

## **FREEDOM OF INFORMATION STATEMENT 2015/2016**

This information is published in accordance with section 9 of the [Freedom of Information Act, 1991](#) (“the Act”).

### **SA Water structure and function**

A description of the structure and functions of the SA Water Corporation can be found on the SA Water website under [About Us](#), or in the current SA Water [Annual Report](#).

- **The SA Water Board**

[The Board](#) manages the direction of the corporation and monitors its performance. There are a number of committees that help the Board to do its work. This includes managing SA Water assets, auditing and setting staff pay levels.

- **Governance, Finance and Risk Committee**

The Governance, Finance and Risk Committee supports and advises the Board in fulfilling its corporate governance and oversight responsibilities in relation to SA Water’s financial planning and reporting, internal control processes, risk management systems, legal compliance and the internal and external audit functions.

- **People and Culture Committee**

The People and Culture Committee supports and advises the Board in relation to our Human Resources Policies. In particular, the Committee will support and advise the Board on matters associated with the planning, remuneration and culture of the Corporation’s workforce, taking into account our Strategic Plan, Government policy, relevant Board policies, business needs and regulatory requirements.

- **Customers and Regulation Committee**

The Customers and Regulation Committee supports and advises the Board on matters associated with the preparation of the Regulatory Business Proposal for the Essential Services Commission of South Australia; the condition, performance and efficiency of SA Water assets; decisions on the maintenance, upgrading, installation of new or replacement of assets; delivery of services to customers; compliance with SA Water’s licence and Customer Charter; issues relating to third party access to infrastructure; and our relationship with regulators.

### **The ways in which SA Water functions affect members of the public**

SA Water’s purpose is to deliver water and wastewater services in efficient, responsive sustainable and accountable ways. To achieve this purpose; SA Water have set strategic priorities as an extension of our purpose to intentionally focus on addressing the key challenges and opportunities the Corporation face.

## **Public participation in SA Water's policies and functions**

SA Water offers the public:

- A range of [community and school education](#) programs including tours, presentations, resources, and free learning programs.
- A chance to interact through social media (Flickr, YouTube and Twitter) and provide feedback [online](#).
- A chance to have '[Your Say](#)' – one of SA Water's largest engagement programs which will be used to inform business strategy and direction.
- A [customer assist program](#) which helps customers manage and maintain continued access to water and sewerage services, including referral to other welfare, government and community agencies for financial counselling or assistance.
- Residential and Business Advisory Groups which ensure SA Water's decisions are aligned with customer expectations.
- [Sponsorship programs](#) for industry groups and the community.
- A 24/7 customer contact centre, water wise hotline and free translating and interpretive services.
- Community engagement on [current projects](#) and an active program of liaison with Local Government.

## **Documents held by SA Water**

Documents held by SA Water broadly include:

- Corporate files containing correspondence, memoranda, briefings, reports and technical information on SA Water operations.
- Policies, procedures and guidelines to support the delivery of SA Water operations.
- Accounting and financial reports.
- Personnel files relating to SA Water employees.
- Annual reports and strategic planning documents.
- Administrative records.
- Minutes of meetings and terms of reference of administered boards.

The listing of these documents does not necessarily mean all documents are accessible under the Act as documents may be determined by the Accredited FOI Officer to be exempt under the provisions listed under Schedule 1 to the Act.

## **Documents available free of charge**

SA Water also publishes a substantial amount of information on its website, including:

- [Drinking Water Quality Reports](#).
- A range of publications about water and wastewater systems, water saving hints and tips to managing rainwater and tree planting advice for your [home](#) or [business](#).
- Information on reservoirs, the River Murray and the [Adelaide Desalination Plant](#)
- Access to [tenders and procurement](#) services.
- Information especially for commercial [businesses](#), including trade and liquid hauled waste services and information for [developers and builders](#).
- Water and wastewater services for residential, business and industry customers, as well as supplying rural areas.
- [Water and Wastewater pricing](#) and information to understand your account.

## **Policy documents**

SA Water has a number of policies that align our business to our strategic goals and can be broadly categorised into the following areas:

- Financial management.
- Human resource management.
- Governance, procurement and asset management.
- Data and information management.
- Corporate communications.
- Operational.
- Administration of legislation committed to the Minister.
- Strategic.

For access to some policy documents please contact the Accredited Freedom of Information Officer as detailed below.

## **Freedom of Information applications**

Freedom of Information applications and enquiries for access to documents in the possession of SA Water, and applications for amendment of personal records under the Act, should be addressed to:

The Freedom of Information Officer  
SA Water  
GPO Box 1751  
ADELAIDE SA 5001

For more information, please contact the Accredited Freedom of Information Officer on telephone (08) 7424 1777 between 9am – 5pm Monday to Friday or via email [freedomofinformation@sawater.com.au](mailto:freedomofinformation@sawater.com.au).