



Australian Government  
Services Australia

# National Graduate Program Information Pack



This pack provides graduates with details on Services Australia and its National Graduate Program.



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# Welcome

I'd like to warmly welcome you to the Services Australia National Graduate Program.

You should feel incredibly proud to be chosen from such a large and capable group of applicants. I'm very pleased that we get more and more interest in our graduate program each year. And every year, I'm impressed by the quality of people who want to work with us. We see a lot of potential in you and will support you to be successful in your new career in the Australian Public Service.

Across the agency, we strive to make it easier for our customers to access our services. This means that you will play a big part in our mission to improve how we do things. We will rely on your dedication and professional skills to help us achieve this.

Whether you are helping our customers directly, or providing support to those who do, you will play an important part in the delivery of services that reaches almost every Australian. By joining us, you will help us achieve our commitment to making every single Australian's experience with government simple, respectful, transparent and helpful.

We are an agency that is fundamentally about people—our customers and our staff. You've been chosen not just for your skills and qualifications but because of your ability to relate to people. Like the community we serve, Services Australia is made up of people from all walks of life. During your graduate year, you will have the opportunity to learn from the insights and experiences of people from a wide range of backgrounds, and make your own unique contribution to our workplace.

I know some of you might find starting with us a little daunting. Many of you have moved interstate, and, for most of you, this is your first time working in government. You'll have questions, uncertainties, and, occasionally, some doubts. Put your hand up if you need help but don't shy away from the challenges and opportunities that will come to you at work. The more you say 'yes', the faster you will develop and grow your confidence.

I'm excited to have you join our agency, and to give you this platform to launch your career. Remember, no matter where you work or what team you're in, we're all pulling towards the same goal—giving Australians the support they need, when they need it.

Owen Livermore  
National Manager, Leadership and Diversity Branch  
People Division  
Services Australia





# National Graduate Program

## What you can expect

### Orientation

Orientation is held in Canberra on your first 2 days of the National Graduate Program (the program). It's an opportunity for you to get to know the rest of your cohort, meet the Entry Level team and learn about the program.

During this time, you'll hear from our Chief Executive Officer and other Senior Executives. You'll also attend workshops, get information on your accredited learning and learn about our agency.

### Senior Executive Service mentor program

We'll team you up with a Senior Executive Service (SES) mentor. You and your SES mentor will meet regularly for support and guidance about your role in the agency. This is a great opportunity for you to learn more about the agency's culture. Your SES mentor will also help you understand your career goals and personal objectives, and share their experiences.

### Buddy program

We'll match you with a graduate from a previous intake. They'll help you settle into the workplace. We encourage you to make the most of your buddy by asking questions you may not feel comfortable asking the Entry Level team or your SES mentor. Remember, they were once new to the agency so they can share their experiences and tips with you.

### Training

You'll undertake a range of on-the-job development activities which will help you develop and succeed throughout your time on the program. There are a number of compulsory elements that you must complete to successfully finish the program.

### Outbound Experience

You'll see how the work you do makes positive difference to the lives of Australians. You'll experience the customer service delivery environment first hand. Over 3 days, you'll job shadow staff in our customer facing business areas. The experience is an opportunity to observe how the agency's work directly benefits the Australian public.

The Entry Level team will coordinate the location and timing of your Outbound experience. If travel is required, all associated costs such as flights and accommodation will be funded by the agency.





## Relocation Guide

If you're required to relocate to a new locality for the program, there are some important tasks that you need to complete before you relocate.

We have a contracted provider to coordinate your move. Once your move is approved, you will be allocated a dedicated Move Dynamics Relocation Coordinator. They will assist you with all things related to your relocation.

### Permanent accommodation—start looking now

Once you've accepted our offer to join the program, start looking for a place to live. Finding permanent accommodation can be a challenge and it's important that you are proactive. The rental market can be tight, particularly in January and February.

A comprehensive list of residential properties to either rent or purchase can be found by searching online. If you're relocating to Canberra have a look at the "[Canberra, your future](#)" website. This site contains useful information about living and working in the nation's capital.

Generally, you'll be relocated the day before the program starts. If you require early relocation due to special circumstances (e.g. if you need to enrol children in a new school) please email the Entry Level team.

