### Applicant Referee Report

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The applicant has named you as a referee in support of an application for a position in the AFP. To assist the selection process, we would like you to provide an honest and true appraisal of the applicant’s suitability for employment. The information collected will be viewed by the Selection Advisory Committee and/or Delegate in order to make a decision.

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| **Applicant Name:** | KYLIE THOMAS |
| **Position Applied For:** | Administrative Support Officer, AFP Leadership Centre |
| **My Career Requisition Number:** | 12590 |

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| **Referee Name:** | Dr Robert Schmidli |
| **Referee Position Title:** | Director |
| **Organisation:** | Deakin Medical Specialists |
| **Contact Phone Number:** | 0413 614 456 |
| **Email Address:** | robert@schmidli.com.au |
| **Working relationship to applicant:** | Employer |
| **Length of time known applicant:** | >20 years |
| **Date referee comments provided:** | 18/03/2024 |
| **Have you directly supervised/managed the applicant?** | Yes  No |

***Please be aware that as the referee the information you provide in relation to the applicant may be accessible by the applicant at their request, or by others as required by law or under the Freedom of Information Act 1982 and/or the Privacy Act 1988.***

**Evaluation of Applicant**

Please refer to the rating scale at the end of this document for the rating scale descriptors.

**SELECTION CRITERIA**

## Organising your work, making sound decisions and achieving outcomes

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| **Rating:** | **HS** | **VS** | **S** | **RD** | **US** | **NA** |
| **Comments:** | Kylie has worked in my medical practice for over 20 years in the role of medical receptionist, bookkeeper and practice manager. The practice has managed endocrine, oncology and other patients. Her duties have included communicating with patients, arranging outpatient lists, preparation of monthly BAS and other accounting tasks, organisation of staff rosters, supervision and training of receptionists and staff recruitment. Her bookkeeping skills have been repeatedly praised by our accountant, who has stated that Kylie is the best practice manager whom she deals with. She is able to prioritise a heavy workload, makes sound decisions and has excellent judgement. The management of our practice is highly regarded outside our organisation. | | | | | |

## Communicating and working effectively with other people

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| **Rating:** | **HS** | **VS** | **S** | **RD** | **US** | **NA** |
| **Comments:** | There is a high level of satisfaction of staff in our practice with Kylie’s management, and we have an excellent staff retention rate. She regularly has to deal with difficult situations with patients, which she has always handled sensitively. She has had to train new staff members, and counsel them when there are difficulties. On several occasions she has had to dismiss unsuitable probationary employees, and has been able to handle these difficult tasks in a sensitive way. She is able to interact with other staff in a very busy environment, and always been able to remain calm. | | | | | |

## Applying technical knowledge, expertise and skills

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| **Rating:** | **HS** | **VS** | **S** | **RD** | **US** | **NA** |
| **Comments:** | Kylie has been meticulous in her bookkeeping work. She has always done this in a timely manner and her performance in this has been outstanding. She has been praised on numerous occasions by our accountant for her work, and her work has allowed us to avoid using an external bookkeeper. She is familiar with all of our practice software, and is a quick learner when it comes to IT and other technical issues. | | | | | |

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## General Comments

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| **Please provide any general comments regarding why the applicant should be employed by the AFP. (Comments may include: positive attributes, work performance, attendance etc.)** |
| Kylie is a very loyal and honest employee. She has always let me know immediately if she has made an error, of if something goes wrong. She has an excellent attendance record and is willing to do extra work when required. I would certainly employ her again and I recommend her for this position without hesitation. |

*Thank you for your assistance in providing information to assist the AFP in making an assessment decision.*

### AFP Assessment Rating Scale

Please use the following rating scale when assessing the applicant.

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| **Scale** | **Description** | **Indicators of Performance** |
| **HS** | **Highly Suitable:**  The applicant possesses exceptionally well developed and relevant skills and abilities, and the appropriate personal qualities in relation to this criterion. Their performance is outstanding. | Is able to perform at high level without direct guidance for one or more of the following reasons:   * excellent job knowledge * exceptionally reliable * considerable demonstrated ability in problem solving and the application of change * appears to instinctively and effectively deal with all matters relating to the position. |
| **VS** | **Very Suitable:**  The applicant possesses highly developed and relevant skills and abilities and would perform consistently well against this criterion. | Would require little guidance to achieve good results, for one or more of the following reasons:   * would be reliable and responsible * well developed (sound) job knowledge * would be able to suggest and initiate improvements * would be well able to deal with all of the routine and most of the complex matters relating to the position. |
| **S** | **Suitable:**  The applicant possesses relevant skills, knowledge and abilities. They would be generally effective against this criterion. | Would require routine guidance to perform at an acceptable level for one or more of the following reasons:   * reasonable/good job knowledge * makes few errors * generally reliable * would require guidance for more complex situations * would carry responsibility but would not seek it * would deal with all routine matters involving the position |
| **RD** | **Requires Development:**  The applicant possesses some skills, knowledge and abilities relevant to the criterion, but is limited on others. S/he would be able to temporarily perform the duties of the position with close guidance, but would require further training and development to meet the standard required for this criterion. | Would require close guidance to perform at an acceptable level for one or more of the following reasons:   * only basic/general job knowledge * could follow directions but would require frequent checking/follow-up * would deal with most routine matters involving the position * inconsistent work performance. |
| **US** | **Unsuitable:**  The applicant is unable to demonstrate that s/he possesses the adequate skills, knowledge and abilities in relation to the criterion.  The applicant would not be suitable to perform the duties of the position relevant to this criterion, even on a temporary basis. | Would be unable to perform the duties and would require constant guidance for one or more of the following reasons:   * limited job knowledge * makes frequent errors * poor work output * would have difficulty carrying responsibility or solving problems * would have difficulty dealing with routine matters involving the position. |
| **NA** | *Not assessed*  Where the referee is unable to determine whether the applicant meets the selection criterion from the information provided. | |