



## **Candidate Pack**

**Branch Manager Scheme CRM Platforms  
National Disability Insurance Agency**

April 2026

# Welcome message

Welcome to the NDIA's Branch Manager Scheme CRM Platforms candidate pack.

This pack explains more about the role and gives you a window into our values, culture and how you can create lasting change for Australians living with disability.

The NDIA is operating in one of the most complex public policy environments in Australia. We are delivering supports to over 750,000 Australians with disability through the National Disability Insurance Scheme while undergoing significant reform, responding to sustained public attention and building trust in the Scheme.

We're looking for candidates who are passionate about delivering better outcomes for people with disability through inclusive, participant-centred services and high-quality digital delivery. We want to know about the unique contributions you can bring to our team.

The Technology Services Division is a brilliant team to work in. We're at the forefront of delivering secure, accessible and reliable digital platforms that enable the NDIA to better support participants, providers and partners. Our culture is collaborative and inclusive, with a strong focus on continuous improvement, learning and delivery excellence. You'll work with talented people across product, delivery, architecture, engineering, cyber security and service management, and your work will directly contribute to improving the experience of Australians with disability.

The Technology Services Division is a place where your strategic leadership, program delivery and stakeholder engagement skills and passion for social impact can flourish. This makes every day at work both challenging and rewarding.

We may create a merit pool that will remain active for up to 18 months, giving us the opportunity to consider suitable candidates for any new roles that arise within the Division or across the broader Agency.

I look forward to receiving your application and finding out how you can contribute to our team.

John Dardo  
Deputy CEO  
National Disability Insurance Agency

# About the NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency. Our role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

This is one of the biggest social reforms in Australia's history. The NDIS is designed to enhance the quality of life of, and increase economic and social participation for, people with disability.

Our [Corporate Plan 2023-2027](#) is the NDIA's key planning document. It identifies our purpose, outcome, programs and key activities over the next 3 years. Learn more about the NDIA on the [NDIS website](#).

## NDIS reform

The National Disability Insurance Scheme (NDIS) is one of Australia's most significant reforms, and supports over 760,000 Australians with permanent and significant disability. After more than a decade of operation, the NDIS is now entering a major period of change.

The recent independent review of the NDIS found that, while the NDIS has transformed many lives, it has become complex, inconsistent and difficult to navigate for participants. Key concerns raised with the review include confusion, frustration and inequitable outcomes for participants, the growing cost of the NDIS for the Australian and state and territory governments, and the integrity of the NDIS.

In response, the Australian Government is implementing a significant reform agenda that aims to refocus the NDIS on its original purpose – the provision of support to people with significant and permanent care and support needs – and ensuring the NDIS becomes financially sustainable. The reform agenda includes:

1. Clearer boundaries about what the NDIS funds – there are now clearer rules about what the NDIS will and will not pay for. Supports that are more appropriately delivered by other service systems – such as the health and education systems – are outside the NDIS, while the NDIS focuses on disability-specific supports. These changes came into effect last year.
2. A new way of assessing participants' needs and setting their plans and budgets – we are redesigning the way that we assess participants needs and set their NDIS plans and budgets to provide a better, more consistent and fairer experience for participants. These changes are due to start in mid-2026. We are still developing the rules that will explain how new framework planning works in practice.
3. A different approach for children with developmental difference or delay – the Australian Government is working with states, territories, experts and the community to design and implement reforms to support children with developmental difference or delay and their families outside the NDIS.

These changes are substantial, and they will impact every NDIS participant and the way that every part of the NDIA operates. They are occurring in an environment of intense public scrutiny, strong advocacy and media interest.

See also:

[An update on changes to NDIS – New Framework Planning starting mid 2026 | NDIS](#)

[Update - A new way of planning | NDIS](#)



# New skills help Oceanlee find work and live independently

With the right supports, Dubbo NDIS participant Oceanlee has changed her life. Now she's more confident, independent and working in a job she loves.

The 26-year-old said when she finished school, she knew she could do with some help. 'I decided to reach out to Social Futures,' Oceanlee said. 'I met Noel, my local area coordinator. Oceanlee also started working with Reenie, a support worker, who showed her how to budget, catch public transport, write her resume, apply for jobs and prepare for interviews.'

Noel and Reenie encouraged Oceanlee to set 3 main goals. 'I wanted to get a full-time job, my driver's licence and live independently,' she said. Oceanlee's dad worked at a national hardware store. He suggested she apply there, which she did and landed a casual role.

Oceanlee has made huge progress. With her NDIS funding and strong will, she's reached 2 of her 3 goals. 'After 3 months, I was offered a full-time job! I absolutely love it,' she said. 'It's helped me overcome my social anxiety.' Oceanlee is now thriving. 'Everyone's proud of me,' she said. 'I think I'm a bit of a favourite at work too,' she added. 'I'm also living independently and I'm catching the bus on my own. I'm really proud of that!'

Next on Oceanlee's list is to get her driver's licence and save for her future. 'I'd love to own my own home one day and travel,' she said.

'Before I got my NDIS funding, my family and I struggled. But the NDIS changed my life. I've learned so much – social skills, budgeting ... though budgeting's hard. I have a big cup addiction and when I see one, I want to buy it!' she laughed.

Oceanlee has some advice for others. 'Do your research on your local NDIS partner in the community and disability support providers, then make some calls,' she said. 'That's what I did, and meeting Noel and Reenie changed my life!'



# Peter is back on Country with support from his community

Peter, a proud Wik-Mungkan man from Aurukun in Far North Queensland, remembers the morning everything changed.

‘I got up to go to work and I couldn’t move my right side. I was paralysed,’ he said.

Peter was flown nearly 1,000 kilometres to Cairns Hospital, where he was supported to apply to the NDIS. It gave him access to culturally appropriate support in hospital and when he got back home.

Through the NDIS, Peter connected with providers to help with daily living supports, physiotherapy and occupational therapy. All this support meant he could leave hospital and go home, where his family and community were ready to help his recovery.

In remote towns, like Aurukun, allied health professionals only visit monthly. To ensure Peter could continue his progress, his team designed a daily exercise plan he could do with his support workers.

Peter has local First Nations support workers Ben, Ivan and Robert, who understand his culture and his needs.

Being surrounded by family and friends has helped Peter recover mentally and physically.

Doctors once told Peter he might never walk again. But being strong-minded and with the unwavering support of his partner, Maisie, he proved them wrong.

‘Maisie’s been really supportive,’ Peter said. ‘She tried to push me in the wheelchair, but I said, no, I want to walk with my cane.’

Today, Peter’s walking, fishing, mowing lawns and sharing cultural knowledge as an Elder.



# NDIA - purpose, outcome statement & values

## Purpose

The NDIA's purpose is to support individuals with a significant and permanent disability (participants) to be more independent and engage socially and economically, while delivering a financially sustainable NDIS that builds genuinely connected and engaged communities and stakeholders.

## Outcome statement

Improve the independence, and the social and economic participation, of eligible people with disability through the management of a financially sustainable National Disability Insurance Scheme with proper, efficient and effective use of resources.

## Values



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. Our values reflect our passion and commitment to building a positive, participant-centred culture.

# NDIA Organisational Structure

## Graeme Head AO Chief Executive Officer

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The CEO is responsible for the day-to-day administration of the National Disability Insurance Agency (NDIA). The CEO is supported by eight Deputy CEOs (DCEO). Each are responsible for one of eight groups:

- Integrity Transformation and Technology Services
- Partners, Providers and Home and Living
- First Nations
- Children, Specialised Services and Scheme Interfaces
- Enabling Services / Chief Operating Officer
- Legal, Reviews, Actuarial and Data
- Service Design and Improvement
- Service Delivery

### Integrity Transformation and Technology Services

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**John Dardo**  
Deputy CEO

### Partners, Providers and Home and Living

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**Penelope McKay**  
Deputy CEO

### First Nations

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**Janine Mohamed**  
Deputy CEO

### Children, Specialised Services and Scheme Interfaces

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**Amity Durham**  
Deputy CEO