### Rental reference

The Entry Level team can provide an employment reference for a rental property. We can confirm your employment with the agency and your starting salary. We can't act as a character or personal referee. Please email the Entry Level Team with your request as we need your written permission to confirm your details to any outside party.

Tip: You can also use your letter of offer as evidence of your new job and salary for rental applications.

### Relocation

Relocation assistance is available if you are required to relocate for the program. If you're currently based in the same city or town as your graduate position you are not eligible for relocation assistance.

Relocation assistance covers reasonable relocation costs. This includes the cost of transport (including 1 motor vehicle freight) to your new locality for you, your partner and your dependants; the cost of removal and storage of household furniture and goods; a one-off household establishment allowance; and temporary accommodation.





## Your dependents

The agency provides relocation assistance to you and your dependants. A 'dependant' means:

- a child (including foster child, step child, adopted child or a ward) or parent (or your partner), who ordinarily resides with you and who is wholly or substantially dependent upon you.

A de facto partner is a person, who although not legally married to you, is in a relationship with you and lives with you on a genuine domestic basis.

## Transport to the new locality

When you relocate, we will assist you to decide the best means of transport to your new locality. If required, the agency may pay the reasonable cost of freighting a motor vehicle/motorcycle.

### Flying

Our travel team will arrange your flight bookings.

Reasonable costs of transport between your home/accommodation and the airport may be reimbursed once you have started the program. You can seek a reimbursement by emailing the request to the Entry Level team.

### Driving

If you want to drive your motor vehicle to your new locality, you'll be required to provide evidence that:

- you have adequate comprehensive car insurance
- the motor vehicle is registered, and
- you have a current Australian drivers licence.

Please contact the Entry Level team for the necessary forms. Once you have submitted the forms and the delegate has approved your request, the travel team will process them. You mustn't drive your car to your new locality without written approval from the Entry Level team.

## Other modes of transport

If you choose not to fly or drive to your new location, please contact the Entry Level team to discuss alternative travel arrangements.

## Vehicle relocation

Before we agree for your vehicle to be relocated, it must be in a roadworthy condition. You must provide proof of comprehensive insurance and that you are listed as a driver. Where a vehicle is not registered in your name, please contact the Entry Level team for further information. Relocation of additional vehicles is at your own cost. Freighting costs of a vehicle not owned by you won't be covered by the agency.

## Removal of household goods and furniture

The cost of removal of household furniture and goods is covered by the relocation assistance provided. We will pay for the relocation of a maximum of 13 cubic metres of furniture and household goods. You will need to pay for the relocation of anything above this total.





## Starting the move request

The Entry Level team will send you the relocation paperwork to complete and return. Once returned, your forms will be reviewed and approved by the delegate. A Relocation Coordinator will be allocated to you. The Relocation Coordinator will provide you with relevant contact details for MoveDynamics, the company that will arrange the removal of your household furniture and goods.

## Make a list of household items

MoveDynamics will provide you with instructions on how to lodge an inventory of the personal and household items you wish to move. The inventory will need to be lodged **before** the moving date.

The table below outlines the inventory form deadlines for each major capital city location. If you don't meet this deadline your relocation may be delayed. Information on how to lodge the inventory will be provided to you by email.

Current home location	Lodgement of inventory to be completed by (COB)	Move date (this is the date your items are uplifted from your home location)
Adelaide	Friday 8 January 2021	Monday 1 February 2021
Brisbane	Friday 8 January 2021	Tuesday 2 February 2021
Darwin	Friday 8 January 2021	Monday 1 February 2021
Hobart	Friday 8 January 2021	Tuesday 2 February 2021
Melbourne	Friday 8 January 2021	Tuesday 2 February 2021
Perth	Friday 8 January 2021	Monday 1 February 2021
Sydney	Friday 8 January 2021	Thursday 4 February 2021

If your home location is not listed above, please email the Entry Level team and your move date will be provided by return email. These dates may be subject to change.

## Household goods and furniture

Household goods and furniture are a household's normal contents and outdoor items such as play equipment, garden tools, portable barbeques and small garden sheds. It doesn't include large outdoor structures (e.g. carports or entertaining areas), livestock, pets (e.g. dogs, cats and fish) or plants.

