

# TABLE OF CONTENTS

## BOOK OVERVIEW

**This ebook is divided into 3 sections:**

### SECTION 1

“Traditional” statements addressing selection criteria, both long criteria and short criteria (250-word limit) statements. **Page 19**

### SECTION 2

One and two-page cover letters, statements and pitches. **Page 414**

### SECTION 3

Paragraphs to use in your application, extracted from sections 1 and 2, no matter what format your statements need to take. **Page 437**

## DETAILED TABLE OF CONTENTS

<b>Table of Contents</b> .....	<b>3</b>
<b>BOOK OVERVIEW</b> .....	<b>3</b>
<b>DETAILED TABLE OF CONTENTS</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>13</b>
<b>How to use this book</b> .....	<b>14</b>
<b>SECTION 1</b> .....	<b>19</b>
<b>Acquire new knowledge / skills</b> .....	<b>20</b>
1. Fast learner. ....	21
1b. Fast learner (short response).....	22
2. Acquire knowledge. ....	23
2b. Acquire knowledge (short response).....	25
3. Develop skills. ....	26
3b. Develop skills (short response).....	27

<b>Achieve Results .....</b>	<b>28</b>
4. Achieve results.....	29
4b. Achieve results (short response).....	31
5. Achieve results.....	32
6. Achieve results.....	34
6b. Achieve results (short response).....	36
7. Achieve results.....	37
8. Achieve results.....	38
9. Deliver results.....	40
9b. Deliver results (short response).....	42
10. Achieve outcomes.....	43
11. Achieve positive work outcomes (short response).....	46
<b>Administration .....</b>	<b>47</b>
12. General administration.....	48
13. General administration.....	49
13b. General administration (short response).....	50
14. Administration skills.....	51
15. Administration and reception.....	52
16. Complex administrative functions.....	54
16b. Complex administration functions (short response).....	56
17. Procedures and systems.....	57
17b. Procedures and systems (short response).....	59
18. Procedures and systems.....	60
19. Executive secretarial support.....	62
20. Transcription.....	64
21. Keyboard skills.....	65
21b. Keyboard skills (short response).....	67
22. Office management (short response).....	68
<b>Analytical Skills / Attention to Detail .....</b>	<b>69</b>
23. Analytical skills.....	70
23b. Analytical skills (short response).....	71
24. Analytical and conceptual skills.....	72
25. Analytical and conceptual skills (short response).....	73
26. Attention to detail.....	74
27. Attention to detail.....	75
28. Attention to detail.....	76
29. Interpret, organise and use numerical data.....	77
30b. Analyse data (short response).....	80
31. Statistical analysis / research.....	81
32. Attention to detail:.....	83
<b>Change Management .....</b>	<b>84</b>
33. Change management.....	85
34. Change management.....	86
34b. Change management (short response).....	88

<b>Communication Skills .....</b>	<b>89</b>
35. Communicate with influence.....	90
35b. Communicate with influence (short response). .....	91
36. Communicate with influence.....	92
36b. Communicate with influence (short response). .....	94
37. Communicate with influence.....	95
38. Resolve issues. ....	96
39. Verbal, written and interpersonal skills. ....	97
40. Verbal, written and interpersonal skills. ....	99
40b. Verbal, written and interpersonal skills (short response).....	101
41. Communication and interpersonal skills with client focus. ....	102
42. Open communication. ....	104
42b. Open communication (short response).....	105
43. Communicate technical information. ....	106
44. Produce media materials.....	107
45. Produce complex written information.....	108
46. Produce information products.....	109
47. Prepare reports, policy papers and briefings.....	110
47b. Prepare reports, policy papers and briefings (short response). ....	111
48. Prepare high-level correspondence and briefings. ....	112
49. Document research. ....	113
50. Communicate in a variety of contexts. ....	114
50b. Communicate in a variety of contexts (short response).....	115
<b>Contract Management .....</b>	<b>116</b>
51. Contract management.....	117
52. Contract management.....	118
<b>Customer Service .....</b>	<b>121</b>
53. Customer service skills.....	122
53b. Customer service skills (short response). ....	123
54. Customer service focus.....	124
54b. Customer service focus (short response). ....	125
55. Customer service in a challenging environment.....	126
56. Phone-based customer service.....	127
57. Achieve customer satisfaction. ....	128
57b. Achieve customer satisfaction (short response).....	129
58. Quality service delivery.....	130
59. Achieve sales targets. ....	132
<b>Decision-Making .....</b>	<b>134</b>
60. Make complex decisions.....	135
60b. Make complex decisions (short response). ....	136
61. Make difficult decisions. ....	137
61b. Make difficult decisions (short response).....	138
62. Decision-making and strategic thinking.....	139
63. Decision-making: .....	140

