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## Work that makes a difference

Our service delivery staff are the face of the NDIS and work directly with people with disability to provide high-quality customer service.

We call people with disability who are eligible for the NDIS, participants.

Service delivery staff play a crucial role in supporting people in their local community with their NDIS journey.

## About service delivery

As part of the team, you will have the opportunity to directly impact the lives of participants by:

- Working closely with participants to identify their support options and achieve their desired outcomes
- Providing high-quality customer service that makes a real difference
- Advising participants of their rights and ensuring they are well-informed to make decisions about their supports
- Collaborating with various stakeholders to connect participants with the right services
- Completing administrative tasks and maintaining accurate records to support participants through their NDIS journey.

## Who we're looking for

We're looking for people who are passionate about making a difference in the lives of people living with disability, by providing a respectful, empathetic, and transparent experience for our participants.

We're seeking individuals who:

- Connect, relate and build meaningful relationships with participants by focusing on the needs and goals of people with disability.

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- Are inclusive, show empathy with our diverse community and approach every situation without judgment.
  - Solve problems and navigate and interpret legislation to find solutions.
  - Communicate effectively and clearly and work well with others.
  - Continue to learn, adapt and grow in your role.
  - Uphold the [Australian Public Service values](#) of being impartial, committed to service, accountable, respectful, ethical and a good steward.

People with lived experience of disability and people with First Nations heritage are encouraged to apply.

## Stories

Tammy, an NDIS Senior Planner based in Yorta Yorta Country, says she 'gets to make a difference in the lives of others. Read [Tammy's story](#).

## Apply for service delivery roles

Visit our [careers page](#) for current vacancies or sign up for [job alerts](#) to be kept up to date with new roles as they're advertised.

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