Motor vehicles aren't considered to be household goods or furniture. If you require a vehicle to be freighted please review the 'Transport to the new locality' section of this guide.







## Insurance information

The removal and/or storage of your household goods and furniture will be covered by insurance where we have paid for this service and it is carried out by MoveDynamics.

You should check the insurance details of the removal and storage arrangements to ensure the cover meets your needs. You may take out additional insurance on top of the automatic cover provided at your own expense.

In the event you need to make a claim, please contact the insurance removal company directly. The Entry Level team can't help you with making claims.

## Storage

We may provide storage of your household goods and furniture for up to 6 weeks until you find permanent accommodation at your new work location. Please contact the Entry Level team by email if you don't require storage.

You should allow up to 5 business days to have your household goods and furniture delivered to your permanent address.

## Moving day (delivery of items to new locality)

It's important that you or a nominated person be at your pick-up location. The removalist will issue a condition report for you or the nominated person to sign stating the condition of your furniture on that day.

To meet insurance guidelines, the removalist is responsible for disassembling furniture and packing all goods other than personal clothing.

Delivery **can only be arranged on a weekday**. You'll need to discuss your leave options with your new manager once you start the program. Delivery must not be scheduled during orientation.

## Household Establishment Allowance

The Household Establishment Allowance is a taxable one-off payment that recognises the additional costs that staff incur to restock their household with basic pantry items and cleaning goods that can't be transported.

If you've relocated from one locality to another as a result of the Program, you'll receive this allowance within your first month of starting the program. As per the *Department of Human Services Enterprise Agreement 2017-2020*, the rate of the allowance is \$849.96.

## Temporary accommodation

You'll be provided with a **maximum of 21 nights** of temporary accommodation at your permanent work location (if permanent accommodation is not immediately available).

Our Travel team will arrange temporary accommodation. If you have any concerns about your accommodation please contact the Entry Level team. **Do not contact the hotel directly.**





You're not required to use all 21 nights of temporary accommodation. If you find permanent accommodation during the 21 nights please tell the Entry Level team your revised check out date and we'll liaise with the hotel. If you have already found permanent accommodation, please tell the Entry Level team immediately as you'll not be entitled to temporary accommodation.

The agency will only cover the cost of your temporary accommodation. Any additional expenses such as internet, telephone calls or meals charged to your room will be at your own expense.

We don't allow visitors staying in your temporary accommodation as you may be sharing with other graduates. Also, visitors staying in the accommodation may result in additional charges to the agency. If you plan to have a partner or dependant/s staying with you, please see 'room arrangements' below.

### **Relocating to Canberra**

Your 21 nights of temporary accommodation will commence from **7 February 2021 until 28 February 2021**.

### **Relocating outside of Canberra**

Your 21 nights of temporary accommodation will start after orientation.

The dates of your temporary accommodation can't be extended. If you require additional nights before orientation, you'll need to pay and contact the hotel directly.

### **Room arrangements**

The temporary accommodation consists mainly of 2 or 3 bedroom apartments. We encourage shared accommodation with graduates of the same gender.

You'll have your own bedroom with shared common areas such as the bathroom, living areas, kitchenette and cooking facilities. If you have any problems while sharing, please contact the Entry Level team as soon as possible.

If you have a partner or dependants, you will be placed in an apartment that suits your circumstances. Please email the Entry Level team with the details.

Sharing temporary accommodation may provide you with an opportunity to start friendships with other graduates. Some graduates even share rental accommodation together later on. Should you have special circumstances where you require your own 1 bedroom apartment, please contact the Entry Level team as soon as possible.

### **If temporary accommodation is not required**

If you don't wish to stay in the accommodation booked for you, please notify the Entry Level team immediately so the booking can be cancelled.

If you find alternative arrangements for temporary accommodation outside what is provided, the agency won't cover this cost.

### **What furniture and household items you will need**

Please make sure you have your essential items while staying in your temporary accommodation:





- clothing, toiletries and items you need, as your goods will be in storage and not accessible.
- documentation to complete your security clearance. The Entry Level team will email you a copy of the relevant forms and a list of the documents required.

Your furniture and household items will be stored for up to 6 weeks and then delivered to your new permanent address.

