



Australian Government IP Australia



Thank you for considering IP Australia as your next career opportunity. We are committed to delivering world leading IP services that are modern, effective and efficient to ensure all Australians benefit from great ideas. Through innovative solutions we pursue productivity and quality improvements that underpin our customer-focused agency.

Our people are our greatest asset.

We continue to invest in talent and capability development to build the workforce of the future. By encouraging diversity of thought and a culture of curiosity, we inspire leadership and accountability at all levels.

I am extremely proud of our commitment to a diverse workforce that represents the broader population. We want all employees 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.

To ensure we attract the best and brightest minds, we continue to implement best practice workforce planning. Careers at IP Australia provide challenging opportunities to develop leadership and management skills, contributing to our position as leaders of IP rights administration in the region.

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





Candidate Kit

Table 1 Important details about the advertised role

Position Title:	Disability Contact Officer - Affirmative Measures (Disability)
Classification:	APS Level 6
Employment status:	Ongoing
Number of vacancies:	One
Employment type:	Full-time or part-time
Salary:	\$95,395 – \$108,365 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Talent and Development
Group:	Finance and People Services
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). Candidates who are successful in this role will be required to travel to Canberra at least twice annually and/or quarterly to a metropolitan hub
Security Classification:	BASELINE
Contact officer	Ros Geary (02) 6210 8439 rosalind.geary@ipaustalia.gov.au

Group Responsibilities

The role of the Finance and People Services Group (FPSG) supports IP Australia across a broad range of corporate business services including:

- Financial management and reporting
- Financial operations processing
- Financial systems management
- Provision of property, and
- Human resources management

FPSG supports IP Australia, on behalf of the IP Australia Executive, across a broad range of corporate services including finance, human resources and property services. Led by the General Manager and Chief Financial Officer, FPSG consists of three offices –

- Financial Management Office – Oversees IP Australia’s financial reporting, budgeting, financial transactions processing and cost recovery functions.
- People Services Office – Oversees all HR functions including recruitment, HR policy, workplace relations, workforce planning and reporting, case management, work health and safety management, people development and diversity and inclusion.
- Business Services Office – Oversees property and corporate systems.

Section Responsibilities

The Talent and Development team plays a critical role in supporting IP Australia's commitment to developing an inclusive, high performing, and values driven workforce. The team provides a broad range of services across employee recruitment, talent management programs, learning and capability development and diversity and inclusion.

The **Diversity and Inclusion team** sits within this function and focuses on supporting a sense of inclusion and belonging for all employees. The team partners closely with business areas to provide tailored support and advice to employee led networks and Senior Executive Champions. The team also works to ensure reporting and strategic alignment with APS and industry benchmarks that support inclusion for people from diverse backgrounds and identities including but not limited to First Nations, people with disability, neurodiversity, gender equity, cultural and linguistic diversity, LGBTQA+, Mental Health and carers.

Our Opportunity

As a Disability Contact Officer, this is an exciting opportunity to make a difference by supporting inclusion for employees with disability at IP Australia as well as review and break down structural and organisational barriers. You will help to deliver the final year of IP Australia's Access and Inclusion Plan 2023-26 and embark on the agency's continued journey to support access and inclusion.

In addition to managing accessibility and disability inclusion, you will be responsible for:

- Leading the delivery and reporting on IP Australia's Access and Inclusion Plan 2023-26 and coordinate with employee led diversity networks and business areas to deliver outcomes
- Providing advice to employees and managers on reasonable workplace adjustments during recruitment and across the employee lifecycle
- Advising on the application of Affirmative Measures for disability in recruitment processes
- Acting as primary contact for business areas on inclusion initiatives and collaborating closely with internal stakeholders
- Actively supporting and engaging with the Learning, Equity and Accessibility Partnership (LEAP) employee disability network and Mindful Minds network
- Equipping managers with the capability to lead inclusively, build disability confidence, and strengthen inclusive leadership practices
- Coordinating responses to barriers raised by employees or managers to support timely and effective resolution
- Establishing clear expectations and fostering an environment that enables achievement of goals and delivery of commitments
- Working flexibly across broader diversity and inclusion focus areas as required.

We are looking to fill this position on an ongoing basis.

