

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 (WA)* (FOI Act) gives the public a right to access documents held by State and local government agencies, including GESB, subject to some limitations.

We are committed to meeting our obligations under the FOI Act by:

- Helping the public to access documents
- Providing access promptly and at the lowest reasonable cost
- Allowing the public to apply to amend personal information in documents to ensure it is accurate, complete, up to date and not misleading

Some of our documents are available outside of the freedom of information (FOI) process, either through our website at gesb.wa.gov.au or by contacting us.

For information on the types of documents we hold and arrangements for public access to these documents, visit gesb.wa.gov.au/informationstatement.

How to apply

Any member of the public can apply to access one or more documents through our FOI process.

You can apply using the attached form or by making a written request. Please note, using this form may result in a quicker process.

If making a written request, please ensure that it:

- Is in writing
- Gives enough detail so the information can be identified
- Includes an Australian address to which notices can be sent (telephone numbers and email addresses may result in a quicker response but will not be sufficient without a physical address)

You can submit your form or written request:

By post to

FOI Coordinator
GESB
PO Box J 755
PERTH WA 6842

By email to

FOI Coordinator
memberservices@gesb.com.au

Personal and non-personal information

Documents relating to you, such as member statements, correspondence to and from you, and notices, are considered personal information. It is often quicker for us to process applications requesting only personal information. We will edit the documents to remove personal information about anyone else (for example, the names of our staff), before giving them to you.

If you have applied to access personal information, we will contact you to verify your identity.

If you are applying to access information that is not just about you, please state in your form or written request that you are seeking access to non-personal information. In most

cases, we will be required to consult with those third parties. Your application may be processed quicker if you send us written consent from third parties referenced in the documents.

What to expect

Once we have received your form or written request and payment of any relevant fee, we will acknowledge your application in writing. We will process all valid applications and provide a notice of decision as soon as possible, within 45 days (subject to any extension).

The notice will explain our decision in relation to your application, and, if the decision is to refuse access to documents in part or in full, why this information cannot be released.

Access may be refused to certain types of information, including information that would reveal personal details about other people or about a person's commercial or business affairs or information.

If you disagree with a decision, you can request a review under the FOI Act. We will provide you with details on how to apply for a review in our notice of decision.

Fees

You can access your personal information free of charge.

If you are applying to access non-personal information, you are required to pay the \$30 application fee when submitting your form.

Payment can be made by cheque to GESB and enclosed with your form.

If the charges are expected to be higher than \$25, you will be provided with an estimate of the cost upfront. We will ask you to pay these charges before releasing the documents to you.

The following fees and charges are set by the *Freedom of Information Regulations 1993 (WA)*. Apart from the application fee for non-personal information, all charges are discretionary.

Freedom of information request fees

Information type	Fees
Personal information	No fee payable
Application fee for non-personal information	\$30 (payable by cheque or money order)

Freedom of information request charges

Charge type	Associated costs
Time taken by staff dealing with the application	\$30 per hour or pro-rata for part of an hour
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)
Photocopying	\$30 per hour or pro-rata for part of an hour plus 20¢ per photocopy
Time taken by staff transcribing information from a tape or other device	\$30 per hour or pro-rata for part of an hour
Duplicating a tape, film or computer information	Actual cost
Delivery, packaging and postage	Actual cost

Under the FOI Act, we can also request from you:

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

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

Privacy

We respect your privacy. Once submitted, FOI forms and written requests are classified as 'official sensitive' information and are processed according to the FOI Act and our Privacy Statement. Our Privacy Statement is available at gesb.wa.gov.au/privacy.

More information

If you have any questions or need help with your FOI request, contact our FOI Coordinator on 13 43 72 or by email memberservices@gesb.com.au.

For more information about the FOI process, please contact the Office of the Information Commissioner on 08 6551 7888 or visit www.wa.gov.au/organisation/office-of-the-information-commissioner.

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.

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.

Use this form to apply to access certain documents we hold, including documents with your personal information, under the *Freedom of Information Act 1992 (WA)*.

Before making a Freedom of Information (FOI) application, we encourage you to read our Information Statement at gesb.wa.gov.au/informationstatement for details on the types of documents we provide and how to access them.

Section 1 Your details

* Required fields

GESB member number (if applicable)

Mr Mrs Miss Ms Other

Last name*

Given name(s)*

Date of birth / /

Australian postal address*

Postcode*

Email address

Telephone

Note: providing a telephone number may result in a quicker response.

Section 2 Preferred method of receiving correspondence

Please tick (✓) below.

I require electronic copies of the documents

Preferred email (if different to the above):

I require printed copies of the documents

Preferred postal address (if different to the above):

Section 3 Documents requested or documents being requested

* Required fields

Please tick (✓) below.

Personal information – incurs no fees and will contain information about you only. All personal information of others e.g. names, positions, contact details, signatures and identifying information will be redacted.

Note: if you are requesting information about yourself, we may ask you to provide proof of your identity.

Non-personal information – mandatory \$30.00 application fee and subject to the Act and/or consultation, may contain information about third parties.

Note: the application fee is payable by cheque or money order (payee: GESB)

Describe the documents you are requesting access to.

Please include the subject matter, type of document, or any other relevant information. The more specific and detailed your request, the more quickly we can process it.*

We may contact you to clarify the information you have requested, or to discuss a reduction of the scope of your application if a significant number of documents are requested. We may not be able to process your request if it is too large or complex, or you haven't provided enough information for us to identify the documents.

Please provide a date range for the documents.

From / / To / /

Note: the date range cannot end after the date you lodge this form.

Do you agree to the removal of duplicate documents (this may result in quicker processing)?

Yes No

Do you agree to the removal of documents you have sent to us, or which were previously sent to you (this may result in quicker processing)?

Yes No

Section 4 Prescribed details and personal information

Please tick (✓) if you give consent.

- I consent to all 'prescribed details' (including names and position titles) and 'personal information' (contact details and signatures) of the GESB's officers (former and current) being deleted from the requested document(s).
- I consent to all 'personal information' of other government agency officers being deleted from the requested document(s) (information that would be removed includes the names, position titles, contact details and signatures of other Western Australian state and local government officers)
- I consent to all personal information of third parties being deleted from the requested document(s) (information that would be removed includes names, contact details, signatures and identifying information of third parties that are not local and state government agencies)

Note: Not ticking the above boxes does not automatically result in you receiving the above information (third party and government officer details).

Note: Deleting personal information and/or prescribed details such as names, position titles, addresses, telephone numbers, email addresses and signatures, can reduce the time required to seek consent to release this information which may expedite the processing of the application.

- I consent to my name being disclosed to any third party that is consulted (as required by sections 32 and 33 of the *Freedom of Information Act 1992*) and who requests to know the identity of the applicant. (Providing this information to third parties who ask for it enables the consultation process to be finalised more efficiently and quickly as third parties are generally more willing to consent to the release of personal and/or business information if the applicant is known)

Section 5 Declaration

I declare that the information supplied on this form is true and correct.

Your signature

x

Date

/ /

Section 6 Post or email your form to us

Please complete this form and email it to our Freedom of Information (FOI) Coordinator at memberservices@gesb.com.au or post it to us at the address below:

FOI Coordinator
GESB
PO Box J 755
Perth WA 6842

Response times

We aim to confirm receipt of your application within seven days of your request.

We will process your application as soon as possible, within 45 days of receiving your valid application or as otherwise agreed or directed by the Information Commissioner.

Charges

If you are applying to access non-personal information, you will need to pay the \$30 application fee as part of your application.

Please see the fee section on page 2 for more information.

GESB is committed to protecting your personal information in accordance with privacy laws. The information you provide on this form is collected and used in line with our Privacy Statement, which explains how we handle your information, how you can access or correct it, and our complaints process. Read our Privacy Statement at gesb.wa.gov.au/privacy or contact Member Services on 13 43 72.

 **How to contact us**

T Member Services Centre 13 43 72

F 1800 300 067

W gesb.wa.gov.au

PO Box J 755, Perth WA 6842