



Information for Applicants



Information for applicants

Thank you for your interest in working with us.

This information package has been developed to inform potential applicants about the recruitment and selection process and provide further information about employment within Kangaroo Bus Lines (KBL). The information provided will assist you in the preparation of applying for a job within KBL and what to expect from the selection process. Use this package to find out more on:

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Kangaroo Bus Lines

We employ 150 professional, trained staff and operate a young modern fleet of over 100 buses and coaches ranging in capacity from 10 – 80 seats, out of a state-of-the-art, purpose built facility at Burpengary, 40kms north of Brisbane. We also offer a range of charter services from a centrally located Sunshine Coast depot located near Maroochydore.

Our transport solutions are complemented by professional coach drivers, a dedicated customer service team and experienced Operational Department. With our state-of-the-art office and maintenance facility, mobile logistics and maintenance vehicles we are able to manage passenger movements both safely and efficiently. As well as providing an extensive range of charter services, Kangaroo Bus Lines also provides Public Transport services within the Moreton Bay Regional Shire seven days a week and safely transports over 4000 school children to and from school each day.

Our large fleet of buses and coaches allows us the means and capacity to cater for any size group within Queensland. KBL were instrumental in the management and delivery of bus services during the G20 and have recently managed the delivery of replacement rail services during a 6 day rail closure using over 200 buses per day.

Our values

Kangaroo Bus Lines recognises that our greatest asset is our people and their experience. The way our staff interacts and delivers services to our customers is the most crucial aspect to the sustainability of our Company. We take our values very seriously and these form a basis for the development of the right culture for our business, which has helped us attract and retain valuable, long-term staff members.

- Safety of our customers is our number one priority.
- We protect our staff, our customers, the community and the environment.
- We strive to develop safe and efficient transport solutions.
- We conduct ethical and transparent business practices.
- We keep our promises every time, on time.
- We listen and deliver the best outcome for our customers by offering value for money in all business opportunities.

Advantages of working for us

KBL is one of the largest passenger transport employers in the Moreton Bay Shire. We provide a work environment that is safe, satisfying, flexible, and promotes a healthy work-life balance. Your skills can help us shape the future of bus travel in this region.

We offer a variety of opportunities across a wide range of areas from school bus driver to mobile logistic co-ordination. Work for us and be part of a world-class, active and growing company that embraces technology, training and teamwork.

KBL has developed a strategic framework to ensure a comprehensive and systematic approach to learning and development. We provide training to assist our people in their current roles and to build their knowledge, transferring this to continually improve what we do.

KBL provides competitive remuneration packages and excellent employment conditions:

- Annual remuneration increases occur through the enterprise bargaining process
- Salary packaging
- Recreation leave loading of 17.5 per cent
- Employment conditions are outlined in our human resources policies.

Before you apply

KBL encourages people to apply for roles that are relevant to their experience, skills, qualifications and interest. Before applying for an advertised role you should:

- Review the role description to gain a broad understanding of the role
- Decide whether your experience and skills will enable you to achieve the key requirements of the role
- Decide if you meet the key requirements for the role.

You will need to hold the mandatory qualifications and/or professional experience that are indicated in the role description. You may wish to consider obtaining further information about:

- The specific role from the contact officer shown in the advertisement and/or role description
- KBL by visiting www.kangaroo buslines.com.au

Preparing your application

The requirements for advertised roles will be specified in the role description. We usually require your resume and a cover letter and/or a two page short response addressing key requirements. The purpose of your covering letter and/or short response is to demonstrate to the selection panel that you have the ability to perform the role. It should therefore specify the role you are applying for and succinctly outline how your experience, education, skills and work preferences relate to the key requirements of that role.

Further information on resume preparation may be obtained from sources such as the websites of online recruitment advertisers or recruitment consultants. Check to ensure your resume reflects that you have the key skills required for the role.

We suggest you include the following information:

- Career summary or career objective
- Career history
- Roles held, including dates
- Responsibilities and achievements
- Education/qualifications and training
- Professional memberships
- Referees' details - names and contact details of two referees

Referee checking is a mandatory requirement for all KBL employment. Where possible, your referees should be current/previous employers, managers or supervisors who can comment on your recent performance in the workplace (preferably your current supervisor). If you are moving back into the workforce, you will not be disadvantaged, because you do not have a current or recent past supervisor.

