



## Freedom of Information Support Officer

<b>Position No:</b>	0002149
<b>Classification</b>	Level 3
<b>Division:</b>	Business and Corporate Services
<b>Directorate:</b>	Freedom of Information
<b>Reports to:</b>	Team Leader Freedom of Information, 00026747, Level 6
<b>Direct reports:</b>	0
<b>Leadership Context:</b>	Personal Leadership

### Position Overview

The Freedom of Information (FOI) Support Officer plays a key role in supporting the Department's FOI functions by coordinating the processing of FOI applications and assisting with governance, reporting, and compliance activities. The position provides timely and accurate advice to internal and external stakeholders, contributes to adherence with legislative requirements, and works collaboratively with team members to deliver responsive, high-quality FOI services.

### Responsibilities

- Contribute to the development of frameworks, plans, policy, and registers in relation to freedom of information, as well as corporate governance and compliance.
- Effectively liaise and consult with internal and external stakeholders in preparing responses to FOI applications.
- Coordinate the processing of FOI applications, undertaking research and analysis to facilitate the appropriate action to ensure compliance within statutory timeframes.
- Undertake a variety of FOI reporting tasks.
- Provide business support to the FOI team, including coordinating responses to requests for information, organising and supporting meetings and workshops, and preparing process maps and guidance materials.
- Advise departmental officers about FOI processes and governance.
- Perform other duties as directed.
- Demonstrate professional and ethical workplace behaviours in alignment with the Department's Code of Conduct and Values. This includes ensuring work practices and behaviours foster an equitable, diverse, and inclusive work environment and support a safe and healthy workplace in accordance with Work Health and Safety legislation.

### Essential Requirements

- Well-developed interpersonal and communication skills with demonstrated ability to

communicate with a diverse range of stakeholder groups.

- Demonstrated research and writing skills with the ability to prepare a variety of documents.
- Demonstrated initiative and the ability to provide high level business support including producing reports, coordinating responses to requests, monitoring timeframes, and researching and collating information.
- Demonstrate the behaviours within the leadership context as outlined below.

## Desirable Requirements

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- This position does not have any desirable requirements.

## Special Requirements

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- This position does not have any special requirements.

## Mandatory Pre Employment Requirements

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- All positions within the Department require the occupant to have a Nationally Coordinated Criminal History Check (NCCHC) conducted with a satisfactory outcome.
- A pre-employment Conflict of Interest will be completed and assessed prior to appointment.

## Workplace Behaviours and Expectations

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The Department’s [Code of Conduct](#) sets out the professional behaviours that we expect of our employees and consistent with our departmental values.

The [Public Sector Commission’s Leadership Expectations](#) provide a clear understanding of expected leadership behaviours and associated mindsets for all public sector employees. The expected behaviours (see below) should be demonstrated in the context of [Personal Leadership](#) for this position.

<b>Lead collectively</b>	Seek and build key relationships, work together and focus on the greater good
<b>Think through complexity</b>	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks
<b>Dynamically sense the environment</b>	Be in tune with the political, social and environmental trends that impact the work, understand and recognise the needs of others and leverage relationships for desired outcomes.
<b>Deliver on high leverage areas</b>	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
<b>Build capability</b>	Proactively develop others, share learning to promote efficiency and effectiveness, and champion diversity and inclusion
<b>Embody the spirit of public service</b>	Display empathy, compassion, humility and integrity, and a genuine passion for the work, demonstrate a responsibility to Western Australians, and work in the interests of the public good
<b>Lead adaptively</b>	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts

Further information can be obtained from looking at the [behaviour descriptors](#).

## Our Vision and Values

**To respect the past, to create opportunities today and to plan for the future.**

Our values shape our attitude and actions, guiding us both personally and professionally.

<b>Respect</b>	We respect that our work is personal to our stakeholders and that every piece of land and site has a story.
<b>Collaboration</b>	We engage and collaborate to build prosperous places and connected communities.
<b>Integrity</b>	Our ethics and integrity guide our actions with every piece of land, site and opportunity to enable us to deliver great outcomes for Western Australia.
<b>Innovation</b>	We enable innovation, implementing innovative approaches to the way we work to create value for our stakeholders.
<b>Professionalism</b>	Our professionalism empowers us to use our specialised knowledge and skills to deliver our work to the highest standards.
<b>Accountability</b>	We work in the interest of the public and take responsibility for our actions and decisions.

### Acknowledgement of Country

*The Department of Planning, Lands and Heritage acknowledges the Aboriginal people as the traditional custodians of Western Australia. We pay our respects to the Ancestors and Elders, both past and present, and the ongoing connection between people, land, waters, and community. We acknowledge those who continue to share knowledge, their traditions and culture to support our journey for reconciliation. In particular, we recognise land and cultural heritage as places that hold great significance for Aboriginal people.*

<b>Registration Date</b>	17 April 2026	<b>Registering Officer</b>	Erika Booth <i>Erika Booth</i>
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