

Position Description

Position title	NDIS Administration Coordinator
Department / Division	Allied Health / Allied & Digital Health
Classification	Grade 4 Year 1- Grade 4 Year 5 (AO41 – A045)
Position reports to	Manager, Allied Health Administration & Specialist Clinic B
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting, but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is A world where all kids thrive. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Allied Health NDIS Administration Coordinator is located within the Allied Health Administration Department under the Allied & Digital Health Division. The role works closely with the Allied Health Managers who offer allied health outpatient NDIS services which include Nutrition, Orthotics & Prosthetics, Occupational Therapy, and Aquatic Physiotherapy. The position also collaborates with key NDIS supports and departments across the organisation, including the RCH Finance Department and the RCH NDIS Navigator.
ROLE PURPOSE
The NDIS Administration Coordinator plays a key role in delivering high-quality customer service and supporting quality improvement initiatives across the Allied Health Specialist Clinic environment. This includes supporting the RCH with the ongoing NDIS Accreditation (including NDIS compliance and quality indicators). The position serves as the primary contact for NDIS administration within Allied Health at RCH for both families and staff, ensuring that all documentation, reporting, financial processes, and health information requirements are managed in accordance with NDIS and RCH policies and procedures.
KEY ACCOUNTABILITIES
Stakeholder Engagement • Build, map and maintain working relationships with internal key stakeholders to support RCH NDIS business requirements and ensure smooth service delivery. This will include (but is not limited to) Allied Health clinicians directly supporting patients, Allied Health Managers, Allied Health administration staff, the RCH NDIS Navigator and the Nutrition and Food Services Home Enteral Feeding (HEN) team • Build and maintain working relationships with external key stakeholders and partners to support patients and their families to engage with RCH NDIS allied health services. This will include Local Area Coordinator (LAC) and Early Childhood Early Intervention (ECEI) Agencies, Support Coordinators, plan managers, private allied health therapists and NDIA Planners/Agency staff • Support effective communication mechanisms within and between Allied Health, NDIA, NDIS Local Area Coordinators/ECEI partners, third party agencies, patients and families • Communicate effectively and work collaboratively with the RCH Finance Department to resolve and support with NDIS payment disputes • Attend and actively participate in regular scheduled meetings with key RCH stakeholders, to share information and identify areas of opportunity to improved administrative NDIS service-related processes and procedures Service Delivery • Ensure NDIS information provided to families is up to date and accurate • Ensure that appropriate NDIS information pertinent to clinicians and services is provided through multiple platforms • Provide advice, guidance and support to staff about relevant NDIS matters and ensure adherence with policy and procedures and relevant legislation Quality • Support RCHs ongoing NDIS accreditation by ensuring compliance with NDIS Practice Standards and contributing to audit and quality improvement activities • Liaise with the RCH Digital Health team to support and continually improve NDIS functions in the Electronic Medical Record (EMR)

- Provide technical leadership across the allied health division in the NDIS processes and systems which are required in order to maintain accreditation and viability of services
- Ensure appointment bookings and VINAH reporting information for patients with NDIS funded services are accurate and appropriate. Coordinate with RCH Health Information Systems (HIS) that original & necessary documentation has been uploaded to patient file
- Provide information about activity trends and service demands of the NDIS allied health services using EMR and NDIS databases. Ensure the accuracy and ongoing maintenance of participant NDIS information within RCH databases to facilitate compliant and efficient invoicing processes
- Work closely with the Associate Director Allied Health, Heads of Department, Quality and Finance teams to support organisational achievement of the National Safety and Quality Health Service Standards & NDIS Practice Standards and Quality Indicators as required
- Collaborate with Allied Health managers to ensure that Allied Health NDIS policies, procedures, and guidelines are current, comprehensive, and compliant with internal standards and external regulations
- Actively participate and contribute to continuous improvement and continuing education opportunities

Administration

- Ensure families have NDIS approval of funding for the care and support being provided by Allied Health at RCH prior to the provision of said services. Ensure that all appropriate documentation is provided and recorded in the patient's medical record
- Provide oversight and ensure management of the NDIS service provision processes within Allied Health
- Liaise with and provide accurate information to the RCH Finance Department who will then process invoices for payment of NDIS patient related care and support either via RCH processes and systems or NDIA portal
- Support the development, implementation, and ongoing improvement of invoicing and payment frameworks across Allied Health in partnership with the RCH Finance Department. Provide, or ensure provision of, a monthly report to department managers and Director of Allied Health
- Provide additional allied health administration support as required and determined by the Manager Allied Health Administration
- Support and coordinate new NDIS enquiries, preparation of quotes, assistive technology needs assessments and service agreements to support the patient and their family while care is being provided by Allied Health professionals under existing or potential NDIS funding at RCH
- Provide training and support to other Allied Health Administration staff members whose work encompasses NDIS funded activity e.g. appropriate booking and billing, customer service and provision of information to families

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field and/or 2-3 years' experience in relevant industry
- Knowledge of the NDIS system and legislative regulations
- High degree of computer literacy including advanced knowledge of MSOffice 365

Desirable

- An understanding of the healthcare sector and of electronic medical record systems
- Complying with the requirements of the National Safety & Quality Health Service Standards

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to lead, build and maintain key working relationships across the organisation and external to the organisation, ensuring a high level of service to a varied group of stakeholders
- Demonstrated experience in financial processes and systems in a range of business settings
- Demonstrated ability for high level decision making and leadership in quality improvement and service development activities
- Demonstrated ability to work with initiative, autonomy and lead others in the pursuit of team goals both functionally and cross-functionally
- Highly developed organisational and planning skills with ability to prioritise workload and competing demands
- Excellent verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Demonstrated experience in providing advice, negotiation and issue resolution using established and standardised procedures
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise and awareness of the need to seek further advice when necessary
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a NDIS Worker Check (including the NDIS Worker Orientation Module) and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters

- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

August 2026