ndis

APS6 Technical Advisor Professional Stream candidate pack



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FOI 26/27-0759

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.

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Welcome message

Welcome to the NDIA's Technical Advice & Practice Improvement Branch (TAPIB) candidate pack. I'm the Branch Manager of the TAPIB. I'm 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 providing high-quality advice to support participant outcomes, driving evidence-based practice improvement initiatives, and continuously improving the ways of working within the Branch. We want to know about the unique contributions you can bring to our team.

The Technical Advice & Practice Improvement Branch (TAPIB) is an excellent team to work in. The team drives consistency in the application of the NDIA reasonable and necessary planning decisions and access decision making frameworks as outlined in the NDIS Act and Rules, tools and operational guidelines to help facilitate the achievement of participant and scheme outcomes. It also has the opportunity to drive systemic operational change.

Technical Advice & Practice Improvement Branch (TAPIB) is a place where your Health and Allied Health clinical and technical skills and passion for social impact can make a difference. This makes every day at work both challenging and rewarding.

I look forward to receiving your application and finding out how you can contribute to our team.

Helen

Branch Manager



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Vacancy details

Table 1. Vacancy details

Category	Description
Job reference	0000_00/24_EXT
Classification	APS6 (Professional Stream)
Salary	TBC
Employment type	Full-time
Job type	Ongoing, Non-Ongoing
Group	Service Delivery
Division	National Operations and Performance
Branch	Technical Advisory & Practice Improvement
Location/s	National
Clearance Level	Baseline, WSC
Contact Officer	Peter s47F - personal privacy

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About you

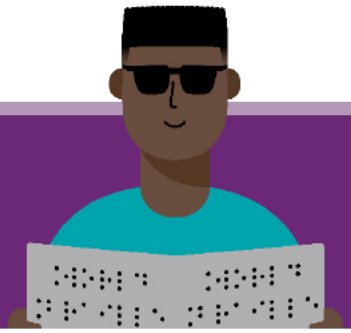


What we're looking for in our ideal candidate:

- Candidate must possess relevant academic qualifications with currency of accreditation and membership with Professional Peak Bodies.
- Candidate must be registered with the Australian Health Practitioner Regulation Agency (AHPRA) or be a member under Allied Health Professional Australia (AHPA),
- Candidate to have extensive professional clinical experience in health, allied health or disability sectors
- Demonstrated experience managing key deliverables
- Strong written and verbal communication skills
- Demonstrated critical thinking and decision-making abilities.
- Ability to work collaboratively
- Flexibility to adapt to changing priorities and work environments
- Efficient time management skills under pressure.
- Ability to manage multiple tasks and prioritise effectively
- A high level of accuracy and attention to detail.

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About the role



The APS6 Technical Advisory (Professional Stream) is required to provide detailed technical, professional, policy, operational support and advice in relation to complex problems. Where required, the role will coordinate and assist in the strategic planning, program and project management and policy development that support the NDIA's objectives to "build a world-leading National Disability Insurance Scheme".

The position has reasonable autonomy and accountability to exercise both initiative and judgment to interpret legislation and policy, in the application of practices and procedures to achieve outcomes within the functions

Responsibilities of the role include but are not limited to:

- Providing Health and Allied Health clinical and technical expertise using a coaching and mentoring approach, advising on the most appropriate supports to achieve participant outcomes.
- Managing complex and sensitive conversations and situations associated with approval of funding.
- Liaising and working with stakeholders, delegates, partners and providers to ensure consistent decision making and outcome achievement.
- Contributing to provision of Health and Allied Health clinical and technical expertise to inform Agency guidance and policy including practice improvements, and support future framework and decision-making processes for access, planning and specialised pathways .
- Providing high quality written and telephone advice and record keeping.

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

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

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Mandatory qualifications

This position is within the professional job stream. To be eligible to occupy this Professional Stream position you are required to perform certain duties that the CEO decides that your skills, qualifications and experience are essential or appropriate for entry.

The officer must possess relevant academic qualifications with currency of practice, accreditation and membership with Professional Peak Bodies. All officers must be registered with the Australian Health Practitioner Regulation Agency (AHPRA) or be a member under Allied Health Professional Australia (AHPA), together with extensive professional clinical experience in health, allied health or disability sectors

Desirable skills, experience and qualifications

Skills required include:

- Strong written and verbal communication skills to interact with internal and external stakeholders.
- Demonstrated critical thinking and decision-making abilities.
- Ability to work collaboratively with team members both within and external to the Branch, provide guidance to junior staff, and build positive relationships with stakeholders.
- Flexibility to adapt to changing priorities and work environments, and to support various functions as needed.
- Efficient time management skills under pressure.
- Ability to manage multiple tasks, prioritise effectively, and maintain a high level of accuracy and attention to detail.
- Ability to handle sensitive information with the utmost discretion and maintain confidentiality at all times.

Competence in using office software (e.g., Microsoft Office Suite) and other relevant tools for scheduling, document preparation, and communication.

Desirable experience include:

- Demonstrated disability, hospital or aged care experience
- Demonstrated clinical experience

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- Proven experience in providing high quality Health and Allied Health clinical and technical expertise at an individual and systemic level
- Proven experience providing professional leadership, mentoring and guidance to employees ensuring high quality and consistency in decision making and professional advisory practices.
- Demonstrated experience managing team-specific key deliverables

Qualifications include:

- See Mandatory qualifications

About the area

The Technical Advice and Practice Improvement Branch is part of the National Operations and Performance Division. The Technical Advice and Practice Improvement Branch provides nuanced, sensitive, and high quality 'specialised clinical and technical' advice that is aligned with legislation and policies to ensure supports meet participants varied and sometimes novel or complex support needs.

The team drives consistency in the application of the NDIA reasonable and necessary planning decisions and Access decision making frameworks as outlined in the NDIS Act and Rules, tools and operational guidelines to help facilitate the achievement of participant and scheme outcomes.

The Technical Advice and Practice Improvement Branch plays a critical role in providing support and building the capability of NDIA staff and partners to make complex decisions where technical or clinical advice is required. The branch is also a key contributor to policy development, practice guidance and supporting future access, planning and pathways solutions for the Agency.

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About the NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency of the Australian Government. We are implementing the world leading National Disability Insurance Scheme (NDIS). This is one of the biggest social reforms in Australia's history. The NDIS is designed to enhance the quality of life of, and increase economic and social participation for, people with disability.

Our Corporate Plan 2024-2025 is the NDIA's most significant planning document. It describes the Agency's strategic direction and details the key activities we plan to carry out, and how we will measure our performance.

Learn more about the NDIA on the NDIS website.

Values

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-centered culture.

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Benefits of working with the NDIA

You can read the full benefits of our Enterprise Agreement on the Working Conditions and Benefits page on the NDIS website.

Benefit	Description
 **Cutting edge innovation**	The NDIA provides you with tools to enable your success. A modern, swift, and innovative ICT network. This is supported by strong collaboration with prominent international ICT vendors.
 **Accessibility and inclusion at the core of what we do**	Accessibility and inclusion guide our actions and decisions. By embracing diversity, we not only create a more dynamic and innovative workplace but also better serve the needs of NDIS participants.
 **Design your working life**	We know a workday looks different for everyone. We offer flexible work. Hybrid, flexible and part-time roles are available. We provide ergonomic assessments. The NDIA will help you create a positive work-life balance.
 **Support that cares about your wellbeing**	The Agency's “Well+” program provides a comprehensive range of supports for you and your family members, to promote, and maintain your mental and physical health.
 **Tailored career growth**	Study allowances and time off. Support to build your career. Mentorship, temporary job transfers and a specialised online learning platform. Training opportunities to develop your skills.
 **Modern facilities across Australia**	The NDIA is committed to creating accessible and inclusive workplaces for all staff. Office locations are available throughout Australia and the NDIA promotes flexible working. Our offices feature open plan work environments and designated spaces such as quiet zones, collaboration areas and wellness rooms.

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A safe place to be your authentic self and thrive

The NDIA takes pride in actively creating a culturally safe, inclusive, accessible and caring workplace.

We are committed to employing a diverse workforce and empowering them to thrive.

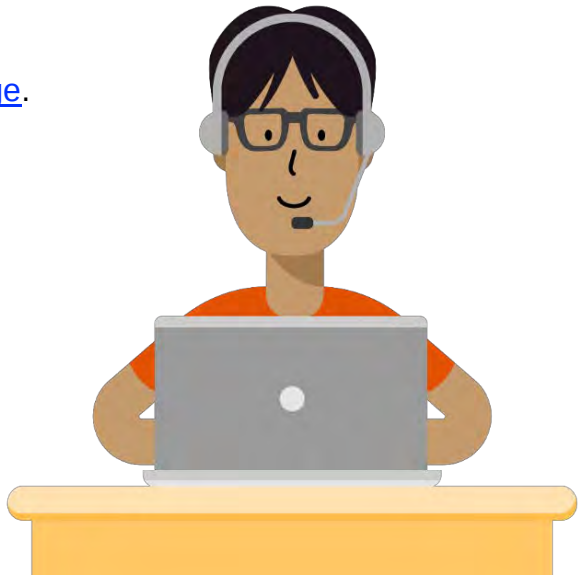
Our people reflect the rich life experiences and broad identities of all Australians. Our Office of Agency Accessibility and Inclusion is here to support you at work. We have a disability action plan and other inclusion plans to help you succeed.