## Orientation

At the start of the program, you'll attend 3 days of orientation sessions at the Louisa Lawson Building in Greenway, Tuggeranong ACT.

### If you are staying in temporary accommodation in Canberra

If you are staying in temporary accommodation arranged by us, we will transport you from your accommodation to the orientation session unless it is within walking distance.

### If your permanent work location is outside of Canberra

We will arrange your transport to Canberra and your accommodation during orientation. You'll be paid a travel allowance while attending orientation if your permanent work location is outside of Canberra.

If eligible, the allowance will be directly deposited into your nominated bank account within 1 month of starting the program. For information on Travel Allowance rates refer to the *Department of Human Services Enterprise Agreement 2017-2020*.

### If you are not in temporary accommodation during orientation

You will have to arrange your own transport. We will provide you with information on parking closer to the date.

## Pay day

Pay day is every second Thursday. Your first pay day will be **Thursday 18 February 2021**.

## Leave

We recognise that work/life balance is important. You'll have access to flexible working arrangements and be encouraged to take regular holidays to rest and relax.

Further information about leave can be found in the *Department of Human Services Enterprise Agreement 2017-2020 under Part G Leave*.

## Recognition of prior service

Prior service may be recognised for the accrual of long service leave and personal leave if you have previously worked in the public service. For more information, including recognition of work for state and territory governments, you can contact our People Advisory Centre on **1800 906 144**.





## Superannuation

The default super scheme for new employees is the Public Sector Superannuation Accumulation plan (PSSap). The agency also recognises choice of fund. You are encouraged to seek independent financial advice in regards to your choice of superannuation.

When you commence employment with Services Australia, you can contact our People Advisory Centre on **1800 906 144** if you can't find the information you need.

## Outside employment

Outside employment is undertaking paid or unpaid work with another organisation while employed by the agency. This includes work during periods of leave or outside normal hours of duty. Outside employment can include running a business or practice, holding office, appointments to non-government boards or directorships.

You must have permission from your manager before engaging in outside employment. If the outside employment is likely to impact on your ability to finish the compulsory requirements of the National Graduate Program, you should also tell the Entry Level team as soon as possible.

If you change rotations or if your manager changes, you must get permission from your new manager to continue engaging in the outside employment.

You should refer to the agency's 'Outside Employment' policy for more information.

## Getting to know the workplace

### Employee Assistance Program

We provide access to a free, confidential and professional counselling service for employees and their immediate families. The Employee Assistance Program offers advice to help cope with work or personal difficulties.

The agency's national Employee Assistance Program provider is Benestar. Benestar takes a holistic approach to health and wellbeing.

The 24/7 contact phone number is 1300 360 364.

Find out more on the [Benestar website](#).

### Inclusion and Diversity—Every Story Counts

Our goal is to demonstrate our commitment to providing a positive work environment where our diversity is celebrated, and inclusion is a focus for everyone.

Our agency provides services to nearly every Australian, whatever their age, cultural background or personal circumstances. The diversity of our workforce is crucial if we are to do this effectively. It's what allows us to connect with our customers and our colleagues at work. It helps us see different





perspectives and helps create new and innovative ways of providing excellent customer service to the Australian community.

## Workplace Adjustments

If you identify as a staff member with disability and require any adjustments or specific equipment to be provided, please contact the Entry Level team as soon as possible. A workplace assessment can be arranged prior to you commencing employment. This will ensure all reasonable and necessary adjustments are made.

## Workplace networks and support

There are a number of staff networks in the agency that provide opportunities for you to connect with other staff who have similar interests. The networks include:

- Network on Disability is for staff with disability, staff who care for a person with disability or who have an interest in disability inclusion and participation.
- Mature Age Network is for staff aged 50 years and over and those with an interest in the inclusion of mature age staff.
- Network on Cultural and Linguistic Diversity is for all staff who have culturally and linguistically diverse backgrounds, and those with an interest in the inclusion of Cultural and Linguistic Diversity staff.
- Rainbow Connection is for all staff who identify as lesbian, gay, bisexual, transgender and intersex and staff with an interest in LGBTI+ inclusion (also known as Allies).
- Indigenous Employees' Network is for Aboriginal and Torres Strait Islander employees to engage at the local level to guide the development of Indigenous employment policy and direction.

