



Australian Government

IP Australia



Thank you for considering a career at IP Australia.

We are committed to delivering world leading IP services that are modern, effective and efficient to ensure all Australians benefit from great ideas. We're committed to engaging respectfully and authentically with First Nations peoples to support the appropriate considerations of Indigenous Knowledge in IP rights applications, and to improve the Australian IP system's accessibility.

We have two key strategies guiding this commitment.

Our People Strategy is pivotal to us achieving our ambition of being a leading IP office and a trusted partner for our customers and

stakeholders. Over the life of the Strategy, we will focus on fostering connection, promoting development and well-being, to adapt to evolving needs and achieving embedded flexibility.

Our First Nations Strategy was launched in 2025 and sets out our commitments across capability, development, partnership and transformation to help implement the government's priorities for how we work with First Nations peoples, businesses, communities, organisations and stakeholders.

I am proud of our diverse and inclusive workforce. We want every employee to feel safe in embracing their true selves in the workplace. Having a diverse workforce

opens a world of possibility, enabling us to draw on ways of thinking and ways of being that come from a different understanding of the world.

IP Australia recognises the benefits of flexible working arrangements to individuals with better work-life balance and personal wellbeing, to teams that are more agile, dynamic and inclusive and to the organisation by being better able to attract and retain talented staff.

Michael Schwager
Director-General
IP Australia





Message from the Director General

Text version of the picture on the front page

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Acknowledgement of Country

IP Australia acknowledges Aboriginal and Torres Strait Islander peoples of Australia. We acknowledge the Traditional Custodians of the lands on which our agency is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. IP Australia acknowledges Australian Aboriginal and Torres Strait Islander peoples unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

Front page artwork permission and credit:

© Dalmarri
Artist: Jason Douglas

Title: The Gathering

This stunning artwork reflects the song lines and journey of community coming together to preserving knowledge, deep spiritual connection, and knowledge sharing.

The gathering meeting place is centred, our ability to learn, engage and connect to our First Nations culture, relationships, the lands and people.

The pathways coming in and out represent spiritual and physical journeys. The outer areas are the ripple effects to help built better, longer and stronger relationships with our communities to protect, preserve and understand our First Nations history.

Candidate Kit

Position Title:	Affirmative Measures (Indigenous) – Assistant Director, First Nations Communications
Classification:	Executive Level 1
Employment status:	Non-ongoing/temporary for a period of 12 months. <i>This role may become ongoing/permanent - please see the Our Opportunity section below for more details</i>
Number of vacancies:	One
Employment type:	Full-time
Salary:	\$119,737 – \$134,764 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Communications
Group:	Customer Experience
Location:	Flexible location - IP Australia employees can work from anywhere in Australia, providing they can maintain a safe and productive working environment. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm), and a shared hub in Sydney (Gadigal Country). Employees close to these locations can maintain a hybrid approach of working in the office and from home.
Security Classification:	Not Required
Contact officer	To have a chat with someone about the role, please contact: Natalie Stevens 0261605346 natalie.stevens@ipaustalia.gov.au Between 8 October and 30 October, please contact: Jessica Bloomfield 02 6283 2748 jessica.bloomfield@ipaustalia.gov.au To have a yarn with someone in our Indigenous Employee Network (IEN) about what it's like to work at IP Australia, please contact: IEN@ipaustalia.gov.au

Group Responsibilities

IP Australia's [First Nations Strategy](#) sets out our commitment to reconciliation and creating opportunities for First Nations peoples to protect and benefit from their Indigenous Knowledge through the intellectual property (IP) system. It's our framework for how we will enhance our engagement and collaboration with First Nations peoples, support their participation and empowerment in the IP system, and transform our organisational culture and practices to be more respectful, responsive and accountable. The strategy guides action across the whole agency.

The Customer Experience Group (CEG) is responsible for understanding the customer journey and identifying and implementing customer service improvements across IP Australia. This is achieved by ensuring sound processes are in place for IP Rights processing; management and administration of the customer contact centre and customer feedback channels; the delivery of communication services; and effective management of externally facing digital products.

CEG ensures IP Australia's education and awareness activities are aligned, targeted and effective to facilitate a broader understanding of the value of, and access to the intellectual property system among our customers and stakeholders. The Group plays a lead role in building customer-centric capability across IP Australia by providing insight and expertise to inform better decision making. This drives high quality, effective customer service to meet customer needs both now and into the future.

This role is based in CEG but also works across Policy and Stakeholders Group (PSG). PSG is IP Australia's lead on government engagement on matters relating to intellectual property (IP). PSG covers a broad range of areas, from legislation through to international policy and trade agreements, and from stakeholder engagement to economic research.

Section Responsibilities

The Communications team supports IP Australia to effectively engage with its customers, key stakeholders, and its staff. A key focus of the team is to improve its engagement and effective communication with First Nations audiences.

The team specialises in managing external and internal communication. That includes engaging with the media and stakeholders through newsletters, media releases, targeted advertising and social media; and our staff through a range of internal channels including intranet news items, all staff virtual, hybrid and in-person events, and written messages.

Our Opportunity

The Assistant Director, First Nations Communications is a newly created role dedicated to coordinating and leading communication with First Nations audiences, and communication related to Indigenous Knowledge.

The role is responsible for working collaboratively across the agency and with other government partners, IP Australia's Indigenous Knowledge Panel and communities and stakeholders to:

- connect First Nations audiences with the work of IP Australia and build awareness and understanding of the benefits of IP Rights and how to register them
- craft culturally safe and effective communications strategies and products and identify appropriate channels to reach First Nations audiences
- support business development and outreach activities with First Nations businesses and communities ensuring appropriate information, tools and materials are developed, evaluated and maintained
- provide communication support for IP Australia's Indigenous Knowledge Panel and IP Australia's First Nations Strategy
- drive communication and support engagement activities in collaboration with policy experts, related to possible legislative and policy changes around Indigenous Knowledge as it relates to IP
- develop and deliver culturally safe internal communications strategies to celebrate the contributions of First Nations peoples and recognise culturally significant events within the agency
- inspire and mentor communications staff.

The role mentors and manages a rotating APS Level 6 role (not affirmative measures Indigenous), that provides support to communications projects. We are piloting this approach to build the cultural capability of staff already within IP Australia by providing the opportunity for them to work on projects dedicated to improving communication and engagement with First Nations audiences and be mentored by a First Nations communications professional.

The role has been established for an initial 12 months as a pilot and may be extended on an ongoing basis. If the role is offered to a current APS employee, a temporary Section 26 transfer will be offered with the possibility of it becoming permanent.

At the end of the recruitment process, a merit pool of suitable candidates may be created. Those found suitable will be advised that they have been placed in the pool. The merit pool is valid for 18 months from the date the process was advertised. The merit pool may be used throughout the period to fill similar ongoing and non-ongoing positions in the event positions become vacant.

Job specific capabilities

We are looking for someone with:

- cultural knowledge and experience of engaging sensitively and productively with First Nations communities, businesses and individuals
- qualifications, and or demonstrated working knowledge in communications, stakeholder engagement or related field
- highly developed leadership skills and the ability to work across boundaries to deliver outcomes, mentor and inspire others
- strong communications strategy and stakeholder liaison skills
- excellent written and verbal communication skills
- the ability to plan, prioritise, negotiate and deliver work to meet deadlines
- the ability to be dynamic and flexible in response to changing priorities
- the ability to develop and manage key relationships with a broad range of stakeholders, including the ability to negotiate persuasively.

It is expected that all IP Australia employees:

- demonstrate attitudes and behaviours responsive to workplace change (including participate in and encourage others to participate in change and contribute to successful outcomes)
- improve organisational performance through effective engagement with and management of risk within relevant sphere of influence

- establish clear expectations and create an environment to achieve stated goals and objectives, take ownership and honour commitments
- uphold and maintain the APS Values and Code of Conduct
- maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace.

Applicants are encouraged to refer to the attached [Capability Framework](#) documentation which outlines agency wide behavioural descriptors for the five core capabilities at this classification.

Eligibility requirements for employment at IP Australia

Affirmative Measures eligibility

The filling of this vacancy is intended to constitute an affirmative measure under Section 26 of the Australian Public Service Commissioner's Directions 2022. This vacancy is open only to Aboriginal and/or Torres Strait Islander people.

