



**NDIS Quality  
and Safeguards  
Commission**

# Candidate Information Pack

## Complaints Handling Roles

Operations Branch - South East Region

Senior Complaints Handling Officer (APS6) and

Complaints Handling Officer (APS5 and APS4)

Ongoing and Non-Ongoing (temporary), Full Time - Penrith, NSW



**Develop your future, at the NDIS Quality and Safeguards Commission, by helping to improve the quality and safety of NDIS supports and services.**



## JOIN OUR TEAM

The NDIS Quality and Safeguards Commission (the NDIS Commission) is an independent government agency established to improve the quality and safety of NDIS supports and services.

Our purpose is to work with people with disability, providers and the community to deliver nationally consistent, responsive and effective regulation for NDIS supports and services.

The NDIS Commission brings together various quality and safeguards functions into a single agency for the first time, and will have a suite of education and regulatory powers that apply across Australia.

We are progressively rolling out nationally and by December 2020 will have a presence in every state and territory capital city. Our head office is located in Penrith, NSW.

The NDIS Commission presents an opportunity for you to join an organisation at the forefront of improving outcomes for people with disability.

These roles provides you with the opportunity to work with NDIS participants, their families and advocates, to ensure their voices are heard on the important issues of quality and safety that matter to them. Help participants and providers solve for these issues and, when that is not working, be part of ensuring that these important issues are in fact addressed.

The NDIS Commission is committed to building a diverse workforce and inclusive culture. We strongly encourage people with disability to apply for roles and to reach out to our recruiters if you require an adjustment to the recruitment process in order to participate on an equal basis with others.

**You can reach our recruiters at McArthur by:**

Phone: 1300 McArthur (1300 622 784)

Email: [NDISCommission.jobs@mcArthur.com.au](mailto:NDISCommission.jobs@mcArthur.com.au)



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## A LITTLE BIT ABOUT WHAT WE DO

The NDIS Commission is the dedicated national regulator of NDIS service providers in Australia and a non-corporate entity under the *Public Governance, Performance and Accountability Act 2013*. The NDIS Commission commenced operations in New South Wales and South Australia on 1 July 2018, and expanded its operations to other jurisdictions (Tasmania, Queensland, Victoria, Northern Territory and ACT) on 1 July 2019. The NDIS Commission will commence operations in Western Australia on 1 December 2020.

The NDIS Commission's core legislative functions are to:

- uphold the rights of, and promote the health, safety and wellbeing of, people with disability receiving supports or services, including those received under the National Disability Insurance Scheme;
- develop a nationally consistent approach to managing quality and safeguards for people with disability receiving supports or services, including those received under the National Disability Insurance Scheme;
- promote the provision of advice, information, education and training to NDIS providers and people with disability;
- secure compliance with relevant legislation through effective compliance and enforcement arrangements, including through the monitoring and investigation functions conferred on the NDIS Commissioner by legislation;
- promote continuous improvement amongst NDIS providers and the delivery of progressively higher standards of supports and services to people with disability;
- develop and oversee the broad policy design for a nationally consistent framework relating to the screening of workers involved in the provision of supports and services to people with disability;
- provide advice or recommendations to the National Disability Insurance Agency (NDIA) and its Board in relation to the performance of the Agency's functions;
- engage in, promote and coordinate the sharing of information to achieve the objects of the relevant legislation, and
- provide NDIS market oversight, including:
  - monitoring changes in the NDIS market which may indicate emerging risk; and
  - monitoring and mitigating the risks of unplanned service withdrawal.



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## WHAT THE OPERATIONS BRANCH IS RESPONSIBLE FOR

The Operations Branch comprises North Central West and South East regions. These are responsible for State and Territory operations that deliver the NDIS Commission's complaints function; building provider capability to prevent and manage incidents affecting people with disability; building capability in positive behaviour support strategies; and undertaking compliance and investigation activities, and enforcement action.

The State and Territory directors together with the Branch Heads responsible for the regions, are responsible for the efficient and effective delivery of the NDIS Commission regularity functions in each Australian jurisdiction.

- **Provider Registrations**
- **Reportable Incidents**
- **Complaints**
- **Compliance and Investigations**

## YOUR OPPORTUNITY

Applications are sought from suitably skilled, professional and motivated individuals to undertake complaints handling focused roles.

Suitable candidates must meet the requirements of the role as outlined in this information pack.

Positions may be filled at the APS4, APS5 or APS6 Level depending upon the preferences nominated by the successful candidate.

There are multiple roles at each classification level.

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## Essential Requirements

To be considered for appointment to this role applicants must be able to demonstrate that they possess:

- The ability to communicate well with, relate to and see issues from the perspective of people from a diverse range of cultures, backgrounds and experiences.
- Well developed problem solving skills including the ability to analyse issues from different perspectives and draw sound inferences from available information and data.
- The capacity to collaborate, cooperate and work well with others in the pursuit of common objectives.
- Relevant experience in dispute resolution, mediation or conciliation.

