Veterans’ employment pathway
Australian Defence Force (ADF) members possess some of the most well-regarded, diverse and sought after skills and experiences in the labour market today. Each year, approximately 5000 personnel leave the ADF, 1600 of these reside in Queensland — creating a unique talent pool.

As the state’s largest employer, the Queensland public sector (the sector) is committed to creating an inclusive and diverse workforce, one that brings together people with a wide range of skills, backgrounds and perspectives. Former ADF members have already demonstrated a commitment to public service, and have developed an extensive range of highly valuable skills that are transferable to roles in the sector.

The Veterans’ employment pathway (the pathway) aims to:

• promote the sector as an employer of choice
• showcase the skills and capabilities of former ADF members to hiring managers and human resource (HR) practitioners
• increase the participation of former ADF members in the sector
• support transition to employment within the sector.

Veterans bring diverse skills and qualifications to the sector, as well as a wealth of capabilities and experiences across streams, such as:

• professional (e.g. business, transport, health, information and communication technology)
• technical and trade (e.g. automotive, engineering, telecommunications, science)
• management and leadership
• community and personal service work
• machinery operation
• clerical and administration.

Elements for success

Our success will rely on sector-wide collaboration and focus on five elements:

1. **Attract** veterans through online engagement and partnerships by highlighting the sector’s employee value proposition and positioning the sector as an employer of choice.

2. **Identify** 100 suitable sector-wide employment opportunities within a 12-month pilot by working with agencies to increase understanding of ADF ranks, transferable skills and how experiences gained in the ADF can translate to sector roles.

3. **Promote** the benefits of veteran employment to hiring managers and HR practitioners by highlighting the skills and value they can offer.

4. **Recruit** veterans through a targeted recruitment campaign showcasing the diversity of roles and workplaces in the sector.

5. **Transition** veterans into sector workplaces by providing quality new-starter experiences, connections with mentors and support.

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1 The pathway recognises a veteran as any person who has served in the ADF.
‘I joined the Australian Army in 2005 as a Reserve Infantry Soldier,’ says Tom. ‘After a peace keeping deployment to the Solomon Islands, I transferred to the Army full-time where I then transferred to the Armoured Corps. ‘I was then posted to 2/14 Light Horse Regiment, Queensland Mounted Infantry, as an ASLAV crewman—and a Combat First Aider—and was deployed to Iraq and Afghanistan. ‘I used my skills to treat the locals and our wounded soldiers, and found I had a passion for the medical world. ‘While still on deployment, I applied to the Queensland Ambulance Service and began my training in 2011. ‘Since joining QAS, I’ve been stationed all around the state, have performed in multiple higher duties roles, and currently acting as a Clinical Support Officer in the Education Department. ‘The skills and attributes I gained from my military career has allowed me to build a new career with QAS. ‘I’ve got a great sense of purpose and belonging, and most importantly a reason to get up in the morning.’

Tom Kelsey
A/Clinical Support Officer
Queensland Ambulance Service
Actions

Attract

• **Australian Defence Force partnership** – promote employment opportunities by connecting with ADF transition support organisations that help and support veterans to find employment.

• **Total Rewards** – promote the sector’s rewards and benefits package. This includes flexible work arrangements, health and wellbeing programs, competitive salary and superannuation.

• **Digital engagement** – promote new employment opportunities, and engage with veterans, through social and digital channels and recruitment campaign/s.

Identify

• **Suitable employment opportunities** – provide hiring managers and HR practitioners with online skills, capability and rank matching tools to help identify sector employment opportunities for veterans.

Promote

• **Communication campaign** – promote the skills and value veterans can offer through a sector-wide communication campaign.

• **Create online resources for hiring managers and HR practitioners** – develop resources to highlight synergies between defence and public sector careers to support and improve the employment opportunities.

Recruit

• **Career events** – host career event/s to enable veterans to engage with hiring managers and HR practitioners to discuss current and future employment opportunities.

• **Online resources** – develop resources to support veterans applying for opportunities within the sector, promoting transferable skills and improving the competitiveness of applications.

• **Talent Now* –** provide access to the sector’s online talent solution to increase visibility of veterans to hiring managers and HR practitioners.

Transition

• **Induction and on-boarding** – provide veterans with a detailed induction and continued support to ensure they are set up for career success.

• **Mentor and network programs** – encourage veterans to participate in formal and informal mentoring programs.

• **Employee assistance** – provide veterans with free, professional and confidential employee support services.

*Talent Now is only available to current Queensland public sector employees*
Working together

The Veterans’ employment pathway supports veterans in gaining employment in the sector. Success will rely on shared commitment from:

Whole-of-sector

The Leadership Board, with the support of the Strategic Workforce Council (SWC), will champion veterans’ employment within agencies as a business priority. This includes agency participation in sector-wide recruitment campaign/s.

Agencies

Individual agencies will:

• consider veteran attraction, recruitment, development and retention in workforce planning and inclusion and diversity initiatives
• identify suitable employment opportunities for veterans
• participate in sector-wide recruitment campaign/s.

Public Service Commission

The Public Service Commission will:

• establish partnerships with veteran support and advocacy organisations to ensure initiatives and activities meet veterans’ needs
• assist agencies to identify suitable employment opportunities for veterans, and monitor and report outcomes to the Leadership Board
• coordinate recruitment campaign/s, highlighting identified employment opportunities for veterans
• provide online resources to support veterans’ employment in the sector
• review the pathway, in consultation with SWC, to ensure it continues to meet the needs of hiring managers and HR leads.

Measuring success

We will be successful when we have:

• identified at least 100 suitable sector-wide employment opportunities
• delivered a recruitment campaign/s targeting veterans and provided online resources to help veterans match their skills with available roles in the sector
• received job applications from veterans (via SmartJobs) and appointed veterans to roles within the sector.

Karen Monk
Principal Privacy Officer
Queensland Police Service

‘I served 20 years in the Australian Army, reaching the rank of Warrant Officer Class 2,’ says Karen.

‘I started as an Operator Keyboard and Cipher in communications before I moved to IT to provide help desk, network systems and infrastructure support.

‘When I left the Army I took a short-term contract with Queensland Treasury on their IT service desk, but quickly realised I preferred the sense of belonging, structure and security of a government role. I successfully applied for a permanent position in QT and progressed to an executive officer role.

‘I’ve also held numerous roles in the Public Safety Business Agency and Queensland Police Service.

‘I’m fortunate the skills I learnt in the Army—through my military skills, trade and tertiary training—made the transition to civilian IT roles relatively smooth.

‘They also helped me to adjust to, and learn, various roles as I moved away from IT into more senior roles. This included my current role with QPS as I was able to adapt to the rank and command structure of a law enforcement agency.

‘I’ve got a great deal of satisfaction in working in a frontline agency that contributes to the safety and security of the Queensland community.’
The Veterans’ employment pathway is an initiative that supports the diverse workforce strategic imperative within the Queensland public sector 10 year human capital outlook – creating a different workforce future by design.

An initiative of the Public Service Commission in partnership with the chief human resource officers.