

Freedom of Information Act 1992 (WA)

Section 96 – Information Statement

1. Statement of structure and functions

1.1 Statement

This Information Statement is prepared for the purposes of section 96 of the *Freedom of Information Act 1992* (WA) (**FOI Act**).

1.2 Purpose of this statement

The FOI Act requires Western Power to make available details about the kinds of information we hold. This Information Statement outlines these details.

In addition to creating a right of access to documents, the FOI Act also requires Western Power to ensure that personal information held about an individual is “accurate, complete, up-to-date and not misleading”.

This Information Statement outlines how you can make an application under the FOI Act (**FOI application**) for access to documents held by Western Power or to amend personal information of an individual as recorded by us.

Western Power’s Freedom of Information Coordinators manage the receipt and processing of all FOI applications.

1.3 Statutory corporation

The Electricity Networks Corporation, which trades under the name Western Power, is a statutory corporation created by section 4(1)(b) of the *Electricity Corporations Act 2005* (WA).

Western Power carries out functions and exercises powers under the *Electricity Corporations Act 2005* (WA), *Government Trading Enterprises Act 2023* (WA), *Electricity Transmission and Distribution Systems (Access) Act 1994* (WA), *Electricity Industry Act 2004* (WA), *Energy Operators (Powers) Act 1979* (WA) and the *Electricity Act 1945* (WA) and the various regulations, codes and rules made under them.

1.4 Primary purpose

Western Power’s vast transmission and distribution network connects Western Australians to a wide range of both traditional and renewable energy sources to power a vibrant modern lifestyle. Although we have been delivering energy safely, reliably and efficiently for more than 70 years, our focus is always firmly on the future.

In a rapidly changing landscape, our customers’ energy needs are evolving, and we intend to keep them connected every step of the way. Whether its residents connecting their dream home, developers building a shopping complex or a stadium hosting a world class sporting event, we are there to deliver.

We are proud of our history and our people, and even prouder to be at the heart of Western Australia’s energy future.



We transmit electricity from power generators to towns and cities, and then distribute it to homes and businesses. This is done through a vast network of power lines and infrastructure known as the South West Interconnected Network (**SWIN**). The SWIN is the biggest interconnected electricity network in Western Australia, covering an area of approximately 255,000 square kilometres stretching from Kalbarri in the North to Kalgoorlie in the East and Albany in the South.

Western Power is responsible for maintaining the SWIN and restoring power after interruptions. Western Power also develops the SWIN to meet the needs of customers and to bring electricity to new areas.

1.5 Governance

Western Power has a Board of directors, who provide high-level strategic advice on the direction of the business. Western Power's Executive Management Team is accountable to the Board, and Western Power as a whole, is accountable to industry regulators and the State Government as the owner of Western Power.

1.6 Functions of Western Power

Western Power's functions with respect to the SWIN are to:

- design, construct, commission, operate, maintain and decommission our electricity transmission and distribution networks and provide electricity transmission and distribution services
- provide services that improve the efficiency of electricity supply and management of demand on the electricity transmission and distribution system, and
- provide ancillary services.

To achieve our functions, we have personnel based at various offices and depots across the SWIN.

1.7 Organisational structure

Western Power's organisational structure is divided into seven business units. Each business unit comprises of an Executive Manager and various Heads of Function which fall under the overall leadership of the Chief Executive Officer (**CEO**). A diagram setting out Western Power's organisational structure can be found in Annexure A.

An overview detailing the role of each business unit is as follows:

Asset Operations

Asset Operations is accountable for the maintenance of Western Power's existing assets and construction of new assets to support customer connection to electricity supply. It is also responsible for efficiently plan and deliver an evolving works program.

Asset Management

Asset Management is accountable for managing the overall asset lifecycles and management strategies for existing and new assets. It is also responsible for managing the expansion planning of the network to support customer decarbonisation.

Energy Transition & Sustainability

Energy Transition & Sustainability is accountable for guiding the strategic direction of the organisation and leading major customer engagements to proactively understand their future energy needs. This business unit is also accountable for providing Asset Management with customer requirements to support the design of the future network.

Finance & Regulation

Finance & Regulation ensures business sustainability and enable achievement of strategic objectives, energy transition and efficient allocation and financial resources. This business unit also provides sound financial stewardship, regulatory adaptation, and proactive commercial practices.

Legal, Governance & External Relations

Legal, Governance & External Relations partners with the business to responsibly deliver Western Power's purpose and strategy through effective legal and governance management. The business unit is also responsible for proactive engagement and communication with external stakeholders to further enhance Western Power's brand.

People

People enhances our employee value proposition by delivering upon our people's needs. It is also responsible for enhancing our people performance through safety and wellbeing, strategic workforce planning and capability development.

Technology & Innovation

Technology & Innovation is responsible for building and maintaining Western Power's current and future digital products and technology & data services. This business unit is also proactively driving an innovation culture throughout Western Power.

A diagram setting out Western Power's organisational structure can be found at Annexure A.

2. How Western Power functions affect members of the public

Western Power's functions affect members of the public in many ways, including:

- providing the community with safe, reliable and efficient delivery of electricity within the SWIN
- maintaining, upgrading and expanding the SWIN to meet the demand for electricity in WA
- connecting large and small customers to the SWIN, and
- working with Government, business and industry to devise alternate energy solutions.

Members of the public are able to participate in the formulation of Western Power policy and provide comment on the performance of our functions:

- by providing feedback on performance through community forums and industry regulators during consultation periods, and
- during local community events that may be undertaken by Western Power in relation to large infrastructure projects.

3. Description of documents held by Western Power

3.1 What is a document?

For the purposes of the FOI Act, the term *document* means:

- a) any record; or
- b) any part of a record; or
- c) any copy, reproduction or duplicate of a record, or
- d) any part of a copy, reproduction or duplicate of a record.

This covers many forms of physical and electronic records including files, computer printouts, maps, plans, photographs, audio recordings and films.

Western Power's documents relate to a variety of functions and activities such as:

- all aspects of the management of the SWIN, including design, construction, commissioning, operation, maintenance, decommissioning and associated business processes
- the availability of electricity supply to customers
- educating the community on risks associated with the electricity network
- the delivery of efficient electrical services, and
- customer network information (such as power supply connections, reliability and capacity, and community consultation on projects).

Western Power utilises an electronic document management system across all its business units and in all aspects of its functions. The system contains documents dealing with day to day operations of all aspects of Western Power's business, including correspondence (in and out), corporate policies, standards and procedures, reports (internal and external), minutes and agendas of meetings, contracts, drawings and plans. This is supported by other information technology systems that may also retain documents.

3.2 Documents publicly available

Western Power produces and releases several reports each year which can be downloaded from the website, free of charge. These reports include, but are not necessarily limited to:

- Annual Report
- Annual Planning Report
- Metering Code Annual Performance Report, and
- Annual Reliability and Power Quality Report.

We also produce pamphlets, information booklets, brochures and other printed material regarding various issues relating to our operations. These documents are also available to the general public, free of charge, from the website or from our Head Office (subject to availability).

3.3 Documents held by Western Power that are available through a FOI application

The types of documents held by Western Power that, subject to the exemptions under the FOI Act, may be accessed under a FOI application include the following:

<i>Email communications</i>	<i>Audio tapes</i>
<i>Computer records</i>	<i>Letters</i>
<i>Internal memoranda</i>	<i>Facsimiles</i>
<i>Reports (if not publicly available)</i>	<i>Diagrams/Plans</i>
<i>Notebook or diary entries</i>	<i>Photographs</i>
<i>Presentations</i>	<i>Contracts</i>
<i>Incident reports relating to accidents, faults, and outages</i>	<i>Minutes and agendas of meetings</i>
<i>Internal manuals</i>	

4. Procedure for access to documents

4.1 Making a FOI application – access to documents

Western Power's Freedom of Information Coordinators are the point of contact for all FOI related matters. This includes the associated FOI enquiries, applications, and payments.

All FOI applications for access to documents **must**:

- be in writing
- provide adequate and specific information so that the type of documents requested can be identified
- expressly state that the application is being made under the FOI Act
- give an Australian address to which notices can be sent, and
- be accompanied by the relevant application fee.

Once the above requirements have been met, receipt of a FOI application will be acknowledged in writing. Western Power has a permitted period of 45 days from receipt of a valid FOI application (or such further time permitted under the FOI Act) in which to process the application and determine whether access to the requested documents will be permitted or whether documents are exempt from release (in part or full) in accordance with Schedule 1 of the FOI Act.

4.2 Fees and charges

The *Freedom of Information Regulations 1993 (FOI Regulations)* made under the FOI Act, prescribe the rate of fees and charges that may be imposed for providing access to documents. Separately to the \$30 application fee, the imposition of other charges relating to the processing of a valid FOI application is within Western Power's discretion. No fees or charges apply to an application or request for access to personal information about the applicant.

The application fee for access to non-personal information is \$30.

Additional charges may apply in relation to time taken by staff in processing a FOI application for non-personal information.

Where charges for access to documents are applicable, Western Power's Freedom of Information Coordinator will provide the applicant with a Notice of Estimate of Charges in accordance with the requirements of the FOI Act.

It is important to note the charges detailed in the Notice of Estimate of Charges is an appraisal of the estimated amount of work that will be required to process the application. This estimate is made with the information available at that point in time only, and the final balance of actual charges may vary (either more or less) from the initial estimate depending on the nature and complexity of the access application.

The following table outlines the applicable fees and charges as specified in Schedule 1 of the FOI Regulations.

Description	Cost
Personal information about applicant	No fee
Application fee (for non-personal information)	\$30
Charge for time taken dealing with application (per hour, or pro rata)	\$30
Access time supervised by staff (per hour, or pro rata) * *plus, the actual additional cost of any special arrangements (e.g. hire of facilities or equipment)	\$30
Photocopying staff time (per hour, or pro rata)	\$30
Photocopies of documents (per copy)	\$0.20
Transcribing from tape, film or computer (per hour, or pro rata)	\$30
Duplicating a tape, film or computer information	Actual Cost
Delivery, packaging and postage	Actual Cost
Advance deposit under section 18(1) ¹ of the Act, percentage of estimated charges which are payable in excess of the application fee	25% of the estimated charges imposed by the agency

5. Procedure for the amendment of personal information

5.1 Making a FOI application – amending personal information

As an individual, you have a right to apply to Western Power for the amendment of your personal information held by Western Power that is considered to be:

- inaccurate
- incomplete
- out of date, or
- misleading.

The closest relative of a deceased person has the right to apply for an amendment of personal information about the deceased person.

¹ section 18(1) of the FOI Act - The agency may, in a notice given to an applicant under section 17(3) of the FOI Act, require the applicant to pay a deposit of a prescribed amount or at a prescribed rate on account of the charges for dealing with the application

An application to amend personal information **must**:

- be in writing
- expressly state that the application is made under the FOI Act
- give enough details to enable the document that contains the information to be identified
- give details of how the person believes the information is inaccurate, incomplete, out of date or misleading
- give the person's reasons for holding that belief
- give details of the amendment(s) that the applicant requests be made, and
- give an Australian address to which notices can be sent.

Receipt of an application to amend personal information will be acknowledged in writing. Western Power has a period of 30 days (or such further time permitted under the FOI Act) from the receipt of a valid application in which to process the application and decide whether to amend the personal information as requested.

5.2 Fees and charges

There are no fees or charges applicable to a request to amend personal information.

6. Notice of decision

After Western Power has considered a valid FOI application for access to documents or to amend personal information, it will provide a notice of decision to the applicant outlining:

- the date the decision was made
- the name and designation of the officer who made the decision
- if the request relates to accessing documents, whether access to some or all of the documents has been permitted or, if not, the reasons for the refusal
- if the request relates to amendment of personal information, whether Western Power has agreed to amend personal details as per the request or, if not, the reasons for the refusal to amend the information
- details of any applicable final charges incurred in relation to processing the access application, payable by the applicant prior to the release of documents, and
- details of the rights of review and the procedures to follow to exercise those rights.

7. Rights of review

If an applicant is dissatisfied with the decision issued by Western Power and the decision was not made by the CEO, pursuant to the FOI Act, the applicant has the right to apply to Western Power to have the decision reviewed internally. Applications for review of a decision must be forwarded in writing to Western Power within 30 calendar days of the notice of decision. An internal review will then be undertaken by an officer who is not subordinate to the initial decision-maker, and the internal review notice of decision will be issued within 15 calendar days from the receipt of the internal review request.

Where Western Power's CEO was the original decision-maker, or where any matter remains in dispute after an internal review, the applicant has the right to lodge a complaint with the Information Commissioner who will then determine whether to conduct an external review of the matter.

The complaint must be lodged with the Information Commissioner within 60 days of the internal review notice of decision.

An internal or external review may confirm, vary, or set aside Western Power's decision(s) and provide a substitute decision. No fees or charges apply to internal or external reviews.

In certain instances, questions of law that arise in the course of dealing with a complaint may be referred to the Supreme Court.

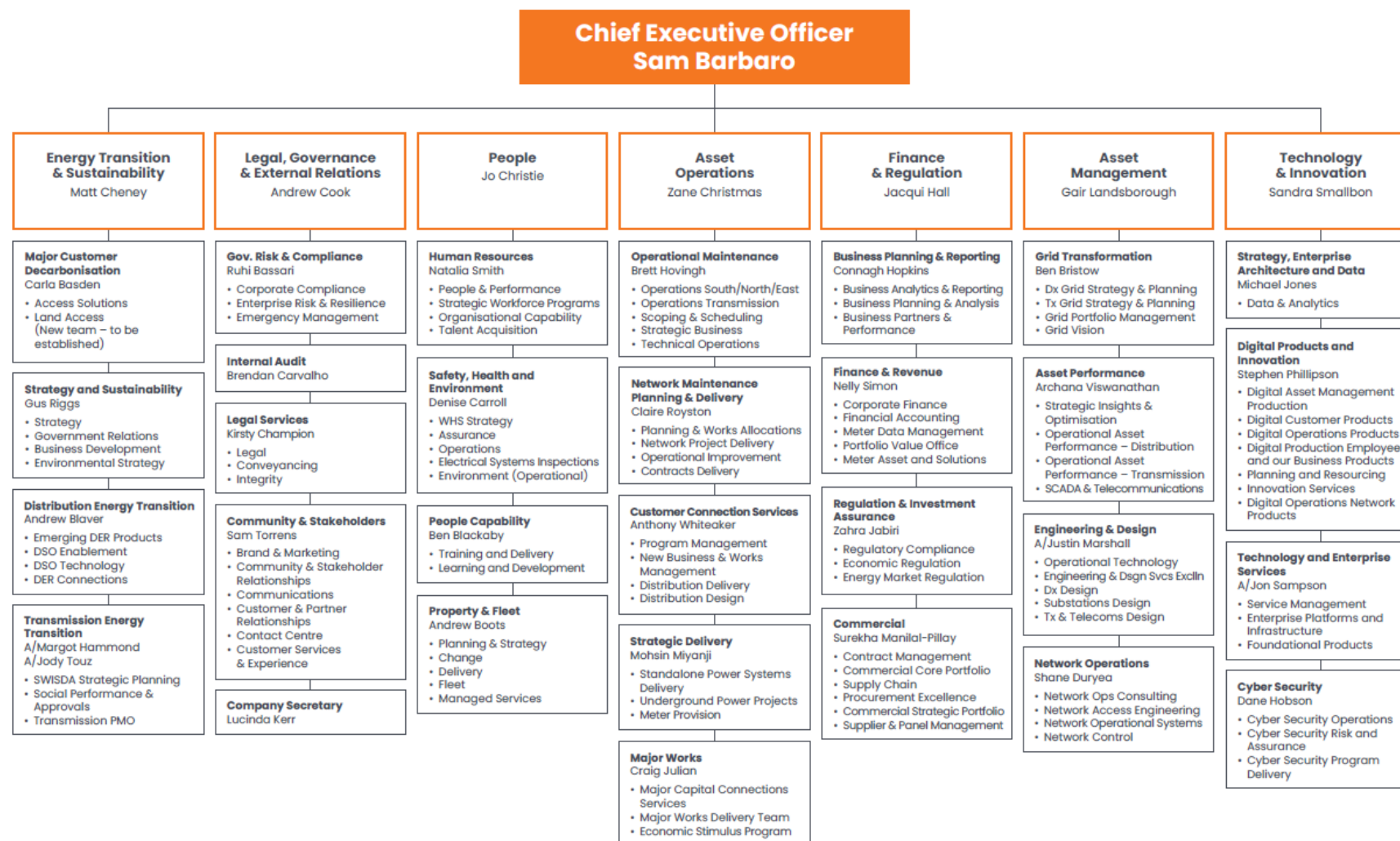
8. FOI contact details

All FOI enquiries, applications and payments must be directed to Western Power's Freedom of Information Coordinator by one of the following means:

By post: Freedom of Information Western Power 363 Wellington Street PERTH WA 6000	By email: foi.coordinator@westernpower.com.au
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Annexure A

Organisational structure



Key: Executive Function Area