Australian Government
Department of Home Affairs

Candidate Information Pack
APS5 – Immigration Group

Building a secure Australia that is prosperous, open and united

Key information	
Job Reference:	JR137654
Classification:	APS5
Employment Type:	Full-time/part-time
Job Type:	Ongoing
Group:	Immigration Group – various positions
Salary Range:	$84,228 - $91,809
Security Level:	Baseline
Office locations: (Please note that you must be able to physically attend the office in your preferred state. If an opportunity arises for you to move to a role in another state, relocation costs will be at your own expense). *limited positions only	Parramatta — New South Wales Melbourne — Victoria Perth — Western Australia Hobart — Tasmania Adelaide — South Australia Brisbane — Queensland Belconnen, Canberra City, Canberra Airport — Australian Capital Territory
Contact officer/Enquiries:	immi.workforce.coord@homeaffairs.gov.au

Anticipated timeline*	
Applications open:	9 April 2025
Applications close:	30 April 2025
Shortlisted candidates complete one-way interview:	29 May – 2 June
Candidates notified of progress to merit list:	Late June 2025

The timeline is indicative only and may change without notice based on the total number of applications received.

About the Department of Home Affairs

The Department of Home Affairs (the Department) is responsible for central coordination, and strategy and policy leadership in relation to:

- cyber and critical infrastructure resilience and security
- immigration
- border security and management
- counter-terrorism
- the protection of our sovereignty
- citizenship and social cohesion.

We implement a strategically coordinated approach to the cyber security and resilience of all Australians. We enable rapid responses to threats of foreign interference. Additionally, we contribute to Australia's prosperity and unity through the management and delivery of the migration, humanitarian and refugee programs. We also promote social cohesion through multicultural programs, settlement services and by managing and conferring citizenship.

Immigration Group is responsible for administering Australia's Permanent and Temporary Migration Programs, people smuggling policy and implementation, and the Refugee and Humanitarian Program and Settlement Programs. The Group delivers status resolution in detention and the community, and manages the Department's client facing services and information services. It also provides policy advice on national impacts of migration, citizenship, people mobility, and delivers citizenship, social cohesion and multicultural programs.

For further information on the Department, please refer to the Home Affairs website.

Working with us

Our people are integral to achieving our mission to protect Australia's border and manage the movement of people and goods across it.

We offer challenging and diverse careers that touch upon many parts of Australian life – industry and commerce, trade and travel, our national security, the protection of our community and the security of our offshore maritime resources and environment.

Our employees work in over 100 locations in Australia and outside Australia, across a range of interesting subject areas influenced by international and domestic developments.

Our success depends largely on our ability to foster the innovation, efforts and diverse skills of our people. We strive to create a motivating and rewarding working environment in which we value performance, our people, integrity, service and service standards.

We encourage applications from Indigenous Australians, people with disability and people from other diverse backgrounds. We are committed to providing a working environment that values diversity and inclusion and supports staff to reach their full potential.

Eligibility

To be eligible to apply for the position you **must** be an Australian Citizen.

The successful candidate will be required to obtain and maintain a minimum Baseline Security Clearance. This process, conducted by the Australian Government Security Vetting Agency (AGSVA), assesses the individual's suitability to access Australian Government security classified resources. The Department may also identify positions for which a higher security clearance is required, in addition to pre-employment screening to provide a level of assurance about an individual's integrity.

Department of Home Affairs employees must be found eligible to onboard with the Department by going through the Onboarding Check process and obtaining and maintaining an AGSVA Security Clearance in order to access departmental assets.

Australian Border Force (ABF) employees must obtain and maintain an Employment Suitability Clearance (ESC) and an AGSVA Security Clearance in order to access departmental assets.

Our ideal candidate

We are creating a merit pool at the APS5 level across various states and territories in Australia to fill existing and upcoming vacancies in multiple areas throughout the Immigration Group. We are seeking candidates with a passion for public service, and a commitment to integrity.

Our ideal candidates will have a broad skill set that allows them to undertake tasks of moderate complexity and work under general supervision while assisting with day-to-day activities.

Our ideal candidates We are creating a merit pool at the APS5 level across various states and territories in Australia (except NT) to fill existing and upcoming vacancies in multiple areas throughout the Immigration Group. We are seeking candidates with a passion for public service, and a commitment to integrity.

Our ideal candidates will have a broad skill set that allows them to work under limited direction to assist in the everyday management of operations or programs. They will be able to assist in the administration of complex or sensitive policies, procedures, contracts and resources in accordance with departmental and legislative parameters.

Our ideal candidates are:

- **Strong communicators:** Confident in written and verbal communication, adept at engaging
  diverse audiences, and skilled in presenting complex information clearly and concisely.
- **Leaders and managers**: Experienced in managing teams, developing capacities, and streamlining workflows to achieve impactful results.
- **Analytical and decisive**: Able to show initiative, exercise sound judgment, and handle complex decisions with independence and integrity.
- **Skilled Stakeholder Managers:** Competent in engaging with stakeholders to foster cooperation, identify opportunities, and deliver meaningful outcomes.
- **Detail oriented and organised**: Capable of assessing intricate information, maintaining meticulous records, and managing tasks efficiently and autonomously.
- **Empathetic and resilient**: Sensitive to the significance of Australia's Immigration program, bringing compassion and professionalism.
- We value transferable skills, including policy experience, team leadership, complex decision-making, legislative interpretation, and community protection. Prior government experience is not required.

Positions

Positions are varied across all areas of Immigration Group and typically include:

- Visa and Citizenship Decision Maker
- Compliance and Regulation
- Program Management
- Administration Officer

Visa and Citizenship Decision Maker

Visa and Citizenship Decision Makers make lawful decisions on complex cases related to Australia's migration and citizenship programs. They operate with limited supervision to consider applications,

supporting documentation, and client risk in accordance with established policies and procedures. Decision makers conduct research, interpret and apply legislation, analyse information, and demonstrate excellent judgment to make evidence-based decisions. Their decisions are sensitive and often have limited clear precedent. Decision makers also conduct interviews with applicants in specialised and sensitive cases, such as those involving visa applicants experiencing family and domestic violence, refugee and humanitarian protection applications, and visa cancellations. Decision Makers may also process visas that could be considered for cancellation or process applications for visas that might be subject to refusal. They can also be responsible for managing teams and developing capabilities, often serving as an escalation point for complex or sensitive cases.

Compliance and Regulation

Compliance and Regulation Officers contribute to migration program integrity through proactive identification, management and resolution of clients' immigration status whilst reducing the risk of physical, economic and social harm to the Australian community. Status Resolution use various tools and consistent messaging to achieve lawful, timely, and appropriate status resolution outcomes. Case Managers help clients with complex issues reach status resolution outcomes through regular engagement. They focus on client health, wellbeing, and reintegration into the community, and connect individuals with necessary support. Field Operations Officers conduct intelligence-led operations to enhance compliance with immigration laws. They locate and detain unlawful non-citizens who pose a risk to community safety or the integrity of Australia's visa system. Dependent on the classification and position, occupants of these roles may be required to work outside standard core hours, on shift work, or provide 'on-call' services; undertake travel and/or work in a uniform.

Program Management

Program Managers manage and support the implementation and coordination of one or more programs in line with departmental objectives, to support the delivery of a service. Officers assist with the interpretation of business outcomes and the project goals, ensuring agreement or common understanding with stakeholders as appropriate. Supporting the leadership of the day-to-day operations of the team to achieve assigned outcomes and priorities is a key function of a program manager.

Administration Officer

Administration Officers provide high quality administrative support to their teams. They work in accordance with control and accountability frameworks underpinned by policies, instructions and delegations for corporate and internal services. Officers in this job role may perform a range of finance, human resource, information technology and corporate activities. Administrative Officers establish and maintain effective working relationships and networks, providing specialist advice and support. They understand business objectives and strategic direction and are committed to providing exceptional client services.

