

Amelia Sparrow nee Harris

Over twenty years' experience as a social worker in the disability, housing, youth and child and family sectors in NSW and Victoria.

Outcomes focused:

- Trained in outcomes development and measurement
- Responsible for management of team outcomes and KPI's

NDIS Subject Matter Expert in:

- Early Childhood Intervention
- Motor Neuron Disease
- Reasonable and Necessary Decision Making
- Disability Health Related Supports

EXPERIENCE:

DISABILITY SERVICES:

November 2025- current

National Disability Insurance Scheme - APS6 Participant Support Officer Team Leader Full Time

This position provides leadership and management for teams of participant support officers across the eastern Metropolitan Melbourne region. The teams have diverse backgrounds and experience. I am responsible for all aspects of service delivery, HR, quality and risk management.

February 2024- November 2025:

National Disability Insurance Scheme - APS6 Planner Supervisor Full Time

This position provided leadership and management for a team of APS 5 planners. I provided supervision and mentoring on client centered planning, resource allocation and compliance with organisational targets. I managed team resources, priorities and caseloads and ensure plans and plan implementation activities align with performance expectations. I work with participants and their representatives, stakeholders, and planning partners to ensure high quality planning and evidence-based decision making

Executive Level 1: Assistant Director role- temporary secondment

I managed a team of APS 6 level staff providing advice on complex case planning matters and ensuring outcomes were achieved. The role included supporting the team to lift performance and productivity and ensuring that quality service is provided to participants and their families. It required high level communication and conflict resolution skills, time and priority management support for the team and use of data tools to ensure practice reflection and continuous quality improvement.



ADDRESS

Pakenham 3180



PHONE

0410519105



EMAIL

amelia.csh@gmail.com

December 2018 – February 2024 :

APS 6 National Disability Insurance Scheme - Senior Planner – Full Time

This role managed a team of planners and directly delivered comprehensive assessment of participants to determine their disability support needs including the respectful facilitation of difficult conversations relating to unfunded supports.

I specialised in working with highly complex participants with multiple disabilities, service interfaces and support needs. The role included working with planning partners and external stakeholders to ensure successful implementation of plans. I conducted complex and multiple plan reviews and mentored coached and advised fellow colleagues.

April 2018 – December 2018

APS 5 National Disability Insurance Scheme – Planner- Full Time

This role provided comprehensive assessments of participants to determine their disability support needs. Plans were developed to provide continuity of support and meet the individual needs of the participants.

I worked collaboratively with partners, internal and external stakeholders, to ensure best practice and continuity of support for participants.

November 2015 – April 2018:

Advanced Disability Case Manager / Response Worker – Department of Health and Human Services – Full Time

This Victorian state government role provided case management to people with a disability and their families ensuring identification of goals and aspirations, development of case plans and monitoring progress of achieving identified case plan goals. I completed funding applications, court reports, completed case notes and comprehensive, holistic assessments.

I assisted with sourcing and accessing accommodation, respite, community activities, community resources, professional support and day placements. I facilitated participants to identify appropriate education, training and employment pathways.

I ensured individuals and families remained up to date on policy, legislation and guidelines relating to access to services for people with a disability.

I developed networks with external organisations to include courts, mental health and drug and alcohol agencies, education providers, community based services and advocate for clients access to support services.

August 2015 – November 2015:**Support Worker in Shared Support Accommodation for people with Disabilities – Department of Health and Human Services – Casual**

This was a transition position from the youth sector into the disability sector. It involved residential support work for people experiencing Prada-Willi Syndrome. It involved meal preparation, working on behavioural strategies to assist residents to manage the syndrome. I provided life skills training and emotional guidance and support.

YOUTH & CHILD AND FAMILY SERVICES**August 2015 – November 2015:****Playgroup Victoria – Casual**

This role promoted community and supported playgroups across Victoria at various public events.

November 2011 – August 2015:**Intensive Youth Case Manager – Support for Young People Program, Anchor Inc. Full Time**

This position was responsible for implementation of the FOYER program in Lilydale Victoria. It involved working with young people living in transitional supported housing providing assessment and intensive case management services. I assisted young people to plan for their education, training, life skills and future needs. I provided outreach services and transitioned young people into independent living. I worked with philanthropic funders to attract funding to the program.

November 2008 - December 2013**Co-Ordinator of Building Brighter Beginnings Playgroup, Anchor Inc**

I initiated and ran this playgroup program for young parents at risk of homelessness. It won a state government Early Years award.

August 2008-November 2011**Youth Case Manager: Anchor Inc, Full Time**

This case management position worked with young people at risk of or experiencing homelessness in the outer eastern suburbs of Melbourne. I supported young people into stable and safe accommodation and with the transitions in their lives. I worked with them to develop independent living skills. I networked with agencies and service systems in the local community to support the work and to advocate on issues impacting young people.

July 2007-August 2008

Youth Outreach worker. RAGE program: Southern Youth and Family Services.

In this regional NSW position I worked with young homeless people to provide both housing and financial assistance to stabilise their lives. The role involved complex case management, conflict resolution and facilitation of access to a range of support and education and training services. It involved court support and advocacy for young people.

2005-2007

Youth Development Worker, Central Illawarra Youth Services

This NSW based position was a community sector, neighbourhood centre based service provided for youth participation strategies for 12-25 year olds living in the 2527 postcode area. I was the sole worker. I identified issues affecting young people , undertook advocacy to address these issues and took opportunities to embed youth issues into community initiatives. I created opportunities to showcase young people's contributions to their community

Kids Klub Co-Ordinator: Central Illawarra youth services

This role was undertaken at the same time as the Youth Development role above and facilitated an after school program for vulnerable primary school aged children.

EDUCATION

Bachelor of Social Work Charles Sturt University 2008-2015

Diploma of Community Services (Welfare) Wollongong Institute of TAFE 2003-2005.

Membership of Australian Association of Social Workers

CAPABILITIES

- Significant case planning and management capability across a range of sectors
- Leadership and management of multidisciplinary teams to achieve client and organisational outcomes
- Implementation of quality improvement systems.
- Capacity to manage team KPI's within legislative frameworks
- Experienced in program and client risk management
- Clinical / practice supervision of a range of professionals
- Obtain funding from government, philanthropic and corporate funders and manage ongoing relationships and accountabilities
- Advocacy for client issues with diverse service systems and communities
- High level communication skills incorporating written, verbal and

social media skills

- Skilled in people management
- Development and implementation of service and practice evaluation frameworks
- Strong career focus on achieving improved outcomes for people experiencing disadvantage and vulnerability.
- Collaborative practice with strong networking skills.

REFERENCES

Available upon request.

LINKEDIN: [LINKEDIN.COM/IN/AMELIA-SPARROW-8667B73B](https://www.linkedin.com/in/amelia-sparrow-8667b73b)