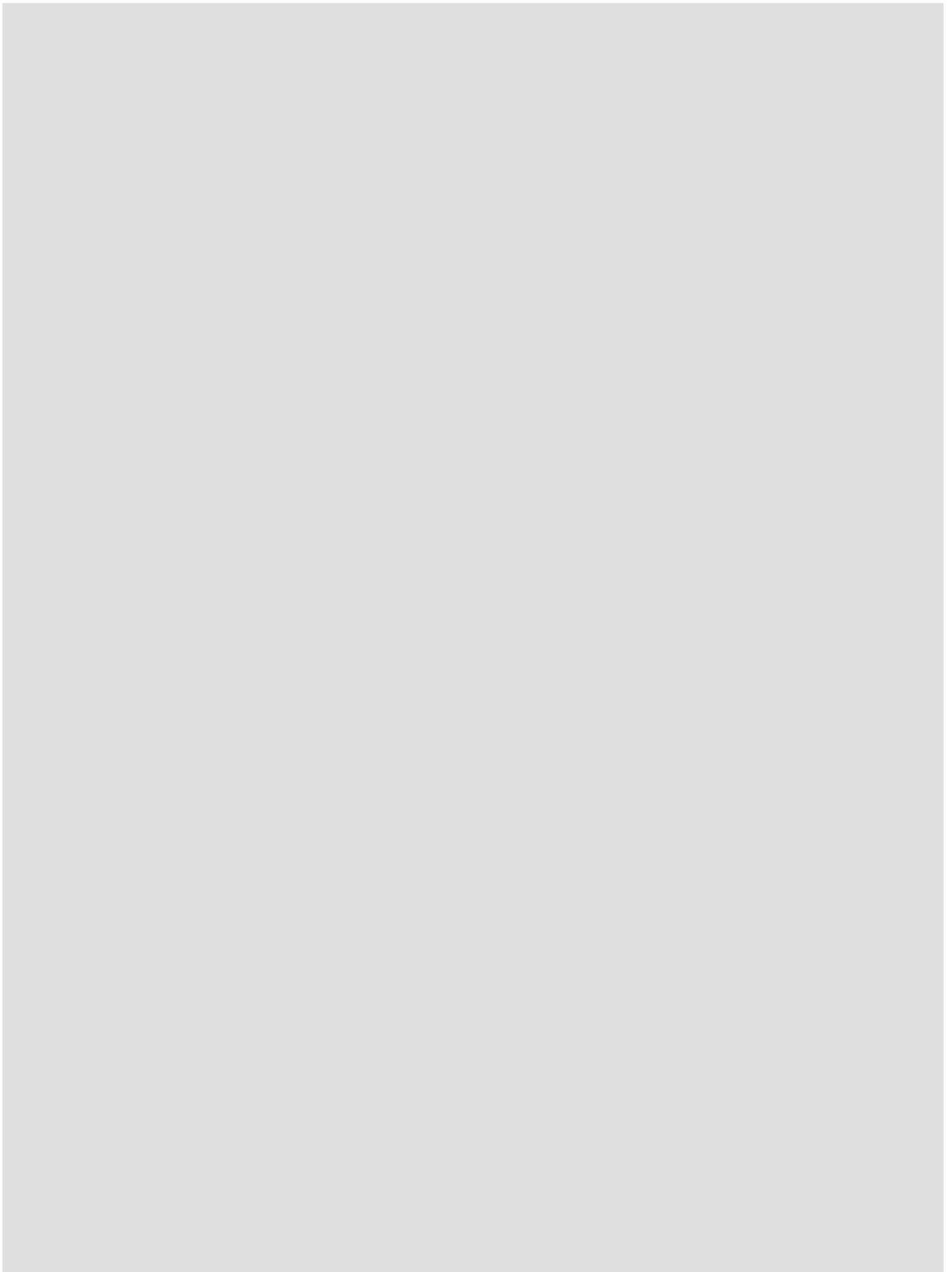


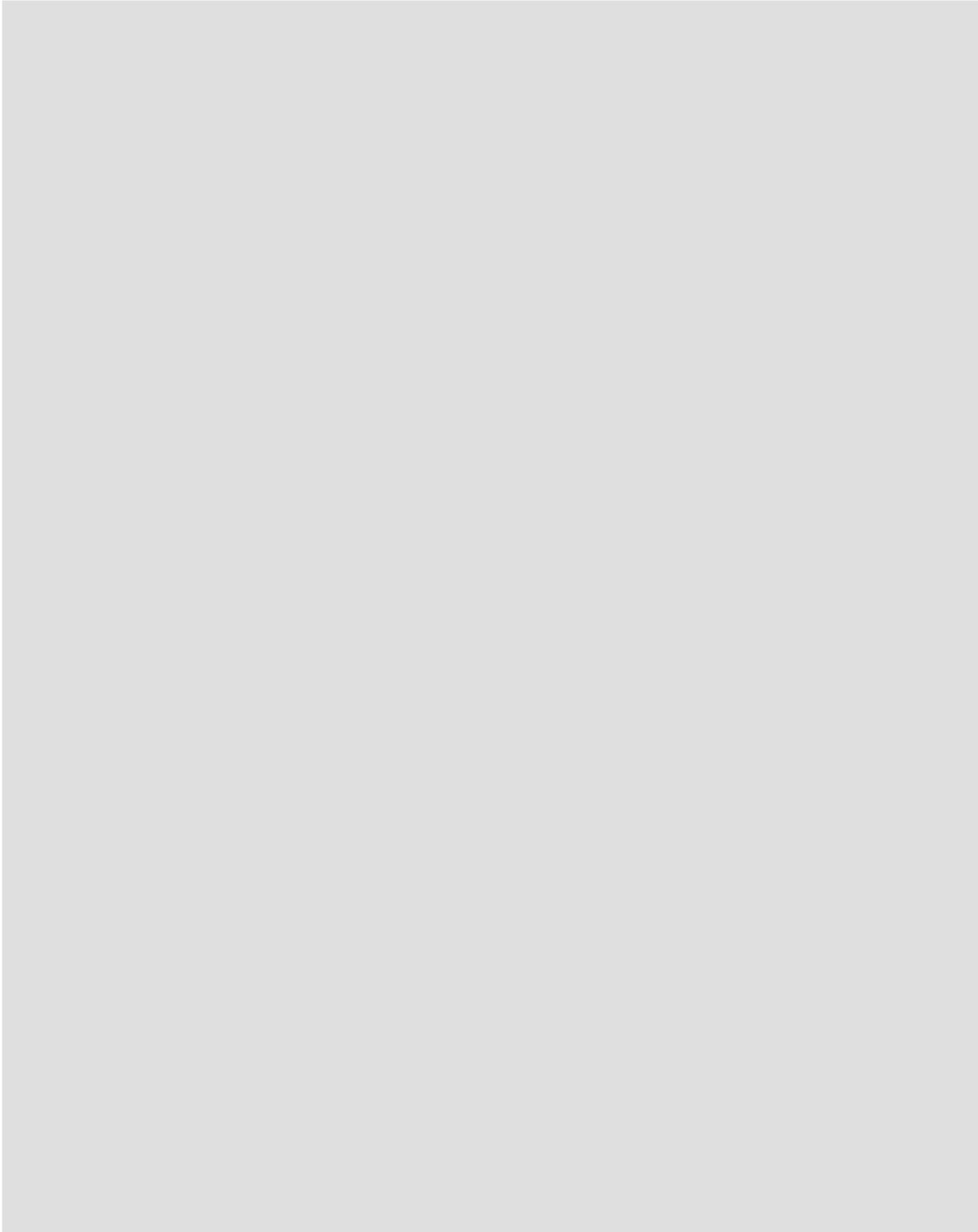


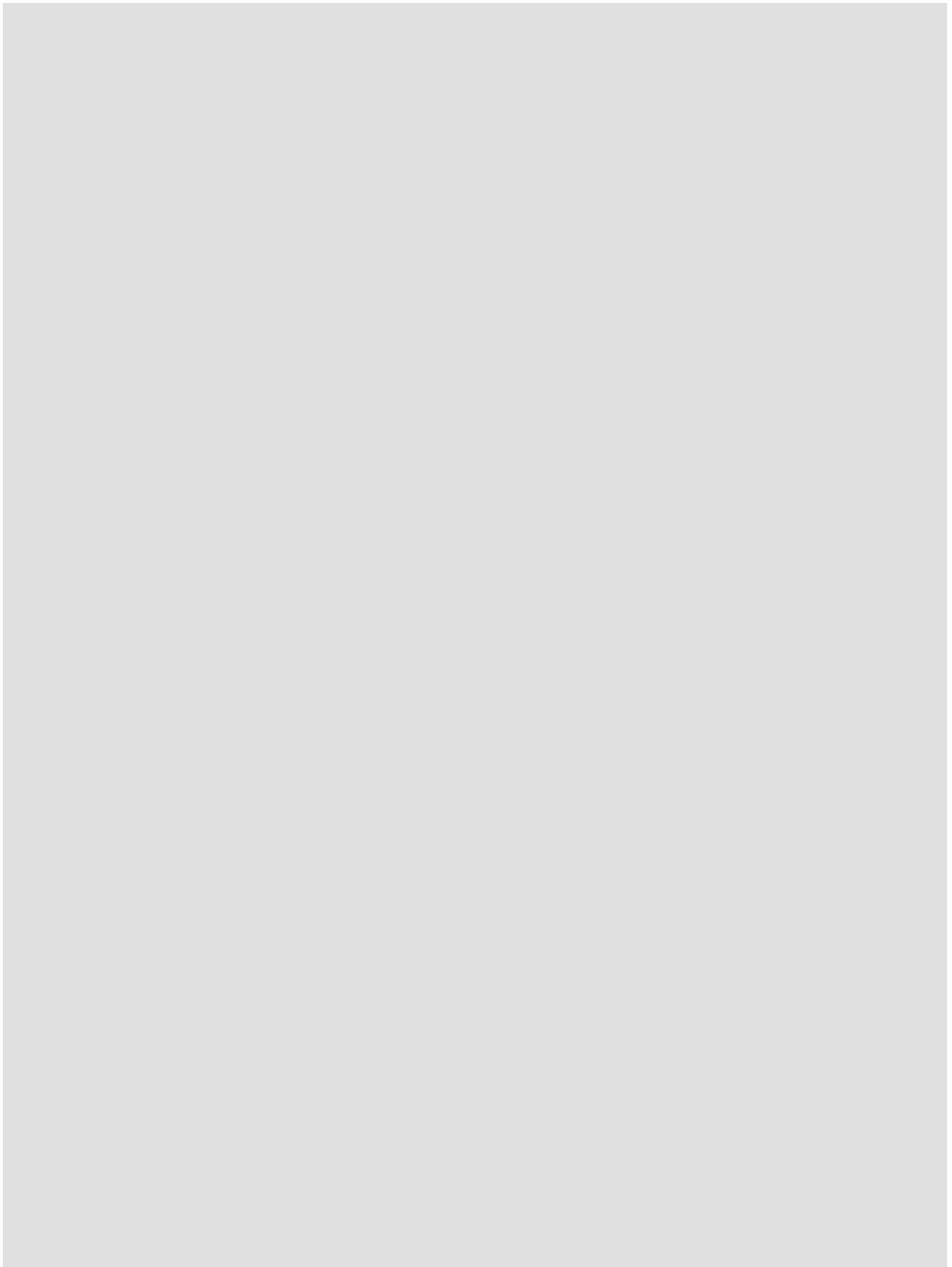


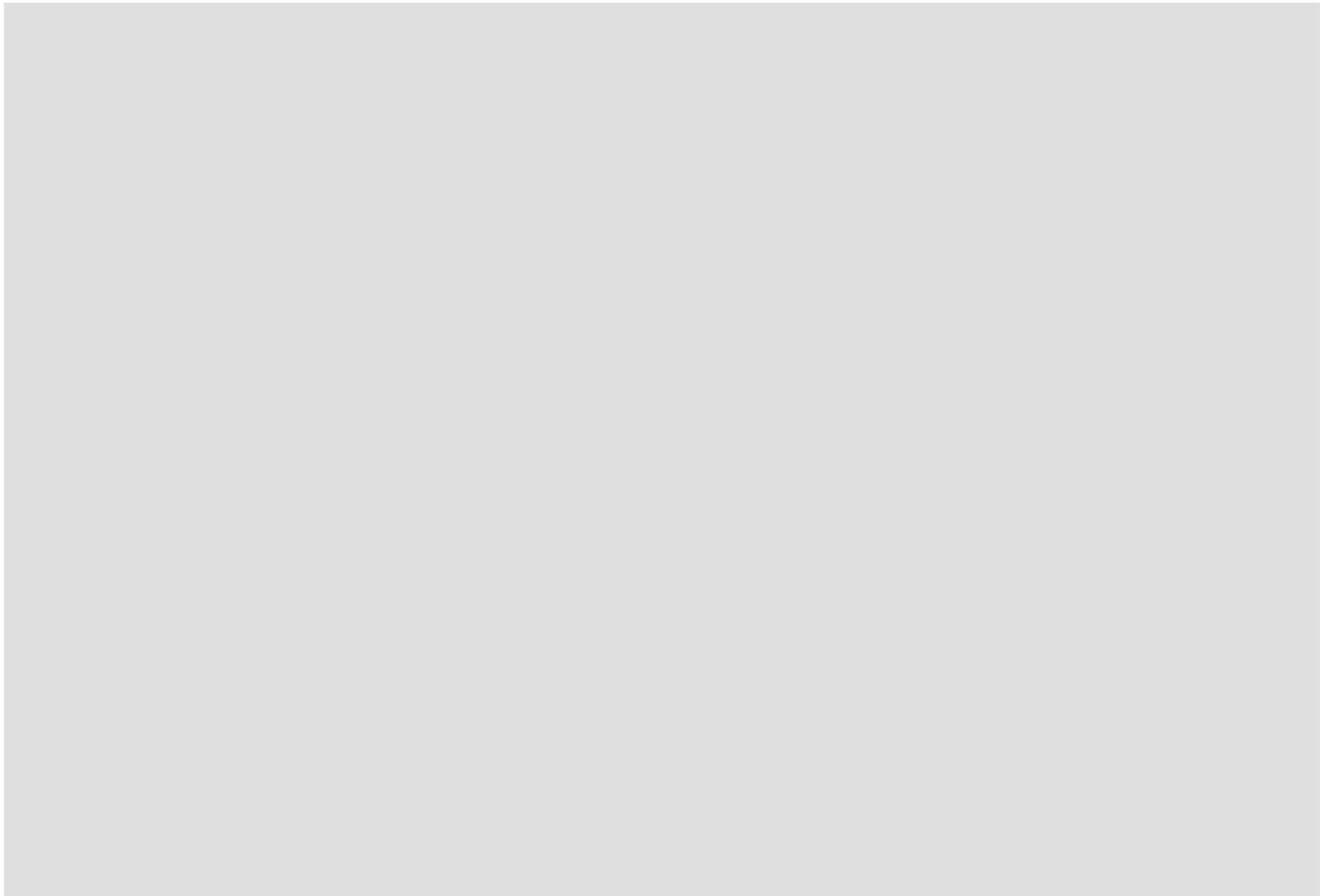