How to apply

You are required to submit your application via the Department's online recruitment website. As part of your application you will need to provide:

- a one-page Applicant Written Response document (see below for details)
- an up to date resume / Curriculum Vitae (CV) – no longer than 3 pages
- details of two referees
- full name and the Job Requisition Number (JR137654) in the footer of any documents being uploaded.

You must ensure you register with an email address that you can access throughout the process, including any periods of leave. If you are unavailable for extensive periods, please provide an alternate email address to immi.workforce.coord@homeaffairs.gov.au.

Please ensure you check your emails frequently especially if you are shortlisted as additional assessment processes will have time limitations.

If you are experiencing problems submitting your application online, please email

recruitment@homeaffairs.gov.au for assistance and include a brief explanation of the issues you are experiencing, including any images of the error/s. Please note that this support is only available during business hours.

Applicant Written Response

You must submit a one-page Applicant Written Response document relating to the advertised roles. You will be assessed against the following APS5 core capabilities:

- **Communicates with Influence:** Using a specific example, explain how your communication skills have contributed to a positive outcome for your business area.

- **Supports strategic direction:** Using a specific example, describe a time when you have drawn on information and experience from diverse sources to meet broader business goals.

- **Achieves results:** Using a specific example, outline a time you identified an opportunity for improvement which led to better outcomes for your business area.

To assist with writing your Applicant Written Response document, we highly recommend you refer to the Australian Public Service Commission (APSC) for information on the **STAR** model.

IMPORTANT:

- If you fail to upload an Applicant Written Response you will be automatically disqualified from the assessment process.

- Word limits apply and additional text beyond the word limit will not be assessed.

- We encourage you to write your own written response document, rather than calling on an AI generated response. This is because this will best simulate the day-to-day job requirements of the advertised roles (which will often require you to complete your own written work without access to AI tools).

Recruitment assessment process

Our processes have been designed to attract and select the best person for the roles available. Throughout this process you will be assessed against the core APS5 capabilities as outlined in the Integrated Leadership System (ILS):

- Supports strategic direction
- Achieves results
- Supports productive working relationships
- Displays personal drive and integrity
- Communicates with influence.

More information can be found on the APSC website: Integrated Leadership System (ILS) | Australian Public Service Commission.

This assessment process has two stages, and only short-listed candidates will be invited to stage two:

1.   Members of the Selection Advisory Committee will review and assess a candidate's written response in conjunction with the candidate's CV.

2.   Members of the Selection Advisory Committee will review and assess a candidate's interview and work sample test.

Recruitment within the APS is merit based. We have mechanisms in place to ensure candidates are acting with integrity, which includes not sharing or discussing any information relating to the recruitment

assessments, particularly while the process is active. Examples of breaches are sharing information such as assessment questions, responses or having someone complete an assessment on your behalf.

Candidates found to have jeopardised the integrity of the process will be investigated and risk having their application withdrawn. If you are an APS employee, the matter may also be referred for investigation as a suspected breach of the Code of Conduct.

More details on these assessment processes are listed below.

Candidate interview assessments

Candidates shortlisted during stage one will be invited to participate in stage two of the

assessment. This will include both an interview and a work sample test.

The selection process will involve a one-way interview and a work sample test in Criteria. If you are shortlisted, you will receive an email with a link inviting you to participate in an interview. Instructions for the use of Criteria for your interview and work sample test will be included in the shortlist email.

The information below will assist you to become familiar with this tool.

If you are not familiar with the platform that will be used, we suggest you download that tool and become familiar with it prior to completing your interview or work sample test. You will need a device that has both video and audio functions. You will also need a mouse, keyboard and a stable internet connection. You should prepare these ahead of time.

Prepare for interview - During the interview, you will be asked several questions to demonstrate your suitability for the role while referring to the core capabilities listed under the recruitment assessment process.

Before joining your interview, ensure you are in a quiet, well-lit space with a plain background. We

encourage you to remove any potential distractions and let the people around you know not to interrupt you during your interview.

We encourage you to have a clock/timer in view and some paper and pen for notes.

