



Position Description ADACAS LEAP Member – Strategic Advisor



1. Purpose of the Role

The Lived Experience Advisory Panel (LEAP) serves as a high-level strategic partner to ADACAS. As a Strategic Advisor, you will contribute your professional expertise and lived experience to:

- ✓ Shape systemic advocacy and accessibility planning.
- ✓ Guide service design to ensure ADACAS remains a leader in rights-based support.
- ✓ Bridge the gap between service delivery and community impact.

ensuring that the diverse expertise of people with disability, mental health journeys, older persons, and carers directly shapes our policy priorities and service innovation.

Note on Governance: The LEAP provides strategic advice and feedback to inform the organisation's direction. Final decision-making authority remains with ADACAS Management and Board of Directors.



2. Key Focus Areas (Phase 1)

Advisors will provide high-level technical and lived-experience insights across three pillars:

- ✓ **Systemic Advocacy:** Reviewing key priority areas identified by client issues and providing advice and guidance on solutions, responses to the systemic issues identified.
- ✓ **Intake & Service Feedback:** Reviewing the accessibility and responsiveness of intake processes (e.g., communication styles, eligibility clarity, and ensuring clients feel heard). The goal is to improve first-contact practices to ensure they are equitable, welcoming, and culturally safe.
- ✓ **Quality & Continuous Improvement:** Providing advice aligned with quality standards to ensure service delivery is effective and inclusive.
- ✓ **Innovation & Digital Transformation:** Advising on addressing our advocacy wait times for solutions and the ethical implementation of digital initiatives for efficiency and effectiveness.



3. Required Skills & “Professional Expertise”

We are seeking individuals with a systems-level view. We particularly encourage applications from professionals with backgrounds in:

- ✓ **Policy Analysis or Law:** Ability to interpret legislation and systemic barriers.
- ✓ **Human-Centred Design:** Experience in service mapping or user-experience (UX) principles. Understanding user journeys and inclusion practices.
- ✓ **Digital Strategy:** Understanding how technology can scale social impact.
- ✓ **Governance:** Previous experience on boards, advisory councils, or steering committees.

Social Justice & Human Rights: Demonstrated ability to apply rights-based frameworks (such as UNCRPD or ACT Human Rights Act) to identify systemic barriers and promote equitable outcomes.



4. Lived Experience & Intersectionality

To ensure the LEAP reflects the community ADACAS serves, we are seeking lived expertise as:

- ✓ Persons living with disability
- ✓ Persons living with mental ill-health
- ✓ Carers of people with disability or mental ill-health.

We specifically encourage applications from those with intersectional identities, including First Nations Australians, people from CALD backgrounds, and members of the LGBTIQA+ community.

Note: To maintain objective oversight, and professional boundaries, applicants must not have received individual advocacy services from ADACAS within the last five years.



5. Commitment & Terms

- ✓ **Term:** Candidates may nominate for either a 2-year or 3-year appointment.
- ✓ **Frequency:** Quarterly meetings held from 10:00am–3:00pm (including regular scheduled breaks).
- ✓ **Remuneration:** Sitting fees provided in recognition of professional and lived expertise.
- ✓ **Location:** Hybrid Face-to-Face (Canberra-based) or remote online.



6. Reasonable Adjustments & Accessibility

ADACAS is committed to providing an inclusive recruitment process and working environment.

Reasonable adjustments are available for all candidates. If you require specific supports to participate in the application or interview process (such as Auslan interpretation, materials in alternative formats, or specific digital accessibility needs), please outline these in your application or contact us directly. We will work with you to ensure your needs are met.