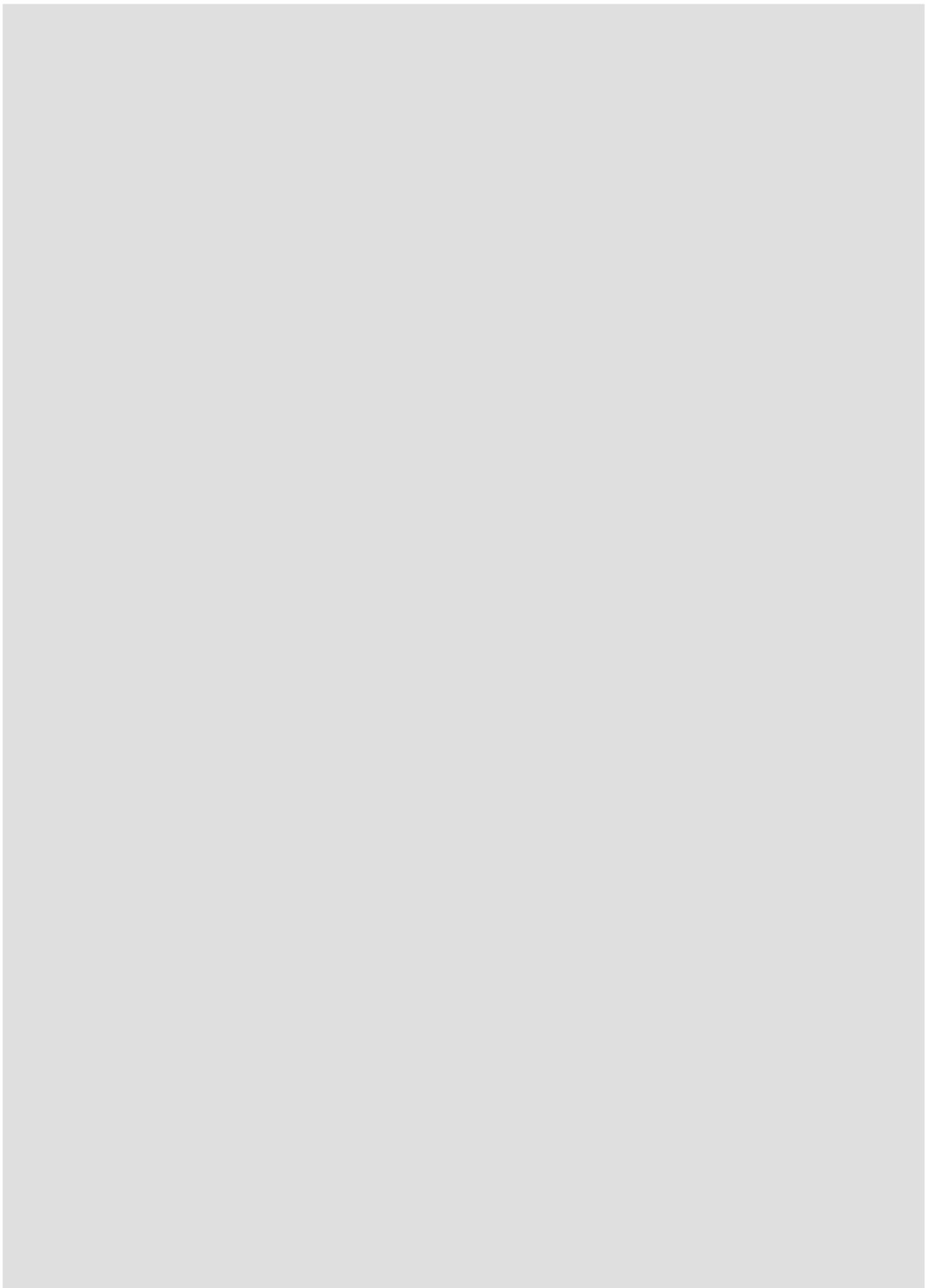


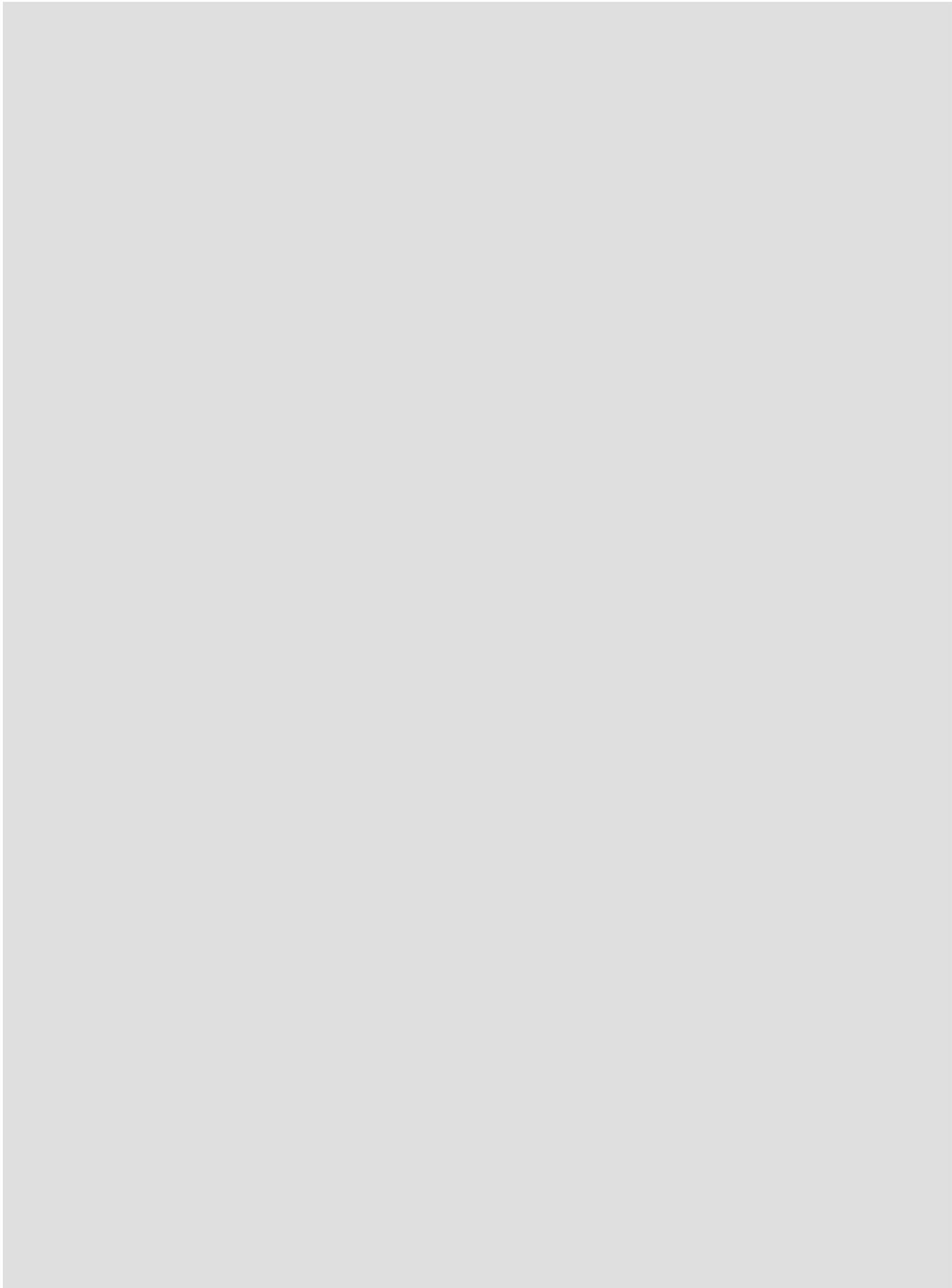






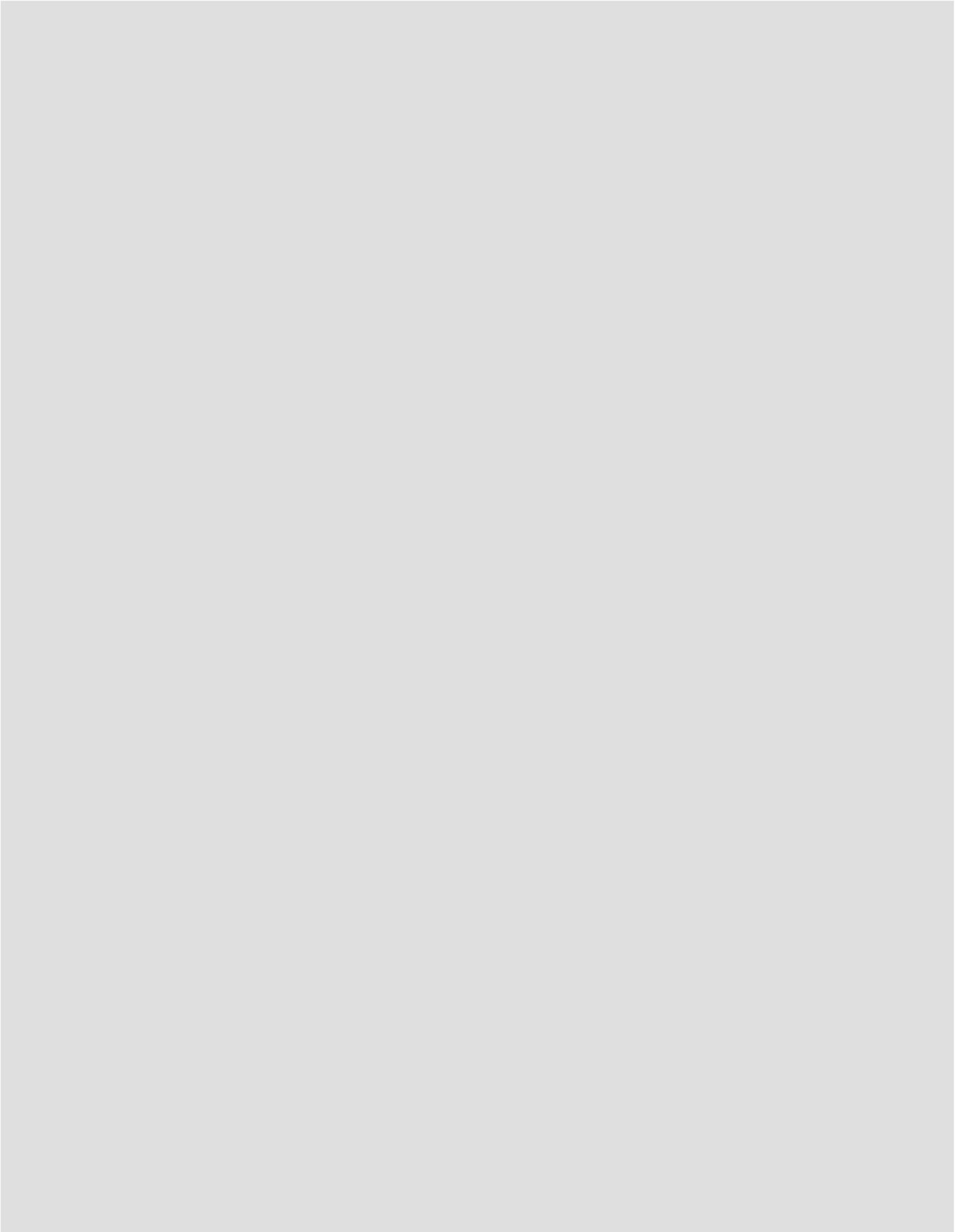


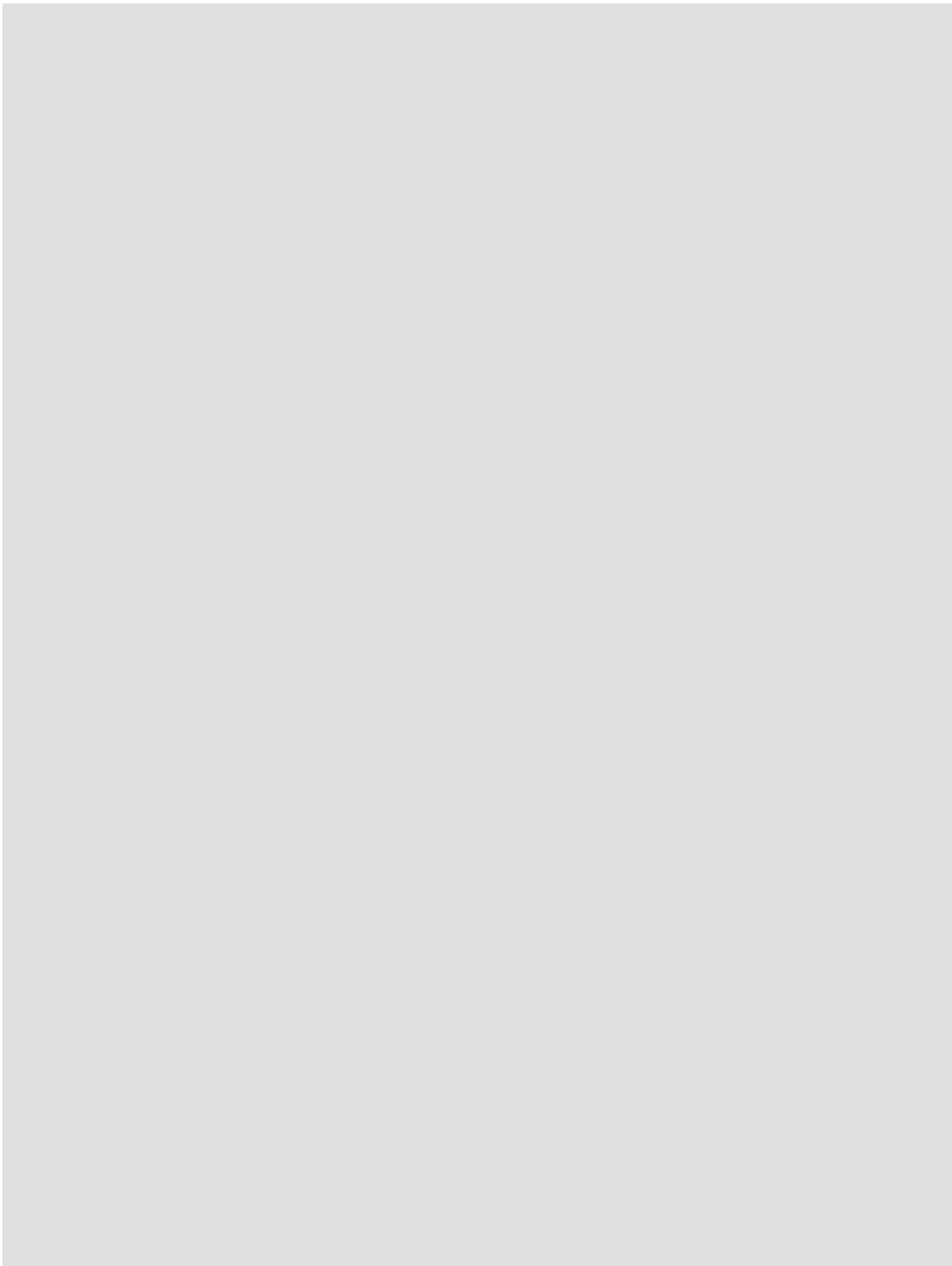


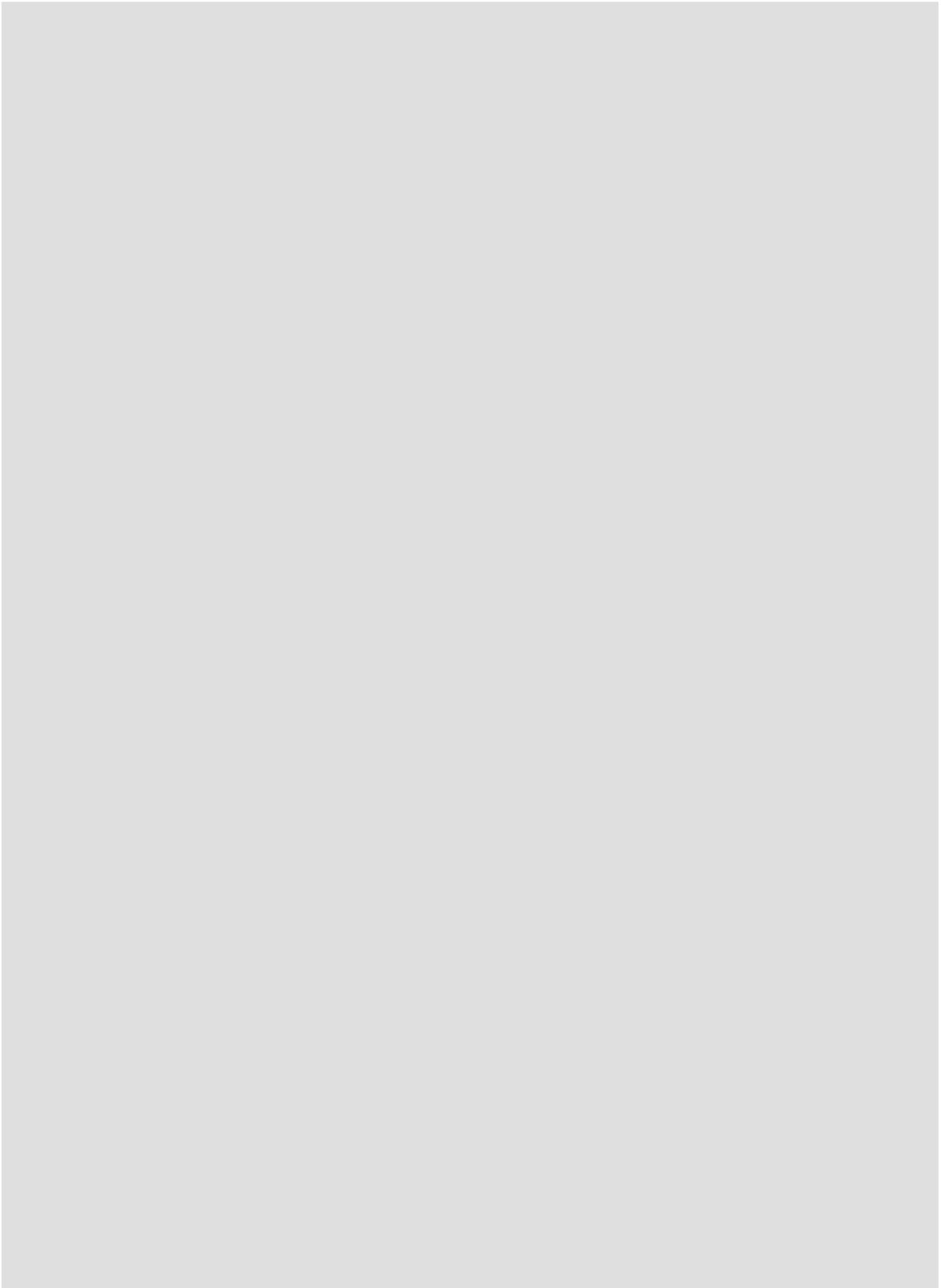


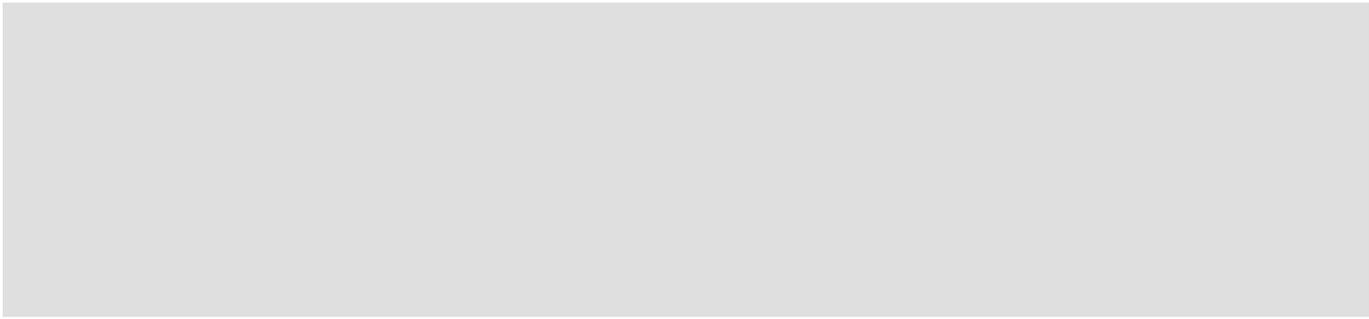


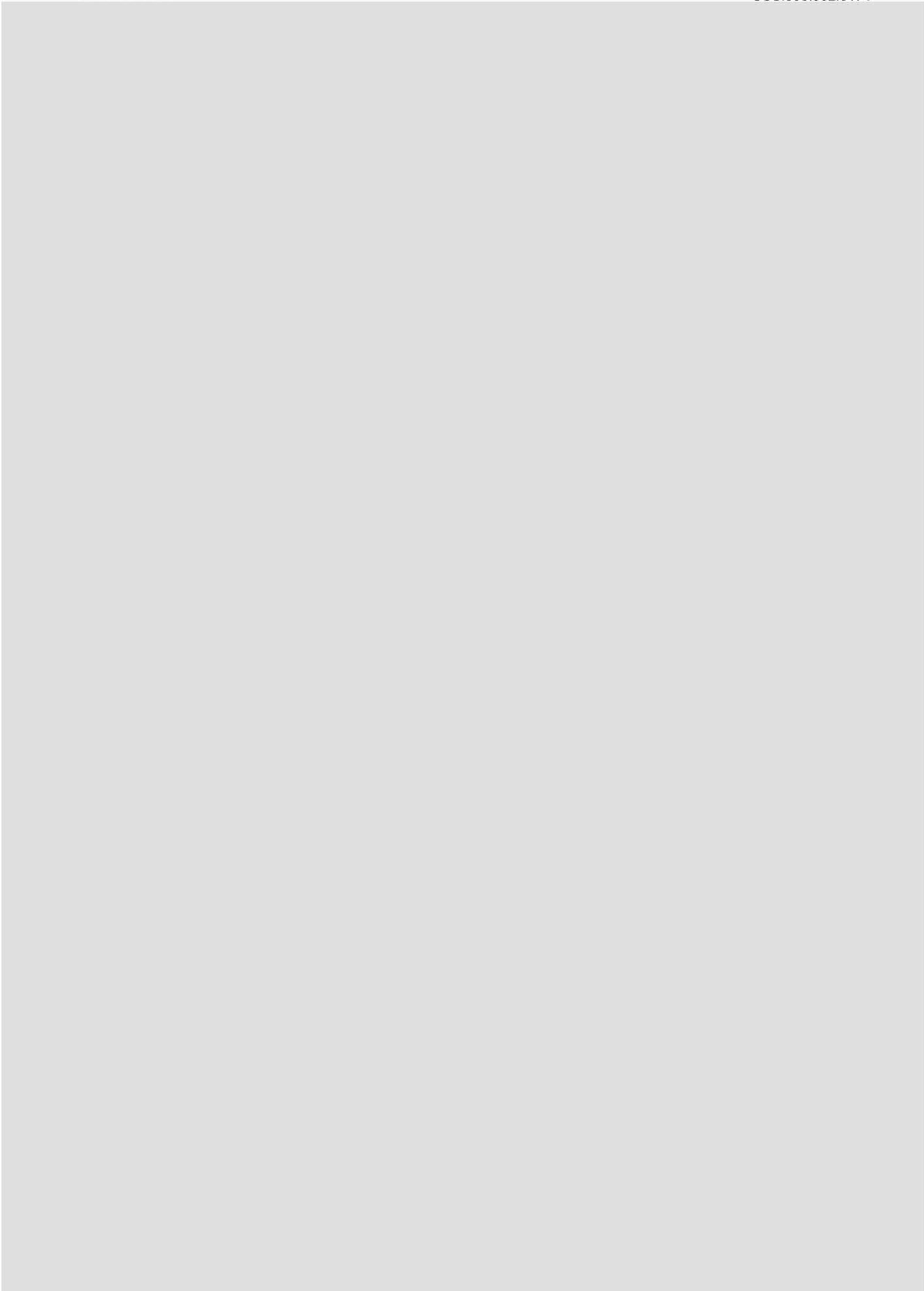
5

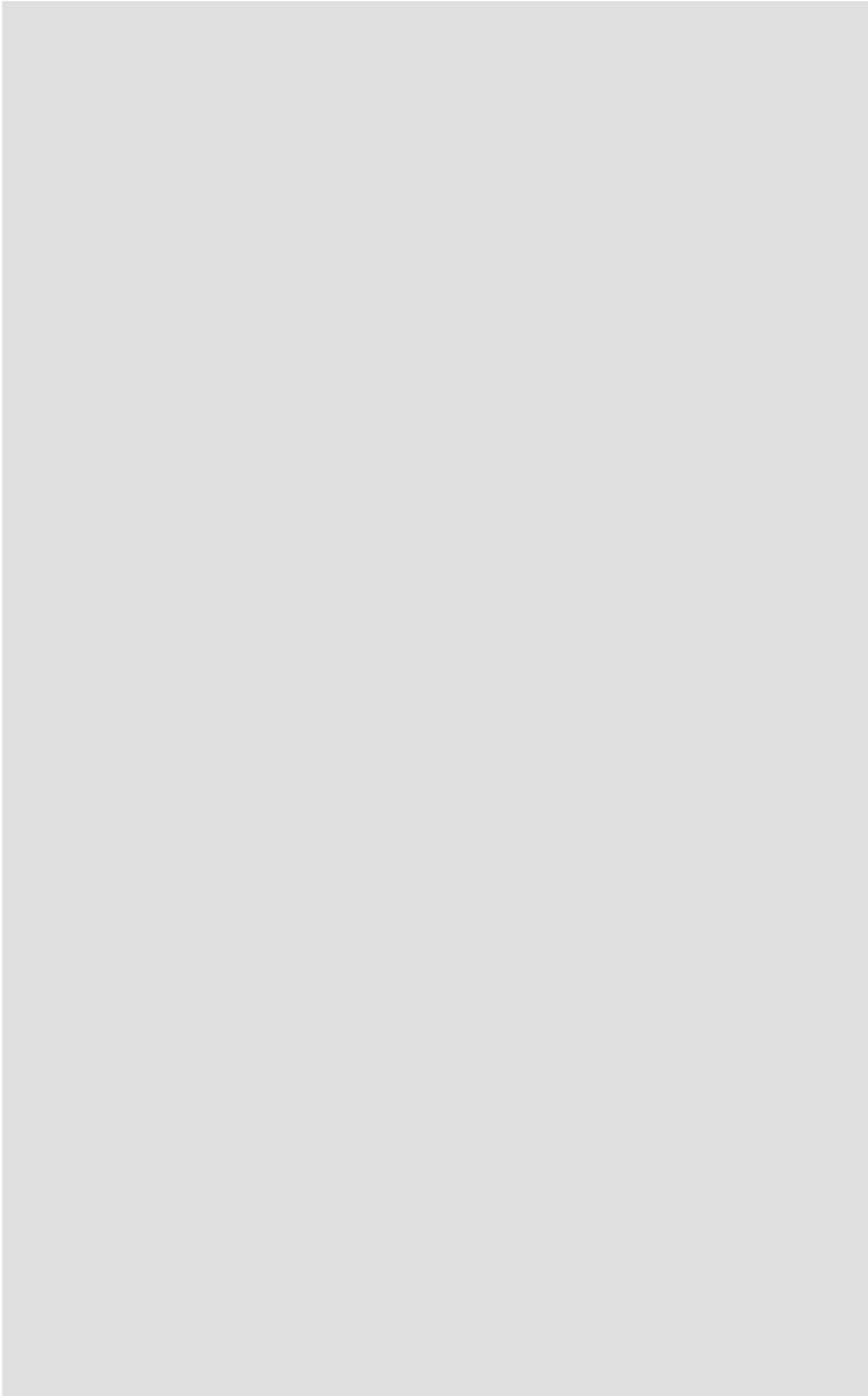


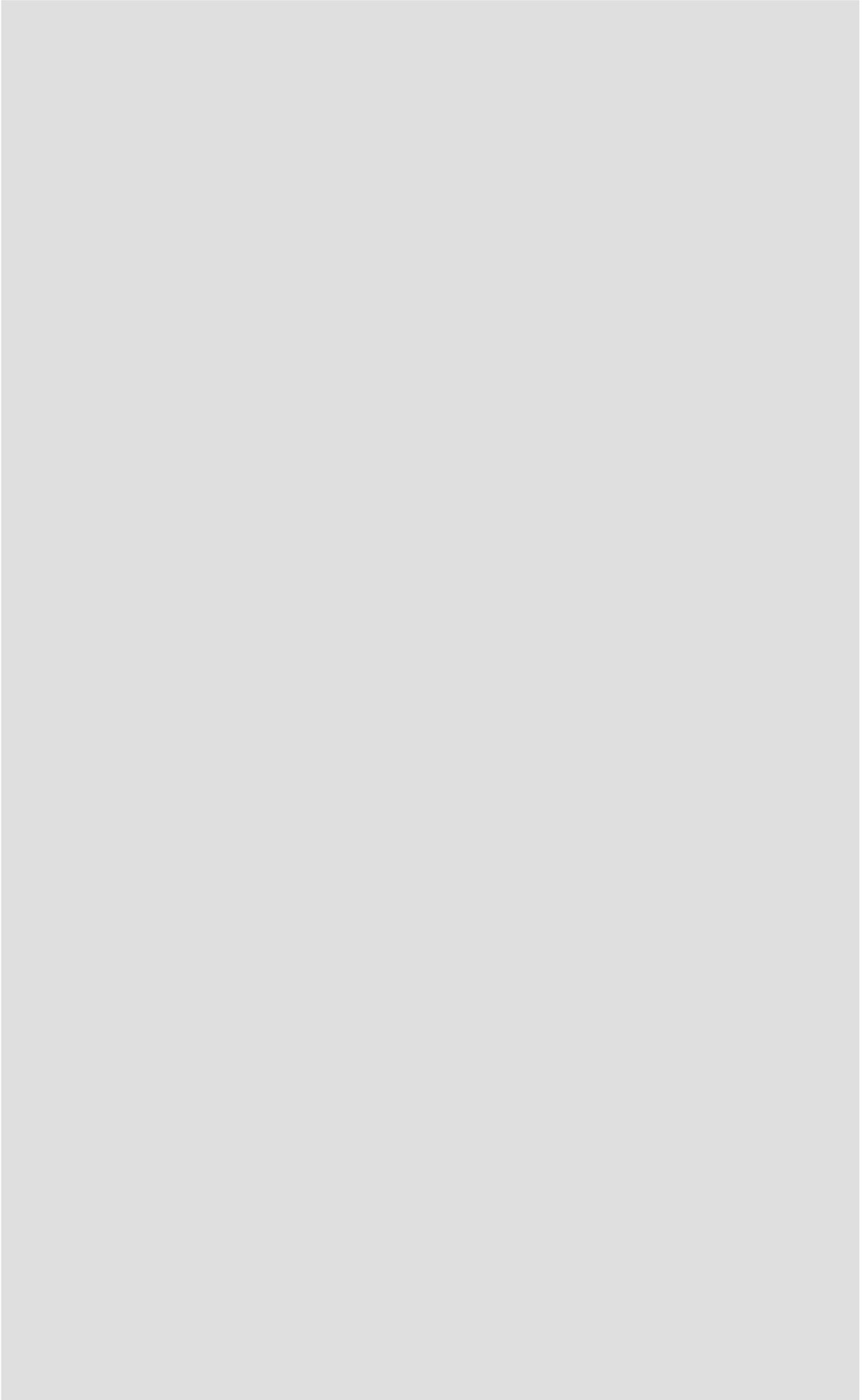




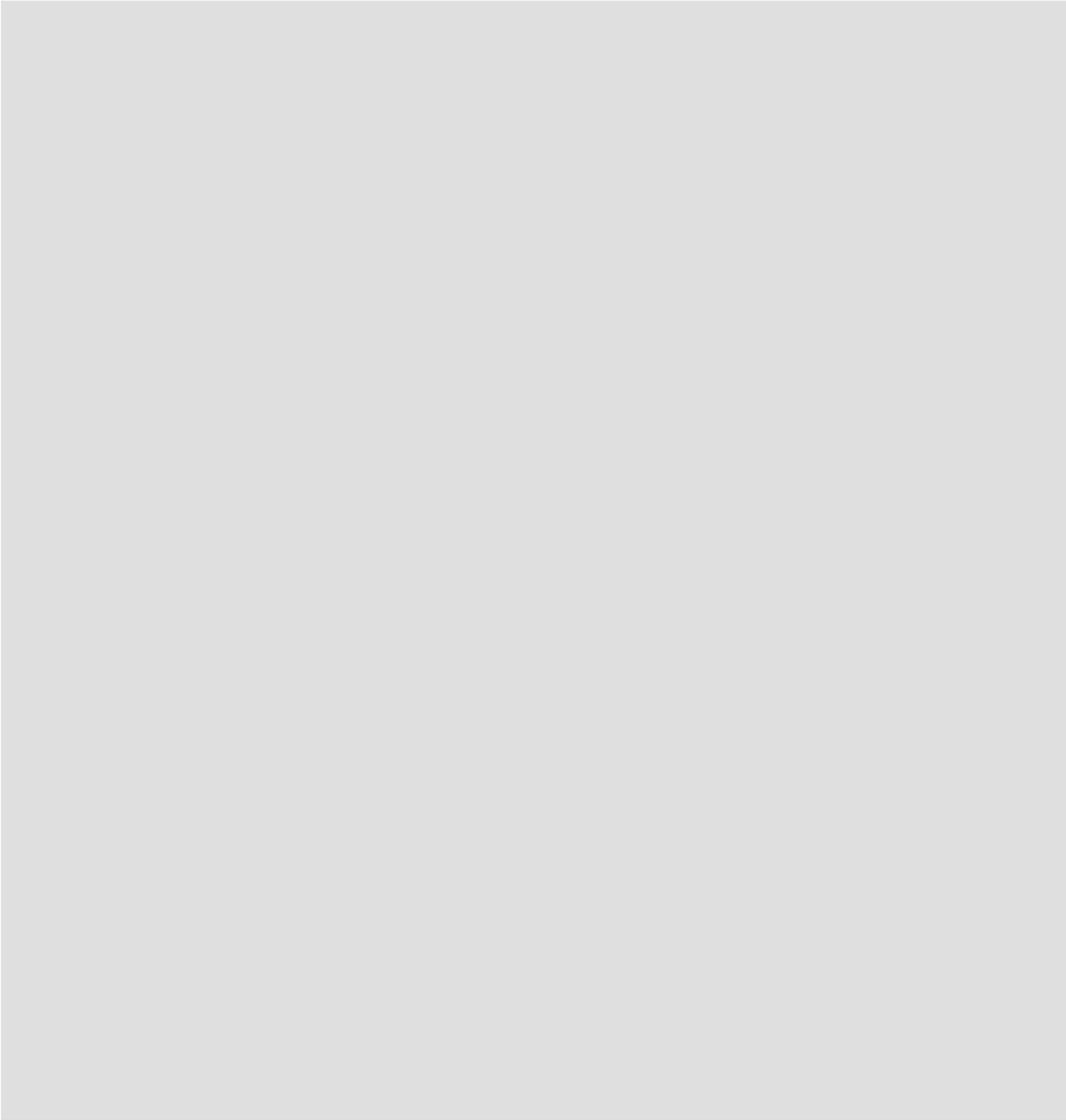


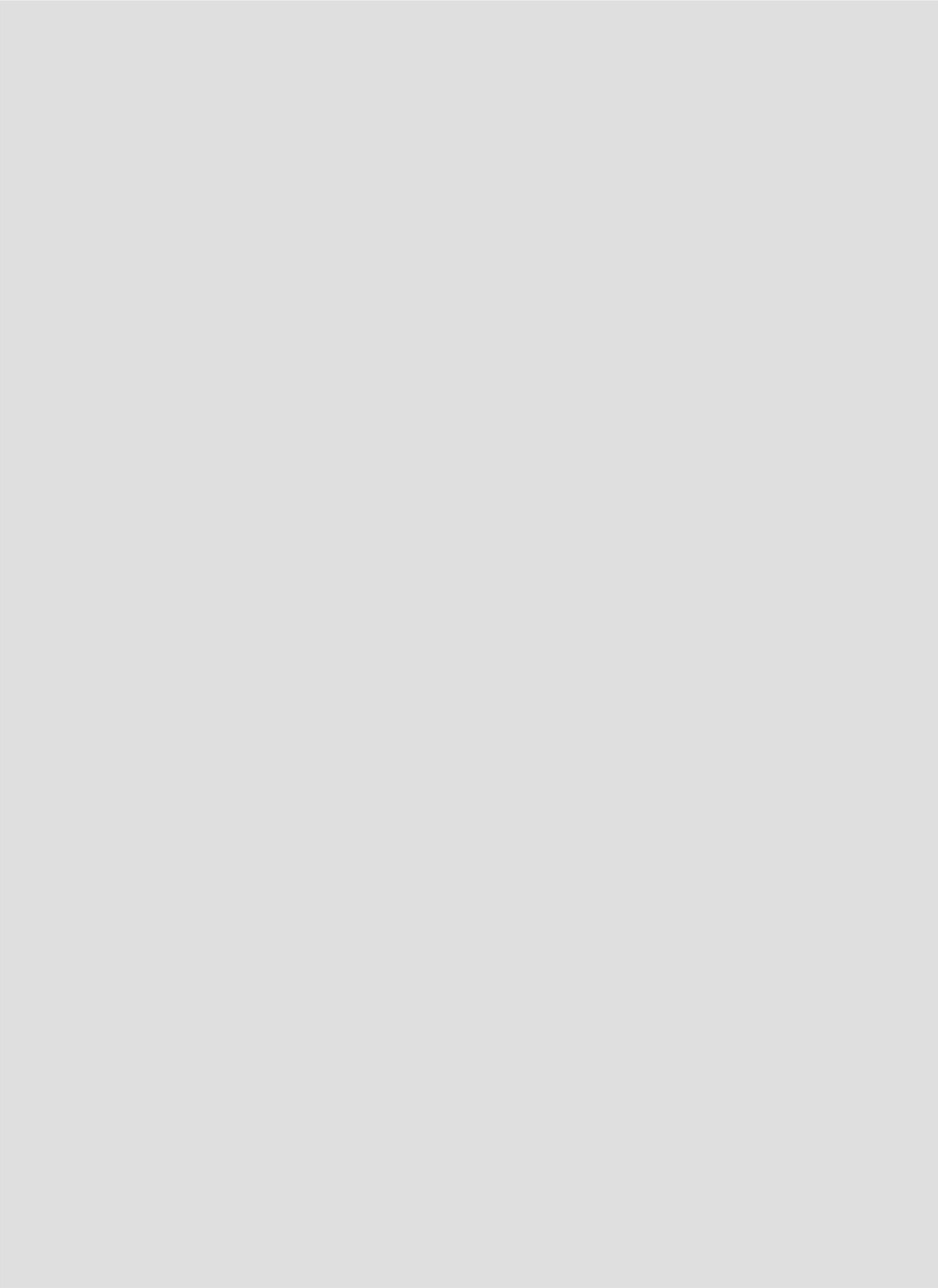


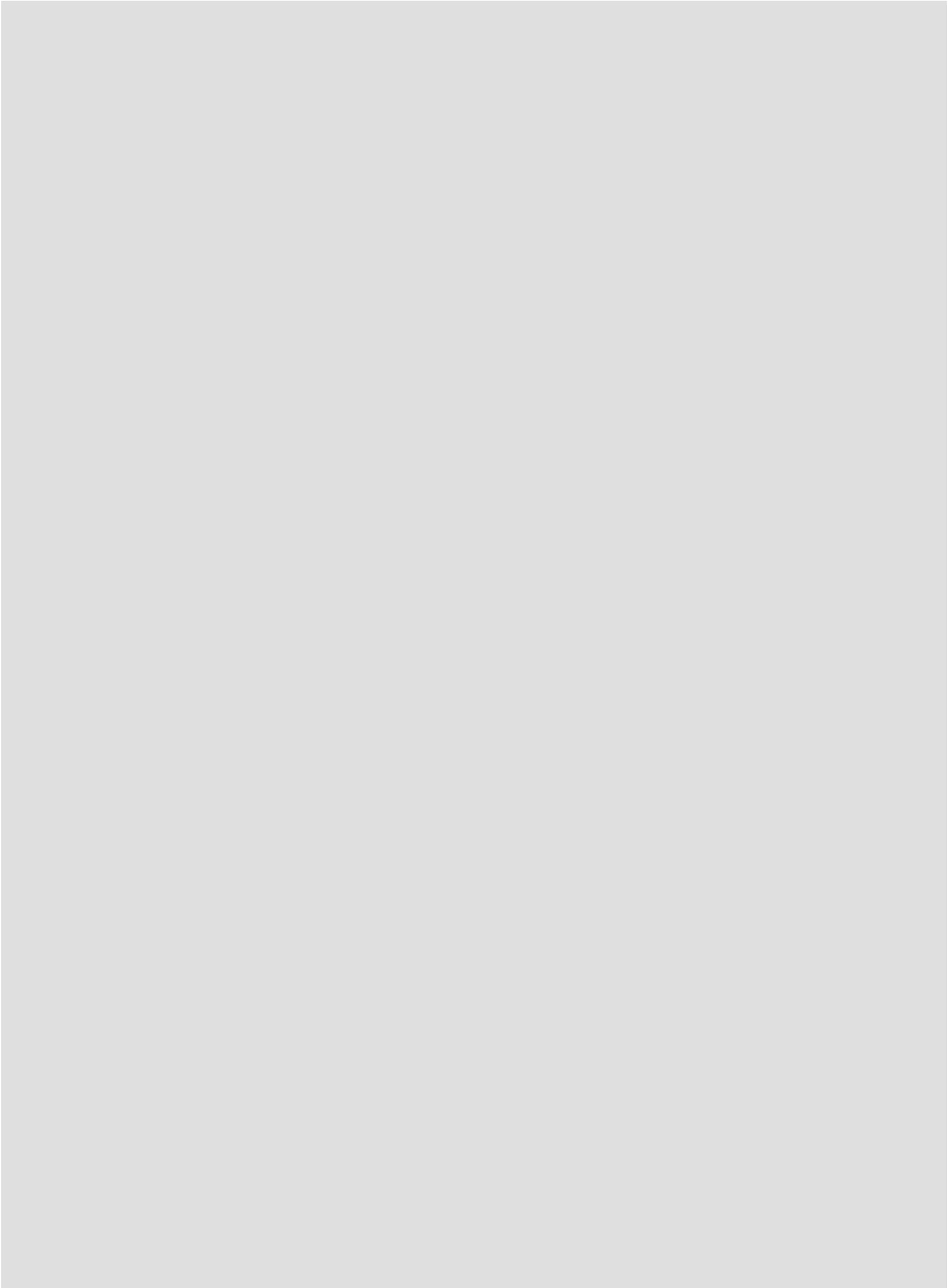


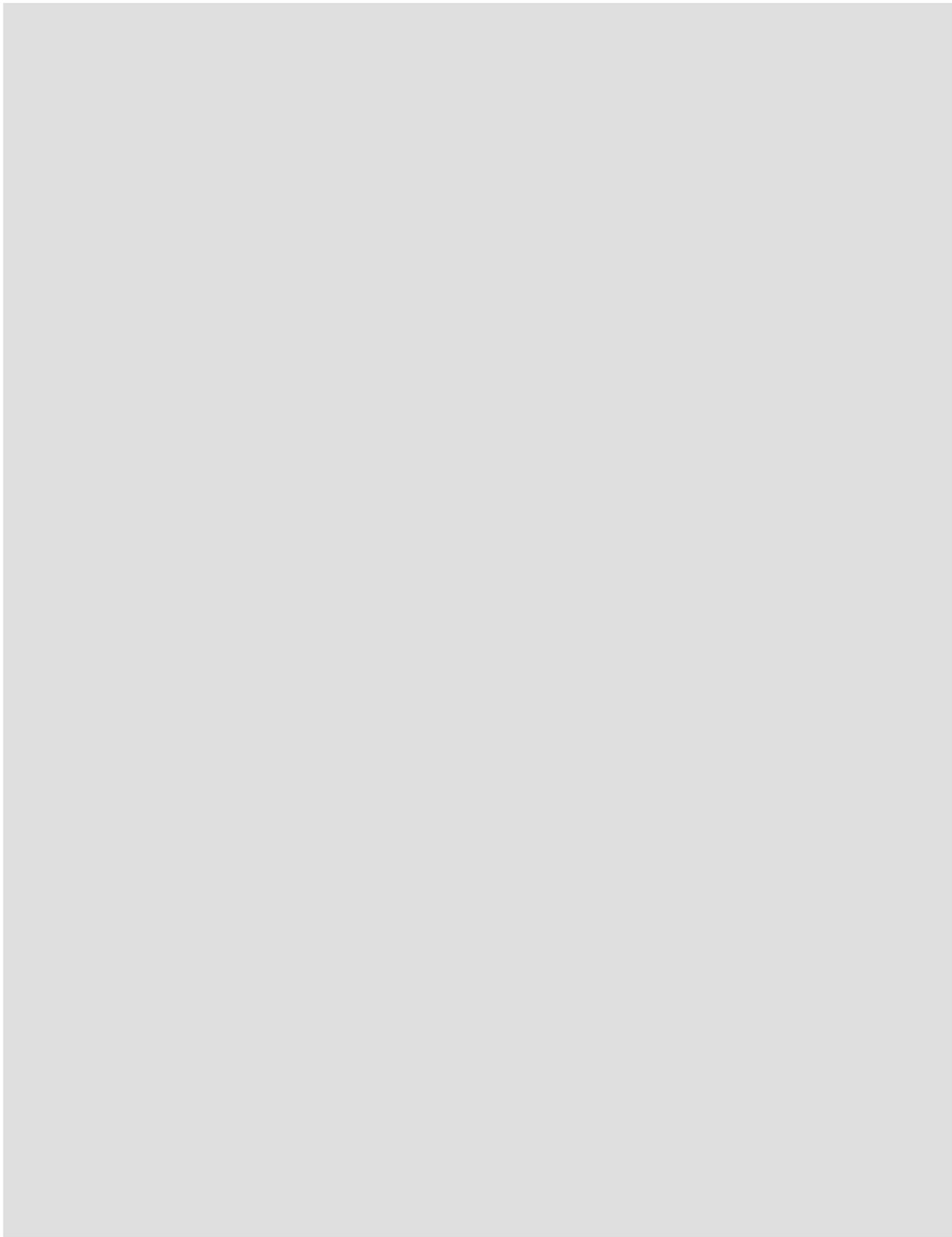


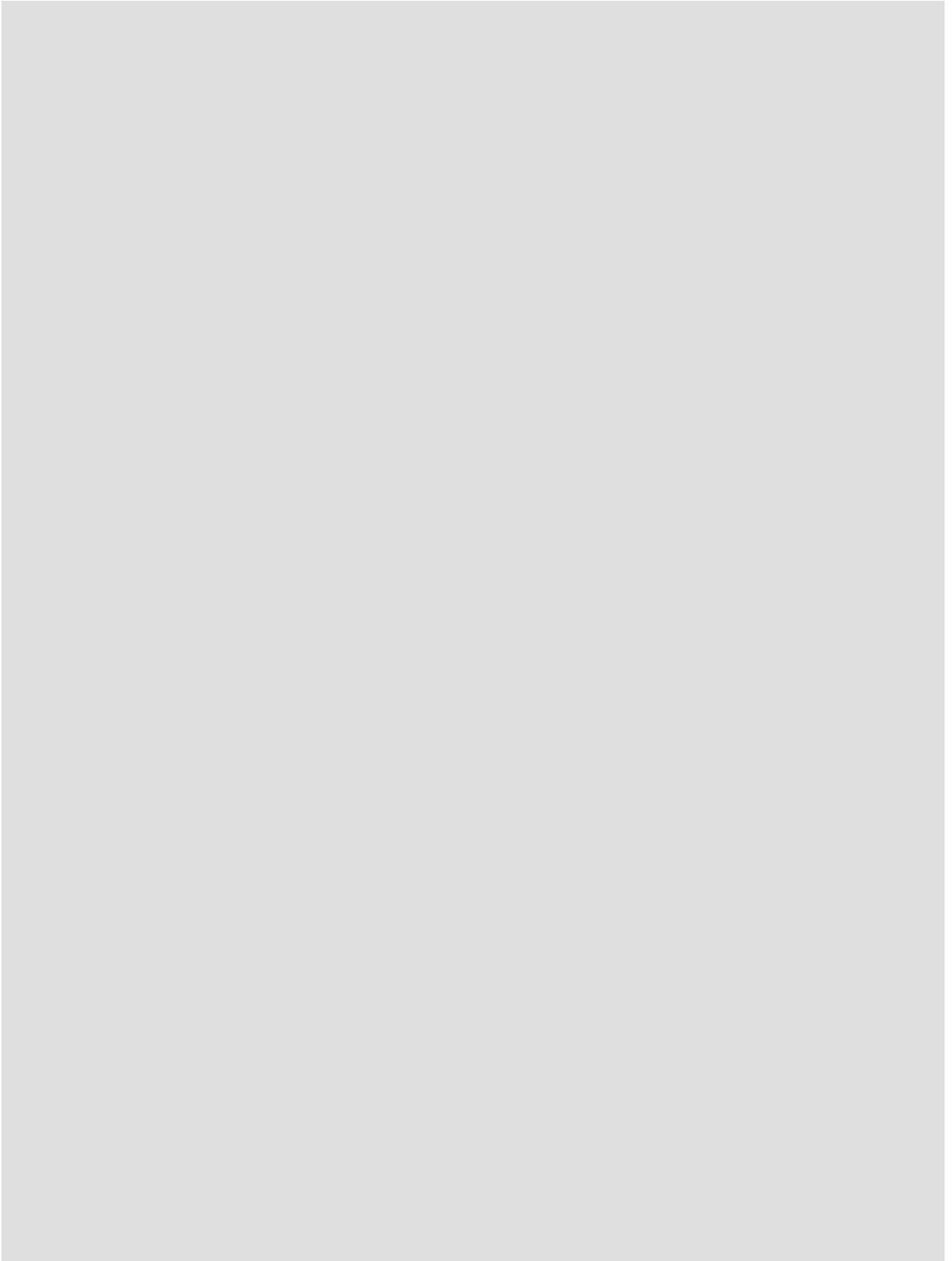
L



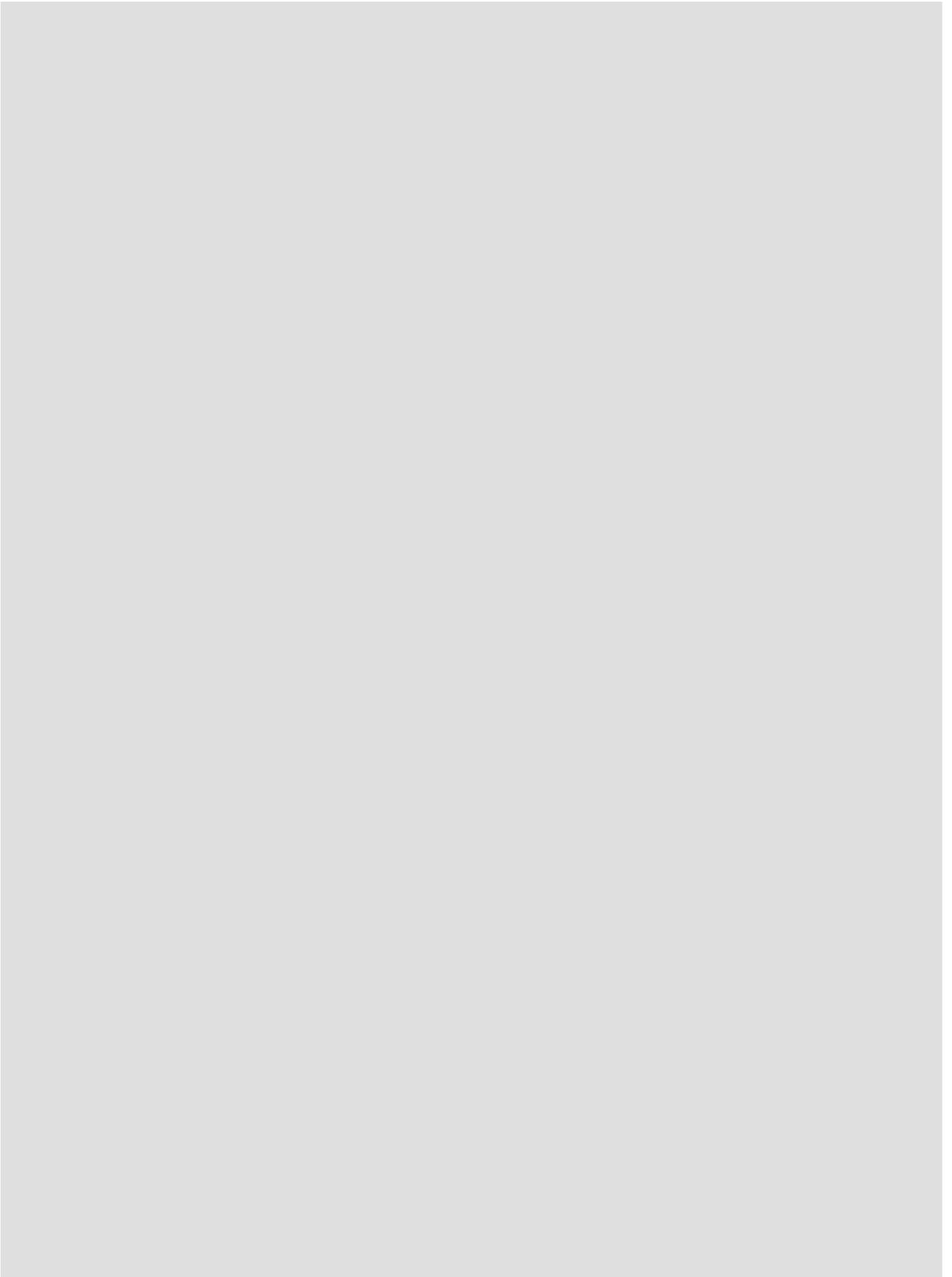


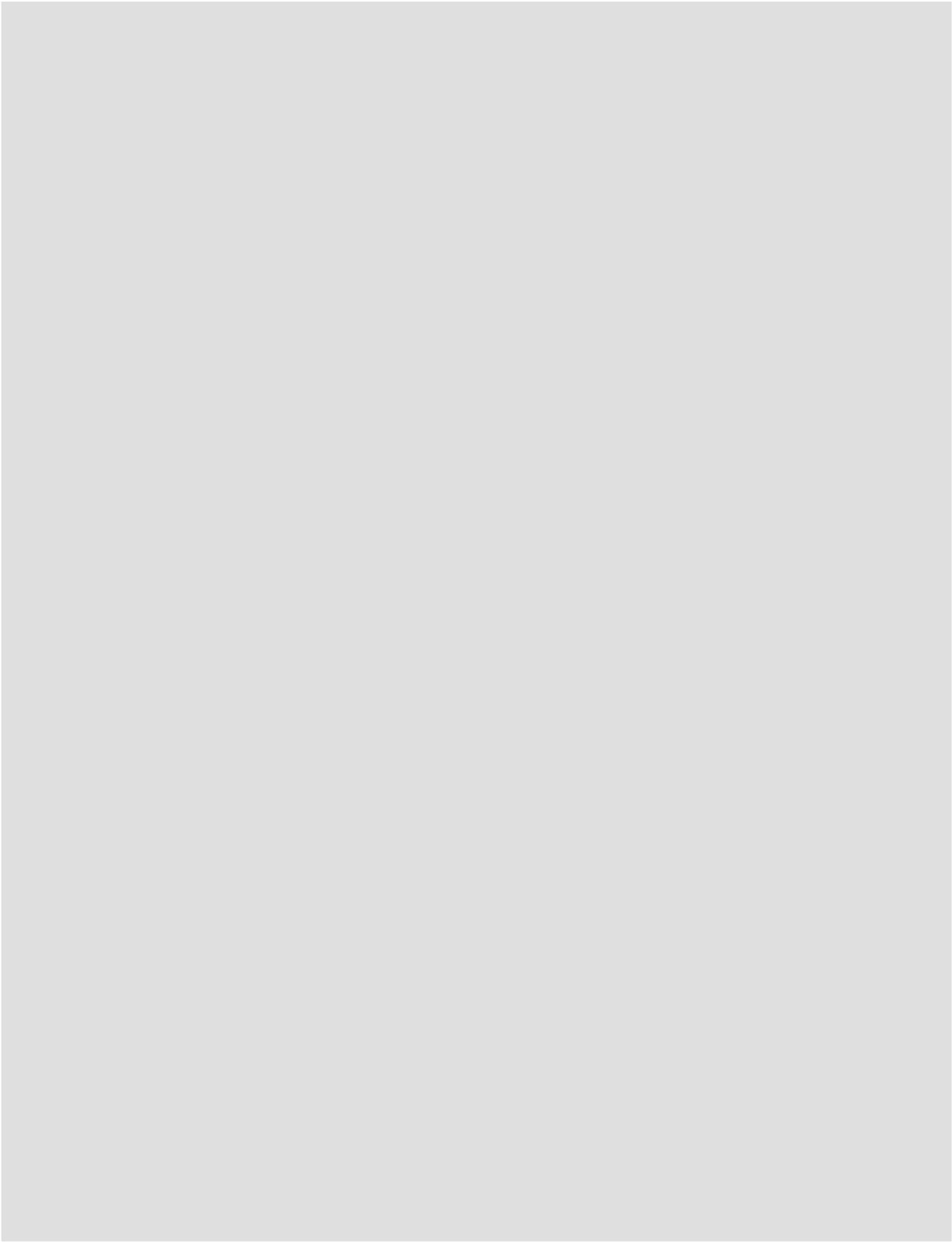


