

# Publication Guide 2011

## Government Information (Public Access) Act 2009

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## 1. Introduction

The *Government Information (Public Access) Act 2009* (GIPA Act) commenced on 1 July 2010 to facilitate public access to government information. The GIPA Act creates new rights to information that are designed to meet community expectations of more open and transparent government.

Under Section 20 of the GIPA Act State Water Corporation (State Water) must publish a publication guide. This document is State Water's Publication Guide for 2010.

## 2. Our Information - Applications and enquiries under the GIPA Act

State Water is committed to openness and transparency and there are four main ways in which State Water's information is made available under the GIPA Act.

### Manadatory disclosure

Information including our policy documents, contracts register, disclosure log and this publication guide can be found on State Water's GIPA Homepage <http://www.statewater.com.au/GIPA>.

### Proactive release

State Water proactively releases information primarily through it's [website](#). The main areas of information currently available from the [website](#) relates to:

- Role of State Water
- Water Delivery
- Dam Levels
- NSW Metering Scheme
- Current Projects
- Environmental Management

Information on the [website](#) is available to download free of charge. If you are unable to download any information please contact the [Right to Information Officer](#).

### Informal release

Members of the public can request information on an informal basis relating to any subject relative to State Water. If the information requested is easily accessible and is clearly in the public interest to disclose, the information will be provided free of charge. If you would like to make an informal request please contact the [Right to Information Officer](#).

### Formal release

In some cases, requests for detailed information need to be made using the formal access process.

If a formal access application is required to be made an application form should be lodged. Click on this link to download an application form - [access application form](#).

Formal applications and enquiries under the GIPA Act can be directed to:

Right to Information Officer  
State Water  
Level 10 55 Clarence Street  
SYDNEY NSW 2000

GPO Box 1604  
SYDNEY NSW 2001

**Phone:** (02) 8245 2043

**Fax:** (02) 8245 2106

**In order for an application to be valid it must:**

- be in writing, sent to or lodged at the address shown above
- clearly indicate that it is an access application made under the GIPA Act
- be accompanied by a fee of \$30
- state a postal address in Australia as the address for correspondence in connection with the application
- include such information as is reasonably necessary to enable the government information applied for to be identified.

There may be further charges for processing your application, if this is the case the \$30 application fee you have paid will count towards these charges. State Water will provide you with an estimate of any additional charges that may be incurred in processing your application.

If you require any further information explaining your rights under the *Government Information (Public Access) Act* please contact the Right to Information Officer.

Additional information can be obtained from the New South Wales Office of the Information Commissioner. The Office of the Information Commissioner has a range of tools and resources including frequently asked questions. You can find further information about the New South Wales Office of the Information Commissioner at [www.oic.nsw.gov.au](http://www.oic.nsw.gov.au).

You can contact them directly as follows:

Free call telephone: 1800 INFOCOM (1800 463 626)

Email: [oinfo@oic.nsw.gov.au](mailto:oinfo@oic.nsw.gov.au)

Postal address: GPO Box 7011 SYDNEY NSW 2001

Office Location: Level 11, 1 Castlereagh Street, Sydney.

### **3. Register of Government Contracts**

The GIPA Act encourages the routine and proactive release of government information, including information held by providers of goods and services by government agencies. State Water's register of government contracts can be found on State Water's website. Click on the link to access State Water's tenders <http://www.statewater.com.au/About+Us/Tenders>.

If you are unable to access the eTendering website, please contact the Right to Information Officer.

## 4. About State Water

State Water is New South Wales' rural bulk water delivery business.

State Water owns, maintains, manages and operates major infrastructure to deliver bulk water to approximately 6,300 licensed water users on the state's regulated rivers along with associated environmental flows. Historically, this has involved delivery of an average 5,500 GL annually, but in the recent extreme drought conditions, diversions have fallen to as low as 1,110 GL.

On a local level our Customer Field Officers work directly with customers to manage water accounts and improve water delivery efficiency. Our teams operate from regional centres throughout NSW and work closely with water users and Customer Service Committees to set asset management priorities and distribute water efficiently in regulated river valleys.

