



APS5 Planner candidate pack



Contents

APS5 Planner candidate pack	1
Contents	2
Acknowledgement of Country	3
Vacancy details	4
About you	5
About the role	6
About the area	7
About the NDIA	8
Values	8
Benefits of working with the NDIA	9
Eligibility information	11
How to apply	12
Cracking the code	12
The Merit Principle	12
Recruitability	13
Application process	14

Acknowledgement of Country

The NDIA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

Artwork 'Belonging' by Charmaine Mumbulla

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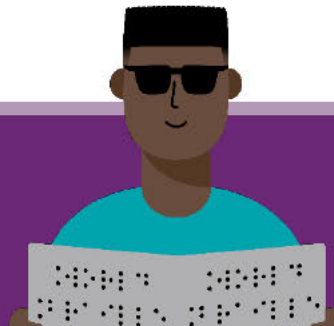
About you



What we're looking for in our ideal candidate:

- A positive contemporary attitude to people with disability.
- Adaptable communication and people skills.
- Ability to manage confidential and sensitive information.
- The ability to work within a dynamic fast paced environment and work to deadlines/ timeframes.
- High levels of integrity and professionalism to support our values and mission.
- Experience in the disability and/or allied health sector would be desirable, however it is not essential.

About the role



The National Disability and Insurance Agency (NDIA) is seeking candidates to fill current and future APS5 Planner vacancies.

The APS5 Planner will be required to undertake planning activities and tasks using available information where options are not always evident. The position will be required to perform procedural, clerical, administrative and operational tasks that supports and contributes to NDIA's objectives to "build a world-leading National Disability Insurance Scheme".

It is a team membership position and where required, will perform work that involves team leadership responsibilities requiring the setting of priorities and allocating work to other lower-level team members within a team.

The APS5 Planner will have a considerable level of contact with internal and external stakeholders and will be required to communicate with and provide advice on a range of service delivery matters to resolve moderately complex to complex enquiries.

Duties include:

- Contributing to management of workflow in collaboration with team leadership.
- Gathering information from participants and their representatives, planning partners and multiple stakeholders, to enable high-quality planning and evidence-based decision-making.
- Determining funded supports to be included in participant plans to complement informal and formal supports.
- Working closely with participants and their representatives to identify current and future supports, and informal, mainstream and community support options to achieve plan outcomes.
- Resolving issues and complaints in relation to participant plans.
- Completing administrative and data entry tasks relating to participant records and task workflows.
- Contributing to the achievement of key performance indicators, including planning targets.

Please refer to the [APS Work Level Standards](#). These have general statements about the broad requirements for each classification level.

About the area

QLD Service Delivery Branch is responsible for engaging with participants and managing participant plans and supports. Planning teams provide direct service delivery for NDIS participants; engaging with participants and managing participant plans and supports to ensure nationally consistent participant experiences aligned to the Participant Service Guarantee.

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APS4 Access Assessor Candidate Pack



Contents

Contents	2
Acknowledgement of Country	3
Vacancy details	5
About you	6
About the role	7
About the area	7
About the NDIA	8
Values	8
Benefits of working with the NDIA	9
Eligibility information	11
How to apply	12
Cracking the code	12
The Merit Principle	12
Recruitability	13
Application process	14

Acknowledgement of Country

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Welcome message

Welcome to the NDIA's Scheme Eligibility Branch candidate pack. Our branch is thrilled to share this pack with you, which is designed to provide you with a comprehensive understanding of the role. It will assist you with your application

This pack is more than just an application guide. It's a window into our values, culture and how you can create lasting change for Australians living with disability. We're looking for candidates who are passionate about Disability and managing teams. We want to know about the unique contributions you can bring to our team.

The Scheme Eligibility Branch is a brilliant team to work in. It's the gateway team for participants applying for NDIS funding and we are truly passionate about the right people accessing the scheme at the right time. Here, innovation and inclusivity go hand in hand. This creates a dynamic environment where diverse ideas and perspectives are key to our mission. Our team's culture is a highlight for our staff members. You will enjoy a culture of continuous learning and collaboration. Your work directly contributes to enhancing the lives of Australians with disability.

The Scheme Eligibility Branch is a place where your skills and passion for social impact can flourish. This makes every day at work both challenging and rewarding.

Our branch looks forward to receiving your application and finding out how you can contribute to our team.

Cassie Hammond

Branch Manager



Vacancy details

Table 1. Vacancy details

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About you



What we're looking for in our ideal candidate:

- **Leadership and Accountability**

Practical and procedural knowledge across a technical or specialist area. Responsible for managing competing requests, demands and priorities.

- **Management Diversity and Span**

With reference to appropriate guidelines, procedures and precedents activities may include preparing/assessing/awarding payments for administered programs or facilitating and ensuring correct payments are made by customers.

- **Job Context and Environment**

Apply judgement, knowledge and limited discretion in interpreting and applying legislation, instructions, guidelines and procedures. Work is moderately complex, relates to a limited range of activities and tasks and requires the application of well-established principles, practices and procedures in combination.

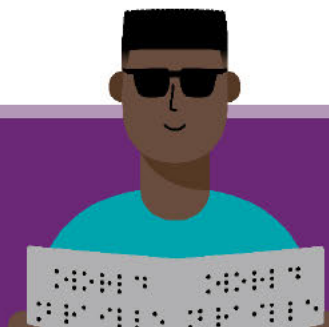
- **Independence and Decision-Making**

Objectives, priorities and deadlines are defined with some latitude in selecting the most appropriate method to complete tasks and how precedents, procedures and guidelines are interpreted, and Decisions are within defined parameters and related to an area of responsibility. Lateral thinking is required to generate viable options and the implementation of solutions.

- **Stakeholder Management**

Liaise with stakeholders and assist to resolve moderately complex issues. A level of tact, discretion or persuasion is necessary.

About the role



The National Disability and Insurance Agency (NDIA) is seeking candidates to fill APS4 Access Assessor vacancies.

Duties include

- Reviewing and assessing information to make an access decision in accordance with policy and legislation.
- Researching and reviewing decisions with regard to routine and moderately complex cases with the assistance of staff at higher classification level.
- Responding to phone and email enquiries about access and eligibility, providing thorough information and effective support to internal and external stakeholders.
- Managing incoming correspondence.
- Undertaking a range of data entry and high-quality record keeping.
- Advising participants in relation to the outcome of their access decision, their rights and their obligations.
- Supporting Team Leaders to implement improvement strategies to address local quality issues and deliver on branch goals and strategic objectives.

Please refer to the [APS Work Level Standards](#). These have general statements about the broad requirements for each classification level.

About the area

The Scheme Eligibility Branch (SEB) is responsible for assessing people's eligibility to access the NDIS. Working directly with participants, applicants and their family representatives, providers, internal staff and external agencies, the branch aims to manage and resolve eligibility assessments within a timely manner as outlined in the NDIA Service Charter. SEB delivers a streamlined and consistent workload management strategy in relation to eligibility assessments whilst managing complaints in a timely manner and safeguarding participant appeal rights.

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Approved: 17 August 2021

Owner: People and Culture Division



Branch Manager National Access and Reassessment Position Description

Position Details

The NDIA welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

Position Name	Branch Manager National Access and Reassessment
System Job Title	NDIA SES1 Branch Manager
APS Classification	SES Band 1
Group	Participant Experience Delivery
Division	National Delivery
Branch	National Access and Reviews
Reports to	GM National Delivery
Location	Various
Tenure	Ongoing
Security Classification	Negative Vetting Level 1

Position Purpose

About the NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency that is responsible for implementing the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers. The NDIA values a positive contemporary attitude to disability.

As a Federal Agency, we work within a legislative and regulatory environment. We adhere to the [Australian Public Service Code of Conduct](#) as set out in section 13 of the *Public Service Act 1999*.

Our work is driven by the [Corporate Plan](#) which provides strategic direction to achieve our purpose of making a difference so that people with disability can choose and achieve their goals.

The [NDIA Values](#) are:

- **We value people** – We put participants at the heart of everything we do.
- **We grow together** – We work together to deliver quality outcomes.

- **We aim higher** – We are resilient and always have the courage to do better.
- **We take care** – We own what we do and we do the right thing.

