

Position Description

Position title:	Freedom of Information Clerk
Department:	Legal Counsel
Classification:	Administrative Officer Grade 1 Level 1 – 5 (AO10 – A012)
Agreement:	Health and Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Reporting to:	Freedom of Information Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with

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disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About the department/unit

The Freedom of Information (FOI) team forms part of the Legal Counsel portfolio and is located at the Carlton Innovation Hub. The FOI team plays a critical role in ensuring the hospital's compliance with relevant legislation, including the *Freedom of Information Act* and associated privacy and health records laws.

This team is responsible for managing and responding to requests for access to documents and information held by the hospital, while balancing transparency, legal obligations, and the protection of sensitive personal and health information.

Position purpose

- Provide a high standard of Administrative and Clerical support to the Freedom of Information and Legal Teams
- Ensure FOI/Medicolegal requests are processed in accordance with the Women's and related legislated requirements
- Reading and evaluating medical records and making decisions as per the *Freedom of Information Act 1982 (Vic)* or the *Health Records Act 2001*
- Ensure that the latest updates from OVIC are read and initiated
- Visits to Public Record Office of Victoria (PROV) for retrieval of patient information, as required

Key responsibilities

Professional practice

- Retrieval of medical records (hardcopy, film and electronic) for FOI
- Processing of valid FOI applications and generating relevant correspondence
- Processing of invalid FOI applications, generating appropriate correspondence and monitoring of 'Invalid application' database
- Identify and review, by means of reading to determine medical record content for FOI release
- Release of approved information which include a hard or digital copy (for applicant) and a digital copy (attached to Riskman for hospital reference)
- Accept accountability for own actions and seek guidance if complex situations arise
- Liaise, communicate and work in partnership with Executive (General Counsel & the Medicolegal Manager), as required, to provide competent and efficient support and coordination in relation to FOI requests
- Ensure all FOI and Time of Birth requests are processed in accordance with the *Freedom of Information Act 1982 (Vic)* and within set timeframes.
- Attend to all phone calls and emails in relation to FOI, Time of Birth and Medicolegal requests and queries which include patient, solicitor, TAC, Police, DHHS, Insurance etc.
- Raise and collate invoices for FOI and Time of Birth applications (for individuals and organisations) and monitor payments of these invoices

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- Liaise with PROV in the processing of Time of Birth requests which include; ordering of birth registration and labour ward case books. Visit PROV to obtain Time of Birth information to complete requests
- Liaise with internal departments in processing of FOI requests (i.e. Cashiers, Radiology, Mental Health, Social Work, General Counsel etc.)
- Releasing patient information in accordance with the privacy, confidentiality and security guidelines of The Royal Women's Hospital, as well as Freedom of Information legislation
- Training and providing advice to HIS staff of processing medical enquires from hospitals, general practitioners and patients, whilst adhering to privacy, confidentiality and security guidelines
- Process record requests via online ordering for offsite storage
- Liaise with Zircodata to locate missing records/return ordered records and boxes
- Tracking of medical records to their required destination
- Photocopying, faxing and sorting of mail, as required
- Photocopying and Scanning of patient records for FOI release
- Participate in quality improvement activities and continuing education opportunities, as applicable
- Other responsibilities and duties as requested by FOI Manager, FOI Coordinator, and the Medicolegal Team,

Communication and teamwork

- Working collaboratively with other team members, sharing knowledge and adapting to varying workloads
- Contributing to a positive and cohesive workplace culture
- Provide a high level of customer service to patients, internal and external stakeholders
- Communicating respectfully and effectively with applicants/patients from diverse backgrounds
- Apply conflict resolution skills when dealing with problems
- Collaborate with FOI team to share knowledge, align on best practices, and provide support to achieve shared goals
- Build collaborative relationships across RWH teams to foster knowledge sharing, understand operational workflows and deliver education that supports FOI
- Participate in projects or tasks allocated by the FOI Coordinator
- Provide relief coverage for FOI Manager and FOI Coordinator during absences and support other staff as required

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

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Key selection criteria

Experience/qualifications/attributes

Essential:

- Experience in record keeping and the maintenance of information registers for compliance purposes, and a demonstrated ability to use this information to prepare reports
- Sound judgement and critical thinking skills that will support the team in managing FOI and information disclosure risks
- Flexibility to assist others where required and adjust to organisational change
- Ability to work under pressure and to deadlines
- Excellent written and verbal communication skills
- Demonstrated attention to detail
- Excellent time management skills
- Focused on providing excellent customer service
- High level proficiency in computer skills including MS Office

Desirable:

- Experience working in Health Information Services and Freedom of Information processes within a Health Care agency is preferred
- Experience in interpreting and applying legislative requirements to ensure adherence and compliance to the *Freedom of Information Act 1982 (Vic)*
- Experience in handling FOI requests and releasing information, ensuring that safeguards are in place for keeping information confidential
- Completed a secondary education or in business/office administration

Organisational relationships

Internal relationships

- FOI Manager
- FOI Coordinator
- General Counsel and Medicolegal Manager

External relationships

- Public Records of Victoria (PROV)
- ZircoData
- Government departments e.g. DFFH, Office of the Victorian Information Commissioner (OVIC)
- Other third parties e.g. Solicitors, Insurers, TAC etc.

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Rare
Sitting – remaining in a seated position to complete tasks	Prolonged and Constant
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Occasional
Trunk twisting – turning from the waist to complete tasks	Occasional
Kneeling – remaining in a kneeling position to complete tasks	Occasional
Squatting/crouching – adopting these postures to complete tasks	Occasional
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Frequent
Lifting/carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	N/A
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Frequent
Head/neck postures – holding head in a position other than neutral (facing forward)	Frequent
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Occasional
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged and Constant
Hearing – use of hearing is an integral part of work performance	Prolonged and Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged and Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged and Constant
Problem solving issues associated with clinical and non-clinical care	Prolonged and Constant
Working with distressed people and families	Prolonged and Constant
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Prolonged and Constant

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, (including RWH external reporting) is timely, accurate (i.e. error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: October 2025

Developed by: FOI Manager and General Counsel

Date of next review: October 2026

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