



Education and Compliance Officer

Branch: ODT Safety Assurance
Directorate: Driver and Vehicle Services
Position Number: 00025690
Classification: Level 3
Physical Location: Innaloo
Award/Agreement: Public Service Award & Public Sector CSA Agreement 2024

Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



Working **together**, we get things done.



Looking after **ourselves** and supporting **others**.



Always open to **possibilities**.



Taking ownership, we **deliver**.

Overview of the directorate

Driver and Vehicle Services (DVS) is responsible for administering driver and vehicle licensing under WA's 'road law', as defined in the Road Traffic (Administration) Act 2008 and identity under the WA Photo Card Act 2014. It also delivers the following industry regulation:

1. Passenger transport industry under the Transport (Road Passenger Services) Act 2018;
2. Driving instructors under the Motor Vehicle Drivers Instructors Act 1963; and
3. Crash towing industry under the Towing Services Act 2024.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 2 million WA registered drivers, over 3 million WA registered vehicles and approximately 9 million financial transactions per annum and delivers services for other agencies under formal agreements.

The DVS mission is Safe drivers, Safe Vehicles, Secure Identities, and Quality Service.

Overall purpose of the role

Engage with industry stakeholders to provide general and targeted education to motivate voluntary compliance with legislative obligations.

Undertake compliance sampling activities in the field.

Apply enforcement tools such as cautions, infringements and other sanctions.

Work description

1. Provides advice, education and compliance services to On-demand transport operators and community members.
2. Educates community and industry stakeholders to increase awareness on the necessity and understanding of compliance, its relationship to safety and related legislative requirements.
3. Identifies educational opportunities that motivate voluntary compliance, making compliance easier to achieve and contributes to the development of educational materials.
4. Contributes to education and compliance procedures and guidelines for the business unit.
5. Undertakes agreed randomised and targeted in-field monitoring and spot checking.
6. Determines appropriate actions for identified non-compliance. Issues cautions, infringements and other sanctions in accordance with agreed risk-based procedures and guidelines.
7. Commences prosecutions for alleged offences under legislation administered by the On-demand Transport Business Unit, under the Road Traffic legislation (if empowered to do so as a warden under that legislation).
8. Maintains up-to-date knowledge of best practice risk-based education and compliance regulatory tools and methods shown to be effective in achieving desired behaviours.
9. Embraces technology, innovation and new ways of assessing and achieving compliance.
10. Works as part of a team in the delivery of education and compliance services and the achievement of key performance indicators, providing intelligence and data to Manager Safety Assurance.
11. Undertakes required recordkeeping and reporting on education and compliance activities.
12. Assists with gathering evidence for investigations as required.
13. Responds to complaints as agreed.
14. Operates within the Department's Corporate Governance Framework, policies and procedures.

Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria

ESSENTIAL:

1. Experience applying legislation in a regulatory environment to achieve results compliant with legislation, frameworks, policies and guidelines.
2. Experience contributing to change activities; applying expertise and discretion to resolve issues.
3. Proven ability to identify risks and opportunities for improvement; accept new ideas and undertakes activities which incorporate these.
4. Demonstrated ability to organise and adapt their work practices to reflect priorities and achieve outcomes within agreed timelines.
5. Sound oral communication and interpersonal skills to present clear and concise education and behaviour change messages and work cooperatively with others.
6. Ability to work effectively within a team environment and contribute to the achievement of results through being agile, curious and solutions focused.

DESIRABLE:

Nil

Reporting relationships

Manager Safety Assurance, Level 7



Safety Assurance Team Leader, Level 5



This Position



Nil

Allowances/Special conditions

1. Must hold a valid WA Driver's License or equivalent.
2. Be available to work shifts (outside core hours), including weekends and public holidays as required.
3. May be required to work shifts at any location within the State.
4. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Chief People Officer
People and Culture