<b>Graphic Design .....</b>	<b>141</b>
64. Experience as a graphic designer.....	142
65. Demonstrate experience in graphic design using Adobe Creative Suite 6 to develop concepts and deliver press-ready artwork.....	143
<b>Engineering .....</b>	<b>144</b>
66. Undertake engineering design tasks.....	145
67. Document engineering design tasks.....	147
68. Control engineering projects.....	148
69. Undertake engineering tasks (short response).....	149
<b>Occupational Health and Safety / .....</b>	<b>150</b>
<b>Values .....</b>	<b>150</b>
70. Occupational Health and Safety (OHS).....	151
70b. Occupational Health and Safety (OHS) (short response).....	152
71. Manage Occupational Health and Safety risks.....	153
72. Apply Occupational Health and Safety measures.....	155
73. APS values and department values.....	157
74. APS values and department values.....	158
74b. APS values and department values (short response).....	160
75. An understanding of and commitment to the principles of equity and diversity.....	161
76. Code of conduct.....	163
76b. Code of conduct (short response).....	164
77. Knowledge of, and commitment to, workplace diversity, Occupational Health and Safety and consultative work practices.....	165
78. Knowledge and understanding of Equal Employment Opportunity (EEO).....	166
79. Knowledge and understanding of Ethnic Affairs Priorities Statements (EAPS).....	167
80. Apply Occupational Health and Safety measures.....	169
<b>Finance .....</b>	<b>170</b>
81. Finance experience.....	171
81b. Finance experience.....	172
82. Financial business practices and processes.....	173
83. Accounting.....	175
84. Process financial transactions.....	176
<b>Health .....</b>	<b>178</b>
85. Health service management.....	179
86. Mental health services.....	181
86b. Mental health services (short response).....	182
87. Nursing.....	183
87b. Nursing (short response).....	185
88. Nursing.....	186
89. Patient-focused care.....	188
89b. Patient-focused care (short response).....	189
90. The ability to manage the workloads of yourself and others in a healthcare setting.....	190
91. Psychology registration (short response).....	191
92. Medical administration / reception.....	192

<b>Human Resources.....</b>	<b>194</b>
93. Generalist Human Resources.....	195
94. Recruitment.....	198
94b. Recruitment (short response).....	199
<b>Information Management .....</b>	<b>200</b>
95. Records management.....	201
95b. Records management (short response).....	203
96. Electronic file management systems.....	204
<b>Information Technology .....</b>	<b>205</b>
97. Computer literacy.....	206
98. Computer literacy.....	207
99. Computer literacy (short response).....	208
100. Word processing and database skills.....	209
100b. Word processing and database skills (short response).....	210
101. Word processing and database skills.....	211
102. Financial software.....	212
103. Write systems specifications.....	213
103b. Write systems specifications (short response).....	214
104. IT support.....	215
104b. IT support (short response).....	216
105. Maintain and support a network environment.....	217
106. WC3 web standards and web technologies including HTML, XHTML and CSS.....	220
107. Website development.....	222
108. SAP Basis Operations, SAP Transport Mechanisms and SAP in a Microsoft Server environment.....	224
109. Database administration.....	226
109b. Database administration (short response).....	229
110. Installation, configuration and maintenance of UNIX and Windows operating systems.....	231
<b>Interpersonal Skills.....</b>	<b>233</b>
111. Cultivate productive working relationships.....	234
111b. Cultivate productive working relationships (short response).....	236
112. Cultivate productive working relationships.....	237
113. Support and cultivate productive working relationships.....	238
114. Support and cultivate productive working relationships.....	240
115. Support and cultivate productive working relationships.....	241
116. Build strategic partnerships.....	242
117. Solid skills in client engagement.....	243
118. Collaborate with others.....	244
118b. Collaborate with others (short response).....	245
119. Manage difficult people.....	246
120. Manage relationships.....	247
121. Manage relationships.....	248
122. Consult at all levels.....	249
123. Consult at all levels.....	250
123b. Consult at all levels 2 (short response).....	251

124. Work in a joint service environment.....	252
<b>Inventory Management / Logistics .....</b>	<b>253</b>
125. Inventory management. ....	254
125b. Inventory management (short response).....	256
126. Logistics. ....	257
126b. Logistics (short response). ....	258
<b>Legal .....</b>	<b>259</b>
127. Legal experience that would allow the incumbent to perform the duties of the role.....	260
<b>Legislation, Guidelines AND Compliance.....</b>	<b>261</b>
128. Business acumen. ....	262
128b. Business acumen (short response).....	263
129. Certified agreements. ....	264
130. Interpret legislation and policy. ....	265
130b. Interpret legislation and policy (short response).....	266
131. Australian electoral legislation. ....	268
132. Corporate governance. ....	269
132b. Corporate governance (short response).....	271
<b>Machinery of Government .....</b>	<b>272</b>
133. Local government. ....	273
<b>Management.....</b>	<b>274</b>
134. Commercial acumen. ....	275
135. Management experience.....	277
135b. Management experience (short response). ....	278
136. Management experience.....	279
137. Leadership capacity. ....	281
137b. Leadership capacity (short response).....	282
138. Stress management. ....	283
138b. Stress management (short response).....	284
139. Commercial knowledge (short response).....	285
<b>Marketing and Communications.....</b>	<b>286</b>
140. Communications, media and large-scale events. ....	287
141. Manage media, advertising, internet, printing and merchandise. ....	288
142. Development, management and implementation of communication advice, strategies and plans. ....	289
<b>Personal Skills: Integrity, .....</b>	<b>290</b>
<b>Initiative, Flexibility, Confidentiality, Empathy, Etc. ....</b>	<b>290</b>
143. Personal drive and integrity.....	291
143b. Personal drive and integrity (short response). ....	293
144. Personal drive and integrity.....	294
144b. Personal drive and integrity.....	296
144c. Personal drive and integrity. ....	297
145. Display personal drive and integrity. ....	299

146. Personal drive and integrity.....	300
147. Initiative / proactiveness. ....	301
148. Initiative and flexibility.....	303
148b. Initiative and flexibility (short response). ....	304
149. Flexibility. Write about a situation when you had to adjust quickly to changes in your organisational or departmental priorities. (Targeted question). ....	305
150. Confidentiality.....	307
151. Confidentiality.....	308
151b. Confidentiality (short response). ....	309
152. Continuous improvement. ....	310
153. Empathy. ....	312
153b. Empathy (short response). ....	313
<b>Policy Management / Development .....</b>	<b>314</b>
154. Develop policy.....	315
154b. Develop policy (short response). ....	317
155. Develop policy and procedures. ....	318
156. Develop policy and provide advice. ....	319
157. Provide policy advice. ....	320
157b. Provide policy advice (short response). ....	321
<b>Problem-Solving.....</b>	<b>322</b>
158. Problem-solving. ....	323
159. Develop solutions. ....	324
159b. Develop solutions (short response). ....	325
<b>Procurement .....</b>	<b>326</b>
160. Procurement knowledge. ....	327
160b. Procurement knowledge (short response). ....	328
161. Procurement knowledge. ....	329
162. Procurement experience. ....	331
163. Procurement experience. ....	332
<b>Project Management.....</b>	<b>333</b>
164. Project management experience.....	334
164b. Project management experience (short response). ....	336
165. Project management experience.....	337
166. Manage multiple initiatives. ....	339
167. Produce project schedules. ....	340
167b. Produce project schedules (short response). ....	341
<b>Risk Management / Quality Assurance .....</b>	<b>342</b>
168. Risk management experience.....	343
169. Knowledge of risk management. ....	344
169b. Knowledge of risk management (short response). ....	345
170. Quality assurance. ....	346
170b. Quality assurance (short response). ....	347
171. Security planning. ....	348

