



# What to expect in the Bupa recruitment process

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First Nations Candidate  
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# Who is Bupa?

**Bupa's purpose is to help people live longer, healthier, happier lives, and make a better world.**

And we can't do it without you!

Today, from aged care home receptionists and dental surgeons to telehealth and admin, to our call centres, number crunchers and tech gurus, we're all in it together - 22,000 people who genuinely care about improving the lives of our people, our customers and the communities we are a part of.

Bupa has 57 aged care facilities located mainly on the East Coast of Australia. We are the largest regional aged care provider in the country.



**174**

Bupa Dental sites across Australia



**50**

Bupa Optical sites across Australia

We have corporate offices in Melbourne, Sydney, Brisbane and Perth but also have a strong remote workforce across Australia and NZ.



# Required Documents

As a leading healthcare company, we have strict standards and processes we must adhere to that ensure we are keeping our teams and our customers safe.

To work at any Bupa location, you must provide:

## Resume (see more tips on page 4)

We know that writing a resume can be hard, particularly if you are just getting started in your career. We love to see not only work experience, but any volunteering, education and extra-curricular work you have done - even if you have been caring for family! This all adds up to give us a picture of your capabilities.

Don't forget your relevant qualifications that are applicable to the role.

Don't be afraid to use AI tools - here at Bupa, we love AI to help us be more efficient, and there are many free tools online to help you get started.

## Police history check, references and entitlement to work

During the hiring process, you will receive an email from 'Fit2Work' which is a platform that Bupa use to conduct background checks. You'll need to upload documentation (ID, reference contact information) and provide information for the following checks:

- Reference details
- Police check
- Right to work check

Please note that we require you to upload all requested documents in Fit2Work to enable your checks to be completed (this is paid for by Bupa - no expense to you).



## Referees

At least two referees are required. These are ideally previous employers, but can include teachers, mentors and anyone that can speak to your professional capability.

## AU passport, or birth certificate + Photo ID

This is a standard requirement for employment and just gives us evidence we are hiring you!

## NDIS worker screening check

Your recruiter will let you know if this is required as well as the process, it is required for work in our aged care homes.

## Vaccinations

Depending on where you are applying to, we may need proof of vaccinations. This is standard in protecting our most vulnerable customers.

# Handy resume tips

- Make sure you read through the job description thoroughly and follow instructions required for your application.
- Research the role, Bupa, and our values. Check out our [Why work at Bupa](#) page for some inspiration.
- Include an eye-catching cover letter or introductory paragraph at the top of your resume. This is not a mandatory requirement for every role, but it does help boost your profile with the hiring manager. [Here](#) is a great guide on writing a stand-out cover letter.
- Add a bit of your deadly personality - we want you to Be You at Bupa, and love to learn about your passions you will bring to the role.
- Include some achievements from previous roles, the stuff you're really proud of and want us to know!
- Customise your resume and highlight your experience relevant to the role. Don't forget, your skills may be suitable for a role that you may not have considered, for example, great stakeholder management can come from being a leader in your community group!
- Thoroughly check for any errors, including spelling, grammar, and formatting mistakes. Use spell-check tools such as [Grammarly](#) and consider asking someone else to review it as well.



# Video & phone interview tips

**The type of interview and the number of them you have changes depending on the role you are applying to; some may even include presentations or assessments but generally all processes will include a face-to-face (virtual or physical).**

Questions will generally be around experience, your motivations for this role and communication style.

- Dress appropriately. Ensure that you are dressed suitably for the environment of the role and arrive on time; this may be corporate casual for office-based roles or smart casual for home or retail-based roles.
- Use relevant workplace experience with your questions and answers; try to think of when you have done something similar. If the role and type of work is new to you, share an example where you were able to learn something new emphasising your ability to learn and adapt.
- Know your value and highlight your career achievements; bring in tangible examples of when you went above and beyond or achieved something at work or in your experience overall.
- Take your time with your responses. Say things like “let me think about this for a moment” or “can we come back to this?” Your interviewer... your interviewer will understand and appreciate your honesty and mindfulness.
- Ask questions! We love to talk all things Bupa, and the interviewer will be more than happy to answer your questions at the end of the interview.



“ **The First Nations careers team made such a huge difference. Feeling like I had someone in my corner, it just made it easier.** ”

Alinta Bender, Lifestyle and wellbeing carer

# Assessment centre tips

**Assessment centres can seem a bit daunting, but they are really an opportunity for us to get to know how you think and work more while giving you the opportunity to see how we collaborate too. They only happen for some roles, and their aim is to measure the different skills required for the position.**

These will either be run in person at one of our Bupa locations or virtually through a Microsoft Teams meeting link. They generally run for around 2 hours.

During this time, you will be introduced to some of our Bupa leaders who will be taking part in these sessions with you.

These sessions can include things like:

- Role playing
- Group activities
- Individual interviews
- Task based assessments

## **Why we do this?**

We have designed these assessment centres and activities to understand the way you make decisions, plan, prioritise, convince others, handle objections and work within a team.

It is important to remember to treat this as a normal interview and conduct yourself as you would a normal individual face-to-face interview.

We want you to enjoy this time and get to know us, and the role, a lot more.



# Support available



**Jennifer Jeffery**  
First Nations  
Candidate  
Experience Partner  
**Wiradjuri People**



**Lizzy Barclay**  
First Nations  
Candidate  
Experience Partner  
**Kalkadoon &  
Gunggari People**

As First Nations Candidate Experience Partners, Jen and Liz have got the expertise, knowledge and cultural understanding to guide you through the recruitment process with Bupa; whether you're just getting started or are a seasoned professional.

With seasoned knowledge across:

- Bupa recruitment and onboarding process
- Resume writing
- Application process
- Documentation required
- Benefits, values and support within Bupa

They are also on hand to lend an ear for a yarn on how you have found the process, feedback you may have for Bupa and to address any concerns or hesitations you may have.

To reach out to Jen or Lizzy at any time, please email:  
[firstnations@bupa.com.au](mailto:firstnations@bupa.com.au)

# Useful links

Here are some links to additional resources you might find useful during your application journey with Bupa.

Login to our [recruitment portal](#) to update your profile and check the status of your application.

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Visit our [careers website](#) to learn more about working at Bupa and find more opportunities for roles that might be right for you.

Ever wondered what it's like to work at Bupa? Click [here](#) and learn all about our culture, benefits, and why we do what we do.

Head to our [First Nations careers page](#) for more information and open roles.

Our First Nations Candidate Experience team are always on hand for more support, you can reach out to Jen or Lizzy at [firstnations@bupa.com.au](mailto:firstnations@bupa.com.au)



Bupa respectfully acknowledges the Traditional Custodians of the land on which we live and work. We pay our respects to Elders past, present, and emerging – for they hold the memories, the traditions, the culture, and the hopes of Aboriginal and Torres Strait Islander peoples across the nation.

