



# POSITION DESCRIPTION

**Directorate:** Health and Community Services Directorate

**Position Number:** P72116

**Division:** Chief Operating Officer

**Classification:** Senior Officer Grade B (SOGB)

**Branch:** Government, Ministerial and Assembly Business

**Location:** 220 London Circuit, Canberra City

**Position Title:** Director, Information Access and Redress

**Last Reviewed:** July 2026

## DIRECTORATE OVERVIEW

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The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

## DIVISION OVERVIEW

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The Division of the Chief Operating Officer is responsible for the provision of advice and support to HCSD, Senior Executive and Ministers. On a day-to-day basis, the Division is responsible for Government, Ministerial and Assembly Business, Human Resources, Communications and Engagement, Business Transformation and Systems, and the Social Services Regulation Branch and the Office of the Senior Practitioner.

## BRANCH OVERVIEW

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The Government, Ministerial and Assembly Business Branch is responsible for a broad range of functions, including the delivery of ministerial and government services, coordination of Assembly and Cabinet business, Freedom of Information, Information Access and Redress on behalf of HCSD.

The team operates in a fast-paced work environment across the division and Directorate, providing customer-focused, high-quality coordination, quality assurance and timely advice to support the HCSD Executive, Ministers and community.

## WHAT YOU WILL DO

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The Director, Information Access and Redress will demonstrate strong operational leadership, sound communication skills, and the ability to manage competing priorities in a high-volume, high-sensitivity environment.

- Lead and supervise a team delivering information access functions, including section 856C of the *Children and Young People Act 2008* and National Redress Scheme (Redress) matters, ensuring timely, accurate and compliant outcomes.
- Apply and interpret relevant legislation, policy and procedures, and ensure appropriate handling of sensitive and confidential information.
- Establish and oversee end-to-end project planning and management for all current and future applications.
- Coordinate workflow prioritisation, scheduling and delivery across multiple concurrent matters.
- Implement and oversee monitoring, performance tracking and reporting activities to support executive oversight.
- Embed consistent and contemporary processes, controls and delivery standards to ensure statutory compliance and quality assurance.
- Prepare high-quality briefs, analysis and reporting for senior executives on information access matters, performance, risks, emerging issues and proposed options.
- Support team capability through supervision, performance management and staff development.

## WHAT YOU REQUIRE

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The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### Professional/ Technical Skills and Knowledge

1. Sound knowledge, or ability to acquire it, of the *Children and Young People Act 2008* and *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and other related legislation.
2. Demonstrated experience in establishing and overseeing end-to-end project planning and management of intake, triage and assessment of requests for information under section 856C of the *Children and Young People Act 2008* and via the National Redress Scheme.
3. Ability to implement contemporary best practices to prioritise workflow and delivery, and implement monitoring, performance tracking and reporting.

4. Ability to analyse information and support decision-making on complex matters within established frameworks.
5. Strong written and communication skills, including preparation of briefs and reports for diverse audiences.

### Behavioural Capabilities

6. Ability to work collaboratively with internal and external stakeholders to support outcomes.
7. Demonstrated ability to lead, develop and mentor teams.

### Qualifications

A qualification in law, public administration or relevant experience is desirable.

## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role of Director, Information Access and Redress (P72116) indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| ADMINISTRATIVE              | FREQUENCY    |
|-----------------------------|--------------|
| Telephone use               | Frequently   |
| General computer use        | Frequently   |
| Extensive keying/data entry | Occasionally |
| Graphical/analytical based  | Occasionally |
| Sitting at a desk           | Frequently   |
| Standing for long periods   | Never        |

| STANDARD HOURS                               | FREQUENCY  |
|----------------------------------------------|------------|
| Flexible working hours (access to flex time) | Frequently |
| Fixed or specified start/finish times        | Never      |
| Peaks and troughs                            | Frequently |
| Frequent overtime                            | Never      |
| Rostered shift work                          | Never      |

| SOCIAL DEMANDS                                              | FREQUENCY    |
|-------------------------------------------------------------|--------------|
| Work with others towards shared goals in a team environment | Frequently   |
| Work in isolation from other staff (remote supervision)     | Frequently   |
| Working in a call centre environment                        | Never        |
| Working directly with the public                            | Occasionally |

| PHYSICAL DEMANDS                                             | FREQUENCY    |
|--------------------------------------------------------------|--------------|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors                                             | Never        |

| MANUAL HANDLING                                           | FREQUENCY    |
|-----------------------------------------------------------|--------------|
| Lifting 0 – 5kg                                           | Occasionally |
| Lifting 5 – 10kg                                          | Never        |
| Lifting 10kg+                                             | Never        |
| Climbing                                                  | Never        |
| Reaching                                                  | Never        |
| Bending/squatting                                         | Never        |
| Push/pull                                                 | Never        |
| Sequential repetitive movements in a short amount of time | Occasionally |

| TRAVEL                                | FREQUENCY    |
|---------------------------------------|--------------|
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving             | Never        |
| Frequent travel – interstate          | Never        |

| SPECIFIC HAZARDS                                  | FREQUENCY    |
|---------------------------------------------------|--------------|
| Working at heights                                | Never        |
| Exposure to extreme temperatures                  | Never        |
| Operation of heavy machinery e.g. forklift        | Never        |
| Confined spaces                                   | Never        |
| Excessive noise                                   | Never        |
| Low lighting                                      | Never        |
| Handling of dangerous goods/equipment             | Never        |
| Working with asbestos                             | Never        |
| Potential to encounter agitated customers         | Occasionally |
| Exposure to potentially distressing case material | Frequently   |