

FREEDOM OF INFORMATION STATEMENT 2020/2021

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

SA Water's vision, strategy and values prioritise our work to achieve our goals

Customers shaped our vision: World class water services for a better life.

Our strategy sets our path as we work towards this vision, guiding the decisions we make, with goals specified below.

Our values set the way we work to achieve these, safely delivering essential water and used water services every day.

- **Getting the basics right every time** - Customers expect us to get the basics right: the safety and availability of quality drinking water and dependability of sewerage services. We are responsive when things go wrong, fix faults quickly and meet our regulated responsibilities. Customers expect our prices to be low and stable.
- **Working together** - As a team, our productive, respectful relationships with our customers, regulators and stakeholders are key to delivering services our customers' value. Understanding and supporting our customers is vital.
- **Leading the way** - We are leaders nationally and globally to give our customers confidence that we are innovating to achieve outcomes for them. We support the South Australian community and economy.
- **Capable and committee team** - Our experienced and capable team consistently live our values with actions and behaviours to safely deliver for our customers every day. Our team are valued brand ambassadors.
- **Keep it simple** - Simple, easy, customer friendly processes are important to create value for our customers.

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 within the current SA Water [Annual report](#).

The South Australian Water Board

We report to the independent [South Australian Water Board](#) who manage 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. In 2017-18, the following committees assisted the Board with its responsibilities:

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

The Strategy, Policy and Innovation Committee - assists the Board's oversight of the long-term strategy of SA Water to ensure that it remains a valuable, relevant and effective water and sewerage service provider with high levels of customer, community and stakeholder support. The Committee's responsibilities include regulatory, legislative and social responsibility, customers, stakeholders and community engagement, and business growth, along with the long-term direction and strategy of SA Water.

People and Culture Committee – supports and assists the Board on matters associated with the workforce planning, remuneration and corporate culture, taking into account the corporation’s strategy, government policy, relevant Board policies, business needs and regulatory requirements.

Public participation in SA Water’s decision making and functions

SA Water offers the public:

- A range of [community and schools education](#) programs including tours, presentations, resources, and free learning programs.
- A chance to interact through our [facebook](#), [twitter](#), [instagram](#), [linkedin](#), [flickr](#) or [youtube](#) social media accounts, or provide feedback [via our website](#).
- 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.
- [Community partnerships](#) for industry groups and the community.
- A 24/7 Customer Contact Centre, water wise hotline and free translating and interpretive services.

Documents held by SA Water

Documents which can be requested under the Act 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.
- Project and service improvement records.
- Annual reports and strategic planning documents.
- Administrative records.
- Minutes of meetings and terms of reference of administered boards and committees.

The listing of these documents does not necessarily guarantee all documents are accessible by submitting a request for access FOI application. 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:

- Your tap water’s [quality and testing](#).
- The [desalination process](#) desalination process used by the Adelaide Desalination Plant and other regional desalination plants in South Australia.
- [Reservoir water data](#) and details about recreational activities and conditions of entry available at [reservoir reserves open for public access](#).
- Access to [tenders and contracts](#) services and SA Water’s panels of suppliers.
- Information specifically designed to assist commercial businesses including [trade](#) and [liquid hauled waste](#).
- Water and wastewater services for residential, business and industry customers, as well as supplying rural areas.
- [Water and wastewater pricing information](#).

Policy documents

SA Water has 5 new corporate-wide policies which reinforce our business commitment to operating sustainably to support our viability now and into the future.

- Customer and Community Policy
- Environment Policy
- Finance Policy
- Governance Policy
- People, Safety and Capability Policy

As we are subject to legislation and Government policies which mandate specific internal policies, we will continue to have the following policies that we will maintain along with our 5 new policies above.

- Connections Policy
- Debt Reversal, Write-off, Waiver Policy
- Energy Price Risk Management Policy
- Hardship Policy for Residential Customers Policy
- Privacy Policy
- Security Policy
- Third Party Access Policy
- Treasury Risk Management Policy

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

How to submit an Freedom of Information application for any of the above:

Applications and enquiries for access to documents in the possession of SA Water, or applications for the amendment of your personal records, should be addressed to:

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

Alternatively, applications can be made via the [Government FOI application portal](#) or you can email SA Water directly at freedomofinformation@sawater.com.au

For more information, please contact the Accredited FOI Officer on telephone (08) 7424 1777 during office hours, Monday to Friday, or via email at freedomofinformation@sawater.com.au