You can find more information once you start with us by searching 'Staff Networks' on the Intranet.

There are a number of initiatives that provide staff with disability, and their supervisors, advice and support on workplace accessibility. This includes the National Disability Access Coordinator and the Access and Inclusion Unit.

You can find more information once you start with us by searching 'Disability employment' on the Intranet.

There are a range of resources on our Inclusion and Diversity intranet pages that we encourage you to have a look at.

## Standards of dress

During orientation and while at work you are required to wear an appropriate standard of dress that reflects the professional image of the agency and the APS.

Clothing or attire that may *not* be appropriate includes, but is not limited to:





- clothing that references sensitive social or political issues, or that could compromise the perception of impartiality of the APS
- clothing that has the potential to offend others or be provocative in any way
- sporting clothes
- denim clothing, unless approved on specific occasions
- footwear or jewellery that poses a potential WHS risk, or
- clothing, including footwear and accessories, that is inappropriate for the type of work being done.

You should use your judgment and apply the principles underpinning the dress standards that apply across the agency, taking into account any relevant cultural and physical factors when deciding what is appropriate.

### Corporate wardrobe

You may wish to consider ordering pieces from our corporate wardrobe range. If you choose to purchase items from the corporate wardrobe, you are entitled to a \$100 subsidy each financial year for a single purchase totalling \$200 or more in one transaction. Access to the corporate wardrobe is provided once you commence in the agency.

## Useful links

Helpful Links	Description
<a href="http://australia.gov.au">australia.gov.au</a>	information and services on Australian Government websites as well as selected state and territory resources
<a href="http://apsc.gov.au">apsc.gov.au</a>	Australian Public Service Commission's website Here you'll find information on the APS, including the APS Values, Employment Principles and Code of Conduct.
<a href="http://whereis.com">whereis.com</a> or <a href="http://street-directory.com.au">street-directory.com.au</a>	for assistance in finding your way around Canberra
<a href="http://accesscanberra.act.gov.au">accesscanberra.act.gov.au</a>	for access to a comprehensive range of ACT Government information and services including licences, permits and bill payments
<a href="http://visitcanberra.com.au">visitcanberra.com.au</a>	official Canberra Tourism site with comprehensive guide to what to do or see and where to stay
<a href="http://transport.act.gov.au/getting-around/timetables">transport.act.gov.au/getting-around/timetables</a>	Transport Canberra is the local bus and light rail company. Comprehensive timetables and information can be found here
<a href="http://canberrayourfuture.com.au">canberrayourfuture.com.au</a>	If you are relocating to Canberra from interstate, the ACT Government's Live in Canberra team can help with advice on settlement
<a href="http://childcarefinder.gov.au">childcarefinder.gov.au</a>	Australia's online childcare portal with a database of childcare centres





## Key contacts

### The Entry Level team

The National Graduate Program team will support you through the National Graduate Program and your relocation. You can contact us at [\*\*Graduate.Team@servicesaustralia.gov.au\*\*](mailto:Graduate.Team@servicesaustralia.gov.au).

### The Entry Level Recruitment team

The Entry Level Recruitment team will support you through the onboarding requirements prior to the commencement of the National Graduate Program. You can contact us at

[\*\*ELP.Recruitment@servicesaustralia.gov.au\*\*](mailto:ELP.Recruitment@servicesaustralia.gov.au).

Our mailboxes are monitored during business hours (AEST), Monday to Friday. Our teams are managing multiple cohorts concurrently so it is important that you identify that you are a part of the 2021 intake in your emails. To ensure your requests for information are responded to in a timely manner please use the guide below.

Query type	Team	Subject header
Pre-Engagement Pack or other pre-employment checks Letter of Offer Position details	<a href="mailto:ELP.recruitment@servicesaustralia.gov.au">ELP.recruitment@servicesaustralia.gov.au</a>	2021 National Graduate Program – [query type]
Relocation Temporary Accommodation Orientation General (e.g. program expectations)	<a href="mailto:Graduate.team@servicesaustralia.gov.au">Graduate.team@servicesaustralia.gov.au</a>	2021 National Graduate Program – [query type]

