



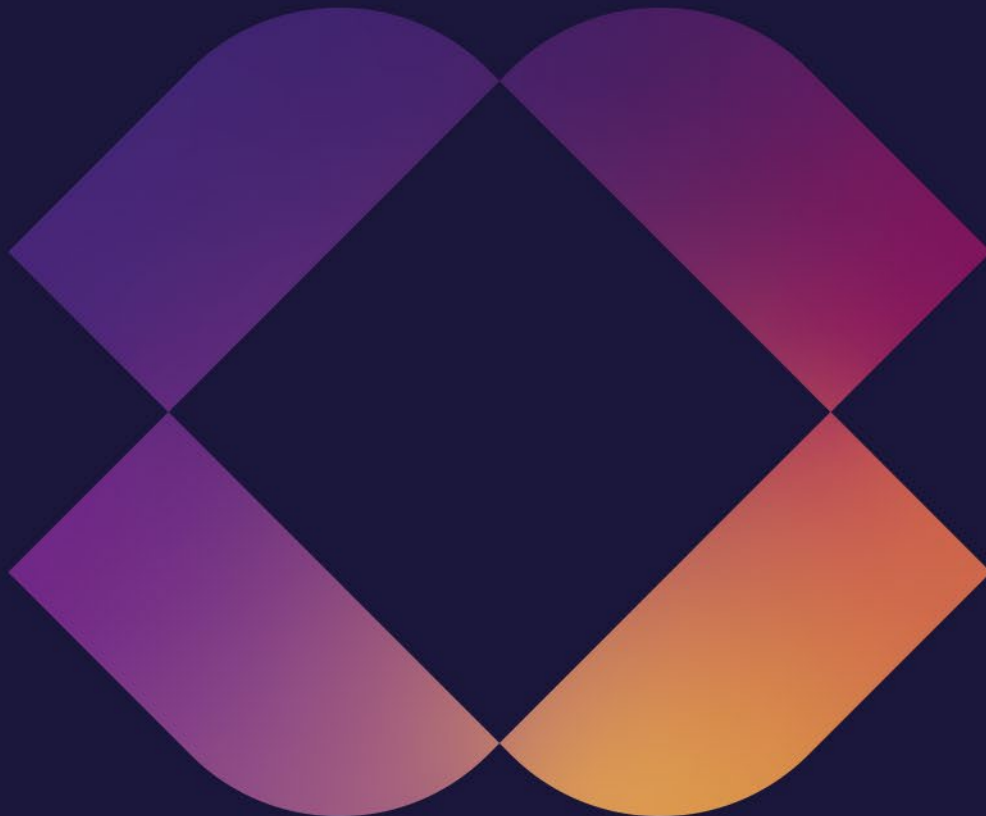
Australian Government
Professional Services Review

Candidate Information Kit

EL1 Information and Records Manager

(\$123,312 - \$137,686 plus 15.4% superannuation)

Prepared
2/06/2026



Acknowledgement of Country

Professional Services Review (PSR) acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. PSR pays respect to the people, the cultures, and the elders past and present.

Our role

To protect patients and the community from the risks associated with inappropriate practice and to protect the Commonwealth from having to meet the cost of medical / health services provided as a result of inappropriate practice.

EL1 Information and Records Manager

Reference number	03/2026
Position title	Information and Records Manager
Classification / Salary	Executive Level 1 (\$123,312 - \$137,686) plus 15.4% superannuation
APS Job Family	Intelligence and Information Management
Business unit	Case Management Unit
Location	Canberra, ACT
Employment status	Ongoing
Security clearance	Ability to obtain and maintain a Baseline security clearance.
Contact person	Georgia O'Keefe a/General Counsel Tel: 0460036641
Closing date	11.59pm (AEST) on Sunday, 21 June 2026

Eligibility information

- Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.
- Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All PSR staff are required to have a minimum Baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Criminal History check.

About Professional Services Review

Professional Service Review (PSR) is enabled by the *Health Insurance Act 1974* (HI Act). PSR includes three types of governance entities with their own statutory functions:

Office of the Director and Associate Director: The Director of PSR is a medical practitioner who is the Agency Head. The Director is supported by Associate Directors who are also medical practitioners. The Director and Associate Directors review the conduct of persons referred by the Chief Executive Medicare and may resolve matters or refer matters to a PSR Committee.

PSR Committees: PSR Committees are established by the Director or Associate Director and are comprised of health practitioners. Committees conduct inquiries into the conduct of persons under review.

