

Disclaimer

Please be advised that this resource has been prepared by the Aboriginal Health and Medical Research Council of NSW (AH&MRC) to broadly meet the needs of AH&MRC's Member Organisations. This resource is a general guide and will need to be amended to suit your particular organisation.

AH&MRC cannot guarantee that this resource will meet all the requirements of your individual organisation and may not be relevant to particular patients or their circumstances. AH&MRC strongly recommends that you undertake your own independent skill or judgement or seek appropriate professional advice relevant to their own particular circumstances when so doing.

INTELLECTUAL PROPERTY AND COPYRIGHT

Unless otherwise expressly stated, the copyright of this resource is owned by AH&MRC. This resource may only be used by AH&MRC's Member organisations and cannot be used for any other purpose or by any other organisation or group.

This resource must not be published or replicated without AH&MRC's written permission. All other rights are reserved.

LIMITATION OF LIABILITY

AH&MRC takes reasonable steps to maintain the accuracy of information available in this resource, however, some or all of the information is current at the date of the first publication, and may, from time to time, be amended, or become superseded or otherwise inaccurate. AH&MRC is not responsible for ensuring that the information contained within this resource is accurate, current, suitable or complete, and offers no guarantee that this resource will meet your organisation's or particular patients needs.

Accordingly, where conditions and warranties implied by law cannot be excluded, the AH&MRC limits its liability where it is entitled to do so. Otherwise, AH&MRC, its employees and agents are not liable for any loss or damage (including consequential loss or damage) to any users of this resource, however caused, which may arise directly or indirectly from this resource.

GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

Interview Guide – Transport Officer

Position: Transport Officer

Organisation: [Insert ACCHS Name]

Panel Chair: [Name]

Panel Members: [Names]

Date: [Insert date]

Applicant: [Name]

1. Introduction (for the Interview Panel to read aloud)

Thank you for coming in today. Before we start, we would like to acknowledge the Traditional Custodians of the land on which we meet and pay our respects to Elders past and present.

This interview is for the position of Transport Officer with [ACCHS Name]. The purpose of today's conversation is to learn more about your experience providing safe, reliable and culturally respectful transport services, your commitment to supporting Aboriginal and Torres Strait Islander clients, and your ability to work as part of a multidisciplinary team. We will ask questions about your customer service, communication, cultural safety, time management, vehicle safety, problem-solving and ability to provide safe and professional transport services.

Please take your time when responding, we may take notes during your answers.

Do you have any questions before we start?

2. Interview Panel Instructions

- Ensure at least one Aboriginal panel member is present.
- Use yarning-style, conversational questioning where appropriate.
- Avoid interrupting or rushing responses — allow silence and reflection.
- Focus on strength-based assessment (what they bring, not just what's missing).
- Note examples and assess responses using the rating scale.

3. Rating Scale (Example)

Score	Description
5 – Excellent	Exceeds expectations, provides strong, relevant examples.
4 – Very Good	Meets expectations, gives clear and thoughtful responses.
3 – Satisfactory	Adequate response, limited examples but some understanding.
2 – Limited	Superficial or incomplete understanding.
1 – Unsatisfactory	No relevant experience or understanding shown.

4. Core Interview Questions

1. Can you tell us about yourself and your experience working in a transport, community support or customer service role?
 - *Prompt:* Tell us about the types of clients you've supported; What attracted you to this role?
 - *Indicators:* Transport experience; Community service experience; Customer service; Professionalism; Reliability; Motivation.

| 1 | 2 | 3 | 4 | 5 |

2. What does culturally respectful service mean to you when supporting Aboriginal and Torres Strait Islander clients?

- *Prompt:* How do you build trust with clients? Can you describe a time you provided culturally respectful support?
- *Indicators:* Cultural safety; Respectful communication; Empathy; Understanding of Aboriginal Community Controlled Health; Professional boundaries; Client-centred approach.

| 1 | 2 | 3 | 4 | 5 |

3. This role requires working closely with reception, clinical staff and clients. Tell us about your experience working as part of a team.

