



**BRISBANE–  
Service Officer (APS3)**



**About the Aurora Neuroinclusion Program:**

Services Australia's Aurora Neuroinclusion Program (Aurora) aims to improve work and career outcomes for people with an autism or ADHD diagnosis.

Together with Employ for Ability, Aurora offers a unique recruitment process that's flexible, safe, supportive and inclusive. Aurora offers roles in a variety of fields and:

- provides a career pathway into the agency for people with an autism or ADHD diagnosis
- demonstrates the individual and organisational benefits of employing people with autism or ADHD through an inclusive recruitment process
- showcases the diverse and unique skills and attributes people with an autism or ADHD diagnosis have to offer in employment
- aims to increase the representation of people with disability in the agency and the Australian Public Service (APS).

Aurora offers:

- a tailored and flexible assessment phase
- non-ongoing and ongoing roles with attractive working conditions
- job security with a competitive salary
- opportunities to develop skills to support your career.

We're looking for people who:

- are keen to learn
- want to make a positive difference in the lives of Australians
- want to start their career in the APS.

If you're successful and matched to a role, you'll be offered a full-time non-ongoing or ongoing position. If you're rated suitable and not matched to a role, you'll be placed in a merit. The merit pool is active for 18 months from the advertising date. If a position becomes available during that time you may be considered for that position.



#### **IMPORTANT DATES:**

13 April 2026	Aurora Brisbane applications open
10 May 2026	Aurora Brisbane applications close
19 May 2026 – 21 May 2026	Aurora Brisbane candidate screening workshops (Brisbane CBD and assessment from home activities)
1 – 2 June 2026	Aurora Brisbane final assessment program Brisbane CBD
July 2026	Offers of employment announced

Aurora is accepting applications from eligible candidates for the following role based in **BRISBANE**.

#### **Service Officer (APS3) – Customer Service Delivery Group**

Service Officers assist customers across a range of payments, programs and services. They assess customer and stakeholder needs, entitlements and obligations, and encourage the use of self-managed services. Services Officers work to deliver simple, helpful, respectful and transparent services to customers and resolve enquiries at the initial point of contact. This includes assisting customers in a call centre environment, answering customer enquiries and processing claims.

This role is in the Brisbane Health Smart Centre, in the Brisbane CBD. The smart centre has responsibility for delivering a range of Medicare related services including:

- Australian Immunisation Register
- Patient Claims and Adjustments
- Medicare Online Account claims
- Medicare Safety Net and Adjustments
- Pharmaceutical Benefits Scheme.

#### **What you'll do:**

- answer customer and stakeholder enquiries over the phone
- promote and refer customers to the agency's self-managed and digital services
- resolve routine customer complaints and escalate complex or systemic issues
- provide information tailored to customer needs
- identify vulnerable customers and refer them to the supports they need.

#### **What you should have:**

These things are important to have.

The ability to:

- interact with customers, staff and agency stakeholders over the telephone



- analyse, evaluate and tailor services to customer needs
- undertake research, problem solve and make decisions using your judgement
- work independently and seek assistance when required
- work collaboratively with staff, agency stakeholders and customers
- learn new software platforms and programs
- research, interpret, apply and explain legislation, policy and procedures.

### **What is nice to have:**

These things aren't essential, but if you have them that's great:

Knowledge and understanding of:

- the role and responsibilities of the agency
- diversity and cultural sensitivities.

### **How to apply**

Apply for the Aurora Neuroinclusion Program through [Employ for Ability](#).

There are 3 stages to our recruitment process:

- application
- assessment
- [selection](#).

### **Before you apply**

Before you apply, check if you're [eligible](#).

To be eligible, you need to provide evidence of a diagnosis of either:

- Autism Spectrum Disorder/Condition, including autistic disorder (autism), Asperger's syndrome, childhood disintegrative disorder, or pervasive developmental disorder not otherwise specified (PDD-NOS)
- Attention Deficit/Hyperactivity Disorder (ADHD).

Evidence may include either:

- a full diagnostic report or a redacted section of your report that states autism or ADHD as a diagnosis
- a letter from a psychologist, psychiatrist or general practitioner confirming a diagnosis of autism or ADHD
- information confirming your diagnosis from a supporting agency such as the NDIS or a Disability Employment Services provider.

If you have any questions or concerns about your evidence, please contact [aurora@employforability.com.au](mailto:aurora@employforability.com.au).

In addition to providing evidence of your diagnosis, you'll need to provide:



**Proof of Australian citizenship – please refer to the information at the bottom of this document for details.**

**You must also:**

- undergo an Australian government security clearance, including a criminal history check
- live (or be willing to relocate to) a daily commutable distance to the **Brisbane CBD**.

**Tell us about you**

- If you don't have a current CV or resume you may create one by listing your current and previous work and educational history (in date order from most recent to least recent on a Word document and upload to your application).
- Make sure you include any volunteer work which would showcase your skills and demonstrate your suitability for the role.

In addition to demonstrating you meet the eligibility requirements, you must also provide a response to the **3** applicant response questions listed below:

**Applicant response:**

We ask that you write a one-page document (minimum 11pt font in Word or PDF format) that provides more information about you to support your application for this opportunity. This must be uploaded as an attachment on the application page.

In your response, please describe the following:

1. How your skills, knowledge and experience are relevant to this role.
2. What motivates you to apply for this role.
3. Any specific examples or achievements that demonstrate your suitability for the program.

To answer these questions, you may use work or study examples or from personal experience you may have (for example as a hobby from home). Ultimately, we'd like to know more about you and why you feel you would be suited to this role.

**Notes on the assessment process:**

Shortlisted applicants will be invited to attend a screening workshop, held in the **Brisbane CBD**. Following this, a final shortlist will be conducted, and those candidates will advance to the final stage of the recruitment process. This is a multiple day assessment led by Services Australia also held in the **Brisbane CBD**.

**Contact person:**

Neil Gordon  
1300 619 768

[aurora@employforability.com.au](mailto:aurora@employforability.com.au)



## **Information: Proof of Australian Citizenship – what you can use**

### **If you were born in Australia BEFORE 20 August 1986**

You can provide your full birth certificate issued by an Australian Registry of Births, Deaths and Marriages (RBDM).

### **If you were born in Australia ON or AFTER 20 August 1986**

If one parent was an Australian citizen at or before your time of birth, you can provide their **full birth certificate** issued by an Australian RBDM, **plus either your parent's:**

- full birth certificate issued by an Australian RBDM, showing that they were born in Australia before 20 August 1986
- Australian passport that was current at or before your birth
- Australian citizenship certificate detailing their acquisition of citizenship at or before your birth.

**NOTE:** if a parent was also born in Australia on or after 20 August 1986, you'll need to provide:

- your parent's full birth certificate issued by an Australian RBDM

**plus**

- your grandparent's full birth certificate issued by an Australian RBDM

**or**

- your grandparent's Australian citizenship certificate.

If one or both parents were Australian permanent residents at or before your birth, you must provide:

- evidence of your own Australian citizenship with an Australian citizenship certificate issued by the Department of Home Affairs.

If neither parent was an Australian citizen or an Australian permanent resident at or before your time of birth and you spent the first (10) years of your life in Australia, you must provide:



- evidence of your own Australian citizenship with an Australian citizenship certificate issued by the Department of Home Affairs.

If born overseas but an Australian citizen you must provide one of the following documents to confirm your Australian citizenship:

- a current Australian passport
- an Australian citizenship certificate issued by the Department Home Affairs
- a Citizenship by Descent extract
- an Australian citizenship certificate of an Adoption in accordance with the Hague Convention on Intercountry Adoption or bilateral arrangement or an extract from the Register of Australian Births Abroad.

If you are an Australian citizen but have lived overseas for more than 12 months in the past 5 years you must provide a statutory declaration regarding your time overseas, stating whether or not you were involved with law enforcement officials in that country, and if so, the specifics of that involvement. This is in addition to the normal statutory declaration.