Determining Authority: The Determining Authority (DA) is a body constituted by health practitioner members and a community representative. The DA considers matters following the Director / Associate Director and Committee stage.

PSR staff support each of the PSR entities as required. The outcome of a PSR investigation can include the repayment of Medicare or Dental Benefits and disqualification from Medicare or the Pharmaceutical Benefits Scheme (PBS).

PSR is guided by the:

- *Health Insurance Act 1973*
- *Public Service Act 1999*
- *Public Governance, Performance and Accountability Act 2013.*

Our purpose, vision and goals

Our **purpose** is to safeguard the Australian public and the Commonwealth from the risk and cost of inappropriate practice within the Medicare, Dental and Pharmaceutical Benefits programs.

Our **vision** is to:

- play a key role in protecting the integrity of Australia's universal health system
- be held in high esteem by the professions and the people running the scheme
- be a model public service agency.

To achieve our vision, we have 3 **goals**:

1. continue to efficiently and fairly investigate all referred cases, ensuring that the health of persons under review is a high and consistent priority
2. continue to mature as an agency, understanding the changing nature of our work and embracing different and evolving work practices
3. enhance workforce capacity and capability, recognising that for PSR our 'workforce' includes the consultants, Panel and DA members engaged and appointed under our enabling legislation.

About the business unit

The Case Management Unit reports to the General Counsel and supports the Director, Associate Directors, Committees and the Determining Authority to manage and progress cases which have been referred to PSR efficiently and effectively.

About the position

The EL1 Information and Records Manager performs a dual role within PSR.

The Information and Records Manager is responsible for ensuring PSR meets its ongoing requirements relating to information management in accordance with records authorities and the *Archives Act 1983*. This will include:

- working collaboratively to develop and implement policies and procedures for information management
- promoting best practice relating to information governance within the agency
- developing and building working relationships with external stakeholders to maintain PSR's case management systems and electronic document and record management system (EDRMS)
- managing contracts for external service providers.

As part of this role the Information and Records Manager is also responsible for the PSR case management systems, SQUIRE, PLRG Converter and Record Parser (the Systems) which includes:

- managing the contract for services with the relevant external providers who maintain the Systems, including providing advice on exercising options to extend and contract variations
- ensuring the required changes to the Systems are triaged and managed in accordance with business needs
- ensuring appropriate User Acceptance Testing (UAT) occurs prior to changes made in production for the Systems.

The Information and Records Manager is also the Team Leader for the Case Officer Team, with responsibility for ensuring the team delivers timely and high-quality services in their role within the Case Management Unit.

The Case Officers are responsible for managing medical and other case records, management of logistics and provision of administrative support to members of the Case Management Unit. Case Officers are regularly the primary point of liaison with a range of people involved in the PSR process including health practitioners, legal representatives and medical office staff.

Case Officers perform a key role operating collaboratively across both the Case Management Unit and Corporate Support Unit in response to agency requirements.

The Information and Records Manager will work with the Case Officer Manager and Practice Manager to manage workload allocation and prioritisation within the team. This role is critical as Case Officers prepare materials to meet statutory timeframes under the review process.

Duties and responsibilities

Under limited direction, the Information and Records Manager undertakes duties in accordance with the agreed standards for the Executive Level 1 classification. The main duties of the Information and Records Manager include:

- managing the workload of the Case Officer Manager and the Practice Manager (APS 6 employees), general oversight of Senior Case Officers and Case Officers (APS 5 and APS 4 employees) and working to build the team's capacity
- ensuring PSR meets its record management and retention obligations, including those relating to mandatory reporting, record destruction in accordance with PSR's information management policies and procedures, relevant disposal authorities and the *Archives Act 1983* and ongoing record management and security
- chairing PSR's Information Governance Committee which sets the agency's strategic priorities for information governance
- being the point of contact for PSR staff on matters relating to the agency's EDRMS and the Systems
- being the contact point for PSR staff, and with the service provider, for the ongoing maintenance of the agency's EDRMS and the Systems and maintaining a collaborative relationship with the service provider
- procurement and contract management, including the management and ongoing maintenance of the agency's EDRMS and the Systems and maintaining a collaborative relationship with the service provider and applying service standards to resolve or escalate issues
- ensuring there are policies and practices in place to facilitate robust management of PSR's case records throughout the life of each case, including accurate electronic filing, file naming and management of hard copy records
- actively assessing risks, implementing and applying appropriate and agreed security controls
- drafting and updating agency policy and procedure documents relevant to information governance
- ensuring there are policies and procedures in place to facilitate robust management of PSR's information assets
- working collaboratively to analyse, review and streamline business processes.