State Water manages an asset portfolio of \$3.5 billion and is in the process of upgrading seven dams across the state, injecting more than a quarter of a billion dollars into regional community infrastructure over the next five years.

State Water incorporates, into a single business, all of NSW's bulk water delivery functions outside of the areas of operation of the Sydney Catchment Authority, Sydney Water Corporation, Hunter Water Corporation and of other water supply authorities.

Our establishment as the rural bulk water delivery business in NSW was an important element of the government's water reforms, in line with the Council of Australian Government's national competition policy reforms. The Fish River Water Supply Authority became part of State Water on 1 January 2005.

The *State Water Corporation Act 2004* (the Act) establishes the objectives and functions of State Water. Under the Act, State Water's principal objectives are 'to capture, store, and release water in an efficient, effective, safe and financially responsible manner'.

### **What We Do:**

On regulated river systems in NSW we:

- Deliver allocated water
- Deliver environmental flows
- Coordinate water ordering
- Manage water accounts
- Measure water usage
- Process water allocation assignments (temporary transfers)
- Manage delivery restrictions and demand management
- Issue bills and accounts to regulated water users
- Ensure compliance with metering standards
- Ensure water ordering compliance
- Take compliance action for overuse of allocation
- Suspend water licences for non-payment and overuse

## **5. Our Corporate Values**

State Water operates on the basis of our corporate values:

- Accountability - we are responsible for our actions, behaviours and outcomes
- Customer service - we meet our customers' needs and strive to exceed their expectations
- Environment - we respect and enhance the environment
- Expertise - we apply our skills, competency and experience to deliver effective and innovative solutions
- Integrity and respect - we are honest, truthful and respectful in all that we do
- People - we support, develop and motivate each other, professionally and personally
- Safety - we put safety above time, cost, productivity and employment
- Shareholder value - we deliver consistent returns and long-term growth.

## **6. Our Vision**

To be recognised by our customers, shareholders and other stakeholders as the best value for money water utility in Australia.

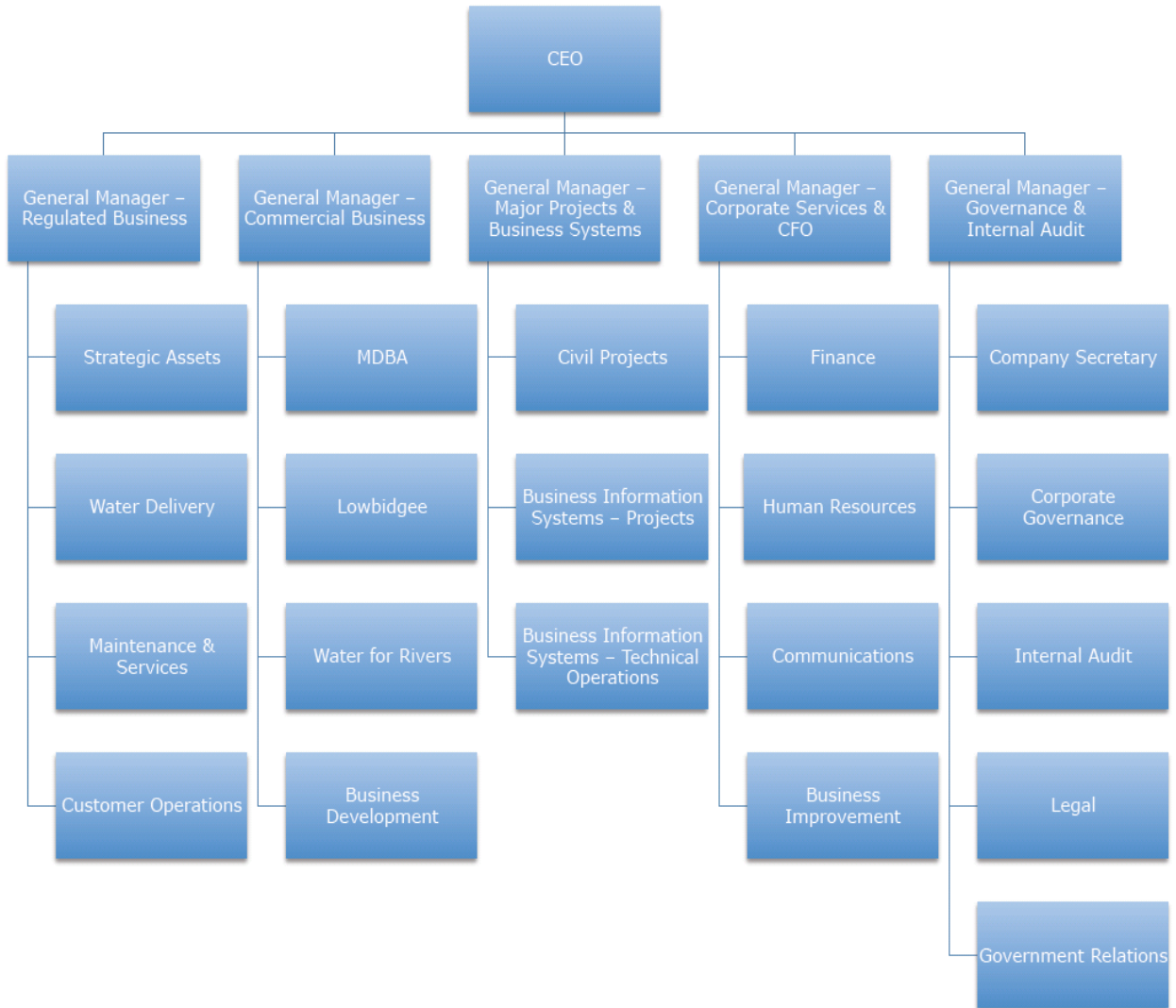
## **7. Our Purpose**

To efficiently deliver water and services for people, agriculture, industry and the environment, and to be an integral service industry supporting sustainable growth in regional NSW.

## 8. Our Structure

State Water was established as a stand alone state owned corporation (SOC) on 1 July 2004, under the provisions of the *State Owned Corporations Act 1989*, by the *State Water Corporation Act 2004*. Before this, State Water was part of the Department of Energy, Utilities and Sustainability and before that, Department of Land and Water Conservation.

Below is State Water's organisational chart which outlines State Water's structure.



## **State Water Board**

The *State Water Corporation Act 2004* provides that the Board consists of no fewer than three and not more than eight Directors appointed by the voting shareholders, in consultation with the portfolio Minister.

The independent non-Executive Directors of the Board have been appointed for fixed-period, renewable terms. The CEO is an Executive Director of the Board.

The Board is accountable to the voting shareholders in the manner set out in Part Four of the *State Owned Corporations Act 1989* and in the State Water Constitution.

The Board currently consists of one Chairperson and seven Directors and they are:

- A G (Tony) Wright - Chairman
- Brett Tucker – Director
- Catherine Bolger – Director
- Kathleen Bowmer – Director
- Col Gellatly – Director
- Don Marples – Director
- Michael Williamson - Director
- Mick Lilley - Director

## **State Water Executive Team**

The Executive Team was established to focus on strategic decision making and includes:

- Brett Tucker – Chief Executive Officer
- Jane Redden – General Manager Finance
- Lisa Welsh – General Manager Strategy and Government Relations
- Michael Jeffery – General Manager Major Projects and Business Systems
- Amit Chanan – General Manager Strategic Assets
- David Anderson – General Manager Commercial Business

## 9. Customer Service Charter

To ensure we deliver the level of service customers deserve, State Water has a Customer Service Charter which outlines the standard of service that can be expected and what State Water needs from customers in order to provide these services.

The charter was reviewed during 2009/2010 in consultation with all of the Customer Service Committees.

The charter focuses on three key areas of water ordering and delivery, customer contact and information and communication.

Under each section, there are key expectations and commitments that customers can depend on, as well as an indication of what customers need to do to help State Water to provide the very best service possible.

A copy of the revised State Water Customer Service Charter can be downloaded.

You can provide feedback on the Customer Service Charter via the Feedback form or you can contact our Customer Information Centre on 1300 662 077. State Water depends on feedback to ensure that service levels remain high.

## 10. Customer Service Committees

State Water has established valley-based Customer Service Committees to provide a forum for customer consultation on water delivery strategies, asset management priorities and pricing strategies.

Customer Service Committees play an important role in assisting State Water to determine levels of service for water users within individual valleys.

Since their introduction in 1999, Customer Service Committees have been an effective forum for developing operational improvements, setting asset management priorities, communicating customer service changes and driving business efficiencies in each valley.

When developing projects, policies and priorities for State Water, committee representatives ensure the interests of all water users are considered. Customer Service Committee members and State Water exchange information so that a positive, constructive and efficient service provider-customer relationship is maintained.

[Customer Service Committee information sheet](#)

[Customer Service Committee Terms of Reference 2008-2012](#)

There are nine valley-based customer service committees (SCS). If you would like to contact your Customer Service Committee simply select your CSC and send them an email. Alternatively you can call the following numbers for further contact information.

Border Rivers	- (02) 6751 2710
Gwydir Valley	- (02) 6751 2710
Murray and Lower Darling	- (02) 6953 9800
Coastal	- (02) 6751 2710
Lachlan Valley	- (02) 6841 2091
Murrumbidgee	- (02) 6953 9800
Fish River Customer Council	- (02) 6355 1106
Macquarie Cudgegong	- (02) 6841 2091
Namoi Peel	- (02) 6751 2710

<b>Customer Service Committees</b>		
<b><u>Border Rivers</u></b> Chair: Brett Corish	<b><u>Coastal</u></b> Chair: Arthur Burns	<b><u>Fish River Customer Council</u></b> Chair: Peter Gray
<b><u>Gwydir Valley</u></b> Chair: Harvey Gaynor	<b><u>Lachlan Valley</u></b> Chair: Dennis Moxey	<b><u>Macquarie Cudgegong</u></b> Chair: Michael Bennett
<b><u>Murray and Lower Darling</u></b> Chair: Col Thomson	<b><u>Murrumbidgee</u></b> Chair: Rel Heckendorf	<b><u>Namoi Peel</u></b> Chair: David Phelps

## 11. Policy Documents

State Water is committed to the principles of responsible, accountable, fair and effective Government. The GIPA Act requires State Water to make available to the public policies “that affect or are likely to affect rights, privileges or other benefits, or obligations, penalties or other detriments, to which members of the public may become entitled, eligible, liable or subject.”

The following policies fall into this category and can be accessed by clicking on them.

- [Advertising Policy](#)
- [Complaints Handling Policy](#)
- [Contractor Access Policy](#)
- [Equal Employment Opportunity \(EEO\) Discrimination Harassment and Bullying Policy](#)
- [Fraud and Corruption Prevention Policy](#)
- [Occupational Health and Safety Policy](#)
- [Privacy Policy](#)
- [Purchasing Policy](#)
- [Recruitment and Selection Policy](#)
- [Sponsorship Policy](#)
- [Sundry Debtor Management Policy](#)
- [Water Debtor Management Policy](#)

If you are unable to access any of the above policies please contact the [Right to Information Officer](#).

## 12. Information held by State Water

State Water produces a number of publications each year.

### **Publications include:**

- [Annual Reports](#)
- [Corporate Plan](#)
- [Statement of Corporate Intent](#)
- [Corporate Policy](#)
- [Operating Licence](#)
- [Reports to IPART and from IPART](#)
- [Memorandums of Understanding](#)

### **Other information held by the corporation available on the website includes:**

- [Information for customers](#)
- [Water delivery information](#)
- [Statistics on dams](#)
- [Major project information](#)
- [Environmental management information](#)
- [News and media releases](#)

### **How to access published information**

Information on the [website](#) is available for download free of charge or you can contact the [Right to Information Officer](#).