

Business Support Officer

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	ASO2	DIRECTORATE:	Legal Services
REPORTS TO:	Manager, Subpoena and Information Release / Manager, Redress and Information Release	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Business Support Officer is a role within the Department for Child Protection (DCP) and is accountable to the Manager, Subpoena and Information Release / Manager Redress and Information Release for providing a high level of customer service for phone and email enquiries from internal and external DCP customers. This includes, assisting with the research, recording, retrievals and returns of client records within the Legal Services Directorate and providing an efficient business support service to the Subpoena and Information Release Team/Redress and Information Release Team.

YOU WILL BE ADDING VALUE BY:

1. Assist in providing responses to requests for information from members of the public, other government and non-government agencies relating to litigation, investigations and the provision of information.
2. Knowledge of the Freedom of Information Act, Children's Protection Act, Adoptions Act, Subpoenas, Summons, court orders and technological and administrative systems for the provision of information.
3. Create and maintain files and record the movement of files on the client information system and other records management systems.
4. Ensure the timely recording of applications, hearing outcomes and court orders from the Courts Administration Authority.
5. Apply sound knowledge and understanding of the functions, activities and organisational structure of DCP and its predecessors.
6. Attend to incoming enquiries received by phone in a highly efficient, timely and friendly manner.
7. Assist in preparing responses for acknowledging information requests received.
8. Maintain confidentiality when managing sensitive information.
9. Action timely searches, recording, retrievals and returns; accurately copying and scanning of client records for teams within the Legal Services Directorate.
10. Support the interests, rights and needs of clients within ethical and legislative frameworks and duty of care requirements and assist clients with their requests and direct complex issues/queries to Supervisor/Team Leader.
11. Interact effectively with the general public; government and non-government agencies.
12. Work effectively with Aboriginal and/or Torres Strait Islander and culturally diverse clients, co-workers and partner agencies.
13. Work collaboratively to develop effective working relationships across the Unit, DCP and key stakeholders in to deliver quality outcomes.
14. Record information in accordance with agency and Government guidelines and policies.
15. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
16. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Manager (direct line manager)
- Management and staff within the office and across the department
- Other government and non-government organisations

QUALIFICATIONS

Essential: Nil

Desirable: Nil



Government of South Australia
Department for Child Protection

YOUR CAPABILITIES:

- Demonstrated ability to communicate effectively both verbally and in writing with clients, staff and stakeholders in government and non-government agencies.
- Attention to detail and accuracy of information check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
- Ability to organise priorities, meet deadlines and work under pressure.
- Demonstrated skills in working with and knowledge of Microsoft Office programs including Word, Excel, Outlook and the use of other office equipment.
- Ability to work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services and maintain a positive approach to work in a changing environment.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Manager.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT: 1 April 2026



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Department for Child Protection