

# Information Statement 2017



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# Introduction

The Western Australian *Freedom of Information Act* 1992 “the Act” provides for access to documents held by State Public Sector Agencies and local governments. The Western Australia Sports Centre Trust (WASCT) [trading as VenuesWest] is required to facilitate public access to documents at the lowest reasonable cost, and, to ensure that personal information is accurate, complete, up-to-date and not misleading. Documents include written material, plans, drawings, photographs, tape recordings, films and videotapes.

The aim of the Freedom of Information (FOI) Act is to:

- strengthen democracy;
- promote open discussion of public affairs;
- open discussions to informed and rational debate;
- ensure the community is kept informed about the operation of government agencies; and
- avoid unique secrecy about the activities of government and its agencies.

In accordance with Section 94 of the Act, an agency must publish an “Information Statement” which provides information on its functions, how those functions affect the public, the documents it holds and how access can be obtained to its information which contains:

- a statement of the structure and functions of an agency;
- a description of the ways in which the functions affect members of the public;
- details of public participation in policy formulation;
- a description of the kinds of documents held by the agency; and
- arrangements for public access to documents.

This document has been prepared to satisfy Section 94 of the Act. This document may be viewed at [www.venueswest.wa.gov.au](http://www.venueswest.wa.gov.au) or copies can be obtained from the FOI Coordinator.

For further information regarding the FOI process, or assistance with preparing an application, contact the FOI Coordinator on the details provided within this document.

# About VenuesWest

## Who we Are

Established in 1986, the Western Australian Sports Centre Trust, now trading as 'VenuesWest', is the entity which manages Western Australia's major state-owned sporting and entertainment facilities. Our asset portfolio consists of (soon to be) 13 venues worth in excess of \$2 billion, including the Perth Stadium which will open in 2018.

VenuesWest delivers world class sport and entertainment experiences through the optimisation of its assets. We directly support high performance sport by providing training and competition facilities, the provision of subsidies to sports on venue and event costs and the provision of accessible high performance sport experiences for the community. For every dollar invested by the State Government, VenuesWest more than doubles this investment in high performance sport through its commercial success.

## Our Vision

To deliver world class sport and entertainment experiences

## Our Purpose

To directly support high performance sport and optimise use of our venues

## Strategic Objectives

1. Deliver outstanding customer experiences
2. Ensure our portfolio of sport and entertainment venues is fit for purpose
3. Engage a workforce that is aligned, highly capable and adaptable
4. Realise commercial success to subsidise high performance sport and enable reinvestment into our venues
5. Secure world class events

## Enabling Legislation

VenuesWest's enabling legislation is the *Western Australia Sports Centre Trust Act 1986*.

## Board Structure

The Board of VenuesWest consists of a Chairman and eight members who are responsible to the Minister for Sport and Recreation. The Board sets the organisation's strategic direction and is responsible for administering legislation, government policy and the organisation's Code of Conduct.

The key functions of the Board are:

1. Strategy – to set, monitor and review the organisation's strategic direction
2. Risk Management – to ensure strategic, operational and financial risks are defined and managed
3. Policy – to oversee the policy framework
4. Compliance – to ensure the organisation meets its compliance obligations
5. Performance Monitoring and Communication – to ensure adequate systems are in place to monitor performance and communicate to key stakeholders as required
6. CEO performance – to monitor the performance of the CEO in the achievement of VenuesWest's objectives

## Board Committees

### Audit and Finance Committee

The Committee is authorised under delegated authority of the Board to investigate any activity within its Terms of Reference, and to seek any information it requires from VenuesWest, the internal auditor and/or External Auditor. The Committee is also authorised to obtain outside legal or other independent professional advice if considered necessary.

The Audit and Finance Committee is responsible for:

- a) Providing guidance and direction to the Executive in relation to audit and finance matters;
- b) Appointment and oversight of the Internal Auditor;
- c) Monitoring and recommending to the Board any matters relating to the Internal and External Audit function of VenuesWest including internal audit plans and related audit reports and monitoring resultant action items;
- d) Monitoring and recommending to the Board any matters pertaining to the effectiveness of the financial management and internal control environment, including any systems and/or processes that support same;
- e) Reviewing annual operating budgets, prior to them being submitted to the Board; and
- f) Recommending the internal audit plan for approval by the Board.

### Risk and Governance Committee

The Committee is authorised under delegated authority of the Board to investigate any activity within its Terms of Reference, and to seek any information it requires from VenuesWest and/or any other relevant external parties. The Committee is also authorised to obtain risk or other independent professional advice if considered necessary.

The Risk and Governance Committee is responsible for:

- a) Providing guidance and direction to the Executive in relation to risk and governance matters;
- b) Monitoring and recommending to the Board any matters pertaining to the effectiveness of the risk management and governance systems and processes of VenuesWest;
- c) Reviewing and recommending any policy within the province of the Risk and Governance Committee that requires Board approval; and
- d) Reviewing and recommending amendments to the Delegation Instrument to the Board.

## Organisational Structure



## Corporate Structure and Functions

VenuesWest has four directorates:

- Portfolio Management – this directorate is responsible for management of VenuesWest's facilities and infrastructure (new and maintenance works) and strategic procurement.
- Venue Management – this directorate is responsible for operating the portfolio's self-managed venues including programming, commercial negotiations, ticketing and delivery.
- Corporate Services – this directorate is responsible for the delivery of internal services (IT, HR, finance and safety).
- Strategy, Marketing and Governance – this directorate is responsible for corporate planning, governance, communications, marketing, policy framework, research and organisational change projects. The directorate also provides VenuesWest Board and Ministerial executive support.

## Decision Making Functions

In accordance with the *Western Australian Sports Centre Trust Act 1986*, the general manager responsible for the day to day management and administration of the Centre and all other Trust property, is the CEO of VenuesWest.

The *Act* states that the Trust may, by instrument in writing, delegate to -

- (a) one or more of the trustees;
- (b) a committee established under section 10;
- (c) the general manager;
- (d) an officer or employee of VenuesWest other than the general manager; or
- (e) any person of whose services VenuesWest makes use, the performance of all or any of the functions of VenuesWest other than this power of delegation.

Under the VenuesWest Delegation Instrument, certain matters are reserved specifically for the Board's authority, and include the following:

- All employment matters relating to the Chief Executive Officer (CEO)
- Professional development and remuneration matters relating to the CEO and Board members
- Ownership / governance of new venues
- Approval and review of the Strategic Plan, Business Plan and Strategic Asset Management Plan
- Approval of the annual capital and operational budget
- Approving major organisational structure change
- Approval of Brand strategy
- The naming of venues
- Approval of management contracts for venues within the portfolio
- Approval of Masterplans developed for venues within the VenuesWest portfolio
- Purchasing of goods, services or works with a value in excess of \$2million
- Approving the Terms of Reference for Board Committees and appointments to Board Committees
- Execution of any lease, licence or agreement with a term in excess of five years

## Public Participation

### Consultation with Stakeholders

On a quarterly basis, VenuesWest meets with key stakeholders to provide input into new capital works programs and provide updates on programs, services and operational issues.

### Research

A number of research activities including surveys (online and onsite), benchmarking and focus group sessions are conducted throughout the year to determine opportunities for improvement. This includes assessing how our venues meet the needs of users and gauge customer satisfaction in relation to facilities, operations, and products.

## Documents held by VenuesWest

VenuesWest produces a variety of publications and information products to meet different information needs. All available publications are published on the VenuesWest website [www.venueswest.wa.gov.au](http://www.venueswest.wa.gov.au).

## Viewing publications

VenuesWest is conscious of the objective to conserve the environment and therefore encourages people to access publications electronically where appropriate.

A variety of publications are available at reception desks located at our self-managed venues.

For those who do not have electronic access to web documents, the Freedom of Information Coordinator can print and make available information from the web. For information totaling more than 20 pages, a charge of 20 cents per sheet will be applied.

## Accessing information that is not publically available

To promote greater accountability and encourage public participation in government, the FOI Act gives individuals the right to seek access to documents held by government agencies. Documents may comprise written material, plans and drawings, photographs, films, videotapes or information stored in electronic form.

Under the FOI Act, a person who wishes to obtain access to one or more documents of an agency may make an application to the agency. VenuesWest handles all FOI enquiries and applications relating to matters pertaining to VenuesWest's administration of the *WASCT Act*.

## Freedom of Information Applications

It is the aim of VenuesWest to make information available promptly and at the least possible cost, and whenever possible documents will be provided outside the FOI process. If information is not routinely available, the Freedom of Information Act 1992 (WA) provides the right to apply for documents held by the agency and to enable the public to ensure that personal information in documents is accurate, complete, up-to-date and not misleading.

It should be noted that the final decision as to whether or not information is exempt from access under the FOI Act on the basis, for example, that it constitutes confidential communications or contains sensitive commercial information, is made by the Information Commissioner in the event that there is a review of the VenuesWest's decision not to release the information.

### How to lodge an application

Section 12 of the FOI Act states that an application has to:

- be in writing;
- give enough information so that the documents requested can be identified;
- give an Australian address to which notices can be sent; and
- be lodged at the agency with any application fee payable.

Applications and enquiries should be addressed to:

**The Freedom of Information Coordinator**

**VenuesWest**

**PO Box 581**

**FLOREAT WA 6014**

## Fees and Charges

The fees and charges are as follows.