Our values reflect our passion and commitment to building a positive, participant-centred culture.

The NDIA welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

Where possible, the NDIA will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of the role.

About the Role

The Branch Manager National Access and Reassessment is a SES Band 1 position. It is accountable to plan, lead and deliver highly complex outcomes, projects and work programs that have strategic and operational significance to the National Disability Insurance Agency (NDIA).

The Branch Manager National Access and Reassessment is a Functional leadership position within the NDIA and has defined independence to make decisions within their area of accountability. It will lead and contribute to the strategic planning of the NDIA's objectives and will set operational direction, developing short-medium and long-term plans that implement operational strategies aimed at achieving the NDIA's mission to 'build a world leading National Disability Insurance Scheme'.

The primary responsibilities of this position include:

- Leading and managing the National Access and Reviews teams located in various regions areas across Australia.
- Providing the first point of contact for intake and assessment, and works with a range of stakeholders including people with a disability, family members, carers', partners, service providers and mainstream services to collect objective evidence in order to determine access to the NDIS.
- Ensuring the effective integration of, and coordination between, core and remote teams; managing relationships between these teams and other NDIA functions.
- Managing the allocation of outbound access work to the National Contact Centre for access related activities.

(NOTE: the key responsibilities of the role are based on current priorities and may change over time)

The Branch Manager National Access and Reassessment position provides an important leadership role within the NDIA. It is responsible to provide the leadership, control, planning, resource management, performance management and decisions for the Team Leadership, Team Membership and assigned Contractors working within their National Access and Reviews Branch.

Relevant Duties

Leadership (Knowledge)

- Applying a comprehensive understanding of the first point of contact sensitivities in a call centre environment, for people with disabilities, their families' and carers'; providing expert guidance and expectations to deliver a positive experience.
- Acquiring, maintain and deliver the expert subject matter knowledge and direction for the operation and performance of the National Access Team that is receiving and managing a high-volume of calls from potential participants and existing participants.
- Acquiring, understand and apply a deep understanding of the *National Disability Insurance Scheme Act 2013* and the legislative requirements to provide the standards and expectations to the National Access Team to enable them to work through and achieve outcomes in a high-volume work environment ensuring that access management processes are applied consistently across the country.

Leadership (Accountability)

- Accountable to provide first point of contact for intake and assessment and for a range of stakeholders including people with a disability, their family members, carers', partners, service providers and mainstream services to collect information in order to determine access to the NDIS.
- Accountable to provide a high-level of support to the NDIA planners through the access management process; providing advice as required on complex cases that require expertise in legislation, policy and NDIS requirements.
- Accountable for the Functional leadership of the National Access and Reviews Branch, including the management responsibility for the allocated human, financial and physical resources, performance management, conflict resolution, identification of capacity, capability and training requirements of the Branch.
- Responsible to plan, lead and manage the functions, negotiating and allocating resources between competing priorities, forecasting resource requirements, creating plans, establishing appropriate progress reviews and performance measures.
- Accountable to meet identified targets in accordance with bilateral phasing agreements.

Diversity and Span

- Working with the service delivery teams and State Managers to ensure that access requests submitted by planners on behalf of participants are evaluated and deliberated on in a timely manner.
- Working across PPE to establish and maintain effective communication and pathways with both service delivery teams and specialist teams for tailored pathway access management to receive information to forecast workload.
- Providing direct points of contact within the Branch to coach, mentor and provide the coordination, support and advice to manage access requirements.

Stakeholder Management

- Building and maintaining effective stakeholder relationships, focusing on maintaining the quality and integrity of the access processes by delivering a well-managed access experience to potential participants, participants their families and carers.
- Setting the standard and expectations for discussions and negotiations between the National Access and Reviews Team and potential participants and participants ensuring that the communication style and language of the National Access and Reviews Team is tailored according to persons level of knowledge and understanding of the NDIS.
- Communicating and engaging with internal and external stakeholder on changes to the delivery of the access functions; manage stakeholder expectations and putting into place strategies ensuring that the transition of the change is achieved with minimal disruption to the delivery of outcomes of the National Access and Reviews Team.

