

Frequently Asked Questions (FAQs) ACT Intermediary Program

What is the deadline for applying?

Your documentation (comprising your completed Application Form, Cover Letter, Scenario Response and Resume) must be received no later than **5PM, Friday 15 May 2026**.

Do I have to attend the training and accreditation?

Yes, in-person attendance at both days of training is compulsory. The nature of the training and the assessments required does not allow for it to be delivered online. Training days are full days (9:00AM – 5:00PM).

The dates you need to be available to attend are:

- Wednesday 3 June 2026; and
- Thursday 4 June 2026.

Successful completion of **tier one** training will enable intermediaries to undertake police referrals only.

Training and accreditation will be provided by the ACT Intermediary Program and other relevant stakeholders involved in the Program. If you do not successfully complete the entirety of training, you cannot be accredited to become an intermediary.

Catering will be provided for all training days. Training and accreditation are provided to participants free-of-charge.

When will I be contacted regarding the outcome of the recruitment?

We will contact those who have made it to the training component of the process in the week of **25 May 2026**. We will notify all unsuccessful applicants by **5PM, Friday 29 May 2026**.

Will more intermediaries be recruited in future?

The Program regularly trains and accredits panel intermediaries in the ACT; however this is not guaranteed. In the event additional panel members are required, the role will be advertised in the same way.

Will I be paid to attend the training?

Yes. A nominal \$50 per day fee is payable for participants who attend each full day of training.

Do I need to have experience working with police or in court to become an intermediary engaged on the ACT Intermediary Panel?

While this type of experience is valuable, it is not required. The intermediary training and accreditation process will cover how intermediaries must engage with police, in courtrooms and elsewhere. If you successfully complete the training and receive accreditation, you will get an opportunity to observe in-house intermediaries undertaking police referrals before you are sent out on your own.

How regularly will I be offered work if I am engaged on the ACT Intermediaries Panel?

Unfortunately, there is no way to estimate the amount of work you may receive as an intermediary. It will be dependent on a range of factors, including stakeholders' and witness's needs and whether your areas of expertise best match individual case requirements.

Can the rate of \$200 (plus GST) per hour be negotiated?

The rate of \$200 (plus GST) per hour is a set rate and is not able to be negotiated.

What type of cases could I be engaged in if I am on the ACT Intermediary Panel?

Intermediaries will primarily be engaged to work on criminal matters involving allegations of sexual or violent offences. The victims and witnesses in these matters may include children, young people, adults with communication difficulties and older people.

The selection of candidates will include close consideration of suitability to engage with these cohorts.

How many people will be engaged on the ACT Intermediary Panel?

The precise number of people varies depending on availability. Most panel intermediaries work full-time in other roles, so this can change week-to-week.

There is no cap on how many intermediaries may be engaged on the ACT Intermediary Panel.

Where can I find more information on the ACT Intermediary Program?

You can find more information regarding the Program on the [HRC Website](#).

ACT Intermediary Program – background information

On 15 June 2018, the Chief Minister and Attorney-General released the ACT Government Response to the four reports issued by the *Royal Commission into Institutional Responses to Child Sexual Abuse* (‘the Royal Commission’).

The Royal Commission found that child complainants and witnesses in sexual abuse cases face significant communication barriers when giving their evidence. The Commission recommended that states and territories establish intermediary programs to assist children’s communication of their evidence to police and courts.

In response, the ACT Government allocated funding in its 2019-20 budget to establish an Intermediary Program within the ACT Human Rights Commission which commenced operations on 31 January 2020 with ACT Police and 9 March 2020 with ACT Courts.

The ACT Intermediary Program’s objectives are to enable vulnerable witnesses to communicate their best evidence at the police interview and trial stages of the criminal justice process. The Program aims to reduce vulnerable witnesses’ trauma, increase access to justice and enhance the administration of criminal justice in the ACT by ensuring the best available evidence is before the court.

Intermediaries are officers of the court who are trained communication specialists who are impartial. An intermediary’s paramount duty is to the court and their role is to assess vulnerable witnesses’ communication and advise on how to ensure effective communication in prescribed contexts.

The Program expanded to vulnerable accused in March 2024, although this work is undertaken by the in-house intermediaries only at the moment. Work is being done to develop training and assessment to build the capacity of the panel, and further updates will be provided when available.

The Program received confirmation of ongoing funding in early 2026.

The Program has also been independently evaluated, which can be accessed on the ACT Human Rights Commission [website](#).

Expressions of Interest

Submitting an Expression of Interest: if you wish to express your interest in becoming an accredited ACT Intermediary and being appointed to the ACT Intermediary Panel, please:

- fill out an Application Form;
- write a cover letter demonstrating how you meet the position requirements;
- provide a response to the scenario included (**no more than one page in total**);
- provide a copy of your ACT Working with Vulnerable People Clearance and National Police Check; and
- provide a current resume supporting the above to:

intermediaryprogram@act.gov.au marked 'ACT Intermediary Panel – Expression of Interest' by no later than **5:00PM, Friday 15 May 2026**.

Should your Expression of Interest meet requirements, we will contact you in the week of the **18 May 2026** to arrange a short interview, after which final training and assessment information will be provided to successful applicants.

Unsuccessful applicants will be notified of the outcome of their submission by **Friday 29 May 2026**.

Contact: if you have questions regarding the information provided above or about the ACT Intermediary Panel, please contact Sarah or Roslyn, Intermediary Program Administration Officers on **0434 855 030**.

Alternatively, you can email intermediaryprogram@act.gov.au.

SCENARIO QUESTIONS FOR PANEL INTERMEDIARY APPLICATION

Please provide answers to the following scenario questions in **one page or less (in total)**.

You should consult the ACT Intermediary [Procedural Guidance Manual \(PGM\)](#) in formulating your responses.

1. Identify three behaviours or situations an intermediary must avoid when undertaking their role and explain why.
2. Explain why confidentiality and impartiality are important considerations for intermediaries.
3. During a police interview, the interviewing officer asks you if you believe the evidence given by the witness has been coached by a family member. What should you do and why?
4. You are allocated a referral for a five-year-old witness who is diagnosed with ADHD and a language delay. The police officer asks if you think the witness is reliable and telling the truth. What should you do and why?

Application Form for ACT Intermediary Panel

Please complete this Application Form and submit it, along with all other required documentation, to intermediaryprogram@act.gov.au by 5PM, Friday 15 May 2026

Personal Details	
Title (Mr/Ms/Miss/Other)	
First Name	
Surname	
Preferred Name (if relevant)	
Gender (not mandatory)	
Residential Address	
Contact Number	
Email Address	
Do you identify as Aboriginal or Torres Strait Islander? (not mandatory)	<input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Both
Are you from a Multicultural Background? (not mandatory)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you identify as living with a disability? (not mandatory)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Educational Details	
Award Type/Qualification 1	
Date of Award	
Award Type/Qualification 2	
Date of Award	
Any other relevant Award/Qualification/Educational information	
Professional Registration Details (if applicable)	
Professional Background	
Registration Body	
Registration Number	
Registration Status	
Registration Expiry Date	
Do you have any practice restrictions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what are they?	
Medicare Provider Number (if relevant)	
Working with Children Check Number	
National Police Check Reference	
Any other relevant registrations/memberships	

Employment Details	
Employer name/Private Practice Name	
Employer Address/Private Practice Address	
Current days of work (if relevant)	
Current hours of work (if relevant)	
Do you have flexibility around work commitments?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please explain.	
Continued Professional Development (CPD) Details	
CPD completed in the past three years (please list)	

Areas of Expertise	
<p><u>Developmental Issues</u></p> <p><input type="checkbox"/> Learning Disability Mild</p> <p><input type="checkbox"/> Learning Disability Moderate</p> <p><input type="checkbox"/> Learning Disability Severe</p> <p><input type="checkbox"/> Attention Deficit Hyperactivity Disorder (ADHD)</p> <p><input type="checkbox"/> Autism Spectrum Disorder (ASD)</p> <p><input type="checkbox"/> Oppositional Defiance Disorder (ODD)</p> <p><u>Communication Needs</u></p> <p><input type="checkbox"/> Language Delays/Disorders</p> <p><input type="checkbox"/> Unclear Speech (Dysarthria, dyspraxia, cleft palate)</p> <p><input type="checkbox"/> Fluency</p> <p><input type="checkbox"/> Deafness or Hearing Impairment</p> <p><input type="checkbox"/> Voice Disorders</p> <p><input type="checkbox"/> Selective/Elective Mutism</p> <p><u>Physical Needs</u></p> <p><input type="checkbox"/> Physical Disabilities</p> <p><input type="checkbox"/> Intellectual Disabilities</p> <p><input type="checkbox"/> Cerebral Palsy</p> <p><input type="checkbox"/> Brain or Head Injury</p> <p><input type="checkbox"/> Degenerative or Neurological Condition</p>	<p><u>Mental Health Needs</u></p> <p><input type="checkbox"/> Mental Health Issues</p> <p><input type="checkbox"/> Trauma</p> <p><u>Ages</u></p> <p><input type="checkbox"/> Children (0 – 5 years)</p> <p><input type="checkbox"/> Children (6 – 12 years)</p> <p><input type="checkbox"/> Young people (13 – 18 years)</p> <p><input type="checkbox"/> Adults (18+ years)</p> <p><u>Specialist Areas</u></p> <p><input type="checkbox"/> Aboriginal and Torres Strait Islander Community</p> <p><input type="checkbox"/> Culturally and Linguistically Diverse Backgrounds</p> <p><input type="checkbox"/> LGBTIQ+</p> <p><input type="checkbox"/> People with a disability</p> <p><u>Other? (Please Specify)</u></p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
Referee Details	
Referee 1 Name	
Referee 1 Contact Details	
Referee 2 Name	
Referee 2 Contact Details	