



**Personal Injury  
Commission**

# **Information Kit**

## **Division Head (Police Officer Support Scheme Division)**

**January 2025**

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## Background

The Personal Injury Commission (the Commission) is an independent statutory tribunal within the Department of Customer Service that resolves personal injury disputes in its Worker Compensation Division, Motor Accidents Division and Police Officer Support Scheme Division.

Each Division is led by a Division Head, who is also a Principal Member (s 14(1) of the *Personal Injury Commission Act 2020* (PIC Act)). Division Heads are responsible for the general control and direction of all non-presidential members, decision-makers and mediators within their respective Divisions.

The functions of the Division Head include (s 17 of the PIC Act):

- To direct (subject to this Act, the regulations, the Commission rules and any direction of the President) the business of the Commission in that Division, and
- To exercise any other functions conferred or imposed on the Division Head by or under the PIC Act or any other legislation.

The Division Head is a member of the Commission's Executive Leadership Team and is an appointee on the statutory Rule Committee (see s 19(3)(b) of the PIC Act).

In addition to the above functions, Division Heads resolve disputes through conciliation, arbitration and assessment of claims within their Division. The Division Head's role includes decision-making, and the Division Head is expected to be well-researched, organised and articulate in order to support durable determinations.

The Police Officer Support Scheme Division is a newly created Division within the Commission. Amendments to the *Police Act 1990* (the Police Act), which commenced on 27 September 2024, invest the Commission with the jurisdiction to hear and determine disputes (s 199H of the Police Act).

The Commission is seeking to appoint an appropriately qualified and experienced individual as Division Head – Police Officer Support Scheme Division. A person is eligible to be appointed as a Division Head/Principal Member only if the person:

- a) is an Australian lawyer of at least 7 years' standing, or
- b) has, in the opinion of the Minister, special knowledge, skill or expertise in relation to any class of matter in respect of which the Commission has jurisdiction.

As the Police Officer Support Scheme is a workers compensation-like scheme, the Division Head **must** demonstrate a superior level of technical expertise in **workers compensation law** and passion for resolving legal questions to determine outcomes. The Division Head will be dually appointed to the Police Officer Support Scheme Division and the Workers Compensation Division. All activities within the Commission are approached in accordance with the [Member Code of Conduct](#).

Applicants should have comprehensive, current knowledge of workers compensation law and practice, and demonstrated alternative dispute resolution and facilitation skills and experience.

The Division Head role is full-time and based in Sydney. While the majority of in-person hearings take place in Sydney, there may be work required to be conducted in other locations in New South Wales. The Commission supports flexible work arrangements.

Remuneration is determined by the Statutory and Other Offices Remuneration Tribunal (SOORT). Appointments will be made for terms of up to **five** years, with eligibility for reappointment.

This information kit is intended to provide a comprehensive overview of the role of the Division Head – Police Officer Support Scheme Division, the Commission and the appointment process. Should you have further questions, please contact Mel Hannah, Principal Lawyer on (02) 9289 1740 or email: [membersupport@pi.nsw.gov.au](mailto:membersupport@pi.nsw.gov.au)

## Expectations of the Role of the Division Head, Police Officer Support Scheme Division

Division Heads are, in the course of their functions, subject to the general control and direction of the President. They are required to implement and follow directions outlined in the Workers Compensation legislation, Police legislation, Commission Rules, Procedural Directions and in accordance with the Member Code of Conduct.

The Division Head (POSS) is responsible for overseeing the resolution of disputes under the Police Act (1990), and the Workers Compensation Acts (WCA 1987 and WIM 1998) having regard to the relevant rules, regulations, guidelines and procedural directions.

The Commission has determined that it is not appropriate for persons who are appointed as Principal Members to also appear as advocates in any workers compensation, motor accident or police officer support proceedings before the Commission.

For *Information about the Commission* see [page 10](#) of this information kit.

## Selection Process

### Application

Your application should demonstrate how your skills, capabilities, experience and qualifications meet the assessment criteria outlined in this kit on [page 7](#). At a minimum, a cover letter and CV should be provided. Any costs incurred in preparing and submitting the application, and any subsequent aspect of the assessment process, will be the responsibility of the job candidate.

### Evaluation of the Applications

Candidates will be evaluated in accordance with the assessment criteria by an independent assessment panel. An independent panel interview administrator will also be present to manage the panel interview and collate feedback.

### Shortlisting

Candidates will be shortlisted on the basis of relative merit between all applicants in relation to skills, knowledge, capabilities and experience demonstrated within the application.

### Online Testing

Shortlisted candidates will be required to complete an online test which may include both psychometric and aptitude testing. The Commission may engage a third-party provider to host the online testing.

## Panel Interview

Candidates selected for a panel interview will be contacted prior to the scheduled interview and advised of any documentation and information required to bring to the interview. A panel interview administrator may also be present during the interview to support the panel.

The Commission encourages applications from members of EEO groups and will provide reasonable adjustments for applicants upon request, e.g. a reasonable adjustment to the interview format. Applicants should advise the Commission of any particular requirements at the time of being invited to interview so that appropriate adjustments can be made.

## Appointment

The assessment panel will recommend candidates for appointment. The appointment is made by the NSW Attorney-General and subject to final approval by the NSW Cabinet. At the conclusion of the approval process, all candidates will be notified of the outcome of their application.

Prior to any appointment, recommended candidates will be probity checked, including a qualifications and national criminal background check. The Commission engages a third-party provider to conduct probity checks where you will be required to provide identification documents using the third-party provider's secure portal.

The successful candidate will be required to enter into terms and conditions of appointment prior to commencing their appointment.

Should any unexpected delays occur in the assessment and appointment process, candidates will be advised accordingly of the revised anticipated completion date.

## How to Apply

Applications close at **5:00PM (AEST) on 3 March 2025**.

Your application is to:

- be submitted by the nominated closing date and time
- be submitted online through [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au)
- include a cover letter (maximum 2 pages) and CV (maximum 4 pages) including telephone and email contact details, qualifications and relevant experience.
- include the names and contact details of at least 2 referees (preferably current or past supervisors) that can be contacted during the appointment process.

Note: Referees can be provided at interview.

## Consideration for Appointment

In addition to the assessment criteria, candidates may be asked to provide supplementary information. Such information may be sought through a telephone request, interview or through a formal presentation. Applicants will not be permitted to revise or vary their responses.

## Assessment Criteria

Candidates must demonstrate how they meet the following criteria that are aligned to the Member Capability Framework

Competency	Behavioural Indicators
People management/leadership	<ul style="list-style-type: none"> <li>• Initiates and develops long-term goals and strategies to guide the work of the Division in line with organisational objectives</li> <li>• Allocates resources to ensure achievement of business outcomes and contributes to wider workforce planning</li> <li>• Monitors and reviews performance against standards and takes timely corrective and developmental actions</li> <li>• Keeps others informed about progress and performance outcomes</li> </ul>
Knowledge and values	<ul style="list-style-type: none"> <li>• Interprets and determines complex questions of law</li> <li>• Maintains current knowledge of legislation and relevant case law</li> <li>• Able to quickly build an understanding of complex facts and issues</li> <li>• Takes on constructive feedback and uses it to improve personal performance</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Facilitates legal hearings and disputes effectively</li> <li>• Writes decisions and documentation relating to proceedings with accuracy and clarity</li> <li>• Proficient in the use of relevant writing and word processing software and tools</li> <li>• Able to work across different communication mediums</li> </ul>
Conduct of cases	<ul style="list-style-type: none"> <li>• Reports on findings in a timely and effective manner</li> <li>• Possesses strong stakeholder management skills and an ability for effective conciliation</li> <li>• Understands the needs and interests of all parties involved in cases</li> <li>• Considers the impact of the dispute on parties in how cases are conducted to minimise adverse impact on parties</li> </ul>
Evidence	<ul style="list-style-type: none"> <li>• Understands complex case evidence and information</li> <li>• Leverages evidence in making appropriate determinations</li> </ul>
Decision making	<ul style="list-style-type: none"> <li>• Demonstrates ability to resolve and determine disputes</li> <li>• Undertakes an objective and critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• Exercises sound judgement</li> <li>• Takes a structured approach to decision making</li> <li>• Has a strong track record of making quality and durable decisions</li> </ul>
Facilitation, case management and administrative procedures	<ul style="list-style-type: none"> <li>• Able to manage case loads and work in an organised and effective manner</li> <li>• Able to manage competing priorities, high volume workloads and meet strict deadlines</li> </ul>

	<ul style="list-style-type: none"> <li>Delegates effectively to administrative support staff</li> </ul>
Act with integrity	<ul style="list-style-type: none"> <li>Models the highest standards of ethical behaviour and reinforces this in others</li> <li>Represents the Commission as an honest, objective and professional organisation</li> <li>Ensures that they have a clear understanding of the legislation and policy framework in which they operate</li> </ul>
Coaching and mentoring	<ul style="list-style-type: none"> <li>Demonstrates experience in assisting with mentoring</li> <li>Enjoys coaching and developing others</li> </ul>

## Terms of Appointment

### Professional Development

The Commission provides professional development opportunities for all Members, including comprehensive induction upon commencement.

### Performance Evaluation

Division Heads are required to participate in a performance evaluation process at six monthly intervals.

The Commission reserves the right to canvass parties on Division Head performance.

### Remuneration

The rates of remuneration are as follows:

Division Head (full-time):

- Salary: \$333,715 p/a

The Division Head will be provided with office accommodation and support services at the Commission's premises at 1 Oxford Street, Darlinghurst.

The Division Head will be expected to have the ability to undertake their own typing and conduct research using computer-based technology.

### Travel

The Division Head may be required to undertake intrastate and interstate travel from time to time.

### Duration of Appointment

The Division Head will be appointed for a term of up to five years.

### Disclosure of Information

No potential applicant shall disclose any information relating to this application process or the required services via any media release or any other written publication without prior written consent from the President of the Commission.

The President of the Commission has no objection to the applicant copying this document for the purpose of preparing their application.



## No Economic Opportunity

By lodgement of an application with the, the applicant affirms that he or she has not given, offered to give, nor intends to give at any time thereafter, any inducement, reward including any economic opportunity, future appointment, gift, loan, gratuity, special discount, trip, favour or service to any public servant or member of Commission in connection with the submitted application.

If the applicant is found to have offered any inducement or reward in accordance with the preceding paragraph or is found to have committed corrupt conduct in accordance with the provisions of the *Independent Commission Against Corruption Act 1988*, the applicant shall be disqualified and any resulting arrangements for member services void.

## Ownership

All information submitted by an applicant shall become the property of the Commission. All ownership in such documentation shall vest entirely in the President of the Commission.

## Disclaimer

While the information contained in this document has been formulated with all due care, the Commission does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that the Commission and its employees and members shall have no liability (including liability for reason of negligence) for any loss, damage, cost or expense incurred or arising by reason or any error, omission or misrepresentation in the information or otherwise.

Furthermore, the Commission takes no responsibility for the accuracy, currency, reliability and correctness of any information included in this document, in particular any information provided by third parties.

## Code of Conduct

Division Heads/Principal Members of the Commission are bound by the Personal Injury Commission [Member Code of Conduct](#), issued by the President of the Commission and updated by that position holder from time to time. The Member's Code of Conduct can be accessed [here](#).

## Indemnity

Division Heads/Principal Members have, in the performance of functions performed as a Principal Member, the same protections and immunities as a Judge of the Supreme Court of NSW.

Division Heads/Principal Members shall promptly notify and fully disclose to the Commission in writing an event or occurrence, actual or threatened, which would materially affect their ability to perform any of their obligations.

## Termination

The Minister may remove a member from office in accordance with the provisions of the Schedule 2, Clause 6(2) of the *Personal Injury Commission Act 2020*.

## Electronic Operating Environment

The Commission operates in an environment that provides for electronic lodgement and electronic document storage and retrieval. Division Heads will be required to:

- update matters through the Commission's electronic case management system
- use sound recording facilities and conduct proceedings by audio-visual link
- operate on the Commission's intranet and extranet
- use other technological developments implemented by the Commission; and
- provide documentation (including Certificates of Determination and Statements of Reasons) electronically.

## No partnership, agency or employer relationship

Appointment as a Division Head does not constitute the Division Head as an agent, partner or employee of the Commission.

## About the Commission

### Our Role

The Commission is an independent statutory tribunal within the justice system of New South Wales. Our role, as part of a broader statutory scheme, is to resolve disputes about workers compensation and motor accident injury claims and claims involving police officers who die or become permanently or temporarily incapacitated for work.

The Commission was established under the *Personal Injury Commission Act 2020* and commenced operations on 1 March 2021 initially under two Division – the Workers Compensation Division and the Motor Accidents Divisions, however as of 27 September 2024, a third Division was established, the Police Officer Support Scheme Divisions.

Legislation relevant to the Commission's jurisdiction includes the:

- *Personal Injury Commission Act 2020*
- Personal Injury Commission Rules 2021
- *Workers Compensation Act 1987*
- *Workplace Injury Management and Workers Compensation Act 1998*
- Workers Compensation Regulation 2016
- *Motor Accidents Compensation Act 1999*
- *Motor Accident Injuries Act 2017*
- Motor Accidents Compensation Regulation 2020
- Motor Accident Injuries Regulation 2017
- *Police Act 1990*, and
- Police Officer Support Scheme Regulation 2024.

The Hon Jihad Dib MP, Minister for Customer Service and Digital Government, is the Minister responsible for the administration of workers compensation legislation, except for the appointment of members, which is the responsibility of the Hon. Michael Daley MP, Attorney General. The Hon. Yasmin Catley MP, Minister for Police and Counter-Terrorism is the Minister responsible for the administration of police legislation.

## Our Objectives

The objectives of the Commission, set out in s 3 of the *Personal Injury Commission Act 2020* are to:

- establish an independent Personal Injury Commission of New South Wales to deal with certain matters under the workers compensation legislation, motor accidents legislation and legislation providing for the police officer support scheme and provide a central registry for that purpose,
- ensure the Commission—
  - is accessible, professional and responsive to the needs of all of its users, and
  - is open and transparent about its processes, and
  - encourages early dispute resolution,
- enable the Commission to resolve the real issues in proceedings justly, quickly, cost effectively and with as little formality as possible,
- ensure that the decisions of the Commission are timely, fair, consistent and of a high quality,
- promote public confidence in the decision-making of the Commission and in the conduct of its members,
- ensure that the Commission—
  - publicises and disseminates information concerning its processes, and
  - establishes effective liaison and communication with interested parties concerning its processes and the role of the Commission,
- make appropriate use of the knowledge and experience of members and other decision-makers.

## What We Do

The Commission's non-adversarial process ensures that parties are directly involved in resolving disputes relating to workers compensation, motor accident and police officer support scheme claims.

## How We Do It

The process for resolving a dispute depends on the type of claim that is in dispute. Parties are encouraged to settle their dispute at any time during the process. The Commission also deals with appeals against decisions of Members in the Workers Compensation and Police Officer Support Scheme Divisions, appeals and reviews of medical assessments, and reviews of merit review decisions.

## Membership

The Commission consists of the following members:

- President;
- two Deputy Presidents;
- four Acting Deputy Presidents;
- three Division Heads;
- full-time Principal Members;
- full-time Senior Members, and
- full-time and sessional General Members.

### *President and Deputy Presidents*

The President is the head of jurisdiction and works closely with the Division Heads and Principal Registrar in the overall leadership of the Commission. The President is also responsible for the general direction and control of the Deputy Presidents and Division Heads in the exercise of their functions. The President is also ultimately responsible for the general control and direction of Principal, Senior and General Members, Mediators and Medical Assessors in the exercise of their functions.

Presidential Members hear and determine appeals from decisions of non-Presidential Members of the Workers Compensation Division and Police Officer Support Scheme Division for error of fact, law, or discretion. The decisions of Presidential Members may be appealed to the NSW Court of Appeal on questions of law only.

The President also has the responsibility of determining 'novel or complex' questions of law referred by Workers Compensation Division Members or parties in workers compensation disputes. In relation to work injury damages matters, the President has exclusive jurisdiction to determine applications by defendants to strike out pre-filing statements.

### *Division Heads*

Division Heads are Principal Members of the Commission and are also responsible for the direction and control of the business in their respective Division.

### *Principal Registrar*

The Principal Registrar is directly responsible for providing high-level, executive leadership and strategic advice to the President on the resources of the Commission, including human resources, finance, asset management, facilities, resources and case management strategies. The Principal Registrar is also responsible for the control and direction of Commission staff, and management of the Directorates of the Commission.

### *Principal Members*

Principal Members are responsible for the resolution of disputes under the Motor Accident Acts, the Workers Compensation Acts, and the Police Officer Support Scheme Acts. They also assist the Commission in professional development, case management, and the development of practice and procedure.

### *Senior Members*

Senior Members are responsible for the resolution of disputes in either the Workers Compensation Division, Motor Accidents Division or Police Officer Support Scheme Division of the Commission. They also assist the Commission in professional development, case management, and the development of practice and procedure.

### *General Members*

Members work with the parties to explore settlement options and, where possible, reach an agreed resolution of the dispute. Members manage disputes through to finalisation, utilising a series of conferences, including teleconferences. Unresolved disputes proceed to a formal determination or assessment.

## Service Partners

### *Medical Assessors*

Medical Assessors are highly-experienced, medical practitioners from a variety of specialities. To be appointed to assess permanent impairment, they must have completed the necessary training in the relevant workers compensation or motor accident guidelines to assess medical disputes, and their application must have undergone a rigorous assessment for impartiality. Medical Assessors appointed for the assessment of general medical disputes must also be in clinical practice or teaching.

### *Mediators*

Mediators have extensive experience in alternative dispute resolution, as well as knowledge of workers compensation law, being appointed to conduct mediations in Work Injury Damages claims.

Mediators are required to use their best endeavours to bring the parties in disputed work injury damages claims to a negotiated settlement. They conduct mediation conferences in the Commission's Oxford Street premises and in other regional locations when required, or by AVL.

### *Merit Reviewers*

Merit Reviewers are required to determine all merit review matters under Schedule 2 of the *Motor Accident Injuries Act 2017*. All of the Commission's Motor Accidents Members are also appointed as Merit Reviewers.

## Staff

The Commission's staff are located at 1 Oxford Street, Darlinghurst and provide registry, case management, administrative and clerical support to the Commission's operations, as well as to members and decision makers.

## Further Information

Personal Injury Commission Website: <https://www.pi.nsw.gov.au/>

