

Candidate Information Pack

**National Disability Insurance Agency
Leadership Opportunities (SES Band 1)
Application closing date: 26th April 2020**

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High impact leadership roles

- Bring your passion to a world first vision
- Impact the lives of hundreds of thousands of Australians
- Geelong, Melbourne, Canberra & Sydney
- Senior Executive Service Band 1

The National Disability Insurance Scheme (the Scheme) is a world-first social reform. It is a fundamental shift in the way Australians with a significant and permanent disability access support to achieve their life goals and outcomes. For many Australians, it will be the first time they receive the disability support they need.

The National Disability Insurance Agency (NDIA) is responsible for the delivery of the Scheme for participants and building a sustainable NDIS that genuinely connects and engages the community and stakeholders. With over 350,000 participants (estimated to grow to approximately 500,000 over the coming years) and management of \$22 billion in funding each year, this an extraordinary opportunity to make a difference in the lives of people with a disability, their families and carers.

We are seeking outstanding leaders to achieve this world leading vision in roles that may be based in Geelong, Melbourne, Canberra or Sydney, across the following areas in NDIA:

- | | |
|---|---------------------------------------|
| • Service delivery | • Market design & stewardship |
| • Strategy & design | • Policy, evaluation and research |
| • Corporate services, procurement & finance | • Government & stakeholder engagement |

Other locations may be considered dependent on the specific location requirements of some roles and upon negotiation with the relevant business area.

You'll be joining a team that is focused on streamlining, removing obstacles and innovating so that NDIA can move quickly to achieve its purpose. If your performance profile features accountability, efficient decision making and execution, leading change and building organisational capability, even when there is ambiguity, you'll thrive in today's NDIA.

These are exceptional opportunities to combine your leadership talent with your drive for visionary social reform. The focus is on getting it right for each participant, each time, every time.

NDIA welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander people and people with diverse culture and linguistic backgrounds. The NDIA will provide reasonable adjustments for qualified individuals with disabilities.

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About NDIS

The National Disability Insurance Scheme (NDIS or the Scheme) is a fundamental shift in the way Australians with a significant and permanent disability access supports. The Scheme continues to focus on providing all eligible Australians who enter the Scheme under the age of 65 years, and who have a permanent and significant disability, with the reasonable and necessary supports they need.

The Scheme provides specialist disability supports that complement mainstream services provided by the Australian Government and state and territory governments. It is founded on insurance principles, making evidence-based decisions on individuals' access to the Scheme.

This insurance approach is underpinned by four key principles:

1. Develop actuarial estimates of the reasonable and necessary support needs of participants
2. Focus on lifetime value for Scheme participants
3. Invest in research and encourage innovation
4. Support the development of community capability and social capital.

With this new market-based approach, participants work closely with Local Area Coordinators (LAC) or Early Childhood Early Intervention (ECEI) providers to help develop a plan that focuses on their individual goals. Participants can choose their providers, rather than having providers selected for them.

The Scheme forms an important part of the Australian Government's National Disability Strategy 2010–2020, a 10-year policy framework for improving the lives of Australians with disability, their families and carers. The current and future strategy is the cornerstone of Australia's implementation of the United Nations Convention on the Rights of Persons with Disabilities, enabling people with disability to participate in all areas of Australian life and fulfil their potential as equal citizens.

There are around 4.3 million Australians who have a disability. Within the next five years, the National Disability Insurance Scheme (NDIS) will provide \$22 billion in funding a year to an estimated 500,000 Australians aged under 65, who have permanent and significant disability.

NDIA Purpose and Aspirations

The purpose of the National Disability Insurance Agency (NDIA) is to increase the ability of individuals with a significant and permanent disability (participants) to be more independent, and engage more socially and economically, at the same time as delivering a financially sustainable Scheme that inspires community and stakeholder confidence.

Drawing on the Council of Australian Governments (COAG) Disability Reform Council (DRC) expectations, the NDIA's purpose is supported by five aspirations, as outlined in the [NDIA Corporate Plan 2019–23](#).

The five aspirations are:

1. A quality experience and outcomes for participants
2. A competitive market with innovative supports
3. A connected and engaged stakeholder sector
4. A financially sustainable Scheme
5. A high-performing NDIA.

