

# FREEDOM OF INFORMATION STATEMENT



VENUES WEST

**CATEGORY:** GOVERNANCE  
**OWNER:** OFFICE OF THE CEO  
**REFERENCE:** D19/30800

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# INTRODUCTION

The Western Australian *Freedom of Information Act 1992* (the Act) provides for access to documents held by State Public Sector Agencies and local governments.

The Western Australia Sports Centre Trust (WASCT) (trading as VenuesWest) is required to facilitate public access to documents at the lowest reasonable cost and ensure that personal information is accurate, complete, up-to-date, and not misleading. Documents include written material, plans, drawings, photographs, tape recordings, films, and videotapes.

The aim of the Act is to:

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

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

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

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

For further information regarding the FOI process, or assistance with preparing an application, contact the FOI Coordinator using the details provided at the end of this document.

## ABOUT VENUESWEST

Established in 1986, VenuesWest manages Western Australia’s major state-owned sporting and entertainment facilities. Our asset portfolio consists of 14 venues worth in excess of \$2 billion.

VenuesWest delivers world class sport and entertainment experiences through the optimisation of its assets. We directly support high performance sport by providing training and competition facilities, subsidies to sports for venue and event costs, and accessible high performance sport experiences for the community.

For every dollar invested by the State Government, VenuesWest more than doubles this investment in high performance sport through its commercial success.

## OUR VISION AND PURPOSE

To be Australia’s leading provider of sport and entertainment venues and precincts.

VenuesWest directly supports high performance sport through the optimisation of our venues. We strive to provide venues with world class competition standards for our targeted sports and provide subsidies to sporting bodies for the use of these facilities. We champion dreams by facilitating pathways for athletes to excel in their chosen sport.

Our venues are effectively managed to ensure we deliver world class sporting and entertainment experiences to the people of Western Australia.

# OUR VENUES

Our venues are managed under four different operating models.

OPERATING MODEL	VENUES
Self-managed	HBF Stadium HBF Arena HBF Park Champion Lakes Regatta Centre SpeedDome WA Athletics Stadium
Partner-managed	Optus Stadium RAC Arena
Co-managed	WA Netball Centre Bendat Basketball Centre Sam Kerr Football Centre
Leased	Motorplex WA Rugby Centre WA Institute of Sport - High Performance Service Centre

## STRATEGIC OBJECTIVES

1. Support of high performance sport and its evolution in WA
2. Exceptional customer experiences
3. World class portfolio of sport and entertainment precincts and venues
4. Achieve financial sustainability
5. An agile organisation
6. Safe and secure venues and workplaces

## ENABLING LEGISLATION

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

## BOARD STRUCTURE

The Board of VenuesWest consists of a Chair and eight members who are responsible to the Minister for Sport and Recreation.

The Board sets the organisation's strategic direction and is responsible for administering legislation, government policy, and the organisation's Code of Conduct.

The key functions of the Board are:

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

# BOARD COMMITTEES

The Audit, Finance and ICT Committee and Safety and Risk Committee have been established with representation from the Board and the Executive to oversee specific governance functions.

The Committees were created in recognition of the importance of, and legislative obligations for, the establishment and maintenance of an effective internal audit function, best practice governance systems, oversight of risk management and policy frameworks and performance, and maintenance of strong financial management controls and processes.

Both committees are authorised under delegated authority of the Board to investigate any activity within their Terms of Reference, and to seek any information they require from VenuesWest and/or any other relevant external parties. The committees are also authorised to obtain legal, risk, or other independent professional advice if considered necessary.

## AUDIT, FINANCE AND ICT COMMITTEE

The Audit, Finance and ICT Committee's role is to assist the Board in fulfilling its responsibilities for:

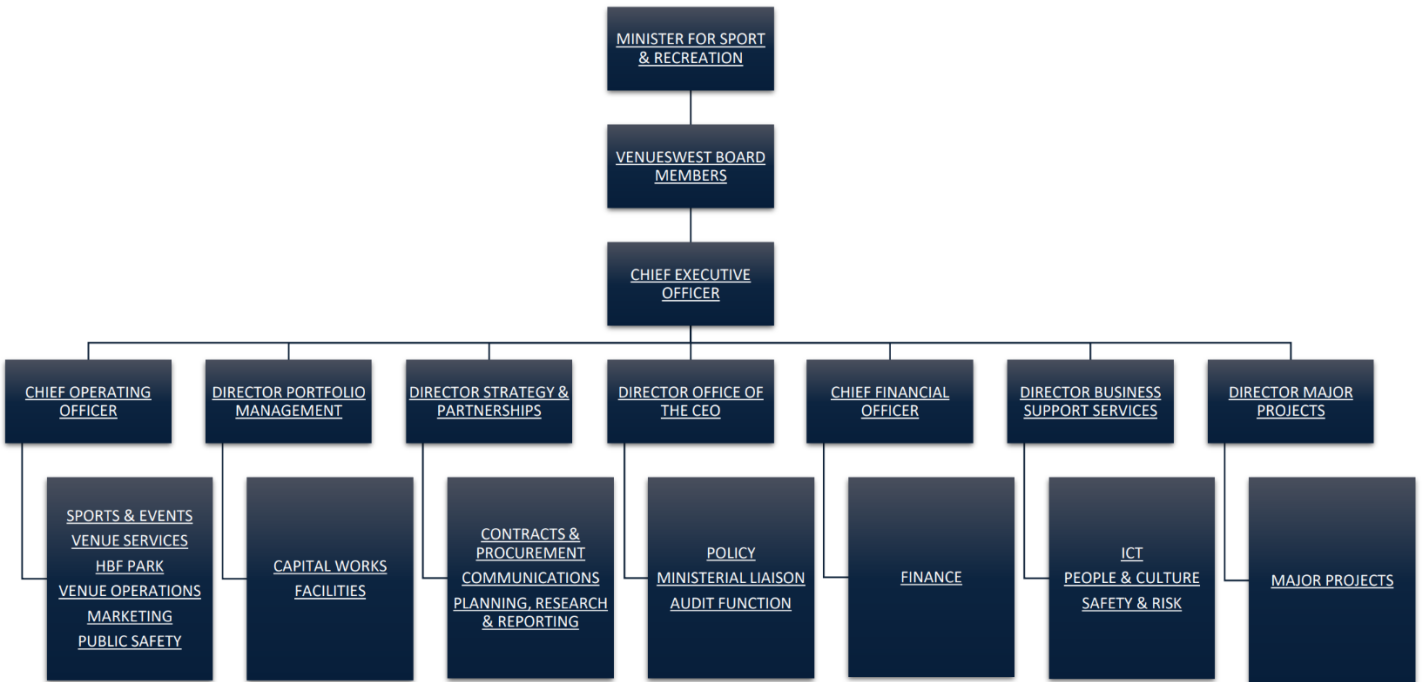
1. financial reporting and accountability processes;
2. the systems and processes that make up the internal control environment;
3. the ICT and Digital Transformation processes and controls; and
4. the internal and external audit processes.

## SAFETY AND RISK COMMITTEE

The Safety and Risk Committee's role is to assist the Board in fulfilling its responsibilities for:

1. the risk management framework, including VenuesWest's processes for monitoring compliance with laws and regulations;
2. staff, contractor, and public safety management; and
3. ensuring that VenuesWest's culture is one which manages risk and prioritises safety.

# ORGANISATIONAL STRUCTURE



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## CORPORATE STRUCTURE AND FUNCTIONS

VenuesWest has the following functions within its structure:

- Portfolio Management – responsible for management of VenuesWest’s facilities and infrastructure (new and maintenance works) and strategic procurement.
- Venue Management – responsible for operating the portfolio’s self-managed venues including programming, commercial negotiations, ticketing, and delivery.
- Business Support Services – responsible for the delivery of internal services (IT, HR, and risk and safety).
- Strategy and Partnerships – responsible for corporate planning, communications, marketing, research, and organisational change projects.
- Finance – responsible for management of VenuesWest’s finances.
- Office of the CEO – responsible for the provision of executive support to the Board and Minister and oversight of a broad range of governance practices including policy development, public interest disclosure, and freedom of information.
- Major Projects – responsible for the transition, commissioning and opening of new venues.

