

## Developing in-house FOI awareness

By  
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## Freedom of Information online training

PROS	CONS
All new staff are automatically enrolled and made aware of the FOI obligations as soon as they commence (course is mandatory).	Course is run through an external software provider and can be expensive to initiate and maintain licenses.
Staff can complete in their own time and at their own pace.	Staff ignore requests and reminders.
Course only takes 30 minutes for staff to complete.	
Staff receive a certificate of completion.	

## Objectives of this session

Discussion of the techniques being used to educate agency officers about FOI and their individual responsibilities under the FOI Act. This session will discuss:

- the use of online FOI training for agency staff;
- the effectiveness of individual/business unit FOI awareness training sessions; and
- tools that are being used to raise the level of personal responsibility agency officers take under the FOI Act.

## GROUP AND ONE ON ONE TRAINING

- One on one training can be very beneficial for staff that are restricted by time and unable to attend any group training and you can address any areas of concern and/or specific questions staff may have.
- Group training can be designed specifically to meet the requirements of your agency and ensure that all staff are “on the same page” when dealing with a FOI Application. Group training is beneficial as questions can be raised by staff that may be pertinent to other staff.

## Royal Perth Hospital FOI Training

**Helen Stanley** | FOI Coordinator  
Royal Perth Hospital

## The Training Program

- A site-based FOI/RPH specific 3 tiered training program
- designed to enable staff to gradually transition from beginners competency to advanced/complex decision-making in FOI
- Equips staff with demonstrated skills to make competent decisions of justice in administering the FOI Act in a health setting (at RPH)

## What is FOI Competency Training?

- Linking employee performance to core business (FOI) through employee engagement, training and development
- RPH FOI training measures relevant skills and knowledge of the FOI Act
- recognition of demonstrated competency level

## SEARCH INSTRUCTIONS FORM

SEARCH FORM GUIDE	SEARCH RESULTS FORM
<p><b>TO:</b> _____ <small>(Please type the staff member that this form is distributed to)</small></p> <p><b>FOI REF:</b> 00-XXXXX</p> <p><b>APPLICANT:</b> XXX</p> <p><b>SCOPE OF REQUEST:</b> "All documents relating to... (Scope of the Access Application)"</p> <p><b>SEARCH REQUEST:</b> Please identify all documents that contain any key words listed below within the date range XXXX/XXXX to XXXX/XXXX</p> <p><b>KEYWORDS:</b> "Keyword1" "Keyword2" "Keyword3" <small>(Please note these keywords are a guide only. If the topic/issue is known by any other name or keyword, please also conduct searches using those keywords)</small></p> <p><small>Documents must be provided in readable and accessible, but not necessarily paper, documents, handwritten notes, electronic documents, e-mails, audio, video, diagrams, spreads, drawings, photographs, brochures, videos, maps and CDs (Classified) Freedom of Information Act 1992 (FOI Act)</small></p> <p><b>Searches need to be conducted on the following (please tick):</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> <b>TRIM</b> (please do not use quotation marks around key words in TRIM)</li><li><input type="checkbox"/> <b>Hardcopy files.</b> This includes: hardcopy diary, corporate files, lever arch files, email files.</li><li><input type="checkbox"/> <b>All "Outlook items" from Folder 1 on.</b> This includes: folder, calendar, task items, documents, notes, contacts and any sub folders and items created from searching keywords in Outlook, please use quotation marks around the keywords - e.g. "keyword1". <b>Exclude include all subfolders/sub-items</b></li><li><input type="checkbox"/> <b>Local Disk (C: Drive)</b> please tick here <input type="checkbox"/> if not applicable.</li><li><input type="checkbox"/> <b>Local Network (N: Drive)</b> please tick here <input type="checkbox"/> if not applicable.</li></ul> <p><small>Please do not forget to check the relevant boxes on the "SEARCH RESULTS FORM" and you require the relevant information to be completed by the search results.</small></p>	<p>I have conducted all necessary searches for documents potentially falling within the scope of the Freedom of Information application and certify that:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Attached documents have been identified and located.</li><li><input type="checkbox"/> Attached Screen shot of keywords searched where no documents have been identified or located (if responding to a search and Database Officer, please provide screen shots in evidence of your search).</li><li><input type="checkbox"/> The attached documents have been identified and/or located but would be more appropriately transferred in part/full to another agency to process under FOI. Agency: _____ Part/full Transfer: _____</li><li><input type="checkbox"/> Documents have been identified but have not been physically located.</li><li><input type="checkbox"/> Further searches should be undertaken within the office. Search Location(s): _____</li><li><input type="checkbox"/> Comments: _____</li></ul> <p>Date: _____ Signature: _____ Name: _____ Position: _____</p>

## Providing staff guidelines on how to search using Microsoft Outlook

- Create and supply guidelines
- Use screenshots
- Have a point of contact

## DISCUSSION / QUESTIONS

- What effective tools do you use in your agency to raise FOI Awareness?
- Any problems you have encountered or things that could be avoided?

## CONSULTATION FORMS

I have reviewed all **attached document's** and certify that:

No **objections** exist to releasing the document's

These are the only **objections** that exist to releasing the document's

Document No & Objecton: \_\_\_\_\_

Document No & Objecton: \_\_\_\_\_

Document No & Objecton: \_\_\_\_\_

**Comments** \_\_\_\_\_

I have consulted all relevant **agency staff** about releasing personal information in the attached documents and certify that:

All staff within [departmental area] mentioned in the document's have given **consent** to releasing their personal information.

The following names have **not** given consent to releasing their personal information.

Name: \_\_\_\_\_ Reason: \_\_\_\_\_

Name: \_\_\_\_\_ Reason: \_\_\_\_\_

Name: \_\_\_\_\_ Reason: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_