One way video interview through Criteria

In Criteria, we encourage you to complete the practice question to understand how the program works. The practice question will help you to test your device to ensure it is working as it should and that Selection

 Advisory Committee members will be able to hear and see you clearly. For one-way interviews in Criteria, you will be able to record your responses at your chosen time.

At the beginning of the video interview, you will receive an introduction and instructions on how the interview will proceed. You will also be given several minutes to view the questions and prepare your responses.

In a one-way recorded interview, a countdown clock will show how much time is remaining. If you finish answering before the time is up, you can end the recording manually. If not, the recording will end when the allocated time runs out. You should have your video on and recording throughout your interview.

More information about one-way interviews is available on the Criteria website.

Work sample test

The written test needs to be completed in Criteria during your interview and there will be a time limit to complete the task.

After interview assessment

After shortlisted candidates have completed an interview and a work sample test, the Selection Advisory Committee will evaluate each candidate and use these results to establish a merit pool.

One-way interviews

Shortlisted candidates will be invited to participate in a one-way video interview, which includes verbal and written components. If you are shortlisted you will receive a link inviting you to participate in the interview, through *Criteria*. You will need a device with video and audio functions, a mouse and a keyboard and a stable internet connection.

Before recording your interview, ensure you are in a quiet, well-lit space with a plain background. Clear away potential distractions and let the people around you know not to interrupt you. Use the practice question to understand how the program works. The practice question will help you to test your device to ensure it is working as it should and that the audience will be able to hear and see you clearly. We strongly encourage you to complete the practice question so you become more comfortable prior to conducting your interview.

At the beginning of the video interview, you will receive an introduction and instructions on how the interview will proceed. You will be given time to read the questions and prepare your answer. Once time has run out, recording will automatically begin. During recording, the question will remain visible on the screen and a countdown clock will show how much time is remaining. If you finish answering before the time is up, you can end the recording manually. If not, the recording will end when time runs out.

During the interview, you will be asked further questions to demonstrate your suitability for the role while referring to the core capabilities listed under the recruitment assessment process. You may also be asked to provide a written response using the one-way interview system.

Once you have completed the assessments, the panel will evaluate each candidate and the results will be used to establish a merit pool.

More information about the one-way interviews can be found on the Criteria website.

Merit pool

The merit pool is a list of candidates who have been found to meet the relevant core capabilities. Candidates in the merit pool may be used to fill current, upcoming and future vacancies across the Immigration Group for the next 18 months. The merit pool will also be released to the broader Department and available to other APS agencies, giving them the flexibility to fill future vacancies quickly.

It is important to note that being placed in a merit pool does not guarantee employment or appointment to a particular role. Although it means you have been assessed as having the core capabilities suitable for a role at the APS level you applied for, you should not make any changes to your employment situation until you have been formally issued a Letter of Offer for a position. This is important as you may not receive an offer for several months or even at all. If you are unsuccessful in being placed in the merit pool we will notify you.

Feedback

Individual feedback is given to all candidates after the capability assessment stage (work place insights report). For candidates who are unsuccessful after completing the interview process, you will receive general feedback from the panel and may request further individual feedback by emailing immi.workforce.coord@homeaffairs.gov.au.

Job offer

If you are in the merit pool, any business area within Immigration Group that has a vacancy in the next 18 months may review your application to see if you are a good fit for their available role. If they believe you are a suitable match, they will contact you to discuss the opportunity further.

During this conversation, you will have an opportunity to ask any questions about the business area to ensure the role aligns with your expectations and career plans. Once your availability is confirmed, the business area will commence the process for onboarding.

Once you have successfully cleared the security screening processes, you will be sent a Letter of Offer via email. Please note that this process can take up to 12 weeks.

Over the course of 18 months, you may continue to receive emails to your registered email address about different job opportunities in the Department. Should you no longer wish to receive these emails, you can email recruitment@homeaffairs.gov.au and request to be removed from the merit pool.

Referee reports

If you are contacted about a job offer, you may then be requested to provide a referee report from your current (or most recent) supervisor. You will receive further information regarding obtaining and submitting referee reports as required.