How to apply

Applications should be submitted online.

Visit www.kangaroobuslines.com.au/career-opportunities, [seek.com.au] find the job you intend to apply for and click on 'Apply Online' at the bottom of the job advertisement screen. You then register an account and complete the Online Application. Late applications cannot be lodged online. If you wish to submit an application after the due date, contact the nominated contact person immediately. Late applications may only be accepted at the discretion of the selection panel.

To withdraw your application:

- Before the closing date: Withdraw your application online or advise Recruitment Services using the contact details on the role description.
- After the closing date: Advise Recruitment Services using the contact details on the role description.

The selection process

The selection process is based on a fair and transparent assessment of the applicants' knowledge, skills, abilities, qualifications, aptitude, experience and personal qualities against the requirements of the position. A selection panel consisting of two or more people will conduct the selection process.

Assessment methods used by KBL include but are not limited to:

- A review of your resume and covering letter
- An application screen – where applicants are required to include written responses
- Questions relating to key requirements
- Interviews, including telephone interviews
- Reference checking.

Preparing for your interview or other assessment

The selection panel may choose to conduct interviews and/or use other assessment methods. The selection panel will expect you to discuss how your experience, skills and career interest matches the role requirements specified in the key requirements. You will assist the selection panel in understanding your previous work achievements if you provide your examples in a structured format, such as:

- The situation/task
- The action you took
- The outcome achieved.

You may also want to prepare questions to ask the selection panel members to clarify aspects of the role, the selection process or employment conditions. Further information on interview preparation may be obtained from sources such as the websites of online recruitment advertisers or recruitment consultants.

Notifying you of the outcome

We will notify you in writing of the outcome of your application.

Feedback on the selection process is available from a member of the selection panel. You should wait until advised in writing of the outcome of your application before seeking feedback.

Applications remain current for 12 months for permanent positions, or the duration of the vacancy for temporary positions, therefore you may be considered for similar vacancies that occur during this period.

Pre-employment checks

KBL needs to verify that information provided by applicants is true and correct. This includes confirming your qualifications and/or previous employment details.

Qualifications/Professional registration

In accordance with relevant legislation, industrial award and/or accreditation requirements, certain roles within KBL have mandatory qualification or registration requirements. Applicants for roles where these mandatory requirements are indicated must provide documentary evidence of compliance before they can be appointed, i.e. certified copies of qualifications held or current registration certificates.

Criminal history

When an applicant is recommended for a role, a criminal history check must be conducted if the applicant is not an existing permanent employee of Kangaroo Bus Lines.

Failure (without reasonable explanation) to provide the appropriate documentation and consent within seven (7) days of the request will result in disqualification from further consideration for appointment. Appointment to KBL cannot be finalised until the criminal history checking process is completed. Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

Working with children check

For some KBL roles, employees must be deemed suitable to work in child-related employment in accordance with the *Commission for Children and Young People and Child Guardian Act 2000 (Qld)*.

Selection process documentation

Privacy Policy

KBL processes are consistent with the *Information Privacy Act 2009 (Qld)*.

Access under the Freedom of Information Act

You have the right to request access to any information KBL holds about you under the *Right to Information Act 2009 (Qld)* or the *Information Privacy Act 2009 (Qld)*.

Your appointment within Kangaroo Bus Lines

Probation requirements

Employees who are permanently appointed to KBL are required to undertake a period of probation appropriate to the role, unless the appointee is exempt from probation.

Anti-discrimination, equal employment opportunity and reasonable adjustment

Our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the *Anti-Discrimination Act 1991 (Qld)*.

We are an Equal Employment Opportunity (EEO) employer and encourage applications from all members of the community. If you have any special requirements (e.g. wheelchair access or the need for an interpreter), please let us know when we contact you.

KBL is committed to 'reasonable adjustment' within the workplace. 'Reasonable adjustment' means that the employer should, where it is necessary and reasonable to do so, make modifications and adjustments to the workplace to meet the individual needs of people with special requirements.