



# POSITION DESCRIPTION

**Directorate:** Health and Community Services Directorate

**Division:** Chief Operating Officer

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

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

**Position Number:** P68011

**Classification:** Senior Officer Grade A (SOG A)

**Location:** Canberra, Hybrid working

**Security Clearance Required:** No

**Last Reviewed:** June 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 Senior Director, Information Access and Redress will:

- Be responsible for fostering working relationships across the ACT Public Sector, and with external agencies, on a wide range of Information Access and Redress matters.
- Lead a multi-disciplinary, customer-facing team to coordinate and deliver information access functions, including to access information under section 856c of the *Children and Young People Act 2008* and National Redress Scheme applications, ensuring timely, consistent and high-quality responses to complex and sensitive matters.
- Oversee the end-to-end coordination of Information Access and Redress Scheme matters, including prioritisation of time critical and sensitive requests, quality assurance of material, and engagement with internal areas and external stakeholders.
- Prepare comprehensive briefs to the Director-General to support the exercise of statutory discretion in relation to Information Access and Redress matters and other information access requests, including analysis of highly sensitive material and recommended courses of action.
- Establish and maintain a centralised monitoring and reporting function across all areas of responsibility, including:
  - systematic data collection on workload, throughput and timeliness,
  - analysis and forecasting of trends, risks and emerging pressures (including Redress Scheme demand), and
  - monitoring performance against statutory and operational requirements.
- Provide regular, evidence-based reporting to senior executives, including the Director-General, to support oversight of Information Access, Redress Scheme delivery and organisational risk.
- Provide strategic direction to the work area, including developing effective operational procedures, business processes and priorities, and actively monitoring and reporting on workflow and performance.
- Interpret legislation, legislative instruments, legal decisions and policy guidance materials for Information Access, Redress and other matters.
- Undertake the statutory function of an Information Officer for the directorate, including making decisions on information requests.

- Manage issues of sensitivity and confidentiality.
- This position involves direct supervision of staff.

## **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. Proven senior management experience, with highly developed leadership skills in championing reform, leading and embedding change, and overseeing a dynamic and agile team.
2. Sound knowledge, or the ability to acquire knowledge, of the *Children and Young People Act 2008*, *Freedom of Information Act 2016* and other information access and privacy related legislation, and statutory decision-making functions within legislated requirements including the ability to apply this knowledge in practice.
3. Established ability to analyse, integrate and evaluate information to make decisions on complex matters in accordance with the relevant legislative frameworks.
4. Demonstrated and highly developed strategic and critical thinking skills, high level interpersonal and communication skills, and the ability to prepare high quality written materials, including complex submissions, papers, briefs and plans

### **Behavioural Capabilities**

5. Established ability to engage across Government, with external stakeholders, and with clients, to inform advice and guidance on complex and sensitive matters and achieve organisational objectives.
6. Highly developed organisational skills, including the demonstrated ability to effectively manage multiple tasks, implement fit for purpose processes, determine priorities and achieve outcomes within statutory timeframes.
7. Demonstrated achievement in modelling ethical behaviour and driving team commitment to deliver outcomes aligned to the ACTPS Values and Signature Behaviours and Government priorities, and to achieving consistently high service standards.

### **Qualifications**

A qualification in law or relevant experience is highly desirable.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, Information Access and Redress (P68011) 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
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<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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	Occasionally