Flexibility

We understand that work life balance is important for everyone. We are committed to providing staff with access to a range of flexible work practices. There are several ways our employees can vary their standard working arrangements to make them more flexible, this includes:

- hours of work (i.e. part time arrangements)
- variable hours outside a standard workday, including on weekends
- patterns of work (including split hours, job share arrangements etc.)
- locations of work (including home based work arrangements).

If you require flexibility, you can discuss this with the respective business area at the time of placement. Consideration for flexibility is merit based and can be approved, declined or amended on reasonable business grounds and operational requirements at any time.

RecruitAbility

RecruitAbility is a scheme which aims to attract and develop applicants with disability. Candidates who declare as having a disability, opt into RecruitAbility and meet the minimum requirements for the vacancy may advance to a further stage in the selection process. Merit remains the basis for engagement and promotion.

For employment-related purposes, persons are considered to have a disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities.

More information about RecruitAbility can be found on the Australian Public Service Commission (APSC) website.

Reasonable adjustments

Reasonable adjustments are put in place to remove or compensate for barriers that people may face during recruitment exercises or in the work place.

As part of your online application, you will be asked if you require any reasonable adjustments to participate in this selection process. Candidates who answer 'YES' are asked to provide further information about what assistance they will require to effectively participate. The delegate will consider all requests accordingly.

Diversity, equity and inclusion

The Department is committed to building and valuing a diverse, professional and empowered workforce that authentically represents the community we serve – a workforce that fosters a culture of inclusiveness and embraces the diversity of its people, such as neurodiversity, differences in cultural backgrounds, race, ethnicity, disability, age, gender and identity or sexual orientation.

We support our staff by realising their full potential through removing employment-related disadvantage and barriers to participation to contribute their best. We drive innovation, performance and productivity by empowering our diverse workforce to utilise the unique skills, ideas, perspectives and qualities that they contribute every day by creating an environment where staff feel valued and safe.

We encourage applications from a broad range of suitably skilled people to deliver our diverse responsibilities and to perform our many complex roles by offering flexible work arrangements, through diversity networks, and by implementing relevant diversity action plans.

The Department's diversity networks provide a platform for staff to come together and connect on workplace culture, diversity and inclusion. Networks are open to all staff and meet regularly in an informal environment to share information and discuss ways in which to progress important initiatives. Several of our most prominent diversity networks include:

- Indigenous Staff Support Network (ISSN)
- Focus on Ability (FoA) Network
- Lesbian, Gay, Bi-sexual, Transgender, Intersex and Queer (LGBTIQ+) Staff and Allies Network
- Staff Advancing Gender Equality (SAGE) Network
- Culturally and Linguistically Diverse (CALD) Network.

More information about workplace diversity can be found on the Home Affairs website.

Tips

Do your research – before applying for a position, you may wish to learn more about the Department and who we are.

Applying for an APS job – when applying for an APS role you should review the information from the Australian Public Service Commission (APSC) on "Joining the APS" (Refer APSC/working-aps/joining-aps), including Cracking the code. Shape Australia. Create your future. This will help you understand the requirements and prepare and complete your application for an APS role.

Early preparation – start preparing as early as possible. Avoid submitting your application at the last minute. An extension of time cannot be guaranteed, and is generally only approved in exceptional circumstances.

Applicant written response – information on the required skills and capabilities for a role at the APS level of this exercise can be found on the APSC work level standards (WLS).

CV/Resume – ensure your CV/Resume is up-to-date and relevant to the role you are applying for. It should be no more than three pages.

Referees – always let your referees know you have applied for a position. It is important they are willing and available to provide a written or verbal reference for you. It's a good idea to provide them with a copy of the Candidate Information Pack as well.

Enquiries

Technical Assistance – if you are experiencing an issue submitting your application online, please email recruitment@homeaffairs.gov.au and copy immi.workforce.coord@homeaffairs.gov.au for assistance. Include the Job Requisition number (JR137654) and a brief explanation of the issues you are experiencing, including any images of the error/s.

General – for all queries in relation to this job opportunity, please contact immi.workforce.coord@homeaffairs.gov.au.

Please note that this support is only available during business hours.