If you are looking to join a committed team making a powerful difference in the lives of children, young people, and families, we would love to hear from you.
CASPA Services Ltd. acknowledges the First Nations people upon whose stolen lands we operate.

We recognise that this land was never Terra Nullius - the land belonging to these people was never ceded, given up, bought, or sold. We recognise their continuing connection to their land, language, waters, sky and culture. We must consult with the Community and centre Indigenous values and experiences in all that we do. We pay our respects to Aboriginal Elders, past present and emerging.

CASPA is a Child Safe, Equal Employment Opportunity (EEO) employer. We are committed to diversity, equity and inclusion for our employees and the people we work with.

Smoking is prohibited on all CASPA Premises. CASPA has a responsibility to minimise adverse environmental effects and has committed in its Environmental Management Policy to reduce pollution and waste.
The CASPA Recruitment Guide is designed to provide prospective candidates with a comprehensive overview of CASPA’s operations, while detailing information beneficial for undertaking the recruitment processes essential to employing the valued workforce delivering our leading child welfare and care services.
Our Story

CASPA Services Ltd. is a non-denominational entity which was formed in January 2017. It is an independently run Charity operating under a Board of skilled directors with the purpose of supporting vulnerable children, young people, families, and communities.

CASPA is a leading child welfare and care services provider that specialises in providing trauma-informed, evidence based, innovative practices that empower individuals and strengthen communities.

CASPA actively advocates for child-safe practices and reporting, and wholeheartedly supports the findings of the Royal Commission.

CASPA Board and staff are passionate about providing support and protection to those most vulnerable in our communities. We are committed to conducting our work with compassion, transparency, and evidence-based understanding.

Our Purpose

As a leading child welfare and care services provider in our communities, we work hard every day to provide a better future for the children and youth in our care.

We are dedicated to our work because we believe that every child and family deserves the chance to live a full and functioning life.

Our People

CASPA employs staff across NSW Far Northern Coast, NSW Mid-North Coast, Northern Territory, North Queensland, and South-East QLD with offices in Katherine, Darwin, Lismore, Coffs Harbour, Casino and Tweed Heads. We utilise a range of evidence-based therapeutic practices to assist those in our care.

Thank you for your interest in pursuing opportunity for employment with CASPA.
CASPA’s Recruitment Process involves several stages incurring total timeframes ranging from approximately 2 to 12 weeks. These stages are implemented to successfully guide you in achieving the essential requirements necessary for optimal outcomes throughout the selection process and, subsequently, during potential employment.

Our Recruitment Process

1. **Application Review**
   - Present
     - Cover Letter
     - Resume
     - Selection Criteria Response

2. **Telephone Screening**
   - Discuss
     - Role Requirements
     - Suitability
     - Recruitment Process

3. **Interview & Selection**
   - Demonstrate
     - Skills & Experience
     - Qualifications
     - Competency

4. **Mandatory Checks**
   - Provide
     - Pre-employment Check Information
     - Evidence of suitability
     - Personal Details

5. **Onboarding**
   - Personalise
     - Employment Acceptance
     - Role Terms
     - Formal Offer

6. **Training**
   - Participate
     - Mandatory Training
     - Standard Role Duties
     - Active Employee Status

7. **Employment**
   - Active Employee Status

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CASPA Services Ltd. Recruitment Guide
Position Vacancy

- All positions of employment advertised on the CASPA Careers Website and/or the SEEK Website
- Submissions received for review via the Individual Position Vacancy on the CASPA Careers Website submission portal
- Essential Criteria & Role Details outlined in Position Description (PD) document available from CASPA Careers Website
- For additional general enquiries, please contact the CASPA Careers Team at careers@caspa.org.au

Stage 1 - Application Review

- Review of Resume and Cover Letter submitted (including recommended response to Essential Criteria as per PD)
- Assessment of suitability to achieve all Essential Criteria and Mandatory Pre-employment Check Requirements
- Assessment of Skills, Experience, Qualifications, and merit-based suitability
- Pending eligibility, potential for shortlisting to progress applicant to initial Telephone Screening Interview