At the end of the recruitment process anyone rated suitable in the recruitment process will be placed into a merit pool. This means we won't offer you a role now, but we might if a one becomes available later. The merit pool will be valid for 18 months and we can offer future roles permanently or temporarily.

Future positions may be offered on an ongoing or non-ongoing basis subject to operational requirements. Where a non-ongoing position is offered, the role will be filled for a specified term of up to 12 months.

Job specific capabilities

Capabilities are the skills required for the level or role that you are applying for. The successful candidate will be able to demonstrate their:

- **Strategic thinking** – Understanding the organisation's goals and planning work to supports those goals.
- **Strategy, policy, and governance skills** – Strong coordination, reporting, presentation and communication skills to effectively deliver the final year of the Access and Inclusion Plan and review progress
- **Project and coordination skills** – Organising work, managing timelines, and helping different people and teams deliver outcomes
- **Stakeholder engagement** – Building good working relationships and working well with people across the organisation

- **Inclusion and accessibility knowledge** – Knowing how to support disability inclusion, reasonable adjustments, and inclusive recruitment
- **Disability and inclusion expertise** - Experience working with people with disability and/or lived experience of disability, ability to apply specialist expertise to provide clear and structured advice. This includes an understanding of the Disability Discrimination Act 1992 and knowledge of how to engage with Disability Employment Service providers and Job Access providers to support employees and candidates
- **Coaching and capability building** – Helping managers and employees build skills in inclusive leadership and disability confidence
- **Clear communication** – Explaining information in a straightforward, easy to understand way, using the right format for the audience
- **Data and reporting skills** – Using data and insights to track progress, identify issues, and report on outcomes
- **Risk and issue management** – Identifying problems early, managing risks, and responding effectively when issues arise
- **Integrity and confidentiality** – Handling sensitive information professionally and acting in line with APS values
- **Flexibility and adaptability** – Working across different priorities and changing tasks as needed.

It is expected that all IP Australia employees:

- show a positive attitude and behavior towards changes at work. This includes participating in and encouraging others to engage to achieve good results
- boost IP Australia’s performance by effectively managing risks where you can
- set clear goals and create a supportive environment to achieve them. Take responsibility and maintain personal accountability .
- follow and uphold the APS Values and Code of Conduct.
- understand your responsibilities under the Work Health & Safety Act 2011 and stay committed to promoting a safe and healthy workplace.

Please note: 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.

Capability framework

At IP Australia, we have a Capability Framework that provides a consistent approach to support recruitment, learning and development, performance development, and workforce planning. We have adopted the Integrated Leadership System (ILS) within our framework to align to the wider Australian Public Service (APS).

At the core of the framework is an innovative learning mindset – embracing experimentation, managing risk, and adapting to change and technology. This mindset fosters continuous growth, driven by curiosity, adaptability, openness, and resilience.

As an employee, you are expected to:

- look for appropriate opportunities to do things differently and be willing to embrace innovation and change
- embrace opportunities to interact with transformation – data, digital and artificial intelligence (AI) – and understand your obligations to uphold data integrity and support data governance
- embrace lifelong learning and knowledge sharing.

If you are applying for a role that has manager responsibilities, you are expected to:

- instil a culture of lifelong learning and knowledge sharing
- lead your team to understand their obligations in dealing with data, digital and AI tools
- anticipate and prepare for impact of innovation and change and align innovation activities to strategic objectives.

There is a summary page for the classification of this vacancy at the end of this candidate kit. The full document is available on our website and helps you understand what is expected for your role. You should also use the capabilities to assist you prepare your application response.

Eligibility requirements for employment at IP Australia

Affirmative Measures eligibility

This job is specifically for people with disabilities, following Section 27 of the *Australian Public Service Commissioner's Directions 2022*.

Definition of disability

People are considered to have a disability if they have a condition that limits their daily activities and has lasted, or is expected to last, at least six months.

The full definition is available on the APSC's website: [Definition of disability](#).

Because this role is only open to people with disability, we need to verify your disability. This is not required to apply for the role, but it will be asked for if you progress to a later stage of the recruitment process. If we do ask you for evidence, it is kept confidentially.

Suitable evidence may be a:

- a. certificate or letter from a registered medical practitioner
- b. letter from a Disability Employment Service or jobactive provider
- c. letter from a secondary or tertiary institution disability services unit in relation to a recent student.

To read more about this type of recruitment, please check out the [APSC website](#).

General eligibility

To work in the Australian Public Service (APS), you must be an Australian citizen, as required by section 22(8) of the *Public Service Act 1999*.

If you are offered the role, you must pass a background check before being hired, even if you already have a security clearance. This check reviews your personal history to reduce risks when accessing IP Australia information and resources. It follows the Australian Government Protective Security Policy Framework.

Some applicants might need a specific security clearance level. Check the job details in table 1 for these requirements.

The chosen applicant must share all necessary information.

Inherent requirements

For every role at IP Australia, there are key tasks that must be done to succeed in the role. These are often called inherent or essential requirements.

These tasks can't be changed without changing the job itself but, where possible, we do have flexibility in how things are done and can put in place adjustments to help complete these tasks. To be successful in the recruitment process, you must be able to demonstrate you can do these tasks.

How to apply

You will need to submit your application through our online system, IP Hire. If you have trouble using IP Hire, contact the Recruitment Team at 02 6283 2567 or recruitment@ipaustalia.gov.au.

When you apply, you will be asked to complete the online form and include:

- A one-page statement (up to 750 words) explaining why your skills, knowledge, and experience make you the best person for the role. Make sure to include examples of your achievements and structure these using the STAR method (Situation, Task, Action, Result).
- A current resume/CV with details of your recent relevant work history.
- The names and contact details of two referees.

Most communication you receive during the recruitment process will be via email, so avoid using a work email if you're going on leave, as we can't change the process if you don't receive emails.

How you will be assessed

You might hear recruitment in the APS being talked about as 'merit-based'. This refers to the rules we follow during a recruitment process and means candidates are assessed based on the specific skills and duties of the job, so make sure you focus on these.

In addition to assessing to see if you have the required skills and duties, we also look at how well you can meet the capabilities required for this classification. The capabilities we look for are provided on the last page of this document.

You will be assessed using a range of methods which will likely include reviewing your application and resume, joining us for an interview, and confirming your details with your referee/s. You can request adjustments to assist with one or all of these methods.

There is a helpful document called Cracking the Code which provides information about recruitment processes and how to apply: https://www.apsc.gov.au/sites/default/files/2020-12/cracking_the_code.pdf

Diversity and inclusion

We celebrate diversity to reflect the community we serve and take pride in our inclusive culture. We've been recognised as an 'Inclusive Employer' by the Diversity Council of Australia for the second year in a row!

We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disabilities, people from diverse backgrounds, LGBTQA+ individuals, mature-aged employees, and carers.

Our senior executives drive our commitment to inclusivity. We have an Inclusion Champion and a Disability/Accessibility Champion who are passionate advocates for people with disabilities. They support APS strategies and initiatives and participate in the IP Australia Learning, Equity, and Accessibility Partnership (LEAP) Network.

We offer various support options for our workforce:

- Our LEAP Network provides peer support, a safe space to discuss workplace issues, and promotes diversity and inclusion through events and activities.
- Our Disability Contact Officer helps managers, employees, and candidates with disabilities access inclusive practices to perform their best.
- We train our recruitment panel members to understand unconscious bias and reasonable adjustments, ensuring a supportive and inclusive assessment process.

You can find out more about our commitment to diversity and inclusion on [our website](#), including copies of our Action Plans.

Adjustments to the recruitment process

We want you to be able to do your best 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 the Recruitment Solutions Team or the Selection Panel will contact you to discuss your needs. All requests for adjustments will be facilitated where 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. Adjustments for interviews can be made for virtual and face to face interviews.

Some of the adjustments you could ask for include:

- additional time to complete assessment activities
- an Auslan interpreter
- adjustments to the physical space where an interview is held
- communication preferences - questions can be verbally asked and written into the chat function of online interviews.

Due to the different types of disability and the various effect these can have on a person there is not an exhaustive list of adjustments that can be made. We will consider your request on a case-by-case basis.

Working at IP Australia

IP Australia is the Australian Government agency that drives innovation by administering intellectual property (IP) rights, including patents, trade marks, designs, and plant breeder's rights. Our mission is simple: **to help Australians turn great ideas into reality** through a world-class IP system that fuels creativity, investment, and economic growth.

Working with us means being part of a team that influences global IP frameworks, supports trade agreements, and educates businesses and individuals on the value of IP. We're not just about protecting ideas—we're about enabling innovation that benefits everyone.

At IP Australia, we foster an inclusive and diverse culture where every individual feels respected and valued. We believe that diversity drives innovation, and we are committed to creating a workplace where everyone can thrive and reach their full potential.

We understand the importance of flexibility and wellbeing. That's why we offer hybrid work arrangements, flexible hours, and programs to support mental health and overall wellbeing. Our focus on psychological safety ensures that employees feel secure and supported in their roles.

Professional growth is a priority for us. We provide opportunities for skill development, education support, and clear pathways for career progression. Whether you're starting your career or looking to advance, IP Australia offers the tools and resources to help you succeed.

Our benefits are designed to support your lifestyle and future. With competitive conditions such as 15.4% superannuation contributions, salary packaging options, and family-friendly policies, we make sure our employees are well taken care of.

Finally, integrity is at the heart of everything we do. We uphold the highest standards of fairness and respect, maintaining a workplace built on trust and collaboration. At IP Australia, you'll be part of an organisation that values both people and purpose.



**Live
Work
Achieve**
IP AUSTRALIA - TOGETHER WE CAN.

- **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.

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 APS 6



Agility and innovation – create and deliver outcomes using agile and innovative approaches

- Model adaptability and flexibility in changing circumstances and diverse situations.
- Identify, capture and actively drive change activities, including supporting others to adapt to change and improve the broader team.
- Collaboratively provide input into the development of solutions for complex situations; question conventional approaches when developing alternative solutions and make recommendations.
- Strengthen the team's innovative problem solving through collaboration, consultation and inclusion.
- Demonstrate behaviours consistent with embracing change and new ideas; model and support staff to fail fast and apply learnings.



Customer centric – create and deliver quality customer centric outcomes

- Maintain relationships with key customers to enable quality service outcomes.
- Manage activities and support the team to provide quality service outcomes.
- Respond to a broad range of service requests resolving complex issues with a solutions focus to meet customer needs.
- Work collaboratively across business groups to negotiate and manage service activities, achieving the best result for customers.
- Contribute to the development and evaluation of service standards. Apply these standards to resolve or escalate issues and give technical briefings to staff members and customers.



Data literacy – create and deliver, appropriately use data

- Assist with research and analysis relevant to business needs and make recommendations to support decision-making.
- Be aware of the type of data created and used in own work area and have a basic ability to use the data systems and tools available.
- Ask questions to identify problems, and research the data to inform the audience of potential solutions.
- Adapt information in the appropriate medium, and then communicate and deliver data to the target audience.
- Manage resources in line with quality measures and align with performance expectations.



Engages with risk – create and deliver positive risk behaviour

- Collaborate with colleagues and stakeholders to improve the way that risk is managed.
- Provide active oversight of risks, explore alternatives and show personal courage.
- Model a workplace where individuals and the team can take risks, accept failure, communicate openly and apply learnings.
- Identify risk information critical to making an informed decision.
- Manage tolerable risk and escalate as required.



People, network and self-leadership – create and deliver authentic leadership behaviour

- Seek out feedback on own performance; respond proactively and make appropriate changes.
- Engage with the team to model behaviours including resilience, flexibility and persistence in changing and challenging environments.
- Develop and strengthen new and existing relationships across the business; support business objectives and make recommendations.
- Take responsibility for identifying development needs of your own staff through authentic performance conversations.
- Hold yourself and others to account when behavioural expectations are not met.



Job Specific Technical Capabilities

- Researches, maintains knowledge of, interprets and applies relevant legislation.
- Provides advice and interpretation within technical or specialist area.
- Applies comprehensive knowledge of the technical field to address complex matters and/or undertake thorough analyses.
- Uses current methods or tools to explore and resolve complex issues.
- Finds and shares new ways to analyse and present information.
- Shares specialised knowledge and experience with others and assists others to develop technical skills and locate relevant information.