

# Raise a Non-Advertised Appointment

User Guide

August 2023



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## What is Springboard?

Springboard is a Recruitment application used by the Qld Government to manage job advertisements, applications and appointments for Advertised and Non-Advertised positions.

## Before You Begin

Please ensure the following has been confirmed:

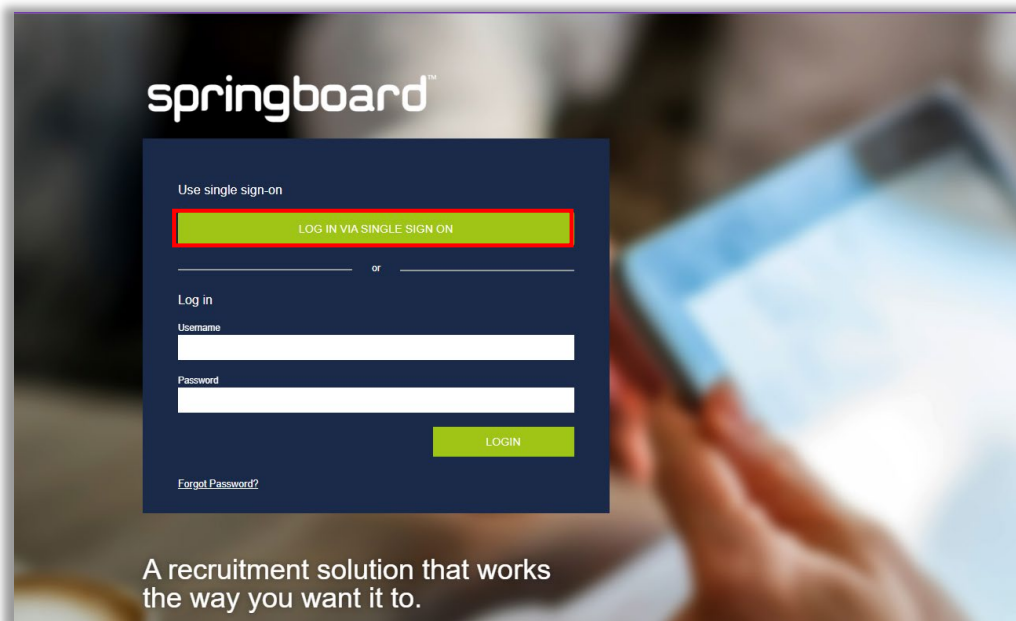
- Confirm the employee is eligible to be hired in Australia
- Confirm if the employee has received a VER, VSP or VMR\*\*  
*\*\*Please note if the employee has previously received a VMR, a medical clearance must be provided.*

Please ensure you have the following information:

- Aurion Employee Self Service (ESS) ruleset (e.g. PSA019, OPS001) if you use ESS Timekeeper – you can find this information on your timesheet page in Aurion ESS.
- Appointee's full name as recorded on their identity documents (e.g. driver licence)
- Appointee's date of birth and address (if they are new to your agency)
- Details of the appointee's current government employment details (if applicable)
- Details of the position the appointee is undertaking
- Approver's details

## Log into Springboard

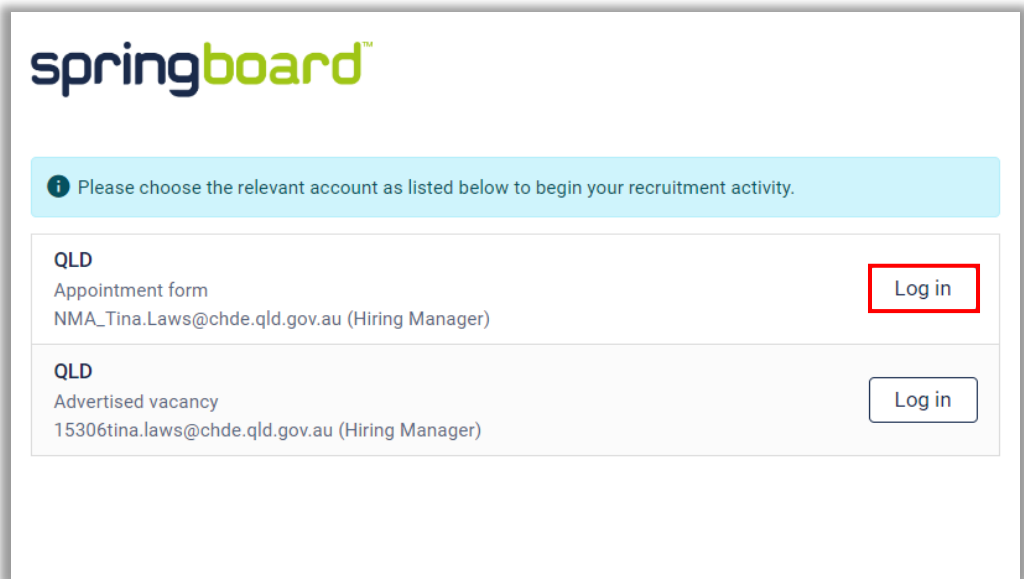
When you have all the above information, open Springboard and log in via Single Sign On.



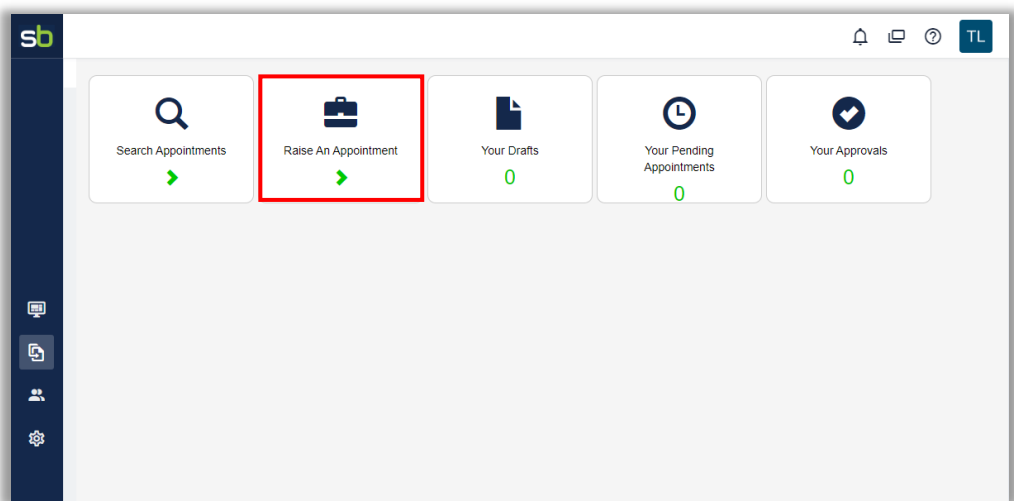
If you *do not* have a user account with Springboard, to register your details refer to the Springboard Single Sign On User Guide for instructions.

If you are a registered user and you have 1 account only (Appointment Form) with Springboard, you will be taken directly to the Springboard 'Appointment Requests' page. If you have 2 accounts

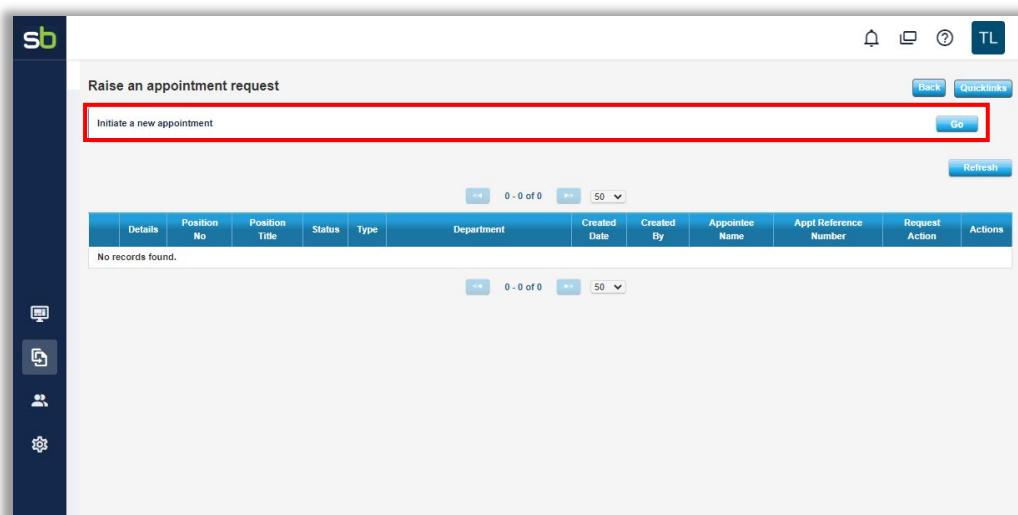
(Appointment Form & Advertised Vacancy) in Springboard, you will be taken to following screen to select the appropriate account (Appointment Form).



In Springboard on the 'Appointment Requests' page, click on 'Raise An Appointment'.



In the Appointment Request screen that appears, at the top of the screen, in the 'Initiate a new appointment' field, on the far right, click on 'Go' to progress to Step 1 (of 4) to commence the process.



To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

## Non-Advertised Appointment Request

### Step 1 – Appointment Details

Read through the following sections:

- **Before You Begin**
  - If the appointee is a visitor, ensure their work visa covers the period of employment. For more information, refer to [Hiring someone in Australia](#)
  - If the appointee has received a Voluntary Medical Retirement (VMR) benefit, ensure they have medical clearance. For more information, refer to [Voluntary Medical Retirement Directive](#)
  - Ensure you have the following minimum information:
    - Appointee's full name, address and email
    - Appointee's date of birth (if new to your agency)
    - Appointee's employee number (if a current Qld Govt employee)
    - Appointee's timesheet application – Timekeeper or CATS
    - Position number and Cost Centre
    - Approver's details
- **After You Submit** – explains what will occur when you have finished your submission.

### Your Details

This section contains your information. Enter or check the following details:

- Check your name as the requester – *this should be pre-populated*
- Enter your contact phone number
- Check that your email is correct – *this should be pre-populated*
- Select your department from the drop-down list

- A Business Area field (with a drop-down list) will appear if applicable for your department
- Confirm you are the contact for this request – if you select ‘No’, you will be required to enter the following details of the contact person in the fields that appear.
  - Contact person’s Name
  - Contact person’s Phone Number
  - Contact person’s Email

### Your details

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Name \*

Phone number

Email address \*

Department \*

Business area \*

Are you the contact for this appointment request? \*

Contact name \*

This is the person we will contact for further information about this request.

Contact phone number

Contact email \*

## Recruitment Details

This section relates to the ‘*Smart jobs and Careers job ad reference*’ details. Enter the following:

- Exempt – *should be pre-populated*
  - as this request is a non-advertised appointment, it should always show as ‘*Exempt*’\*\*

\*\*However, if the vacancy was self-managed outside of Springboard, you will need to enter the relevant Job Advert Reference Number in this field instead. In this instance, please note that the following field will not appear.

Enter the reason for the vacancy exemption:

- Select a vacancy reason from the drop-down menu that suits
  - in most cases the reason selected will be ‘*Not required for this appointment*’
  - if ‘*Other*’ is selected, a free text field will appear below for you to provide more details for the exemption

Then click on ‘Next’ to progress to the Step 2.

### Recruitment details

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Smart jobs and careers job ad reference \*

If the vacancy was exempt from advertising (in accordance with the Recruitment and selection directive) or only advertised on the Queensland Government Graduate Portal, enter 'Exempt'.

Exempt


Why was this vacancy exempt? \*


Other ▼

Other \*

Appointment period less 6 months.

Save
Next

 *If any point you need to pause this process, click on the 'Save' to the left of the screen. You can return to this process at any time by accessing it through the Appointments menu.*

 To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

## Step 2 (Part 1) – Appointee Details

This step is comprised of 2 parts – Appointee Details and Position Details.

### Employee Details

In this first section, you will be entering the details of the employee (or candidate). Enter the following details:

- Employee’s Title - Mr, Mrs, Ms, Miss, Mx, Dr, Professor, Other
- Employee’s first names – as shown on Proof of Identity
- Employee’s surname

**Step 2 - Appointee details**

Title \*

Mr ▼

First names \*

Must match the first names on the proof of identity document.

Ronald John

Surname \*

Must match the Surname on the proof of identity document.

Weasley

Then use the drop-down menu in the next fields, making note of the following:

- Is the appointee new to the Queensland Government:
  - 'Yes' – you will need to enter their Date of Birth in the field that appears below.
  - 'No' – you will need to enter their employee number (if known) and their substantive position details in the appropriate fields.
- Is the appointee new to your agency:
  - 'Yes' – you will need to enter their Date of Birth in the field that appears
  - 'No' – go to next question.

To enter the employee's *Date of Birth*, click on the Calendar icon to the right of the field to open the calendar options.

- Year of Birth  
Use the Up and Down arrows to the right of the year to scroll to the birth year  
*or*  
Double click on the year and manually enter the birth year
- Month of Birth  
Use the drop-down list to select the birth month
- Day of Birth  
Click on the appropriate day to select the birth date

Enter the following contact details for the employee:

- Email Address – if no email address provided, enter 'Post' instead
- Postal Address – add a second line if need by clicking the 'Address line 2' checkbox below 'Postal Address line 1'
- Town, City or Suburb – add as information provided
- Postcode – enter the postcode for the above location
- State – select the appropriate state from the options in the drop-down list



- Country – if different from the pre-populated 'Australia', select appropriate option from the drop-down list

Email address \*

Enter 'Post' in this field if the employee doesn't have an email address. In this case, if you ask us to send an appointment letter, we'll send it to the appointee's postal address. This will cost your agency an additional fee.

rjweasley@hotmail.com

Postal Address line 1 \*

Unit 33

Address line 2

Postal Address line 2

999 Diagon Alley

Town, city or suburb \*

The Burrows

Postcode \*

4000

State \*

QLD

Country \*

Australia

Select 'Yes' if you would like QSS Recruitment to send an appointment letter to the employee.

Do you want us to send an appointment letter? \*

We'll send the appointment letter by email, cc'ing the hiring manager, unless you've indicated above that the employee does not have an email. In this case we'd send it by post and your agency would be charged an additional fee.

Yes

Then select 'Yes' or 'No'\*\* if you have confirmed if the employee can work in Australia.

Have you confirmed the appointee can legally work in Australia? \*

The appointee must be an Australian citizen or permanent resident, a New Zealand citizen, or hold an appropriate work visa that is valid for the whole employment period. Visit [Hiring someone in Australia](#) to see what documents you must sight to confirm.

Yes

\*\*If 'No' is selected, the following message will appear and you will not be able to continue this process until you have confirmed the employee is permitted to work in Australia.

You cannot proceed with the appointment. Your appointee must be permitted to work in Australia. See [Hiring someone in Australia](#) for more.

The next field is in relation to the employee receiving one of the following benefits:

- VER - Voluntary Early Retirement
- VSP - Voluntary Separation Package
- VMR - Voluntary Medical Retirement

If the appointee has received one of the above in the last 12 months, select it from the drop-down list\*\* or if the appointee has not, select 'None of the above'.

Has the appointee received a Voluntary Early Retirement (VER), Voluntary Separation Payment (VSP) or Voluntary Medical Retirement (VMR) benefit in the last 12 months? \*

VMR Benefit

**\*\*If 'Yes' is selected, the following fields will appear below to confirm if a refund of the benefit is required or if medical clearance has been received (VMR Benefit only).**

Is a severance payment refund required? \*

Speak to your agency's HR team if you're not sure.

No

Has the employee received medical clearance? \*

Yes

In the next fields, select or enter following information:

- Agency Timesheet Program – Aurion ESS Timekeeper or TMR CATS (MyTime)
- Timesheet Program Ruleset – e.g. PSA018
- Requires a Qualification, Licence, Skill or Registration – 'Yes' or 'No'
  - If 'Yes' is selected, the following information message will appear”

You must sight and retain a certified copy of the appointee's qualification, licence, skill or registration. You may need to get your employee to submit their certified copies to QSS when they submit their [Pay commencement form](#). Speak to your supervisor or your agency's HR team if you're not sure

Does your agency use Aurion ESS Timekeeper, or TMR CATS (MyTime)? \*

Contact your HR team if you're not sure. QSS does not need to know if you use paper timesheets or another timesheet solution.

Aurion ESS Timekeeper

What is the Aurion ESS Timekeeper ruleset? \*

You can see this information on your Aurion timesheet page. Examples include PSA018, PSA019, OPS001.

PSA018

Does the role require a qualification, licence, skill or registration? \*

No

Next enter the appropriate Cost Centre for your Agency.

Cost centre \*

This is your cost centre, internal order or WBS number. We'll use this for payment of any Government Gazette charges. You may receive an invoice if this appointment is gazetted.

5300987

If the appointee is not new to the Queensland Government, you will be required to complete the following section.

- Appointee's substantive employment type – Permanent, Temporary, Casual or Contract
- Was the appointee in their substantive position – Yes or No

**Queensland Government employment details**

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What is the appointee's substantive employment type? \*

The appointee's employed position with Queensland Government

Permanent

Prior to this appointment, was the employee in their substantive position? \*

Yes

Next enter the appointee's position details and information. When an existing position is used, field denoted by a '\*', will pre-populated

- Position Number
- Position Title\*
- Classification\*
- Pay Point
- Agency\*
- Work Unit\*
- Location\*

Substantive position number

If you know the substantive position number, the data will auto populate for selection after you enter 3 digits. If you don't know the substantive position number, please leave blank.

76030490

Substantive position title \*

Business Support Officer

Substantive classification \*

AO3

Substantive pay point

2

Substantive agency \*

Department of Communities, Housing and Digital Economy

Substantive work unit \*

QSS Enabling Services - QSS Executive Services (00014575)

Substantive location \*

Brisbane City

The Substantive organisational structure should also pre-populate for an existing position number as shown below.

**Substantive organisational structure**


Level 1  
 Department of Communities, Housing and Digital Economy

Level 2  
 QG Customer & Digital Group

Level 3  
 Service Delivery & Operations

Level 4  
 Queensland Shared Services

Level 5  
 QSS Enabling Services - QSS Executive Services (0001457)


 To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

## Step 2 (Part 2) – Position Details

This step contains the details for the employee’s position and any associated allowances/entitlements.

### Position Details

In the first field, enter the position number.

 Please note that if this is a new position or, the existing position number requires updating or amending, any changes must be completed before you complete this appointment process. Please use the highlighted link provided.

**Step 2 - Position details**

Position number \*

If the position number is not available, enter 'New position' and complete the position information below.

76019870

If you're providing new position details or need to update existing position details below, you must submit a **create or change position request**. You should do this before completing this form.

The following details of the position should pre-populate as shown below. Please check that these details are correct before progressing any further.

- Position Title
- Position Classification
- Position Location

Position title \*

Principal Business Support Officer

Position classification \*

AO6

Position location (e.g. Brisbane, Cairns, etc.) \*

Brisbane

When details are confirmed correct, select to indicate if the position is vacant or not vacant. If the position is not vacant, add details in the free text field that appears below

Is the position vacant? \*

No

Further information \*

For example, J. Smith resigning 24 December 2022

Ms Granger is on secondment.

In the 'Organisational Structure' section, the details for each level should pre-populate as shown below.

**Organisational structure**

Level 1 \*

Department of Communities, Housing and Digital Economy

Level 2 \*

QG Customer & Digital Group

Level 3 \*

Service Delivery & Operations

Level 4 \*

Queensland Shared Services

Level 5 \*

QSS Enabling Services - QSS Executive Services (0001457)

In the 'Appointment Type' section, enter the details of the appointment.

- What is the appointment type? – select an option from the drop-down list
- What is the reason for this appointment? – select an option from the drop-down list
- Classification – this field should pre-populate
- Pay point – enter the pay point the employee is commencing on

**Appointment type**

What is the appointment type? \*

Relieving at level less than 12 months

What is the reason for this appointment? \*

Substantive seconded

Classification \*

For example, AO5, BAO6, C-10, NAWPAY.

AO6

Pay point \*

The increment level you will be paid. For example, 1, Q, 1E. If a pay point is not applicable, enter N/A.

