# Position Description

## NDIS Accounts Receivable Officer

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| **Classification:** | Administration Officer Grade 2 (HS2 – HS21) |
| **Business unit/department:** | Ability@Austin – NDIS Services |
| **Work location:** | Austin Hospital ☐ Heidelberg Repatriation Hospital ☒<br>Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify) |
| **Agreement:** | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027 |
| **Employment type:** | Part-Time |
| **Hours per week:** | 24 |
| **Reports to:** | Manager – Ability@Austin |
| **Direct reports:** | Nil |
| **Financial management:** | Budget: nil |
| **Date:** | November 2026 |

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

### Position purpose

Reporting to the Manager – Ability@Austin, the NDIS Accounts Receivable Officer is responsible for accurate and timely billing, claiming, reconciliation and collection of NDIS revenue. The role works closely with clinicians, participants, support coordinators and plan managers to maximise claim success, minimise aged debt, monitor participant budget utilisation and ensure compliance with NDIS funding requirements. The position contributes to revenue integrity through proactive management of accounts receivable processes, claim resolution and continuous improvement initiatives.

### About the Directorate/Division/Department

Ability@Austin is the National Disability Insurance Scheme (NDIS) Provider at Austin Health. The service comprises a team of professionals who collaborate to meet the needs of people with complex disabilities. We operate a centralized service to support clinicians and therapists to deliver NDIS Supports through site-based and community settings. The service operates across the Allied Health and Continuing Care Directorates.

Ability@Austin provides NDIS Supports through:

- Art Therapy
- Home Enteral Nutrition
- Orthotics & Prosthetics
- Spinal Community Services
- Talbot Maker Space & community linking opportunities
- Community Tracheostomy Management
- Upper Limb Program

Ability@Austin is integrated with the health service and is regulated by the NDIS Quality and Safeguards Commission.

## Position responsibilities

**Role Specific:**

Customer service and stakeholder engagement

- Generate and process invoices for NDIS-funded services in accordance with individual plans and service agreements
- Submit and manage claims through the NDIS Provider Portal and PACE environment.
- Monitor claim statuses, follow up on rejections or discrepancies, and resolve payment issues in a timely manner
- Liaise with internal and external stakeholders to clarify claims queries – including Ability@Austin clinicians, Participants, Support Coordinators and Plan managers
- Manage aged receivables through proactive follow-up with Participants, Plan Managers and Support Coordinators, ensuring timely resolution of outstanding debts and minimisation of revenue leakage.
- Review service delivery data to identify missing claims, billing discrepancies and unclaimed supports.
- Maintain and update debtor master data
- Monitor Participant budget utilisation
- Prepare reports on outstanding accounts and budget utilisation

Administration and compliance

- Assist with end-of-month accounts receivable activities
- Manage electronic document filing
- Ensure confidentiality and security of all financial and organisational information
- Adhere to internal controls, policies and procedures

Team contribution and continuous Improvement

- Identify opportunities for process improvements and efficiencies within accounts receivable
- Collaborate with stakeholders to streamline processes
- Contribute to team initiatives to enhance operational performance

- Undertake additional duties as directed

## Selection criteria

**Essential skills and experience:**

- 1-3 years' experience in accounts receivable, NDIS administration, healthcare billing, claims processing or finance.
- Strong understanding of NDIS pricing arrangements and claiming requirements
- Demonstrated understanding of Agency Managed, Plan Managed and Self-Managed participant funding arrangements.
- Demonstrated understanding of privacy and confidentiality requirements in healthcare and disability service environments.
- Strong attention to detail with a focus on accuracy in financial data and documentation
- Excellent written and verbal communication skills
- Ability to manage customer interactions professionally, including debt collection discussions
- Strong organisational and time management skills, particularly in high-volume environments
- Intermediate Microsoft Excel skills
- Ability to work independently and collaboratively within a team
- Experience processing NDIS claims within the PACE environment and using PRODA, Provider Portal and/or related healthcare billing systems.

**Desirable but not essential:**

- Experience working as a NDIS Claims and Accounts Receivable Officer
- Experience using Oracle and/or DC2Vue

## Professional qualifications and registration requirements

- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

**Cultural safety**
Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

**Equal Opportunity Employer**
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

**Austin Health is a child safe environment**
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.