

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Information Management Business Partner
Directorate / Service / Program	Finance & Infrastructure
Reports to	Director Digital Transformation
Location	Geelong, Victoria
Classification	Social, Community, Home Care and Disability Services Industry Award Level 7
Date Revised	4 May 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Information Management Business Partner is responsible for leading, developing and maintaining Meli's information and data management capability to ensure information is accurate, secure, accessible, compliant and fit for purpose.

This role partners with the business to provide strategic direction and oversight in information governance, records management, data classification, retention and disposal, and information lifecycle management. The Information Management Lead ensures Meli meets its obligations under Victorian and Commonwealth legislation and regulatory requirements applicable to a Victorian not-for-profit community service and early childhood education provider.

The role works closely with the Privacy, Quality and Risk, People and Capability and ICT teams to support strong governance, accountable decision-making and high-quality service delivery.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Lead the development and implementation of Meli's information management framework and oversee its ongoing application, supporting the effective management of information and data as valued organisational assets.
- Develop, maintain and support the embedding of information governance policies, standards and procedures covering information classification, access, retention, disposal and appropriate use.
- Provide oversight and expert guidance to support the accuracy, accessibility, security and lifecycle management of Meli's information assets in line with business needs and legislative requirements.
- Lead and coordinate information management compliance activities and provide expert advice to support Meli's compliance with relevant Victorian and Commonwealth legislation, including Victorian Protective Data Security Standards, public records, privacy, health privacy, freedom of information and data protection obligations.
- Work collaboratively with Privacy, Quality & Risk, People and Capability and ICT teams to embed consistent, end-to-end information management practices into systems, processes and projects.
- Develop and support the implementation of protocols for secure, lawful, and appropriate information sharing (internally and externally to Meli) to improve client safety and wellbeing outcomes, including compliance with the Child Information Sharing Scheme, Family Violence Information Sharing Scheme, and Multi-Agency Risk Assessment and Management (MARAM) Framework.
- Provide specialist advice on information management requirements and conduct Privacy Impact Assessments for digital initiatives, new systems, procurement activities and organisational change.
- Support the identification, assessment and management of information-related risks, including contributing to incident and data breach responses and post-incident improvements.
- Build organisational capability through guidance, training and promotion of best practice information management consistent with legislative and regulatory requirements.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.

Qualifications, Skills, and Experience

- Tertiary qualification in Information Management, Records Management, Archives, Information Governance, Library and Information Studies, Data Governance or a related discipline, or significant equivalent professional experience
- Demonstrated experience managing information, records or data governance in a complex organisation, preferably within the community services, early childhood education, health, government or not-for-profit sector.
- Strong working knowledge of relevant Victorian and Commonwealth legislation, including Victorian Protective Data Security Standards, public records, privacy, health privacy and freedom of information.
- Experience developing and implementing information management frameworks, policies and standards.
- Knowledge of data governance, information security and information risk management principles.
- Highly developed written communication skills, including policy and procedure development.
- Strong analytical and problem-solving skills.
- Ability to work collaboratively across disciplines and influence stakeholders.
- High level of discretion and integrity when handling sensitive and confidential information.

Other Requirements of the Role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Privacy Team
- Quality and Risk Team
- ICT / Digital and Technology
- People and Capability
- Executive Leadership Team

Physical Requirements & Environmental Conditions of the Role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Sometimes
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Sometimes
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Rarely
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	N/A
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	N/A
Attending external locations including client homes	N/A

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.