1

If they are an existing or transferring employee, select if their balances are to be transferred. If the employee is new to the government, select 'No'.

Do you want the appointee's leave balances transferred? \*

Please Select

In the next fields, enter the employee's work arrangements:

- Arrangement\*\* - Full-time or Part-time
  - Is the appointee a shift worker – select 'Yes' or 'No' from the drop-down list
  - Work hours per fortnight – enter fortnightly hours in hh:mm format (e.g. 72 hrs 30 mins = 72:30)
- \*\*Please note that if 'Full-time is selected, another field will appear below to determine if a part-time work arrangement is in place.

What is the work arrangement? \*

If the appointee works for the Queensland Government on a part-time arrangement, but has won this position on a full-time basis, select 'Full-time'. Then select 'Yes' to the Part-time arrangement question below.

Full-time

Does your appointee have a part-time work arrangement in place? \*

Has your appointee won the position on a full-time basis with a current part-time work arrangement in place.

No

Is the appointee a shift worker? \*

No

Work hours per fortnight \*

Use hh:mm.

72:30

Next complete the start date details for the employee:

- Do you have an agree start date?
  - 'Yes' – use the calendar function to the right of the 'Start Date' field to select the date
  - 'No' – a text box will appear advising 'Start date to be confirmed'

Do you have an agreed start date? \*

Yes

Start date \*

07-AUG-2023

If the appointment is a contract for a set period of time, complete the end date fields next:

- Do you have an agreed end date?
  - 'Yes' – use the calendar function to the right of the 'End Date' field to select the date
  - 'No' – enter the length of the contract in the 'Length of the engagement' field that appears

Do you have an agreed end date? \*

Yes

End date \*

19-JAN-2024

Complete the legislative conditions for the employee by selecting the appropriate legislative option from the drop-down lists for the following fields:

- Act
- Award
- Agreement

Act

Public Sector Act 2022

Award

Queensland Public Service Officers and Other Employees Award - State 2

Agreement

State Government Entities Certified Agreement 2019

In the following field, please indicate if the employee is entitled to any allowances:

- 'No' – go to next question.
- 'Yes' – enter the name of the allowance in the free text field that appears.

Will the appointee receive any allowances? \*

For example, Locality allowance, District allowance, etc.

No

In the next field, indicate if the employee is entitled to any transfer or appointment expenses by selecting 'Yes' or 'No' from the drop-down list.

Is the appointee entitled to transfer and appointment expenses? \*

Refer to your agency's policies and guidelines, the award provisions and relevant directive if you're not sure. Select all that apply.

No


In the 'Additional Information' section, you can add any additional relevant instructions or comments to the QSS Recruitment team and/or the QSS Payroll team.

Click on 'Next' when you complete this section.

**Additional information**

Comments for QSS Recruitment  
 Add any additional information QSS Recruitment might need to complete this request.

Comments for QSS Payroll  
 Add any additional information QSS Payroll might need to complete this request. If the nominated pay point classification is above the base level, please provide notes in the field below to confirm it has been negotiated.

 To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

### Step 3 – Approval

In this step you will need to enter the Approver’s name and contact details. You will also be able to include the employee’s supervisor in the notification.

#### Approver Details

In the ‘Approver’ fields, enter the name and email address (respectively) of the Approver. If you would like the employee’s supervisor to receive a notification of this appointment, add the supervisor’s email address in the field provided.

Click on ‘Next’ when completed.

**Step 3 - Approval**

Approver	Name	Email
Approver: *	Kayleen Watson	Kayleen.Watson@chde.qld.gov.au

Additional officer email address  
If the approver is not the appointee's immediate supervisor, you can add the supervisor's email here. They will receive a copy of this request.

Janelle.Godwin@chde.qld.gov.au

### Step 4 – Appointment Details (Review)

Before the final submission, please review all the details in this step.



The first field in this screen should have an Appointment Reference Number that has been automatically generated and assigned.

**Appointment details**

Appointment Ref Number  
2023-1099368

Scroll through all sections of the form and review the information as you go. When you have reached the 'Approval' section, confirm that the 'Approver' details are correct and click on the 'Submit' button.

If you need to make any changes, click on the 'Previous' button to go back.

**Approval**

Approver	Name	Email
Approver:	Kayleen Watson	Kayleen.Watson@chde.qld.gov.au

Additional officer email address  
Janelle.Godwin@chde.qld.gov.au

Previous Print Submit

The appointment will now be 'Loaded' and the process completed.

Edit draft

Queensland Government

All Done!

You've submitted your appointment request.

Your approver will get an email asking them to log in to Springboard to review your request. Providing they approve it, the QSS Recruitment team will be notified and contact you or the person you have nominated as the contact for this request regarding the next steps in the process.

If you have any questions about this process, please contact the QSS Recruitment team.

You will be returned to the 'Appointment Requests' screen. Log out of Springboard.

## Email Notifications

At the end of the process, 3 emails will be automatically generated.

- Confirmation of Appointment Submission
- Confirmation of Appointment Creation
- Appointment Approval Request

## Confirmation of Appointment Submission

When you have clicked on Submit and the appointment has been loaded, as the initiator of the submission, you will receive an email confirming the submission process.

