

Role Description



Investigation Officer

Role Description Fields	Details
Department/Agency	Health Care Complaints Commission
Division/Branch/Unit	Investigations
Role number	Multiple
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
OSCA Code	591999
PCAT Code	1119192
Date of Approval	07 October 2026
Agency Website	www.hccc.nsw.gov.au

Agency overview

The Health Care Complaints Commission (HCCC) is an independent statutory body set up under the Health Care Complaints Act 1993. The work of the Health Care Complaints Commission (HCCC) contributes to ensuring the community is safe and confident in the standard and quality of health services in NSW.

The Commission protects the health and safety of the NSW community through independent, accessible, and effective management of health care complaints and regulatory action.

The Commission deals with complaints about all types of health services and providers in NSW including:

- Health organisations such as public and private hospitals, medical centres, cosmetic clinics, correction and detention facilities, pharmacies, and community health services,
- All registered health practitioners, such as medical practitioners, nurses and midwives, dentists and pharmacists, and
- All non-registered health practitioners, such as counsellors, speech therapists, naturopaths, massage therapists and alternative health care providers.

The Commission aims to provide a system of complaints handling which is customer-focused, accessible, responsive, transparent and accountable.

The Commission is committed to engaging with health consumers and health providers to ensure that our role as an independent regulator is understood, that our services are accessible, and that we are supporting effective complaints management and patient-centred care.

Primary purpose of the role

The primary purpose of the role is to conduct investigations effectively and efficiently in accordance with relevant legislation and Commission policies and procedures.

Key accountabilities

- Manage a caseload of investigation files within set timeframes.
- Conduct face-to-face interviews with parties to a complaint in a professional manner and prepare witness statements.
- Provide regular reports and advice to the Investigation Manager and Director Investigations on the status of investigations and on the requirement to review, assess and/or reassess matters.
- Prepare briefs of evidence relating to matters detected during Commission investigations in accordance with the requirements of the Commission and prepare formal Commission notices.
- Maintain effective working relationships with complainants, health practitioners and health organisations through effective liaison and consultation. Maintain effective working relationships with colleagues.

Key challenges

- Managing investigation caseload effectively and continually prioritising work to ensure investigations are completed in a timely fashion and that all appropriate avenues of enquiry have been investigated.
- Liaising regularly with external parties and representing the Commission in a professionally at all times including difficult situations where the Investigation Officer may experience some pressure from parties to the complaint.
- Communicating sensitively and professionally with complainants who have experienced extremely difficult situations such as the death of a close family member or where they have experienced a significant loss of their health.

Key relationships

Internal

Who	Why
Manager Investigations and Executive Director Assessments and Investigations	• The investigation officer has regular contact with their manager, Director and other relevant staff within the Division over the planning, management and conduct of investigations.
Legal Officer, Commissioner, Assessment team, Principal Medical Advisors	• Investigators have contact with employees in the Assessments and Legal Teams in the exchange of information and the provision of advice relating to investigations and the preparation of briefs for prosecution purposes.

External

Who	Why
Professional Councils, Local Health Districts, registered and unregistered health providers and other government departments	• The Investigation Officer liaises with practitioners, health service providers, Professional Councils and complainants to provide advice and seek information.
Australian Health Practitioner Regulation Authority (AHPRA)	• To facilitate inter-agency cooperation and the necessary exchange of information to meet the Commission's legislative requirements.

Role dimensions

Decision making

Investigation Officers identify on the most appropriate evidence sources and strategies to obtain evidence during investigations. Investigation Officers establish their work and caseload priorities and decide what course of action to undertake when proceeding with an investigation.

Investigators formulate appropriate recommendations and exercise sound judgement and decision making when making recommendations in consultation with Manager Investigations and the Executive Director Assessments and Investigations.

Investigation officers use continuous judgment when assessing the evidence as it is obtained ensuring all stakeholders are kept up to date regarding risk.

Reporting line

This role reports to the Manager Investigations.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

The HCCC has a unique and critical part to play in maintaining the integrity of the NSW health system. As such, it is an essential requirement that all prospective employees are able to carry out their duties in an honest and consistent way, with uncompromising adherence to strong moral and ethical principles in accordance with HCCC and Public Sector Values.

This role is classified by the Office of the Children's Guardian (OCG) as child-related employment under the Child Protection (Working with Children) Act 2012 (NSW). The successful applicant must hold a current, paid Working with Children Check (WWCC) clearance from the OCG through Service NSW and maintain this clearance for the duration of their employment.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	- Adapt your existing skills to new situations - Commit to achieving work goals - Be aware of your strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Persist when tasks are difficult	Intermediate
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	- Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation - Clearly explain complex ideas and arguments to individuals and groups - Create opportunities for others to contribute - Share information with other teams and business units to enable informed decision-making - Write clearly and concisely in a range of styles and formats - Use contemporary communication channels to share information, engage and interact with diverse audiences - Pay attention and encourage others to express their views	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities	Adept
 Results	Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	- Assess work outcomes, and identify and share what you learnt to inform future actions - Ensure your own and others' actions focus on achieving organisational goals - Exercise delegations responsibly	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Understand and apply high standards of financial probity with public money and other resources - Identify and implement safe work practices, taking a systematic risk management approach to ensure your own and others' health and safety - Conduct and report on quality control audits - Identify and mitigate risks to achieving goals - Consider data security, ethics and privacy in decision making	
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks - Use available technology to improve individual performance and effectiveness - Use records, information and knowledge management systems effectively - Support system improvement initiatives and new technology when it is deployed - Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes, however, may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational