

<b>Position Title</b>	NDIS Appeals Advocate
<b>Location</b>	Queensland Advocacy for Inclusion Level 2, 43 Peel Street, South Brisbane, Meanjin Qld 4101
<b>Industrial Instrument</b>	Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award)
<b>Classification</b>	Level 5
<b>Basis</b>	Fixed term to 30 June 2025 for start mid-January, minimum 60 hours per fortnight
<b>Position Reports to</b>	Principal Solicitor, NDIS Advocacy Practice

## 1. Queensland Advocacy for Inclusion Values

The appointee to this position will have a commitment to Queensland Advocacy for Inclusion (QAI) to promote and implement the values and philosophies of the organisation when conducting activities and actions related to their position.

## 2. Organisational

QAI is an independent, community-based advocacy organisation for people with disability. QAI's purpose is to advocate for the protection and advancement of the needs, rights and lives of people with disability in Queensland. The organisation does this by engaging in systemic advocacy through campaigns directed at attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives in this State.

As QAI is a social advocacy organisation, it works to uphold the principles of fundamental human rights, social justice and inclusion in community life by:

- taking positive, ethical action
- being on the side of people with disability
- being understanding of the position and vulnerability
- being independent with minimised conflicts of interest
- focussing on fundamental needs, welfare and interests
- doing advocacy with vigour and a sense of urgency
- remaining loyal and accountable over time.

People involved with QAI therefore believe that people with disability:

- are as valuable as any other human beings, regardless of what they can or cannot do
- need to live well and have the same opportunities in life as other people
- are part of the relationships and connections of ordinary life and can participate and contribute to the rich and diverse fabric of our communities
- should not be segregated, congregated or isolated on the basis of disability.

### **3. Position Statement**

The NDIS Appeals Advocate support people appealing a decision of the National Disability Insurance Agency (NDIA) primarily to the Administrative Review Tribunal (ART). Advocates work with clients to navigate their appeal through advice and/or ongoing representation. Advocates also contribute to systemic advocacy work and community education associated with the NDIS.

#### **Key Position Responsibilities and Accountabilities:**

- Assist and support people with disability to:
  - understand the NDIS appeal process and the criteria for determining access or support to the NDIS
  - make informed decisions and build their capacity to self-advocate at the ART (particularly where QAI is unable to provide ongoing representation)
  - support and represent people with disability at the ART (which includes attending conferences, conciliations and hearings)
  - prepare statements and gather reports from experts, to address the legal criteria to support a NDIS appeal.
- Provide information and referral to clients internally or to other agencies for support, advice, representation and/or assistance as required.
- Work with fellow advocates and the Principal Solicitor to plan, co-ordinate, and promote best practice in service delivery, including through development of service and community resources, contributing to team discussions, and collaborating with external stakeholders.
- Internal reporting and external reporting to the funding bodies as required.
- Identify issues requiring systemic reform in relation to the rights of people with disability.

#### **General:**

- Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards.
- Demonstrate commitment to QAI's values and beliefs and the principles and elements of social advocacy.
- Keep informed with current government and community attitudes and policies and their effects on the lives of people with disability.
- Ensure that client files and records are kept and maintained in accordance with the requirements of the *Legal Profession Act 2007 (Qld)*, the National Association of Community Legal Centre's Risk Management Guide and QAI's policies and procedures, including appropriately utilising CLASS and Microsoft 365.
- Assist with the preparation of submissions, brochures, discussion papers, reports, self-help kits, newsletter contributions and other publications within the expertise and responsibilities of the position.
- Participate in staff meetings, planning workshops and other meetings in connection with the operation of client services and QAI.
- Undertake training required to perform the above duties.
- Contribute to general office teamwork and provide assistance where required.
- Carry out any additional duties within the scope of the position as directed by the Principal Solicitor.

#### **4. Requirements of the Position:**

##### **Values, skills, knowledge:**

- Exceptional listening and communication skills – particularly the ability to ask the questions that will both encourage and support individuals and assist with planning strategic advocacy.
- A working understanding of the National Disability Insurance Scheme and the legislative framework.
- Highly developed conceptual and written skills with the ability to analyse the big picture and relate this to individuals' lives.

##### **Relationships:**

- Ability to work independently or collaboratively as part of a team to achieve positive outcomes.
- Ability to work non-confrontationally, yet reason and argue assertively on important issues on behalf of people with disability.
- Provide client and service delivery reports to QAI supervisor within agreed timeframes.
- Driven by integrity, responsibility, accountability, attention to detail and pride in work.

##### **Essential:**

- Experience in NDIS, Government, Administrative, Consumer, Mental Health, Criminal, Social Security, Guardianship and Administration, Discrimination or Human Rights Law and/or other relevant legal practice or litigation experience
- Highly developed interpersonal skills to both listen, develop trust and communicate complex matters with our clients, all of whom live with disability and to advocate effectively for clients within the ART and the NDIA (including their lawyers)
- Excellent written communication skills, including ability to convey information in plain English
- Willingness to complete a criminal history screening and corresponding certificate or Current Working with Children Card.

##### **Desirable:**

- Prefer two years post admission experience
- Lived experience of disability
- Practical knowledge of the National Disability Insurance Scheme
- Knowledge of, or ability to quickly gain knowledge of, the National Disability Insurance Scheme Act 2013 (Cth), Administrative Appeals Tribunal Act 1975 (Cth) and related rules.