



Candidate Information Pack

**National Disability Insurance Agency
Branch Manager Participant Advocacy**
December 2020

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Branch Manager Participant Advocacy

- Strategic leadership role delivering participant engagement solutions on major programs of work
- Deliver NDIA's world first vision as NDIA Disability Champion
- Affirmative measure vacancy - disability employment
- Located in Geelong, Melbourne, Sydney or Canberra (SES 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 more than 410,000 participants (estimated to grow to approximately 500,000 over the coming years) and management of \$22 billion in funding each year, this is an extraordinary opportunity to make a difference in the lives of people with a disability, their families and carers.

As the Branch Manager Participant Advocacy, you will be accountable to plan, lead and deliver highly complex outcomes, projects and programs of work that have strategic, political and operational significance to the NDIA. This role leads and contributes to the strategic planning of the NDIA's objectives and will set strategic direction, develop long-term plans and implement operational strategies aimed at achieving the NDIA's mission to 'build a world leading National Disability Insurance Scheme'. We are seeking an outstanding leader to lead the development of effective, proactive and meaningful participant engagement and consultation for strategic programs across the NDIA. This is a highly visible leadership role within the Agency and requires identification, evaluation and critical analyses of highly complex and politically sensitive issues affecting participant experience, and requiring logical, practical and well-balanced solutions.

It requires identification of different ways of working by incorporating diverse perspectives, provision of insight and intelligence to support a program of reform, increasing the capability of participants to become astute and informed consumers and performing the role of the NDIA's Disability Champion. You will be joining an executive team 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 will thrive in today's NDIA.

This is an affirmative measure vacancy, and under the Disability Discrimination Act 1992 and human rights obligations, including those set out in international conventions, will be open only to persons who identify as having a disability. The filling of this vacancy is intended to constitute an affirmative measure under Section 27 of the Australian Public Service Commissioner's Directions 2016.

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

Please note – shortlisted applicants will be required to provide evidence of disability.

To apply and for more information please go to www.derwentsearch.com.au and search NDIA to download the Candidate Information Pack. Your application should include a cover letter highlighting your suitability and a resume. Derwent may also be contacted by email NDIA@derwentsearch.com.au and to arrange a confidential discussion.

Application closing date: Wednesday, 23 December 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 2020 - 2024](#).

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.

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

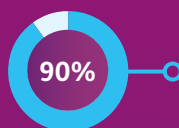
62%

increase in the number of participants from last year

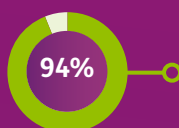
298,816

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

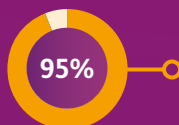
Participant Outcomes



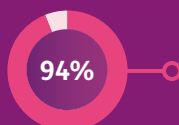
of participants rated their **overall satisfaction** with the NDIS planning process as either good or very good



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.

Position Description

Position Details

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

Position Name	Branch Manager Participant Advocacy
APS Classification	SES Band 1
Group	Design, Digital & Strategy
Division	Participant Advocacy
Branch	Participant Advocacy
Reports to	Deputy CEO Design, Digital & Strategy
Location	Geelong, Melbourne, Sydney or Canberra
Tenure	TBC

Position Description

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

The primary responsibilities of this position include:

- Lead the development of effective, proactive, and meaningful participant engagement and consultation for strategic programs across the NDIA;
- Identify, evaluate and critically analyse highly complex and politically sensitive issues and concerns affecting the participant experience, and develop logical, practical and well balanced solutions;
- Building public trust and confidence in the Scheme, as well as broad ownership and support for people with disability;
- Identification of different ways of working by incorporating diverse perspectives to drive internal cultural change;
- Provision of insight and intelligence to the NDIA into key issues to support program of reforms, including analysing systemic issues;
- Increase the capability of participants to become astute and informed consumers in a growing marketplace; and

- Performing the role of the NDIA's Disability Champion to sponsor, support and champion activities related to disability, access and inclusion within the NDIA, and represent the NDIA at the whole of government Disability Champion Network.

The Branch Manager Participant Advocacy 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 Participant Advocacy work area.

Relevant Duties

1. Leadership (Knowledge)

- Apply extensive knowledge and deep expertise regarding disability and insurance-based public-sector schemes to help shape and implement the NDIA's corporate strategy;
- Provide expert advice to the NDIA's Executive and Board on matters relating to participant engagement and feedback, and initiatives to increase the participant satisfaction;
- Research and lead the development of resources to support participants to become astute and informed consumers;
- Apply significant knowledge and experience to support initiatives to increase participant involvement and experience with the NDIS by collaborating and managing relationships with key external stakeholders across government and the disability sector;
- Have a lived experience of disability.

2. Leadership (Accountability)

- Scope, research and deliver long-term and rapid participant engagement advice and solution on major programs of work for the Agency, including the collaboration and engagement with key sector bodies, Commonwealth and State and Territory Governments, and Agency leadership;
- Accountable for leading, planning and the quality assurance of the division to ensure that timely, strategic advice is delivered to the NDIA Executive and Board;
- Accountable for providing the Executive and Board with insight and strategic leadership around key participant challenges and opportunities;
- Plan, lead and manage the financial, human and physical resources and functions of the division, including a number of time-limited, strategic projects.

3. Diversity and Span

- Accountable for leading the participant engagement function for the NDIA, including setting the direction and agreeing delivery priorities with the Executive for the division;
- Provide oversight into the Participant First Engagement Model, including the Participant Reference Group, and its work plan and priorities;
- Work across all relevant business units within the NDIA to achieve outcomes, providing detailed information including business plans, strategies, priorities and procedures that provides clarity to ensure requirements are communicated, understood and accepted.

4. Stakeholder Management

- Build and maintain strategic relationships with key stakeholders, including participants, the sector and within other Commonwealth, State and Territory governments;
- Develop internal and external communications and digital communication strategies to build awareness and confidence in the NDIS through tailored high quality products and services;
- Represent, communicate, influence and collaborate on behalf of the NDIA to advance the NDIA's interests with stakeholders, including cross-agencies, inter-jurisdictional, participants and carer representatives.

5. Job Context and Environment

- Monitor key deliverables of the Division and set the priorities for the work to ensure expected outcomes are achieved, and that advice is provided to key business areas and the Executive within determined timeframes;
- Define the work requirements of the Division, identify gaps and emerging issues and oversee the development of options and solutions to address these;
- Identify, define and manage a range of functions and activities covering highly complex policy issues relating to Scheme transition, full Scheme design, the optimisation of participant outcomes and the reduction of pressures on Scheme sustainability;
- Devise strategies to manage sensitive issues, to facilitate appropriate responses and communication channels.

6. Judgement and Independence

- Analyse and lead the maturation of the Participant First Engagement Model to ensure it is efficient, effective, and fit for purpose;
- Monitor and analyse various sources to develop recommendations and insights to the Executive to improve the participant experience;
- Operate with a significant amount of independence, engaging and providing recommendations to teams across the NDIA to ensure appropriate participant perspective is considered and represented at decision forums;
- Exercise a high level of judgement and discretion to influence peers to deliver cultural changes to improve participant outcomes;
- Research, analyse and lead the development of a NDIA strategy on improving the participant capacity to make informed decisions.

Affirmative Measures

This is an affirmative measure hire, and under the *Disability Discrimination Act 1992* and human rights obligations, including those set out in international conventions. This role will only be open to persons who identify with having a disability.

The role of Branch Manager Participant Advocacy 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

Through 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.

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 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.

Proof of disability requirement

If selected for interview with the NDIA, you may be required to produce evidence of your disability in line with the Australian Public Sector Commission (APSC) guidance.

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 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: **Wednesday, 23 December 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.

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 selection panel (currently by video conference). 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.