POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Corporate Services

Branch: Government, Ministerial and Assembly Business

Position Title: Assistant Director, Information Access

Position Number: P61837

Classification: Senior Officer Grade C (SOG C)

Location: Hybrid

Last Reviewed: September 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

The Chief Operating Officer Division is responsible for the provision of advice and support services to HCSD, Senior Executives and the Ministers Offices. 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, Social Services Regulation and the ACT Office for the Senior Practitioner.

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

WHAT YOU WILL DO

The Assistant Director, Information Access and Redress reports to the Senior Director and leads a small team responsible for managing requests for protected information under the *Children and Young People Act 2008*. The role oversees the retrieval, assessment, preparation and disclosure of protected information to ensure information access requests are managed in a timely, accurate and legally compliant manner.

Under limited direction you will:

- Manage and coordinate information access requests, including requests made under Chapter 25 of the Children and Young People Act 2008, ensuring statutory requirements and timeframes are met.
- Support staff to manage complex information access matters, ensuring compliance with legislative obligations, consistent application of decision-making principles, and high-quality outcomes.
- Review sensitive and protected information, quality assure proposed redactions, and provide guidance on legislative requirements to support accurate, defensible decision-making and compliant disclosure outcomes.
- Prepare comprehensive briefs and recommendations for the Director-General regarding information requested and reviewed under section 856C of the Children and Young People Act 2008, supporting the exercise of statutory discretion.
- Maintain accurate records and manage sensitive and confidential information with discretion, ensuring compliance with relevant legislation, policy requirements and the Territory Records Act 2002.
- Collaborate with officials from other ACT Government directorates and external agencies, including the ACT Government Solicitor, to inform advice and support decision-making and improve information access processes and outcomes.
- Develop staff capability through coaching, mentoring and succession planning to achieve organisational objectives.

- Undertake other duties appropriate to this level of classification as requested.

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 understanding of, or ability to quickly acquire knowledge of, the Children and Young People Act 2008 and related legislation, policies and procedures to support the assessment and disclosure of sensitive information and information access decision-making.

2. Demonstrated ability to research, analyse and assess complex information, identify key issues and risks, and prepare high-quality briefs, recommendations and correspondence to support decision-making.

3. Demonstrated high-level organisational and planning skills, including the ability to manage a complex and high-volume workload, prioritise competing demands, meet legislative and organisational timeframes, and maintain a high level of accuracy and attention to detail.

4. Highly developed written and verbal communication skills, including the ability to build productive working relationships, negotiate and influence outcomes, and provide advice to internal and external stakeholders on complex and sensitive matters.

Behavioural Capabilities

5. Demonstrated ability to support and guide staff, work collaboratively within a team environment, promote high-quality customer service, and handle sensitive and protected information with discretion and integrity.

6. Demonstrated resilience and self-awareness, including the ability to recognise the impact of working with sensitive child and youth protection information, identify potential personal triggers, and proactively utilise available supports and self-care strategies while contributing to a positive and resilient team culture.

Qualifications

- Experience and/or a desire to work in a legal or information sharing environment is essential.
- Proficiency with Microsoft Office products and database systems is essential.
- 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 Assistant Director, Information Access and Redress 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