



## Position Description

<b>Position Title</b>	NDIS Appeals Advocate
<b>Location</b>	Queensland Advocacy Incorporated Level 2, 43 Peel Street South Brisbane QLD 4101
<b>Classification</b>	Full-time Initial 12-month contract
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award), Level 4/5, depending on experience
<b>Position Reports to</b>	Supervision provided by Principal Solicitor

### 1. Queensland Advocacy Incorporated Values

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

### 2. Organisational Context:

QAI is an independent, community-based systems and legal advocacy organisation for people with disability. QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable 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, in addition to individual legal and non-legal advocacy, provided through seven (7) separate services.

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 their 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. Role Description:**

The NDIS Appeals Advocate provides individual advocacy for people aggrieved by a decision of the National Disability Insurance Agency (NDIA), including through both external and internal review. The advocate also engages in community education to build the capacity of people with disability, their carers and families to self-advocate where possible, and informs QAI campaigns seeking to achieve positive systemic reform for people with disability, in keeping with QAI's values, mission and objectives.

### **4. Key Responsibilities**

Promotion, protection and defence of people with disability through individual and systemic advocacy work:

- Provide advice and discrete task assistance to clients seeking to pursue either internal or external review of an NDIA decision (typically to refuse access to the NDIS or refuse funding for supports).
- Provide ongoing assistance to clients to navigate internal and external (at the Administrative Appeals Tribunal) review processes, including liaising with lawyers representing the NDIA and with AAT registry staff, and attending conferences and hearings before the AAT.
- Liaise and collaborate with Legal Aid NDIS Appeals lawyers in relation to escalated AAT matters for individual clients.
- Provide referral to other services within, and external to, QAI.
- Build the capacity of the community by, for example, preparing community education materials for publication and presenting at NDIS Appeals information sessions, including for people with disability, their carers and families.
- Work with fellow advocates and the Senior Solicitor to plan, co-ordinate, and promote best practice in service delivery, including through development of service resources, contributing to team discussions, and collaborating with external stakeholders.

Support of advocacy initiatives with others:

- Work in conjunction with the QAI systems advocacy team, providing information (including case studies), advice and support to respond to inquiries, and make submissions in relation to, the NDIS.

#### Preservation of the mission and intent of QAI:

- Demonstrate commitment to QAI's values and beliefs and the principles and elements of social advocacy.
- Focus on the fundamental human rights and needs of the most vulnerable people with disability.
- Undertake duties and required training for the program in keeping with QAI's procedures, guidelines and statutory requirements.
- Work as part of a broader team of workers and governance members committed to the work of QAI.
- Keep informed of current government and community attitudes and policies and their effects on the lives of people with disability.

#### General

- Carry out any additional duties within the scope of the position as directed by the Senior Solicitor, Director or a person of a similar authority within the organisation.
- Participate in staff meetings, planning workshops and other meetings in connection with operation of QAI.
- General office teamwork and assistance.
- Undertake own word processing and administrative tasks.
- Collect and maintain client information on databases.
- Undertake training to develop skills and knowledge relevant to role.
- Provide reports as required, including to the funder and quarterly reports to the Management Committee.
- Participate as required in process improvement and evaluation.
- Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards.
- Provide clear financial accounting for expenses.

#### **5. Support and training**

- Training and Professional development will be provided and supported by QAI.
- Opportunities to participate in strategic planning and review processes will be provided as appropriate.
- QAI is an inclusive and flexible workplace and as such team building and rapport hold high importance.

## **6. Performance Review**

- A probationary period applies to this position. A probationary appraisal will be conducted to ensure adequate support, training, and experience for the role at three months.
- Annual performance reviews are conducted thereafter.