

OFFICE OF THE INFORMATION COMMISSIONER

WESTERN AUSTRALIA

TENTH ANNUAL REPORT 2003

PRESENTED TO BOTH HOUSES
OF PARLIAMENT



GOVERNMENT OF WESTERN AUSTRALIA

DEAR MR PRESIDENT
DEAR MR SPEAKER

In accordance with the provisions of the *Financial Administration and Audit Act 1985* and the *Freedom of Information Act 1992*, I submit my report for the year ended 30 June 2003.

This is the tenth annual report of the Office of the Information Commissioner and has been prepared in compliance with the provisions and reporting requirements of both Acts.

A handwritten signature in cursive script, reading "B. Keighley-Gerardy".

B KEIGHLEY-GERARDY
INFORMATION COMMISSIONER
6th October 2003

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FOREWORD

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FOREWORD



Bronwyn Keighley-Gerardy

This is my tenth Annual Report and I am pleased to report another year of positive FOI outcomes across the public sector.

During the preparation of this report, I was informed by the Director General, Department of the Premier and Cabinet, that upon expiry of my term of appointment on 31 October 2003, the Attorney General intends to appoint an Acting Information Commissioner pending legislation to amalgamate this office with that of the State Ombudsman. As a consequence, I have decided to retire on 31 October 2003.

In 2001, it was recommended by the Machinery of Government Taskforce that the independent accountability agencies, including the Information Commissioner, consider the feasibility of co-locating to provide better services to the public. It has never been clear to me exactly how co-location could improve the level or quality of the services, which I presently provide. The surveys conducted by my office of agencies and applicants have consistently indicated a high level of satisfaction with the professionalism, timeliness and quality of its work. However, in accordance with government policy, I agreed to co-locate my office with that of the State Ombudsman at the expiry of our current lease and commenced planning for that change.

Assuming that the latest advice to me from the Director General, Department of the Premier and Cabinet, is correct, I have serious concerns about the consequences of amalgamation. At no time have I been consulted about that proposal, its timing, the effect it would have on the on-going work of my office or, indeed, on the legislative amendments that are necessary to give effect to the decision. I accept that all agencies, including FOI, must operate under budget constraints and that any duplication of costs and services should be eliminated. However, it remains to be seen whether the intended changes produce better FOI outcomes for the public, or whether FOI will now be left to languish in the back-water of public administration. History will tell. Personally, I do not consider that the amalgamation of two statutory offices, with entirely different functions and no obvious duplication, will necessarily provide better FOI services to the public, especially not after 10 successful years of the Information Commissioner operating as an independent merits review tribunal with determinative powers.

In Western Australia, FOI has been successfully integrated into the public sector as part of contemporary public administration. The constant efforts by me and my staff have ensured that the rhetoric of openness and accountability, which is commonplace in governments today, is actually matched by action. It could be assumed, therefore, that nothing more needs to be done and it is, perhaps, not surprising that this office was targeted to achieve savings. However, in the context of the total State Budget, any savings achieved by amalgamation are minuscule and, if FOI suffers in the process, the public is entitled to ask—What is the price of accountability in Western Australia?

History elsewhere clearly indicates that governments are less enthusiastic about openness and accountability when they are on the receiving end of FOI requests and cynics might view the decision as a deliberate attempt to destroy the effectiveness of FOI in this State. Clearly, the passing of time has dimmed the collective consciousness of the public sector. However, it is worth recalling that the FOI Act was enacted following a crisis in public confidence about the activities of government in the late 1980's, which culminated in a Royal Commission. FOI is a vital tool of accountability and the only legitimate means for citizens to obtain access to documents and information about the activities of State and local government agencies. It operates to limit secrecy in government and to curb the power of the Executive to control the flow of information available to the public.

If FOI is to be an effective tool to make agencies and government accountable, it requires a strong and independent advocate, together with a culture across the public sector and in government, which accepts that information is a public resource that is acquired or generated for the discharge of public duties, not for the benefit of elected and appointed public officials. Such information has been paid for, through one means or another, by the public. It exists for public purposes and, unless exceptional circumstances exist, the public should be able to have access to the information it requires, not merely the information fed to it by officials.

In 1992, when the FOI Bill was introduced into the Parliament by the Hon. D L Smith, Member for Mitchell and then Minister for Justice, the Minister stated that the Government regarded the position of Information Commissioner as important as that of the State Ombudsman and the Auditor General. The Government did not consider that the State

Ombudsman ought to be given the task of dealing with FOI because the then Ombudsman had enough to do with his own legislation. In the intervening years, nothing has changed.

I have also expressed my concerns about the perception of bias, as both the Commissioner for Public Sector Standards and the Office of Health Review are part of the co-location proposal and both agencies are subject to the FOI Act. From time to time, the Information Commissioner also makes decisions concerning the exempt status of documents created by the State Ombudsman. In my view, serious doubts about the impartiality of decisions made under the FOI Act could arise especially when decisions concern documents of the other three agencies and, in particular, when the amalgamated office of State Ombudsman/Information Commissioner must make a decision under the FOI Act about the exempt status of documents, which relate to the investigative functions of the State Ombudsman under the *Parliamentary Commissioner Act 1971*.

If the public perceive that decisions by the State Ombudsman/Information Commissioner are biased, whether or not that is in fact the case, there may well be an increase in appeals to the Supreme Court against such decisions on the ground of perceived bias, which will involve agencies in additional costs and inconvenience. I made the Government aware of my concerns. The Premier acknowledged that my concerns were valid, but stated that they could be managed appropriately through the co-location process. However, it was never explained to me just how they would be managed. I am not convinced that such administrative reassurances will change the perception of the average person or complainant. Therefore, I remain concerned that the credibility, independence and impartiality of the statutory office of Information Commissioner, which I have worked hard to establish over the last 10 years, will suffer a serious blow.

When the FOI Bill was debated in 1992, it was apparent that Members of Parliament expected the administration of FOI in Western Australia would be the start of a new regime offering a speedy, informal and less legalistic way of dealing with complaints about access. Over the past 10 years, I have continually refined and streamlined procedures in my office to better meet the expectations of Parliament, to fairly balance competing interests, and to ensure that the culture of the public sector in Western Australia does not revert to one of self-protective reticence and denial.

Section 111(4) of the FOI Act requires me to include in my report to the Speaker of the Legislative Assembly and the President of the Legislative Council any recommendations as to legislative or administrative changes that could be made to help the objects of the Act to be achieved. I have not heard any convincing arguments, which persuade me that the decision to either co-locate or amalgamate will actually help the objects of the FOI Act to be achieved.

Accordingly, I cannot, in good conscience, recommend to the Speaker or the President that those changes be facilitated by legislative amendments.

Complaints dealt with by my office

The number of applications for external review lodged with my office over the years has averaged around 190 in a full year (198 received this year). The rate of complaints has reduced significantly as a proportion of total applications, a result which I attribute to the education and advisory services provided by my office.

However, the number of complaints does not reflect the range and complexity of those matters dealt with by my office. A complaint may involve a single document of one or more pages, which may be exempt under one or more exemption clauses. In other cases, a complaint may involve tens or even hundreds of documents that can be the subject of multiple claims for exemption.

Notwithstanding the complexity of such matters, or the number of documents involved, each complaint is only recorded as a single complaint for reporting purposes, regardless of the number of issues for determination and decision.

The investigation of complaints is a time consuming process because I must deal with each matter according to law and settled principles of natural justice. The successful resolution of complaints also depends on the willingness of the parties to resolve matters by conciliation, which is my preferred approach. Suffice to say that the average days taken by my officers to finalise complaints has been reduced, with 97% of all complaint files closed within 3 months. The timeliness with which I am able to deal with FOI complaints after 10 years of experience is further confirmation that the present model in operation in Western Australia provides the public with the most efficient and effective means of dealing with FOI disputes.

Applications dealt with by Agencies

The data relating to the operation of FOI in the preceding years and again during 2002/03 speaks for itself (see figures 1-4).

FIGURE 1

Number of Applications Decided—All Agencies

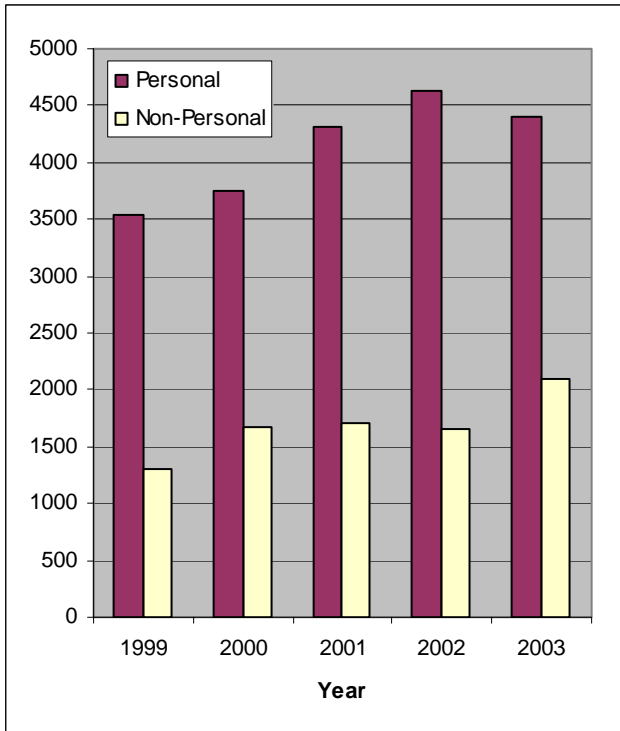


FIGURE 2

Average Days Taken to Deal with Applications – All Agencies

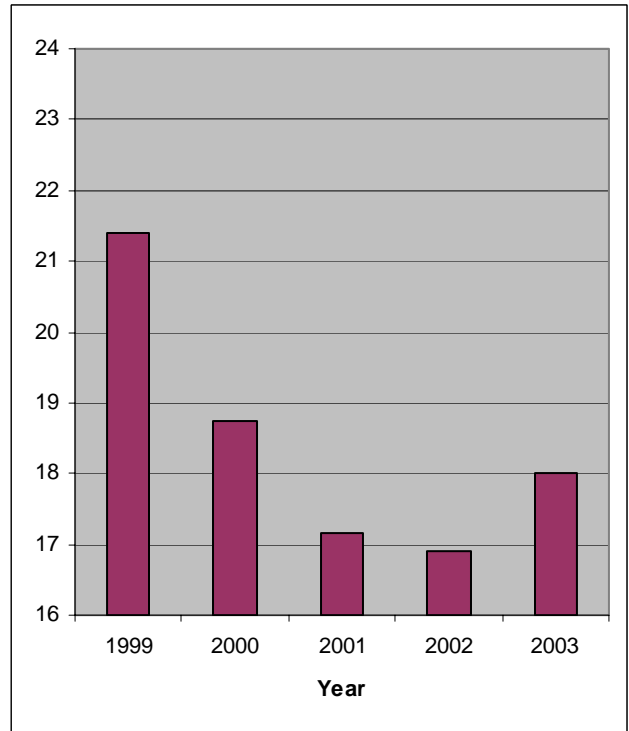


FIGURE 3

Average Charges Imposed —All Agencies (\$)

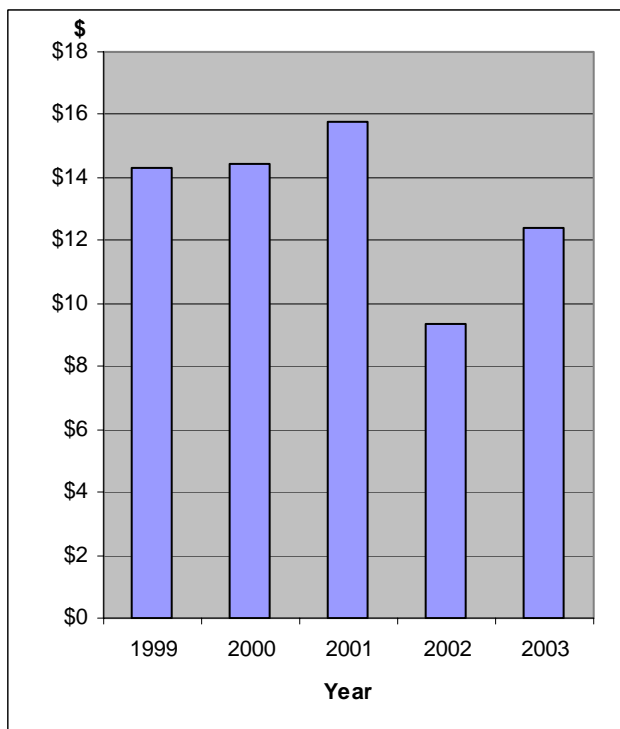
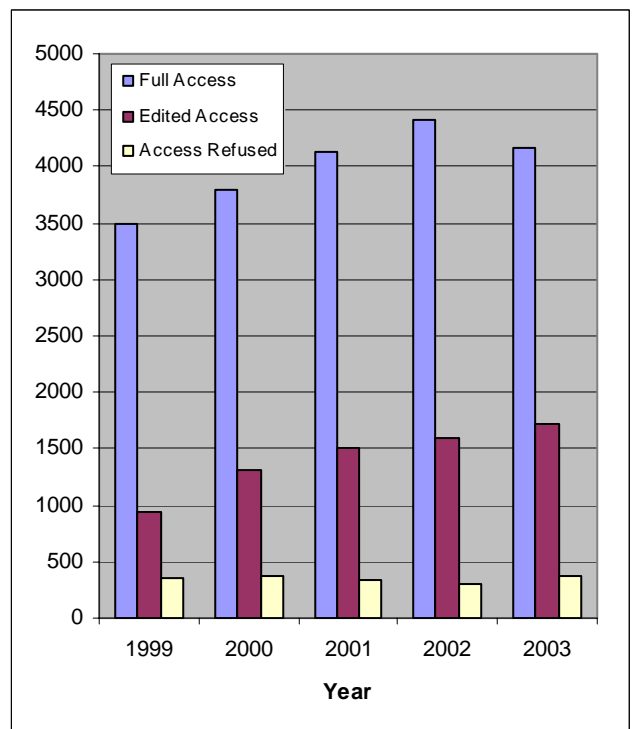


FIGURE 4

Outcome of Decisions—All Agencies



I have seen several recent examples of documents (contracts) containing confidentiality clauses, which has the effect of making such documents exempt under the FOI Act.

The Government policy on such contracts is to make them publicly available, ensure that specific claims of commercial confidentiality (for example, to protect intellectual property rights) are strictly and independently validated on a case by case basis, and ensure that businesses are aware that any contract that arises will be open to the public, through the publication of appropriate guidelines. I have not seen any amendments to the FOI Act or published guidelines, which would give effect to that policy. However, there have been instances in past years of some government contracts being published on agency web sites.

Since the enactment of the legislation on 1 November 1993, 50,147 applications for access to documents have been received by State and local government agencies. During the same period, 1,777 applications for external review have been received by me, which represents about 3.5% of the total number of applications. However, the balance of the decisions made by agencies has not been subject to any detailed scrutiny.

It is generally accepted that the number of access applications made to agencies, together with the number of complaints to me about refusals of access, are imperfect measures of whether the FOI Act is meeting its stated goals of making agencies more accountable and enabling public participation in the processes of government. Ideally, FOI principles should be incorporated in the management ethos of agencies and reflected in administrative practices if those goals are to be achieved. To determine the extent to which that has occurred in the public sector, my office commenced a review of FOI practices in agencies, starting with the Department for Community Development. I have included a brief summary of the DCD review in this report.

Interstate Visitors

In July 2002, the Information Commissioner in Queensland, Mr David Bevan and his Assistant Commissioner, Mr Peter Shoyer visited my office. Both Commissioners were interested in various case management techniques employed by my office to achieve the timely resolution of complaints, and in the advisory function, which is unique to Western Australia.

Commissioner Bevan followed his visit with a letter of appreciation and stated:

“Peter and I found the discussions very informative. I was particularly impressed by your advice and awareness activities and the ‘more active’ approach you take to resolving applications for large volumes of material.”

In October 2002, we were visited by Ms Zoe Marcham, Policy Officer for the Department of Justice in the Northern Territory. At that point, the Northern Territory Government was due to enact its own FOI legislation and her tasks were to report on the FOI model in operation in Western Australia and its effectiveness because of the successful FOI outcomes achieved in this State.

Following that visit, the Northern Territory Government invited me to participate as a panel member in the selection process for the position of Information and Privacy Commissioner in the Northern Territory. Mr Peter Shoyer was subsequently appointed to that position.

Finally, I wish to take this opportunity to place on the public record my sincere praise and gratitude to all of my present and former staff members for their efforts over the past 10 years. I will be leaving an efficient and effective office staffed by an experienced team, who has served the public well. I also acknowledge the efforts of FOI Coordinators in State and local government agencies who have worked tirelessly to advance the goals of openness and accountability in their own agencies.

REPORT ON OPERATIONS

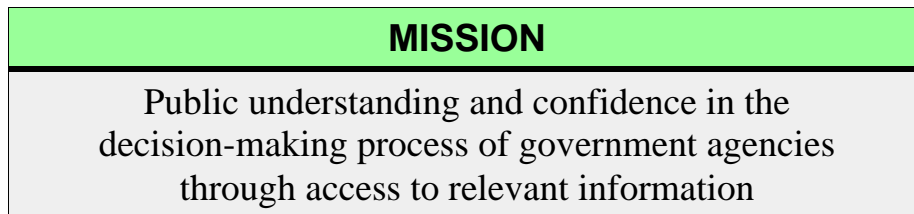
LEGISLATION AND MISSION STATEMENT

The position of Information Commissioner is constituted under s.55(1) of the *Freedom of Information Act 1992* and the occupant is directly accountable to Parliament for the performance of statutory functions prescribed by the Act. I was appointed on 1 July 1993 and reappointed on 31 October 2000. The Attorney General is the Minister responsible for the legislation.

The main function of the position is to provide independent external review of agency decisions by dealing with complaints about decisions made by agencies under the Act. Other responsibilities, as prescribed by the Act, include:

- (i) ensuring that agencies are aware of their responsibilities under the Act [s.63(2)(d)];
- (ii) ensuring members of the public are aware of the Act and their rights under it [s.63(2)(e)];
- (iii) providing assistance to members of the public and agencies on matters relevant to the Act [s.63(2)(f)]; and
- (iv) recommending to Parliament legislative or administrative changes that could be made to help the objects of the Act be achieved [s.111(4)].

The Mission Statement and desired outcome reflect the functions and the broad ideals of openness, accountability and responsibility behind the FOI legislation.



DESIRED OUTCOME

Access to documents and observance of processes in accordance with the *Freedom of Information Act 1992*.

The Office of the Information Commissioner provides an FOI complaint mechanism and advisory service which is independent, objective and fair, and which balances the competing needs of applicants, agencies and Parliament, subject to the requirements and processes prescribed in the Act. The Information Commissioner has a statutory duty to undertake these functions and the office accordingly has two outputs – Resolution of Complaints (External Review) and Advice and Awareness.

The following principles or values are part of the corporate philosophy of the office.

- Being accepted by participants as an independent and impartial review authority.
- Being recognised by agencies as a model of “best practice” for the FOI complaint review process.
- Serving as an example to agencies of accountability and responsibility.

RELEVANT LEGISLATION

Freedom of Information Act 1992
Freedom of Information Regulations 1993
Freedom of Information Amendment Regulations 1994

CONTACT DETAILS

ADDRESS:	Telephone: (08) 9220 7888; 1800 62 1244 (Free call—WA Country regions)
Level 21, Exchange Plaza	Facsimile: (08) 9325 2152
2 The Esplanade	E-mail: info@foi.wa.gov.au
Perth WA 6000	Home Page: http://www.foi.wa.gov.au

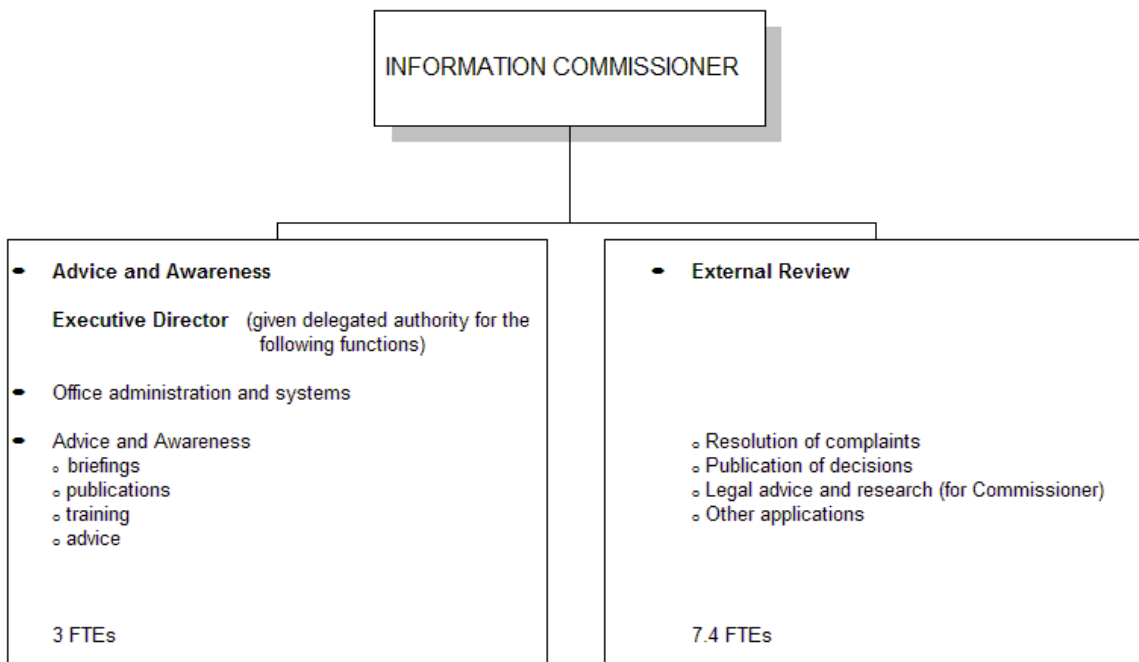
STAFF

Staff are appointed to assist me and new appointees must take an oath or affirmation, administered by me, prior to commencing their duties. The office is structured based on two separate outputs, which ensures that the independence and integrity of the external review process is maintained.



Back row L to R: Kim Bracknell, Information Services Manager; Rachel Crute, Legal Officer (Research & Investigations); Tony Pruyn, Senior Investigations Officer; Sylvie de Laroche, Personal Assistant; Anne Marshall, Legal Officer; Vivien Hillyard, Investigations Officer.
Front row L to R: Bronwyn Keighley-Gerardy, Information Commissioner; Bruce Denham, Executive Director; Tim Kennedy, Senior Legal Officer; Grace Grandia, Advisory/Projects Officer; Michelle Painter, Administrative Assistant.

OFFICE STRUCTURE



EXTERNAL REVIEW

The external review output deals with complaints lodged by access applicants and third parties against decisions made by agencies and certain other applications. It emphasises informal resolution processes such as negotiation and conciliation where appropriate, and includes determinative functions which may involve more formal processes. The review function is designed to be as speedy, accessible and informal as possible. A policy decision was made to avoid adopting too legalistic or technical an approach to external review, but at the same time, recognising that it is necessary and desirable to conform with statutory requirements, the principles of administrative law and acceptable standards of practice for merit review.

EXTERNAL REVIEW APPLICATIONS

A total of 198 applications for external review were received in 2002/2003 (222 in 2001/2002). Table 1 indicates the kinds of applications received.

TABLE 1: APPLICATIONS RECEIVED BY THE INFORMATION COMMISSIONER

APPLICATIONS FOR EXTERNAL REVIEW	NUMBER
Complaints (including informal/invalid)	182
Section 66(4) Out of time	4
Section 66(6) No internal review	7
Sections 66(4) and 66(6) application	1
Waiver of requirement to consult	2
Application for extension of time	1
Request for destruction certificate	1
TOTAL	198

COMPLAINTS

Complaints may be made in respect of an agency’s decision to:

- refuse access to documents;
- give access to documents;
- give access to edited copies of documents;
- refuse to deal with access applications;
- defer giving access to documents;
- apply section 28 of the Act;
- impose a charge or require the payment of a deposit; or
- not to amend personal information or make a notation as requested.

During the year, 182 such complaints were received, compared with 188 in 2001/2002. Table 2 indicates the number of complaints and the agencies concerned.

TABLE 2: COMPLAINTS RECEIVED

AGENCY	COMPLAINTS	INVALID/ INFORMAL	TOTAL	AGENCY	COMPLAINTS	INVALID/ INFORMAL	TOTAL
Acacia Prison		1	1	Cambridge, Town of	1		1
Attorney General; Minister for Health; Electoral Affairs	1		1	Community Development, Department for	2	3	5
Bassendean, Town of	2		2	Consumer and Employment Protection, Department of	3		3
Bayswater, City of	1		1	Curtin University of Technology	2		2
Bridgetown-Greebushes, Shire of	2		2	Dental Health Services		1	1
Bunbury, City of	1		1	Deputy Premier; Treasurer; Minister for Energy	1		1
Busselton, Shire of	2	1	3	Education, Department of	4		4

AGENCY	COMPLAINTS	INVALID/ INFORMAL	TOTAL	AGENCY	COMPLAINTS	INVALID/ INFORMAL	TOTAL
Education and Training, Department of	6		6	Melville, City of	1	2	3
Electoral Commission	2		2	Midland College of TAFE		1	1
Environment, Water and Catchment Protection	6		6	Minerals and Petroleum Resources, Department of	2		2
Environmental Protection, Department of	2		2	Minister for Planning and Infrastructure	1		1
Equal Opportunity Commission	1		1	Minister for Police and Emergency Services; Justice; Community Safety	1		1
Fire and Emergency Services Authority	1		1	Minister for Racing and Gaming; Government Enterprises; Goldfields-Esperance	1		1
Fremantle, City of	1		1	Murray, Shire of	1		1
Fremantle Hospital and Health Service	1		1	Pharmaceutical Council of Western Australia	1		1
Fremantle Port Authority	1		1	Planning and Infrastructure, Department for	6		6
Geraldton, City of	1	1	2	Police Force of Western Australia	9	9	18
Gosnells, City of	2		2	Premier and Cabinet, Department of the	5	1	6
Government Railways Commission	1		1	Ravensthorpe, Shire of	2		2
Graylands Selby-Lemnos and Special Care Health Services	1	2	3	Royal Perth Hospital	1	4	5
Guardianship and Administration Board		1	1	Sir Charles Gairdner Hospital	1		1
Harvey, Shire of	1		1	South Perth, City of	3		3
Health, Department of	1	2	3	South West Area Health Service—Bunbury Network	1		1
Housing and Works, Department of	1	1	2	Sport and Recreation, Department of	3		3
Indigenous Affairs, Department of		1	1	Stirling, City of	2		2
Joondalup, City of	1		1	Swan, City of	1		1
Justice, Department of	3	25	28	Swan Health Service	1		1
King Edward Memorial and Princess Margaret Hospitals	2	1	3	University of Western Australia, The	1		1
Kojonup, Shire of	1		1	Vincent, Town of	1		1
Land Administration, Department of	1		1	Wanneroo, City of	1	2	3
Land Authority (LandCorp), Western Australian	1		1	Water Corporation	2		2
Legal Aid Western Australia	1		1	Workers Compensation and Rehabilitation Commission (WorkCover)	1	2	3
Legal Practice Board	1		1	York, Shire of	1		1
Medical Board of Western Australia	1		1	Unknown or No Jurisdiction		8	8
				TOTAL	113	69	182

OTHER APPLICATIONS

The other applications fell into the following categories:

- by access applicants or third parties for acceptance of complaints out of time pursuant to section 66(4) or without internal review pursuant to section 66(6), or for both of these reasons;
- by agencies for waiver of the requirement to consult with third parties when processing an application, pursuant to section 35;
- by agencies for extension of the permitted period of 45 days within which an agency must deal with an application (s.13(5)); and
- by agencies for Commissioner’s certification to obliterate or remove information or to destroy a document, pursuant to section 48(3).

A detailed breakdown follows.

TABLE 3: OTHER APPLICATIONS RECEIVED

AGENCY	OUT OF TIME s.66(4)	NO INTERNAL REVIEW s.66(6)	BOTH s.66(4) & s.66(6)	WAIVER OF NEED TO CONSULT s.35	EXTENSION OF TIME s.13(5)	REQUEST FOR DESTRUCTION CERTIFICATE s.48(3)
Consumer and Employment Protection, Department of					1	
Curtin University of Technology		1				
Education, Department of		1				
Fremantle Hospital and Health Service	1					
Great Southern Health Region						1
Joondalup, City of		1				
Justice, Department of		1				
Perth, City of	1	1				
Police Force of Western Australia	1	1				
Premier and Cabinet, Department of the				2		
South Perth, City of		1				
Totalisator Agency Board of Western Australia	1					
Water Corporation			1			
TOTAL	4	7	1	2	1	1

EXTERNAL REVIEW OUTCOMES

A total of 200 applications were finalised during the year. Table 4 shows the types of applications dealt with.

Tables 5 and 6 show details of the outcomes of the matters dealt with during the year.

A total of 38 complaints proceeded to a published decision. Of those matters, the agency's decision was confirmed on 25 occasions; varied on 9 occasions; and set aside and substituted on 4 occasions.

In some cases, I will refer a matter to *Advice and Awareness* staff in order that the parties may be advised further as to their respective rights and obligations under the Act, or to enable preliminary enquiries to be made. This procedure often leads to a successful resolution of the matters. There were 64 applications resolved in this manner.

Pursuant to section 67(1)(b) of the Act, I decided not to deal with 21 complaints on the ground that they were either misconceived or lacking in substance.

TABLE 4: APPLICATIONS DEALT WITH

TYPE OF APPLICATION	NUMBER FINALISED
Complaints (including informal/invalid)	181
Section 66(4) Out of time	6
Section 66(6) No internal review	8
Waiver of requirement to consult	3
Application for extension of time	1
Request for destruction certificate	1
TOTAL	200

TABLE 5: OUTCOME OF COMPLAINTS FINALISED

AGENCY	CONCILIATED	PUBLISHED DECISION BY INFORMATION COMMISSIONER			DECLINED	RESOLVED BY ADVICE AND AWARENESS	TOTAL MATTERS FINALISED
		AGENCY DECISION CONFIRMED	AGENCY DECISION VARIED	AGENCY DECISION SET ASIDE AND SUBSTITUTED			
Acacia Prison					1	1	
Agriculture, Department of		1				1	
Armadale, City of	1					1	
Attorney General; Minister for Health; Electoral Affairs					1	1	
Bassendean, Town of	1		1		1	3	
Bayswater, City of					1	1	
Bridgetown-Greenbushes, Shire of		2				2	
Bunbury, City of	1					1	
Bunbury Regional Hospital and Health Service		1				1	
Busselton, Shire of	2		1		1	4	
Cambridge, Town of				1		1	

(cont...)

TABLE 5: OUTCOME OF COMPLAINTS FINALISED (cont...)

AGENCY	CONCILIATED	PUBLISHED DECISION BY INFORMATION COMMISSIONER			DECLINED	RESOLVED BY ADVICE AND AWARENESS	TOTAL MATTERS FINALISED
		AGENCY DECISION CONFIRMED	AGENCY DECISION VARIED	AGENCY DECISION SET ASIDE AND SUBSTITUTED			
Community Development, Department for	2	1	1			2	6
Consumer and Employment Protection, Department of	2						2
Curtin University of Technology	2						2
Dental Health Services						1	1
Education, Department of	3	2					5
Education and Training, Department of	2	1					3
Electoral Commission	1	1					2
Environment, Water and Catchment Protection, Department of	1	2	1				4
Environmental Protection, Department of	1						1
Equal Opportunity Commission	1						1
Fremantle, City of					1		1
Fremantle Hospital and Health Service	1						1
Fremantle Port Authority			1				1
Geraldton, City of	1					1	2
Gosnells, City of					1		1
Government Railways Commission	1	1					2
Graylands Selby-Lemnos and Special Care Health Services					1	2	3
Guardianship and Administration Board						1	1
Harvey, Shire of					1		1
Health, Department of	1				1	1	3
Housing and Works, Department of			1			1	2
Indigenous Affairs, Department of						1	1
Insurance Commission of Western Australia	1				1		2
Joondalup, City of					1		1
Justice, Department of	2	1				25	28
King Edward Memorial and Princess Margaret Hospitals	1	1				1	3
Kojonup, Shire of	1						1
Land Administration, Department of		1					1
Legal Aid Western Australia	1						1
Legal Practice Board	1						1
Medical Board of Western Australia	1						1

TABLE 5: OUTCOME OF COMPLAINTS FINALISED (cont...)

AGENCY	CONCILIATED	PUBLISHED DECISION BY INFORMATION COMMISSIONER			DECLINED	RESOLVED BY ADVICE AND AWARENESS	TOTAL MATTERS FINALISED
		AGENCY DECISION CONFIRMED	AGENCY DECISION VARIED	AGENCY DECISION SET ASIDE AND SUBSTITUTED			
Melville, City of	1				2		3
Midland College of TAFE						1	1
Minerals and Petroleum Resources, Department of	2						2
Minister for Police; Emergency Services; Justice; Community Safety	1						1
Minister for Racing and Gaming; Government Enterprises; Goldfields-Esperance	1						1
Murray, Shire of				1			1
Pharmaceutical Council of Western Australia			1				1
Planning and Infrastructure, Department for	4		1		1		6
Police Force of Western Australia	2	5			2	9	18
Premier and Cabinet, Department of the	2	1			3	1	7
Ravensthorpe, Shire of						2	2
Rottneest Island Authority	1						1
Royal Perth Hospital	1					4	5
Sir Charles Gairdner Hospital	1						1
South Perth, City of	1			1	1		3
South West Area Health Service—Bunbury Network	1						1
Sport and Recreation, Department of	1	1					2
Stirling, City of	1				1		2
Swan, City of	2						2
Swan Health Service		1					1
University of Western Australia	1						1
Victoria Park, Town of			1				1
Vincent, Town of		1					1
Wanneroo, City of	1				1		2
Water Corporation	1			1			2
Workers Compensation and Rehabilitation Commission (WorkCover)		1				2	3
York, Shire of	1						1
Unknown or no jurisdiction						7	7
TOTAL	58	25	9	4	21	64	181

TABLE 6: PUBLISHED DECISIONS

DECISION NUMBER	COMPLAINANT	RESPONDENT	DECISION DATE
D0232002	BGC (Australia) Pty Ltd	Fremantle Port Authority	11/7/02
D0242002	"E"	Town of Bassendean	12/07/02
D0252002	"F"	South West Health	15/07/02
D0262002	Thomson	Department of Agriculture	15/07/02
D0272002	Portman Iron Ore Ltd	Western Australian Government Railways Commission	17/07/02
D0282002	"G"	Department for Community Development	30/07/02
D0292002	Borthwick	Town of Victoria Park	13/08/02
D0302002	Leong	Town of Cambridge	15/08/02
D0312002	Nield and Nield	Police Force of Western Australia	04/10/02
D0322002	Stewart	Department for Community Development	10/10/02
D0332002	Friehe	Department of Education	24/10/02
D0342002	Norbury	Police Force of Western Australia	28/10/02
D0352002	Dewan	Department of Environment, Water and Catchment Protection	30/10/02
D0362002	Michail	Police Force of Western Australia	11/11/02
D0372002	Kasprzak	Department of the Premier and Cabinet	14/11/02
D0382002	Temwood Holdings Pty Ltd	Department for Planning and Infrastructure	22/11/02
D0392002	Poole *	Department of Justice and Police Force of Western Australia	22/11/02
D0402002	Ogden	City of South Perth	27/11/02
D0412002	Hawken	Police Force of Western Australia	02/12/02
D0012003	Wines	Shire of Bridgetown-Greenbushes	02/01/03
D0022003	East and East	Water Corporation	03/01/03
D0032003	Tobin	Department of Education	29/01/03
D0042003	Crisp	Department of Land Administration	06/02/03
D0052003	Richardson	Swan Health Service	20/02/03
D0062003	Fordham	Pharmaceutical Council of Western Australia	25/02/03
D0072003	Swift	Shire of Busselton	11/03/03
D0082003	"A"	Department of Sport and Recreation and Rechichi	13/03/03
D0092003	Cockburn	Department of Education and Training	13/03/03
D0102003	Walters	Town of Vincent	14/03/03
D0112003	E G Green and Sons Pty Ltd	Department of Environment, Water and Catchment Protection	17/03/03
D0122003	Ford	Department of Housing and Works	04/04/03
D0132003	Lyll	Workers Compensation and Rehabilitation Commission	14/04/03
D0142003	Mineralogy Pty Ltd	Department of Environment, Water and Catchment Protection and Yamatji Barna Baba Maaja Aboriginal Corporation	16/04/03
D0152003	"AA"	King Edward Memorial and Princess Margaret Hospitals	06/05/03
D0162003	Macnish	Shire of Bridgetown-Greenbushes	13/05/03
D0172003	West Australian Newspapers Ltd	Western Australian Electoral Commission	16/06/03
D0182003	"Y"	Shire of Murray and Others	17/06/03

* Decision number D0392002 decided two complaints because, where more than one complaint concerns the same parties and documents and similar issues, they may be dealt with in one decision. All published decisions are available on our web site at <http://www.foi.wa.gov.au>

OTHER MATTERS

There were 19 other applications finalised this year and these, together with the outcomes, are shown below.

TABLE 7: OUTCOME OF OTHER MATTERS FINALISED

AGENCY	OUT OF TIME s.66(4)		NO INTERNAL REVIEW s.66(6)			WAIVER OF NEED TO CONSULT s.35		EXTENSION OF TIME s.13(5)	REQUEST FOR DESTRUCTION CERTIFICATE s.48(3)	TOTAL MATTERS FINALISED
	W	R	A	W	R	A	D	W	W	
Consumer and Employment Protection, Department of								1		1
Curtin University of Technology						1				1
Education, Department of						1				1
Fremantle Hospital and Health Service		1								1
Great Southern Health region									1	1
Joondalup, City of						1				1
Justice, Department of		1								1
Minister for Planning and Infrastructure		1								1
Perth, City of		1				1				2
Police Force of Western Australia		1				1				2
Premier and Cabinet, Department of the							2	1		3
South Perth, City of						1				1
Totalisator Agency Board of Western Australia		1								1
Wanneroo, City of						1				1
Water Corporation						1				1
TOTAL	1	5	1	2	5	2	1	1	1	19

Key: A—Approved; C—Conciliated; W—Withdrawn; R—Refused; D—Denied

APPEALS TO THE SUPREME COURT

Three appeals from my decisions were filed with the Supreme Court of Western Australia during the year:

- The first, BGC (Australia) Pty Ltd and Fremantle Port Authority (D0232002) has been heard by the Supreme Court (SJA No. 1095 OF 2002) but the judgment of the Court has not been delivered;
- The second, Thomson and Department of Agriculture (D0262002) has been lodged but not yet heard by the Supreme Court (SJA No. 1094 of 2002); and
- The third, Temwood Holdings Pty Ltd and the Department for Planning and Infrastructure (D0382002) has been heard by the Supreme Court (SJA 1135 of 2002) and on 30 May 2003 the Supreme Court upheld my decision and dismissed the appeal ([2003] WASCA 112).

TABLE 8: EXTERNAL REVIEW TARGETS AND OUTCOMES

	TARGET	OUTCOME
Applications finalised	190	200
Satisfaction with review process	90%	85%
Average days to finalise matters	20	13
Cost per application	\$4,642	\$4,645

FEEDBACK FROM PARTICIPANTS IN THE EXTERNAL REVIEW PROCESS

To facilitate ongoing continuous improvement initiatives in my processes to raise the performance of the office to the highest level possible, a survey of all participants (both applicants and the staff of the relevant agency) is conducted after each external review is completed. A written questionnaire is administered and returned confidentially. The survey seeks each participant’s views on whether there was an objective and fair hearing with emphasis on user friendly processes which meet their needs. Satisfaction levels are very high as indicated in Table 8 above, and the comments below are typical of the overall feedback received over the last 10 years.

Comments from applicants -

“I was very impressed with the way matters were handled and in particular with the ease with which I could talk confidentially to your legal officer.”

“I am very pleased with the speed and efficiency conducted by the officers.”

“I do consider that I was kept adequately informed regarding the progress of my case and was amazed at what lengths my investigating officer went to, i.e. to make sure that I was aware of the procedures and stages of my case and even when I withdrew my application before the Information Commissioner I found her to be exceptional.”

“Very prompt and helpful, especially in regards to what our rights were under the Act.”

“I was impressed with the courtesy, professionalism and efficiency shown in the handling of this matter.”

“The officer assigned to the case was informative and helpful during the process of the appeal and provided extra information to assist in the resolution of the request.”

Comments from agencies –

“I was very grateful to be kept so well informed as this was my first FOI external review.”

“The Shire was provided with a great deal of information and assistance in a very timely fashion throughout what was a very lengthy and complicated review process.”

“This was a quite complicated FOI matter that related to a very difficult and contentious situation. I think all parties involved were treated properly and fairly and that the review was conducted in a very professional manner. I am grateful for the information and assistance I received and learned a lot about particular FOI and records related legal issues as a result of the process.”

“I have always found the assigned officer to be exceptionally professional and willing to assist in smoothing the process to ensure satisfaction to all parties concerned.”

“I was confident with the officer’s processing of the complaint and his professional attitude.”

“Unbiased expert delivery of conciliatory issues and good statement of outcomes expected of this agency.”

ADVICE AND AWARENESS

The *Advice and Awareness* output is administered by the Executive Director by way of a formal delegation. Applicants and agencies are provided with assistance in exercising their respective rights and obligations and how to follow the correct processes for dealing with an application under the FOI Act. Policy development within agencies is encouraged so that the obligations placed on agencies by the FOI Act minimise the impact on their day-to-day operations. Many potential disputes are resolved informally with the assistance of my staff.

The output undertakes functions on my behalf, as follows:

- training courses for agency staff;
- targeted workshops/seminars;
- provision of assistance, briefings and advice to agencies on the processes required by the FOI Act;
- visits to country regions;
- visits to and meetings with agencies or applicants in order to assist in resolving difficulties being experienced in dealing with FOI requests;
- responding to enquiries and requests for comment from the media;
- briefings to community groups;
- production of articles providing advice and guidance on the workings of the FOI Act;
- distribution of brochures to assist applicants;
- answering enquiries by e-mail, telephone or at the counter;
- dealing with general correspondence;
- maintenance of statistical data and other information to assist me in reporting to Parliament; and
- executive support for me including matters relating to the management and funding of the office.

TRAINING COURSES AND BRIEFINGS

The Office is proactive in raising the awareness and understanding of the procedures and processes prescribed by the FOI Act. Apart from requests received for training or assistance, needs in the public sector are identified from a survey of agencies. Due to staff turnover, there is a periodic need by agencies for new staff to be briefed on the FOI process and their obligations. This is done by conducting special forums, briefings, seminars, or presentations to FOI Coordinators and decision-makers. These are conducted on an interactive basis, allowing for immediate response to questions and clarification of issues concerning FOI procedures and practices. The office provides a speaker in response to an invitation from any organisation requiring an explanation of the FOI process.

In all courses and briefings an emphasis is placed on policy development to assist agencies to minimise the impact of FOI on the day to day responsibilities of agencies.

FOI Coordinator Workshops

Workshops are scheduled based on the level of demand and are conducted by the office, at no charge to the agencies.

Eight one-day FOI Coordinator workshops were held during the year in the metropolitan and regional areas. The course introduces participants to the FOI legislation and the requirements which must be observed during the processing and deciding an application. Each session covers requests for information and the process to follow; exemptions; third party

consultation; fees and charges; notices of decision and the role of the Information Commissioner. Participants have the opportunity to raise issues of concern and have the process explained to them in a practical way. Participants meet staff of this office who can be contacted should they require assistance when dealing with FOI requests. A comprehensive manual is provided to each participant at the course, for future reference.

The workshops continue to be hosted at the premises of various State and local government agencies who have offered the use of a venue. Thanks to those agencies, this results in costs being kept to a minimum, not only to this office, but also to the agencies.

Feedback from participants who attended the workshops is very positive. The following comments written by participants in the "course evaluation" form at the end of each workshop are typical responses received consistently over this and previous years:

"Excellent course, very informative and useful manual. Both presenters were very knowledgeable, able to cite practical examples to illustrate relevant points and were able to offer positive suggestions for identified problems".

"The course was well presented in a logical manner with support material and case histories that will provide backup when addressing FOI applications."

"Workshop manual is well laid out and informative. Slide presentation very easy to see and read. In depth knowledge of both presenters made for a thorough presentation."

"The course provided good coverage of the Act. The manual appears very comprehensive and will be of assistance. Well presented. Questions raised clearly explained."

"Very easy to follow and understand. Manual used in conjunction with powerpoint presentation very effective. Good examples used to further explain topics. Presenters were very knowledgeable and were good at encouraging interaction and welcoming questions."

"The course was excellent. It gave me a better understanding of FOI."

FOI Decision-makers

The half-day decision-makers course assists staff in agencies, including senior managers who may have to be the decision-maker in respect of an application. It covers the options available to agencies when responding to large applications; assisting an applicant re-define the scope of the application; recommended procedures before refusing to deal with an application; the process of decision making; exemptions; the public interest test; the preparation of a notice of decision that complies with the FOI Act and the internal and external review processes. Attendees also establish contact with staff of my office who may be called for advice in the future, which is especially useful for those agencies which do not receive applications very often.

FOI Briefings

General briefings are tailored to deal with particular topics and to meet agency specific needs. The briefing outlines the FOI Act and its processes relevant to the organization's functions. Other topics covered are the application of particular exemptions; an overview of the notice of decision requirements and the review process. These briefings provide the officers attending the opportunity to clarify any issues of concern in dealing with FOI and generally be more aware of the obligations placed on their agency, even though they may not be directly involved in dealing with applications.

Over 400 officers attended the FOI Coordinators Workshops, or Decision-makers courses or general briefing sessions which were conducted this year.

The following table lists the main training events and other briefings during the year.

TABLE 9: FORMAL TRAINING AND PRESENTATIONS

DATE	AUDIENCE
07 August 2002	FOI Coordinators Workshop <i>Hosted by Department of Minerals and Petroleum Resources</i>
26 August 2002	Murdoch University
16 September 2002	Murdoch University
26 September 2002	Local Government Managers Australia
09 October 2002	FOI Coordinators Workshop <i>Hosted by City of Joondalup</i>
17 October 2002	FOI Coordinators Workshop <i>Hosted by Central West College of TAFE, Geraldton</i>
23 October 2002	FOI Coordinators Workshop <i>Hosted by C Y O'Connor College of TAFE, Northam</i>
30 October 2002	FOI Coordinators Workshop <i>Hosted by City of Stirling</i>
01 November 2002	Office of State Revenue
06 November 2002	FOI Coordinators Workshop <i>Hosted by City of Gosnells</i>
11 February 2003	FOI Coordinators Workshop <i>Hosted by Shire of Capel</i>
12 February 2003	Decision-makers Forum <i>Hosted by Shire of Capel</i>
12 February 2003	FOI Briefing <i>Shire of Augusta-Margaret River</i>
11 March 2003	FOI Coordinators Workshop <i>Hosted by Department of Consumer and Employment Protection</i>
25 March 2003	FOI Briefing <i>Department of Sport and Recreation</i>
08 April 2003	Decision-makers Forum <i>Hosted by Department of Consumer and Employment Protection</i>
23 April 2003	FOI Briefing (Perth) <i>Port Hedland Port Authority</i>
06 May 2003	FOI Briefing <i>Main Roads</i>
11 June 2003	FOI Briefing <i>Family Pathways</i>

WEB SITE AND ELECTRONIC COMMUNICATIONS

My web site (www.foi.wa.gov.au) contains an extensive amount of information about the FOI process. The web site is structured into sections including, *What is FOI?* which describes the objects of the FOI Act; *Publications* which contains the FOI Act and Regulations; brochures and articles giving guidance on the FOI process and *Frequently Asked Questions (FAQ's)*. Of additional assistance are *guides* to some of the most frequently cited exemption clauses which aid in their understanding and what needs to be established when claiming the exemption. A further section *Need Help with FOI?* provides information for applicants, agencies and third parties. My role is described in the section *About the Information Commissioner*. A major section contains the *Decisions* made by me.

The web site allows searches of my published decisions to be conducted in a variety of ways, such as searching by Agency or Complainant Name; by exemption clause or section of the FOI Act; by catchword, and many more. This is a valuable resource for agencies and members of the public to refer to my previous decisions and take note of the interpretation given to particular exemptions and sections of the FOI Act. Such ready access to precedents contributes to a higher level of understanding and application of the legislation by decision-makers.

There are also links to other related web sites. A section containing *What's New/Training* contains the latest news and training information available. *Contact Us* provides address, telephone, facsimile and e-mail information.

Our web site has been praised for its user friendly links and the amount of information readily available. There has been a steadily increasing number of user sessions (up by 70% in the last 8 months), which illustrates a high level of interest in FOI generally; the process to follow in making an application; and in my published decisions. Any suggestions regarding the site or resources available online are welcome and appreciated: please send them to info@foi.wa.gov.au.

E-mail is utilised by the Office wherever possible. Data, such as annual statistics from agencies and responses from participants to surveys of satisfaction levels, is also obtained through this medium where possible or via forms which can be completed and submitted online via our website. A snapshot of the home page follows.



DEALING WITH CERTAIN TYPES OF APPLICATIONS

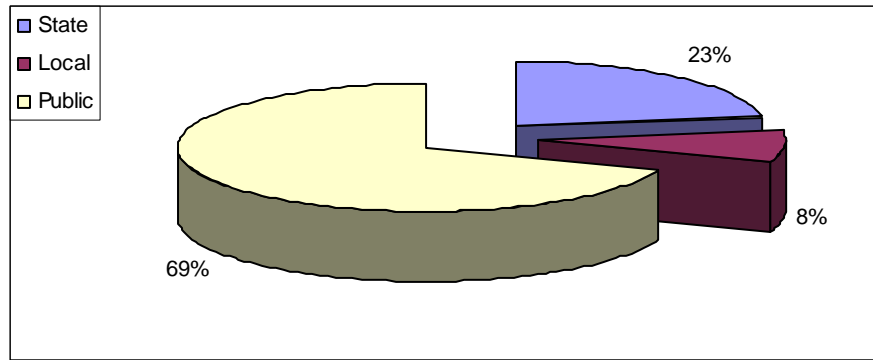
Cases referred to Advice and Awareness staff by me require the provision of assistance to either the complainant or the agency concerned, or both. In some cases advice is given about respective rights and obligations under the FOI Act. In others, preliminary enquiries are made to assist in continuing and finalising the application in accordance with the proper FOI process. The outcome of this practice is generally the successful resolution of the matter, and a reduction in the level of disputes or complaints at a later stage.

TELEPHONE ENQUIRIES

There were 1,879 telephone calls received during the year (up 8%). Nearly 70% of telephone calls received were from members of the public seeking advice on how to make an application, or to enquire about or confirm their review rights. The balance were from officers of State and local government agencies seeking assistance in dealing with particular access applications or advice regarding other statutory obligations under the Act.

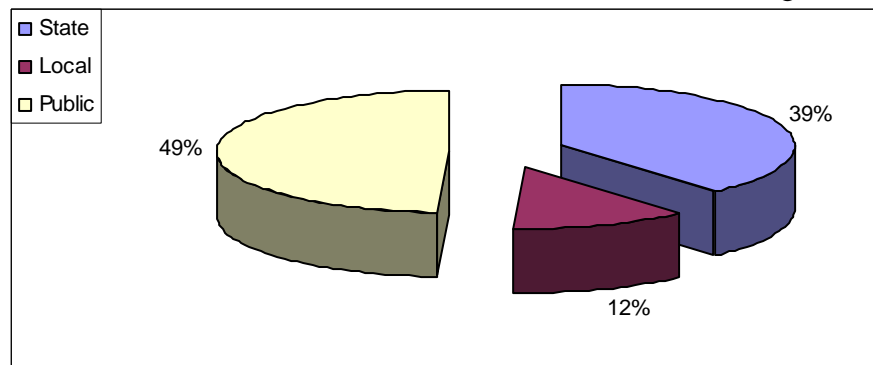
Overall, over 60% of the time expended on telephone calls was spent advising agencies of the FOI process and responding to their enquiries.

FIGURE 5: TOTAL TELEPHONE CALLS



State 430; local 145; public 1304

FIGURE 6: TOTAL TIME ANSWERING TELEPHONE ENQUIRIES



Time spent in minutes: State 3612; local 1145; public 4604

TABLE 10: ADVICE AND AWARENESS TARGETS AND OUTCOMES

	TARGET	OUTCOME
Number of applications	5500	6660
Client satisfaction with services	(a)	(a)
Timeliness of return phone calls	same day	same day
Response time to written enquiries	2 days	1-2 days
Cost per application	\$58	\$56.74

(a) Previously annual surveys were administered to all state and local government agencies. The results indicated a consistently high level of satisfaction with the advisory services provided by the office (98%), so in order to reduce the burden on agencies the survey is conducted every 2 years. It will be conducted again in 2004.

ADMINISTRATION

The functions I am required to perform result in the development and delivery of a range of services to the public, agencies and Parliament:

- dispute resolution
- advice about the FOI Act and procedures
- copies of decisions made by the Information Commissioner
- access to agency Information Statements
- distribution of awareness raising and educational material
- talks and information sessions for community groups
- free call telephone line for country callers
- web site at <http://www.foi.wa.gov.au>
- telephone advisory service
- FOI training sessions
- specifically tailored meetings or advisory sessions for agencies
- advice and assistance to Members of Parliament and their electorate office staff regarding the FOI process
- Annual Report on the workings of the legislation

The Office has a Customer Service Charter and Code of Conduct, which all staff are required to observe. Copies are available on request.

Performance Standards have been established to ensure that all staff undertake their duties in a manner that is a credit to the professional and independent status of the Office.

STAFF CHANGES

There were no staff changes during the year.

SUPPORT SERVICES

Corporate service support, consisting of financial and human resources services including workplace safety, disability services, equal employment and language services when required, is provided by the Department of Justice under a service agreement. Due to the small size of the office, human resource reporting requirements are met by the Department. The assistance provided by relevant staff of the Department of Justice is acknowledged and appreciated.

COMPLIANCE WITH OTHER ACTS

The office complies with all legislative requirements and associated reporting requirements, including the *Occupational Health Safety and Welfare Act 1984*. No health or safety issues arose for attention and there were no lost time incidents or workers' compensation claims.

There was no expenditure incurred on advertising, market research polling, direct mail or media advertising activities during the year.

The office fully participates in a recycling arrangement with the Exchange Plaza building management and recycles 100% of waste paper, cardboard, glass, plastics and aluminum.

Review of FOI Practices in the Department for Community Development

The Department is established under the *Community Services Act 1972*. Administration of the Act and control of the Department is vested in the Minister for Community Development, Women's Interests, Seniors and Youth Disability Services; Culture and the Arts. The main function of the Department is to improve the social wellbeing of Western Australians by developing the capacity of individuals, families and communities to shape their lives positively. Services provided by the Department include, support and counselling, child protection, crisis support, foster care, support for community groups, and funding for services.

The Department collects and maintains paper files and electronic records and has access to an extensive archive of documents. Most paper documents are contained in Client Files, Administrative Files, Adoption Files and Personnel Files.

The computer system that holds most of the electronic documents relating to the Department's Client and Community Services is an integrated system that has consolidated information recorded separately on three other client record systems. The Department manages its client and administrative files using the TRIM system.

The Department has a dedicated FOI Unit with responsibility for FOI matters, including administration and coordination of requests. The FOI Unit creates a new file for each application, enters the relevant details into its data base, and tracks the progress of each request.

During May and June 2003, the FOI practices of the Department for Community Development were reviewed by a Review Team from my office. The purpose of the review was to examine the manner in which the Department deals with FOI requests and to determine the extent to which the Department has embraced FOI principles of openness and accountability and incorporated those into its management practices.

The review consisted of three parts:

- Analysis of the Department's FOI statistics for the period 1994 - 2003;
- Examination of the Department's FOI Application files for the calendar year 2002; and
- Examination of internal policy and procedure documents and staff interviews.

A total of 94 FOI files created by the Department in the 2002 calendar year were examined, and consideration given to such matters as the levels of assistance provided; notices of decision, initially and following internal review; degree of confidentiality and impartiality; timeliness; fees and charges; and discretionary disclosures.

The Review Team also examined policy and procedure documents produced by the Department and interviewed selected staff with day to day responsibilities for FOI matters. Policy and procedure documents examined included:

- Information Statement dated July 2003;
- FOI Procedures Manual dated June 1998;
- FOI – Summary of Procedures;
- Director General's Instruction No. 16;
- Part 4.3.2 of the Best Practice Manual; and
- Delegations Manual.

The Review Team had regard to the level of internal training; the nature of advice provided to applicants; procedures to facilitate disclosures outside the FOI Act; content and currency of the Information Statement; and number and nature of internal manuals published.

The Review Team found:

- The Department deals with FOI requests in confidence and on their merits. There was no obvious bias by decision-makers.
- Proper reasons are given when access is refused.
- Applications are dealt with in a timely manner and discretionary disclosures are made routinely when no harm is likely.
- A program exists in the Department to increase awareness of staff about FOI issues and to train existing and new personnel.

Part 5 of the FOI Act – Publication of information about agencies

The FOI Act requires agencies to publish certain information about their operations, policies and practices, especially those that impact directly on the lives of citizens. Publication requirements include an up-to-date Information Statement and internal manuals, and copies of those documents should be available for inspection and purchase by members of the public.

Information Statement

An Information Statement enables an applicant to understand the kinds of documents held by an agency and should assist an applicant to identify and describe the particular documents he or she requires.

The current Information Statement for the Department is available from the Information Services section, selected branch offices and the State Library. Following the review, the Department arranged for the current Information Statement to be available from all branch offices and published it on the Department's Internet website. The Information Statement refers to a catalogue of manuals, handbooks and guidelines that are available from the Information Services section of the Department, but does not describe the contents of those manuals, handbooks or guidelines in any detail.

Internal Manuals

Agencies are also required to make available for inspection or purchase, copies of each of its internal manuals, including policy manuals and documents containing rules, guidelines and practices used by the agency in connection with the performance of its functions, which are likely to affect the rights, privileges, benefits, obligations, penalties or other benefits to which the public are or may become entitled, eligible, liable or subject.

Internal manuals contain the 'hidden law' applied by agencies. They are the rules, guidelines and criteria used by agencies when making decisions in particular cases. The manuals are invaluable tools that assist the public to find out why an agency reached a particular decision about, for example, eligibility for benefits or assistance, or the criteria to qualify for support from the agency.

Internal manuals are the kinds of documents that structure decision-making in agencies. The definition of 'internal manual' in s.95 of the FOI Act makes it clear that the kinds of documents which must be published are more than mere handbooks of instructions. Internal manuals can be policy directives, precedents, guidelines, rules, letters of advice or information from other sources.

It is the policy of the Department that its internal manuals are available for inspection and they are generally available free of charge. However, the Review Team found that the internal manuals (as defined in the FOI Act) of the Department were not described with sufficient particularity in the Information Statement to enable the Review Team to identify those documents and, accordingly, the Review Team were unable to conclude whether or not the Department fully complies with the publication requirements of s.97(1)(b) of the FOI Act.

Accordingly, when the Information Statement is updated, I recommend:

1. That the kinds of documents held by the agency are described in as much detail as possible so that the public can more easily identify the documents; and
2. That particular attention is given to the identification and description of the kinds of internal manuals that are available for inspection or purchase.

Review Conclusions

Overall, no issues of major concern were identified. It was concluded that the Department complies with its obligations under the FOI Act; demonstrates a commitment to FOI principles; and reflects its commitment in its internal management practices. In particular, the Review Team found a positive attitude amongst staff towards the FOI Act and a commitment to providing information informally wherever possible.

During the year only six matters involving the Department were dealt with by my Office. Two were resolved after advice to the applicant, two complaints were conciliated, and two decisions were published by me, one of which confirmed the agency's decision and the other was varied. I attribute this low level of complaints to the policies and procedures, which exist in the Department, and to a management culture that is focussed on the needs of its clients, including providing access to personal information.

In summary, I consider the Department to be one which demonstrates best practice when it comes to dealing with FOI issues. Whilst there will always be difficult clients who are unlikely to be satisfied by any decision made under the FOI Act, those are in the minority and they do not detract from the FOI outcomes achieved by the Department.

KEY PERFORMANCE INDICATORS

OFFICE OF THE INFORMATION COMMISSIONER

CERTIFICATION OF PERFORMANCE INDICATORS

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the performance of the Office of the Information Commissioner and fairly represent the performance of the Office of the Information Commissioner for the financial year ended 30 June 2003.



B KEIGHLEY-GERARDY
INFORMATION COMMISSIONER
15 August 2003

KEY PERFORMANCE INDICATORS 2002/2003

- **DESIRED OUTCOME:** Access to documents and observance of processes in accordance with the *Freedom of Information Act 1992* (the Act).
- **DESCRIPTION:** The Office of the Information Commissioner provides a freedom of information (FOI) complaint mechanism and advisory service which is independent, objective and fair; and which balances the competing needs of applicants, agencies and Parliament, subject to the requirements and processes prescribed in the Act. The Information Commissioner has a statutory duty to undertake these functions and the office accordingly has two outputs – Output 1: Resolution of Complaints and Output 2: Freedom of Information Advice and Awareness.

When dealing with disputes, the objective is to avoid being unduly legalistic or formal in the way proceedings are conducted, which is the intent of the legislation. When a resolution by way of conciliation between the parties cannot be achieved, the Information Commissioner is required to make a determination by publishing a written decision with reasons.

Advice and Awareness activities also emphasise the spirit of the legislation and, wherever possible, agencies are either encouraged to release information outside the FOI process or, where necessary, follow the correct processes for dealing with an application under the Act. Policy development within agencies is encouraged so that the obligations placed on agencies under the Act have minimal effect on their day-to-day operations. Many potential disputes are also resolved informally with assistance from the office.

Therefore, the performance indicators of the office reflect the satisfaction of parties who utilise the services of the office, show the extent to which conciliation is achieved and measure efficiency by relating workload to costs.

EFFECTIVENESS

		1999	2000	2001	2002	2003
Satisfaction of parties with the external review process	Target	90%	88%	87%	90%	90%
	Outcome	88%	86%	92%	86%	85%

A survey of all 185 participants in the external review process was administered and 74% (137) responded by returning a completed questionnaire. The survey is administered immediately following finalisation of each review. The indicator shows the level of satisfaction with the review process, including the professionalism of our staff; the extent to which feedback was provided as matters proceeded; and the extent to which parties were given the opportunity to have input. The survey seeks the participant's views on whether there was an independent, objective and fair hearing with an emphasis on user-friendly processes which met their needs.

		1999	2000	2001	2002	2003
Satisfaction of agencies with advice and guidance provided	Target	100%	98%	98%	98%	(a)
	Outcome	98%	98%	(a)	98.5%	(a)

(a) Survey is now conducted every 2 years

There is a range of advisory services encompassing publications, advice on request, Internet based services, briefings and workshops and formal presentations to agencies. Since the commencement of the FOI Act, surveys have been administered annually to all state and local government agencies. The trend has indicated a consistently high level of satisfaction with the advisory services provided by the office, so in order to reduce the burden on agencies, the survey is now conducted biennially.

KEY PERFORMANCE INDICATORS *continued*

	1999	2000	2001	2002	2003
The extent to which applications for external review were resolved by conciliation	80%	70%	61%	60%	61.5%

Conciliation is the preferred method of dispute resolution where possible, provided undue delay does not occur. This indicator shows the extent to which a conciliated outcome is achieved. The measure shows the percentage of cases where a complainant and other involved parties are satisfied with the conciliated result, and thus do not require a formal determination to be prepared and published by the Information Commissioner. A conciliated outcome has the benefit of avoiding an unduly legalistic approach and minimises the number of published decisions, thus minimising costs. The variation in the conciliation rate from year to year reflects fluctuations in the complexity of complaints and the extent to which parties choose to seek a published determination.

EFFICIENCY

Output 1: Resolution of Complaints

		1999	2000	2001	2002	2003
Average cost of external reviews finalised	Budget	\$4605	\$5044	\$3552	\$4779	\$4642
	Actual	\$4992	\$3380	\$5321	\$4206	\$4645

This reflects the costs incurred in resolving complaints, which is reported in more detail in the annual report and in the WA Government annual budget statements for the Consolidated Fund. The variation in the actual and budget average cost is due primarily to fluctuations in the number of applications for external review received in particular financial years.

Output 2: Advice and Awareness Services

		1999	2000	2001	2002	2003
Average cost of advice and awareness per application lodged	Budget	\$75	\$86	\$75	\$60	\$58
	Actual	\$68	\$71	\$68	\$56	\$57

This indicator shows the average cost of advice and awareness services, for each application lodged with agencies across the public sector. Further detail about this output is also provided in the annual report and the published budget statements for the Consolidated Fund .



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

**OFFICE OF THE INFORMATION COMMISSIONER
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2003**

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Office of the Information Commissioner are relevant and appropriate to help users assess the Office's performance and fairly represent the indicated performance for the year ended June 30, 2003.

Scope***The Information Commissioner's Role***

The Information Commissioner is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of efficiency and effectiveness.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R PEARSON
AUDITOR GENERAL
September 19, 2003

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FINANCIAL STATEMENTS

OFFICE OF THE INFORMATION COMMISSIONER

CERTIFICATION OF FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2003

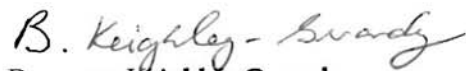
The accompanying financial statements of the Office of the Information Commissioner have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2003, and the financial position as at 30 June 2003.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



Peter King
DIRECTOR FINANCIAL MANAGEMENT
Principal Accounting Officer

Date: 15 August 2003



Bronwyn Keighley-Gerardy
INFORMATION COMMISSIONER
Accountable Officer

Date: 15 August 2003



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

OFFICE OF THE INFORMATION COMMISSIONER
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion

In my opinion,

- (i) the controls exercised by the Office of the Information Commissioner provide reasonable assurance that the receipt and expenditure of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Office at June 30, 2003 and its financial performance and cash flows for the year ended on that date.

Scope

The Information Commissioner's Role

The Information Commissioner is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Output Schedule of Expenses and Revenues, Summary of Consolidated Fund Appropriations and Revenue Estimates, and the Notes to the Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R PEARSON
AUDITOR GENERAL
September 19, 2003

OFFICE OF THE INFORMATION COMMISSIONER

Statement of Financial Performance

for the year ended 30 June 2003

	Note	2003 \$	2002 \$
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	4	1,014,013	1,002,703
Supplies and services	5	119,482	107,419
Depreciation expense	6	27,529	27,181
Accommodation expenses	7	84,126	81,612
Other expenses from ordinary activities	8	61,908	89,435
Total cost of services		1,307,058	1,308,350
Revenues from ordinary activities			
Proceeds from disposal of non-current assets		1,818	-
Other revenues from ordinary activities	9	5,362	24,979
Total revenues from ordinary activities		7,180	24,979
NET COST OF SERVICES		1,299,878	1,283,371
REVENUES FROM STATE GOVERNMENT			
	11		
Output Appropriation		1,196,000	1,203,000
Liabilities assumed by the Treasurer		63,546	69,021
Resources received free of charge		45,637	40,811
Total revenues from State Government		1,305,183	1,312,832
Change in net assets resulting from operations		5,305	29,461
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS			
		5,305	29,461

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

OFFICE OF THE INFORMATION COMMISSIONER

Statement of Financial Position

as at 30 June 2003

	Note	2003 \$	2002 \$
Current Assets			
Cash assets	21(a)	105,451	96,677
Restricted cash assets	12	13,633	10,616
Receivables	13	6,192	15,748
Amounts receivable for outputs	14	25,000	25,000
Other assets	15	14,786	14,304
Total Current Assets		<u>165,062</u>	<u>162,345</u>
Non-Current Assets			
Restricted cash assets	11	29,214	25,214
Amounts receivable for outputs	14	13,000	10,000
Equipment	16	28,572	35,437
Total Non-Current Assets		<u>70,786</u>	<u>70,651</u>
TOTAL ASSETS		<u>235,848</u>	<u>232,996</u>
Current Liabilities			
Payables	17	11,218	43,447
Provisions	18	102,396	78,705
Other liabilities	19	23,627	24,183
Total Current Liabilities		<u>137,241</u>	<u>146,335</u>
Non-Current Liabilities			
Provisions	18	80,315	73,674
Total Non-Current Liabilities		<u>80,315</u>	<u>73,674</u>
Total Liabilities		<u>217,556</u>	<u>220,009</u>
Equity			
	20		
Contributed equity		25,000	25,000
Accumulated surplus / (deficiency)		(6,708)	(12,013)
Total Equity		<u>18,292</u>	<u>12,987</u>
TOTAL LIABILITIES AND EQUITY		<u>235,848</u>	<u>232,996</u>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

OFFICE OF THE INFORMATION COMMISSIONER

Statement of Cash Flows

for the year ended 30 June 2003

	Note	2003 \$	2002 \$
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations		1,168,000	1,168,000
Capital contributions		-	25,000
Holding account drawdowns		25,000	-
Net cash provided by Government		<u>1,193,000</u>	<u>1,193,000</u>
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee Costs		(818,415)	(814,130)
Supplies and Services		(354,866)	(294,052)
GST payments		(28,461)	(31,027)
Receipts			
Receipts from services		13,980	15,146
GST receipts		29,399	34,957
Net cash provided by/(used in) operating activities	21(b)	<u>(1,158,363)</u>	<u>(1,089,106)</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of non-current physical assets		1,818	-
Purchase of non-current physical assets		(20,664)	(17,284)
Net cash provided by/(used in) investing activities		<u>(18,846)</u>	<u>(17,284)</u>
Net increase/(decrease) in cash held		15,791	86,610
Cash assets at the beginning of the financial year		<u>132,507</u>	<u>45,897</u>
CASH ASSETS AT THE END OF THE FINANCIAL YEAR	21(a)	<u>148,298</u>	<u>132,507</u>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

OFFICE OF THE INFORMATION COMMISSIONER

Output Schedule of Expenses and Revenues

for the year ended 30 June 2003

	Complaint Resolution		Advice & Awareness		TOTAL	
	2003	2002	2003	2002	2003	2002
	\$	\$	\$	\$	\$	\$
COST OF SERVICES						
Expenses from ordinary activities						
Employee expenses	730,227	706,372	283,786	296,331	1,014,013	1,002,703
Supplies and services	83,957	75,476	35,525	31,943	119,482	107,419
Depreciation expense	20,096	19,842	7,433	7,339	27,529	27,181
Accommodation expenses	56,821	55,230	27,305	26,382	84,126	81,612
Other expenses from ordinary activities	38,047	59,881	23,861	29,554	61,908	89,435
Total cost of services	929,148	916,801	377,910	391,549	1,307,058	1,308,350
Revenues from ordinary activities						
Proceeds from disposal of non-current assets	1,818	-	-	-	1,818	24,979
Other revenues from ordinary activities	5,362	24,979	-	-	5,362	24,979
Total revenues from ordinary activities	7,180	24,979	-	-	7,180	-
NET COST OF SERVICES	921,968	891,822	377,910	391,549	1,299,878	1,283,371
REVENUES FROM STATE GOVERNMENT						
Output appropriations	837,200	842,100	358,800	360,900	1,196,000	1,203,000
Liabilities assumed by the Treasurer	46,389	50,385	17,157	18,636	63,546	69,021
Resources received free of charge	33,315	29,792	12,322	11,019	45,637	40,811
Total revenues from State Government	916,904	922,277	388,279	390,555	1,305,183	1,312,832
Change in Net Assets resulting from operations	(5,064)	30,455	10,369	(994)	5,305	29,461
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS	(5,064)	30,455	10,369	(994)	5,305	29,461

The Output Schedule of Expenses and Revenues should be read in conjunction with the accompanying notes.

OFFICE OF THE INFORMATION COMMISSIONER
Summary of Consolidated Fund Appropriations and Revenue Estimates
for the year ended 30 June 2003

	2003 Estimate \$	2003 Actual \$	2003 Actual \$	2002 Actual \$	Variance \$	Variance \$
PURCHASE OF OUTPUTS						
Item 63 Net amount appropriated to purchase outputs	1,031,000	1,031,000	1,031,000	1,044,000	-	(13,000)
Amount Authorised by Other Statutes						
- Freedom of Information Act 1992	151,000	165,000	165,000	159,000	14,000	6,000
Total appropriations provided to purchase outputs	1,182,000	1,196,000	1,196,000	1,203,000	14,000	(7,000)
CAPITAL						
Item 151 Capital Contribution	-	-	-	25,000	-	(25,000)
GRAND TOTAL OF APPROPRIATIONS	1,182,000	1,196,000	1,196,000	1,228,000	14,000	(32,000)
Details of Expenses by Outputs						
Review and Complaint Resolution	882,000	929,148	929,148	916,801	47,148	12,347
Advice and Awareness	389,000	377,910	377,910	391,549	(11,090)	(13,639)
Total Cost of Outputs	1,271,000	1,307,058	1,307,058	1,308,350	36,058	(1,292)
Less total revenues from ordinary activities	(59,000)	(7,180)	(7,180)	(24,979)	51,820	17,799
Net Cost of Outputs	1,212,000	1,299,878	1,299,878	1,283,371	87,878	16,507
Adjustment (1)	(30,000)	(103,878)	(103,878)	(80,371)	(73,878)	(23,507)
Total appropriations provided to purchase outputs	1,182,000	1,196,000	1,196,000	1,203,000	14,000	(7,000)
Capital Expenditure						
Purchase of non-current physical assets	25,000	20,664	20,664	17,284	(4,336)	3,380
Adjustments for other funding sources	(25,000)	(20,664)	(20,664)	7,716	4,336	(28,380)
Capital Contribution (appropriation)	-	-	-	25,000	-	(25,000)

(1) Adjustments are related to movements in cash balances and other accrual items such as receivables, payables and superannuation.

The Summary of Consolidated Fund Appropriations and Revenue Estimates is to be prepared on an accruals basis.

The Summary of Consolidated Fund Appropriations, Variance to Budget and Actual should be read in conjunction with the accompanying notes.

This Summary provides the basis for the Explanatory Statement information requirements of TI 945, set out in Note 23.

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements*for the year ended 30 June 2003***1 Office of the Information Commissioner mission and funding**

The mission of the Office of the Information Commissioner (the "Office" for the purpose of these notes) is stated as follows:

To promote public understanding and confidence in the decision making process of government agencies through access to relevant information.

The Office is funded by Parliamentary appropriations. It does not provide services on a fee-for-service basis. The financial statements encompass all funds through which the Office controls resources to carry on its functions.

2 Significant accounting policies

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated these policies are consistent with those adopted in the previous year.

General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure and also satisfy accountability requirements.

If any such modification has a material or significant financial effect upon the reported results, details of that modification and where practicable, the resulting financial effect, are disclosed in individual notes to these financial statements.

Basis of accounting

The financial statements have been prepared in accordance with Accounting Standard AAS29.

The statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at fair value.

(a) Output Appropriations

Output Appropriations are recognised as revenues in the period in which the Office gains control of the appropriated funds. The Office gains control of appropriated funds at the time those funds are deposited into the Office's bank account or credited to the holding account held at the Department of Treasury and Finance. *Refer to Note 11 for further commentary on output appropriations.*

(b) Contributed Equity

Under UIG 38 "Contributions by Owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position.

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

(c) Net Appropriation Determination

Pursuant to section 23A of the Financial Administration and Audit Act, the net appropriation determination by the Treasurer provides for retention of the following moneys received by the Office:

- Executive Vehicle Scheme;
- Other receipts.

In accordance with the determination, the Office retained \$7,180 in 2003 (\$24,979 in 2002)

Revenues from Ordinary Activities may only be applied to the outputs specified in the 2002-2003 Budget Statements.

(d) Revenue Recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, is recognised when the Office has passed control of the goods or other assets or delivery of the service to the customer.

(e) Acquisitions of Assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.

Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

(f) Depreciation of Non-Current Assets

All non-current assets having a limited useful life are systematically depreciated over their useful lives in a manner which reflects the consumption of their future economic benefits.

The policy is to depreciate such assets if their purchase cost is \$1,000 or more. Amounts with a lower value are expensed.

Depreciation is calculated on the straight line basis, using rates which are reviewed annually. Expected useful lives for each class of depreciable asset are:

Furniture - wood	10 years
Furniture - metal	15 years
Office equipment	2-5 years
Computer hardware	2 years
Computer software	2 years

Motor vehicles are not depreciated as they are leased via operating lease arrangements.

(g) Leases

The Office has entered into operating lease arrangements for buildings and motor vehicles. The lessors effectively retain all of the risks and benefits incidental to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of Financial Performance over the lease term as this is representative of the pattern of benefits to be derived from the leased property.

(h) Cash

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets.

(i) Accrued salaries

The accrued salaries suspense account (refer note 12) consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur in that year instead of the normal 26. No interest is received on this account.

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements*for the year ended 30 June 2003*

Accrued salaries (refer note 19) represent the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a few days of the financial year end. The Office considers the carrying amount of accrued salaries to be equivalent to the net fair value.

(j) Payables

Payables, including accruals not yet billed, are recognised when the Office becomes obliged to make future payments as a result of a purchase of assets or services. Payables are generally settled within 30 days.

(k) Employee benefits**Annual leave**

This benefit is recognised at the reporting date in respect to employees' services up to that date and is measured at the nominal amounts expected to be paid when the liabilities are settled.

Long service leave

Leave benefits are calculated at remuneration rates expected to be paid when the liabilities are settled. A liability for long service leave is recognised after an employee has completed four years of service. An actuarial assessment of long service leave undertaken by Price Waterhouse Coopers in 2003 determined that the liability measured using the short hand method was not materially different from the liability measured using the present value of expected future payments.

This method of measurement of the liability is consistent with the requirements of Accounting Standard AASB 1028 "Employee Benefits".

Superannuation

Staff may contribute to the Pension Scheme, a defined benefits pension scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (GESB).

The superannuation expense is comprised of the following elements:

- (i) change in the unfunded employer's liability in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that Scheme to the Gold State Superannuation Scheme; and
- (ii) employer contributions paid to the Gold State Superannuation Scheme and West State Superannuation Scheme.

The superannuation expense does not include payment of pensions to retirees as this does not constitute part of the cost of services provided by the Office in the current year.

A revenue "Liabilities assumed by the Treasurer" equivalent to (i) is recognised under Revenues from State Government in the Statement of Financial Performance as the unfunded liability is assumed by the Treasurer. The GESB makes the benefit payments and is recouped by the Treasurer.

The Office is funded for employer contributions in respect of the Gold State Superannuation Scheme and the West State Superannuation Scheme. These contributions were paid to the GESB during the year. The GESB subsequently paid the employer contributions in respect of the Gold State Superannuation Scheme to the Consolidated Fund.

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

(l) Resources received free of charge or for nominal value

Resources received free of charge or for nominal value which can be reliably measured are recognised as revenues and as assets or expenses as appropriate at fair value.

(m) Comparative figures

Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented in the current financial year.

(n) Rounding of amounts

Amounts in the financial statements have been rounded to the nearest dollar.

3 Outputs of the Office

Information about the Office's outputs and the expenses and revenues which are reliably attributable to those outputs is set out in the Output Schedule. The two key outputs of the Office are:

Output 1: Resolution of complaints

Provides an independent review and complaint resolution process which resolves cases in a timely manner and balances the competing needs and expectations of applicants, agencies and Parliament within legislative requirements prescribed by the Freedom of Information Act 1992.

Output 2: Freedom of information advice and awareness

Provide objective advice and information to members of the public and staff of agencies to assist in the proper lodgement and processing of applications under the Freedom of Information Act 1992. Propose initiatives to enhance administrative efficiency in agencies when dealing with applications received.

The Department of Justice provides overall corporate support in human resources and financial services (refer to note 11 for details of charge).

	2003	2002
	\$	\$

4 Employee expenses

Salaries and wages	753,699	764,814
Annual and long service leave	94,492	90,723
Superannuation	131,392	108,613
Other related expenses (I)	34,430	38,553
	1,014,013	1,002,703

(I) These employee expenses include superannuation, workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. The related on-costs liability is included in Employee Benefit Liabilities at Note 18.

5 Supplies and services

Goods and supplies	30,278	32,472
Services and contracts	43,567	34,136
Resources received free of charge (note 11)	45,637	40,811
	119,482	107,419

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$
6 Depreciation expense		
Equipment	27,529	27,181
7 Accommodation expenses		
Building rental operating lease expense	84,126	81,612
8 Other expenses from ordinary activities		
Equipment and vehicles operating lease expense	23,894	22,781
Communication expenses	13,262	12,443
Rates and taxes (I)	-	12,351
Insurance	12,681	11,022
Printing and binding	1,687	10,720
Buildings, equipment and vehicles repairs and maintenance	3,115	5,761
Electricity and water	4,856	5,025
Other expenses	2,413	9,332
	61,908	89,435
<p>(I) Rates and Taxes are nil in 2003 due to Building Management incorporating this cost into their variable outgoings charge, the components of which are not quantifiable. The variable outgoings charge is classified under Services and Contracts. (See note 5).</p>		
9 Other revenues from ordinary activities		
Contributions to motor vehicles scheme	4,258	4,293
Recoup of salaries and wages	-	20,663
Other revenue	1,104	23
	5,362	24,979
10 Net gain on disposal of non-current assets		
<u>Gain on Disposal of Non-Current Assets</u>		
Equipment	1,818	-
11 Revenues from State Government		
Appropriation revenue received during the year:		
Output appropriations (I)	1,196,000	1,203,000
	1,196,000	1,203,000
<p>The following liabilities have been assumed by the Treasurer during the financial year:</p>		
Superannuation (II)	63,546	69,021
	63,546	69,021

OFFICE OF THE INFORMATION COMMISSIONER
Notes to the Financial Statements
 for the year ended 30 June 2003

	2003	2002
	\$	\$
Resources received free of charge (III) Determined on the basis of the following estimates provided by agencies:		
Office of the Auditor General		
- audit services	14,500	9,000
Department of Justice		
- corporate services	29,799	30,777
Department of Housing and Works (Commercial Property Branch)		
- property management services (notional management fee based on lease payments)	1,338	1,034
	45,637	40,811
	1,305,183	1,312,832

(I) Output appropriations are accrual amounts reflecting the full cost of outputs delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(II) The assumption of the superannuation liability by the Treasurer is only a notional revenue to offset the notional superannuation expense reported in respect of current employees who are members of the pension scheme and current employees who have a transfer benefit entitlement under the Gold State scheme.

(III) Where assets or services have been received free of charge or for nominal consideration, the Office recognises revenues (except where the contributions of assets or services are in the nature of contributions by owners in which case the Office shall make a direct adjustment of equity) equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.

12 Restricted cash assets

Current		
Capital contributions remaining at year end (I)	13,633	10,616
	13,633	10,616
Non-current		
Accrued salaries suspense account (II)	29,214	25,214
	29,214	25,214

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$
(I) Cash held in this account is only to be used for the purchase of computer and office equipment.		
(II) Amount held in the suspense account is only to be used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years.		
13 Receivables		
Debtors	1,215	9,833
GST receivable	4,977	5,915
	6,192	15,748
14 Amounts receivable for outputs		
Current	25,000	25,000
Non-Current	13,000	10,000
	38,000	35,000
This asset represents the non-cash component of output appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.		
15 Other assets		
Prepayments	14,786	14,304
16 Equipment		
Office equipment and computers		
At cost	170,188	171,472
Accumulated depreciation	(141,616)	(136,035)
	28,572	35,437
<u>Reconciliation</u>		
A reconciliation of the carrying amount of Office equipment and computers at the beginning and end of the current financial year is set out below.		
Carrying amount at start of year	35,437	45,334
Additions	20,664	20,623
Cost of Disposals	21,948	(3,339)
Accumulated Depreciation	(49,477)	(27,181)
Carrying amount at end of year	28,572	35,437
17 Payables		
Trade and other creditors	11,218	43,447

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$
18 Provisions		
Current		
Annual leave	25,846	8,485
Long service leave	76,550	70,220
	102,396	78,705
Non-current		
Long service leave	80,315	73,674
	80,315	73,674
<u>Employee Benefit Liabilities</u>		
The aggregate employee entitlement liability recognised and included in the financial statements is as follows:		
Provision for employee benefits		
Current	102,396	78,705
Non-current	80,315	73,674
	182,711	152,379
19 Other liabilities		
Current		
Accrued Salaries		
Amounts owing for the 7 working days from 20 June to 30 June 2003. (2002, 6 working days)	23,527	24,083
Advances		
Amount owing to the Department of Justice	100	100
	23,627	24,183

20 Equity

Liabilities exceed assets for the Office and there is therefore no residual interest in the assets of the Office. This deficiency arose through expenses such as depreciation and accrual of employee entitlements for leave not involving the payment of cash in the current period being recognised in the Statement of Financial Performance.

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$
Contributed equity		
Opening balance	25 000	-
Capital contributions (I)	-	25,000
Closing balance	<u>25,000</u>	<u>25,000</u>
(I) Capital Contributions have been designated as contributions by owners and are credited straight to equity in the Statement of Financial Position.		
Accumulated surplus / (deficiency)		
Opening balance	(12,013)	(41,474)
Change in net assets	5,305	29,461
Closing balance	<u>(6,708)</u>	<u>(12,013)</u>

21 Notes to the Statement of Cash Flows**(a) Reconciliation of cash**

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

Cash assets	105,451	96,677
Restricted cash assets (refer note 12)	42,847	35,830
	<u>148,298</u>	<u>132,507</u>

(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

Net cost of services	(1,299,878)	(1,283,371)
Non-cash items:		
Depreciation expense	27,529	27,181
Superannuation expense	63,546	69,021
Resources received free of charge	45,637	40,811
Net gain on sale of equipment	(1,818)	-
(Increase)/decrease in assets:		
Receivables	8,618	(9,833)
Other current assets	(482)	248
Increase/(decrease) in liabilities:		
Current payables	(32,229)	21,500
Current provisions	23,691	18,976

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$
Other current liabilities	(556)	5,867
Non-current provisions	6,641	16,564
Change in GST receivables	938	3,930
Net cash provided by/(used in) operating activities	(1,158,363)	(1,089,106)

22 Commitments for expenditure

Lease commitments

Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities are payable:

Within 1 year	37,539	86,304
Later than 1 year and not later than 5 years	6,391	26,274
Later than 5 years	-	-
	43,930	112,578

The current accommodation lease expires in October 2003. No commitment has been made to any future accommodation agreement.

23 Explanatory Statement

The Summary of Consolidated Fund Appropriations and Revenue Estimates discloses appropriations and other statutes expenditure estimates, the actual expenditures made and revenue estimates and payments into Consolidated Fund. Appropriations are now all on an accrual basis.

The following explanations are provided in accordance with Treasurers Instruction 945. Significant variations are considered to be those greater than 10% and \$20,000.

(i) Significant variances between estimate and actual - Total appropriation to purchase outputs:

Review and Complaint Resolution	Over	\$47,148
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The increase is due to a greater than estimated superannuation expense (\$23,000), an increase in the costs of the statutory position of the Information Commissioner authorised by the Freedom of Information Act (\$14,000) and unexpected travel costs by the Information Commissioner (\$6,000).

Revenue from Ordinary Activities	Under	\$51,820
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The estimate for Revenue from Ordinary Activities includes resources provided by other agencies free of charge whereas this item is not included in the actual retained revenue amount. Resources received free of charge are included in the Statement of Financial Performance under the heading Revenues from Government (\$45,637).

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$
(ii) Significant variances between actual and prior year actual - Total appropriation to purchase outputs:		
- No significant variances		
(iii) Significant variances between estimate and actual - Capital Contribution:		
- No significant variances		
(iv) Significant variances between actual and prior year actual - Capital Contribution:		
	Decrease	\$25,000

The Office did not receive a Capital Contribution in 2003.

24 Financial instruments

- (a) Interest Rate Risk Exposure - The Office does not have any interest bearing accounts and is therefore not subject to any interest rate risk exposure.
- (b) Credit Risk Exposure - At the reporting date the Office was not owed any money by government or any other organisation.

25 Remuneration of Senior OfficersRemuneration

The number of senior officers whose total of fees, salaries, superannuation and other benefits for the financial year, fall within the following bands are:

\$		
110,001 - 120,000	1	1
120,001 - 130,000	1	1
140,001 - 150,000	-	-
190,001 - 200,000	-	-
210,001 - 220,000	1	1
The total remuneration of senior officers is:	452,108	447,723

The superannuation included here represents the superannuation expense incurred by the Office in respect of senior officers.

One senior officer is a member of the Pension Scheme (2002 - 1).

OFFICE OF THE INFORMATION COMMISSIONER

Notes to the Financial Statements

for the year ended 30 June 2003

	2003	2002
	\$	\$

26 Supplementary financial information

- . There were no losses of public moneys and other public property through theft or default during the financial year.
- . There were no gifts of public property by the Office during the financial year.
- . There were no revenues nor debts due to the State that were written off for the financial year.
- . There were no events occurring after the balance date at the end of the financial year.
- . The Office had no related bodies during the financial year.
- . The Office had no affiliated bodies during the financial year.
- . There were no fees paid, or due and payable to the Office of the Auditor General, but services provided free of charge by the Office of the Auditor General amounted to \$14,500 (2002 - \$9,000). This amount has been reported in resources received free of charge note 11.

STATISTICAL TABLES

TABLE 11
REQUESTS RECEIVED BY AGENCIES

AGENCY NAME	No.
Acacia Prison	76
Agriculture, Department of	13
Albany, City of	3
Albany Port Authority	1
Alcohol & Drug Authority (Next Step)	1
Animal Resources Authority	0
Armadale, City of	7
Armadale Health Service	181
Armadale Redevelopment Authority	0
Ashburton, Shire of	1
Attorney General; Minister for Justice and Legal Affairs; Peel and the South-West	3
Augusta-Margaret River, Shire of	0
Bassendean, Town of	2
Bayswater, City of	4
Belmont, City of	6
Bentley Health Service	116
Beverley, Shire of	0
Boddington, Shire of	0
Botanic Gardens and Park Authority	0
Bridgetown-Greenbushes, Shire of	3
Brookton, Shire of	0
Broome Port Authority	0
Bruce Rock, Shire of	0
Bunbury, City of	6
Busselton, Shire of	8
C Y O'Connor College of TAFE	1
Cambridge, Town of	3
Canning, City of	5
Capel, Shire of	0
Central Metropolitan College of TAFE	3
Central West Coast College of TAFE	0
Challenger TAFE	0
Chapman Valley, Shire of	0
Chittering, Shire of	0
Claremont, Town of	1
Cockburn, City of	7
Collie, Shire of	0
Commissioner for Public Sector Standards	5
Community Development, Department for	47
Conservation and Land Management, Department of	8

AGENCY NAME	No.
Conservation Commission of Western Australia	1
Construction Industry Long Service Leave Payments Board	0
Consumer and Employment Protection, Department of	111
Coolgardie, Shire of	0
Corrigin, Shire of	0
Cottesloe, Town of	0
Country High School Hostels Authority, Office of the	0
Country Housing Authority	0
Cuballing, Shire of	0
Culture and the Arts, Department of	3
Curriculum Council	2
Curtin University of Technology	10
Dalwallinu, Shire of	0
Dampier Port Authority	0
Dandaragan, Shire of	0
Dardanup, Shire of	1
Denmark, Shire of	0
Deputy Premier	4
Derby-West Kimberley, Shire of	0
Disability Services Commission	13
Donnybrook-Balingup, Shire of	0
Dumbleyung, Shire of	0
Dundas, Shire of	0
East Fremantle, Town of	1
East Perth Redevelopment Authority	0
East Pilbara, Shire of	0
Eastern Metropolitan Regional Council	3
Edith Cowan University	1
Education, Department of	73
Education Services, Department of	2
Egg Marketing Board	1
Electoral Commission, Western Australian	2
Electricity Corporation (Trading as Western Power Corporation)	26
Environment, Department of	63
Equal Opportunity Commission	2
Esperance Port Authority	0
Exmouth, Shire of	0
Fire and Emergency Services Authority	55
Fisheries, Department of	9
Forest Products Commission	2
Fremantle, City of	16

STATISTICAL TABLES continued

AGENCY NAME	No.
Fremantle Hospital and Health Service	513
Fremantle Port Authority	2
Gas Access Regulation, Office of	0
Gascoyne Development Commission	0
Geraldton Port Authority	2
Gingin, Shire of	3
Gnowangerup, Shire of	0
Gold Corporation	0
Goldfields and South East Health Region	140
Goldfields Esperance Development Commission	0
Gosnells, City of	24
Government Employees Housing Authority	1
Government Employees Superannuation Board	2
Government Railways Commission, Western Australian	8
Graylands Selby-Lemnos and Special Care Health Services	140
Great Southern Development Commission	0
Great Southern Health Region	147
Great Southern TAFE	0
Greenough, Shire of	0
Guardianship and Administration Board	0
Harvey, Shire of	1
Health, Department of	52
Health Promotion Foundation WA	1
Health Review, Office of	14
Heritage Council of Western Australia	3
Housing and Works, Department of	80
Indigenous Affairs, Department of	9
Industrial Relations Commission, Office of the Registrar	2
Industry and Resources, Department of	90
Industry and Technology, Department of	2
Institute of Sport, Western Australian	0
Insurance Commission of Western Australia	23
Irwin, Shire of	0
Jerramungup, Shire of	1
Joondalup, City of	17
Justice, Department of	269
Kalamunda, Shire of	0
Kalamunda Health Service	12
Kalgoorlie-Boulder, City of	2
Katanning, Shire of	0

AGENCY NAME	No.
Kent, Shire of	0
Kimberley College of TAFE	1
Kimberley Health Region	25
King Edward Memorial and Princess Margaret Hospitals	187
Kojonup, Shire of	1
Kondinin, Shire of	0
Kwinana, Town of	1
Lake Grace, Shire of	1
Land Administration, Department of	22
Land Authority (LandCorp), Western Australian	7
Laverton, Shire of	1
Law Reform Commission	0
Legal Aid Western Australia	5
Legal Practice Board, The	0
Local Government and Regional Development, Department of	5
Lotteries Commission	1
Main Roads Western Australia	22
Mandurah, City of	12
Manjimup, Shire of	3
Meekatharra, Shire of	0
Melville, City of	20
Menzies, Shire of	0
Merredin, Shire of	0
Metropolitan Cemeteries Board	0
Mid West Development Commission	0
Midland Redevelopment Authority	1
Midwest and Murchison Health Region	60
Mingenew, Shire of	0
Minister for Community Development, Women's Interests, Seniors & Youth; Disability Services; Culture	0
Minister for Education; Sport and Recreation; Indigenous Affairs	11
Minister for Health	2
Minister for Housing & Works; Racing and Gaming; Government Enterprises; Land Information	1
Minister for Planning and Infrastructure	16
Minister for Police and Emergency Services; Justice; Community Safety	7
Minister for Racing and Gaming; Government Enterprises; Goldfields-Esperance	3
Minister for State Development	4
Minister for the Environment	2
Moora, Shire of	1
Mosman Park, Town of	3
Mt. Magnet, Shire of	0
Mukinbudin, Shire of	0
Mullewa, Shire of	0

STATISTICAL TABLES continued

AGENCY NAME	No.
Mundaring, Shire of	10
Murdoch University	4
Murray, Shire of	4
Nannup, Shire of	0
Narrogin, Shire of	0
Narrogin, Town of	0
National Trust of Australia (WA)	0
Nedlands, City of	3
Ngaanyatjarraku, Shire of	0
North Metropolitan Health Service	102
Northam, Shire of	1
Northampton, Shire of	0
Nurses Board of Western Australia	2
Peel Development Commission	0
Peel Health Service	10
Peppermint Grove, Shire of	0
Perenjori, Shire of	0
Perth, City of	22
Perth Market Authority	0
Pilbara and Gascoyne Health Region	169
Pilbara College of TAFE	0
Pilbara Development Commission	0
Pingelly, Shire of	0
Planning and Infrastructure, Department for	164
Plantagenet, Shire of	0
Police Force of Western Australia	1,027
Port Hedland, Town of	2
Port Hedland Port Authority	2
Potato Marketing Corporation of Western Australia	0
Premier and Cabinet, Department of the	34
Psychologists Registration Board of WA	2
Public Advocate, Office of the	3
Public Trust Office	6
Quairading, Shire of	0
Racing, Gaming and Liquor, Department of	7
Ravensthorpe, Shire of	0
Rockingham, City of	6
Rockingham/Kwinana Health Service	121
Roebourne, Shire of	2
Rottneet Island Authority	2
Royal Perth Hospital	1,003
Salaries and Allowances Tribunal	1

AGENCY NAME	No.
Serpentine/Jarrahdale, Shire of	9
Shark Bay, Shire of	0
Sir Charles Gairdner Hospital, North Metropolitan Health Service	720
Small Business Development Corporation	1
South West Development Commission	0
South West Regional College of TAFE	0
Sport & Recreation, Department of	7
Sports Centre Trust	0
State Supply Commission	2
Stirling, City of	28
Subiaco, City of	3
Subiaco Redevelopment Authority	0
Swan, City of	12
Swan Health Service	163
Swan TAFE	6
Tambellup, Shire of	0
Three Springs, Shire of	0
Toodyay, Shire of	0
Tourism Commission	1
Training, Department of	7
Treasury and Finance, Department of	10
Treasury Corporation	0
University of Western Australia, The	5
Victoria Park, Town of	1
Victoria Plains, Shire of	0
Vincent, Town of	13
Wagin, Shire of	0
Wandering, Shire of	0
Wanneroo, City of	22
Waroona, Shire of	0
Water Corporation	22
Water Regulation, Office of	0
West Arthur, Shire of	0
West Coast College TAFE	1
Wheatbelt Development Commission	0
Wanneroo, City of	
Wickepin, Shire of	0
Williams, Shire of	0
Wiluna, Shire of	0
Wongan-Ballidu, Shire of	0
Woodanilling, Shire of	0
Workers' Compensation & Rehabilitation Commission (WorkCover)	21

STATISTICAL TABLES continued

AGENCY NAME	No.
Wyalkatchem, Shire of	0
Wyndham-East Kimberley, Shire of	0
Yalgoo, Shire of	0
Yilgarn, Shire of	0
York, Shire of	0
Zoological Parks Authority	0
Total	6,660

Notes:

- (1) This table reflects the total number of applications lodged and includes applications which may have been transferred to another agency, withdrawn or which are still to be dealt with.
- (2) The number actually dealt with by a decision issued to the applicant is reflected in the following table.
- (3) If an agency does not appear in this table, this is because the required statistical data was not received in time for publication.

TABLE 12
DECISIONS MADE—OUTCOME

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Acacia Prison	36(64.3)	14(25.0)	0(0.0)	3(5.4)	3(5.4)
Agriculture, Department of	1(9.1)	6(54.5)	0(0.0)	0(0.0)	4(36.4)
Albany, City of	0(0.0)	3(100.0)	0(0.0)	0(0.0)	0(0.0)
Albany Port Authority	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Alcohol & Drug Authority (Next Step)	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Animal Resources Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Armadale, City of	1(20.0)	1(20.0)	0(0.0)	0(0.0)	3(60.0)
Armadale Health Service	174(96.7)	6(3.3)	0(0.0)	0(0.0)	0(0.0)
Armadale Redevelopment Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Ashburton, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(100.0)
Attorney General; Minister for Justice and Legal Affairs; Peel and the South-West	3(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Augusta-Margaret River, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Bassendean, Town of	0(0.0)	2(66.7)	0(0.0)	0(0.0)	1(33.3)
Bayswater, City of	0	3(75.0)	0(0.0)	0(0.0)	1(25.0)
Belmont, City of	0(0.0)	6(100.0)	0(0.0)	0(0.0)	0(0.0)
Bentley Health Service	114(98.3)	2(1.7)	0(0.0)	0(0.0)	0(0.0)
Beverley, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Boddington, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Botanic Gardens and Park Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Bridgetown-Greenbushes, Shire of	0(0.0)	3(75.0)	0(0.0)	0(0.0)	1(25.0)
Brookton, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Broome Port Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Bruce Rock, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Bunbury, City of	2(33.3)	2(33.3)	0(0.0)	0(0.0)	2(33.3)
Busselton, Shire of	4(50.0)	3(37.5)	0(0.0)	0(0.0)	1(12.5)
C Y O'Connor College of TAFE	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Cambridge, Town of	1(50.0)	0(0.0)	0(0.0)	0(0.0)	1(50.0)
Canning, City of	1(50.0)	1(50.0)	0(0.0)	0(0.0)	0(0.0)
Capel, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Central Metropolitan College of TAFE	1(50.0)	1(50.0)	0(0.0)	0(0.0)	0(0.0)
Central West Coast College of TAFE	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Challenger TAFE	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Chapman Valley, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Chittering, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Claremont, Town of	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Cockburn, City of	2(33.3)	4(66.7)	0(0.0)	0(0.0)	0(0.0)
Collie, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Commissioner for Public Sector Standards	0(0.0)	3(60.0)	0(0.0)	0(0.0)	2(40.0)
Community Development, Department for	2(5.1)	34(87.2)	0(0.0)	0(0.0)	3(7.7)

STATISTICAL TABLES continued

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Conservation and Land Management, Department of	4(57.1)	2(28.6)	1(14.3)	0(0.0)	0(0.0)
Conservation Commission of Western Australia	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Construction Industry Long Service Leave Payments Board	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Consumer and Employment Protection, Department of	81(75.7)	13(12.1)	9(8.4)	0(0.0)	4(3.7)
Coolgardie, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Corrigin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Cottesloe, Town of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Country High School Hostels Authority, Office of the	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Country Housing Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Cuballing, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Culture and the Arts, Department of	2(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Curriculum Council	0(0.0)	0(0.0)	0(0.0)	1(100.0)	0(0.0)
Curtin University of Technology	5(50.0)	4(40.0)	0(0.0)	0(0.0)	1(10.0)
Dalwallinu, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Dampier Port Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Dandaragan, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Dardanup, Shire of	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Denmark, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Deputy Premier	0(0.0)	2(66.7)	0(0.0)	0(0.0)	1(33.3)
Derby-West Kimberley, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Disability Services Commission	6(66.7)	3(33.3)	0(0.0)	0(0.0)	0(0.0)
Donnybrook-Balingup, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Dumbleyung, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Dundas, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
East Fremantle, Town of	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
East Perth Redevelopment Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
East Pilbara, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Eastern Metropolitan Regional Council	3(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Edith Cowan University	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(100.0)
Education, Department of	17(29.3)	26(44.8)	0(0.0)	0(0.0)	15(25.9)
Education Services, Department of	0(0.0)	1(50.0)	0(0.0)	0(0.0)	1(50.0)
Egg Marketing Board	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(100.0)
Electoral Commission, Western Australian	0(0.0)	0(0.0)	0(0.0)	0(0.0)	2(100.0)
Electricity Corporation (Trading as Western Power Corporation)	15(57.7)	9(34.6)	0(0.0)	0(0.0)	2(7.7)
Environment, Department of	9(15.5)	47(81.0)	0(0.0)	0(0.0)	2(3.4)
Equal Opportunity Commission	1(50.0)	1(50.0)	0(0.0)	0(0.0)	0(0.0)
Esperance Port Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Exmouth, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Fire and Emergency Services Authority	14(27.5)	35(68.6)	0(0.0)	0(0.0)	2(3.9)
Fisheries, Department of	3(60.0)	2(40.0)	0(0.0)	0(0.0)	0(0.0)
Forest Products Commission	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Fremantle, City of	5(31.3)	11(68.8)	0(0.0)	0(0.0)	0(0.0)
Fremantle Hospital and Health Service	461(93.9)	24(4.9)	0(0.0)	0(0.0)	6(1.2)
Fremantle Port Authority	2(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Gas Access Regulation, Office of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Gascoyne Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Geraldton Port Authority	1(50.0)	1(50.0)	0(0.0)	0(0.0)	0(0.0)
Gingin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Gnowangerup, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Gold Corporation	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Goldfields and South East Health Region	138(98.6)	0(0.0)	1(0.7)	0(0.0)	1(0.7)
Goldfields Esperance Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Gosnells, City of	12(63.2)	3(15.8)	0(0.0)	0(0.0)	4(21.1)
Government Employees Housing Authority	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Government Employees Superannuation Board	1(50.0)	0(0.0)	0(0.0)	0(0.0)	1(50.0)
Government Railways Commission, Western Australian	5(50.0)	1(10.0)	0(0.0)	0(0.0)	4(40.0)
Graylands Selby-Lemnos and Special Care Health Services	68(47.2)	71(49.3)	0(0.0)	2(1.4)	3(2.1)
Great Southern Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Great Southern Health Region	102(86.4)	7(5.9)	0(0.0)	1(0.8)	8(6.8)
Great Southern TAFE	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Greenough, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Guardianship and Administration Board	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Harvey, Shire of	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Health, Department of	30(68.2)	6(13.6)	0(0.0)	0(0.0)	8(18.2)
Health Promotion Foundation WA	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Health Review, Office of	7(63.6)	3(27.3)	1(9.1)	0(0.0)	0(0.0)
Heritage Council of Western Australia	0(0.0)	2(100.0)	0(0.0)	0(0.0)	0(0.0)
Housing and Works, Department of	14(20.3)	51(73.9)	0(0.0)	0(0.0)	4(5.8)
Indigenous Affairs, Department of	1(11.1)	7(77.8)	0(0.0)	0(0.0)	1(11.1)
Industrial Relations Commission, Office of the Registrar	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Industry and Resources, Department of	5(6.6)	53(69.7)	0(0.0)	0(0.0)	18(23.7)
Industry and Technology, Department of	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Institute of Sport, Western Australian	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Insurance Commission of Western Australia	3(15.0)	15(75.0)	0(0.0)	0(0.0)	2(10.0)
Irwin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Jerramungup, Shire of	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Joondalup, City of	1(5.9)	15(88.2)	0(0.0)	0(0.0)	1(5.9)
Justice, Department of	168(70.0)	37(15.4)	0(0.0)	10(4.2)	25(10.4)
Kalamunda, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Kalamunda Health Service	12(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Kalgoorlie-Boulder, City of	0(0.0)	1(50.0)	0(0.0)	0(0.0)	1(50.0)
Katanning, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)

STATISTICAL TABLES continued

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Kent, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Kimberley College of TAFE	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Kimberley Health Region	24(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
King Edward Memorial and Princess Margaret Hospitals	162(95.9)	5(3.0)	0(0.0)	1(0.6)	1(0.6)
Kojonup, Shire of	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Kondinin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Kwinana, Town of	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Lake Grace, Shire of	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Land Administration, Department of	13(65.0)	5(25.0)	0(0.0)	0(0.0)	2(10.0)
Land Authority (LandCorp), Western Australian	2(40.0)	1(20.0)	0(0.0)	0(0.0)	2(40.0)
Laverton, Shire of	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Law Reform Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Legal Aid Western Australia	2(40.0)	2(40.0)	0(0.0)	0(0.0)	1(20.0)
Legal Practice Board, The	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Local Government and Regional Development, Department of	1(25.0)	2(50.0)	0(0.0)	0(0.0)	1(25.0)
Lotteries Commission	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Main Roads Western Australia	11(57.9)	7(36.8)	0(0.0)	0(0.0)	1(5.3)
Mandurah, City of	3(30.0)	7(70.0)	0(0.0)	0(0.0)	0(0.0)
Manjimup, Shire of	1(33.3)	1(33.3)	0(0.0)	0(0.0)	1(33.3)
Meekatharra, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Melville, City of	14(73.7)	5(26.3)	0(0.0)	0(0.0)	0(0.0)
Menzies, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Merredin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Metropolitan Cemeteries Board	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Mid West Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Midland Redevelopment Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Midwest and Murchison Health Region	53(88.3)	1(1.7)	0(0.0)	0(0.0)	6(10.0)
Mingenew, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Minister for Community Development, Women's Interests, Seniors & Youth; Disability Services; Culture	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Minister for Education; Sport and Recreation; Indigenous Affairs	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Minister for Health	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Minister for Housing & Works; Racing and Gaming; Government Enterprises; Land Information	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Minister for Planning and Infrastructure	4(66.7)	2(33.3)	0(0.0)	0(0.0)	0(0.0)
Minister for Police and Emergency Services; Justice; Community Safety	3(50.0)	2(33.3)	0(0.0)	0(0.0)	1(16.7)
Minister for Racing and Gaming; Government Enterprises; Goldfields-Esperance	3(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Minister for State Development	0(0.0)	3(100.0)	0(0.0)	0(0.0)	0(0.0)
Minister for the Environment	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Moora, Shire of	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Mosman Park, Town of	2(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Mt. Magnet, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Mukinbudin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Mullewa, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Mundaring, Shire of	3(42.9)	4(57.1)	0(0.0)	0(0.0)	0(0.0)
Murdoch University	3(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Murray, Shire of	4(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Nannup, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Narrogin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Narrogin, Town of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
National Trust of Australia (WA)	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Nedlands, City of	0(0.0)	3(100.0)	0(0.0)	0(0.0)	0(0.0)
Ngaanyatjarraku, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
North Metropolitan Health Service	54(60.0)	33(36.7)	0(0.0)	1(1.1)	2(2.2)
Northam, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(100.0)
Northampton, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Nurses Board of Western Australia	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Peel Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Peel Health Service	10(90.9)	1(9.1)	0(0.0)	0(0.0)	0(0.0)
Peppermint Grove, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Perenjori, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Perth, City of	2(10.5)	12(63.2)	0(0.0)	1(5.3)	4(21.1)
Perth Market Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Pilbara and Gascoyne Health Region	167(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Pilbara College of TAFE	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Pilbara Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Pingelly, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Planning and Infrastructure, Department for	68(45.6)	48(32.2)	0(0.0)	0(0.0)	33(22.1)
Plantagenet, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Police Force of Western Australia	38(3.7)	868(84.2)	6(0.6)	2(0.2)	117(11.3)
Port Hedland, Town of	2(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Port Hedland Port Authority	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Potato Marketing Corporation of Western Australia	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Premier and Cabinet, Department of the	12(35.3)	6(17.6)	0(0.0)	0(0.0)	16(47.1)
Psychologists Registration Board of WA	0(0.0)	2(100.0)	0(0.0)	0(0.0)	0(0.0)
Public Advocate, Office of the	0(0.0)	0(0.0)	0(0.0)	0(0.0)	3(100.0)
Public Trust Office	2(50.0)	1(25.0)	0(0.0)	0(0.0)	1(25.0)
Quairading, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Racing, Gaming and Liquor, Department of	1(16.7)	3(50.0)	0(0.0)	0(0.0)	2(33.3)
Ravensthorpe, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Rockingham, City of	4(80.0)	0(0.0)	0(0.0)	0(0.0)	1(20.0)
Rockingham/Kwinana Health Service	100(86.2)	9(7.8)	0(0.0)	0(0.0)	7(6.0)

STATISTICAL TABLES continued

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Roebourne, Shire of	1(50.0)	0(0.0)	0(0.0)	0(0.0)	1(50.0)
Rottneest Island Authority	0(0.0)	1(50.0)	0(0.0)	0(0.0)	1(50.0)
Royal Perth Hospital	950(98.3)	8(0.8)	1(0.1)	0(0.0)	7(0.7)
Salaries and Allowances Tribunal	0(0.0)	0(0.0)	0(0.0)	0(0.0)	1(100.0)
Serpentine/Jarrahdale, Shire of	3(37.5)	5(62.5)	0(0.0)	0(0.0)	0(0.0)
Shark Bay, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Sir Charles Gairdner Hospital, North Metropolitan Health Service	698(98.3)	11(1.5)	1(0.1)	0(0.0)	0(0.0)
Small Business Development Corporation	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
South West Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
South West Regional College of TAFE	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Sport & Recreation, Department of	1(14.3)	6(85.7)	0(0.0)	0(0.0)	0(0.0)
Sports Centre Trust	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
State Supply Commission	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Stirling, City of	3(11.1)	24(88.9)	0(0.0)	0(0.0)	0(0.0)
Subiaco, City of	2(50.0)	2(50.0)	0(0.0)	0(0.0)	0(0.0)
Subiaco Redevelopment Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Swan, City of	2(20.0)	6(60.0)	0(0.0)	0(0.0)	2(20.0)
Swan Health Service	130(78.3)	28(16.9)	0(0.0)	0(0.0)	8(4.8)
Swan TAFE	2(50.0)	2(50.0)	0(0.0)	0(0.0)	0(0.0)
Tambellup, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Three Springs, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Toodyay, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Tourism Commission	1(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Training, Department of	4(100.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Treasury and Finance, Department of	0(0.0)	7(70.0)	0(0.0)	0(0.0)	3(30.0)
Treasury Corporation	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
University of Western Australia, The	0(0.0)	4(80.0)	0(0.0)	0(0.0)	1(20.0)
Victoria Park, Town of	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Victoria Plains, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Vincent, Town of	0(0.0)	13(100.0)	0(0.0)	0(0.0)	0(0.0)
Wagin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Wandering, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Wanneroo, City of	20(95.2)	1(4.8)	0(0.0)	0(0.0)	0(0.0)
Waroona, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Water Corporation	9(45.0)	8(40.0)	0(0.0)	0(0.0)	3(15.0)
Water Regulation, Office of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
West Arthur, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
West Coast College TAFE	0(0.0)	1(100.0)	0(0.0)	0(0.0)	0(0.0)
Wheatbelt Development Commission	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Wickepin, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Williams, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)

Agency	Access In Full No. (%)	Edited Access No. (%)	Access Deferred No. (%)	Access s.28 No. (%)	Access Refused No. (%)
Wiluna, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Wongan-Ballidu, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Woodanilling, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Workers' Compensation & Rehabilitation Commission (WorkCover)	9(47.4)	8(42.1)	0(0.0)	0(0.0)	2(10.5)
Wyalkatchem, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Wyndham-East Kimberley, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Yalgoo, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Yilgarn, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
York, Shire of	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Zoological Parks Authority	0(0.0)	0(0.0)	0(0.0)	0(0.0)	0(0.0)
Total	4160	1725	20	22	374
	66.0%	27.4%	0.3%	0.3%	5.9%
Grand Total	6301				

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TABLE 13
NUMBER OF TIMES EXEMPTION CLAUSES WERE USED BY AGENCIES

Agency	CLAUSE NUMBER OF EXEMPTION (Schedule 1 of the Act)															
	1	2	3	4	4A	5	6	7	8	9	10	11	12	13	14	15
Acacia Prison	0	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0
Agriculture, Department of	0	0	1	0	0	1	1	1	0	0	0	0	0	0	0	0
Albany, City of	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Armadale, City of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Armadale Health Service	66	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Ashburton, Shire of	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0
Bassendean, Town of	0	0	3	1	0	0	0	0	1	0	0	1	0	0	0	0
Bayswater, City of	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0
Belmont, City of	0	0	4	3	0	0	0	1	0	0	0	0	0	0	0	0
Bentley Health Service	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Bridgetown-Greenbushes, Shire of	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Bunbury, City of	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Busselton, Shire of	0	0	2	0	0	2	2	2	2	0	0	1	0	0	0	0
C Y O'Connor College of TAFE	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Cambridge, Town of	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Canning, City of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Central Metropolitan College of TAFE	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Cockburn, City of	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0
Commissioner for Public Sector Standards	0	0	1	0	0	1	1	1	0	0	0	0	0	0	0	0
Community Development, Department for	0	0	34	0	0	16	0	2	0	0	0	0	0	0	0	0
Conservation and Land Management, Department of	1	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0
Consumer and Employment Protection, Department of	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	0
Curtin University of Technology	0	0	3	0	0	0	1	2	1	0	0	0	0	0	0	0
Dardanup, Shire of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Deputy Premier	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0
Disability Services Commission	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0
East Fremantle, Town of	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Education, Department of	0	0	21	1	0	20	3	3	0	0	0	0	0	0	0	0
Electoral Commission, Western Australian	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0
Electricity Corporation (Trading as Western Power Corporation)	0	0	1	4	0	0	0	17	0	0	0	1	0	0	0	0
Environment, Department of	2	0	46	17	0	1	2	3	1	0	3	0	0	0	0	0
Equal Opportunity Commission	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Fire and Emergency Services Authority	0	0	36	0	0	0	1	0	3	0	0	0	0	0	0	0
Fisheries, Department of	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0
Fremantle, City of	0	0	10	1	0	1	0	1	2	0	0	0	0	0	0	0