Expectations of the role

The Information and Records Manager will work directly to the General Counsel and also reports to the Chief Information Governance and Security Officer. In this context the Information and Records Manager is expected to:

- work autonomously, but also collaboratively, demonstrating flexibility where responsibility of tasks may be shared
- capacity to lead a small high-performing team to deliver outcomes in accordance with set timeframes
- exercise sound judgement in decision making, and apply analytical and problem solving skills
- identify strategic risks, develop appropriate action plans and take responsibility for the delivery of projects in accordance with set timeframes
- demonstrate appropriate written and verbal skills to facilitate clear communication with staff across the agency, and with internal and external stakeholders

- implement and manage record management procedures to ensure PSR remains compliant with its record management obligations
- model best practice record-keeping for PSR staff and be committed to taking the agency on a journey towards maturing its record-keeping processes
- demonstrate proficiency in the use of Microsoft Office applications such as Excel, Word and Adobe and other applications, such as Content Manager and an ability to learn in-house systems.

The Information and Records Manager may be required to undertake duties outside standard working hours.

Qualifications and experience

Mandatory	Extensive experience in records management.
Highly Desirable	Experience managing medical records in a government agency context. Tertiary qualifications in information management or related field. High level writing and proof-reading skills.
Desirable	Capacity to manage staff and also work independently and collaboratively in a small agency. Knowledge, or ability to obtain knowledge, of relevant legislation including: <ul style="list-style-type: none"> • National Archives of Australia information management requirements • <i>Privacy Act 1988</i> • Part VAA of the <i>Health Insurance Act 1973</i> and related regulations • Medical Benefits Scheme (MBS).

Working at PSR

What we offer:

- negotiable salary entry points
- attractive 15.4% superannuation
- free car parking at Brindabella Business Park
- flexible working arrangements for working hours and work from home options
- salary sacrificing options including superannuation
- professional learning and development opportunities including:
 - training courses
 - e-learning
 - study assistance program offering financial support and time for study
- family friendly and work life balance provisions including:
 - 4 weeks of annual leave
 - ability to purchase leave
 - Christmas closedown

- 18 days personal/carers leave
- 18 weeks parental leave for primary carers
- support for diversity, good health and wellbeing, such as:
 - cultural, ceremonial and NAIDOC leave
 - Healthy Lifestyle Contribution
 - voluntary free annual influenza vaccination
 - access to Employee Assistance Program (EAP)
 - volunteer leave.

The terms and conditions for PSR employees can be found in the [PSR Enterprise Agreement 2024 – 2027](#).

Breastfeeding Friendly Workplace

PSR is an accredited Breastfeeding Friendly Workplace (BFW) with the Australian Breastfeeding Association (ABA). Being an accredited BFW demonstrates our commitment to supporting breastfeeding employees through supportive policies, flexible breaks, private spaces and a positive culture.

Returning to work while breastfeeding can be challenging and PSR recognises the importance of supporting both professional careers and family life. Becoming an accredited BFW removes the workplace as a barrier to breastfeeding employees and fosters a culture of inclusivity, support and wellbeing.



Workplace diversity

PSR is committed to creating an inclusive work environment and is proud to be an equal opportunity employer and as such, we welcome and encourage applications from all diversity communities including Aboriginal and Torres Strait Islander peoples, gender, gender identity, people with disability, LGBTIQ+ people and people from diverse linguistic and cultural backgrounds.

Ongoing suitability

All APS employees are required to comply with the APS Code of Conduct, including to at all times, behave in a way that upholds the APS Values and Employment Principles, and the integrity and good reputation of the PSR and the APS. This ensures public trust in the impartiality and reputation of the APS. Employees must also disclose any real or perceived conflicts of interest. To learn more please refer to the [APS Values and Code of Conduct in Practice](#).

About the process

PSR uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the [Merit Principle](#), and our processes are designed to select the right people for our roles.

Recruitment process and indicative timeline

- Applications close - Sunday, 21 June 2026
- Interviews – week commencing Monday, 29 June 2026
- Referee checks completed post interview
- Outcomes advised – week commencing Monday, 13 July 2026 (*subject to change*).

What are the steps?

