



## **Candidate Information Pack**

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**National Disability Insurance Agency**  
**BM Early Childhood Services**  
October 2020

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## Branch Manager Early Childhood Services

- Seeking an outstanding leader with ECEI expertise
- Operationalise and execute strategic transformation
- Location flexible; SES Band 1 level

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.

Joining at a time when the NDIA is refreshing its early childhood and early intervention (ECEI) approach, you will be providing an important leadership role operationalising and executing strategic transformation, bringing a deep understanding of the needs of children with disabilities, their families and carers so that they are reflected in NDIA's strategic plans and the services provided by the Branch and its partners.

Leading a significant Branch, your key areas of focus will include engaging with the Disability Sector to increase the understanding of the NDIA's ECEI services, identifying best practice and leading the implementation of continuous improvement strategies to the ECEI partner service delivery model.

You'll be joining a leadership 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.

This is an exceptional opportunity to combine your specialist expertise and leadership talent to drive 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.*

**For more information and to apply**, please go to [www.derwentsearch.com.au](http://www.derwentsearch.com.au) to search "NDIA" and download the Candidate Information Pack. Your application should include a cover letter and a resume. For further information, please contact Derwent at [NDIA@derwentsearch.com.au](mailto:NDIA@derwentsearch.com.au) or call 02 9091 3282.

**Application closing date: 8<sup>th</sup> November 2020**

## 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](http://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

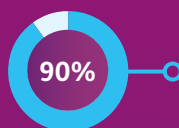
# 62%

**increase** in the number of participants from last year

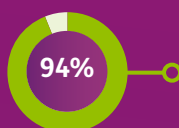
# 298,816

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

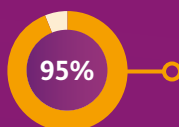
## Participant Outcomes



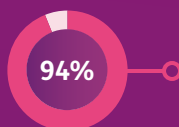
of participants rated their **overall satisfaction** with the NDIS planning process as either good or very good



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.

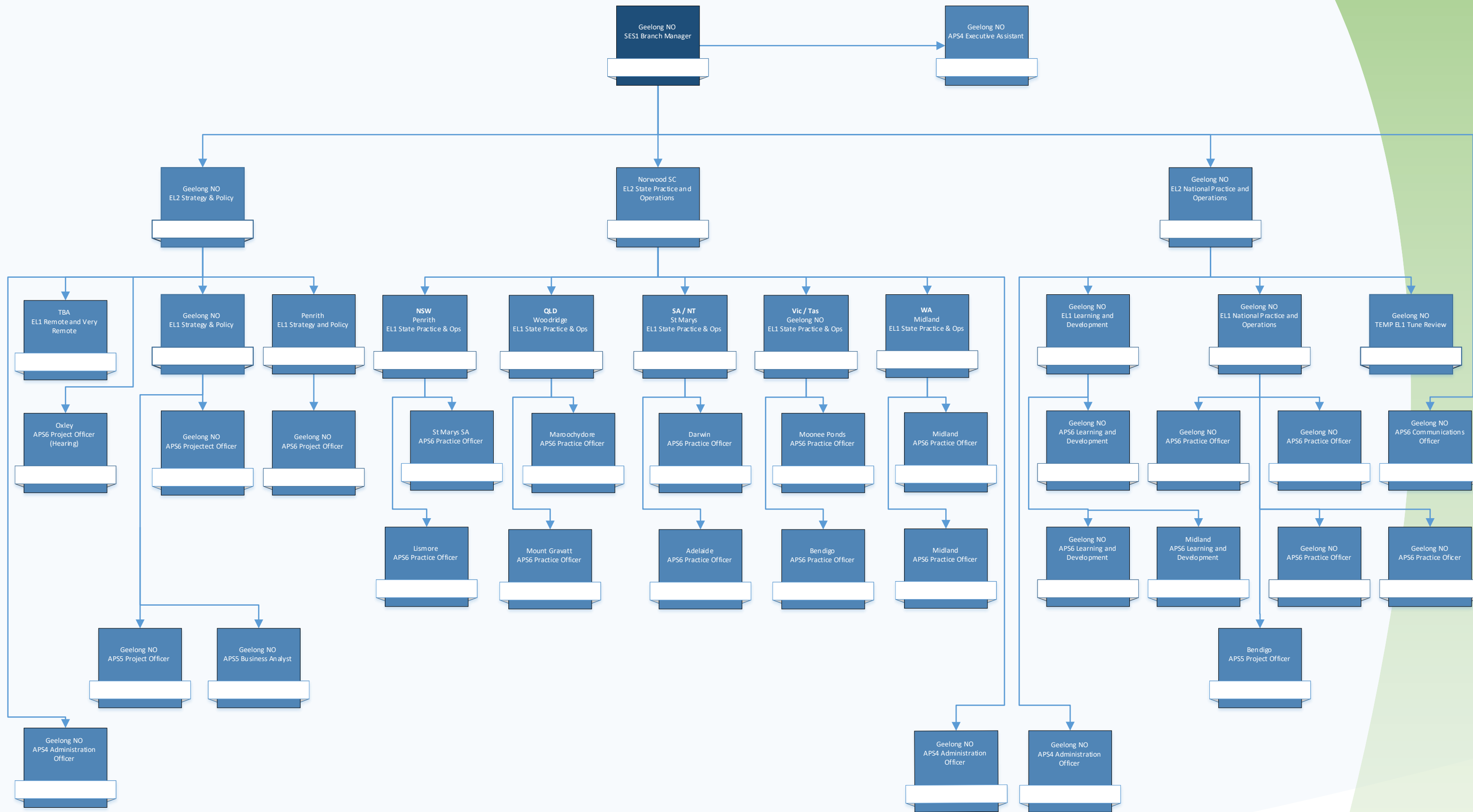
## Who benefits?

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.

# Early Childhood Services Branch - Positional Org Chart

Current at 05 October 2020





## 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.*

<b>Position Name</b>	Branch Manager Early Childhood Services
<b>APS Classification</b>	SES Band 1
<b>Group</b>	Participant Experience Delivery
<b>Division</b>	Partner and Contact Centre
<b>Branch</b>	Early Childhood Services
<b>Reports to</b>	GM Partner and Contact Centre
<b>Location</b>	Various
<b>Tenure</b>	Ongoing/Non-ongoing
<b>Security Classification</b>	Negative Vetting Level 1

## Position Description

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

The Branch Manager Early Childhood Services is a Functional Leadership position within the NDIA and has defined independence to make decisions within their area of accountability that provides early childhood and early intervention services.

The position will lead and contribute to the strategic planning of the NDIA's objectives and will set strategic direction, develop short-medium and long-term plans that implement the operational strategies aimed at achieving the NDIA's mission to '*build a world-leading National Disability Insurance Scheme*'.

The primary responsibilities of the Branch Manager Early Childhood Services position include:

- delivering targeted communication and engagement strategies to the Disability Sector to increase the understanding of the NDIA's early childhood and early intervention (ECEI) services that are available for children with disabilities and their families;
- high-level understanding of the cohort specific requirements with a deep understanding of participant needs, remaining an authoritative source on the specialist areas, including research and emerging trends;
- monitoring, managing and providing direction for the performance of ECEI partners to ensure compliance to commercial contractual obligations;
- defining and communicating the engagement and feedback strategies for ECEI partners that ensures timely, clear and accurate feedback and performance requirements is provided and received;
- determining and providing direction on the level of service delivery outcomes that are required and are being delivered by the ECEI partners to children with disabilities, their families and the National Disability Insurance Scheme (NDIS);
- Operationalise and execute strategic transformation associated with the refreshed ECEI approach;
- identifying best practice and leading the implementation of continuous improvement strategies to the ECEI partner service delivery model;

- Execution of operational strategy intersecting with ECI systems, human services insurance schemes, early intervention programs and investment strategies to ensure the sustainability of the scheme.

The Branch Manager Early Childhood Services 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 Early Childhood Service Branch.

## Relevant Duties

### 1. Leadership (Knowledge)

- Apply a comprehensive understanding of the *National Disability Insurance Scheme Act 2013* legislative requirements to develop, implement and identify the strategies, policies and service delivery requirements for children with disabilities and their families.
- Maintain a broad and deep level of sector knowledge 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.
- Acquire, maintain and apply a comprehensive understanding of the requirements of the commercial contractual obligations for ECEI partners; monitoring performance and providing operational direction to maintain or improve the level of service delivery outcomes being delivered by the ECEI partners.
- Monitor, manage and provide direction for the performance of the partners, ensuring robust relationships and contract management practice that promotes performance in achieving stated objectives and compliance with commercial contractual obligations.
- Research, develop and provide expert advice that is regarded as an authoritative source to engage with ECEI partners and define the policies, service delivery requirements, expectations and the performance metrics that will be used to monitor, measure and identify performance improvements.

### 2. Leadership (Accountability)

- Accountable to monitor, manage and provide direction on the performance of ECEI partners; ensuring their compliance with their contractual obligations and that their delivery of services has achieved positive outcomes for children with disabilities, their families and the National Disability Insurance Scheme (NDIS).
- Accountable for leading the Early Childhood Services Branch to acquire and maintain the specific capabilities and expertise required to engage and provide the ECEI partners with best practice ECEI advice, coaching, mentoring and support that promotes the consistent application of early childhood and early intervention service delivery outcomes.
- Accountable for the functional leadership of the Early Childhood Services 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 early childhood and early interventions functions within the NDIA, negotiating and allocating resources between competing priorities, forecasting resource requirements, creating plans, establishing appropriate progress reviews and defined performance measures.

### 3. Diversity and Span

- Working with a range of NDIA internal stakeholders to define, develop and integrate the NDIA's early childhood and early intervention strategies, policy and legislative requirements; ensuring consistent integration and application across the NDIA.
- Establish and use effective engagement strategies to receive, understand and provide high-level support and advice to remote and regional service delivery teams and ECEI partners; ensuring critical and complex issues involving children and their families are prioritised and accurate information and assistance is provided.
- Work closely with the Specialist Services team who look after the "tailored pathways" for participants and families on these pathways providing advice and support to ensure that outcomes align with expectations of ECEI partner performance with clear exit opportunities to address the wide variation of needs in children.
- Working across the NDIA, review the quality and performance of ECEI partner service delivery and outcomes, with a focus to provide advice and support that improve and build capability of the ECEI partners.

- Develop, negotiate and manage the Early Childhood Services Branch's operational budget, monitoring and reporting expenditure, correcting variances and ensuring compliance with Commonwealth procurement policies and procedures.

#### **4. Stakeholder Management**

- Develop and deliver ongoing communication and engagement strategies to the Disability Sector to increase the understanding of the NDIA's early childhood and early intervention (ECEI) services that are available to assist and support children with disabilities and their families.
- Establish and maintain effective relationships with internal and external stakeholders and participants and their families, with a focus on influencing negotiations and making decisions on the best course of action to resolve divergent views, conflicting technical interpretation, sensitive and highly complex issues.
- Establish and utilise an ECEI Partner engagement network to provide clear communication channels that are regularly monitored, ensuring timely, clear and accurate feedback, advice and support is provided and received by NDIA service delivery teams and ECEI partners.
- Set the expectations that ensures communication style and language of the Early Childhood Services Branch is tailored according to audiences' level of knowledge and understanding of the NDIS.
- Build and maintain positive stakeholder relationships and partnerships to provide State based disability support providers, community, Commonwealth, State, Territory; and local government stakeholders with an authoritative source that represents the NDIA leadership.
- Represent the NDIA at State, Territory and local level discussions and negotiations; using extensive subject matter expertise of the NDIS to influence outcomes and gain acceptance of ideas and commitment to actions that support quality participant experience and outcomes.

#### **5. Job Context and Environment**

- Provide the leadership, direction and expert advice that ensures the consistent delivery of the early childhood and early intervention services across the NDIA.
- Review the metrics and analysis of ECEI partner performance, identifying and implementing solutions to correct and prevent identify risks and variances to expected service delivery outcomes.
- Plan, manage and deliver quality service and operational outcomes by ensuring Service Delivery teams have the training, capability and capacity to deliver and meet NDIA standards and priorities.
- Engage with the Access and Planning functions, Specialist Services and other service delivery teams to understand the issues being faced by children with disabilities, their families and ECEI partners; identify opportunities to develop, implement and improve service delivery for early childhood and early intervention services.

#### **6. Judgement and Independence**

- Lead early childhood pathway design work and support broader work in pathway enhancements and improvements.
- Monitor, analyse and make the decision to correct, prevent or direct improvements to the performance of ECEI partners ensuring compliance to their contractual obligations to deliver identified outcomes.
- Exercise a high level of judgement and discretion while negotiating commercial contract terms with existing and potential ECEI partners, ensuring that the best interests of the NDIA and the efficient administration of the NDIS is achieved.
- Operate with a significant amount of independence, engaging and providing recommendations to service delivery and planning teams across NDIA to monitor and manage the performance of ECEI partners, identifying and implementing opportunities to improve the delivery of early childhood and early interventions services.
- Explain and communicate the complexity of contractual requirements with ECEI partners, providing advice, identifying solutions and recommendations to NDIA teams dealing with underperforming ECEI partners, selecting the best options to resolve complex issues.

#### **Security/Eligibility**

This position requires (or the ability to obtain) a Negative Vetting Level 1 security clearance.

The role of BM Early Childhood Services is a 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>.



## 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. Please contact [NDIA@derwentsearch.com.au](mailto:NDIA@derwentsearch.com.au) to advise Derwent at any stage of any adjustments you may require. This may include access an interpreter or reader, provision of information in different formats or changes to the assessment process. We are happy to discuss what is available with or you can note these on your application.

### *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. 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 guidance of the National Chief Medical Officer or current state based guidance. 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](http://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:
  - Your location preference(s)
  - 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.

Closing date: **Sunday, 08 November 2020**

### Information and Inquiries

Please contact the Derwent team by email [NDIA@derwentsearch.com.au](mailto: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.

## *Selection Process*

Derwent will conduct an initial assessment of all applications to support the NDIA 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*

This position requires (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.**