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# Position Description

## *NDIS Appeals Officer*

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### **Context**

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#### THE AGENCY

##### **ADEC**

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

##### **Vision**

*Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.*

##### **Mission**

*The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.*

#### THE OPERATIONS DEPARTMENT

The Operations Department provides direct services to ADEC participants, their carers and families who require home care and community assistance through the Aged Care program, NDIS and disability services under the NDIS Support program, disability Advocacy support, and access to Capacity Building and Social Support activities.

##### **NDIS Appeals Unit**

The NDIS Appeals Unit supports NDIS participants to appeal against NDIS decisions that affect the supports that are provided to them under their NDIS Plan.

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### **Position**

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#### ROLE

The role of the NDIS Appeals Officer is to work one-to-one with people who are affected by an NDIS decision to assist them to navigate the process of seeking review in the Administrative Appeals Tribunal (AAT) as well as in the Alternative Dispute Resolution process. There is an emphasis in this role to help build the client's self-advocacy skills and awareness of their rights.

#### DUTIES

Provide assistance and advice to clients who wish to put their own cases forward (self-advocate) for a review of a reviewable decision before the AAT

Assist applicants to navigate the process of seeking a review of NDIA decisions by:

- explaining the review process, including what is involved in pursuing an appeal to the AAT;
- helping prepare documents relating to the lodgement of NDIS Appeals;
- providing advice and skills informed by relevant practice and experience; and
- attending AAT conferences and hearings or similar appointments with or on behalf of clients.

Assist eligible applicants and participants engaging with the Independent Expert Review pathway

Refer clients to the Legal Services Commission in Victoria for legal funding where the matter raises complex or novel issues.

Ensure the service delivery takes into account of the diversity of needs of Culturally and Linguistically Diverse communities; and that the cultural and linguistic diversity is not a barrier for clients by providing access to language services where appropriate.

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Participate in relevant service networks and contribute to further improvement of ADEC's NDIS Appeals Unit.  
Promote awareness of the NDIS Appeals service and rights of people with disability in community.  
Work with community groups to offer education on rights in relation to NDIA reviews.  
Assist the Senior NDIS Appeals Officer to prepare for compliance audits.  
Manage client records including electronic and case files and ensure timely completion and reporting of service delivery as per contractual and governing auditory requirements.  
Other duties within the reasonable scope of this role as directed by the Senior NDIS Appeals Officer.

#### RESPONSIBILITIES

Adhere to appropriate policies, systems and procedures.  
Comply with all relevant disability service standards, conventions, frameworks and legislation.  
Maintain effective working relationships with internal and external stakeholders.  
Contribute to the development of Systemic Advocacy support and activities, in relation to NDIS Policies and their application.  
Undertake specific tasks and projects as agreed with the Senior Appeals Officer.

#### KEY PERFORMANCE INDICATORS

The NDIS Appeals Officer's performance will be measured against the following criteria:

- Achievement of outcomes in partnership with people with disability from ethnic communities.
- Maintenance of participants' files and case work
- Promotion of ADEC programs to potential referral sources.

#### KEY SELECTION CRITERIA

##### **Essential**

Understanding of and commitment to human rights, social justice, inclusion and diversity, and empowerment of person with disability (underpinned by principles of United Nations Convention on the Rights of Person with Disabilities)

Demonstrated high level of interpersonal and communication skills including the ability to work effectively, cooperatively and respectfully in a range of situations (or disputes) and with a diverse range of people.

Ability to work independently and collaboratively within a team

High level of organisational and time-management skills, including ability to prioritise competing demands.

Previous NDIS Appeals experience is not essential but at least one of the following experiences in relevant field is required:

- Experience of working with people with disability and carers; with demonstrated knowledge of the NDIS
- Experience of working with Culturally and Linguistically Diverse communities, and delivering a culturally aware, capable, competent, safe and sensitive service
- Demonstrated work experience as an Advocate; or relevant lived experience of advocating for and empowering an individual or communities
- Legal knowledge or experience in interpreting legislation relevant to supporting person with disability

Ability to use computer/ software applications including Microsoft Office and client records management system.

##### **Desirable**

Tertiary qualification and/or demonstrated substantial work experience in relevant discipline such as law, disability, social work or other relevant areas

Knowledge of the National Disability Insurance Scheme Act 2013 (Cth) legislation and framework including relevant Rules and Guidelines.

Knowledge of individual and systemic advocacy relating to contemporary disability support services, disability legislation and NDIS

Lived experience of disability

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Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

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**Employment Terms and Conditions**

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**AWARD AND CLASSIFICATION**

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 4. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

**ADEC EMPLOYMENT REQUIREMENTS**

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.