CHART 1: Processing Freedom of Information Requests

APPLICANT
Lodges FOI request with the Department.
The Department has 30 days to process request.

Request Not Valid →

FOI UNIT
Assists applicant to make a valid request *(s15(3))*.

Request Valid ↓

FOI UNIT
- Notifies applicant of receipt of request
- Identifies relevant Decision Maker (DM) and Action Officer (AO)
- Email to notify DM & AO of FOI and role AO of FOI and role
- Notifies Minister's Office (MO) and the Executive of request (non-personal requests)
- Arranges initial meeting with AO/DM to discuss request

ACTION OFFICER
- Meets with FOI Case Officer to discuss request
- Conducts search & retrieval for documents
- Assesses whether documents are in scope of request
- Liaises with DM in regards to approach and keeps them updated

DECISION MAKER
- Meets with FOI Case Officer to discuss request
- Liaises with AO in regards to approach
- Approves courses of action

Documents do not exist ↓

FOI UNIT
Advises Applicant no documents exist and asks them to withdraw request or proceed to formal decision

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APPLICANT
Notifies FOI Unit of whether they wish to withdraw or proceed to a formal decision

Documents exist ↘

ACTION OFFICER
- Adds documents into TRIM 'Not for release folder'
- Prepares schedule of documents and adds into TRIM
- Notifies FOI Unit of any sensitivities or consultation required

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FOI UNIT
- Conducts consultation & issues charges (if applicable)
- Reviews documents in TRIM and applies proposed redactions
- Prepares draft Notice of Decision and decision pack
- Sends decision pack to AO and arranges final meeting with AO & DM to discuss decision

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DECISION MAKER
- Meets with FOI Case Officer to discuss request
- Liaises with AO in regards to approach
- Signs Notice of Decision and Procedures Checklist

ACTION OFFICER
- Meets with FOI Case Officer to discuss decision
- Provides talking points for MO notification

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FOI UNIT
- Incorporates any feedback and applies redactions.
- Sends signed Notice of Decision and documents to MO and the Executive
- Sends Notice of Decision and documents to Applicant
- Publishes FOI information on Disclosure Log

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APPLICANT
If unsatisfied – Applicant can lodge an Internal Review with the Department or Information Commissioner Review with the OAIC

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