Stage 2 - Telephone Screening

- Requires approximately 15 minutes for initial Telephone Interview
- Conducted to comprehensively review application, assess suitability, and provide response to enquiries
- Discuss recruitment procedures, role requirements, skills, experience, and qualifications
- Confirm requirement to undergo and successfully achieve the mandatory pre-employment check clearance criteria
- Availability Declaration is significant in determining suitability due to the nature of employment with CASPA
- Pending suitability, invitation to attend a formal interview may be subsequently extended

Stage 3 - Interview & Selection

- Online or Face-to-face Interview with Hiring Manager, Human Resources representative, and other Panel Members
- Demonstrate competency in understanding and performing the inherent requirements of the role
- Display Qualifications and evidence Skills & Experiences
- Discuss Values & Role Expectations
- Where reasonable, update on the status of the application is provided within approx. 3-10 business days post-interview
- Pending selection, undergo mandatory pre-employment checks (successful clearance essential for offer of employment)

Stage 4 - Mandatory Checks

- Requires indefinite timeframes of approximately 1 - 8 weeks for successful clearance (subject to information provision)
- Valid Australian Working Rights
- Valid Australian Drivers Licence
- Relevant Australian State and/or Territory Working With Children Check Clearance (role specific – refer to PD)
- Criminal History Check Clearance – CASPA to conduct new check collaboratively with candidate on their behalf
- First Aid Certificate Clearance (role specific – refer to PD)
- Reference Report Clearance (telephone and email address required for 3 Referees of supervisory/managerial nature)
- Mandatory Training Evidence provision (organisation and/or role specific)
- Provision of detail relating to mandatory COVID19 vaccination in accordance with current Australian Public Health Orders
- Agreement to CASPA Policy, process, and other relevant employment protocol
- Pending clearance, invitation to undergo mandatory pre-employment checks of which clearance is essential for progression to a formal offer of employment

Stage 5 - Onboarding

- Confirmation of check clearance, personal details, commencement date, and mandatory training attendance dates
- Formal Offer of Employment – CASPA to supply:
  - Confirmation of role terms and contractual documentation
  - Platform for onboarding candidate to supply relevant payroll information
  - Training invitation
  - Employee equipment set-up (role specific only)
- Liaisons with Hiring Manager
- Pending acceptance, invitation to progress to mandatory Induction Training and standard role duties.

Employment

- Participation in mandatory CASPA Training for progression to position of employment
- Shadow Shifts and/or role commencement
- Access provision for employee benefits, payroll, IT, and relevant software
- Pending active employee status, standard role duties in effect - subject to probationary periods, ongoing training, bi-monthly staff supervisions, and/or performance reviews
Your Application for Employment

CASPA appreciates your pursuit of employment opportunities of interest, and the below information has been provided to benefit you in composing a suited submission. The application process should be finalised via submission on the CASPA online portals, including:

✓ CASPA Careers Website; or
✓ SEEK Online Website

In order to be considered for employment or volunteer placement opportunities of interest, please upload a current Resume and Cover Letter to submit via our online portal for each position for which you wish to be considered. In the event that you wish to amend a submission, you may contact careers@caspa.org.au.

Advertising Expiry Dates may be featured within a vacancy, therefore it is essential to please consider the importance of submission at the earliest possible time to ensure your application may be received prior to advertising closure.

System Malfunctions may occur from time-to-time. If you have any concerns, please contact careers@caspa.org.au to confirm your application was submitted successfully.

Position Descriptions:
The Position Description is the primary source of information regarding the individual position for which you are applying. This document should be comprehensively reviewed by all candidates to ensure understanding and knowledge of the key responsibilities and duties, essential criteria, location, reporting lines, and approximate remuneration of the role.

The Essential Criteria should be referenced in your submission when outlining your specific suitability for the position.

