

## **SunWater Statement of Affairs 2006/07**

Issued in accordance with the Freedom of Information Act 1992

### **SunWater Overview**

SunWater is a leading water industry company providing water infrastructure and supply services throughout Queensland, Australia and the region.

SunWater provides direct water supply services to a large number of customers including irrigators, mines, power generators and local government as well as providing professional consultancy services within the water industry.

Specialising in design, construction, maintenance and operation of water infrastructure, as well as supply of bulk water to rural, urban and industrial customers, SunWater has a long, proud tradition of providing quality services for over 80 years.

With such a broad range of experience and skills, SunWater is able to offer clients holistic business solutions, which focus on their needs.

Further details regarding our activities, organisational structure and functions, service area and vision are available in our Annual Report 2005/2006.

### **Community Participation**

SunWater has played an important role in the development of regional Queensland through its schemes, which supply water for irrigation, urban and industry use.

SunWater has a strong commitment to supporting regional communities in which it operates and to protecting and enhancing the natural environment.

As part of this commitment, SunWater provides recreational facilities, supports local industry events, has local purchasing policies in place and sponsors community events and activities. Many of our staff live and work in these communities and are involved in a range of community activities.

SunWater sponsorship activities aim to reinforce our commitment to regional communities.

Generally, SunWater endorses the sponsorship of community events that have a positive impact on the lives of our customers and their respective communities. SunWater is proud of its association with events that contribute to community objectives and create opportunities for social gathering and interaction.

In addition to these avenues, customers and the community can participate in the formulation of our policies and practices by direct feedback through our SunWater web page. At SunWater we are dedicated to providing a valued and high-quality service to all our customers. SunWater's Customer Service Charter details our commitment to provide excellent service to all our irrigation customers.

### **Additional Information**

SunWater produces a number of reports relating to our operations. Our primary reports are tabled in Parliament in accordance with the requirements of the Government Owned Corporations Act 1993. These include our Annual Report and Statement of Corporate Intent.

SunWater also produces a range of publications, including our magazine "Water Channels" and a complete list of media releases. This information is available from our web site <http://www.sunwater.com.au/media.htm>

### **Freedom of Information Requests**

The Queensland Freedom of Information Act (1992) (the FOI Act) gives the public a right of access to documents held by Government Owned Corporations. SunWater is an agency under the FOI Act. The public is not entitled to access documents relating to SunWater's commercial activities; or its community based obligations as provided in s998 of the Water Act 2000.

An application made under the FOI Act for access to documents, amendment of personal information or review of a decision must be in writing. The [Application Form](http://www.sunwater.com.au/pdf/global/FOI_Application_Form.pdf) ([http://www.sunwater.com.au/pdf/global/FOI\\_Application\\_Form.pdf](http://www.sunwater.com.au/pdf/global/FOI_Application_Form.pdf)) can be downloaded from our website and is available upon request. An application for access must contain sufficient information for SunWater to identify the documents requested. SunWater may need to obtain further information from you to locate the documents.

When requesting access to documents held by SunWater, you are not required to give a reason for wanting to see the document. If access to the document is denied by SunWater, you will be provided with a written explanation.

Documents include, but are not limited to, files, reports, working papers, work diaries, computer printouts and disks, maps, plans, photographs, tape recordings and videotapes. SunWater holds files, documents and policies and the like in relation to most aspects of its operations. Some of the major categories of documents include:

- Agenda and minutes of meetings
- Contracts and associated documents
- Financial Reports
- Maps, plans and diagrams
- Policy documents
- Records of business activities

If the request is for access to non-personal documents, a \$35.25 application fee is payable and must accompany the application. GST is not applicable to application fees. Payment can be by cheque, money order or cash. Cash should not be sent by post. Cheques and money orders should be made payable to "SunWater". SunWater is also entitled to charge extra for time taken in compiling the documents if more than two (2) hours is required. The FOI Act prescribes charges for the reasonable costs incurred by SunWater in photocopying or otherwise preparing documents for viewing.

No application fee is payable for access to documents about your personal affairs. Personal affairs documents include information on any matter of personal or private concern to an individual. Usually you cannot gain access to another person's personal documents unless that person has given written authorisation for you to do so.

Before you will be given access to your personal documents, you must provide proof of your identity by producing identification that includes a photograph. This can be a passport, driver's licence or identity card issued by a properly accredited agency. Other forms of identification, such as birth certificate, pension or Medicare cards etc, may be accepted upon application in some circumstances.

Application may be made to amend documents held by SunWater, which relate to your personal affairs if the information is out of date, misleading or incorrect. A separate

application form is available for this purpose. No charge is payable for applications to amend personal information.

You will be notified of a decision regarding your request within the following time periods:

1. Personal affairs documents (45 days)
2. Non-personal affairs documents:
  - Where documents came into existence after 19 November 1987 (30 days)
  - Where documents came into existence prior to 19 November 1987 (60 days)
3. Application for amendment of personal information (30 days)
4. Review of charges (30 days)

A decision about access may take longer (an additional 15 days) if the FOI Coordinator is required to consult with other organisations or individuals regarding the documents you have requested.

If you are unhappy with a decision made about your request for access or amendment of information, you can ask SunWater (in writing) to reconsider its decision. Review application forms are available upon request. Internal review of the decision will then be conducted by a more senior officer than the original decision maker and a fresh decision will be made.

External review of the decision by the Information Commissioner (Ombudsman) can be undertaken if you are not happy with the internal review decision, or if the initial decision was made by the Principal Officer.

## **Further Information**

### **FOI Coordinator**

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SunWater

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