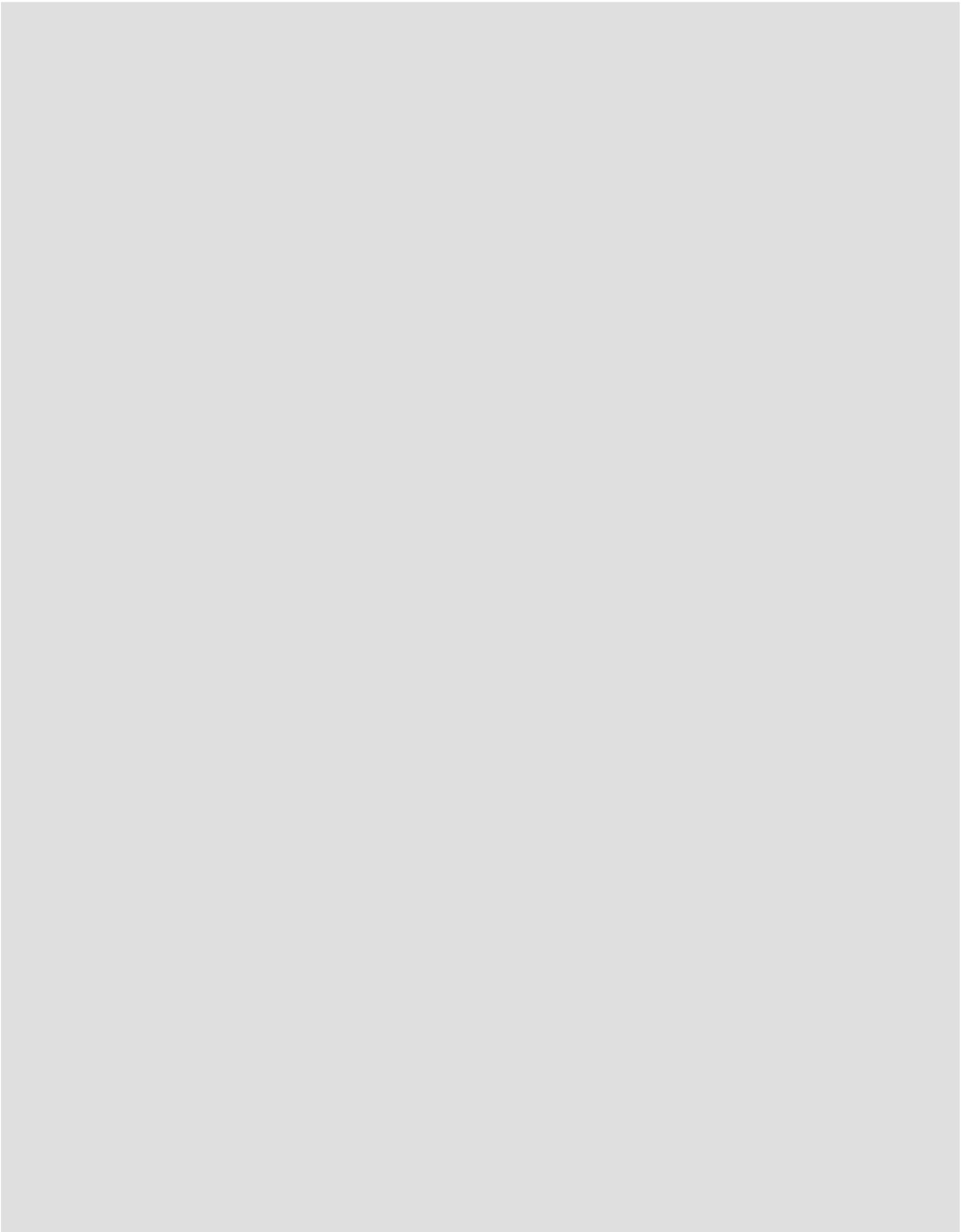


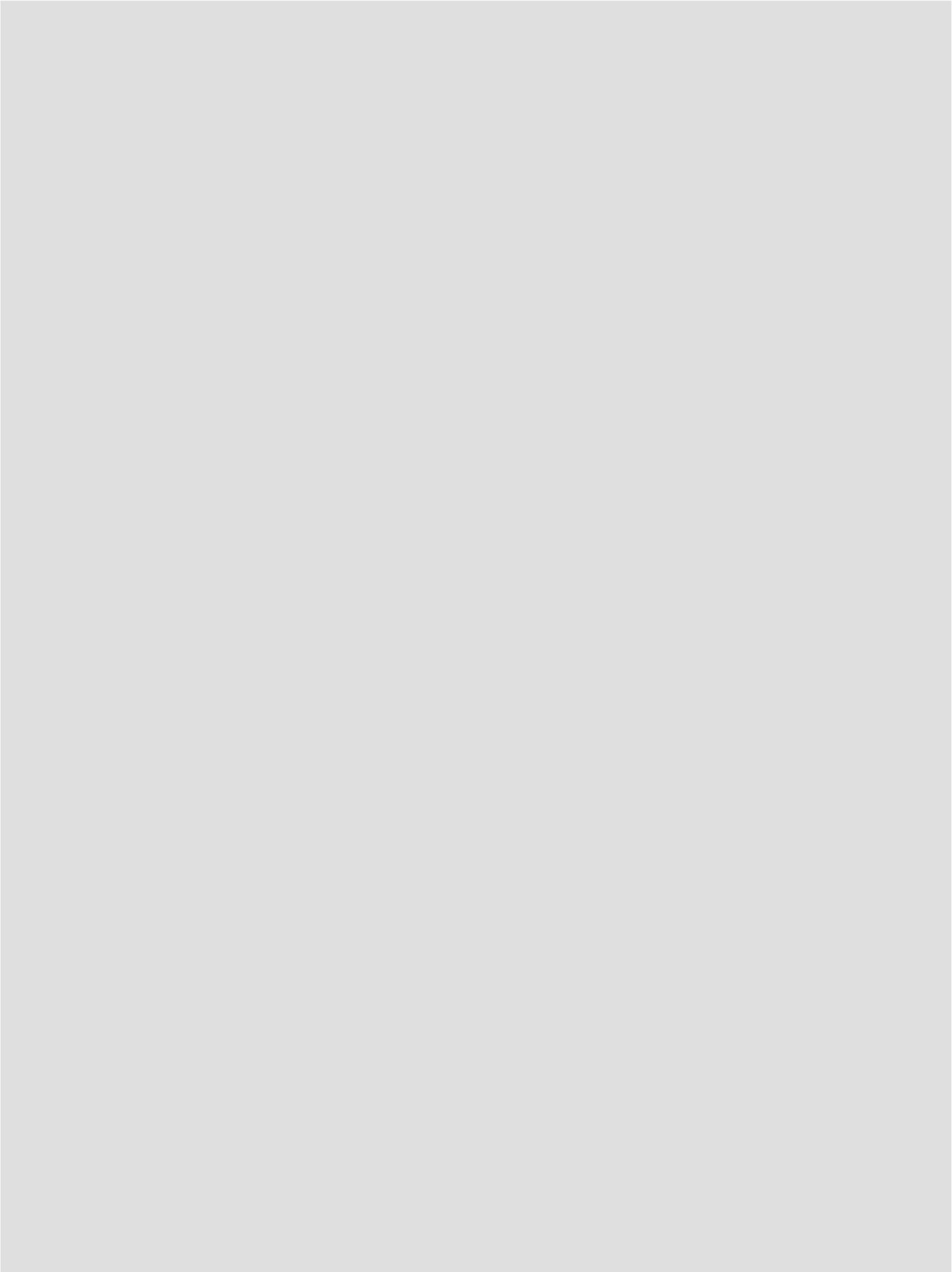


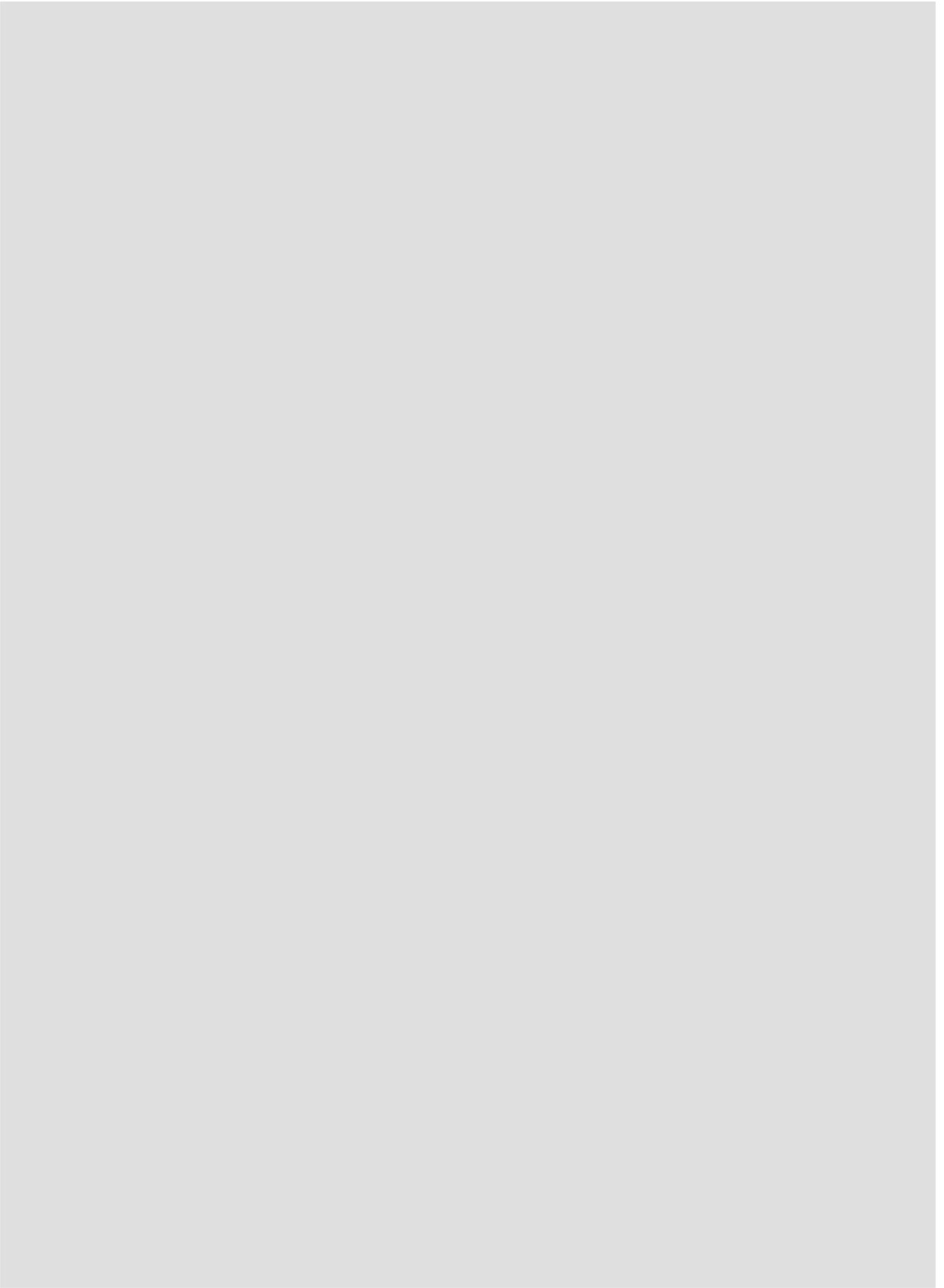
11/15/2011 10:00:00 AM