<b>Social Work .....</b>	<b>349</b>
172. Social work experience.....	350
173. Social work experience (short response).....	351
<b>Strategic Skills .....</b>	<b>352</b>
174. Strategic direction.....	353
174b. Strategic direction (short response).....	355
175. Strategic direction.....	356
175b. Strategic direction (short response).....	357
175c. Strategic direction.....	358
176. Strategic direction.....	360
176b. Strategic direction (short response).....	361
177. Strategic thinking.....	362
177b. Strategic thinking (short response).....	363
178. Strategic thinking.....	364
179. Strategic influencing.....	365
179b. Strategic influencing (short response).....	366
180. Strategic planning (to manage risk).....	367
<b>Supervision .....</b>	<b>368</b>
181. Supervise staff.....	369
181b. Supervise staff (short response).....	370
182. Supervise staff.....	371
183. Plan workloads.....	373
183b. Plan workloads (short response).....	374
<b>Teaching / Learning AND Development .....</b>	<b>375</b>
184. Teaching experience.....	376
185. Teaching experience.....	378
186. Teaching K-6.....	379
187. Monitor and improve learning.....	381
188. Develop training.....	384
189. Deliver learning and development programs.....	385
<b>Teamwork .....</b>	<b>386</b>
190. Work in a team.....	387
191. Work in a team.....	388
191b. Work in a team (short response).....	389
192. Work in a team or as an individual.....	390
192b. Work in a team or as an individual (short response).....	392
193. Collaborate.....	393
194. Work in a team: What are the most important factors when working as part of a team and how do you believe you possess these attributes? (Targeted question).....	394
<b>Time Management .....</b>	<b>395</b>
195. Planning skills.....	396
196. Organisational skills.....	397
197. Organisational skills (short response).....	399
198. Organisational skills and confidentiality.....	400



199. Time management.....	401
199b. Time management (short response). ....	403
200. Manage priorities. ....	404
200b. Manage priorities (short response). ....	405
<b>Working as an Individual .....</b>	<b>406</b>
201. Work as an individual. ....	407
201b. Work as an individual (short response). ....	408
202. Take ownership.....	409
203. Work with limited supervision.....	411
203b. Work with limited supervision (short response). ....	412
<b>SECTION 2 .....</b>	<b>413</b>
Introduction.....	414
Template .....	414
204. Two-page letter / statement / pitch.....	416
205. Two-page letter / statement / pitch.....	418
206. Two-page letter / statement / pitch.....	420
207. Two-page letter / statement / pitch.....	422
208. Two-page letter / statement / pitch.....	424
209. Two-page letter / statement / pitch.....	426
210. Two-page letter / statement / pitch.....	428
211. One-page letter / statement / pitch. ....	430
212. One-page letter / statement / pitch. ....	431
213. One-page letter / statement / pitch. ....	432
214. One-page letter / statement / pitch. ....	433
215. One-page letter / statement / pitch. ....	434
216. One-page letter / statement / pitch. ....	435
<b>SECTION 3 .....</b>	<b>436</b>
Paragraphs – introduction. ....	437
Acquire new knowledge / skills. ....	438
Achieve results. ....	442
Administration.....	446
Analytical skills / attention to detail. ....	453
Change management.....	456
Communication – general.....	458
Communication – oral. ....	460
Communication – written.....	464
Communication – communicate with influence.....	468
Communication – negotiation / persuasive skills. ....	469
Contract management.....	471
Corporate governance.....	474
Customer service / client focus. ....	475
Decision-making. ....	480
Design.....	482
Engineering.....	483
Occupational Health and Safety.....	484

Values / code of conduct. ....	487
Finance. ....	492
Human Resources. ....	497
Information management. ....	499
Information technology. ....	501
Interpersonal skills / working relationships. ....	513
Inventory management / logistics. ....	518
Legal. ....	520
Legislation, guidelines and compliance. ....	521
Management. ....	524
Marketing. ....	527
Personal drive and integrity. ....	528
Confidentiality and empathy. ....	531
Initiative and continuous improvement. ....	533
Flexibility. ....	535
Time management / organisational skills / prioritising. ....	536
Policy management / development. ....	539
Problem-solving. ....	540
Procurement. ....	542
Project management. ....	546
Risk management / quality assurance. ....	549
Social work. ....	550
Strategic skills. ....	551
Staff management / supervision. ....	554
Teaching / learning and development. ....	556
Teamwork. ....	557
Working as an individual. ....	560