- *Prompt:* How do you communicate with colleagues? Tell us about a time teamwork helped achieve a positive outcome.
- Indicators: Teamwork; Communication; Collaboration; Reliability; Positive working relationships; Flexibility.

| 1 | 2 | 3 | 4 | 5 |

4. This role involves transporting clients safely and on time to appointments. How do you plan and organise your day?

- *Prompt:* How do you prioritise multiple appointments? How do you manage unexpected delays?
- Indicators: Organisation; Time management; Route planning; Flexibility; Reliability; Problem-solving.

| 1 | 2 | 3 | 4 | 5 |

5. Tell us about a situation where something didn't go according to plan while transporting or supporting a client.

- *Prompt:* What happened? What actions did you take? What was the outcome?
- Indicators: Decision making; Initiative; Communication; Adaptability; Client safety; Remaining calm under pressure.

| 1 | 2 | 3 | 4 | 5 |

6. Safety is a key part of this role. How do you ensure both your vehicle and your passengers remain safe?

- *Prompt:* What vehicle safety checks do you complete? What would you do if you identified a vehicle issue before leaving?
- Indicators: Vehicle safety; Daily inspections; Risk awareness; Duty of care; Road safety; Attention to detail.

| 1 | 2 | 3 | 4 | 5 |

7. This role often involves supporting older people, children and vulnerable clients. How would you ensure they feel comfortable and respected during transport?

- *Prompt:* How do you communicate with anxious clients? How would you support someone with limited mobility?
- Indicators: Empathy; Respect; Client support; Communication; Patience; Cultural sensitivity.

| 1 | 2 | 3 | 4 | 5 |

8. Confidentiality is important when transporting clients. How do you maintain privacy and professionalism?

- *Prompt:* How would you respond if someone asked about another client's appointment? How do you maintain professional boundaries?
- Indicators: Confidentiality; Professional boundaries; Privacy awareness; Ethical behaviour; Respect.

| 1 | 2 | 3 | 4 | 5 |

9. Tell us about a time you had to manage competing priorities or changes to your schedule.

- *Prompt:* How did you reorganise your day? How did you communicate changes?
- *Indicators:* Organisation; Adaptability; Communication; Time management; Initiative; Reliability.

| 1 | 2 | 3 | 4 | 5 |

10. Tell us about a time you provided excellent customer service.

- *Prompt:* What made the interaction successful? What feedback did you receive?
- *Indicators:* Customer service; Respect; Communication; Compassion; Professionalism; Positive attitude.

| 1 | 2 | 3 | 4 | 5 |

11. This role requires working independently while remaining connected with the clinic team. How do you ensure good communication throughout the day?

- *Prompt:* How do you keep staff informed of delays? How do you manage unexpected situations?
- *Indicators:* Communication; Accountability; Organisation; Teamwork; Reliability; Problem-solving.

| 1 | 2 | 3 | 4 | 5 |

12. Why do you want to work with us?

13. What do you enjoy most about supporting people in your work?

14. Where do you see yourself professionally in the next few years?

5. Optional Scenario Questions

Scenario 1 – Transport Delays

You are transporting a client to a specialist appointment when heavy traffic causes a significant delay.

How would you manage the situation?

Scenario 2 – Vehicle Safety

During your morning vehicle inspection, you discover that one tyre appears damaged and unsafe to drive.

What would you do before commencing transport?

Scenario 3 – Communication

A client does not arrive at the agreed pick-up location and cannot be contacted immediately.

What actions would you take?

Do you have any questions for us?

HR POST-INTERVIEW CHECKS

Item	Notes
References (x2)	
Working with Children Check	
National Police Check	
Start Date Availability	
Confirmation of Role (Fulltime, part time etc)	
Disclose of any health conditions that may affect duties	

5. Scoring

/ 50

Comments and Interview Reflection

[Insert Organisation's Letterhead / Header]

6. Panel Summary and Recommendation

Strengths	Development Areas	Recommendation
		[Appoint / Consider / Not Suitable]