

Position Description

Position Title:	Freedom of Information Officer
Reports to:	Director - Information Services
Department:	Health Information Clerical Services
Directorate:	Finance, ICT & Information Services
Cost centre:	P0205
Code & classification:	Grade 2, Level 1 - 5 (HS2; HS18 – HS21)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Freedom of Information (FOI) Officer has operational responsibility for the day-to-day co-ordination and processing of release of clinical information functions at GV Health.

This role is responsible for:

- Receiving and processing application under the Freedom of Information Act for documents/information held by GVH, in accordance with the Act
- The provision of clinical records in response to subpoenas to the GVH Legal Counsel
- The provision of records as required to the Coroner's Court
- The maintenance and management of the GV Health Release of Information database which is a detailed record of all FOI requests and outcomes
- The FOI Officer ensures all requests and statutory requirements relating to release of clinical information comply with relevant legislation, standards and GV Health policies and monitors the timeframes for these activities.

The FOI Officer liaises with external providers including, but not limited to, the Department of Justice, Department of Health and Human Services, GV Health Divisional Operational Directors, Clinical Directors, Legal Counsel and Executive Director Medical Services & Chief Medical Officer, and other directorates as required.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Receive and process applications made under the Freedom of Information (FOI) Act in accordance with internal procedures and compliance with the ACT
- Communicate with FOI applicants in accordance with the Act, including acknowledgement of receipt of application and notification of decision outcome
- Respond to consumer enquiries regarding GVH FOI application processes and procedures
- Maintain the electronic GV Health Release of Information database
- Record and collate FOI related statistics – including internal activity and external statutory requirements i.e. report annually to the Department of Justice and GVH Annual Report.
- Ensure GV Health FOI records are managed in accordance with the relevant legislation, specifically that FOI applications are managed within the timeframes required by the Act. Monitoring and escalating delays and problems with FOI requests.
- For acute and subacute medical record applications, provide application and record to relevant Information Services Manager for decision on release. Liaise with Information Services Management Team as necessary.
- For mental health medical record applications, provide application and record to Clinical Director Mental Health Services for decision on release. Liaise with the Clinical Director MHS as necessary.
- Advise and assist GV Health staff with issues relating to FOI access in line with GV Health policies and procedures and legislative requirements
- Scan and quality check documents for release under FOI legislation – including complete clinical records as required
- Provide support and assistance to the Health Information (HIS) Service in relation to requests for information from health service providers and related organisations
- Provide copies of medical records in response to subpoenas to GVH Legal Counsel as required and liaise with GVH Legal Counsel as required
- Other release of information
- For non-medical record applications (including genealogical and or historical information), liaise with Senior Health Information manager and/or Manager, Information Services (IS) and relevant GVH department heads for decision on release and procurement of the documents for release.
- Maintain high levels of confidentiality in all aspects of work and deal sensitively with issues as they arise
- Attend and actively participate in regular FOI meetings and other meetings as required
- Provide information/training as required to students completing placement within Information Services
- Actively participate in identification, implementation and evaluation of quality improvement projects as required
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others always
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees

KEY SELECTION CRITERIA

Essential:

- Proven problem-solving skills and the ability to provide well-informed advice and recommendations to stakeholders at all levels.
- Proven high level organisational skills, including the ability to meet tight deadlines and work in a high-pressure environment.
- High level communication, negotiation and liaison skills, and ability to establish and maintain links with staff and other key stakeholders.
- Proficiency in the use of Microsoft Office software

Desirable:

- Minimum of Business Administration Certificate IV or equivalent (or progress towards)
- Proven knowledge of, and ability to action and interpret, and provide advice and training on legislation including the Freedom of Information Act 2016, the Health Records (Vic) 2002 and the Information Privacy Act 2014.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Completion of Department of Justice annual report
- Compliance with FOI response and reporting timelines
- Completion of monthly activity report for Director, Information Services
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;

- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Finance, ICT & Information Services

Freedom of Information Officer

Reviewed by:

Director - Information Services

Issue Date:

February 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The **Goulburn Valley Health Strategic Plan 2024-2026** provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)