

To request this document in an alternative format such as Braille, call us on 13 43 72 or use our Live chat service at gesb.wa.gov.au.

The *Freedom of Information Act 1992* (FOI Act) was designed to make state and local government agencies more open and accountable to the public by creating a general right of access to documents held by those agencies.

In addition, individuals have the right to apply to see their own records and have them amended where they believe them to be inaccurate, incomplete, out of date or misleading.

This Information Statement is published in accordance with Section 94 of the FOI Act and provides information about our operations, the types of documents we hold and outlines the way in which members of the public may obtain access to these documents.

A copy of the Information Statement is available on our website, gesb.com.au, or by contacting your Member Services Centre on 13 43 72.

At GESB we achieve our purpose by adhering to the following core values in everything we do:

- **Members first:** we are committed to providing excellent superannuation and retirement products and related services that meet members' needs
- **Achieve together:** we partner with our members, the state, employers and other stakeholders to successfully deliver on our purpose
- **Sustainable performance:** we are committed to continually delivering cost effective, risk controlled products and services with well-regarded performance
- **Act with integrity:** we approach every aspect of our work ethically, and operate transparently and with full accountability. We demonstrate our sense of responsibility by 'taking ownership' of issues ensure a satisfactory outcome

Structure and functions of the agency

GESB is a statutory authority with powers and functions conferred on us by the *State Superannuation Act 2000* (SSA). The *State Superannuation Regulations 2001* contain the rules of each superannuation scheme.

Structure

GESB's seven-member Board is responsible for our overall governance and performance in accordance with the SSA and is ultimately accountable to the State Treasurer. Our Board is assisted by a number of committees to help carry out our functions. Our CEO reports directly to the Board on our operations.

GESB has three operational divisions each with distinct roles and responsibilities:

- **Superannuation Services** look after our members, incorporating the Members Services, Key Account Management and Administration teams
- **Finance and Business Services** looks after management and financial accounting, as well as investment operations, procurement and facilities management. This division also takes responsibility for our Human Resources, IT and Security
- **Investments** oversees our external investment managers, who work to deliver returns for our members

See page 4 (Appendix 1) for our organisational chart.

Functions

As the WA public sector's default super provider, our functions affect current and former WA public sector workers who are our members.

As a super provider many of the decisions made by the Board relate to the financial wellbeing of our members. Therefore, many of the Board's decisions relate to how to best manage the Government Employees Superannuation Fund (GES Fund) and administer the schemes to maximise returns for members. In administering our schemes and managing the GES Fund, the Board acts against declared objectives and ensures that we comply with super related legislation and policies. The Board sets high standards of governance, with a focus on risk, return, diversification, liquidity and sustainability to meet the needs of members.

In addition to these investment decisions, the SSA empowers the Board with some discretionary powers in relation to products and/or services it offers members (i.e. providing insurance within their super) and also how certain benefits are paid to members. Members have a right to an internal review and an independent review through the Australian Financial Complaints Authority (AFCA) if they are aggrieved by a decision of the Board.

The best interest of members is central to the decision making process of the Board.

Participation in the formulation of the agency's policy and performance of functions

There are no specific arrangements where members of the public can directly affect the agency's policy or performance.

Superannuation policy is not set by us. It is predominantly set by the Commonwealth government and applies to regulated super funds. We are not a regulated super fund but as a signatory to the Heads of Government Agreement, WA (and therefore GESB as a super provider) has undertaken to comply, as far as practicable, with the retirement income policy set by the Commonwealth. Therefore our schemes' rules comply with most regulated super funds.

The WA State Government (through the Treasurer) may have a policy position about certain aspects of the defined benefit schemes as there is a financial impact to the State in operating these schemes. The WA State Government may also make policy decisions on super that differ to Commonwealth policy if it is unable to comply or wishes to offer its employees greater benefits than those required by the Commonwealth retirement income policy.

Indirectly, our members may participate in the formulation of super policy as they relate to our schemes through:

- Member Directors on our Board,
- Their employers, and
- Public sector unions

Members of the public may participate in the formulation of super policy more generally through submissions to the Commonwealth Minister responsible for super.

Description of the kinds of documents held and arrangements for public access

Types of documents held	Documents which can be inspected at the agency ¹	Documents which can be purchased	Documents which can be obtained free of charge
Publications – these documents are available outside FOI	Yes	We do not charge for each publication but may charge for the cost of posting in accordance with the Charge Schedule	Visit gesb.com.au or phone your Member Services Centre on 13 43 72
Relevant legislation – these documents are available outside FOI	Yes	Can be obtained via the Parliamentary Counsel's Office	The Western Australian Legislation website is hosted by the Parliamentary Counsel's Office, available at legislation.wa.gov.au. Here you can access documents containing relevant legislation free of charge. If you require hard copies of these documents charges will apply, as outlined on the Parliamentary Counsel's Office website
Board and committee meeting documents – these documents are not available to members of the public; however, a summary or extract on certain matters may be available on request	Yes	Charged in accordance with Charge Schedule	Not applicable
Member records – electronic and hard copy records including data such as application forms, medical information and personal information	Yes	No fee payable if the application relates to personal information	Documents that relate to personal information can be obtained free of charge Non-personal information may be charged in accordance with the Charge Schedule
Corporate files covering correspondence with various agencies and other organisations	Yes	Copies of documents are charged in accordance with the Charge Schedule	Not applicable
Administration procedure documents detailing how member benefits are processed. Please note that commercially sensitive information will be redacted before being released	Yes	Copies of documents are charged in accordance with the Charge Schedule	Not applicable
Corporate documents such as Corporate plans	Yes	Copies of documents are charged in accordance with the Charge Schedule	Not applicable

¹ The inspection of documents will be at our offices and an appointment is necessary. Interested persons should phone Member Services on 13 43 72 to make an appointment.

