LOVE AND HOPE SUPPORT SERVICES

Employment Application Questionnaire

Disability Support Worker · Office & Administration · General Careers Application

How to complete this form

Thank you for your interest in joining Love and Hope Support Services. Please complete every applicant section (A to D), then complete the role-specific section that matches the position you are applying for. Finish by signing the declaration in Section H.

All applicants complete: Sections A, B, C, D, G and H

Disability Support Worker applicants also complete: **Section E**

Office & Administration applicants also complete: **Section F**

Applying for both, or unsure? Complete both Sections E and F.

Please attach a current resume and, where available, copies of your qualifications and clearances. Answers may be handwritten or typed. If a question does not apply to you, write "N/A".

SECTION A · APPLICANT DETAILS

All applicants

Full name _____ **Preferred name** _____

Date of birth _____ **Mobile number** _____

Email address _____ **Best time to contact** _____

Residential address _____

Suburb _____ **State / Postcode** _____

Emergency contact name _____ **Relationship & phone** _____

Languages

A1. Which languages do you speak, other than English? Please note your fluency level for each.

.....

.....

SECTION B · POSITION & AVAILABILITY

All applicants

B1. Which role(s) are you applying for? Tick all that apply.

☐ Disability Support Worker — Core Supports (in-home & community)

☐ Disability Support Worker — Supported Independent Living (SIL)
☐ Support Coordinator
☐ Office & Administration — Rostering / Scheduling
☐ Office & Administration — Intake, Records & Compliance
☐ Office & Administration — Finance & Payroll Support
☐ Other (please specify below)

B2. What type of employment are you seeking?

☐ Full-time ☐ Part-time
☐ Casual ☐ Flexible / open to discussion

B3. When are you available to start, and do you have any notice period to work out?

B4. Mark the shifts you are generally available to work. Tick all that apply.

☐ Weekday mornings ☐ Weekday afternoons
☐ Weekday evenings ☐ Overnight / sleepover
☐ Saturdays ☐ Sundays
☐ Public holidays ☐ Short-notice / on-call shifts

B5. Are there any days, times or commitments that limit your availability? Please describe.

B6. How did you hear about this opportunity?

SECTION C · WORK RIGHTS, CLEARANCES & COMPLIANCE

All applicants

Love and Hope Support Services is an NDIS provider. Certain checks are a condition of employment. Ticking "No" or "In progress" will not automatically exclude you — we will discuss options with you.

Work rights

☐ Australian citizen

☐ Permanent resident

☐ Visa with work rights (please note visa type and any conditions below)

Clearances and checks

For each item, tick the option that applies and note the expiry date where you hold one.

NDIS Worker Screening Check ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

Working with Children Check ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

National Police Check ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

NDIS Worker Orientation Module ("Quality, Safety and You") ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

First Aid certificate ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

CPR certificate ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

Manual handling training ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

Infection control / hand hygiene training ☐ Hold ☐ In progress ☐ Do not hold Expiry: _____

Driving and transport

C1. Do you hold a current Australian driver licence? ☐ Yes ☐ No

C2. Do you have reliable access to a registered, roadworthy vehicle? ☐ Yes ☐ No

C3. Does that vehicle hold current comprehensive insurance? ☐ Yes ☐ No

C4. Are you willing to transport participants in your vehicle? ☐ Yes ☐ No

C5. Please note any licence conditions, demerit issues or restrictions we should be aware of.

Health and safety

C6. Are there any reasonable adjustments we can make to support you in the role or through the recruitment process?

C7. Are you able to perform the physical requirements of the role you are applying for, with or without adjustments? Please describe any adjustments you would need.

SECTION D · EXPERIENCE, QUALIFICATIONS & REFEREES

All applicants

D1. Briefly outline your most recent or relevant employment (position, organisation, dates, and main responsibilities).

D2. List your qualifications, certificates and relevant training, including the institution and year completed.

D3. Why are you interested in working with Love and Hope Support Services specifically?

D4. What do you understand the role you are applying for to involve day to day?

Referees

Please provide two referees who have supervised you in a workplace or placement setting. We will not contact referees without your permission.

Referee 1 — Name

Position & organisation

Phone

Email

Relationship to you

May we contact them? (Yes / No)

Referee 2 — Name	**Position & organisation**
Phone	**Email**
Relationship to you	**May we contact them? (Yes / No)**

SECTION E · DISABILITY SUPPORT WORKER

Complete this section only if you are applying for a support worker or support coordination role

E1. Describe your experience supporting people with disability. Include the types of support you have provided and the settings you have worked in.

E2. Which of the following do you have practical experience with? Tick all that apply.

- ☐ Personal care & hygiene support
- ☐ Medication prompting or administration
- ☐ Manual handling & transfers (hoists, slide sheets)
- ☐ Meal preparation & mealtime assistance
- ☐ Domestic assistance & household tasks
- ☐ Community access & social participation
- ☐ Behaviour support plan implementation
- ☐ Supported Independent Living (SIL) settings
- ☐ Complex or high-intensity supports
- ☐ Supporting people with autism
- ☐ Supporting people with intellectual disability
- ☐ Supporting people with psychosocial disability
- ☐ Supporting children & young people
- ☐ Progress notes & incident reporting

E3. What does person-centred support mean to you, and how do you put it into practice in a shift?

E4. A participant becomes distressed and begins refusing support that is part of their plan. Describe how you would respond.

E5. You arrive at a shift and notice something that concerns you about a participant's wellbeing or home environment. What do you do, and who do you tell?

E6. What would you do if you made a mistake during a shift — for example, giving the wrong medication prompt or missing a scheduled task?

E7. How do you maintain professional boundaries with participants and their families?

E8. What is your understanding of the NDIS Code of Conduct and your obligations under it?

E9. Describe a time you supported someone to build independence rather than doing something for them.

SECTION F · OFFICE & ADMINISTRATION

Complete this section only if you are applying for an in-office or administrative role

F1. Describe your administrative experience, including the size of the team you supported and the nature of the work.

F2. Which of the following do you have working experience with? Tick all that apply.

- ☐ Records management & filing systems
- ☐ Report writing & data reporting
- ☐ Taking & distributing meeting minutes
- ☐ Drafting letters & employment correspondence
- ☐ Rostering & scheduling
- ☐ Payroll or timesheet processing
- ☐ Invoicing, accounts payable / receivable
- ☐ Petty cash & bank reconciliation
- ☐ Budget or expenditure tracking
- ☐ Policy & procedure maintenance
- ☐ Client intake & onboarding
- ☐ Reception & first point of contact
- ☐ Asset registers & inventory
- ☐ Supporting colleagues with IT or software queries

F3. Rate your confidence with the following. Tick one box per row.

Microsoft Word ☐ Beginner ☐ Intermediate ☐ Advanced ☐ No experience

Microsoft Excel ☐ Beginner ☐ Intermediate ☐ Advanced ☐ No experience

Microsoft Outlook ☐ Beginner ☐ Intermediate ☐ Advanced ☐ No experience

Client / case management systems ☐ Beginner ☐ Intermediate ☐ Advanced ☐ No experience

Rostering software ☐ Beginner ☐ Intermediate ☐ Advanced ☐ No experience

Accounting software (e.g. Xero, MYOB) ☐ Beginner ☐ Intermediate ☐ Advanced ☐ No experience

F4. Name any other systems or software you are confident using.

F5. Describe how you organise and prioritise your work when several tasks are urgent at the same time.

F6. This role involves handling confidential participant and staff information. How do you make sure confidential information stays secure?

F7. You notice a recurring error in records or reports that someone else has been producing. How would you handle it?

F8. Describe your experience keeping documents, policies or records accurate and up to date over time.

F9. A participant's family member calls the office upset about a missed shift. Describe how you would handle the call.

SECTION G · VALUES & SUITABILITY

All applicants

G1. Love and Hope Support Services supports people to live with dignity, choice and independence. Which of these matters most to you, and why?

G2. Describe a time you worked with someone whose background, beliefs or communication style was very different from your own. What did you learn?

G3. Tell us about a time you spoke up about something that wasn't right at work, or raised a concern with a manager.

G4. What supports you to do your best work, and what do you need from a manager or team?

G5. Is there anything else you would like us to know in support of your application?

SECTION H · DECLARATION & CONSENT

All applicants

Please read the following statements carefully and tick each box to confirm your agreement.

☐ The information I have provided in this application is true, accurate and complete to the best of my knowledge.

☐ I understand that providing false or misleading information may result in my application being withdrawn, or in termination of employment if discovered later.

☐ I consent to Love and Hope Support Services contacting the referees I have nominated, with my permission, and verifying the qualifications and clearances I have declared.

☐ I understand that appointment is subject to satisfactory pre-employment checks, including NDIS Worker Screening, and to maintaining those clearances throughout my employment.

☐ I understand my personal information will be collected, stored and used for recruitment purposes in accordance with the Privacy Act 1988 (Cth), and will be handled confidentially.

☐ I agree to notify Love and Hope Support Services promptly if any information in this application changes, including the status of any clearance.

Applicant signature _____ **Date** _____

Print full name _____

Office use only

Date received _____ **Received by** _____

Role / vacancy reference _____ **Shortlisted (Y/N)** _____

Interview date _____ **Outcome** _____

Notes _____