This email will have the following details:

- Appointment Reference Number
- Position Title and Number
- Approving Officer's Name

### Queensland Shared Services

Hi Tina Laws,

Thank you for completing the Appointment form. Your request **2023-1099368** for **Principal Business Support Officer** role, position number **76019870**, is with **Kayleen Watson** for approval.

[View your request.](#)

We'll notify you once Kayleen Watson responds.

Regards  
QSS Recruitment Team.

Use Springboard to appoint or temporarily engage new employees, and approve or extend secondments.

## Confirmation of Appointment Creation

When the appointment has been received and created, the initiator will receive another email confirming the following details:

- Job Reference Number
- Position Title and Number
- Candidate's (Employee) Name

Hi Tina Laws,

Your non-advertised Appointment Request 2023-1099368 has been completed and the following 'Job Reference' has been created to allow QSS to process this request:

- Job Reference **QLD/342083**
- Position Title: **Principal Business Support Officer**
- Position Number: **76019870**
- Candidate **Ronald John Weasley**

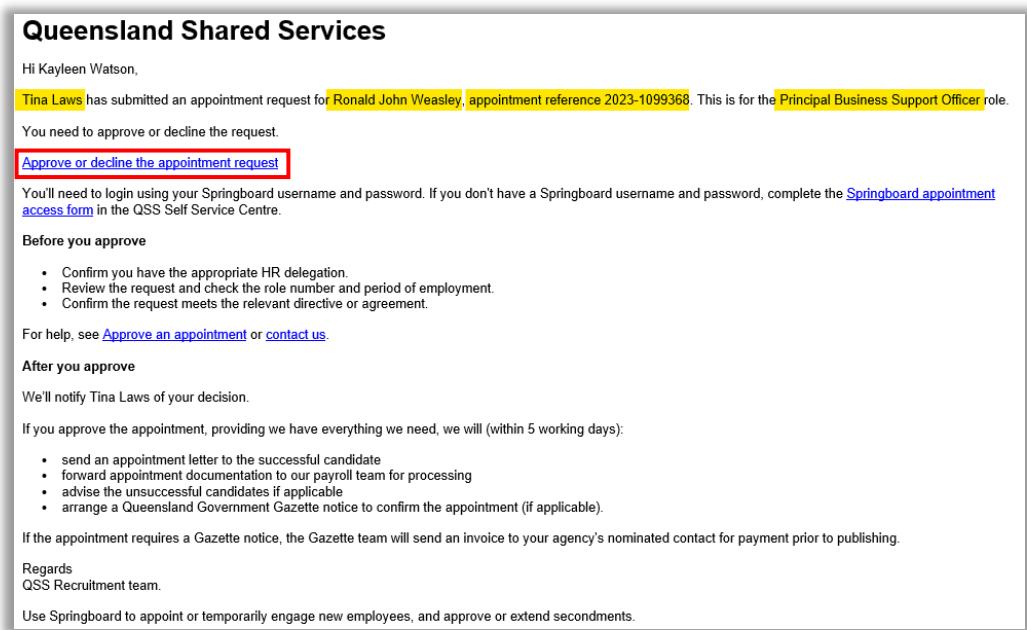
If you have any further queries regarding the recruitment process, please contact the QSS Recruitment Team.

This is an automatically generated email, please do not reply.

## Appointment Approval Request

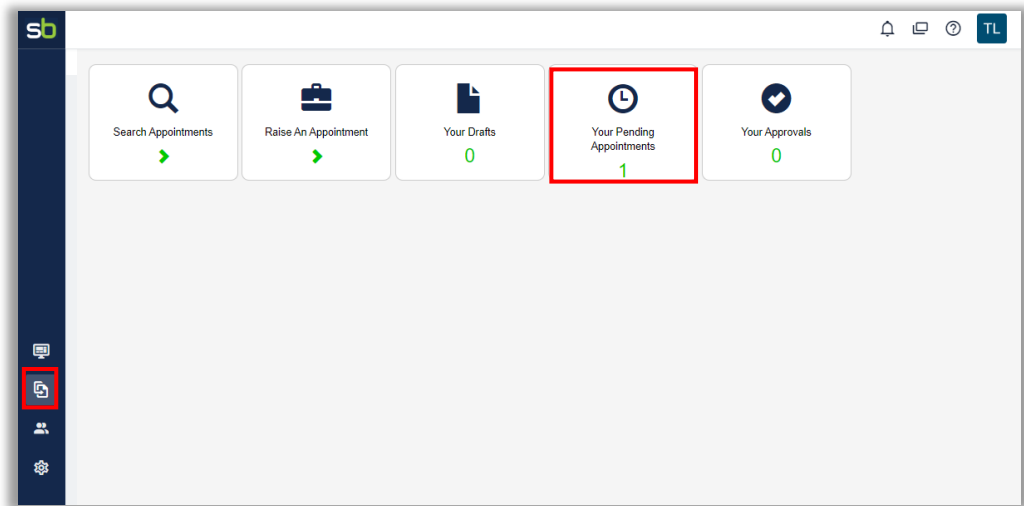
The approving officer will receive an Appointment Approval Request with the following details:

- Initiator's Name
- Candidate's (Employee) Name
- Appointment Reference Number
- Position Title
- Link to Approve or Decline Appointment



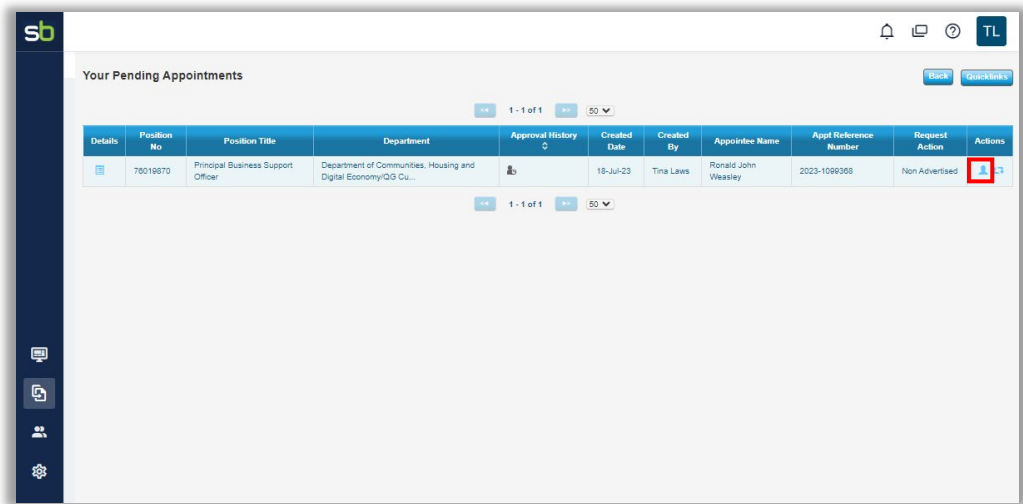
## Change Approver – Post Submission

After you have submitted the appointment, you may need to change or amend the Approver. To do this, first log into Springboard. The Springboard Dashboard will appear and will display the 'Appointment Requests' options available. Click on 'Your Pending Appointments'.

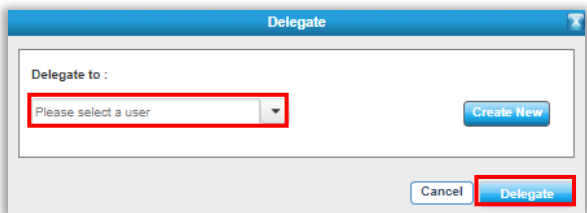


In this next screen you will see all pending appointments that you have submitted that are awaiting approval.

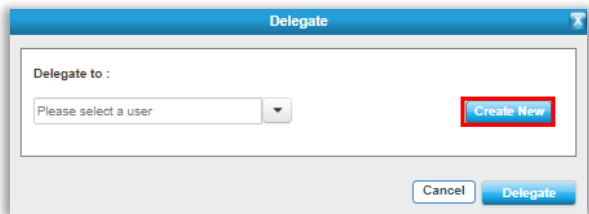
To change the name of the Approver, click on the person icon (👤) in the 'Actions' column on the far right of the screen and for the appointment you want to update.



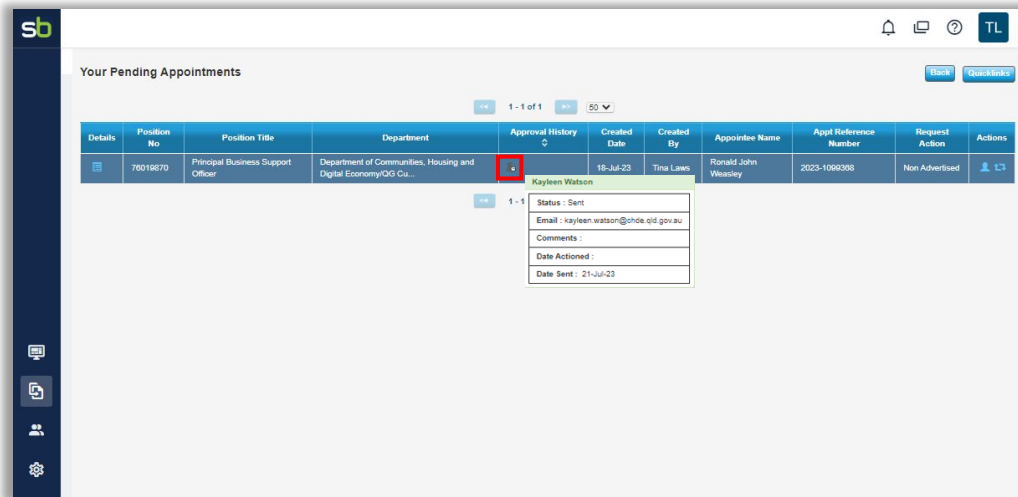
The 'Delegate' box will appear on your screen. Enter the name of the new Approver and select the name when it appears, then click on the 'Delegate' button to update.




If your Approver does not appear in the list, click on 'Create New' and follow the prompts to create a record for your Approver.



To confirm your change, in the 'Approval History' column, towards the centre of the line, hover your mouse pointer over the person icon (👤) to view the current Approver.



Log out of Springboard.

 To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

## Amend an Appointment Post Rejection

If the appointment is rejected by the Approver due to an error in the form, you can 'Re-launch' the form to make amendments or changes as necessary.

You will have received 2 emails advising of the rejection, these will include a link to the appointment application. Click on the link in one of the emails to log in and make any changes as mentioned in the 'Comments' field in the appointment form by the Approver.

### Queensland Shared Services

Hi Tina Laws,

The following appointment request was Not Approved by Kayleen Watson.

- Appointment Reference **2023-1099368**
- Candidate **Ronald John Weasley**
- Position Title: **Principal Business Support Officer**
- Hiring Manager: **Tina Laws**

The history of the request is as follows:

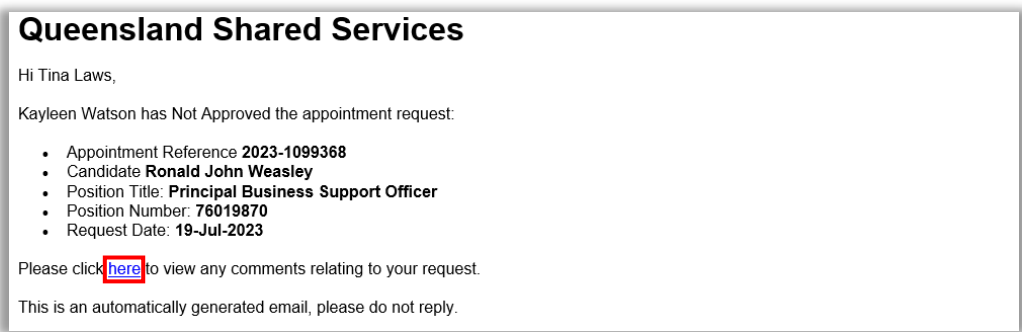
19/JUL/2023 03:46 PM Not Approve Kayleen Watson

Please click [here](#) to view any comments relating to your request.

If you have any further queries regarding the recruitment process, please contact the QSS Recruitment Team.

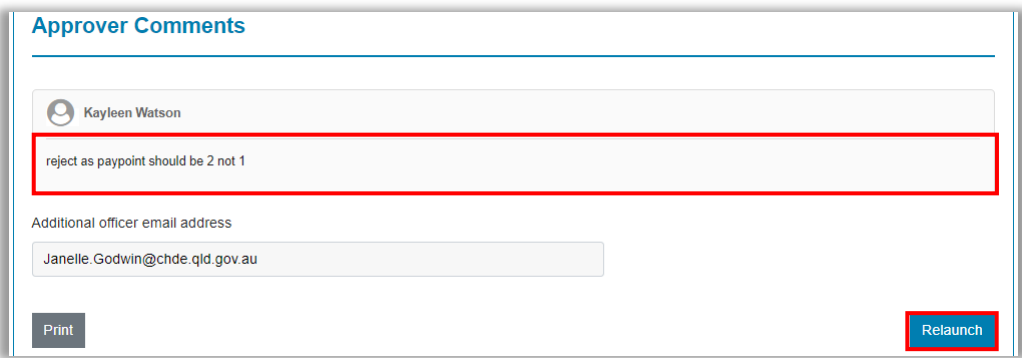
This is an automatically generated email, please do not reply.

Or

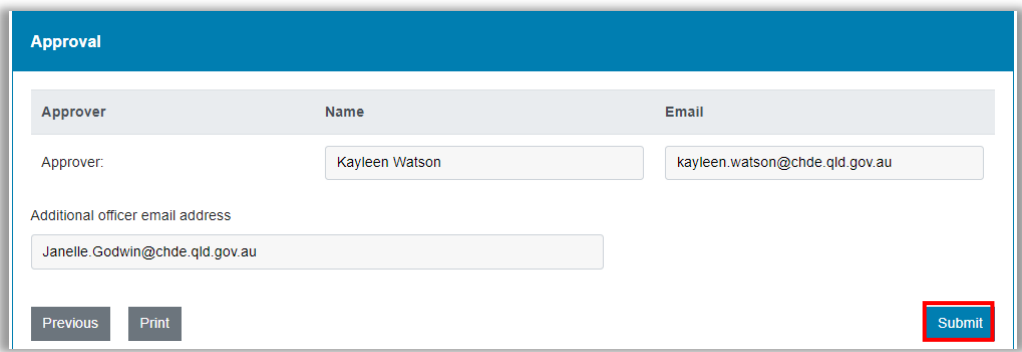


You will be taken to Springboard and the appointment form will appear on your screen.


Scroll to the bottom of the page and in the 'Approver Comments' field at the end, review the changes or corrections to be actioned. Click on the 'Re-launch' button to open the appointment form to enable edits to be made.



After you have made the changes, go to the end of the application form and click on the 'Submit' button to re-submit for approval.



The following message will appear to confirm completion. Close this tab to leave Springboard.

 **Queensland Government**

All Done!

You've submitted your appointment request.

Your approver will get an email asking them to log in to Springboard to review your request. Providing they approve it, the QSS Recruitment team will be notified and contact you or the person you have nominated as the contact for this request regarding the next steps in the process.

If you have any questions about this process, please contact the QSS Recruitment team.



To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide