

Position Description

POSITION TITLE:	Communications Officer
REPORTS TO:	Communications and Media Manager
LOCATION:	Collingwood, Victoria and/or flexible working arrangements including remote working.
SALARY	Level 4.1 Social Community, Home Care and Disability Services
CLASSIFICATION:	Industry Award
STRUCTURE:	0.5 FTE (18.75hrs per week)
ISSUE DATE:	August 2026

This is an identified position for a person with disability.

CYDA's vision and purpose

Children and Young People with Disability Australia (CYDA) is a not-for-profit organisation and is the national representative organisation for children and young people with disability aged 0 to 25 years.

Our vision is that children and young people with disability living in Australia are valued and living empowered lives with equality of opportunity; and our purpose is to ensure governments, communities, and families, are empowering children and young people with disability to fully exercise their rights and aspirations. We do this by:

- Driving inclusion
- Creating equitable life pathways and opportunities
- Leading change in community attitudes and aspirations
- Supporting young people to take control
- Calling out discrimination, abuse, and neglect.

Our work is guided by our '[Strategic Plan 2024-2027](#)' which outlines our strategic directions.

Position overview

The Communications Officer will work with project and communications staff to gather, collate and share lived experience stories through CYDA's digital communication channels. The position will work directly with young people with disability to capture their stories to highlight and influence attitudes and expectations across the broader community.

The role will support CYDA's strategic work and specified projects by elevating the lived experiences of young people to urge decisions that support best outcomes for children and young people with disability.

The Communications Officer will work with the Communications and Media Advisors to support CYDA's strategic communications and media engagement, including website content and social media.

This is an identified position for a person with lived experience of disability.

Accountability areas and Key Performance Indicators (KPIs)

Effective engagement

- Engage effectively with young people with disability in a way that is respectful and authentically captures their voice
- Maintain an awareness of current issues in the community and the impact they have on children and young people with disability

Effective communications

- Create engaging, professional content that aligns with CYDA's values and strategic priorities, and is consistent with CYDA's visual identity, messaging and tone
- Effective use of CYDA's existing communication channels, including website, social media and subscriber lists

Monitoring and coordination

- Work with the broader communications team to implement communications plans, including creating and scheduling social media, website content and external communications
- Monitor and review existing communications channels to optimise engagement and accessibility

Teamwork

- Work with CYDA staff to embed storytelling elements into policy, advocacy and youth engagement initiatives
- Work with the broader communications team to deliver, monitor and review quality, engaging content across CYDA's social media channels.

Key responsibilities

Contribute to CYDA's impact and reach by ensuring accessible and innovative communications through all our communications channels including website, social media, media and member relations. Activities will include:

Engaging young people

- Engage directly with young people with disability including members, program participants or individuals in the broader community.
- Capture key stories that can be used to advocate for systemic change and highlight lived experience, through advocacy submissions, social media campaigns or media.

Content creation

- Supporting content development across a variety of platforms including the website, e-News, fact sheets and other written communications
- Develop engaging content for social media in a range of accessible formats, including video, audio and written.
- Ensure the lived experience of children and young people with disability features strongly in our communications, media, advocacy, and project deliverables.

Systemic advocacy

- Providing storytelling elements to increase the impact of CYDA's advocacy and project work
- Sharing the experiences of children and young people with disability in a way that promotes lived experience and creates impact across the sector

Key internal and external stakeholders

Direct reports: Not applicable

External stakeholders: Young people with disability

CYDA staff: Work collaboratively with CYDA staff to support storytelling elements across all projects. Work closely with Communications and Media Advisors to ensure consistency across all communications activities.

Selection criteria

Experience

- Lived experience of disability
- Previous experience in developing high quality, accessible and engaging content for various channels (including written, audio, video).
- Experience in a peak body or organisation in the youth, disability or social services sector
- Understanding of youth disability advocacy

Capabilities

- Demonstrated commitment to a rights-based approach to disability advocacy and awareness of the diversity within disability.
- Strong interpersonal, relationship-building and networking skills and the ability to build rapport and maintain effective working relations with a diverse range of people.
- Excellent organisational skills with flexibility to prioritise a range of competing demands and work to deadlines.
- Skills in editing video and audio, including captioning
- Strong written and analytical skills.
- Familiar with a variety of social media platforms including Facebook, Instagram, TikTok and LinkedIn
- Ability to work productively as part of a small team and independently.

Qualifications

A tertiary qualification in a relevant discipline (e.g. bachelor degree with a major in communications, media or similar) or equivalent experience is an advantage.

Salary and conditions

The Communications Officer is a part-time (18.75 hours per week) fixed term position until 30 June 2027.

This position is a Level 4 position as specified by the Social Community, Home Care and Disability Services Industry Award. Generous salary packaging is available.

Conditions of employment are set out in the Employment Agreement and generally align with those available in the community services industry. A probationary period of six months forms part of the Employment Agreement.

Other relevant information

An offer of employment is subject to obtaining a satisfactory National Police Records Check and Working with Children Check.

Accountability

This position is responsible to and takes direction from the Communications and Media Manager. The position will also work closely with, and make take guidance from, Communications and Media Advisors, and the Head of Impact.

To apply

To apply for this position please send your application to info@cyda.org.au by 11.59pm on Sunday 13th September 2026.

Applications should include:

- a cover letter addressed to **Sonia Regan, Head of Impact**
- a statement addressing the selection criteria
- your current CV / resume.

Applications provided in other formats due to access needs will be considered.

For accessibility or any other enquiries, please contact info@cyda.org.au or 03 9417 1025.