To become our Assistant Director, First Nations Communications, you must:

- be an Aboriginal and/or Torres Strait Islander person and be able to provide documentation as evidence to confirm your Aboriginal and/or Torres Strait Islander heritage
- be an Australian citizen at the time of application.

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS).

All applicants offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check involves reviewing your background & personal circumstances to minimise risks in giving access to IP Australia information/resources. This screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.

The successful applicant must be willing to disclose all relevant and required information.

How to apply

Applications must be submitted through IP Australia's online recruitment system, IP Hire. If you have difficulties using IP Hire, please contact the Recruitment Solutions team on 02 6283 2567.

To apply for this vacancy, you are asked to complete the online application form which includes submitting:

- A one-page statement (max 500 words) outlining how your skills, knowledge, and experience make you the right person for the role. You should include details of relevant achievements/examples that demonstrate your suitability.
- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.

Most of the communication you'll receive about this process will be via email so please take this into consideration when submitting your application. For example, it is best not to use a work email if you are going on leave as we cannot change the process to accommodate the non-receipt of emails.

How you will be assessed

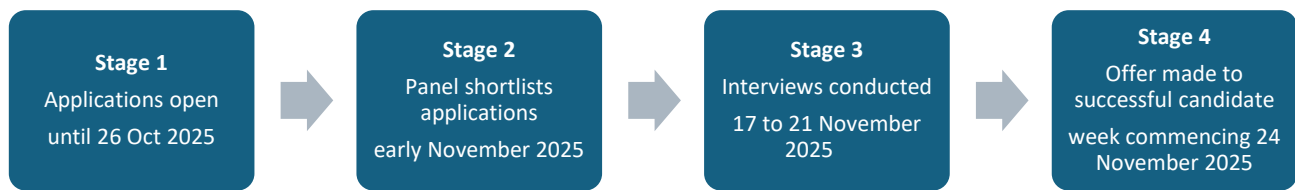
IP Australia use competitive merit-based recruitment processes. Candidates will be assessed against the job specific capabilities and duties, so it is important you frame your response around these.

In stage one of the process, candidates will be assessed on their application and resume. Candidates who progress to stage two will be invited to participate in an interview and complete a work-sample exercise. Candidates likely to be rated suitable will have their referees contacted.

IP Australia has its own capability framework that provides clarity and consistency for a professional and highly competent workforce, now and into the future. There are five core capabilities, relevant to each classification, and a +1 technical capability which varies depending on the role. Our [Capability Framework](#) is available on page five.

Recruitment timeline

To accommodate planned leave, the recruitment process will follow this timeline.



Diversity and inclusion

We celebrate and champion diversity to ensure we reflect the community we serve, and pride ourselves on our inclusive culture. We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

Reasonable adjustments

We want you to be able to shine in the assessment process so if you require any personalised adjustments to assist you to participate fully in this recruitment process, please indicate this in your application form (or by contacting the Recruitment Solutions Team).

A member of either the Recruitment Solutions Team or the Selection Panel will contact you to discuss your needs. All reasonable requests for adjustments will be facilitated if possible. Personalised adjustments are also available to employees who commence with IP Australia to assist them to perform the duties of their role to the best of their ability.

Any information provided is private and confidential and will only be used to provide accommodations and will in no way determine the outcome of an application.

RecruitAbility

The [RecruitAbility scheme](#) has been applied to this vacancy. RecruitAbility is a scheme which aims to attract and develop applicants with disability.

Applicants with disability who opt into the scheme; declare they have disability; and meet the minimum inherent requirements of the vacancy will be advanced to a later stage in the selection process. Merit remains the basis for engagement and promotion.



About IP Australia

IP Australia is the Australian Government agency responsible for administering Australia's intellectual property (IP) rights system, specifically patents, trademarks, designs, and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of IP, provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Australia's IP rights system supports innovation, investment, and international competitiveness. IP investment in Australia is valued at about 40 billion dollars.

We are an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the IP industry and/or Australian Public Service.

IP Australia embraces flexibility, including hours and location. Most of our roles can be done from anywhere in Australia, as long as you have reliable internet connection and an appropriate office set-up. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm) for employees who are located within a reasonable distance to the office and most employees work a mixture of days in the office and days from home. Employees who are not located near an office, work completely remotely.



- **FLEXIBILITY**
Maintain a balanced lifestyle.
- **PRIDE IN THE WORK WE DO**
Contribute to high quality outcomes every day.
- **A SENSE OF BELONGING**
Enjoy a sense of belonging and purpose, rich with diversity.
- **PROFESSIONALISM**
Use your expertise in a rewarding and fulfilling environment.
- **INTERNATIONAL REPUTATION**
Work with world leaders in intellectual property.
- **THE AUSTRALIAN PUBLIC SERVICE**
Experience all the advantages of the APS, with the size and agility of enterprise.

We have also developed a suite of videos that may help you understand work at IP Australia:

- [Indigenous Knowledge](#)
- [Connection and Community](#)
- [Growth and Development](#)
- [How our work makes a difference](#)
- [View our vision towards reconciliation](#)

In addition to the links above, we have many YouTube videos available on our IP Australia [YouTube](#) Channel and/or you can visit our [IP Australia webpage](#) to learn more.

- [What can IP Australia offer me](#)
- [How can I grow my career at IP Australia](#)

Working in the APS

Australian Public Service (APS) [Values](#) guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service [Code of Conduct](#).

You can find out more about the APS's Employee Value Proposition here: [Work with us | APS jobs](#)



CAPABILITY FRAMEWORK - RELEVANT TO EXECUTIVE LEVEL 1



Agility and innovation – lead and empower a culture of agility and innovation

- Independently or collaboratively develop new insights, solutions and recommendations for complex situations.
- Regularly scan the horizon and undertake research and analysis where appropriate to anticipate and address issues, identify opportunities, innovative methods, trends, capabilities and products.
- Select the most effective solution for the benefit of the organisation and effectively communicate the benefits and risks to the decision-maker.
- Lead the team to adapt and participate in change activities to contribute to business group outcomes.



Customer centric – lead and empower a culture of quality customer service

- Actively engage internally and externally where relevant to improve outcomes for customers.
- Actively engage with customers to ensure equitable access to services.
- Monitor customer service and service delivery functions, including anticipating and identifying customer service needs, collecting evidence to inform decisions, and implementing solutions that deliver quality customer centric outcomes.
- Promote, lead and embed customer centric behaviours within a team environment.



Data literacy – lead and empower appropriate use and creation of data

- Effectively and appropriately obtain and use data to lead the team to meet business group outcomes.
- Demonstrate a clear understanding of IP Australia's frameworks that guide data use and the broader context in which data is managed in the APS.
- Demonstrate the ability to plan, identify opportunities and understand how data can be improved to align with the strategic direction.
- Identify key stakeholders and understand how the data will be used to inform decision-making.
- Ensure that systems are in place to protect the privileged use and integrity of the data.



Engages with risk – lead and empower positive risk behaviour

- Lead an environment where staff are empowered to have open communication about risk that leads to IP Australia's target risk culture.
- Have a sound understanding of IP Australia's risk management framework to ensure that risks are defined, documented, communicated and managed.
- Understand and manage risks within span of influence, including those managed by staff.
- Provide and encourage an environment where risk-taking is supported within clear boundaries.



People, network and self-leadership – lead and empower authentic leadership behaviour

- Lead and develop the team through mentoring and guidance; recognise and reward achievements and behaviour.
- Lead the team by building trust, encouraging conversations about change and challenging environments, and model behaviours including resilience, flexibility and persistence.
- Develop and strengthen new and existing relationships across the APS and IP Australia; represent IP Australia in various fora where appropriate.
- Cultivate and promote strong relationships to support business objectives and decision-making.
- Actively seek out feedback on own performance; respond proactively and make appropriate changes.



Job Specific Technical Capabilities

- Maintains a high level of knowledge of relevant sources, standards, frameworks, policies, guidelines, legislation and best practice models.
- Provides technical guidance on complex problems to colleagues, particularly where there is no clear or definitive course of action.
- Applies expertise and leadership to the development and promotion of new standards, tools or products.
- Develops others by sharing specific technical expertise with the broader agency.
- Recognises complex technical risks and escalates appropriately.