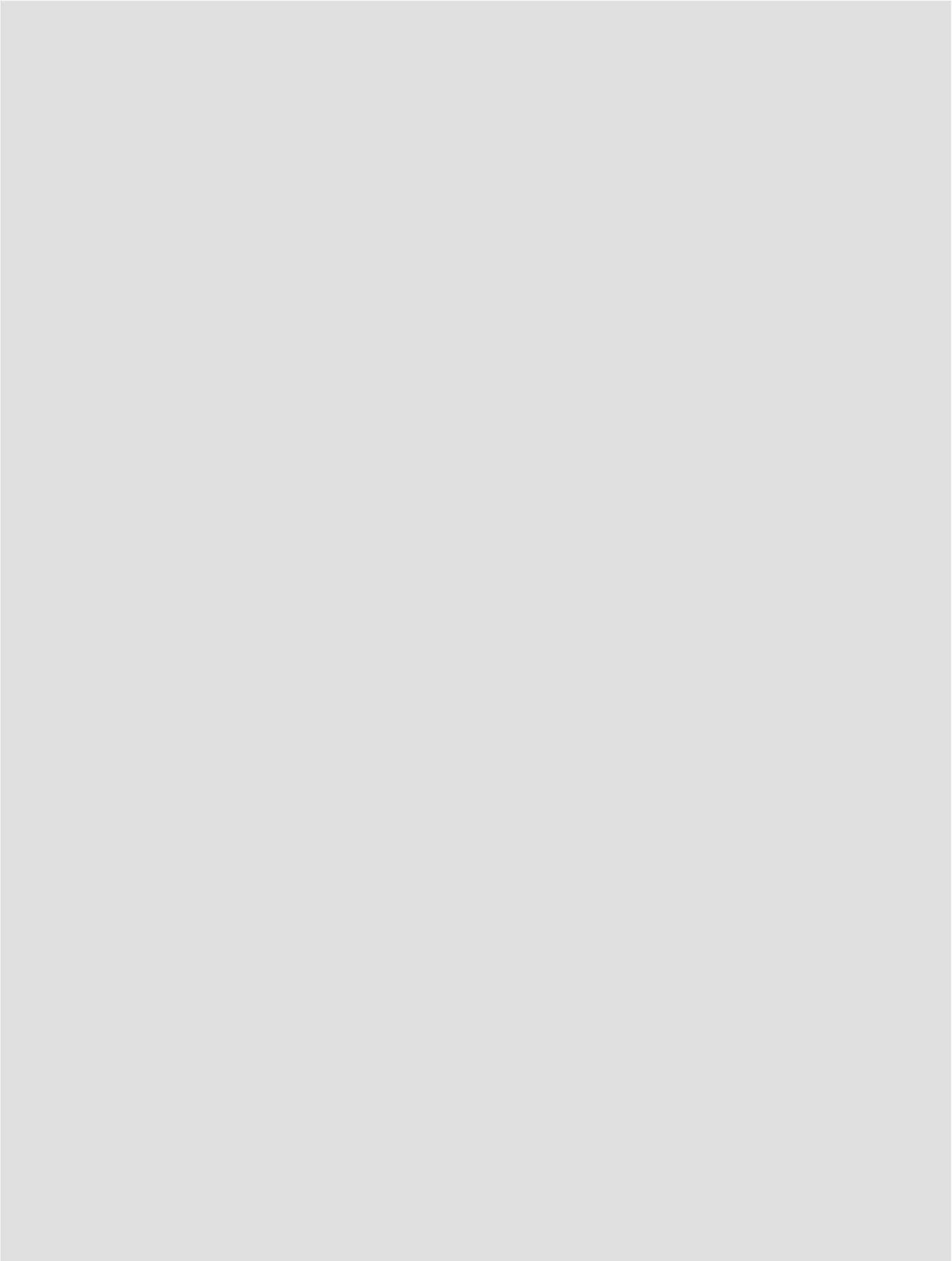


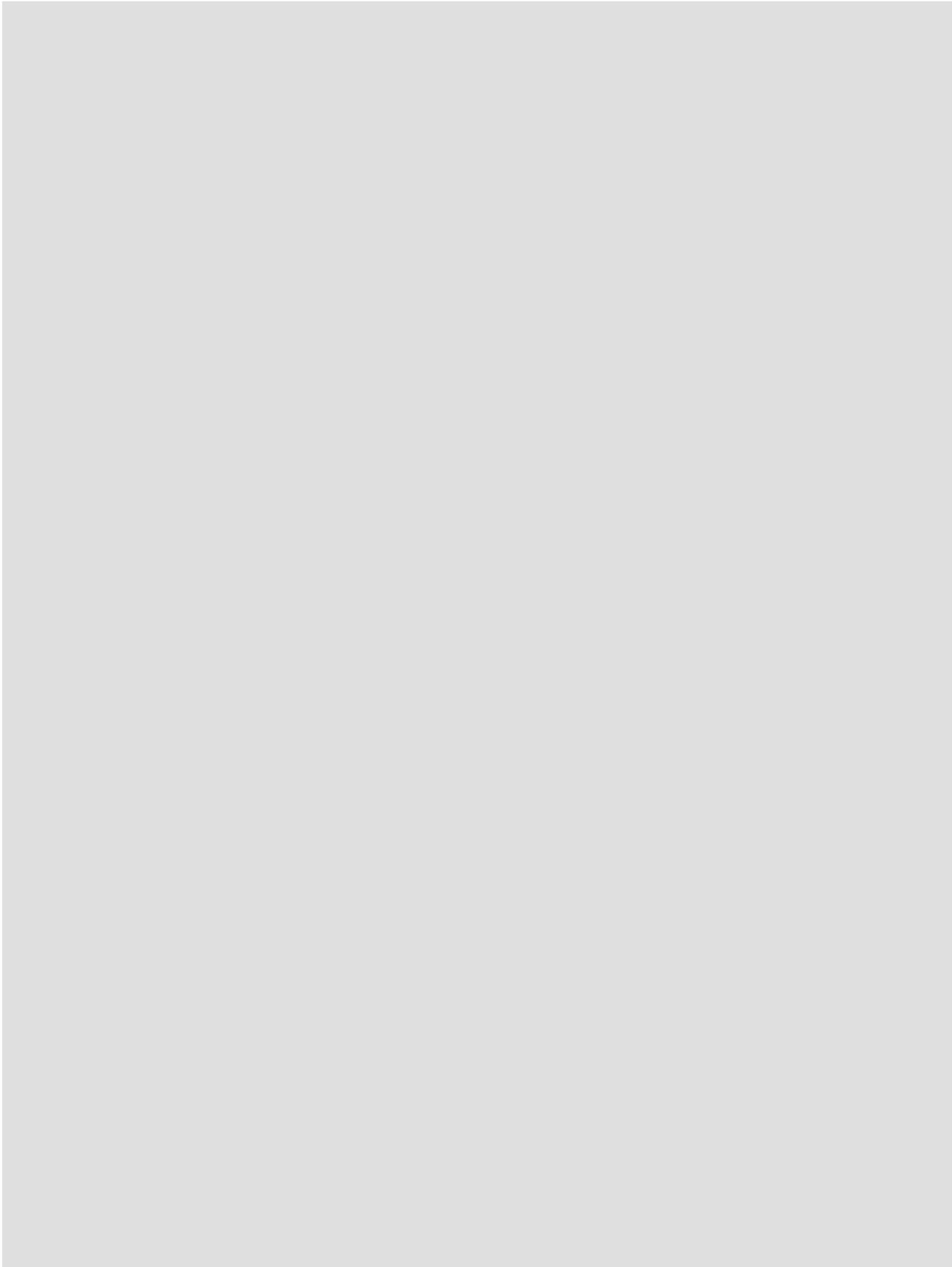


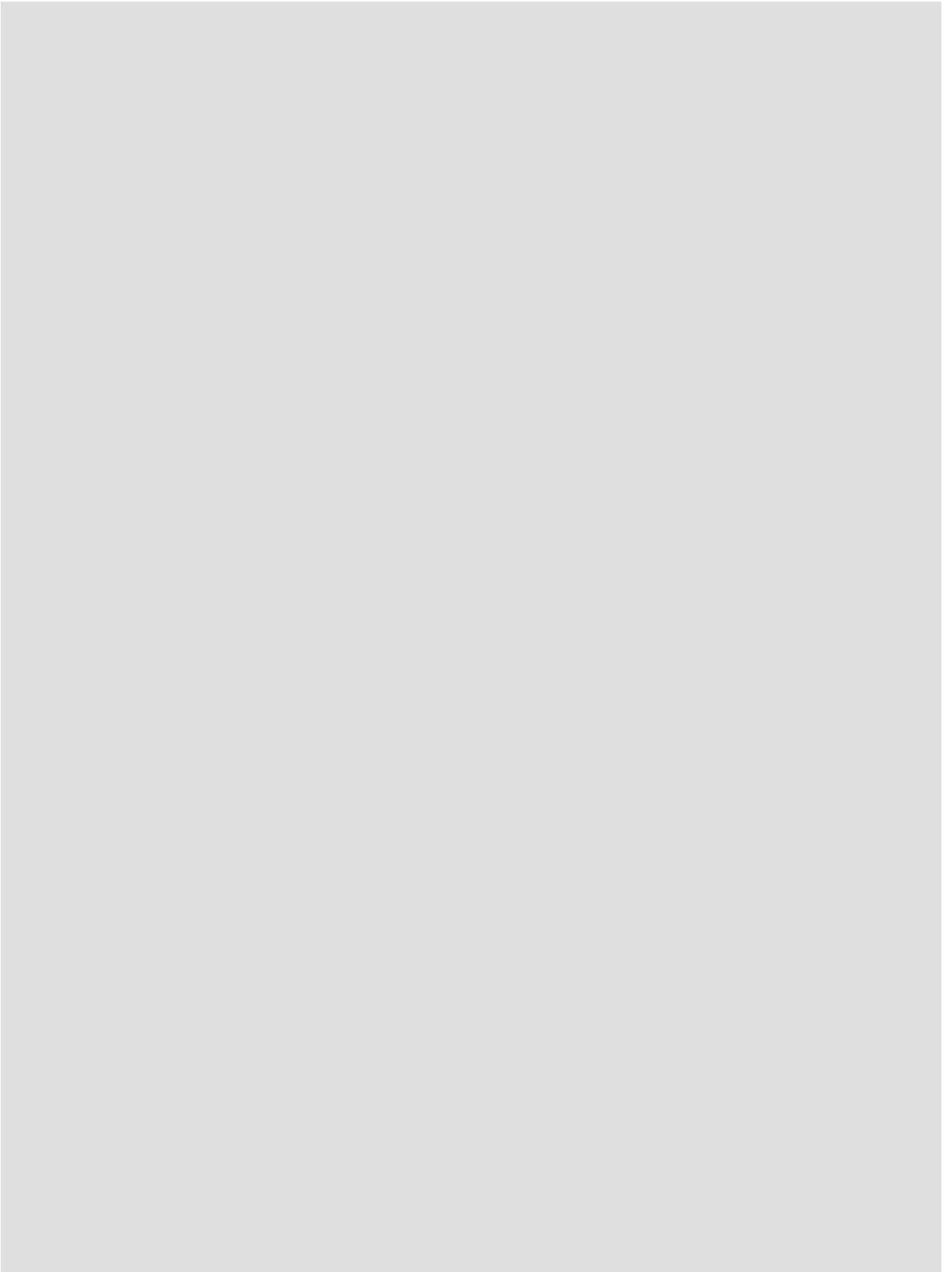


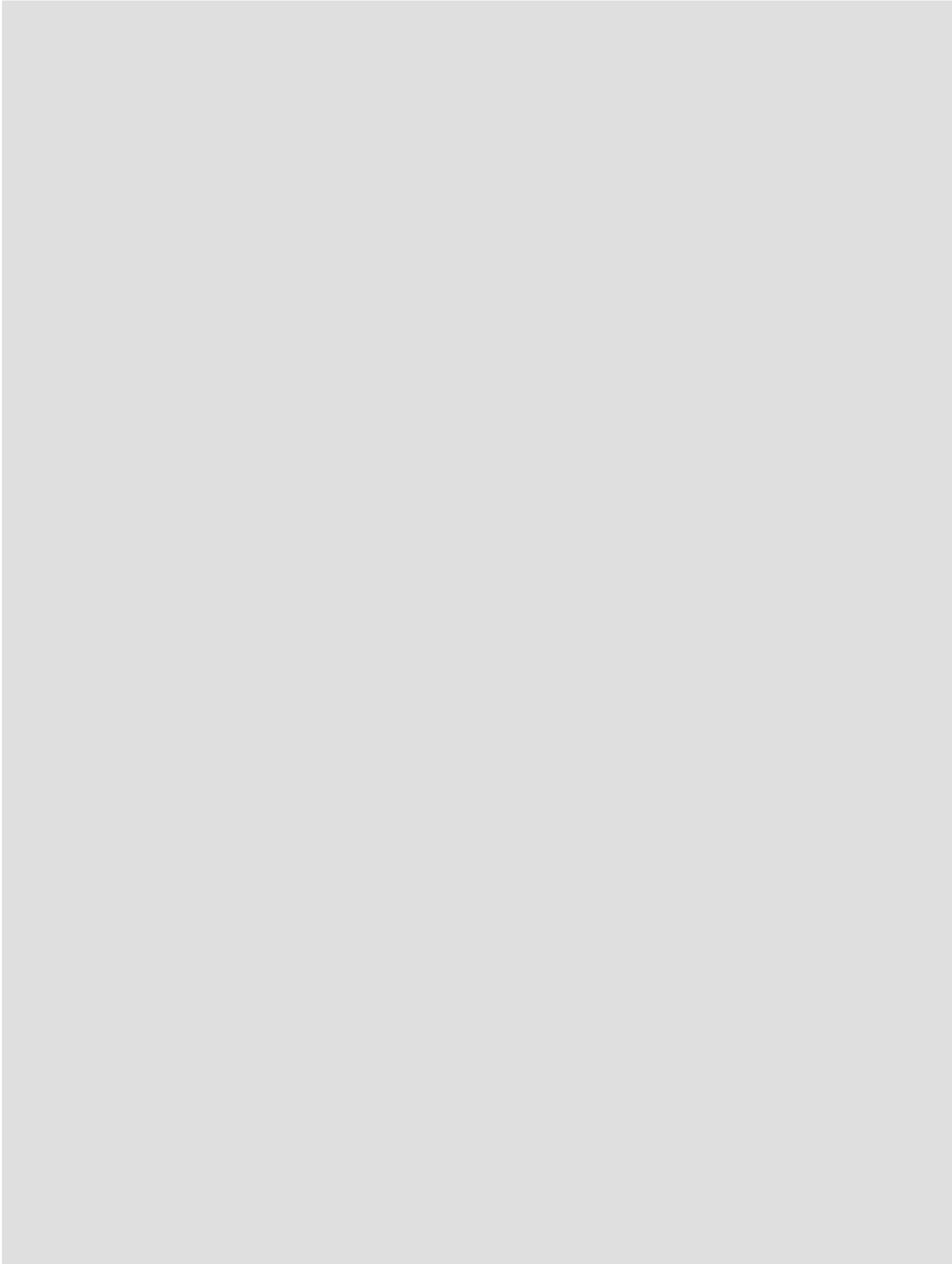


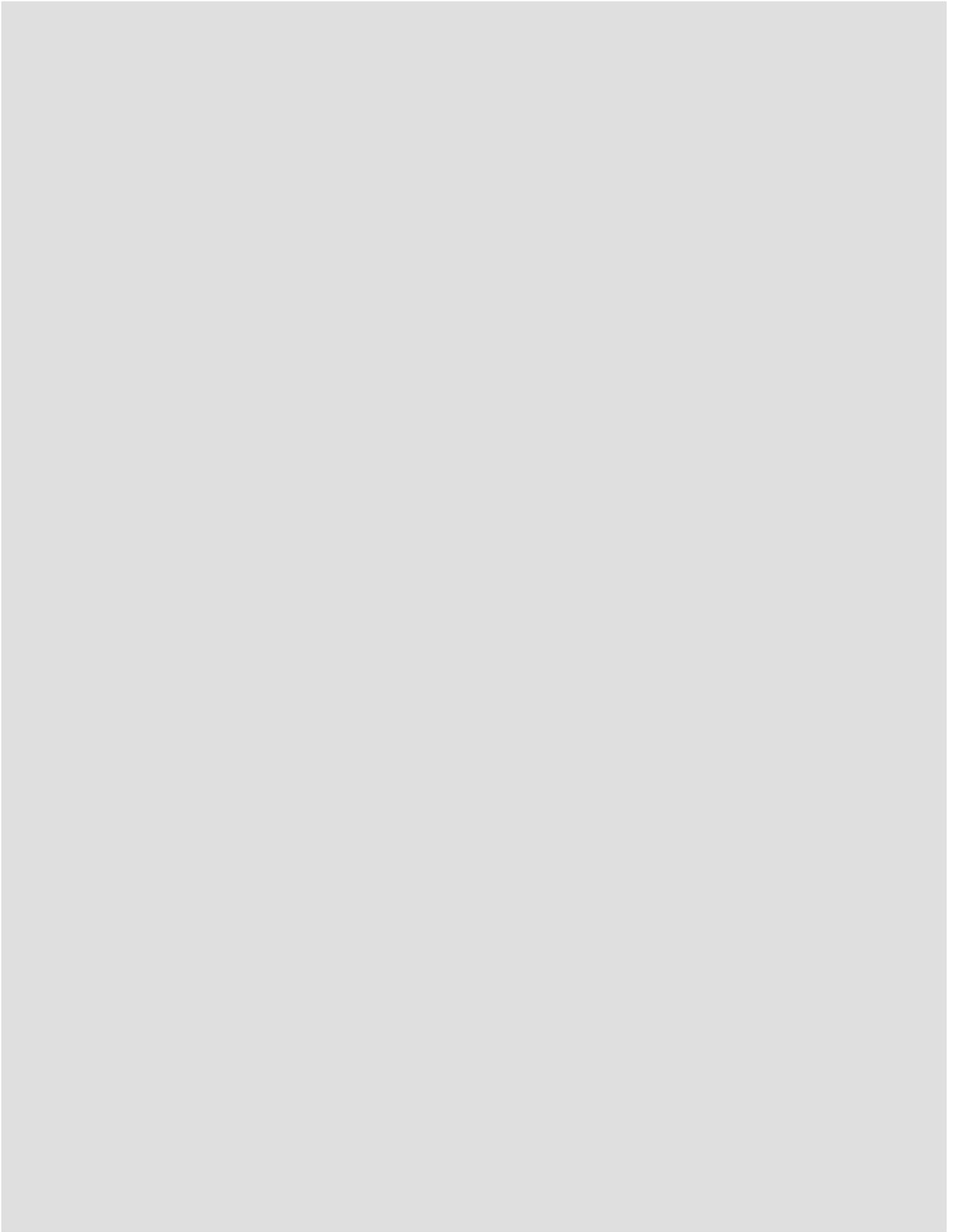


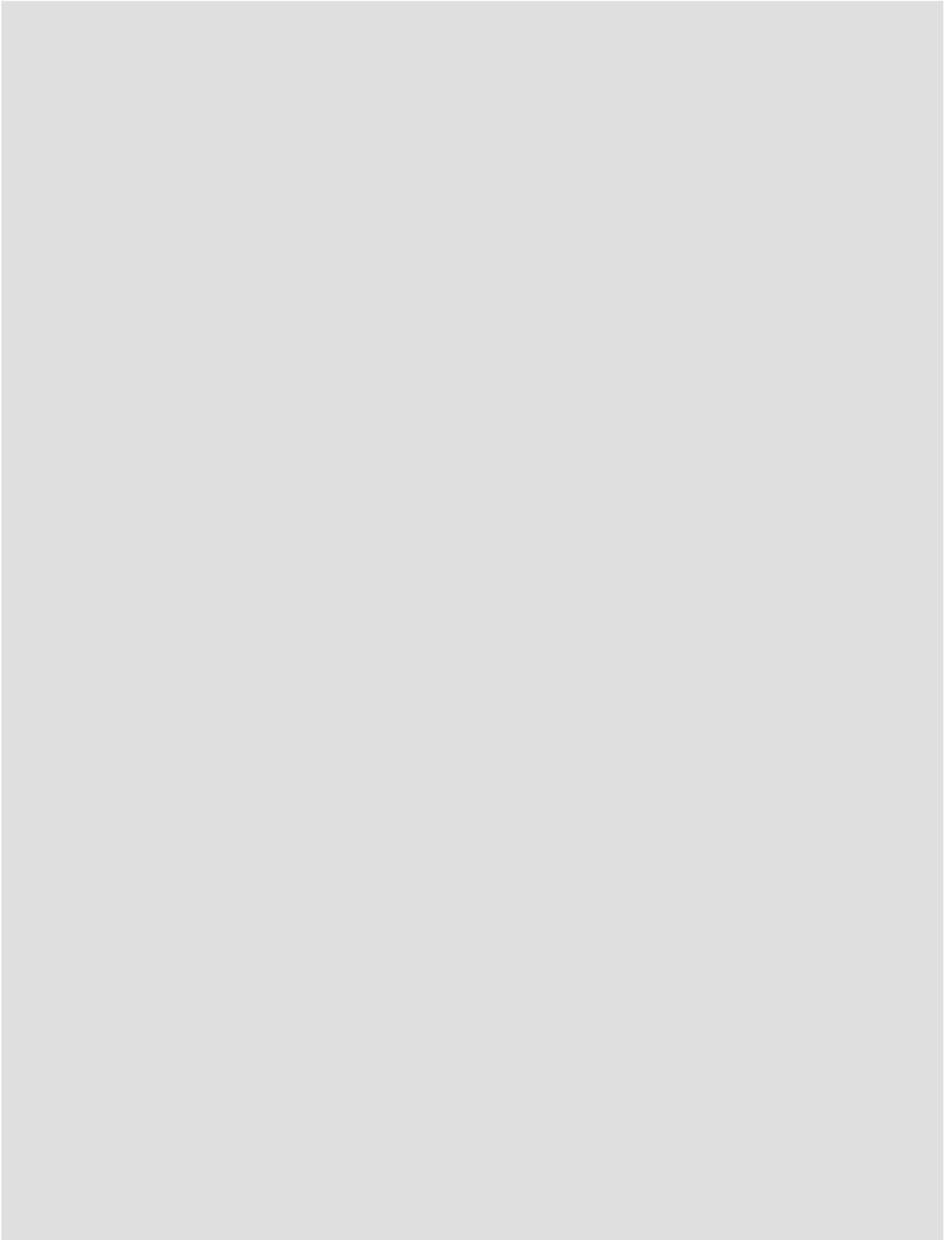


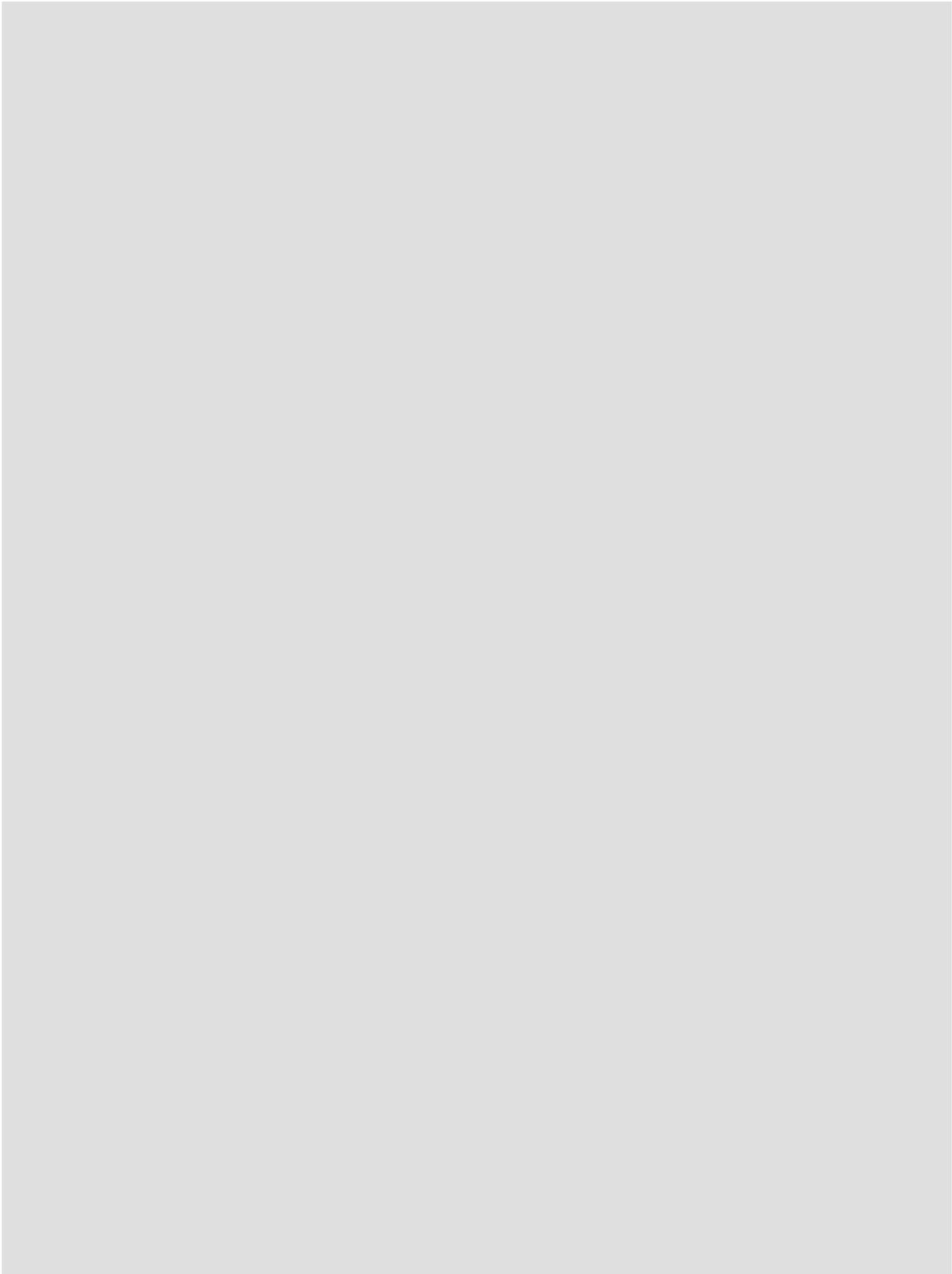












Page 1 of 1

M

2011-01-01 00:00:00

