



Government of **Western Australia**
Department of **Training**
and **Workforce Development**

INFORMATION STATEMENT

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The Department of Training and Workforce Development (“the Department”) was established under section 35 (2) of the *Public Sector Management Act* 1994, commencing operation on 30 October 2009.

1) The Department’s vision

Transforming lives and communities and enabling a thriving economy.

2) The Department’s purpose

To lead agile training and workforce strategies that enable all Western Australians to participate in a highly skilled and diversified economy.

3) Legislation administered by the Department

The Department administers the *Vocational Education and Training Act* 1996 and subsidiary *Vocational Education and Training (Colleges) Regulations* 1996 and *Vocational Education and Training (General) Regulations* 2009 (VET Regulations). The VET Act and VET Regulations establish a vocational education and training system for the State.

This includes the State Training Board of Western Australia and the Training Accreditation Council, provide for the establishment of colleges and other vocational education and training institutions, and provide for the training of people such as apprentices, under training contracts with employers, and for other related purposes.

4) Stakeholders

Stakeholders of the Department include the following.

Parliament

As an agency of Executive Government, the Department is accountable for its actions to the Parliament on behalf of the people of Western Australia.

The Minister

The Minister for Skills and TAFE has delegated their functions to the Director General of the Department, under the VET Act. The Director General, on behalf of the Department, is accountable to the Minister for the administration of the VET Act and VET Regulations.

Public Sector accountability agencies

As a public sector agency, the Department has a particular relationship of accountability to the principal public sector accountability agencies. These include the Office of the Auditor- General, the Corruption and Crime Commission, the Office of the Information Commissioner, the Office of the Ombudsman, Department of Treasury and the Public Sector Commission.

Clients

Persons accessing State-funded vocational education and training from registered training providers have an interest in the operations of the Department, along with other government agencies involved in state workforce planning, industry groups and peak bodies.

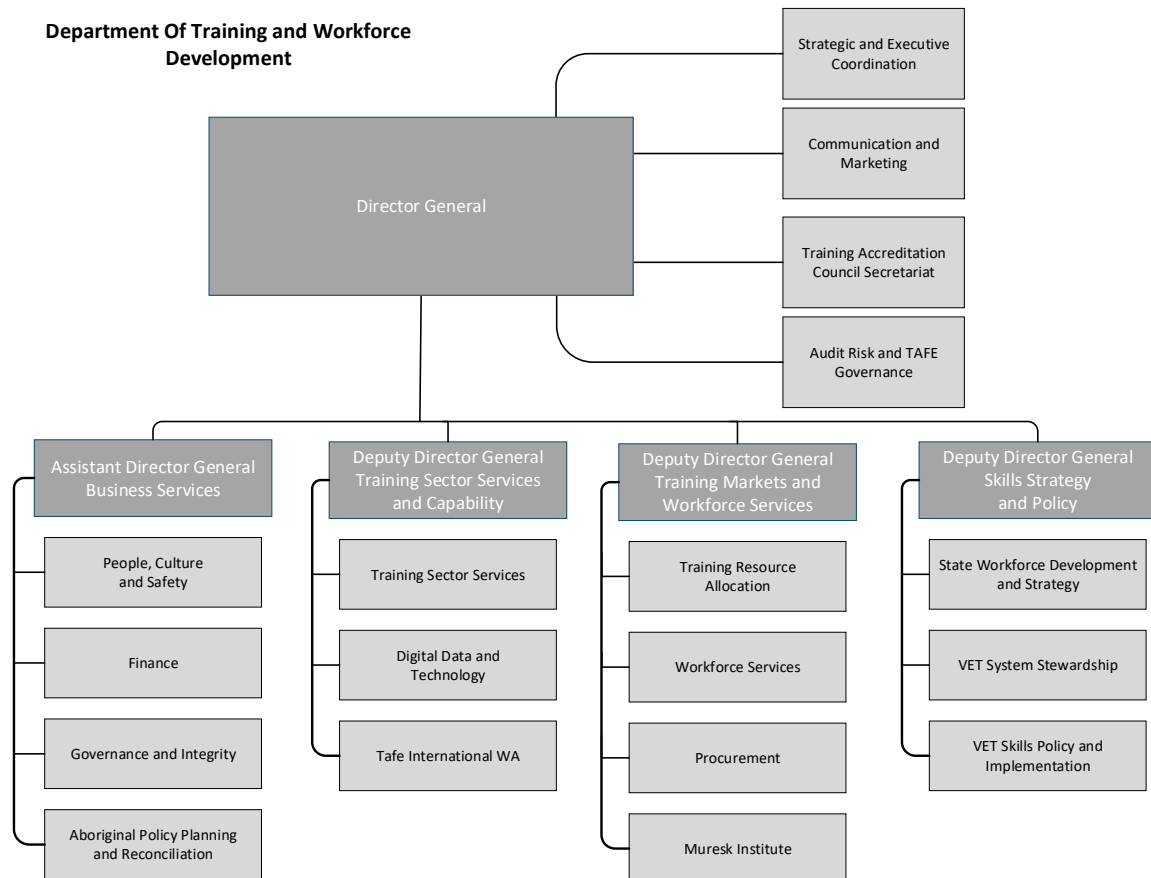
General Public

Persons enquiring about/interested in the services or operations of the Department

Officers of the Department

All officers of the Department are stakeholders in the Department's operations and their work is informed by the Department's mission and values.

5) Organisational structure



6) Documents of the Department

Department policies, procedures, guidelines and other information, including this Information Statement, are available for public access on the Department's website at dtwd.wa.gov.au.

7) Non-public information held by the Department

Non-public information held by the Department includes:

- operational information;
- administrative information;
- staff information; and
- contract information.

8) Personal information held by the Department

Under the *Freedom of Information Act 1992* (FOI Act) a person has a right to apply to the Department for access to personal information that applies to them, free of charge.

A person also has a right to apply to the Department to amend personal information held about them if the information is inaccurate, incomplete, out of date or misleading.

Upon receipt of a request to access and/or update personal information, the Department is required to confirm your identity.

Applications for access to or the amendment of personal information must:

- be in writing;
- give enough details so that the document/s or system/s containing the information can be identified;
- give an address in Australia where notices can be sent;
- give details to which the person believes the information is inaccurate, incomplete, out of date or misleading and the reasons for holding that belief; and
- give any other information needed in order to deal with the request.

If the Department amends personal information so that it is accurate, complete, up to date and not misleading, the Department can make the amendment/s by altering information, striking out or deleting information, inserting information, or inserting a note in relation to information. If information is amended, the Department must not amend the information in a way that obliterates or removes the information, or that results in the destruction of the document/s containing the information.

The Department is required to advise the applicant of its decision to amend information within 30 days of having received the application. A written notice of the Department's decision is provided, and where the decision was made to amend information, the notice will give details of the amendment and where practicable, will include a copy of the amended document or record.

9) Procedures for obtaining access to documents or information not publicly available

Any person may apply to the Department for access to documents or information that is/are not publicly available.

Under the FOI Act, applications for access to documents or information must:

- be in writing;
- give enough details to enable the requested documents to be identified;
- give an address in Australia where notices can be sent;
- lodge the application with a \$30 application fee as required by the FOI Regulations if the requested documents contain non personal information; and
- give any other information needed in order to deal with the request.

10) Application fee

The FOI Regulations provide for a \$30 application fee to be applied to applications seeking access to non-personal information.

Payment can be made via either:

Bpoint at Bpoint.com.au using Biller Code 1724186 or

EFT	BSB	066040
	Account No	17700094
	Account Name	Dept of Training & Workforce Development Operating Account
	Bank	Commonwealth
	Reference	Please quote your FOI Application no if you have one. If not, please use New FOI Application

Please record the receipt and provide it, as proof of payment, with your application

11) Additional charges

Under the FOI Act, if documents or information identified as part of an application contains information about third parties (people other than the applicant) the Department may impose additional charges for dealing with the application. In doing so the Department must give the applicant an estimate of charges in writing outlining such charges.

The Department must waive or reduce additional charges if the applicant is impecunious such as if in financial hardship or if a holder of a valid pensioner concession card. Under these circumstances the applicant will need to provide evidence to demonstrate their eligibility

12) FOI applications

Applications by mail should be addressed to:

FOI Coordinator
Department of Training and Workforce Development
Locked Bag 16
Osborne Park Delivery Centre WA 6916

Applications by hand should be addressed to:

FOI Coordinator
Department of Training and Workforce Development
16 Parkland Rd
Osborne Park WA 6017

Applications by email should be addressed to:

FOI Coordinator
Foi.coordinator@dtwd.wa.gov.au

13) Processing FOI applications

The FOI Coordinator coordinates all applications received under the FOI Act. The Department is required to deal with applications for access to documents or information within 45 days of having received a valid application or 30 days for applications for the amendment of personal information, unless an extension of time is agreed to between the applicant and the Department.

