

Position Description

Position Title	Freedom of Information Officer
Position Number	30102519
Division	Finance and Resources
Department	Freedom of Information
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Administrative G3 L1 – L5
Classification Code	HS3 – HS25
Reports to	Manager, Freedom of Information
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The role of the Freedom of Information Officer is to process all FOI requests received by Bendigo Health in accordance with relevant legislation. They are also the point of contact for internal and external enquiries relating to privacy and Freedom of Information. This role also manages requests for information received at Bendigo Health for other information release, such as Subpoenas, Coroners, Police and DHHS within the legislative requirements and timeframes as specified under the relevant Act.

The FOI Officer will also contribute to Privacy & Confidentiality policies and processes at Bendigo Health.

Responsibilities and Accountabilities

Key Responsibilities

Administer the Freedom of Information Act and release of information process as follows:

- Assess and evaluate all requests received by Bendigo Health for applicants to access information for both corporate and clinical information;
- Complete all requests in accordance with the Freedom of Information Act and/or relevant Acts as required within legislated timeframes;
- Make decisions regarding the release of information for requests received for Acute, Subacute and Psychiatric services and where necessary seek advice of legal representative or Deputy CMO;
- Adhere to the FOI Professional Standards and provide advice to the organisation to ensure Bendigo Health are compliant with all standards;
- Attend to all incoming telephone enquiries and presentations relating to release of information;
- Prepare monthly reports for Executive;
- Prepare the annual Freedom of Information report for the FOI Commissioner;
- Coordinate and prepare all documents held in paper or electronic format for clinical and non-clinical requests;
- Prepare necessary correspondence and invoices to applicant for fees associated with the identification and production of documents;
- Maintain the database for Freedom of Information and other information requests.

Other duties

- Process all Subpoenas, Coroners, Police, DHS child protection requests and Centrelink requests and liaise with staff from these Departments;
- Provide information to staff members in relation to release of information and privacy issues;
- Provide input for the on-line privacy training module and education;
- Contribute and present privacy awareness training programs, when required as well as promote the annual Privacy Awareness Week for Bendigo Health;
- Review privacy training and ensure Bendigo Health's legislative requirements are adhered to;
- Review privacy, release of information and confidentiality policies as required and provide advice on any updates or changes necessary;

- Monitor, improve where indicated and report on Bendigo Health's legislative compliance to the
- Privacy Act, Health Records Act and the Freedom of Information Act;
- Attend Freedom of Information education forums as required;

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Demonstrated excellent time management skills and an ability to manage competing priorities effectively whilst maintaining strong attention to detail
2. Ability to work autonomously and contribute effectively as a supportive team member
3. Demonstrated professional and excellent customer service skills to both internal and external parties with proficient communication skills, both verbal and written with diverse range of people at all levels
4. High level of self-confidence with proven decision-making competency
5. Have the ability to adapt quickly to new environments of change
6. Demonstrated high level of skill in the use of Microsoft Office applications and other computer software

Desirable

7. Certificate in Medical Terminology
8. Demonstrated detailed knowledge and experience in the interpretation and application of the Freedom of Information Act 1982
9. Experience in working within a healthcare facility, health information service or medical clinic
10. Experience in working in a legal environment
11. Demonstrated ability to produce detailed reports for Senior Management and/or Executive

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organizational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.

- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- 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 Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

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. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.