MELBOURNE –
Gateway Officer (APS4)

Opportunity Overview

Program	Aurora Neuroinclusion Program
Agency	Services Australia
Role and classification	APS4 Gateway Officer – Child Support & Tailored Services, Customer Service Delivery Group
Location	Melbourne
Employment type	Full-time ongoing
Contact	Neil Gordon 1300-619-768 Aurora@employforability.com.au

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 recruitment process that is flexible, safe, supportive and inclusive. Aurora offers roles in a variety of fields and aims to:

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

Aurora offers:

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

Who we are looking for

We are 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 are successful and matched to a role, you will be offered a full-time ongoing or non-ongoing position. If you are rated suitable and not matched to a role, you will be placed in a merit pool for up to 18 months. 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:

31 August 2026	Aurora Melbourne applications open
21 September 2026	Aurora Melbourne applications close
Week commencing 21 September 2026	Aurora Melbourne candidate screening workshops (screening workshop will be conducted virtually)
Week commencing 12 October 2026	Aurora Melbourne final assessment program Melbourne CBD
Mid-November 2026	Offers of employment announced

Available position

Aurora is accepting applications from eligible candidates for the following roles based in Melbourne.

APS4 Gateway Officer – Customer Service Delivery Group

Gateway Officers play an important role in supporting the effective delivery of Debt Enforcement program activities. They use their organisational and attention to detail skills to coordinate work, manage referrals, support operational tasks and maintain accurate records. They communicate with internal and external stakeholders, provide administrative assistance and program support, and apply relevant legislation, policies and procedures to ensure work is completed accurately, consistently and in line with agency requirements.

This role is in the Debt Enforcement Team. This team supports the branch in being a first point of contact in managing challenges, supporting stakeholders and handling key projects. They keep the branch running smoothly, supporting staff and stakeholders with professionalism and dedication. They drive progress and uphold high standards.

What you'll do

As a Gateway Officer, you will work as part of a multi-skilled team to:

- develop and apply a working knowledge of Legal Enforcement and Departure Prohibition Order eligibility criteria, business processes, legislation, policies and operational guidelines

- coordinate program activities, like assessing and allocating case referrals and documentation
- support the mailbox by addressing enquiries from stakeholders and communicating program-related updates
- direct customers to the appropriate service channel and complete initial enquiries
- take inbound and make outbound customer calls
- identify and prioritise customers who are potentially vulnerable, in distress or experiencing accessibility issues, raising potential issues with leadership
- research, organise, analyse and report program data effectively
- contribute to program reports, briefs and operational documentation
- identify problems and opportunities, contribute to resolutions and escalate issues to senior staff.

What you should have

These things are important to have.

The ability to:

- communicate clearly with customers showing empathy and a willingness to help
- work collaboratively with staff and agency stakeholders
- use Microsoft Excel to analyse and organise data
- work independently and seek assistance when required
- think critically and apply solid problem-solving skills
- demonstrate a high level of accuracy and attention to detail
- learn new software platforms and programs
- interpret and apply legislation, policies and procedures
- analyse information, identify issues and report on your findings
- organise and coordinate documents, programs and meetings.

What is nice to have

These things are not essential, but they would be valuable:

- Knowledge and experience in the use of Microsoft Windows and Microsoft Office tools, such as Word, PowerPoint
- Ability to create databases and flow charts.

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.

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 **Melbourne 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:

Your application should answer each of the questions below. All applications are scored by Employ for Ability staff, with several staff members scoring each application. Each question can give a maximum score of 5, with a total maximum for an application equalling 15. Responses are to have a maximum of 400 words in total for the three questions combined.

1. What motivates you to apply for this role, and how do your values, interests or career goals align with the role? *Your response should reference your individual and career motivation.*
2. Provide specific examples that demonstrate how you communicated or worked effectively in a team in a professional environment. *Your response should include reference to at least one of the following, managing relationships, communicating, exercising judgment, working collaboratively, and taking responsibility for achieving outcomes.*
3. Provide specific examples that demonstrate your ability to perform the technical, professional, or functional requirements of the role. *Describe the work you completed, the approaches or tools you used, and the outcomes you achieved.*

To answer these questions, you may use work, study or personal experience examples, including hobbies from home. We would 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 which will be held virtually. 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, held in the Melbourne CBD.

Contact person:
Neil Gordon
1300 619 768
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.