STATISTICAL TABLES continued

Agency	CLAUSE NUMBER OF EXEMPTION (Schedule 1 of the Act)															
	1	2	3	4	4A	5	6	7	8	9	10	11	12	13	14	15
Fremantle Hospital and Health Service	0	1	26	0	0	0	0	0	0	0	0	0	0	0	0	0
Geraldton Port Authority	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Goldfields and South East Health Region	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Gosnells, City of	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0
Government Employees Superannuation Board	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Graylands Selby-Lemnos and Special Care Health Services	1	0	70	0	0	3	0	0	6	0	0	4	0	0	0	0
Great Southern Health Region	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Health, Department of	0	0	6	1	0	2	0	2	2	0	0	1	0	0	0	0
Health Review, Office of	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0
Heritage Council of Western Australia	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing and Works, Department of	1	0	54	7	0	2	1	3	2	0	0	0	0	0	1	0
Indigenous Affairs, Department of	0	0	7	0	0	1	1	0	1	0	0	0	0	0	0	0
Industry and Resources, Department of	1	0	55	14	0	2	3	5	2	0	0	0	0	0	0	0
Industry and Technology, Department of	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Insurance Commission of Western Australia	0	0	15	0	0	0	0	0	1	0	0	0	0	0	0	0
Joondalup, City of	0	0	15	1	0	0	0	1	0	0	0	0	0	0	0	0
Justice, Department of	1	0	30	1	0	5	5	1	0	0	0	12	0	0	1	0
Kalgoorlie-Boulder, City of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
King Edward Memorial and Princess Margaret Hospitals	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Land Administration, Department of	1	0	0	1	0	0	3	4	0	0	2	0	0	0	0	0
Legal Aid Western Australia	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Local Government and Regional Development, Department of	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0
Main Roads Western Australia	0	0	5	0	0	0	0	1	2	0	0	0	0	0	0	0
Mandurah, City of	0	0	6	1	0	2	0	2	0	0	0	0	0	0	1	0
Manjimup, Shire of	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Melville, City of	0	0	4	0	0	0	0	0	1	0	0	0	0	0	0	0
Minister for Housing & Works; Racing and Gaming; Government Enterprises; Land Information	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Minister for Planning and Infrastructure	1	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0
Minister for Police and Emergency Services; Justice; Community Safety	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Minister for State Development	1	0	1	0	0	0	1	2	0	0	0	0	0	0	0	0
Mundaring, Shire of	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Nedlands, City of	0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0
North Metropolitan Health Service	0	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0
Northam, Shire of	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Peel Health Service	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Agency	CLAUSE NUMBER OF EXEMPTION (Schedule 1 of the Act)															
	1	2	3	4	4A	5	6	7	8	9	10	11	12	13	14	15
Perth, City of	0	0	12	6	0	3	0	4	0	0	0	0	0	0	0	0
Planning and Infrastructure, Department for	5	0	55	7	0	2	6	9	0	0	3	1	0	0	0	0
Police Force of Western Australia	0	2	731	3	0	91	1	0	0	0	1	0	0	0	0	0
Premier and Cabinet, Department of the	9	0	4	1	0	3	3	1	4	0	0	0	0	0	0	0
Public Advocate, Office of the	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Public Trust Office	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Racing, Gaming and Liquor, Department of	0	0	3	1	0	1	0	0	0	0	0	0	0	0	0	0
Rockingham, City of	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Rockingham/Kwinana Health Service	0	0	8	0	0	1	0	1	2	0	0	0	0	0	0	0
Roebourne, Shire of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Royal Perth Hospital	0	0	5	0	0	0	0	2	4	0	0	0	0	0	0	0
Serpentine/Jarrahdale, Shire of	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Sir Charles Gairdner Hospital, North Metropolitan Health Service	0	0	9	2	0	1	0	0	5	0	0	2	0	0	0	0
Small Business Development Corporation	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0
Sport & Recreation, Department of	0	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0
State Supply Commission	0	0	1	1	0	1	0	1	0	0	1	0	0	0	0	0
Stirling, City of	0	0	28	0	0	0	0	0	0	0	0	0	0	0	0	0
Subiaco, City of	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Swan, City of	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Swan TAFE	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Treasury and Finance, Department of	2	0	5	1	0	5	0	1	1	0	0	0	0	0	0	0
University of Western Australia, The	0	0	5	1	0	0	0	1	0	0	0	0	0	0	0	0
Victoria Park, Town of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Vincent, Town of	0	0	11	1	0	1	0	0	0	0	0	0	0	0	0	0
Wanneroo, City of	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Water Corporation	0	0	5	3	0	0	3	2	0	0	4	1	0	0	0	0
Workers' Compensation & Rehabilitation Commission (WorkCover)	0	0	6	7	0	0	0	0	0	0	0	5	0	0	0	0
Total	97	3	1466	105	2	177	53	88	51	0	15	29	0	0	3	0

Note: Agencies which did not cite exemptions are omitted.

TABLE 14
OUTCOME OF REQUESTS FOR INTERNAL REVIEW

Agency	OUTCOME				
	Requests Received	Decision Confirmed	Decision Varied	Decision Reversed	Withdrawn
Acacia Prison	2	2	0	0	0
Agriculture, Department of	2	0	2	0	0
Alcohol & Drug Authority (Next Step)	1	1	0	0	0
Armadale, City of	1	1	0	0	0
Ashburton, Shire of	1	1	0	0	0
Bassendean, Town of	1	1	0	0	0
Bayswater, City of	1	1	0	0	0
Belmont, City of	2	2	0	0	0
Bridgetown-Greenbushes, Shire of	1	0	1	0	0
Bunbury, City of	2	2	0	0	0
Busselton, Shire of	2	2	0	0	0
Canning, City of	1	0	1	0	0
Commissioner for Public Sector Standards	2	2	0	0	0
Community Development, Department for	4	3	0	0	1
Conservation and Land Management, Department of	1	1	0	0	0
Curtin University of Technology	4	3	1	0	0
Disability Services Commission	1	1	0	0	0
East Fremantle, Town of	1	1	0	0	0
Education, Department of	14	11	2	1	0
Egg Marketing Board	1	1	0	0	0
Electricity Corporation (Trading as Western Power Corporation)	2	0	1	0	1
Environment, Department of	9	4	3	2	0
Fire and Emergency Services Authority	1	0	1	0	0
Fremantle Hospital and Health Service	3	1	2	0	0
Gosnells, City of	3	2	0	1	0
Government Employees Superannuation Board	1	1	0	0	0
Graylands Selby-Lemnos and Special Care Health Services	3	1	2	0	0
Health, Department of	1	1	0	0	0
Housing and Works, Department of	5	3	2	0	0
Industry and Resources, Department of	3	1	1	1	0
Industry and Technology, Department of	1	1	0	0	0
Joondalup, City of	1	1	0	0	0
Justice, Department of	5	5	0	0	0
Kalgoorlie-Boulder, City of	1	0	1	0	0
King Edward Memorial and Princess Margaret Hospitals	3	3	0	0	0
Land Administration, Department of	1	1	0	0	0
Legal Aid Western Australia	1	1	0	0	0

Agency	OUTCOME				
	Requests Received	Decision Confirmed	Decision Varied	Decision Reversed	Withdrawn
Local Government and Regional Development, Department of	2	2	0	0	0
Mandurah, City of	2	1	0	0	0
Mosman Park, Town of	1	1	0	0	0
Murray, Shire of	1	0	0	1	0
North Metropolitan Health Service	1	1	0	0	0
Perth, City of	4	2	2	0	0
Planning and Infrastructure, Department for	10	7	2	1	0
Police Force of Western Australia	23	20	3	0	0
Port Hedland, Town of	2	2	0	0	0
Premier and Cabinet, Department of the	12	9	2	0	0
Public Advocate, Office of the	1	1	0	0	0
Royal Perth Hospital	1	1	0	0	0
Stirling, City of	2	2	0	0	0
Subiaco, City of	1	1	0	0	0
Swan Health Service	4	3	1	0	0
Swan TAFE	1	0	0	0	1
Treasury and Finance, Department of	2	1	0	1	0
University of Western Australia, The	1	0	1	0	0
Wanneroo, City of	1	1	0	0	0
Water Corporation	5	0	3	0	1
Total	166	117	34	8	4

TABLE 15
REQUESTS FOR AMENDMENT OF PERSONAL INFORMATION

Agency	Received	Amended	Not Amended	Amended (but not as Requested)	Withdrawn
Education, Department of	1	0	1	0	0
Fremantle Hospital and Health Service	1	0	1	0	0
Graylands Selby-Lemnos and Special Care Health Services	1	0	0	1	0
Great Southern Health Region	1	1	1	0	0
Health, Department of	1	0	1	0	0
Housing and Works, Department of	1	0	2	0	0
Justice, Department of	1	0	0	1	0
Police Force of Western Australia	2	0	0	0	2
Royal Perth Hospital	1	1	0	0	0
Sir Charles Gairdner Hospital, North Metropolitan Health Service	1	0	0	1	0
Victoria Park, Town of	1	0	0	1	0
Total	12	2	6	4	2

TABLE 16
INTERNAL REVIEW RE: AMENDMENT OF PERSONAL INFORMATION

Agency	Applications	Confirmed	Varied	Reversed	Withdrawn
Victoria Park, Town of	1	1	0	0	0
Health, Department of	1	1	0	0	0
Murray, Shire of	0	0	0	1	0
Education, Department of	1	0	0	0	0
Police Force of Western Australia,	1	1	0	0	0
Total	4	3	0	1	0

TABLE 17
FEES AND CHARGES CALCULATED BY AGENCIES

Agency	Application Fees Collected	AMOUNT OF CHARGES	
		Reduced or Waived	Collected
Agriculture, Department of	\$270	\$0	\$752
Albany, City of	\$90	\$0	
Alcohol & Drug Authority (Next Step)	\$30	\$0	\$0
Armadale, City of	\$150	\$0	\$0
Armadale Health Service	\$30	\$0	\$0
Ashburton, Shire of	\$30	\$0	\$30
Attorney General; Minister for Justice and Legal Affairs; Peel and the South-West	\$30	\$0	\$0
Bassendean, Town of	\$90	\$0	\$0
Bayswater, City of	\$60	\$0	\$719
Belmont, City of	\$90	\$60	\$152
Bridgetown-Greenbushes, Shire of	\$90	\$450	\$59
Bunbury, City of	\$180	\$70	\$0
Busselton, Shire of	\$240	\$472	\$232
C Y O'Connor College of TAFE	\$0	\$0	\$30
Cambridge, Town of	\$90	\$0	\$0
Canning, City of	\$30	\$0	\$0
Claremont, Town of	\$30	\$0	\$0
Cockburn, City of	\$210	\$140	\$0
Commissioner for Public Sector Standards	\$150	\$0	\$0
Community Development, Department for	\$600	\$0	\$0
Conservation and Land Management, Department of	\$180	\$180	\$0
Conservation Commission of Western Australia	\$30	\$0	\$0
Consumer and Employment Protection, Department of	\$3330	\$0	\$0
Culture and the Arts, Department of	\$60	\$0	\$0
Curriculum Council	\$30	\$0	\$0
Curtin University of Technology	\$60	\$0	\$0
Deputy Premier	\$120	\$0	\$0
East Fremantle, Town of	\$30	\$0	\$0
Eastern Metropolitan Regional Council	\$60	\$0	\$0
Education, Department of	\$660	\$0	\$0
Education Services, Department of	\$60	\$0	\$0
Electoral Commission, Western Australian	\$30	\$0	\$0
Electricity Corporation (Trading as Western Power Corporation)	\$600	\$90	\$0
Environment, Department of	\$1800	\$0	\$55
Equal Opportunity Commission	\$60	\$0	\$60
Fire and Emergency Services Authority	\$1410	\$173	\$470
Fisheries, Department of	\$270	\$0	\$0
Forest Products Commission	\$30	\$0	\$0

STATISTICAL TABLES continued

Agency	Application Fees Collected	AMOUNT OF CHARGES	
		Reduced or Waived	Collected
Fremantle, City of	\$480	\$46	\$0
Fremantle Hospital and Health Service	\$60	\$0	\$43
Fremantle Port Authority	\$30	\$0	\$0
Geraldton Port Authority	\$30	\$0	\$0
Gosnells, City of	\$300	\$150	\$42
Government Railways Commission, Western Australian	\$240	\$0	\$0
Graylands Selby-Lemnos and Special Care Health Services	\$30	\$0	\$0
Great Southern Health Region		\$210	\$0
Harvey, Shire of	\$30	\$0	\$36
Health, Department of	\$690	\$0	\$0
Heritage Council of Western Australia	\$90	\$0	\$0
Housing and Works, Department of	\$510	\$255	\$1505
Indigenous Affairs, Department of	\$180	\$30	\$0
Industry and Resources, Department of	\$1920	\$550	\$1095
Jerramungup, Shire of	\$30	\$0	\$0
Joondalup, City of	\$465	\$15	\$0
Justice, Department of	\$420	\$50	\$509
Kalgoorlie-Boulder, City of	\$60	\$0	\$0
Kimberley Health Region	\$90	\$30	\$60
King Edward Memorial and Princess Margaret Hospitals	\$33	\$0	\$17
Land Administration, Department of	\$480	\$33	\$489
Land Authority (LandCorp), Western Australian	\$180	\$180	\$0
Laverton, Shire of	\$30	\$0	\$0
Local Government and Regional Development, Department of		\$0	\$96
Lotteries Commission	\$30	\$0	\$30
Main Roads Western Australia	\$630	\$30	\$630
Mandurah, City of	\$360	\$8	\$575
Manjimup, Shire of	\$60	\$0	\$0
Melville, City of	\$570	\$20	\$1500
Minister for Health	\$30	\$0	\$0
Minister for Housing & Works; Racing and Gaming; Government Enterprises; Land Information	\$30	\$0	\$0
Minister for Planning and Infrastructure	\$330	\$250	\$0
Minister for Police and Emergency Services; Justice; Community Safety	\$180	\$0	\$0
Minister for Racing and Gaming; Government Enterprises; Goldfields-Esperance	\$90	\$0	\$0
Minister for State Development	\$120	\$0	\$0
Minister for the Environment	\$30	\$0	\$0
Moora, Shire of		\$30	\$0
Mosman Park, Town of	\$90	\$0	\$0
Mundaring, Shire of	\$240	\$0	\$0

Agency	Application Fees Collected	AMOUNT OF CHARGES	
		Reduced or Waived	Collected
Murdoch University	\$30	\$0	\$0
Murray, Shire of	\$120	\$0	\$0
Nedlands, City of	\$90	\$0	\$0
Northam, Shire of	\$30	\$0	\$0
Nurses Board of Western Australia	\$30	\$0	\$0
Perth, City of	\$540	\$185	\$1053
Pilbara and Gascoyne Health Region	\$330	\$0	\$0
Planning and Infrastructure, Department for	\$4110	\$36	\$2074
Police Force of Western Australia	\$23880	\$29586	\$5706
Port Hedland, Town of	\$66	\$0	\$2
Port Hedland Port Authority	\$30	\$0	\$0
Premier and Cabinet, Department of the	\$690	\$6258	\$6283
Psychologists Registration Board of WA	\$30	\$30	\$0
Public Trust Office	\$60	\$0	\$0
Racing, Gaming and Liquor, Department of	\$150	\$0	\$0
Rockingham, City of	\$180	\$0	\$3
Rockingham/Kwinana Health Service		\$60	\$0
Roebourne, Shire of	\$30	\$0	\$0
Rottneest Island Authority	\$30	\$0	\$30
Royal Perth Hospital	\$90	\$0	\$0
Salaries and Allowances Tribunal	\$30	\$0	\$0
Serpentine/Jarrahdale, Shire of	\$270	\$0	\$264
Sir Charles Gairdner Hospital, North Metropolitan Health Service	\$120	\$0	\$93
Sport & Recreation, Department of	\$180	\$23	\$0
State Supply Commission	\$30	\$0	\$0
Stirling, City of	\$833	\$8	\$0
Subiaco, City of	\$120	\$0	\$89
Swan, City of	\$360	\$30	\$371
Swan TAFE	\$180	\$60	\$0
Tourism Commission	\$30	\$0	\$0
Treasury and Finance, Department of	\$210	\$0	\$0
University of Western Australia, The	\$60	\$318	\$562
Victoria Park, Town of	\$30	\$0	\$0
Vincent, Town of	\$390	\$0	\$0
Wanneroo, City of	\$480	\$0	\$0
Water Corporation	\$510	\$0	\$380
Workers' Compensation & Rehabilitation Commission (WorkCover)	\$90	\$0	\$0
Total	\$54,917	\$40,114	\$26,092

Note: Agencies which did not collect application fees or impose charges are omitted.

**TABLE 18
REASONS FOR REDUCTION OF CHARGES**

Reasons for Reduction	No.	(%)
Impecunious	12	7.06%
Pensioner	12	7.06%
Other	146	85.88%
Total	170	100.00%

FURTHER INFORMATION

For any further information on the Office of the Information Commissioner's role and functions, please contact the office at:

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