Resume:
The Resume is a brief summary of who you are, your experience, your aspirations, and your credentials, including:

- Personal Details – Name, Address, Contact Telephone Numbers, Email Address
- Educational Background – list details from most recent to historical
- Professional/Work History – list details of employment experience from most recent to historical
- Additional Information – courses attended/underway, voluntary experience and/or relevant aspirations
- Referees - 3 Referees of supervisory/managerial nature (telephone and email address required). We recommend you provide recent and/or industry-specific contacts. Referee’s will not be contacted without further confirmation.

Cover Letter:
The Cover Letter provides a concise and informative introduction to the individual candidate, summarising suitability, essential criteria, experience, and qualifications as otherwise expanded within the Resume. Additionally, this should detail the reason for interest in the position and specification of why you are the most suited individual for the opportunity.

Due to the nature of CASPA’s services, it is also recommended that you outline your suitability and/or experience in working with individuals who have experienced complex trauma.

Essential Criteria:
The Essential Criteria forms the key elements which the Position Description defines as inherent functions for the role to be effectively performed. Addressing the Essential Criteria should involve outlining the way by which your individual skills, abilities, experiences, knowledge, goals, and qualifications successfully meet the requirements specified.
Why Work with CASPA?
CASPA actively supports staff to have a healthy work life balance, the Employee Benefits available to you during your employment with CASPA Services Ltd. includes:

- Free gym membership to support your wellbeing available to staff at all locations.
- An Employee Wellbeing Program through Benestar including access to a free and confidential counselling service
- Access to internal and external training opportunities and workplace mentoring.
- Great professional development opportunities for those who want career progression.
- Access to discounts on personal banking through Summerland Credit Union’s Priority Partners Program.
- Access to discounts and more through CASPA’s partnership with Medibank
- As a not-for-profit organisation, our employees to receive up to $15,900 of their salary tax-free plus additional benefits.

Training

At CASPA we invest in our staff’s learning and development by providing both internal and external professional development opportunities.

CASPA runs a suite of courses throughout the year for staff to attend. These are designed to enhance capability and professional capacity of workers and reflect the needs of staff and people in our care.

Keeping our staff up to date in the newest evidence-based models of therapeutic frameworks and their application improves the outcomes for the people in our care. Further, mandatory trainings are critical for continued funding for our programs.

Free Gym Membership

Free gym membership is available to all staff to support your wellbeing.

Salary Sacrifice

As an employee of CASPA you are entitled to earn an additional portion of your income tax-free. The amount is $15,900 p.a. or $611.50 a fortnight.

Please note that you will need to contact Advantage Salary Packaging directly if you have any questions about your application or salary packaging arrangements.
Employee Wellbeing Program
Through our partnership with Benestar, you can access Benestar’s free, comprehensive health and wellbeing program - Best You by Benestar.
CASPA recognises that the person who can have the biggest impact on your health and wellbeing is...well, you! But, with so much information available, it’s hard to know what’s reliable or where to begin.

What support is available?
As part of the Best You program you can access two key services...

MyCoach
MyCoach offers free, confidential coaching and support from Benestar’s team of expert clinicians.

The Benestar team can help you with all aspects of your life including:

- **Life**: different life stages, change, grief and loss
- **Body**: weight loss, sleep, nutrition and adopting healthy habits
- **Money**: managing credit card spend, budgeting, debt and saving
- **Relationships**: work relationships, partner relationships and friendships
- **Work**: from better work-life balance to enhancing performance
- **Family**: parenting, elder care, family violence, extended and blended families
- **Mind**: anxiety and depression, confidence and self-esteem, managing stress, mindset.

MyCoach support is available face-to-face over the telephone, or online via LiveChat, accessed through Benestar’s health and wellbeing portal BeneHub.

BeneHub
Access hours of health and wellbeing blogs, podcasts, videos, meditations, activities, learning modules and more via the BeneHub website and app. View content anytime, anywhere or speak to one of Benestar’s clinicians using LiveChat.

Medibank Partnership
Employee Benefits Include:

- Corporate discount of 6%
- 6 weeks free cover
- Medibank will waive 2- & 6-month waiting periods on extras
- Access to mental health phone support 24/7
- Access to 24/7 to a Medibank Nurse about any health concerns at no extra cost
CASPA office Locations

Darwin Office
Physical Address: Level 1, 23 Swan Crescent, Winnellie NT 0820
Postal Address: PO Box 36291, Winnellie NT 0821
Phone Number: 1300 22 77 22

Katherine Office
Physical Address: Level 1, 20 First Street, Katherine NT 0850
Phone Number: 1300 22 77 22

Keen Street, Lismore Office
Physical Address: 17 Keen Street Lismore, NSW 2480
Postal Address: PO Box 780, Lismore NSW 2480
Phone Number: 1300 22 77 22

Molesworth Street, Lismore Office
Physical Address: 180 Molesworth Street, Lismore NSW 2480
Postal Address: PO Box 780, Lismore NSW 2480
Phone Number: 1300 22 77 22

Casino Family Support Services Office
Physical Address: 104 Centre Street, Casino NSW 2470
Postal Address: PO Box 753, Casino NSW 2470
Phone Number: 02 6662 6792

Coffs Harbour Office
Physical Address: Level 1, 43 Gordon Street, Coffs Harbour NSW 2450
Postal Address: PO Box 312, Coffs Harbour NSW 2450
Phone Number: 1300 22 77 22

Visiting a CASPA office
As part of our commitment to WHS best practice, we ask that all staff and visitors use our sign in records at all CASPA offices. Please ensure you sign in and out when attending any of our offices.

The safety of all CASPA staff and visitors is our priority. It is important we have a record of who is and who is not in the building in case of emergency.
**Intensive Therapeutic Residential Care (ITRC)**

Intensive Therapeutic Residential Care (ITRC) is our largest program, ensuring young people have safe and consistent environments to live and heal. It is the program that directly employs most of our staff. CASPA’s residential care program provides accommodation and support to children and young people with challenging behaviours and medium to high complex support needs.

Residential care is a type of Out of Home Care (OOHC) that aims to stabilise behaviour and address the needs of the child or young person so they can move on to other care types, restoration or independent living. CASPA’s residential care homes are small community-based residences for one to four children or young people, supported by rostered Therapeutic Care Workers (TCW’s).

CASPA also operates two other models of ITRC:

**Interim Care (NSW)** – short term, up-to 3-month temporary placement while a permanent placement is arranged.

**House Parent (NSW)** – a hybrid model of foster care & ITRC where house leader, house parents (living in the home for multiple days at a time) and staff work together to create a home-like environment for children and young people.

**After Hours Support Team**

All CASPA locations have a dedicated After-Hours team that operate 365 days a year, for clinical guidance & support at the time that it’s needed. The after-hours team is available to attend houses as required to support any child in care with CASPA.

**Hammers4Hope**

Hammers4Hope is a CASPA social enterprise initiative in which profits from every job go directly to funding our services and facilities for vulnerable children and families in our community. Our experienced tradespeople now offer traineeships to young people in care in both Northern NSW & Darwin NT locations. A traineeship with the Hammers4Hope team provides paid work in a supportive team environment giving young people purpose, direction, and a sense of belonging. The young people are engaged and have become role models for other children in care.

**Clinical Services**

The Clinical Services team is a multidisciplinary team of Therapeutic Specialists dedicated to supporting the mental health and wellbeing of the people we support. Our Therapeutic Specialists operate across all programs in all regions of CASPA undertaking a variety of clinical work based on the needs of our clients and their family systems. The clinical team also runs a range of group therapy programs for the children and young people in our care.
National Disability Insurance Scheme (NDIS)
CASPA’s NDIS team assist people living with a disability who have an approved NDIS plan to live a life of their choice to the full range of their abilities. Our team, located in both NSW & NT provide:
- Support Coordination
- Skill Development
- Social & Community Participation
- Supported Independent Living; and
- Respite.

Education Centre
CASPA’s Education Centre has been supporting young people in care since 2013. The Centres are located in Lismore and Coffs Harbour and supports children and young people who are disengaged or unable to attend mainstream school. The team support complex school enrolments, distance education students, students on suspension, provide tutoring support, offer holiday programs and assist school leavers to pursue vocation and training opportunities beyond secondary education. The recent addition of the CASPA Coffee Cart and current expansion into a Cafe and catering operation is providing young people in care with qualifications to assist with employment opportunities.

Supported Independent Living (NSW) / Transition to Independent Living (NT)
The SIL/ TIL programs prepare young people to successfully transition from Out-of-Home Care to independent living. With a focus on support and the development of independent living skills, CASPA provides young people with accommodation, case management, a dedicated coordinator, and skilled mentors as part of our structured and individualised life skills programs. The program is a structured step-down service which takes place over a maximum of 2 years.

Permanency Support Program (PSP)
PSP (previously known as Foster Care) provides tailored services to vulnerable children so that they can grow up in stable, secure, and loving homes.
PSP has three goals:
- Fewer entries into care - by keeping families safely together
- Shorter time in care - by returning children home or finding permanent homes for more children
- A better care experience - by supporting children’s individual needs and recovery from trauma.
The PSP provides restoration, kinship care, guardianship, adoption, respite, and long-term placement options.

Our PSP support team services include Carer training, Carer and kinship Carer assessments, Carer reviews, Carer supervision, Carer events, networking opportunities and additional tailored Carer support.
Family Support
CASPA’s family support program is based in NSW and offers a range of services that can assist clients to improve their quality of life, especially in difficult times. Our team are able to offer support services in the following areas:

- Intensive Family Support
- Therapeutic Family Time Services
- Transport
- Mentoring
- Respite, Emergency Respite or an Alternative Care Arrangement
- Specialised Support
- Alaia’s Place - Therapeutic accommodation service to support Family Restoration
- Family group conferencing facilitation.

CASPA Family Supports program services are available for hire by external agencies.

Family Preservation
CASPA was one of the first agencies to provide Family preservation services in NSW. Supporting families identified as at risk of their children being removed, CASPA’s highly skilled staff work intensively with the families to build parenting capacity and prevent children going into care.

Aboriginal Services & Supports Program
CASPA’s Aboriginal Services & Supports Program was launched in 2020 providing services and supports to Aboriginal and Torres Strait Islander children and families by focusing on preservation and strengthening cultural identity, connections to family, country, and community. Our dedicated team assist and guide all CASPA programs to develop, support and implement culturally safe and appropriate programs. CASPA is committed to being a culturally safe organisation.

BAL Program
CASPA launched the Bail Assistance Line Program, working closely with Police and Youth Justice. Our team works with Carers who provide short-term (28 days) accommodation, whilst CASPA provides transport and case management services for teens transitioning out of juvenile detention. Working to restore young people back to their families whilst diverting them away from detention.

CASPA Family Supports Casino
CASPA Family Supports Casino specialises in early intervention and prevention utilising a strengths based, person-centered, trauma informed approach for parents, children and families.

Our staff offer:

- counselling
- parenting support
- parenting courses
- advocacy support
- domestic and family violence support, and
- provide information and referrals to other services and more.
CASPA National Services

- Intensive Therapeutic Residential Care
- NDIS Registered & Disability Care Services
- Early Intervention & Family Preservation
- Foster Care, Respite, Adoption & Guardianship
- Mentoring & Education
- Family Support Services
- Therapeutic & Clinical Services
- Training & Professional Development
- Building, Maintenance & Repairs

Supporting children, young people, families & people living with disabilities.
Northern Territory, New South Wales, Queensland

www.CASPA.ORG.AU  1300 22 77 22