

RESUME

Wanda Bennetts

NAME: Wanda Margaret BENNETTS

ADDRESS: **POSTAL**
PO Box 165
GLOUCESTER NSW 2422
RESIDENTIAL
'Skibo Downs'
290 Bulliac West Road
GLOUCESTER NSW 2422

TELEPHONE: 0409 980 146 (Mobile)

DRIVERS LICENCE: No: 4855BW Class: C, R

EDUCATION: Medical Terminology – 2004
WEA Hunter - Newcastle

Certificate IV in Human Resources – 1998
Hunter Institute of TAFE - Maitland
Occupational Health & Safety & Risk Management
Business Context of Human Resources
Recruitment and Selection
Presenting Reports
Workplace Industrial Relations
Workplace Behaviour
Workplace Training - Category 1
Writing Workplace Documents

Secretarial Studies Certificate – 1985
Western Institute of TAFE - Dunedoo Campus

Higher School Certificate - 1980
Dunedoo Central School

TRAINING:
PROFESSIONAL

MYOB Course – Completed October 2013
Forster Community College with Donna WISE

First Aid Training – March 2013

Collections & Returns Acc System – April 2008

QPrime Training – Phase 1 2007

PowerPoint Course - October 2000
Microsoft Word 6.0 - Intermediate - November 1997

Microsoft Excel 5.0 - Intermediate - November 1997

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EMPLOYMENT HISTORY:

Place of Employment

Period of Employment

Administrative Officer (AO2/8)
Grand Central Police Beat Shopfront
Toowoomba Police Station
141 Hume Street
TOOWOOMBA QLD 4350

June 2009 to
30 May 2013

Administrative Officer (AO2/8)
Redland Bay Police Station
60 Hamilton St
Redland Bay QLD 4615

March 2006
to June 2009

Administrative Officer (AO2/8)
Rosters and Equity SCOC
Queensland Police Headquarters
Roma Street, Brisbane

31 October 2005
to March 2006

Secretary
The Maitland Hospital

March 2004 to
September 2005

Administration Clerk
Scott Memorial Hospital, Scone

April 2003 to
March 2004

Information Officer, Clerk 3/4
CB Alexander Agricultural College

June 2002 to
April 2003

Coordinator, Total Field Days
CB Alexander Agricultural College

October 1999 to
June 2002

Clerical Officer 1/2
CB Alexander Agricultural College

March 1997 to
October 1999

DUTIES DEMONSTRATED WITH THE POSITION OF AO2 QUEENSLAND POLICE SERVICE - GRAND CENTRAL POLICE BEAT SHOPFRONT AND TOOWOOMBA STATION:**GRAND CENTRAL POLICE BEAT SHOPFRONT**

- **RECEPTION DUTIES**
 - Open and close Police Beat
 - First point of contact for Police Beat via telephone and counter
 - Liaise with all levels of QPS staff
- **OVERTIME – Fortnightly**
 - Liaise with the OIC and others on the roster to ensure overtime claims are completed using correct procedures and submitted to meet set deadline
 - Compare shifts with roster and authorizing Officer
- **DAILY OCCURRENCES**
 - Updates the daily occurrence sheet
 - Record jobs and occurrences with suspect details
 - Ensure statistics are included for monthly reports
- **TYPING**
 - Use Word to type reports using QPS template and terminology, including a correspondence number (if required), tables, display documents, faxes, registers
 - Use Excel to create, alter and print spreadsheets using formula, tables, registers, databases
- **CORRESPONDENCE INDEXING – Daily**
 - Enter, Query and Modify correspondence onto QPS Mainframe Indexing system
 - Copy correspondence and disseminate to appropriate sections
 - Print off correspondence received via email and forward to OIC and other staff for viewing and noting, file same once this process is completed
- **MAIL**
 - Attend station and collect mail for Police Beat
 - If mail is addressed to the OIC open the mail, date stamp it, index same and forward to OIC for processing
 - Attend station to drop off mail to Station squads or external mail
- **ROSTERS – Monthly and Daily**
 - Create Roster for a 4 week period consult with the OIC before submission
 - Receive roster changes and amend the Master roster using correct procedure
 - Advise the OIC and Communications
 - Maintain a spreadsheet of penalty hours worked and leave taken
 - Email completed roster to all officers, management and administration
 - File Master roster for referral and records
- **USE OF OFFICE EQUIPMENT - Daily**
 - Use of various types of office equipment including computer, printer, photocopier, binder, fax machine, telephone, labelling machine, laminator, 2-way radio
 - Audit equipment annually or amend database as equipment is removed or received
 - Monitor equipment arranging services and replacements

