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Work that makes a difference

Our service delivery staff are the face of the NDIS and work directly with people with disability to provide high-quality customer service.

We call people with disability who are eligible for the NDIS, participants.

Service delivery staff play a crucial role in supporting people in their local community with their NDIS journey.

About service delivery

As part of the team, you will have the opportunity to directly impact the lives of participants by:

- Working closely with participants to identify their support options and achieve their desired outcomes
- Providing high-quality customer service that makes a real difference
- Advising participants of their rights and ensuring they are well-informed to make decisions about their supports
- Collaborating with various stakeholders to connect participants with the right services
- Completing administrative tasks and maintaining accurate records to support participants through their NDIS journey.

Who we’re looking for

We’re looking for people who are passionate about making a difference in the lives of people living with disability, by providing a respectful, empathetic, and transparent experience for our participants.

We’re seeking individuals who:

- Connect, relate and build meaningful relationships with participants by focusing on the needs and goals of people with disability.

- Are inclusive, show empathy with our diverse community and approach every situation without judgment.
- Solve problems and navigate and interpret legislation to find solutions.
- Communicate effectively and clearly and work well with others.
- Continue to learn, adapt and grow in your role.
- Uphold the Australian Public Service values of being impartial, committed to service, accountable, respectful, ethical and a good steward.

People with lived experience of disability and people with First Nations heritage are encouraged to apply.

Stories

Tammy, an NDIS Senior Planner based in Yorta Yorta Country, says she ‘gets to make a difference in the lives of others. Read Tammy’s story.

Apply for service delivery roles

Visit our careers page for current vacancies or sign up for job alerts to be kept up to date with new roles as they're advertised.

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