



POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Chief Operating Officer

Branch: Government, Ministerial and Assembly Business.

Position Title: Information Access Officer

Position Number: P72117 and P72118

Classification: Administrative Services Officer Level 6 (ASO 6)

Location: Canberra, Hybrid

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

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

Corporate Services is responsible for the provision of advice and support services to the Community Services Directorate, Senior Executives and the Ministers Offices. On a day-to-day basis, the division is responsible for Finance; Governance; People Culture and Capability; along with Business Transformation and Systems, Communications and Engagement, and Regulation, Assurance and Quality. The Senior Practitioner, and the Legal Practice Lead, and their teams are also both located within the Corporate Services division.

BRANCH OVERVIEW

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.

POSITION OVERVIEW

The Information Access Officer undertakes a range of activities to support the management of requests for protected information under the *Children and Young People Act 2008*. This includes the retrieval, organisation, preparation and coordination of protected information and records to facilitate the effective handling of information access requests.

WHAT YOU WILL DO

Under limited direction, the Information Access Officer will be required to:

- Undertake detailed reviews of protected information to identify appropriate redactions in accordance with section 856C of the *Children and Young People Act 2008* and the *Information Privacy Act 2014*.
- Undertake thorough search across HCSD and associated databases to retrieve all material relevant to s856C requests.
- Prepare briefs to the Director-General on requested protected information to support the exercise of discretion under section 856C regarding the release of material.
- Liaise with relevant stakeholders, such as the ACT Government Solicitors Office, Historical Claims, Records Management Unit and Child Youth and Families, to coordinate provision of information relevant to s 856C requests.
- Demonstrate attention to detail and sound written and verbal communication skills.
- Maintain high levels of confidentiality in all aspects of the work and deal sensitively with issues if they arise.
- Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the section and maintain all records in accordance with the *Territory Records Act 2002*.

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 ability to interpret and apply, or quickly acquire, knowledge of the *Children and Young People Act 2008* and related legislation, policies and procedures to assess sensitive information, manage disclosure obligations, and support information access decision-making.

2. Demonstrated ability to research, analyse and assess complex information, identify key issues and risks, and prepare high-quality briefs and recommendations to support informed decision-making.
3. Demonstrated ability to manage a complex and high-volume caseload, prioritise competing demands, meet legislative and organisational timeframes, and maintain a high level of accuracy and attention to detail.

Behavioural Capabilities

5. Highly developed written and verbal communication skills, including the ability to build productive working relationships and provide advice to internal and external stakeholders on complex and sensitive matters.
6. Consistently display high quality customer service principles and attributes and handle sensitive and protected information with discretion.
7. Ability to recognise the impact of working with sensitive child and youth protection information, identify potential personal triggers and proactively support personal wellbeing through the use of available processes, support systems and self-care strategies.

Additional requirements:

- Demonstrated experience working within the structure of the ACT Public Service and with government business processes is highly desirable.
- Demonstrated experience with HPE Content manager (TRIM) and ADOBE is highly desirable

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of an Information Access Officer 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	Never
Exposure to potentially distressing case material	Frequently