Job Context and Environment

- Establishing, communicate and maintain the first point of contact functions for intake and assessment for people with a disability, their families, carers', service providers and mainstream services to collect information in order to determine access to the NDIS.
- Managing and coordinate the integration and coordination between the core and remote access teams; managing relationships between these teams and other Agency functions.
- Identifying and coordinating a continuous improvement requirement and facilitate the sharing of best practice access management practices and knowledge across the NDIA.
- Managing the allocation of outbound access work to the DHS smart centre the main service to the agency in access related activities.

Judgement and Independence

- Exercising a high level of judgement and discretion in making decisions on complex access cases, while ensuring that the best interests of the participant and the NDIA's legislative requirements are balanced.
- Operating with a significant amount of independence and apply a high-level of judgement to evaluate and select the best option from a range of potential and specific legislative solutions to make the decision that resolves highly complex and sensitive access requests.
- Providing the standards, direction and requirements to the National Access and Reviews Team enabling them to make decisions relating to potential participants requesting access to the NDIS; providing guidance and potential solutions on ways forward to resolve divergent views and conflicting technical, sensitive and complex issues.

Capabilities of the Role

The NDIA work within a capability framework aligned to the Australian Public Service (APS) Work Level Standards. The capabilities detailed below are specific to the SES Band 1 and SES Band 2 levels.

Facilitating Change

Encouraging others to implement better approaches to address problems and opportunities; leading the implementation and acceptance of change within the workplace.

Customer Orientation

Placing a high priority on the internal or external customer's perspective when making decisions and taking action; implementing service practices that meet the customers' and own organisation's needs.

Building Organisational Talent

Establishing systems and processes to attract, develop, engage, and retain talented individuals; creating a work environment where people can realise their full potential, thus allowing the organisation to meet current and future business challenges.

Execution

Ensuring others contribute to organisation strategies by focusing them on the most critical priorities, measuring progress, and ensuring accountability against those metrics.

Coaching and Developing Others

Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.

Operational Decision Making

Securing and comparing information from multiple sources and uses this as the basis for identifying operational business issues; committing to an action after weighing alternative solutions against important decision criteria.

Influencing

Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.

Driving for Results

Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.

Positive Approach

Demonstrating a positive attitude in the face of difficult or challenging situations; providing an uplifting (yet realistic) outlook on what the future holds and the opportunities it might present.

Work Level Expectations

The NDIA work within the [Australian Public Service \(APS\) Work Level Standards](#). This position is aligned to the duties of the SES Band 1 classification.

Role Specifications

The role is required to be performed in a work environment that has the following core characteristics and requirements:

- Working in an open office environment (exposure to general workplace chatter)
- Working from home on occasion
- Working in a hot desk environment
- Significant periods of sitting at a counter or desk
- Operating a telephone
- Computer/screen-based work
- Ability to use computer/software applications including Microsoft Office and NDIA business applications such as NDIA's client records management system (CRM)
- Assistance animals may be in the work area

In addition to the above, the role requires:

- Driving a vehicle to attend external locations which are not otherwise accessible by public transport

Security

The following essential checks/clearances are required to perform the role:

- Working with Children Check
- NDIS Worker Screening Check
- Australian Government Security Vetting Agency (AGSVA) clearance - a vetting process undertaken before an individual may have access to classified information and resources. This is only applicable to some positions within the NDIA that require the occupant to have access to classified Australian Government information
- Pre-Engagement Check - this is a mandatory pre-employment security screening process. All employees and contractors of NDIA must undertake a Pre-Engagement Check. This check is undertaken for any individual who will have non-public access to agency resources (information, buildings, systems, assets, staff and customers)

Organisational Responsibilities

The occupant of this position will be responsible for the identification, management and mitigation of risks related to their business functions.

The occupant of this position is accountable to provide leadership in the implementation, promotion of and compliance with the *Work Health and Safety Act (Commonwealth) 2011* within their work area; and in addition identify, evaluate and manage risk that ensures that team members and other persons within the work area:

- take reasonable care for their own health and safety;
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
- comply with reasonable instruction, policy or procedures given or notified by the NDIA relating to health or safety across the NDIA.