# DECISION MAKING FUNCTIONS

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

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

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

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

- All employment matters relating to the Chief Executive Officer (CEO)
- Professional development and remuneration matters relating to the CEO and Board members
- Ownership/governance of new venues
- Approval of the Strategic Plan, Business Plan, and Strategic Asset Management Plan
- Approval of the annual capital and operational budget for self-managed venues
- Approval of the annual capital and operational budget for partner-managed venues to inform business and operational planning processes
- Approving major organisational structure change
- Approval of brand strategy
- Naming of venues
- Approval of management contracts for venues within the portfolio
- Approval of masterplans developed for venues within the VenuesWest portfolio
- Purchasing of goods, services or works with a value in excess of \$2 million
- Approving the Terms of Reference for Board Committees and appointments to Board Committees
- Execution of any lease, licence or agreement with a term in excess of 10 years

## PUBLIC PARTICIPATION CONSULTATION WITH STAKEHOLDERS

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

## RESEARCH

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

## DOCUMENTS HELD BY VENUESWEST

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

# VIEWING PUBLICATIONS

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

For those who do not have electronic access to web documents, the FOI Coordinator can print and make available information from the web.

## ACCESSING INFORMATION THAT IS NOT PUBLICLY AVAILABLE

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

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

## FREEDOM OF INFORMATION APPLICATIONS

VenuesWest aims to make information available promptly and at the least possible cost. Whenever possible, documents will be provided outside the FOI process. If information is not routinely available, the Act provides the right to apply for documents held by the agency and to ensure that personal information in documents is accurate, complete, up-to-date, and not misleading.

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

## HOW TO LODGE AN APPLICATION

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

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

Applications and enquiries should be addressed to:

Freedom of Information Coordinator

VenuesWest

PO Box 581

FLOREAT WA 6014

Email applications and enquiries should be addressed to: [FOI.Request@venueswest.wa.gov.au](mailto:FOI.Request@venueswest.wa.gov.au)



# FEES AND CHARGES

Relevant fees and charges are as follows:

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

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

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

## ACKNOWLEDGEMENT OF YOUR APPLICATION

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

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

## EXEMPT INFORMATION

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

## NOTICE OF DECISION

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

The Notice of Decision will include details of:

- the decision;
- the date on which the decision was made;
- the name and title of the person who made the decision;
- the level of access to documents provided;
- reason(s) for denial of access, if applicable;
- reason(s) for exemptions and which exemptions apply; and
- the rights of review and the procedure to be followed to exercise those rights.

## INTERNAL REVIEW

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

An application for internal review should:

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

Freedom of Information Coordinator  
VenuesWest  
PO Box 581  
FLOREAT WA 6014  
Or via: [FOI.Request@venueswest.wa.gov.au](mailto:FOI.Request@venueswest.wa.gov.au)

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

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

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

## EXTERNAL REVIEW

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

An application for an external review should:

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

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

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

# AMENDMENT TO PERSONAL INFORMATION

The Act provides an applicant with a right to apply to amend personal information contained in an agency's documents if the information is inaccurate, incomplete, out of date or misleading.

An applicant can request amendments to personal information about themselves or in the case of a deceased person, the closest relative may apply to amend the deceased person's personal information.

The application for amendment has to:

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

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

## CONTACT DETAILS – VENUESWEST FOI MATTERS

Further information regarding FOI matters relating to VenuesWest can be obtained from:

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

## FURTHER INFORMATION

Further information regarding the FOI process or how to submit an FOI application can be obtained from:

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

The information contained in this document is intended as a guide only. Reference should be made to the relevant legislation for more detail.