• Personal information about the applicant	No fee and no charges
• Application fee (for non-personal information)	\$30.00
• Charge for time dealing with the application (per hour, or pro rata)	\$30.00
• Access time supervised by staff (per hour, or pro rata)	\$30.00
• Photocopying staff time (per hour, or pro rata)	\$30.00
• Per photocopy	\$0.20
• Transcribing from tape, film or computer (per hour, or pro rata)	\$30.00
• Duplicating a tape, film or computer information	Actual Cost
• Delivery, packaging and postage	Actual Cost

In addition to the application fee, an estimate of charges will be provided if the cost is expected to exceed \$25.00.

For impecunious applicants or those issued with prescribed pensioner concession cards, any charges payable are reduced by 25%.

## Acknowledgement of your application

You will receive written acknowledgement of your request for information after it is received by VenuesWest.

VenuesWest may contact you to clarify the documents you are seeking to try and reduce the scope of your application or to seek additional time to deal with your application.

## Exempt Information

The release of certain information may hinder the proper functioning of government or have a negative impact on individuals' private or business concerns. To prevent this from occurring, Schedule 1 to the FOI Act exempts certain information from disclosure.

## Notice of Decision

If you make an FOI application, VenuesWest will provide a written "Notice of Decision", in accordance with Section 30 of the Act outlining the decision within 45 calendar days, unless additional time provisions apply. The Notice of Decision will include details of:

- The date on which the decision was made
- The name and title who made the decision
- Level of access to documents provided
- Reasons for denial of access, if applicable
- Reasons for exemptions and which exemptions apply
- Applicable charges
- The rights of review and the procedure to be followed to exercise those rights



## Internal Review

An applicant who is not satisfied with the outcome of their application has the right to apply for an internal review of that decision. A third party who disagrees with the decision-maker on whether or not information should be released to the applicant also has the right to apply for an internal review.

An application for internal review should:

- Be submitted to VenuesWest within 30 days of receipt of the "Notice of Decision". The decision becomes final if no application for review is received within that time;
- Be in writing;
- Give particulars of the decision to be reviewed;
- Provide an Australian address to which notices can be sent; and
- Be addressed to:

**The Freedom of Information Coordinator**  
**VenuesWest**  
**PO Box 581**  
**FLOREAT WA 6014**

There is no charge for lodging an application for internal review.

An internal review will not be dealt with by the person who made the original decision, or by any officer who is subordinate to the original decision-maker.

The outcome of an internal review will be provided to the applicant within 15 days of receipt of the application (or as otherwise agreed), and may result in a confirmation, variation or reversal of the original decision under review.

## External Review

An applicant who is not satisfied with the outcome of an internal review has the right to apply for an external review of that decision.

An application for an external review should:

- Be submitted to the Office of the Information Commissioner within 60 days of receipt of the "Notice of Decision" (note that this time period is 30 days if the individual applying for an external review is a third party). The decision becomes final if no application for review is received within that time;
- Be in writing;
- Have attached to it a copy of the "Notice of Decision" provided to the applicant to which the complaint relates
- Give particulars of the decision to be reviewed;
- Provide an Australian address to which notices can be sent; and
- Be addressed to:

**Office of the Information Commissioner**  
**Albert Facey House**  
**469 Wellington Street**  
**PERTH WA 6000**

There is no charge for lodging an application for external review.

## Amendment to Personal Information

The FOI Act provides an applicant with a right to apply to amend personal information contained in an agency's documents if the information is inaccurate, incomplete, out of date or misleading. An applicant can request amendments to personal information about themselves or in the case of a deceased person, the closest relative may apply to amend the deceased person's personal information.

The application for amendment has to:

- Be in writing;
- Give enough details to enable the document that contains the information to be identified
- Give enough details of the matter in relation to which the person believes the information is inaccurate, incomplete, out of date or misleading;
- Give the person's reasons for holding that belief
- Gives details of the amendment that the person wishes to have made;
- Gives an Australian address to which notices can be sent; and
- Be lodged at an office of the agency.

The agency is required to provide the applicant with a written notice of decision within 30 days of receiving the application.

## Contact Details for FOI Issues

Enquiries regarding FOI issues should be directed to:

**Contact:** Freedom of Information Coordinator  
**Telephone:** 08 9441 8232  
**Email:** [foi.request@venueswest.wa.gov.au](mailto:foi.request@venueswest.wa.gov.au)  
**Address:** Stephenson Avenue  
MOUNT CLAREMONT WA 6010  
**Postal:** PO Box 581  
FLOREAT WA 6014

## Further information about the Freedom of Information Act

Should you require any further information regarding the FOI process or how to submit an FOI application, you may contact the Information Commissioner (WA) by:

**Telephone:** 08 6551 7888  
**Toll Free:** 1800 621 244  
**Fax:** 08 6551 7889  
**Email:** [info@foi.wa.gov.au](mailto:info@foi.wa.gov.au)  
**Postal:** Office of the Commissioner  
Albert Facey House  
469 Wellington Street  
PERTH WA 6000  
**Web:** [www.foi.wa.gov.au](http://www.foi.wa.gov.au)