The COAG DRC's expectations for participant and community outcomes, supporting market development, and safeguarding the sustainability of the NDIS are reflected in Aspirations 1, 2 and 3. The expectations for developing a high-performing NDIA, building and maintaining stakeholder confidence, and identifying risks early and managing risks well are reflected in Aspiration 4. The new NDIA Corporate Plan for 2019–23 includes an additional aspiration that articulates the Agency's recognition of the importance of a connected and engaged stakeholder sector.

How does the NDIS support people with a Disability

The National Disability Insurance Scheme (NDIS or the Scheme) is a fundamental shift in the way Australians with a significant and permanent disability access support.

The NDIS funds a range of support and services which may include education, employment, social participation, independence, living arrangements and health and wellbeing.

The NDIS can provide all people with disability with information and connections to services in their communities such as doctors, sporting clubs, support groups, libraries and schools, as well as information about what support is provided by each state and territory government.

Every NDIS participant has an individual plan that lists their goals and the funding they have received. NDIS participants use their funding to purchase supports and services that will help them achieve their goals.

The types of support that the NDIS may fund for participants include:

- daily personal activities
- transport to enable participation in community, social, economic and daily life activities
- workplace help to allow a participant to successfully get or keep employment in the open or supported labour market
- therapeutic supports including behaviour support
- help with household tasks to allow the participant to maintain their home environment
- help to a participant by skilled personnel in aids or equipment assessment, set up and training
- home modification design and construction
- mobility equipment, and
- vehicle modifications.

Additional information

For additional information, please go to:

- www.ndis.gov.au
- [Annual Report](#)
- [Corporate Plan](#)

NDIS Growth

117,307

participants received an approved plan in 2018–19. Of those:

60,771

were previously supported by state and territory disability programs

11,801

were previously supported by Commonwealth disability programs

44,735

received disability supports for the first time

8.4%

of total Scheme participants identify as Culturally and Linguistically Diverse, compared to 7.5% last year

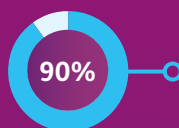
62%

increase in the number of participants from last year

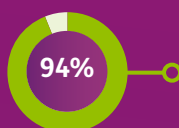
298,816

eligible Australians with a permanent and significant disability have benefited from the Scheme, as at 30 June 2019

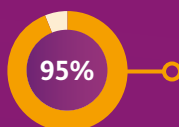
Participant Outcomes



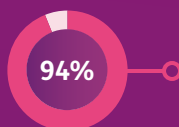
of participants rated their **overall satisfaction** with the NDIS planning process as either good or very good



of participants said their **planner listened to them** and **94%** of participants said they had **enough time to tell their story**



of participants said their **planning meeting** had gone well



of parents and carers of children aged 0 years to before starting school, thought the NDIS **improved their child's development**

Participants in the Scheme for two years show significantly improved outcomes. These include:



9% increase in independence for children aged 7 to 14 years



7% increase in assistance with daily living for participants



7% increase in choice and control for participants aged 25 years and over



11% increase in accessing community and social activities for participants aged 15 and over

Applying our values

We are a values-driven organisation and recognise the importance of a values-based culture in delivering a world-leading Scheme. We developed our values in conjunction with our staff and partners. They reflect our passion and commitment to making a difference for people with disability.



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.

Who benefits?

Delivering on our purpose will benefit participants, their families, carers, providers, the disability sector, community, the Australian Government and state and territory governments, together with the broader Australian community.

- › **Scheme participants** will choose the supports they need to lead their daily life and improve their social and economic engagement. As consumers in a competitive, innovative marketplace, they will benefit from a range of high-quality services. As citizens, they will be empowered to optimise their independence and community involvement.
- › **All people with disability** will gain a greater awareness of the mainstream and community services available to them through our promotion of the services other organisations supply, as well as by facilitating research and innovation in the disability sector.
- › **Families and carers** will benefit from the flow-on effects of having people with disability in their lives, enjoying greater wellbeing, and social and economic participation.
- › **Providers** will benefit from increased demand for disability care and support services created by the Scheme in the new disability support services marketplace. The market-based approach of the Scheme represents a major shift from the way services have traditionally been funded and delivered.
- › **Community members** will have peace of mind that the Scheme will be here to help them if they need it. The Scheme will increase inclusion and community participation by people with disability and build a better, more inclusive community across Australia, reflecting the diversity of all Australians.
- › **The economy** will benefit from the Scheme's emphasis on early investment and intervention reducing the total future cost of disability for Australia. Other anticipated long-term economic benefits include improved employment outcomes for people with disability and their families, and a reduced demand on the health system.

Organisational Structure

The current National Disability Insurance Agency's Organisational Structure is structured as follows.

Chief Executive Officer

The Chief Executive Officer (CEO) is responsible for the day-to-day administration of the National Disability Insurance Agency (NDIA). Martin Hoffman was appointed the Chief Executive Officer of the National Disability Insurance Agency on 4 November 2019.

Participant Experience Delivery

Deputy CEO, Participant Experience Delivery (direct report to the CEO) – Jeremy Dean

- General Manager, National Delivery – Scott McNaughton
- General Manager, Operations and Support – Chris Faulkner (acting)
- General Manager, Reviews and Complaints – Tracy Muddle
- General Manager, Partner and Contact Centre – Luke Napolitano

Design, Digital and Strategy

Deputy CEO, Design, Digital and Strategy (direct report to the CEO) – Oliver Bladek

- General Manager, Disability Advocacy – Maryanne Diamond
- General Manager, Participant Experience Design – Brett Bennett (acting)
- General Manager, Strategy and Priorities – Vacant
- General Manager, Agency Policy, Research and Evaluation – Sam Bennet

Markets, Government and Engagement

Deputy CEO, Markets, Government and Engagement (direct report to the CEO) – Vicki Rundle

- General Manager, Provider and Markets – Liz Neville (acting)
- General Manager, Government and ILC Programs – Aaron Verlin
- General Manager, Communications and Engagement – Jamie Lowe
- General Manager, Royal Commission – Linda Quartermass

Corporate Services and Chief Financial Officer

Deputy CEO Corporate Services and Chief Financial Officer (CFO) (direct report to the CEO) – Victor Walter

- Chief Risk Officer – Melissa Woodburn
- Chief Counsel – Chris Burke

Chief People Officer

Chief People Officer (direct report to the CEO) - Hamish Aikman

Chief Information Officer

Chief Information Officer (direct report to the CEO) – Ian Frew

Scheme Actuary

Scheme Actuary (direct report to the CEO) – Sarah Johnson

Available leadership opportunities

We are seeking outstanding leaders for a number of roles to deliver a world-first social reform.

- Applicants may also choose to only apply for a specific role or for more than one role
- Applicants may apply to be considered for any role where they meet the criteria
- Some positions may be required to be located with existing teams, this will be negotiated with successful candidates.

Senior Executive Service Band 1

All available positions are at the Senior Executive Service (SES) Band 1 level.

Remuneration

A Total Remuneration Package (TRP), commensurate with the responsibilities of the position, will be negotiated with the successful candidate. The TRP may comprise of:

- Base salary
- Superannuation
- Executive vehicle allowance
- Official parking at main place of work

Other entitlements (in addition to TRP) may include:

- Airline lounge membership
- Home office support
- Provisions for leave and relevant allowances (e.g. travel) etc.
- Relocation assistance (if relevant)
- Salary Packaging

Work Level Standards

The SES provides leadership at both agency and whole of Australian Public Service (APS) levels. All SES must demonstrate behaviours and actions that model and promote the APS Values and Code of Conduct. Similarly, the SES represents the APS and government externally to stakeholders. All SES roles are characterised by a high level of accountability for outcomes. The Integrated Leadership System (ILS) identifies the skills and behaviours required at each of the three SES levels. The Standards for SES Band 1 can be found at <https://www.apsc.gov.au/work-level-standards-ses-band-1>

Overview of the available roles and a position description for each may be provided on request (see below).

Corporate Services & CFO

The Corporate Services and Finance Group is responsible for the management of the Agency's corporate functions (excluding People and Culture and Information Technology). This ensures products and services are available to the Agency in a timely, efficient and effective manner.

Positions available:

- Branch Manager Procurement & Corporate Services
- Branch Manager Finance

Markets, Government & Engagement

This Group will ensure engagement and communications with stakeholders is genuine, two-way, and effective in building and maintaining a positive reputation. They are responsible for the development and execution of market strategies to ensure market growth is innovative, provides choice and value for money for participants.

Positions available:

- Branch Manager Mainstream Interface Policy
- Branch Manager Parliamentary, Ministerial & FOI
- Branch Manager Market Commissioning and Intervention
- Branch Manager Employment Outcomes
- Branch Manager Government Relations
- Branch Manager Strategic Communications
- Branch Manager Specialist Markets

Design, Digital and Strategy

The Design, Digital and Strategy Group bring expertise, technology, structure and pace to design and improve how the Agency serves and empowers participants.

Positions available:

- Branch Manager Service Design & Outcomes
- Branch Manager Research & Evaluation
- Branch Manager Subject Matter Expert & Advice

Participant Experience Delivery

The Group is responsible all aspects of engagement with participants, including Scheme access, planning, reviews, quality and performance. This includes the NDIA's Partner in the Community (PITC) network. The Participant Experience Delivery Group (PED) is responsible for setting and operationalising the end to end strategy and controls for access and planning across the NDIA.

Positions available:

- Branch Manager Contact Centre
- Branch Manager Early Childhood Services
- Branch Manager Complex Support Needs/YPIRAC
- Branch Manager Administrative Appeals
- State Manager – Victoria
- Branch Manager Partner Performance
- Branch Manager Quality
- Branch Manager Partner Contracts

The Application and Selection Process

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

Except where otherwise provided by law, it is the policy of NDIA to provide equal employment opportunity (EEO) to all persons regardless of age, colour, national origin, physical or mental disability, race, ethnicity, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by applicable federal, state or local law.

Candidates with a Disability

The NDIA aims to be an employer that ensures people with disability are able to access secure and sustainable employment opportunities and are respected for their skills and capabilities. Through the Disability Strategy and Action Plan, the Agency has committed to supporting the employment and career development of people with disability. NDIA supports all NDIA employees with disability by being a Gold Member of the [Australian Network on Disability \(AND\)](#). See further - : [Disability Strategy and Action Plan 2018-20 \(PDF 4.57MB\)](#) [Easy Read Disability Strategy and Action Plan 2018-20 \(PDF 763KB\)](#)

Disability Confident Recruiter

The NDIA's partnership with Australian Network on Disability (AND) the NDIA are now an accredited [Disability Confident Recruiter](#), and in doing so, the NDIA confidently recruit talent from diverse groups, including people with disability. The NDIA will make appropriate adjustments to the recruitment process for all candidates and provide an excellent candidate experience to all applicants.

RecruitAbility Scheme

The NDIA's participation in the APS RecruitAbility scheme means we will progress an applicant with disability to an advanced stage in the recruitment process, where they opt into the scheme and meet the minimum requirements for the position. You will need to identify that you wish to opt into the RecruitAbility scheme in your application. Simply declaring that you have a disability will not automatically include you in the scheme. Details about the RecruitAbility scheme can be found on the [Australian Public Service Commission Recruitability page](#).

Reasonable adjustments

We will provide reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. You can specify in the application form if you have necessary adjustments or please ask us at any stage. If you need to contact us about reasonable adjustments during the recruitment process please contact NDIA@derwentsearch.com.au

Candidate Care

The NDIA and Derwent are committed to ensuring that potential applicants and candidates are treated respectfully and fairly. Derwent consultants are available to field inquiries and ensure that applicants are informed about developments as they become available. Candidates who are shortlisted and complete assessments including interviews will be offered a feedback session to discuss their experience and the assessment results.

COVID-19

We understand there are unique and significant challenges due to the COVID 19 outbreak currently facing Australia and the world. In this dynamic environment Derwent and the NDIA are responding to changes to ensure the safety and equity for all applicants and the NDIA team. Currently, all interviews will be held via video conference (across a range of platforms to accommodate personal requirements) and any in person meetings will be subject to relevant legislation and guidance of the National Chief Medical Officer. We are happy to discuss these in greater detail with potential candidates and ensure that we are protecting the health and safety of our candidates. We are also happy to make adjustments to the process that are necessary to ensure inclusion and accessibility.

Applications

Requirements

All applications are to be received by Derwent. To apply, please go to www.derwentsearch.com.au and search for NDIS. Your application should include:

- Your resume
- A cover letter of no more than 2 pages including the following:
 - The role or roles you are applying for.
 - Your location preference(s) (i.e. Sydney, Melbourne, Geelong, Canberra) and mobility.
 - A summary of your most relevant leadership experience and the related outcomes you were accountable for delivering.
 - Details of 2 referees who may be contacted after requesting your permission and providing notice (additional referees may be requested).

Closing date: **Sunday, 26 April 2020**

Information and Inquiries

Please contact the Derwent team by email NDIA@derwentsearch.com.au with any questions or requests for information. We will respond by phone call and/or email to ensure you have what you need. Derwent will maintain confidentiality for inquiries and questions from potential applicants.

Role descriptions

Role descriptions may also be provided on request by contacting by email NDIA@derwentsearch.com.au

Selection criteria

All applications will be assessed for their suitability to be appointed to a leadership role at the NDIA at the SES Band 1 level. The criteria are the six **Relevant Duties** as a leader set out in [the APS Work Level Standards](#).

1. Knowledge

- Policy and professional/specialist roles provide advice and recommendations within the framework of broad policy parameters and required standards of professionalism and objectivity.

2. Accountability

- Roles at SES Band 1 are usually expected to perform an important leadership role in the control of a branch or group and are responsible for the achievement of results in line with corporate or professional goals.
- Roles develop the strategic direction for the branch/group ensuring elements integrate to support higher level agency objectives. Roles require the collection and analysis of information, policies and procedures in order to describe the status quo and develop or modify systems, operational plans, broader agency-wide policies and/or specialised projects.
- In smaller agencies or parts of agencies, roles at this level may assume accountability for a number of recognised functions, activities or programs; however it is not uncommon for SES roles at this level to be more singularly focussed on one program or initiative, providing comprehensive leadership and direction on that area of focus.
- A key feature is the need to work to higher level senior leaders within the agency in order to achieve outcomes, influence processes and build the capability, including the people of the branch/group.

3. Diversity/Span

- Roles may have leadership or managerial responsibilities for a range of professional / specialist roles.
- Roles usually embrace several related activities that need to be coordinated with other activities within a related function, or other functions not under the control of the role.
- Professional / specialist roles operate across the full range of a recognised discipline or as a specialist.

4. Stakeholder Management

- Roles are actively involved in influencing and convincing others in the pursuit or achievement of specific and set objectives and representing the agency and government authoritatively.
- Stakeholder engagement on sensitive issues, in order to share or seek information, and/or to advocate a particular position, is a regular feature of roles at this level.

- Focus tends to be at a detailed level involving high order technical or content appreciation.
- Roles actively build sustainable relationships within the agency, within the Minister's office, across the APS and with external parties.
- Roles are responsive to stakeholder needs and engage stakeholders during times of change, resolving conflict and managing sensitivities within constrained timeframes.
- The focus is often on achievement of desired objectives and ensuring negotiations remain on track.

5. Job Context and Environment

- The operating environment is both complex and diverse.
- Direction is specified in terms of broad agency objectives.
- Roles may embrace a range of activities and/or operate in a complex, specialised environment.
- Focus can be national and/or international, representing the agency or government.
- Roles are required to understand a range of external factors affecting the agency, and regularly monitor and respond to a changing operating environment ensuring that there is a high level of integration with the broader context, including the agency's direction and role within government. This extends to understanding contemporary and emerging cross-jurisdictional and international issues.
- Focus on an environment that can respond to changing needs and circumstances.
- Work is characterised by the regular requirement to improve or revise established techniques, methods, systems or policies, or the relating of precedent to new situations to propose solutions that usually have enduring effects which extend beyond the immediate work environment.
- For many roles there will be a requirement to adapt or develop new systems, methods and processes.

6. Judgements and Independence

- Role objectives and operating policies are broadly defined with established methods, procedures and processes.
- At this level a variety of alternatives must be considered before judgements and/or decisions can be made.
- Problem resolution may need to take account of established management systems, professional standards, budget parameters or known equipment capacity.
- Complete information may not always be available, requiring roles to make effective judgements under pressure, anticipate and manage risk, consider alternative courses of action, address problems in the work environment, devise action plans and advocate new approaches.
- Delivery roles are governed by clear objectives and/or budgets.
- Compliance with regulatory and reporting requirements is a key feature.
- Within this framework, the role independently manages the day-to-day activities of staff to ensure efficiency and effectiveness of service delivery and proposes creative solutions to problems.

Selection Process

Derwent will conduct an initial assessment of all applications for NDIA to select a short list of candidates to be invited to attend an interview with the section panel (currently by video conference). Candidates may also be required to complete additional assessments such as personality profiles and cognitive assessments. At least two references, including one from a recent manager, will be taken before an offer of employment.

Pre-employment verification and background checks

These positions require (or the ability to obtain) a Negative Vetting Level 1 security clearance. An offer of employment will be conditional on the following checks being completed to satisfaction:

- Academic Qualification Check
- Professional Membership Check
- Criminal History Check
- Employment History Check

Thank you for your interest in the NDIA.