At the NDIA, we work to nurture and sustain a supportive, inclusive and culturally safe workplace. This celebrates and reflects the people we serve and the broader Australian community. We acknowledge and welcome everyone including people with disability, Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, Sistergirl, Brotherboy Plus (LGBTIQASB+), varying cultural and linguistic backgrounds, mature age workers and those new to the workforce. We also honour gender equality in all we do.

We are dedicated to collaborating and growing together. To do this, we leverage the vast knowledge, expertise and unique lived experiences of our team members.

By joining us, you will become a key part of a community driven by respect, support and authenticity. We engage in initiatives that are challenging and inspiring. They are shaping a fairer Australia.

Read more on our Inclusion and Diversity page.



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Eligibility information

To be eligible for employment with the NDIA, you must meet certain conditions before your employment can begin. These are set out within the *Public Service Act 1999*. Requirements include:

- **Employment Suitability Check/Police Check** – This includes the ability to obtain and maintain an Australian Government security clearance, if you are successful in getting a job.

- **Citizenship** – You must be an Australian citizen to be eligible for employment with the NDIA.

- **NDIS Worker Screening Check** – If applicable to the role you are successful in. This determines if a person is excluded from working in certain roles with people with disability.

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How to apply



To apply, go to the job via our NDIS Careers page. Start your application by clicking the 'begin' button.

Your application should include:

- A current resume
- A succinct pitch (maximum 500 words) quoting job reference 0000_00/00_EXT

Your pitch is your opportunity to tell us why you are the right candidate to join the Technical Advisory and Practice Improvement Branch, why you want to work for us and what you can contribute.

Make sure to highlight relevant clinical experience examples and accomplishments that show your ability to deliver. Your pitch needs to demonstrate that you have the capabilities, skills and attributes as stated in the 'About you' and 'About the role' sections. You can use the APS6 Work Level Standards to ensure you pitch at the right level.

If you need adjustments including alternate formats or assistance to take part in the recruitment process, please let us know. You can do so either when you fill out the application form or email ndia@dfp.com.au or call 1300 138 337.

Cracking the code

We encourage you to look at the Cracking the code | Australian Public Service Commission website to help write your application.

The Merit Principle

The NDIA uses a range of selection tools to assist us in the hiring process. We uphold the APS Merit Principle. Our selection processes are designed to find the best available person for the job.

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Recruitability

Diverse skills, perspectives and abilities are appreciated. They are valued and crucial to our workplace culture.

The NDIA is committed to supporting the employment and career development of people with disability.

RecruitAbility applies to this vacancy

Under the RecruitAbility scheme, you will be invited to take part in further assessment activities for the vacancy if you choose to opt-in to the scheme. To do so, you must declare you have a disability. You must still meet the minimum requirements for the vacancy. All requests for adjustments will be considered and managed in consultation with you.

To find out more, visit the APSC website.

In the NDIA, we believe building a culture of inclusion begins with a fair application process. If you have any questions, require support or reasonable adjustments, we are here to help. The Agency's contact person in the Vacancy Details section of this Candidate Pack can provide confidential assistance**.** You need only ask.

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Application process

Table 2. High level application process

Step	Details
1. Apply	Submit your application through the NDIS website.
2. Shortlist	Shortlisting is based on how well your resume and pitch demonstrate your skills for the vacancy.
3. Assessment	Shortlisted applicants may be invited to an interview with a panel. Any additional assessments will be discussed with you if required.
4. Reference check	We may contact your referees to further assess your suitability.
5. Outcome	The recruitment panel will finalise the outcome. All applicants will be notified of their result.
6. Merit pool	A merit pool may be established for 18 months and may be used to fill future vacancies.

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FOI 26/27-0759

Approved: 28 September 2020

Owner: People and Culture Division

APS5 Planner
Position Description

Position Details

Position Name	Planner
APS Classification	APS5
Group	Service Delivery
Reports to	APS6 Planner Supervisor

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, people with diverse cultural and linguistic backgrounds and LGBTQIA+ peoples.

If you have a disability, you can request workplace adjustments to help you with your job. This aims to remove barriers for people with disability and provide the tools and equipment to enable you to perform the role.

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About the Team

Service Delivery is responsible for engaging with participants and managing participant plans and supports. State/Territory-based business units manage the operating functions of the NDIS, ensuring accessible, nationally-consistent participant experiences.

About the Role

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.

Responsibilities of the role include but are not limited to:

- 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.

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

Work Level Expectations

The NDIA work within the Australian Public Service (APS) Work Level Standards. The duties detailed below are specific to the APS5 classification.

Leadership and Accountability

Well-developed understanding of relevant statutory, regulatory and policy frameworks applied to a variety of interrelated activities and solutions to a range of problems.

Responsible for providing professional and policy advice within an area of specialisation or providing technical expertise that contributes to business unit outcomes.

Management Diversity and Span

Although guidelines apply, some discretion and judgement is exercised. Resources may be drawn on or managed by others.

