



**Application Questions – OT, Physio, Psych, PBS, Speech, Admin**

<b>APPLICANT</b>		<b>DATE</b>	
<b>ROLE</b>			

**COMPANY INTRODUCTION:**

RAR Therapy is an allied health service provider with branches throughout Queensland.

- Cairns – mobile service
- Townsville - Clinic
- Ayr – Clinic
- Bowen/Whitsundays – mobile service
- Mackay – Clinic
- Emerald – Clinic
- Rockhampton – mobile service
- Brisbane – mobile service

**Company Vision:**

Making a difference because every life matters

**Company Values:**

**INTEGRITY**

At RAR Therapy that means that when we say we will do something we do it and our value of our staff flows through to our value of the customer

**WILLINGNESS**

At RAR Therapy we are willing to do what is required, within reason, to fulfill our commitment to making a difference. We do not just turn up, we turn up with a smile and take pleasure in doing the work required to make a difference for every person who comes through our door

**WORKING TOGETHER**

We are a team and we are one spoke in the team surrounding each client. We work together because we are better together and every person has something valuable to add

**COURAGEOUS WISDOM**

We use wisdom – acting on what we know and understand – to support our clients and we do this with the courage to do things that may not have been tried before, to have hard conversations with ourselves, with our team members and with our clients, and to take well-considered risks when they are in the best interest of the client, their supports and our team

**Education & Qualifications**

Please list your education:

How would you describe your skills in the following areas:



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- **Communication skills?**
  
- **Computer /IT skills?**
  
- **Report Writing skills**

**What experience do you have with office equipment and software products (name the equipment and software or tick the box)**

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Microsoft Word    | <input type="checkbox"/> Computer     |
| <input type="checkbox"/> Microsoft Outlook | <input type="checkbox"/> Photocopier  |
| <input type="checkbox"/> Microsoft Teams   | <input type="checkbox"/> Scanner      |
| <input type="checkbox"/> Microsoft 365     | <input type="checkbox"/> Mobile Phone |
| <input type="checkbox"/> Powerpoint        | <input type="checkbox"/> Laminator    |
| <input type="checkbox"/> Iinsight          |                                       |
| <input type="checkbox"/> Cliniko           |                                       |
| <input type="checkbox"/> SharePoint        |                                       |

**How would your supervisor/teacher describe you/mentor?**



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### TEAMWORK

What would you do if you were given a task but you are not 100% sure of what is required or being asked?

What would you do if you could see that there was a better way of doing a task from the way that you've been trained to do it or had it explained to you?

What do you think the benefits of working with a group of people are?

### CUSTOMER SERVICE

How would you respond to an email from a customer/client that is asking for information that you do not know?

#### SCENARIO:

A client contacts you and says they can not use technology. You need to issue them a Referral Form. How could you get information to them?



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### COMMUNICATION

The role requires excellent written and verbal communication skills, provide example/s where you have demonstrated excellent written and verbal communication.

If a client was having difficulty understanding what you are trying to explain to them, what would you do?

### ORGANISATIONAL SKILLS

The role requires strong organisation skills. How would you describe your organisational skills and how do you manage prioritising tasks?

Provide an example where you have been required to multitask and what was the outcome.



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### PRIVACY / DISCRETION

Tell us how you would ensure you meet privacy requirements in the workplace.

### SCENARIO

You are asked outside of work by a friend how a client is progressing. The client is well known in the community and had an accident that has now resulted in them being a paraplegic. This client has been achieving some really positive outcomes and has recently started feeling some sensation in their legs. How would you respond to the person asking how the client is doing?

### COMPLAINT MANAGEMENT

Provide an example where you have had an unhappy customer/client and how you managed the situation:

#### SCENARIO: (multiple choice)

A client representative contacts you to complain about the Service they have received from their Occupational Therapist OR Your participant makes a verbal complaint to you in session.

Which response would you give them?

- a) Apologise and tell them that you will arrange for another therapist or a manager will call them
- b) Apologise and let them know that you will forward their information on to the appropriate person
- c) Let them know that you will tell the therapist's manager

Is there anything else you would do?



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### APPLICANT FOCUSED FEEDBACK

The RAR Therapy company vision is “Making a Difference Because Every Life Matters”.

Tell us about somewhere that you have made a difference:

Tell us how you would make a difference at RAR Therapy:

What would you describe are your strengths in the workplace or your speciality area?

Are there any areas that you believe you need to gain more experience or training in?

Has there been a time when you have made a mistake or an error in the workplace or with a client? If so, tell us what you did after realising the mistake. If not, tell us what you would do if you made a mistake in the workplace or with a client.

Tell us about an achievement that you are proud of in the workplace or with a client.  
*(where you have gone above and beyond)*

Is there any other information that you would like us to consider towards your application for this role?