

POSITION DESCRIPTION

Position Title:	Freedom of Information Clerk
Business Unit/Department:	Freedom of Information Unit
Division:	Health Information & Performance
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Release of Information (ROI) Lead – Freedom of Information
Direct Reports:	N/A
Date Prepared/Updated:	6 March 2026

Position Purpose
The Freedom of Information (FOI) Clerk is responsible for the efficient, accurate and timely processing of Freedom of Information requests in accordance with the <i>Freedom of Information Act 1982 (VIC)</i> , <i>Office of the Victorian Information Commissioner (OVIC) guidelines</i> , and <i>organisational policies and procedures</i> .
Business Unit Overview
The Freedom of Information Unit (FOI Unit) sits within the Health Information and Performance division and plays a critical role in providing access to records held by Western Health (WH). The unit provides a customer-focused service and is responsible for administering requests under the <i>Freedom of Information Act 1982 (Vic)</i>. The Unit manages all stages of the FOI process, including request assessment, decision-making, invoicing, document release, records management, and maintenance of public FOI information on WH's website. Requests are processed in line with statutory requirements and timeframes, and any FOI-related complaints or inquiries from the OVIC or the Health Complaints Commissioner (HCC) are investigated and responded to in a timely manner. The Health Information and Performance Division sits within the Strategy, Partnerships and Corporate Governance Directorate. The Division has close ties to the Digital Health and Digital Technology Services Divisions and is primarily responsible for the management, governance and utilisation of the organisations data and information assets. It ensures that information, analysis and insights required to support the organisation in its provision of best care to patients is delivered efficiently and effectively using contemporary tools and processes, and that the operational processes required for proficient corporate and medical records management, clinical coding, data governance and activity-based funding are optimised. In addition, the Division is responsible for ensuring that health service data reported to the Department of Health complies with all applicable requirements and business rules. The Division has 104 FTE and an operating budget of \$14M. It has staff located at Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals, Melton Health and Community Services and the Mid-West Area Mental Health Service. The departments within Division that are independently managed are:

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Performance Reporting and Analytics
- Business Intelligence
- Clinical Coding Services
- Record Services (incorporating the FOI unit)
- Data Governance and Compliance
- Mental Health - Health Information Services

Key Responsibilities

- Process FOI requests accurately and within statutory timeframes, in accordance *Freedom of Information Act 1982 (Vic)* and internal processes
- Apply relevant exemptions and supporting well-reasoned decision-making seeking guidance from the Senior FOI Officer when required.
- Record and maintain accurate details of FOI Requests into the FOI records system in a consistent and timely manner
- Coordinate document searches across business units
- Support internal and third-party consultation processes
- Monitor statutory due dates for FOI decisions through the FOI records system and escalate upcoming deadlines to the Senior FOI Officer.
- Record and track complaints and enquiries from oversight bodies including the Office of the Victorian Information Commissioner (OVIC) and the Health Complaints Commissioner (HCC).
- Assist with the induction of new staff members including on-the-job training, in particular casual staff
- Support the FOI Team Leader with non-FOI information requests where required (e.g., Release of Information requests) when FOI workload permits.
- Responding to the FOI Shared mailbox and answer incoming phone calls to the FOI Unit
- Provide leave cover for the Senior FOI Officer (subject to experience)
- Promote and enable positive constructive working relationships, with all levels of WH employees, patients, the public and external vendors.
- Participate in self-directed and formally delivered learning as part of ongoing professional development
- Travel to any of the Western Health sites as required.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Team Leader FOI
- Clinicians and Clinical Unit Managers
- Legal Services Staff
- Other FOI Unit staff
- Medical Records/Health Information

External:

- Victoria Police
- Law Firms
- Department of Families, Fairness & Housing
- Public

Selection Criteria

Essential:

- At least 12 months' experience in a health administration related role (such as FOI, health information, patient complaints, medical practice administration, hospital administration)
- Understanding of the principles of privacy of personal and health information

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Excellent communication skills
- Attention to detail in records management
- Collaborative and supportive working style

Desirable:

- Experience in relation to FOI Requests

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment