Australian Government
Professional Services Review

Candidate Information Kit

APS4 Case Officer

($80,970 – $86,925 plus 15.4% superannuation)

Prepared
9/11/2026



www.psr.gov.au

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.

APS4 Case Officer

Reference number	06/2026
Position title	Case Officer
Classification / Salary	APS4 ($80,970 - $86,925) plus 15.4% superannuation
APS Job Family	Administration
Business unit	Case Management Unit
Location	Canberra, ACT
Employment status	Ongoing
Security clearance	Ability to obtain and maintain a Baseline security clearance.
Contact person	Rosanna Tsang Information and Records Manager Tel: 0476 123 411
Closing date	11.59pm (ADST) on Sunday, 29 November 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 1973* (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 Officer Team is a small team managed by the Case Officer Manager and the Practice Manager and is part of the Case Management 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 Case Officer provides support to the Director and Associate Directors, Committees and the DA. The Case Officer is responsible for managing medical records and Agency records and provision of administrative support to members of the Case Management Unit.

The role is a point of liaison with a range of stakeholders involved in the PSR process including medical officers, legal representatives and medical office staff.

Duties and responsibilities

The Case Officer works collaboratively to ensure the efficient management of the PSR caseload.

Under limited direction, the Case Officer undertakes duties in accordance with the agreed standards for the APS 4 classification. The Case Officer's primary duties include but are not limited to:

- end to end management of PSR's case records, including accurate electronic filing, file naming and file destruction and management of hard copy records including implementing proper security, storage and destruction
- ensuring accurate data entry into the PSR case management systems and entering all relevant case data
- updating case files at each stage of the review process and ensuring that documents are filed electronically
- liaising with health practitioners and clinics to obtain medical records for review, including explaining record export processes
- preparing clinical records for review by the Director or Associate Director, or PSR Committees, including applying quality control processes, converting, tagging and scanning records
- coordinating secure collection and delivery of documents via courier services
- sending documents electronically via email and secure file sharing platforms
- providing liaison and support to PSR Panel Members, DA and consultants regarding access to document systems and records
- generating and preparing hearing and case materials including correspondence and reports
- assisting the Information and Records Manager to ensure the ongoing accuracy of the PSR case management system
- supporting the DA and consultants as required

- undertaking other general administrative support tasks to facilitate the operation of the Case Management Unit as required.

Expectations of the role

The knowledge, experience, core skills and personal qualities required for this position are:

- sound judgement in decision making
- analytical and problem-solving skills
- oral and written communication skills
- excellent attention to detail
- capacity to work independently and collaboratively in a small team
- 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
- ability to obtain and maintain an understanding of the Medicare Benefits Schedule (MBS) and Pharmaceutical Benefits Scheme (PBS).

The Case Officer may be required to undertake duties outside standard working hours.

Qualifications and experience

Mandatory	Nil
Highly Desirable	• ability to engage with medical records and terminology • experience managing medical records in a government agency • formal training and qualifications relating to records management • ability to obtain knowledge of the operation of Part VAA of the *Health Insurance Act 1973*

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.

Breastfeeding Friendly Workplace
Accredited by the Australian Breastfeeding Association

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, LGBTIQA+ 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, 29 November 2026
- Interviews – week commencing Monday, 7 December 2026
- Referee checks completed post interview
- Outcomes advised – week commencing Monday, 21 December 2026 *(subject to change).*

What are the steps?

Apply	Complete and submit your Applicant Cover Sheet, 'pitch' (see below) and a resume of no more than three pages. 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.
Shortlist	Applicants for this process will be assessed on their written application using the APS Work Level Standards (WLS).
Interview	Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, by phone or via MS Teams. 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. 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.
Referees	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. The selection panel can request a written report or seek verbal referee comments at any stage of the selection process. Please advise the selection panel of any sensitivity around contacting referees.
Process complete	After the Delegate has approved the process, a merit pool may be established. All applicants will be notified of their outcome.

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 500 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 500 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.

Artificial Intelligence (AI) and your application

How we use AI

We may use AI to help draft job advertisements however we **do not** use AI to determine whether you are suitable for a role. We manually shortlist, interview and make selection decisions.

How you can use AI

You can use AI to help prepare your application, but please make sure that you:

- use it appropriately and responsibly – eg drafting, editing or structuring responses
- use your own words – AI should support you and not create a version of you that is not real
- are able to explain and discuss your responses independently if invited to interview.

Our selection process is designed to evaluate your unique abilities and how well you fit the role.

You are encouraged to review the APSC's principles for candidate use of AI in recruitment when preparing your application.

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.



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