Job Context and Environment

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Work follows well-defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results. There is some discretion to vary or tailor these to achieve outcomes.

Perform objective and systematic research and analysis to obtain accurate conclusions based on evidence.

Independence and Decision-Making

There is a clear statement of overall objectives and in consultation with supervisor decides on tasks and activities to be undertaken and required deadlines.

Decisions require evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.

Unfamiliar issues and situations require independent action for example, in developing new or improved work methods or tackling situations in new ways.

Stakeholder Management

Communicate with and provide advice and recommendations to a wide variety of customers and external stakeholders.

Some matters are likely to be contentious or complex issues that have scope for alternative interpretation requiring tact, persuasion and sensitivity within the application of guidelines.

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 systems
- Assistance animals may be in the work area

The NDIA will make all workplace adjustments that are necessary, possible and reasonable to reduce or eliminate barriers at work for workers with disability, illness and injury.

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)

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Organisational Responsibilities

Assume responsibility for the identification of risks, including the evaluation, management and control of all risks relevant to your area of responsibility.

To ensure compliance with the *Work Health and Safety (Commonwealth) Act 2011*, the occupant of this APS position is accountable while at work to ensure they:

- take reasonable care for their own health and safety; and
- 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.

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FOI 26/27-0759

Approved: 21 January 2021

Owner: People and Culture Division

APS5 Internal Review Officer Position Description

Position Details

Position Name	Internal Review Officer
APS Classification	APS5
Group	Service Delivery
Division	Operations, Performance and Capability
Branch	Reviews
Reports to	APS6 Team Leader Internal Review

Position Purpose

About the NDIA

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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, people with diverse cultural and linguistic backgrounds and LGBTQIA+ peoples.

If you have a disability, you can request workplace adjustments to help you with your job. This aims to remove barriers for people with disability and provide the tools and equipment to enable you to perform the role.

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About the Team

The Reviews Branch (RB) is the central point of coordination for the Agency's handling and resolution of reviews and complaints. Working directly with participants, providers, internal staff and external agencies, the branch aims to manage and resolve reviews and complaints in a timely manner as outlined in the NDIA Service Charter.

The RB delivers a streamlined approach to manage the participant experience of internal reviews and the Agency's reputation. The RB assists participants who seek internal reviews and make decisions that are timely, consistent and clearly explained.

About the Role

The APS5 Internal Review Officer is accountable under limited supervision to undertake moderately complex to complex work. Legislation, policies, procedures, standards, methodologies and precedents guide the position.

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.

Responsibilities of the role include but are not limited to:

- Working with participants to gather information regarding the nature and context of review requests, informing participants and their representatives about decisions, reviews and the appeals process.
- Undertaking evidence-based decision making as prescribed in the NDIS Act, NDIS rules, Operational Guidelines and NDIA policies.
- Monitoring and managing caseloads, ensuring internal reviews are completed within set timeframes.
- Contributing to quality improvement activities to enhance service delivery practice, processes and systems.

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

Work Level Expectations

The NDIA work within the Australian Public Service (APS) Work Level Standards. The duties detailed below are specific to the APS5 classification.

Leadership and Accountability

Expertise within an area or discipline using theoretical knowledge or relevant practical experience.

Responsible for coordinating competing requests and demands, setting priorities and managing the workflow for immediate work area.

Management Diversity and Span

Responsible for coordinating and facilitating team performance and for setting, monitoring and achieving specific outcomes.

Job Context and Environment

Work follows well-defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results. There is some discretion to vary or tailor these to achieve outcomes.

Perform objective and systematic research and analysis to obtain accurate conclusions based on evidence.

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Independence and Decision-Making

Some judgement is required to resolve workplace issues with supervision provided for complex or difficult issues.

Decisions require evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.

Work predominately involves a wider variety of still similar, well-defined tasks which may require researching and organising information and choosing from a limited range of solutions.

Stakeholder Management

Communicate with and provide advice and recommendations to a wide variety of customers and external stakeholders.

Some matters are likely to be contentious or complex issues that have scope for alternative interpretation requiring tact, persuasion and sensitivity within the application of guidelines.

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 systems
- Assistance animals may be in the work area

The NDIA will make all workplace adjustments that are necessary, possible and reasonable to reduce or eliminate barriers at work for workers with disability, illness and injury.

Security

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

- NDIS Worker Screening Check
- 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

Assume responsibility for the identification of risks, including the evaluation, management and control of all risks relevant to your area of responsibility.

To ensure compliance with the *Work Health and Safety (Commonwealth) Act 2011*, the occupant of this APS position is accountable while at work to ensure they:

- take reasonable care for their own health and safety; and
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and

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- comply with reasonable instruction, policy or procedures given or notified by the NDIA relating to health or safety across the NDIA.

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