POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: Human Rights Commission

Business unit: Victims of Crime Commissioner

Position number: P72536

Position title: Information Sharing Coordinator (ISC) Domestic and Family Violence Information Sharing Scheme

Classification: Senior Officer Grade A (SOGA)

Location: Canberra City, Ngunnawal Country

Last reviewed: October 2026

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society
- Strengthens community safety
- Protects people's legal and human rights and interests
- Cares for and supporting people who are at a higher risk of vulnerability
- Enhances timely access to justice
- Builds community and business resilience to emergencies and disasters/disruptions
- Supports formal partnerships and shared decision making with First Nations Peoples

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business

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- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT OVERVIEW

The ACT Human Rights Commission is an independent agency established by the *Human Rights Commission Act 2005*.

The Commission works to:

- Promote the human rights and welfare of people
- Provide victim support, advocacy and financial assistance
- Provide advocacy for children, young people and adults experiencing vulnerability
- Provide an independent, fair and accessible process for resolving individual complaints
- Promote service improvement
- Foster understanding of particular legislation

The Commission includes four statutory officer holders:

1. President and Human Rights Commissioner
2. The Victims of Crime Commissioner
3. The Children & Young People Commissioner and Public Advocate
4. The Discrimination, Health, Disability & Community Services Commissioner

BRANCH OVERVIEW

The Victims of Crime Commissioner (VOCC), Ms. Juliette Ford is a statutory office holder within the ACT Human Rights Commission, which is an independent statutory agency connected to the Justice and Community Safety Directorate. The VOCC and her team deliver a range of support, advocacy and assistance services to those harmed by crime including:

- Addressing victim concerns about breach of their rights under the Charter of Rights for Victims of Crime, within the *Victims of Crime Act* 1994.
- Provision of case coordination, court support and brokered therapeutic services through the Victims Services Scheme (VSS) in accordance with the *Victims of Crime Act* 1994 and the Victims of Crime Regulation 2000.

- Administration of the Victims of Crime Financial Assistance Scheme (FAS) pursuant to the *Victims of Crime (Financial Assistance) Act* 2016.
- Administration of the Victims Registers, pursuant to the *Victims of Crime Act 1994* and the *Crimes (Sentence Administration) Act* 2005.
- Provision of specialised domestic, family, and sexual violence responses which drive multiagency collaboration and coordination across the service system.
- Provision of expert, independent communication advice to police, courts and lawyers via the Intermediary program.
- The Intermediary Program in which skilled and accredited professionals facilitate the communication of witnesses with communication difficulties.
- Facilitating cooperation between agencies involved in the justice system with respect to victims' rights and interests and advocating for systemic reform to uphold victim rights.
- Support the work of the Information Sharing Coordinator as legislated under the *Domestic Violence Agencies (Information Sharing) Amendment Act 2024*.

POSITION OVERVIEW

The Information Sharing Coordinator (ISC) is a legislated role declared under the *Domestic Violence Agencies (Information Sharing) Amendment Act 2024* to establish the Territory's Domestic and Family Violence Information Sharing Scheme (the Scheme). The Scheme provides an authorising environment for safe and effective information sharing by approved entities for the purpose of establishing, assessing, managing, preventing and reducing the risk of family violence.

The ISC will support and oversee the implementation and ongoing operationalisation of the Scheme, in alignment with their legislated functions. This may include seeking and reviewing information for a protection purpose, recommending a course of action, and coordinating the sharing of information between entities. Whilst the ISC will not provide a frontline service response to domestic and family violence, they will work in collaboration with relevant entities (including those providing a frontline service response) to prioritise the safety, wellbeing and protection of people subjected to family violence including children and young people, while promoting accountability for perpetrators.

The ISC will invest in growing and maintaining positive and respectful relationships with other information sharing entities. They will drive and undertake necessary capacity building and coordination activities to support entities' understanding of and compliance with the Scheme. The ISC will operate in alignment with the ACT's updated Domestic and Family Violence Risk Assessment and Management Framework (RAMF) and other instruments connected with the Scheme and will promote their use by entities.

The ISC is a public authority under the *Human Rights Act 2004,* and their decisions are judicially reviewable. Although their employment will be supported and overseen by the Victims of Crime Commissioner, the ISC will operate as an entity separate from Victim Support ACT (VSACT) and will

be required to exercise its legislative functions independently in accordance with legislative requirements.

The Scheme will commence on 24 November 2026 and from this date may be utilised by approved entities including key government agencies and community organisations from across the broader service and specialist family violence sectors. The ISC is also an information sharing entity. It is intended that the number of participating entities will increase over time.

Whilst not a primary function of the role it is expected that the ISC will have the capability and willingness to engage directly with at-risk people including people subjected to domestic and family violence, as required.

WHAT YOU WILL DO

The Information Sharing Coordinator (ISC) will:

1. Exercise their functions in accordance with requirements set out in *Domestic Violence Agencies (Information Sharing) Amendment Act 2024*, including establishing a decision-making framework to support its independence.
2. Facilitate information sharing among information sharing entities, including compelling entities to share information under certain circumstances.
3. Promote coordination and collaboration between entities to establish, assess, manage, prevent and reduce risk of domestic and family violence.
4. Support capacity building and understanding of the Scheme among information sharing entities, including being a point of contact for entities with enquiries about the operation of the Scheme.
5. Develop practice guides and other resources to support the Scheme's operation.
6. Maintain accurate records in line with relevant legislation including decisions referred to the ISC.
7. Oversee a small team that supports the functions of the ISC.
8. In limited circumstances engage directly with at-risk people including people subjected to domestic and family violence, make referrals to support services, and convene meetings with ISE's and support services.
9. Understand and enact their positive duty as outlined in the *ACT Discrimination Act 1991* and ensure compliance with the ACT Child Safe Standards set out in the *Human Rights Commission Act 2005*, and support colleagues and agencies to do the same.
10. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the Branch, as reasonably required.

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WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Demonstrated depth of understanding of domestic, family and sexual violence including key concepts such as coercive control, impacts to vulnerable client groups, approaches to supporting people subjected to violence, perpetrator accountability, systems abuse, and risk assessment and management practices.
2. Demonstrated knowledge of ACT legislation as it pertains to domestic, family and sexual violence including an understanding of the *Domestic Violence Agencies (Information Sharing) Amendment Act 2024*, the *Domestic Violence Agencies Act 1986,* and the *Human Rights Act 2024*, as well as the ability to interpret other relevant legislation for operational purposes.
3. Demonstrated skills relevant to promoting coordination and collaboration between government and non-government entities.
4. Demonstrated knowledge of the ACT's domestic, family and sexual violence service sector including specialist services, multiagency responses, and referral pathways.
5. Demonstrated experience providing support and leadership to small teams or projects.

Behavioural Capabilities

1. Excellent written, oral communication and interpersonal skills.
2. Strategic vision and demonstrated ability to collaboratively develop and implement new processes, programs and operations in accordance with relevant legislation.
3. Excellent liaison and interpersonal communication skills, including the ability to develop and maintain collaborative relationships with senior internal and external stakeholders.

Compliance Requirements/Qualifications

1. Qualifications in law, social work, and/or relevant experience are highly desirable.
2. This position requires an ACT Working with Vulnerable People registration.
3. This position requires a National Police Check.
4. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
5. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

***Important Note**: Please note, this role includes significant exposure to traumatic and explicit content and may including direct client contact with victim-survivors and people who have used violence, including child and adult family violence and sexual offences.*

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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of *Information Sharing Coordinator* (position number P72536) and 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	Never
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
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)	Occasionally
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	Never

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	Never

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

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Never