14) FOI fees and charges

As provided for under the FOI Regulations, fees and charges may apply to FOI applications, but should always be kept to a minimum.

They are detailed in the following table.

Type of fee		\$
Application fee under section 12(1)(e) of the Act (for an application for non-personal information)		30.00
Type of charge		
a	Charge for time taken by staff dealing with the application (per hour, or pro rata for a part of an hour).	30.00
b	Charge for access time supervised by staff (per hour, or pro rata for a part of an hour) plus the actual additional cost to the agency of any special arrangements (e.g. hire of facilities or equipment).	30.00
c	Charges for photocopying —	
i	per hour, or pro rata for a part of an hour of staff time, and	30.00
ii	per copy.	0.20
d	Charge for time taken by staff transcribing information from a tape or other device (per hour, or pro rata for a part of an hour).	30.00
e	Charge for duplicating a tape, film or computer information.	Actual cost
f	Charge for delivery, packaging and postage.	Actual cost
Advance deposits		
1	Advance deposit which may be required by an agency under section 18(1) of the Act, expressed as a percentage of the estimated charges which will be payable in excess of the application fee.	25%
2	Further advance deposit which may be required by an agency under section 18(4) of the Act, expressed as a percentage of the estimated charges which will be payable in excess of the application fee.	75%

15) Rights of review

If an applicant disagrees with a decision made by the Department, they can request that the Department review that decision when:

- the Department has refused to deal with the application;
- access has been refused to some or all of the documents or information requested;
- access has only been given to parts of a document or information and the applicant wants to see the part/s that was deleted;
- access was given but the giving of access was deferred;

- the Department has charged too much for access or if the charges seemed unreasonable;
- a third party mentioned in the documents or information has not been consulted or was consulted, but disagrees with a decision to release the documents or information to the applicant; or
- the Department did not agree to amend personal information or make a notation or attachment to the document or information in a form that satisfies the applicant.

The applicant must apply to the Department within 30 days of receiving the notice of decision outlining the decisions of the Department in accessing documents or information or amending personal information. However, the Director General may allow the applicant to lodge an application after the 30 days have elapsed.

Another officer of the Department who is not subordinate to the officer who made the original decision must conduct the review and the Department must advise the applicant of the outcome of the review within 15 days of having received the request.

Applications for internal review should be addressed as follows.

By mail to:

FOI Coordinator
Department of Training and Workforce Development
Locked Bag 16
Osborne Park Delivery Centre WA 6916

By hand to:

FOI Coordinator
Department of Training and Workforce Development
16 Parkland Rd
Osborne Park WA 6017

By email to:

FOI Coordinator
Foi.coordinator@dtwd.wa.gov.au

No charges apply to internal reviews.

Should an applicant remain dissatisfied with the outcome of the internal review, they may lodge a complaint with the Information Commissioner seeking an external review of the Department's decision/s.

16) External review:

After internal review, if an applicant is still not satisfied with the Department's decision/s the applicant may lodge a complaint with the Information Commissioner to have the Department's decision/s reviewed.

To lodge a complaint with the Information Commissioner, the complaint must:

- be in writing and include the applicant's address;
- give particulars of the decision/s to be reviewed including details of the part, or parts, of the decision/s you want the Commissioner to review;
- include a copy of the internal review notice of decision sent to the applicant by the Department;
- if the applicant, apply within 60 days from being given the Department's decision; and
- if a third party is affected by the decision of the Department, the applicant must apply within 30 days. In exceptional circumstances, the Information Commissioner may allow a complaint to be lodged after these time periods have elapsed.

Applications for external review must be addressed to:

Office of the Information Commissioner
Albert Facey House
469 Wellington St
PERTH WA 6831

No fees or charges apply to external reviews.

17) Public feedback to the Department

Feedback concerning this information, the FOI process or any other matter is encouraged through the Department's website located at dtwd.wa.gov.au.

Should you wish to lodge an application under FOI please email the FOI Coordinator foi.coordinator@dtwd.wa.gov.au.

This Information Statement was prepared and is correct as at 01 September 2026.