

FREEDOM OF INFORMATION STATEMENT 2025/2026

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

Purpose of SA Water

SA Water is a successful, modern water utility that is wholly owned by the Government of South Australia. We employ more than 1,600 people across a broad range of disciplines who operate more than \$14 billion of assets. We deliver essential water and sewerage services to more than 1.8 million South Australians.

We operate in a geographically and climatically diverse service area, with sites and locations from Ceduna through to Port Augusta, the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands, across to the Riverland and down to Mount Gambier, and most places in between.

Our strength and expertise has been shaped throughout our history by many challenges – the driest state, vast distances, prolonged drought conditions and the quality and scarcity of our source water.

We interact with a large number of stakeholders and customers, both internal and external, which shape our operating environment. The quality of our products and services has a broad impact, from an immediate contact with our business and residential customers, to a state-wide influence on the growth and prosperity of South Australia.

The importance of our products and services means that we have several independent regulators to make sure that we comply with major pieces of legislation and obligations. We have several management systems in place, such as the Drinking Water Management System (DWQMS), Environmental Management System (EMS) and Safety Management System, to manage risk, maintain compliance and improve business efficiency.

Structure and functions of SA Water

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 manages the direction of the corporation and monitors its performance. There are committees that help the Board to do its work. In 2024-25 this included the Governance, Finance and Risk Committee and the Customer, Sustainability, People and Safety Committee.

The Governance, Finance and Risk Committee

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

The Customer, Sustainability and People and Safety Committee

The Customer, Sustainability and People and Safety Committee supports and advises the Board with respect to our people, our customers, and outcomes related to the environment and sustainability. This Committee reviews, considers and discusses matters that may have a

significant impact on SA Water, its capabilities and its strategies.

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](#), [Instagram](#), [LinkedIn](#), or [YouTube](#) social media accounts, or provide feedback [via our website](#) or [WaterTalks engagement platform](#).
- 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.

Access to personal information and records

Access to personal information held by SA Water can be obtained through the Customer Contact Centre or via the [MySAWater](#) portal, providing convenient options for individuals to request their own records. All access and amendment requests are handled in accordance with the *Freedom of Information Act 1991* (SA) and are subject to privacy requirements, ensuring that personal data is protected and only disclosed where appropriate. Individuals may also request amendments to their personal records if they believe the information is inaccurate, incomplete, or misleading.

Documents available free of charge

SA Water publishes information on its website, including:

- Your tap water's [quality and testing](#).
- [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](#) pricing information.

Policy documents

A number of policy documents are freely available on our [website](#).

Documents held by SA Water

SA Water holds the following categories of documents that may be available on request:

- Corporate files including correspondence, memoranda, briefings, reports and technical information on SA Water operations.
- Policies, procedures and guidelines to support the delivery of SA Water's 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 above listing of these documents is not a guarantee that the documents will be disclosed in response to a Freedom of Information application. Production of some documents or classes of documents may be refused, and the Freedom of Information Officer may determine certain documents or classes of documents to be exempt. Each application will be assessed consistent with the provisions of the *Freedom of Information Act 1991* (SA).

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

The easiest way to apply for access to documents in the possession of SA Water is via the [Government FOI application portal](#).

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

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

For more information, please contact the Accredited FOI Officer on (08) 7424 3640 during office hours, Monday to Friday, or via email at freedomofinformation@sawater.com.au.