Making an FOI application

A formal application under FOI must:

- Be in writing
- Give enough detail so the information can be identified
- Give an address to which notices can be sent (telephone numbers and email addresses may result in quicker responses)
- Be accompanied by a \$30 application fee (note that requests for personal information are free), and
- Be addressed to:

**FOI Coordinator
GESB
PO Box J 755
PERTH WA 6842**

or email to:

**FOI Coordinator
memberservices@gesb.com.au**

We will acknowledge all FOI applications in writing and provide a decision within 45 days. Members of the public can make general enquiries or seek assistance in relation to FOI matters by contacting the FOI Coordinator via your Member Services Centre on 13 43 72.

FOI charges

The following is a scale of fees and charges set under the FOI Regulations. However, apart from the application fee for non-personal information, all charges are discretionary.

Additionally, if you have any further questions in relation to the FOI process, please contact the Office of the Information Commissioner on 08 6551 7888.

Charge description	Fee payable
Personal information	No fee payable
Application fee for non-personal information	\$30 (payable by cheque or money order)
Charge for time taken by staff dealing with the application	\$30 per hour or pro-rata for part of an hour
Charge for access time supervised by staff	\$30 per hour or pro-rata plus the actual additional cost to the agency of any special arrangements (e.g. hire of facilities or equipment)
Charges for photocopying	\$30 per hour or pro-rata for part of an hour plus 20c per photocopy
Charge for time taken by staff transcribing information from a tape or other device	\$30 per hour or pro-rata for part of an hour
Charge for duplicating a tape, film or computer information	Actual cost
Charge for delivery, packaging and postage	Actual cost

Under the FOI Act, we can also request:

- Advance deposit of the estimated charges – 25%
- Further advance deposit to meet charges for dealing with the application – 75%

For financially disadvantaged applicants or those issued with prescribed pensioner concession cards, these charges are reduced by 25%.

How to amend personal information

We only hold personal information about our members. A member may request the amendment of any incorrect personal information we hold. A request to amend personal information must be in writing and should clearly demonstrate how or why the personal information is inaccurate, incomplete, out of date or misleading.

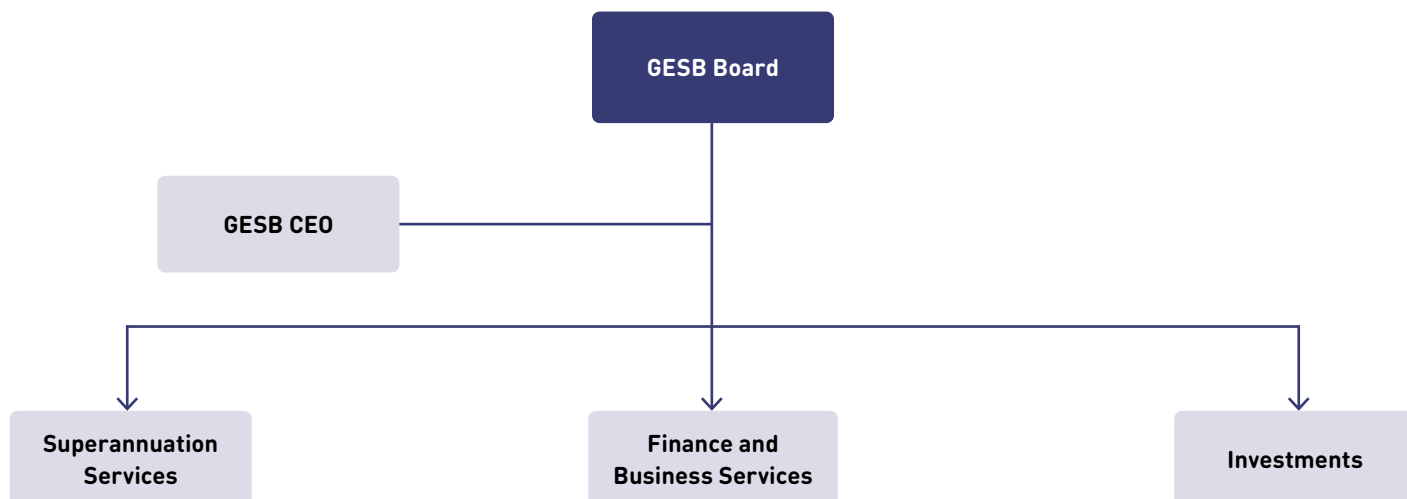
Requests should be sent to:

Manager
Member Services
PO Box J 755, Perth
WA 6842

If, for any reason, we decline the member's request to amend personal information, the member has the right to both an internal review and external review under the provisions of the FOI Act.

Right of review

Applicants who are dissatisfied with a decision we have made about access to information are entitled to ask for an internal review. Applications should be made in writing within 30 days of receiving notice of the decision. The applicants will be notified of the outcome of the review within 15 days. If the applicants still disagree with the result they then can apply to the Information Commissioner for an external review. No fees or charges apply for internal or external reviews.



Disclaimer: the information contained in this document is of a general nature, and does not constitute legal, taxation or personal financial advice. In providing this information, we have not considered your personal circumstances including your investment objectives, financial situation or needs. We are not licensed to provide financial product advice. Before acting or relying on any of the information in this document you should review your personal circumstances, and assess whether the information is appropriate for you. You should read this document in conjunction with the relevant Product Information Booklet and disclosure documents at gesb.wa.gov.au/brochures. You may also wish to seek advice specific to your personal circumstances from a suitably qualified adviser.