## COMPLAINTS HANDLING OFFICER - APS4 (\$69,388 - \$74,582)

APS4 Complaints Handling Officers will be part of a state-based team, and will:

- Utilise statutory provisions under the NDIS Quality and Safeguarding Framework and the *National Disability Insurance Scheme Act 2013*, to request relevant information necessary to process complaints and prepare complaints documentation to enable the decision maker to make robust decisions within legislated time frames.
- Manage and resolve a caseload of routine complaints about the provision of supports and services by NDIS providers, including assessing straightforward complaints and contributing to complaints handling activities, including conciliations.
- Monitor incoming complaints to ensure high-risk or complex complaints are escalated to be dealt with expeditiously, and escalate any delays or workflow obstacles to line managers and managers.
- Support education and training programs in relation to the effective handling of complaints to inform and educate participants, NDIS providers, and the public about the NDIS Commission's complaint handling functions.
- Develop and maintain productive working relationships with a range of stakeholders to facilitate the work of the complaints handling function, and the NDIS Commission more broadly.
- Actively participate in an environment where learning and information sharing is encouraged.



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## COMPLAINTS HANDLING OFFICER - APS5 (\$76,210 - \$81,381)

APS5 Complaints Handling Officers will be part of a state-based team. At this level you will undertake the above duties however, the work undertaken will be of a more complex nature. **You will also be expected to:**

- Manage and resolve a caseload of complaints about the provision of supports and services by NDIS providers, including assessing **moderately complex** complaints and contributing to complaints handling activities, including conciliations.
- **Actively contribute** to education and training programs in relation to the effective handling of complaints to inform and educate participants, NDIS providers, and the public about the NDIS Commission's complaint handling functions.
- **Develop and maintain productive working relationships** with a large and diverse range of external stakeholders, including state and territory counterparts, service providers, and regulatory bodies to facilitate the work of the complaints handling function, and the NDIS Commission more broadly.
- **Contribute** to a learning culture where expertise can be appropriately shared.

## SENIOR COMPLAINTS HANDLING OFFICER APS6 (\$83,468 - \$93,819)

Reporting to the State Director (NSW and ACT) Senior Complaints Handling Officers will be part of a state-based team. At the APS6 level you will undertake the duties of Complaints Handling Officers as described on the previous page however, the work undertaken will be of a more complex nature. In addition, **you will also be expected to:**

- **Support** the implementation, operating and monitoring of the complaints handling functions, consistent with the *National Disability Insurance Scheme Act 2013* and Rules.
- **Liaise** regularly with managers to ensure the timely and effective management of caseload.
- Provide **expert advice** to the Assistant Director and State Director about trends and issues through the assessment and analysis of information gathered through the complaints process.
- **Assist** with the development of operating procedures.
- **Provide guidance** to others at the NDIS Commission.



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## Skills, Knowledge and Personal Attributes (APS4 roles)

Ideal candidates will have experience in a similar role, or the ability to demonstrate that they possess:

- Previous experience in a complaint handling environment, managing routine complaints to a high standard.
- Demonstrated negotiation skills and an understanding of contemporary dispute resolution theory and practice.
- Well-developed analytical skills including a capacity to evaluate complaints, identify risks and contribute to solutions.
- Sound written and oral communication skills.
- Demonstrated organisational skills and the capacity to manage competing demands and to meet deadlines.
- The ability, and the confidence, to make sound judgements and decisions based on thorough research, problem-solving, and evidence-based practice, to achieve the objectives of the complaints handling function, and the NDIS Commission more broadly.

## Skills, Knowledge and Personal Attributes (APS5 and APS6 roles)

Ideal candidates will have experience in a similar role, or the ability to demonstrate that they possess:

- Previous experience in a complaint handling environment, managing moderately complex to complex complaints to a high standard.
- Demonstrated negotiation skills and an understanding of contemporary dispute resolution theory and practice.
- Strong analytical skills including a capacity to evaluate complaints, identify risk, and contribute to solutions and provide advice.
- Excellent written and oral communication skills including the capacity to produce detailed briefings and correspondence of a complex nature.
- Highly developed organisational skills including the capacity to manage competing demands and to meet deadlines.
- The ability, and the confidence, to make sound judgements and decisions based on thorough research, problem-solving, innovation and evidence-based practice, to achieve the objectives of the complaints handling function, and the NDIS Commission more broadly.



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## Pre-Employment Requirements (apply to all roles)

- You will be an Australian Citizen
- Candidates employed by the NDIS Commission are required to undertake a Police Records Check. If the position involves working with children and/or vulnerable people, the relevant check will also be undertaken.
- You may also be required to obtain and maintain at least a baseline security clearance and must be willing to disclose all relevant and required information to fulfil this process.

To obtain a security clearance you must be able to establish your background as checkable to be considered eligible for a security clearance. Any gaps or periods of time spent overseas for 12 or more months (cumulative) that cannot be verified by an Australian referee are typically deemed uncheckable, rendering you ineligible for a security clearance. Background history must cover 5 - 10 years of employment, education, residential, criminal history and anything else specified by the Australian Government Security Vetting Agency (AGSVA).

## For all roles our ideal candidate will also have

- Knowledge of the NDIS and an understanding of the role of the NDIS Commission.
- Experience working in a social service portfolio.
- Knowledge of the issues facing people with disability in the context of their rights, health, safety and wellbeing.
- Experience in a regulatory environment.
- Relevant experience in dispute resolution, mediation or conciliation.



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## WHAT TO EXPECT

This recruitment and selection process is being managed by McArthur, a recruitment and human resource consulting firm, on behalf of the NDIS Commission.

You must submit an application by **11.30pm Monday, 2nd November 2020** as outlined in this information pack to be considered.

McArthur will shortlist applications by reviewing your application and by possibly contacting you by phone to discuss your application in more detail.

McArthur will provide a report, recommending candidates for further consideration, to the NDIS Commission.

Panel interviews will be conducted by the NDIS Commission in due course. COVID-19 Safe practices will be adopted at all times and you should expect your interview to be conducted by videoconference.

You may be asked to undertake one or two online psychometric, cognitive or skilled based assessments which McArthur will facilitate.

Your referees may be contacted by McArthur during the course of the selection process.

At the conclusion of the selection process you will be notified of the outcome and will be provided an opportunity to seek feedback on your application and/or performance at interview.

### RecruitAbility

The NDIS Commission participates in the Australian Public Service RecruitAbility Scheme to support the employment of people with disability. RecruitAbility applies to all roles. Applicants with disability who opt into the RecruitAbility Scheme, declare they have disability, and meet the minimum requirements of a job will be advanced to a further stage in the selection process. For more information please contact McArthur or visit: <https://www.apsc.gov.au/recruitability>

### Need Assistance?

You are encouraged to contact McArthur if you're seeking information, require assistance or an adjustment to the recruitment process in order to participate on an equal basis with others.

### You can reach McArthur by:

**Phone: 1300 McArthur (1300 622 784)**

**Email: [NDISCommission.jobs@mcArthur.com.au](mailto:NDISCommission.jobs@mcArthur.com.au)**



**NDIS Quality  
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## WHY CHOOSE THE NDIS COMMISSION

In addition to being able to assist the NDIS Commission to improve the safety and quality of NDIS services delivered to people with disability, you will have access to the following benefits under the terms and conditions of your employment:

- 4 weeks paid annual leave
- 18 days personal/carer's leave per year with 10 days personal/carer's leave credited to you on commencement
- Easter and Christmas closedown where employees are paid full pay
- Employer Superannuation Contribution of 15.4% (PSSAp or fund of choice)
- Flex time – employees up to APS6 can accrue flex time
- Part time work and home-based work can be applied for (subject to business requirements)
- Standard hours worked between 8.30 am to 5 pm or they can be worked between bandwidth between 7.00 am and 7.00 pm (with agreement of supervisor)
- Salary packaging (superannuation and vehicles)
- 4 weeks paid Defence Reserve leave
- 3 days paid Cultural and Ceremonial leave
- Community service leave
- 3 months Long Service Leave available after 10 years service
- 14 weeks maternity leave
- Unpaid parental leave
- 4 weeks supporting partner leave
- Up to 8 weeks purchased leave (paid for by fortnightly deductions over a period of 12 months).



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## HOW TO CONTACT MCARTHUR

If you require further information regarding these vacancies, or assistance to participate in the recruitment process, you can contact McArthur by:

Phone: **1300 McArthur (1300 622 784)**

Email: **[NDISCommission.jobs@mcarthur.com.au](mailto:NDISCommission.jobs@mcarthur.com.au)**

You will also find information at this website **[mcarthur.com.au/ndisqsc](http://mcarthur.com.au/ndisqsc)**

Remember applications close: **11:30pm, Monday 2nd November 2020.**



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## RECRUITABILITY

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## ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

We recognise the richness of Aboriginal and Torres Strait Islander cultures and the unique knowledge Aboriginal and Torres Strait Islander employees bring to our workplace, policy development and service delivery. We welcome and encourage applications from Aboriginal and Torres Strait Islander people.

## HOW TO APPLY

Applications must be submitted through the McArthur website [mcarthur.com.au](http://mcarthur.com.au) It is recommended that you lodge your application via the link contained in the email you received along with this information pack.

Your application must include:

- A statement of claims addressing your suitability for the position, with an emphasis on recent work examples and their relevance to the key activities and responsibilities of the position. This statement should be no longer than 1000 words.
- A statement included in your response document telling us which positions you have a preference for: the APS4, the APS5, the APS6, or any combination of the three.
- A current Curriculum Vitae and the contact details for two referees, one of whom should be your current (or most recent) supervisor.

Please ensure that you upload all required documents via the McArthur website. Incomplete and late applications will not be considered.

If you experience difficulty, or require assistance, when submitting your application please contact **McArthur on 1300 622 784**.

**APPLICATIONS CLOSE 11:30PM, MONDAY 2nd NOVEMBER 2020.**



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