



## Candidate Information Pack

<b>Reference:</b>	EXT-2026-0030
<b>Classification:</b>	Senior Executive Service (SES) Band 3
<b>Job Title:</b>	Chief Executive
<b>Employment Type:</b>	Full time, non-ongoing (for a period up to 3 years)
<b>Group:</b>	Veteran and Family Wellbeing
<b>Location:</b>	Canberra, ACT
<b>Closing Date:</b>	Thursday 16 April 2026 - 11.30pm AEST
<b>Contact Officer:</b>	If, after reading the selection documentation, you require further information please contact <b>Karina Duffey</b> at <b>Executive Intelligence Group</b> on <b>(02) 6232 2200</b> .

### ABOUT THE DEPARTMENT

The Department of Veterans' Affairs (DVA) exists to meet the nation's commitment to care for our veteran and the families of veterans—the men and women who have served Australia in times of war and conflict as well as peacetime. We do this through programs of care, compensation, commemoration, income support and Defence support services. Our aim is to ensure enhanced self-sufficiency, quality of life, financial wellbeing and community recognition for those we support.

DVA is both a policy and service delivery agency and we have strong relationships with Australian ex-service organisations, Defence, the international veteran community and international veterans' administrations.

DVA's vision is to be a responsive and flexible organisation, efficiently delivering high quality, connected services to all generations of veterans and the wider veteran community.

DVA embraces and fosters a culture that supports diversity, inclusion and respect, where people are empowered to fulfil their potential.

We welcome people with diverse skills, experiences, perspectives and backgrounds. We are dedicated and committed to attracting and recruiting Aboriginal and Torres Strait Islander peoples, and encourage applications from people with disability, people that identify as LGBTQIA+, people from culturally and linguistically diverse backgrounds. The Australian Public Service (APS) values the skills, perspectives, and experiences that veterans gain during their Australian Defence Force (ADF) employment and encourage veterans to apply.



Taking on a rewarding, varied, and broad career with an Australian Public Service department can bring balance and flexibility to your working life, while supporting you to stay connected to your community.

At DVA, we are committed to providing a flexible, diverse and inclusive workplace. We are open to a range of flexible work arrangements including part-time, job-sharing, and flexible work hours.

As a DVA employee, you will:

- be part of an inclusive and diverse work environment
- receive a generous starting salary and work conditions
- benefit from supportive learning and development.

To see further information regarding our support for our employees, please see our [workforce diversity page](#).

### AGENCY ESTABLISHMENT - VETERAN AND FAMILY WELLBEING

The Australian Government is establishing a new agency for veteran and family wellbeing (the agency) within DVA. The agency responds to Recommendation 87 of the Royal Commission into Defence and Veteran Suicide and supports the delivery of several other recommendations (80, 81 and 86). The role will lead the establishment of the agency and the operationalisation of the recommendations.

DVA led extensive community consultation and co-design with veterans, families, ex-service organisations and service providers to develop the purpose and operating model of the agency. The purpose of the agency is to connect veterans and families to wellbeing information, services, support and community to enable successful transitions from ADF service.

The agency will have five core functions.

1. Wellbeing education, prevention, and early intervention
2. Transition planning and preparedness
3. Navigation and referrals to wellbeing supports, including acute, complex and crisis support
4. Life stage transitions and community connection
5. Wellbeing monitoring, feedback, and evaluation.

The key outcomes to be achieved by the agency are:

- Veterans and families of veterans are equipped with the knowledge and skills to proactively manage their wellbeing.
- Veterans and families of veterans are prepared and supported before, during and after transition out of the ADF.
- Veterans and families of veterans experience continuity of care and community connection
- The agency influences system-wide change to improve wellbeing services and supports.

On 2 December 2025, Minister for Veterans' Affairs, the Hon. Matt Keogh MP, announced \$78 million in funding over four years (from FY 2025-26) for establishment of the new agency. Implementation activity is currently underway.



The agency will commence operations on 1 July 2026, developing capability and operational scope over time.

## OUR OPPORTUNITY

Reporting directly to the Secretary, the Chief Executive will be responsible for establishing the new agency, including the culture, organisational capability, strategic direction, vision and performance.

As Chief Executive, you will lead the operationalisation of the functions, ensuring they are trauma-informed, person-centred and shaped by lived experience.

