



FREEDOM OF INFORMATION INFORMATION STATEMENT

Last reviewed – July 2023



1. INTRODUCTION

This Information Statement is provided by Aqwest in accordance with the *Freedom of Information Act 1992 (FOI Act)*.

Copies of this document may be obtained from the Aqwest website – www.aqwest.com.au or the Aqwest Water Services Centre, 2 Hayes Street, Bunbury.

2. ORGANISATION STRUCTURE AND FUNCTIONS

Aqwest provides drinking water to more than 20,000 properties in the City of Bunbury and surrounding areas and is committed to providing sustainable, high-quality drinking water that consistently meets or exceeds customers' expectations.

Aqwest is owned by the Western Australian Government and is accountable to the Minister for Water for the delivery of services.

The Board has the legislative authority to perform the functions of the organisation. It is ultimately responsible for legal compliance, corporate governance and risk management. The Board also provides the strategic direction and guidance to the Chief Executive Officer and Executive Management.

3. PUBLIC PARTICIPATION IN THE PERFORMANCE OF AQWEST'S FUNCTIONS

Board of Aqwest

Board Members are appointed for a three year term, with two positions becoming vacant each year on a rotational basis.

Community and Customer Engagement Strategy

Aqwest maintains a community and customer engagement strategy that is reviewed annually and plans to achieve a high level of engagement with customers.

Customer Satisfaction Survey

Aqwest runs an annual customer survey that all existing customers are encouraged to participate in. The survey provides insights into customer perception, experience and satisfaction with Aqwest's services.

Complaints

Aqwest encourages customers to contact us if their expectations are not being met. Our Customer Complaints Policy Statement is available on our website.

Advertising

Where Aqwest plans to undertake major or general works, it will prepare plans, publish and provide notice of the plans as required by Part 6 of the *Water Services Act 2012*. Relevant works will be published on the website and affected owners and occupiers will be notified as required. Any objections and submissions received during the advertisement period will be considered and plans amended as appropriate.

4. DOCUMENTS HELD BY AQWEST

Aqwest provides a number of publicly available documents on our website, including annual reports, publications and quarterly performance reports.

Aqwest holds the following types of documents on a routine basis:

- Drawings
- Maps
- Reports to/from External Bodies
- Internal Procedures/Manuals
- Technical reports
- Internal reports
- Minutes and Agendas
- Customer Information
- Photographs
- Standards
- Legislation
- Licences
- Legal Agreements
- Contracts
- Correspondence

The Rating Book is made available to the public by Aqwest under the *Water Services (Water Corporations Charges) Regulations 2014*.

Definition of a Document

For the purposes of the *FOI Act*, documents can be any record, part of record and any copy, reproduction or duplicate of a record. This includes electronically recorded information as well as any form of paper document.

5. REQUEST FOR AMENDMENT OF INFORMATION

If Aqwest holds your personal information on record, which you believe may be inaccurate, incomplete, out-of-date or misleading, you can apply for the information to be amended.

Applications should be made in writing:

- Change Your Details form on the Aqwest website – www.aqwest.com.au/forms/change-your-details
- By post, addressed to Chief Executive Officer, Aqwest, PO Box 400, Bunbury WA 6231;
- By email to aqwest@aqwest.com.au

Any enquiries can be directed to the Customer Service Team on (08) 9780 9500.

6. FREEDOM OF INFORMATION (FOI) APPLICATIONS

Aqwest aims to make information available promptly, for the least possible cost, and wherever possible, documents will be provided outside the Freedom of Information (FOI) process. If information is not publicly available, the *Freedom of Information Act 1992* provides the right to apply for documents held by the agency.

An application made under the FOI Act for access to documents, amendment of personal information or review of a decision has to:

- Be in writing;
- Give enough information so that the documents requested may be identified;
- Give an Australian address to which notices can be sent; and
- Be lodged at Aqwest with any application fee payable.

Applications may be lodged either:

- By post - PO Box 400, Bunbury WA 6231;
- By email - aqwest@aqwest.com.au, or
- In person - 2 Hayes Street, Bunbury

For any enquiries regarding the Freedom of Information application process, please contact (08) 9780 9500 or email aqwest@aqwest.com.au.

Applications will be acknowledged in writing. Upon receipt of a valid application, a written notice of decision will be provided within 45 days. In some cases an extension of time may be sought.

6.1 FEES AND CHARGES

With the exception of the Application Fee for Non-Personal information, all charges are discretionary. Details of Fees and Charges as prescribed in the *Freedom of Information (Charges) Regulations 2019* are as follows:

Personal information about the applicant	No fee
Application Fee (Non-personal information)	\$30.00
Charge for time taken by staff dealing with the application (per hour or pro rata)	\$30.00
Charge for access time supervised staff (per hour, or pro rata) + the actual additional cost to Aqwest of any special arrangements (e.g. hire of facilities or equipment)	\$30.00
Charges for photocopying (per hour or pro rata); and Per photocopy	\$30.00 0.20c
Charge for time taken by staff transcribing information from a tape or other device (per hour, or pro rata)	\$30.00
Charge for duplicating a tape, film or computer information	Actual Cost
Charge for delivery, packaging and postage	Actual Cost
Deposits	
Advance deposit may be required in respect of the estimate charges	25%
Further advance deposit may be required to meet the charges for dealing with the application	75%

For financially disadvantaged applicants or those issued with prescribed pensioner concession cards, the charge payable is reduced by 25%.

6.2 ACCESS ARRANGEMENTS

Access to documents can be granted by way of inspection, a copy of a document, a copy of an audio or video tape, a computer disk, a transcript of a recorded, shorthand or encoded document from which words can be reproduced.

6.3 NOTICE OF DECISION

As soon as possible, and within 45 days, a notice of decision will be provided which will include details such as:

- The date the decision was made
- The name and the designation of the officer who made the decision
- Where access is refused, the reasons for classifying the document as exempt; and
- Information on the rights for review and the procedures to be followed to exercise those rights.

6.4 RIGHT TO REQUEST REVIEW

Applicants who are dissatisfied with a decision by Aqwest are entitled to request an internal review. Applications for internal review should be made in writing to Aqwest within 30 days of receiving the original notice of decision. You will be notified of the outcome of the internal review within 15 days.

If you disagree with the result of the internal review, you can then apply to the Information Commissioner for an external review. The external review application should be made within 60 days after receiving the written notice of the internal review decision.

The Office of the Information Commissioner Western Australia website: www.oic.wa.gov.au