Apply	<p>Complete and submit your Applicant Cover Sheet, 'pitch' (see below) and a resume of no more than three pages.</p> <p>In exceptional circumstances an application may be accepted after the advertised closing date. Applicants who require an extension must discuss with the contact person at least 24 hours prior to the vacancy closing date.</p>
Shortlist	<p>Applicants for this process will be assessed on their written application using the APS Work Level Standards (WLS).</p>
Interview	<p>Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, by phone or via MS Teams.</p> <p>Interview panels are usually comprised of three members. Applicants should be prepared at interview to discuss examples of past and present behaviour detailing specific achievements and challenges faced.</p> <p>For some processes, the selection panel may use alternative or additional assessment approaches (such as a written exercise) to determine applicant suitability. Applicants will be advised in these situations.</p>
Referees	<p>Referees may be contacted for further assessment of suitability. References are usually only sought for applicants under consideration for the position or the merit pool. Nominated referees should be able to comment on and rate your recent work performance.</p> <p>The selection panel can request a written report or seek verbal referee comments at any stage of the selection process.</p> <p>Please advise the selection panel of any sensitivity around contacting referees.</p>
Process complete	<p>After the Delegate has approved the process, a merit pool may be established. All applicants will be notified of their outcome.</p>

How to apply

Your application should be addressed to the contact person and submitted via email to [HR Enquiries](#). If you are having any difficulties submitting your application, please contact the HR Officer on 0476 876 168.

As part of your application, you will need to provide:

- your 750 word 'pitch' detailing your relevant skills and experience against the duties, responsibilities and expectations of the role
- your current resume of no more than three pages
- the name and contact details of two referees
- completed Applicant Cover Sheet (available on the [PSR website](#))

Pitch

Please prepare a 'pitch' of no more than 750 words to describe how your skills and experience would contribute to the position within PSR. Please ensure that you address the outlined expectations of the role and the position requirements (see [About the Position](#) section) when preparing your pitch.

Your pitch is your opportunity to tell us why you are the right fit for a position with the PSR. Tell us why you want to work for us, and why you are interested in the advertised role. We want to know how your skills and experience would contribute to the role and the work of PSR. Make sure to highlight relevant examples and accomplishments that demonstrate your ability to perform the role.

Use of the **STAR** method (**S**ituation, **T**ask, **A**ction, **R**esult), or equivalent, can be an approach adopted to articulate your examples. Further information on the **STAR** method can be found in the [APS Cracking the Code](#) and will help you understand the requirements, prepare and complete your application. Information for Aboriginal and Torres Strait Islander applicants is available in [Section 5 - Cracking the Code](#).

It is strongly recommended that you read the APS [Work Level Standards](#) and the [APS Integrated Leadership System](#) before addressing your application, particularly the capabilities required to be successful at the classification level you would like to be selected for.

Communication from PSR

Please ensure the contact information you supply is up to date. If you are selected for an interview, you will be contacted via your preferred contact method indicated on the Applicant Cover Sheet.

You can update your contact details or withdraw your application at any time by emailing [HR Enquiries](#).

Merit pool

This recruitment process is being used to fill current and future ongoing and non-ongoing vacancies. A merit pool of suitable applicants may be created which may be used to fill vacancies for similar roles in PSR should they become available over the next 18 months.

Non-ongoing vacancies will be offered for an initial period of up to 12 months.

Should a position become ongoing, then the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.

If you are placed in a merit pool, you can consent to your application/information being shared with other Commonwealth Agencies to fill similar roles in the APS.

RecruitAbility

PSR is committed to supporting employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the RecruitAbility Scheme and meet the minimum requirements of the agency.

If you identify as a person with a disability, you can 'opt in' for RecruitAbility on the Applicant Cover Sheet.

Further information on [RecruitAbility](#) is available on the Australian Public Service Commission's website.



Reasonable adjustments

PSR is open to facilitating reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with disability. For example, reasonable adjustments may include additional time to complete recruitment tasks, accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact person at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

To find out more about reasonable adjustment you can contact the HR Officer on 0476 876 168 or [HR Enquiries](#). Further information regarding [reasonable adjustments](#) is available on the Australian Public Service Commission's website.

Privacy

Information supplied for this selection process will be used for selection purposes only and can be used for a period of 18 months from advertising. Files will be stored electronically and accessed by the Human Resources team, hiring managers and selection panel members.

Further information can be found in the [PSR Privacy Policy](#).

Further information

Please contact PSR HR on 0476 876 168 or email [HR Enquiries](#) for further information on how to apply for this position.

You can learn more about PSR via our [website](#).

For additional information on preparing your application and addressing selection criteria please refer to [Cracking the Code](#) on the APSC website.



Professional Services Review