### Enabling Services / Chief Operating Officer

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**Samuel Porter**  
Deputy CEO

### Legal, Reviews, Actuarial and Data

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**Matthew Swainson**  
Deputy CEO

### Service Design and Improvement

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**Aaron Verlin**  
Acting Deputy CEO

### Service Delivery

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**Scott McNaughton**  
Deputy CEO

# About the role

## Branch Manager Scheme CRM Platforms

The Branch Manager Scheme CRM Platforms within the Technology Services Division is an SES Band 1 position, reporting to the Chief Information Officer (CIO). The Branch Manager has multiple direct reports, and responsibility for a Branch of approximately 50 - 300 staff located nation-wide.

As Branch Manager, Technology Services Division, you will champion the delivery of transformative ICT and digital programs that drive business change and advance the Agency's strategic technology priorities. You will work collaboratively across the Agency to shape, design, and implement system enhancements that deliver measurable business outcomes and support the NDIA's mission.

Key accountabilities include:

- **Leading complex, large-scale ICT & digital initiatives** – ensuring timely, on-budget, and high-quality delivery, while partnering with stakeholders to define clear milestones, benefits, and change impacts.
- **Providing strategic leadership** – setting the strategic direction for technology and digital investments that align with Agency and whole-of-government objectives and proactively identifying emerging technologies to enhance service delivery.
- **Fostering a culture of innovation** – driving continuous improvement and operational excellence to support a high-performing NDIS.
- **Building and sustaining strong relationships** – engaging internal and external partners to advance Agency outcomes and facilitate effective cross-agency collaboration.
- **Inspiring and empowering teams** – cultivating a positive, inclusive, and high-achieving workplace where staff are motivated to excel and contribute to the Agency's goals.
- **Managing complex and significant IT procurements and contracts** – overseeing the end-to-end procurement lifecycle for major technology initiatives, ensuring compliance with government policies and value for money. Building and maintaining effective partnerships with key vendors to support the Agency's strategic objectives and drive successful delivery of ICT solutions.

Technology Services Division is responsible for ensuring the Agency and the Scheme have reliable, secure and accessible digital tools and systems that provide a positive experience.

The division is the technology function accountable for the design, build, implementation and operational support of highly accessible platforms for the Agency and Scheme. By harnessing the power of technology, we strive to enable NDIA to be more proactive, efficient, and ensure we are well positioned to respond to an ever-changing technology environment.

We are working across the NDIA and with other government agencies to build capability that improves the operation of the NDIA and can be leveraged across government.

# About you

This role is ideal for a leader who thrives in the delivery of technology solutions that deliver high performing outcomes.

What we're looking for in our ideal candidate:

- **senior operational leadership experience (and excellent people skills)** to set work programs and priorities, and to lead and get the best from a very diverse team delivering operational activities.
- **a track record of great relationship building**, with proven capability to maintain and leverage effective relationships with stakeholders.
- **focuses strategically** and is able to set and explain strategic direction for the team to deliver outcomes against accountabilities.
- **ability to navigate complexity and exhibit integrity, drive and resilience** in dynamic and personally challenging environments.
- **a customer-centric mindset** with a passion for understanding the business needs of the customers who interact with the Branch/Division and working closely with them to address their needs within the NDIA's risk appetite and relevant compliance requirements.
- **a natural connector and collaborator** who thrives on working across teams, identifying shared goals and working in a highly matrixed organisation.
- **curiosity and preparedness to learn**, question the status quo and develop a culture of continuous improvement
- **a leader who promotes respectful standards of behaviour**, reflects on their own biases and behaviours, and demonstrates how they are contributing to promoting a respectful culture, workplace, programs and policies that empower staff and puts participants at the heart of everything we do

For more information regarding the capabilities required of SES APS leaders, please consider the [SES Band 1 Leadership Profile](#) in line with the [APS Integrated Leadership System](#)

## Eligibility information

To be eligible for employment with the NDIA, you must meet certain conditions before your employment can begin. These are set out within the Public Service Act 1999. Requirements include:

- Employment Suitability Check/Police Check – This includes the ability to obtain and maintain an Australian Government security clearance at the Negative Vetting 1 level, if you are successful in getting a job.
- Citizenship – You must be an Australian citizen to be eligible for employment with the NDIA.

# How to apply

**The closing date for applications is Monday 27 April 2026**

To apply, please go to [www.derwentsearch.com.au](http://www.derwentsearch.com.au) and click on 'Search Jobs' to find this position listed. A website accessibility menu is available by clicking the icon at the top right-hand corner of the website.

Your application should include:

- A current resume
- A succinct pitch (maximum 500 words)
- If appropriate, opt-in to the RecruitAbility Scheme (see information below)

Your pitch is your opportunity to tell us why you are the right candidate for this role, why you want to work in the Branch Manager Scheme CRM Platforms position and what you can contribute. Make sure to highlight relevant examples and accomplishments that show your ability to deliver at the SES Band 1 level. Your pitch needs to demonstrate that you have the capabilities, skills and attributes as stated in the 'About you' section. You can use the [SES Band 1 Leadership Profile](#) from the Integrated Leadership System to ensure you pitch at the right level.

**Reasonable adjustments** are available to support applicants through the process and could include:

- An Auslan interpreter
- Extra reading time during assessment activities, or
- Accessible software.

If you would like help understanding this document, would like to receive it in another format or would like to discuss the provision of reasonable adjustments please contact Andrew McEncroe on 0416 018 860 using the National Relay Service 133 677 if required or email [publicsector@derwentsearch.com.au](mailto:publicsector@derwentsearch.com.au)

## SES Leadership

SES leaders enable collective performance through exemplifying leadership behaviours. Within the NDIA, all SES are expected to encompass the APS Values and the [Secretaries Charter of Leadership behaviours \(DRIVE\)](#), as a core function of their role.

## APS Values

Our values are the foundation of all we do. The principles of good public administration are embodied in the [APS Values](#).

## SES Performance

We encourage you to review the [Senior Executive Service Performance | Australian Public Service Commission website](#) to help write your application.

## SES Recruitment

NDIA SES Recruitment processes are aligned with [Senior Executive Service recruitment | Australian Public Service Commission](#). Our selection processes are designed to ensure the best available leader for the job.

## Minimum requirements

SES Band 1 [Work Level Standards](#) and [SES Band 1 Leadership Profile](#).



## **RecruitAbility applies to this vacancy**

Diverse Skills, perspectives and abilities are appreciated. They are valued and crucial to our workplace culture.

The NDIA is committed to supporting the employment and career development of people with disability.

Under the RecruitAbility scheme, you will be invited to take part in further assessment activities for the vacancy if you choose to opt-in to the scheme. To do so, you must declare you have a disability. You must still meet the minimum requirements for the vacancy. All requests for adjustments will be considered and managed in consultation with you.

To find out more, visit the [APSC website](#).

In the NDIA, we believe building a culture of inclusion begins with a fair application process. If you have any questions, require support or reasonable adjustments, we are here to help. Our team can provide confidential assistance. You need only ask.

# Application process

Step	Details
1. Apply	Submit your application through the Derwent Search website at <a href="http://www.derwentsearch.com.au">www.derwentsearch.com.au</a> Click on 'Search Jobs' to find this position listed.
2. Shortlist	You will be shortlisted based on how well your resume and pitch demonstrate your skills for the vacancy.
3. Assessment	Shortlisted applicants may be invited to an interview with a panel. Any additional assessments will be discussed with you if required.
4. Reference check	We may contact your referees to further assess your suitability.
5. Outcome	The recruitment panel will finalise the outcome. All applicants will be notified of their result.
6. Merit pool	A merit pool may be established for 18 months and may be used to fill future vacancies.

## Further information



### Important links

NDIS [Website](#)

NDIS [Corporate Plan](#)

NDIS [Annual Report](#)

For additional information or a confidential conversation about the role please contact Katharine Whittaker, Derwent Search, at [publicsector@derwentsearch.com.au](mailto:publicsector@derwentsearch.com.au)