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- **USE OF COMPUTER PROGRAMS - Daily**
 - QPRIME, Polaris, IMS Crime Reporting System
 - Word, Excel, ESS, Outlook – Email and calendar, PowerPoint
 - QPS Mainframe Indexing Correspondence System
- **MONITOR STORES**
 - Monitor stock quantities such as paper, toner and stationery
 - Reorder stock as required or collect from the Station
- **END OF MONTH REPORTS**
 - I efficiently and confidently complete statistical and finance reports within given deadlines such as TRACs (Traffic Returns including RBTs and Infringement Notices), Occurrence Summary (number of Arrests, Notices to Appear, Offences), Community Supporting Police Summary, Crystal Finance Report, Vest and Plate Return
- **TEAM WORK - Daily**
 - Actively work as a valuable team member of the successful R&E team
 - Be aware of Workplace Health & Safety issues and report same
 - Work in accordance with the QPS Code of Conduct
 - I am willing to take on extra duties as required
 - Capable of showing initiative and willingly undertake training
- **BUILDING WARDEN**
 - Arrange servicing and maintenance of fire safety and other equipment within the Beat Office
 - Orientate new staff to the station explaining the evacuation system
 - Liaising with QBuild and external agencies servicing the equipment
 - **Attend fire safety training**

RELIEVE AT TOOWOOMBA STATION

- I am asked to relieve at Toowoomba Station when the Correspondence and Filing Admin Officer goes on leave. The main task of this job is to ensure correspondence throughout the station is recorded and directed to appropriate sections in a timely manner. The computerized QPS Mainframe Indexing System is used to track the correspondence and bring-up dates are completed to ensure correspondence replies meet deadlines. Photocopies of all files are kept and filed in a numerical system from numbers created by the QPS Indexing System. Requests are regularly received to retrieve reports from previous years. A Retention and Disposal Manual has been created to outline how long documents are held and when they can be disposed.
- This job also entails collecting the Station mail and distributing same to staff and sections. The external mail is recorded and taken to Australia for mailing out. Internal mail to other stations and Headquarters is sent via an internal system. Daily mailing deadlines are met for incoming and outgoing mail systems.
- I am also required to sign out Notebooks and Property Field Receipts to Police Officers. These are both auditable books and are required to be signed in and out. Of a register.

DUTIES DEMONSTRATED WITH THE POSITION OF AO2 FRONT COUNTER, REDLAND BAY POLICE STATION:

- **RECEPTION DUTIES**
 - Open and close station
 - First point of contact for station via telephone and counter
 - Liaise with all levels of QPS staff
 - Receive and receipt monies – cash and EFTPOS
- **NOTEBOOKS, TIN AND MIN BOOKS**
 - Monitor notebooks, TINS and MINS – order when low
 - Issue new notebooks, TINS and MINS to officers
 - Keep notebooks, TINS & MINS register up to date
 - Use QPS Mainframe Indexing system to research lodged notebooks, TINS and MINS
- **OVERTIME – Fortnightly**
 - Liaise with officers to ensure overtime and on call forms are submitted
 - Liaise with District Office and meet strict deadlines
 - Organise overtime forms and batch sheets are signed by the OIC & Inspector
 - Copy overtime sheets and file for easy referral and retrieval
- **DAILY OCCURRENCES AND RESOURCES**
 - Ensure occurrence sheets and resources are input and updated reflecting the daily rosters for Redland Bay Station Generals, Wynnum District Water Police, OIC Macleay Island and OIC Russell Island
 - Print daily occurrences sheets for OIC, record statistics, forward to OIC
- **CORRESPONDENCE INDEXING – Daily**
 - Enter, Query and Modify correspondence onto Record Correspondence Index (RCI) Copy correspondence and disseminate to appropriate sections
- **MAIL**
 - Receive mail internal and external and distribute to officers within the station
 - If mail is addressed to the OIC open the mail, date stamp it, index same and forward to OIC for processing
 - Ensure mail leaving the station is in the proper satchel. Make sure District mail is in tray for the District Duty Officer to collect and distribute as addressed
- **ROSTER – Daily**
 - Receive roster changes and amend the roster in red pen
 - Advise the OIC and DDO
 - Complete a sick leave form and forward to the OIC
 - Email completed roster to all officers, management and administration
- **OCCURRENCE REPORTS**
 - Take occurrence reports received from the general public
 - Contact PAC and generate a report
 - Contact Informant/victim with report number
 - Put hardcopy in Sergeant's tray for checking

