

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 (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*.

Western Power carries out functions and exercises powers under the *Electricity Corporations Act 2005*, *Electricity Transmission and Distribution Systems (Access) Act 1994*, *Electricity Industry Act 2004*, *Energy Operators (Powers) Act 1979* and the *Electricity Act 1945* 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 261,000 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. Management is accountable to the Board, and Western Power as a whole, is accountable to industry regulators and the State Government who is Western Power's owner.

1.6 Functions of Western Power

Our principle functions 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

with respect to the SWIN.

To achieve our functions, we have personnel based at various offices and depots across Western Australia, including the Perth CBD, Jandakot, Kewdale, Albany, Geraldton and Kalgoorlie.

1.7 Organisational structure

Western Power's organisational structure is divided into seven business units, under the overall leadership of the Chief Executive Officer (CEO). Each business unit comprises an executive manager and various heads of function.

The role of each business unit is as follows:

Asset Operations

Asset Operations is accountable for the delivery of Western Power's works program, which includes maintaining and expanding the network to meet growing electricity demands in WA and to ensure a more reliable network for our customers. It is also responsible for managing the day to day operation of the network.

Asset Management

Asset Management is accountable for managing overall asset lifecycles, asset performance management strategies, and engineering and design. It provides oversight and management of the long-term development and planning of the network and is responsible for the provision of professional support and governance to the business on all matters relating to safety and environment.

Business & Customer Service

Business and Customer Service provides support services to the business in order to improve the overall functioning of Western Power and its core business processes, with a clear focus on ensuring Western Power meets the needs of customers, stakeholders and the public. It continually reviews and enhances processes, systems and services in order to increase business efficiency and performance.

Finance, Regulation and Metering

Finance, Regulation and Metering manages all of Western Power's financial and treasury affairs. This business unit is also accountable for metering services, financial operating and capital expenditure planning, and accountable for developing and managing our regulatory access arrangements.

Governance & Assurance

Governance and Assurance is accountable for key corporate governance functions including corporate compliance, enterprise risk, internal audit, legal services and process delivery. The business unit is also responsible for providing secretariat support to the Board, its committees and the executive committee.

Growth

Growth is responsible for leading the implementation of Western Power's strategic programs and developing new products or services for Western Power and its customers in line with our vision to deliver on the changing energy needs of Western Australians.

Business Intelligence & Technology

Business Intelligence & Technology is responsible for developing a whole-of-organisation approach to technology, cyber security and business intelligence for Western Power. This business unit is also accountable for delivering predictive analytics, customer insights and business wide data management leadership.

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
- 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
- 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” covers many forms of records and includes files, computer printouts, maps, plans, photographs, audio recordings, films, video tapes and electronically stored information.

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
- customer network information (such as power supply connections, reliability and capacity, and community consultation on projects).

Western Power utilises a document management system across all of 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 available free of charge and without a FOI application

Western Power produces and releases a number of reports each year which are available at no cost for download from our website. These reports include, but are not necessarily limited to:

- Annual report
- Statement of Corporate Intent
- Annual planning report
- Annual asset management report
- Annual reliability and power quality report

We also produce numerous 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:

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

4. Procedure for access to documents

4.1 Making a FOI application – access to documents

Western Power's Freedom of Information Coordinators are the initial contact point for all FOI related matters (including 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
- be accompanied by the relevant application fee.

Receipt of a FOI application will be acknowledged in writing. Western Power has a period of 45 days from receipt of a valid FOI application (or such further time permitted under the FOI Act) in which to process an application and decide whether access to the requested documents will be permitted or whether documents are exempt 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. Apart from the 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 and fees 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 contains 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 per hour
Photocopies of documents	20c per copy
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

¹ *Freedom of Information Act 1992*, section 18(1) - The agency may, in a notice given to an applicant under section 17(3), 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

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:

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

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

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. The application for review must be submitted to one of Western Power's Freedom of Information Coordinators. The review will be undertaken by an officer who is not subordinate to the initial decision-maker.

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 decide whether to conduct an "external review" of the matter. The complaint must be lodged with the Information Commissioner within 60 days of the notice of decision.

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

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

8. FOI contact details

All FOI enquiries, applications and payments must be directed to Western Power's Freedom of Information Coordinators as follows:

By post:

Freedom of Information
Western Power
363 Wellington Street
PERTH WA 6000

Or by email:

foi.coordinator@westernpower.com.au

Western Power's Executives and Heads of Functions



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