The new agency will have a remit for coordination with Defence, complex case management, wellbeing service coordination, referral concierge services and a helpline.

Services will be developed up over time and evaluated for effectiveness to ensure the agency is meeting the needs of the veteran community. As part of this development, responsibility for a range of transition supports that are currently shared between the Departments of Defence and Veterans' Affairs will be transferred to the Agency.

You will be accountable for the effective delivery of the new agency's core functions, ensuring that veterans and families of veterans are equipped, supported and connected to the right services through a seamless, person-centred transition from the Australian Defence Force to civilian life.

You will lead the strategy to strengthen access to supports nationally – working with the DVA Veteran Access Network, Open Arms and the Veterans' and Families' Hub network to make sure that there is sufficient, sustainably funded, reliable, coordinated and accessible support across the country.

You will maintain strong relations with Government, in particular the Minister, Defence, ex-service organisations and Commonwealth, State/Territory and non-government stakeholders.

## OUR IDEAL CANDIDATE

As an experienced senior leader, you will have a proven performance record of success in complex stakeholder environments including Defence, the public/private sector, or local government. Human centred service delivery experience is essential.

You will have demonstrated your ability to establish and lead new organisations.

You will have a sophisticated understanding of the veteran and veteran family experience and a connection to the Australian Defence Force, preferable as a veteran or veteran family member.

You will be a collaborative and agile leader with the ability to steer and implement broad transformational change, both within and external to the agency with a commitment to excellence.

You will bring exceptional communication and relationship-building skills, demonstrate sound judgement, and have a deep understanding of community engagement, governance, financial management, and strategic positioning. You will have demonstrated experience in working collaboratively with other government agencies in delivering complex human services.

You will be resilient, self-motivated, outcome oriented and enjoy working in a dynamic, fast paced and changing environment.



You inspire a sense of purpose and direction in others, lead with integrity, and possess the ability to raise critical and difficult issues, provide impartial and forthright advice, are committed to action and are prepared to make tough corporate decisions to achieve desired outcomes.

You are passionate about contributing to the wellbeing of veterans and veteran families and can demonstrate a strong connection to service.

You are prepared to work within the APS legislative and regulatory framework.

## DUTIES

As Chief Executive, you will:

- establish governance, transparency, and financial stewardship across all functions of the agency
- lead with authenticity and accountability to strategically position the agency
- build organisational capability and responsiveness in relation to the delivery of quality services for veterans and families using trauma-informed practices
- establish strong and trusted working relationships with the Secretary and the Minister for Veterans' Affairs
- collaborate with Defence and other Government organisations, as well as Ex-Service Organisations and state and territory government entities to drive system reform and improve service delivery outcomes for veterans and families of veterans
- build and sustain strong, trusting relationships with the veteran community, ex service organisations and other advocates and wellbeing service providers
- engage with risk and show personal courage to represent the agency effectively in public and internal forums
- ensure services reflect genuine co-design and are responsive to the needs of veterans and families
- promote continuous improvement and a high-performance culture that values learning, inclusion and trust.

## SELECTION CRITERIA

Applications will be assessed against the SES Band 3 Integrated Leadership System (ILS) which is built around five core capability groups.

- Shapes strategic thinking
- Achieves results
- Cultivates productive working relationships
- Exemplifies personal drive and integrity:
- Communicates with influence.

To learn more about the ILS click [here](#).



## QUALIFICATIONS

Tertiary qualifications in a relevant field are highly desirable.

## ELIGIBILITY

- Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS).
- All applicants external to DVA offered employment, will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.
- The successful candidate will be required to obtain and maintain a Negative Vetting 1 (AGSVA) security clearance.

## THE SELECTION PROCESS

Your application should include a CV, nominated referees and a statement of claims in a one-page pitch.

Your statement of claims should outline your skills, knowledge and experience and why you should be considered for the role taking into consideration the duties and selection criteria (ILS).

## HOW TO APPLY

**Executive Intelligence Group** accepts applications via our website.

When you apply, your details will be saved in your personal, confidential account. Should you apply for any future roles through us, you will not have to re-enter this information. If at any time your personal details change you can update this via your account. It is important to us that you find our website easy to use. If you have any feedback on how we can make the website more user friendly to assist you in completing an application or downloading candidate information, please let us know.

At **Executive Intelligence Group**, we respect the confidentiality of the personal information you provide to us and understand that your privacy is critical.

To review our Privacy Policy please click here: <https://executiveintelligencegroup.com.au/privacy-policy/>

## **IMPORTANT THINGS TO NOTE:**

- When you apply for the first time, please create an account and make a note of your username and password;
- For subsequent applications, you will need to log in to your account and submit your application along with your CV and statement of claims/pitch. I.e. you will need to submit an application for **EVERY** vacancy you are interested in - submitting one application does **NOT** mean you will automatically be considered for other vacancies with **Executive Intelligence Group**.



- You will be required to include the details your statement of claims / pitch directly into the online application form. You do not need to upload your statement of claims / pitch as a separate document / file. Make sure you take account of the requirements of the position and the selection criteria (if required) against which you will be assessed.
- Please have your current CV ready to upload in a single document. In your CV, it is useful for you to provide a quick snapshot of the key responsibilities you have had in each role over the last 5 years;
- You will have an opportunity to review, edit and print your application before you submit. However, once your application is submitted you will not be able to make any changes;
- Once you have submitted your application, you will receive an automated email. In the event that you do not receive an automated email confirming your application has been submitted please ensure you contact us as there may be an issue with your application lodgement;
- If you do not hear from us about the progress of your application within 3 weeks from the close date, please contact us for an update; and
- If at any time, you wish to withdraw from this process you will need to send an email to [admin@execintell.com.au](mailto:admin@execintell.com.au) to let us know. You are unable to withdraw your application directly from the website.

**We can be contacted on 02 6232 2200 or [admin@execintell.com.au](mailto:admin@execintell.com.au).**

Please note: our office hours are Monday – Friday between 9.00am and 5.00pm. If you have any queries on the advertised position/s or how to apply, please contact us during these times and before applications close.

#### **HOW TO APPLY ONLINE:**

1. Go to the Executive Intelligence Group website and navigate to the Vacancies page (<http://www.executiveintelligencegroup.com.au/vacancies/>);
2. Find the vacancy you are interested in applying for and click 'More Info'. This will enable you to download the candidate information pack. This will assist you on how approach your application;
3. When you are ready to apply, find the vacancy you are interested in applying for and click 'Apply';
4. Read the information about applying and press 'Start';
5. This is where you will create your account if you are applying for the first time. If you have used our system previously you can log in with your user name and password;
6. From here you will be guided through an online application form;
7. At the end of the form you will be prompted upload your CV. You **MUST** have your name referenced within the document/s you upload. Please note you should have this already saved in a single document it is preferable to keep the file name of the document short and without symbols for example: **Surname First Name Ref No Job**. Where possible please upload your CV in PDF format, we are also able to accept documents in Word format.
8. If you wish to change any of the sections before you submit you can click on the 'Summary' table on the right-hand side which will take you to the specific page;
9. Submit your application; and
10. You will receive an automatic email with a copy of your application.



## REMUNERATION

Salary on commencement for SES Band 3 will be negotiated and will be commensurate with skills and experience.

A Total Remuneration Package (TRP) will be negotiated with the successful candidate. The TRP comprises:

- Base salary including motor vehicle allowance
- Superannuation
- Official parking

## TENURE

The successful candidate will be offered non-ongoing employment for a period up to 3 years under the *Public Service Act 1999*.

## OTHER INFORMATION

The successful applicant will be required to regularly travel to and work from Canberra if located elsewhere in Australia.

## RECRUITABILITY

[RecruitAbility](#) applies to this role. You will be invited to participate in further assessment activity for the vacancy if you choose to apply under the RecruitAbility scheme.

If you choose to apply under RecruitAbility, you will need to:

- declare you are living with disability
- meet the minimum requirements for the position.



As your application progresses, you can speak with the contact Advisor about reasonable adjustments for any stage of the assessment process.

## MERIT POOL

This recruitment process is being used to fill immediate and anticipated ongoing and non-ongoing vacancies. A merit pool of suitable candidates will be created. Those candidates found suitable will be advised of their placement in the pool. Placement in the pool is not an offer of employment, and not all candidates selected for inclusion may ultimately receive an offer of employment.

Non-ongoing vacancies may be offered for a period of up to 3 years. Should a position become ongoing, the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.



The merit pool may be used to fill similar roles in the event positions become vacant. This merit pool may be used to fill other vacancies anywhere in Australia.

For more information about DVA please visit the [DVA website](#).