- **USE OF OFFICE EQUIPMENT - Daily**
Use of various types of office equipment including computer, printer, photocopier, binder, fax machine, telephone, labelling machine, laminator
- **USE OF COMPUTER PROGRAMS - Daily**
QPRIME, Polaris, Word, Excel, ESS, Outlook – Email, PowerPoint, QPS Mainframe Indexing system
- **TRAFFIC OFFENCES - MINS AND TINS**
Process MINS and TINS
Check forms are completed correctly by officers
Batch for sending to Queensland Transport
Update TRAILS
- **MONITOR STORES**
Monitor stock quantities such as paper and stationery
Reorder stock as required
- **FILING - Daily**
Filing of all miscellaneous and staff movement paperwork after updating necessary records
Check old files for retention and destruction by referring to manual
- **TEAM WORK - Daily**
Actively work as a valuable team member of the successful R&E team
Be aware of Workplace Health & Safety issues and report same
Work in accordance with the QPS Code of Conduct
Willing to take on extra duties as required
Capable of showing initiative and undertake training
- **END OF MONTH REPORTS**
I efficiently and confidently completed statistical and finance reports with given deadlines
- **RELIEVE OTHER STATIONS**
I was required to relieve at Dunwich Station when the AO at this station is on leave
- **BUILDING WARDEN**
Arrange servicing and maintenance of fire safety and other equipment within the station
Orientate new staff to the station explaining the evacuation system
Liaising with QBuild and external agencies servicing the equipment
Organise fire safety training for staff
Liaise with Queensland Fire Service for audit purposes

I've undertaken numerous other duties as an Admin Officer in the Wynnum District Child Protection Investigation Unit. I rotate between areas on a weekly basis between Generals and CPIU.

Secretary – Maitland Hospital

I was employed to work for a Staff Specialist in Orthopaedics who worked for Hunter Health at Maitland Hospital. The main tasks were reception via phone and counter, transcription of medical reports and letters, organising appointments, referral to other specialists and hospitals, organisation of medical records and xrays, monthly statistics, transcription and distribution of agendas and minutes for Staff Specialist - Anaesthetist meetings, liaising with Hospital Management and Maintenance staff and other tasks as required. I worked mainly for Dr John HAMMOND, Orthopaedics Specialist.

Coordinator of Tocal Field Days

As the Coordinator of the Tocal Field Days for 3 years I was required to work with a Committee organising an annual agricultural event boasting 350 exhibitors and 30,000 visitors. This is a well known and respected event in the Hunter Valley of NSW. I used a variety of skills when performing this role from liaising with and organising sponsors, working and negotiations from scores of exhibitors, meeting regulations set down by the local Council for the serving of food, etc, working with the Police and SES to ensure traffic and parking issues were kept to a minimum, working with NSW Agriculture to ensure livestock brought onto the site met health requirements and working with various other government and community groups such as schools, Rural Fire Brigade, Rotary, Lions Club, Hunter Catchment Management, Natural Resources and Dept of Conservation. I formed a very good rapport with media including NBN Television and Rural Press. Whilst this was a very demanding job requiring organisation for a minimum of 9 months of the year, it was very rewarding and educational. I worked closely with Dr Cameron ARCHER, Principal of Tocal Ag Centre and a TFD Committee.

Administration Officer – Tocal Agricultural College

In my role as Admin Officer at Tocal I worked in reception. It was my job to greet visitors to the College and disseminate advice to them as required. I also worked a very busy switchboard directing calls to various sections of the College and taking messages if staff were not available. The messages were forwarded in a very timely manner. I performed my role in a professional manner as I was the first point of contact at the College and took the initiative in accumulating information which would assist enquiries. I took pride in keeping myself up-to-date with activities that were organised at the College on a daily basis and who was involved. I worked closely with the needs of students including their parents. I participated in College Information and Enrolment events. I receipted monies received via the counter including student fees, publication sales and short courses. From this job I went on to Coordinate the Tocal Field Days. The knowledge and experience I gained from working in this role gave me the confidence and understanding to carry out the role of Coordinator as I was very well informed of how the College and student education and accommodation was structured. I was able to boast a very good working relationship with Dr Cameron Archer, who was and still is the Principal of Tocal.

REFEREES:

CURRENT OIC

NATHAN GABLER (4019169)
SENIOR CONSTABLE – OFFICER IN CHARGE
Grand Central Police Beat Shopfront
Grand Central Shopping Centre
TOOWOOMBA QLD 4350
Telephone: 07 4699 4030
Email: gabler.nathanr@police.qld.gov.au

I worked with Snr Con GABLER at the Police Beat.

ADMIN SUPERVISOR
TOOWOOMBA STN

Mr MIKE BERRY (5017975)
ADMIN OFFICER Grade 3
TOOWOOMBA POLICE STATION
Hume Street
TOOWOOMBA QLD 4350
Telephone: 07 4631 6315

Mr BERRY supervises all Administration staff.

OIC, TOOWOOMBA STN

JAMIE DEACON (4007844)
A/SENIOR SERGEANT
OFFICER IN CHARGE –
TOOWOOMBA POLICE STATION
Hume Street
TOOWOOMBA QLD 4350
Telephone: 07 4631 6301
Email: deacon.jamiec@police.qld.gov.au

PREVIOUS STATION OIC

STEPHEN GRAHAM (4006518)
SENIOR SERGEANT - OFFICER IN CHARGE
REDLAND BAY POLICE STATION
60 Hamilton Street
REDLAND BAY QLD 4165
Telephone: 07 3829 4111
Email: graham.stephena@police.qld.gov.au

Sgt GRAHAM was my Supervisor at Redland Bay Stn.