

AGENCY INFORMATION GUIDE

GREYHOUND WELFARE & INTEGRITY COMMISSION



Contents

1	Introduction	3
2	About GWIC.....	4
2.1	About us	4
2.2	Our functions	4
3	Organisational Structure	5
3.1	Our location	5
3.2	Our contact details.....	5
4	How we engage with the public and our stakeholders.....	6
4.1	Public Participation	6
4.2	Our channels of engagement.....	6
4.3	Feedback and complaints about us.....	7
5	Information we hold.....	8
6	How to access our information	9
6.1	Open access information	9
6.2	Proactive release of information.....	9
6.3	Informal access.....	9
6.4	Formal access applications.....	10
6.5	Disclosure log	10
6.6	Our Right to Information Officer	10

1 Introduction

The Greyhound Welfare and Integrity Commission (“**GWIC**”) is committed to ensuring that participants and the general public can access information easily and at the lowest reasonable cost.

Given our regulatory role, we have a mandated focus and commitment to access to government information. We especially support the broad object of the *Government Information (Public Access) Act 2009* (“**GIPA Act**”) to advance a system of responsible and representative democratic Government that is open, accountable, fair and effective. We also uphold the specific presumption in the GIPA Act in favour of the disclosure of government information unless there is an overriding public interest against disclosure.

This Agency Information Guide (“**AIG**”) is published in accordance with section 20 of the GIPA Act and provides a mechanism to make government information accessible, promote currency of information and appropriate release, and support the management of government information as a strategic asset.

The purpose of this AIG is to provide general information on the:

- Structure and functions of GWIC;
- Ways in which the functions of GWIC, including the decision-making functions, affect members of the public;
- Specific arrangements in place to enable members of the public to participate in the formulation of GWIC policy and the exercise of GWIC functions;
- Kinds of government information held by GWIC;
- Kinds of government information held by GWIC that we make publicly available;
- Kinds of information that are (or will be) made publicly available free of charge and those kinds for which a charge is (or will be) imposed.

This AIG is reviewed regularly and at least every 12 months and is available from our website at www.gwic.nsw.gov.au/about/access-to-information.

2 About GWIC

2.1 About us

GWIC is the independent regulator of the greyhound industry in NSW. We became operational on 1 July 2018. GWIC is a body corporate established by the *Greyhound Racing Act 2017* (“**GRA**”) following recommendations from the Greyhound Industry Reform Panel, after the reversal of the greyhound industry ban.

We are a separate agency from Greyhound Racing NSW (“**GRNSW**”). GRNSW continues to undertake the commercial functions of the industry.

More information about us is available in the What We Do section on the GWIC website.

2.2 Our functions

The principal objectives of GWIC are:

- To promote and protect the welfare of greyhounds;
- To safeguard the integrity of greyhound racing and betting;
- To maintain public confidence in the greyhound racing industry.

The functions of GWIC are set out in section 12 of the GRA and include:

- To control, supervise and regulate greyhound racing in NSW;
- To initiate, develop and implement policies relating to the welfare of greyhounds;
- To register greyhounds, greyhound racing industry participants and greyhound trial tracks;
- To prepare the code of practice for the welfare of greyhounds;
- To make the greyhound racing rules.

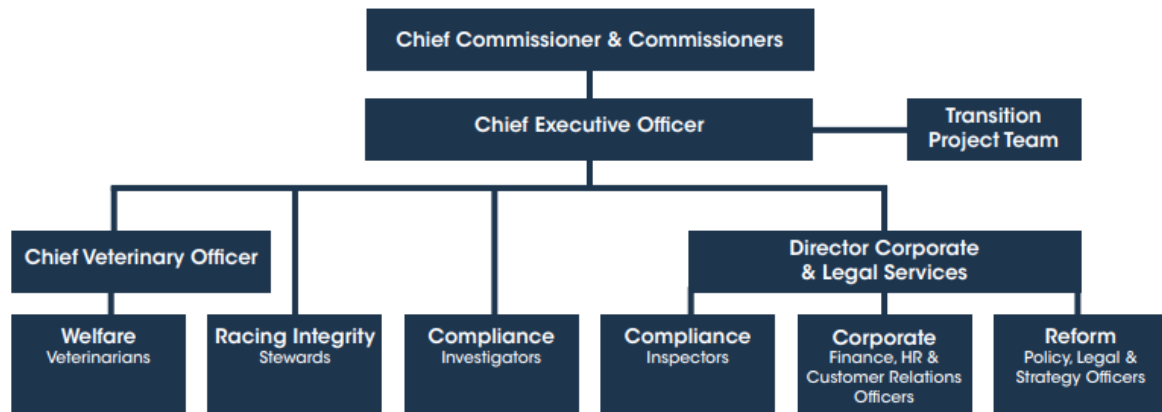
Further information about our regulatory approach is contained in our Regulatory Framework and associated plans and policies.

GWIC has the power to delegate the exercise of any function of GWIC (other than the power of delegation under section 10 of the GRA) to a Commissioner, the Chief Executive Officer of GWIC or any other member of staff of GWIC or any other person or body prescribed by the regulations.

GWIC is not subject to the control and direction of the Minister for Racing except for the extent expressly provided for under the GRA or any other Act.

3 Organisational Structure

We are a separate agency under Schedule 1 of the *Government Sector Employment Act 2013* (GSE Act).



Each year we report on our activities over the course of the year through our Annual Report. See our website for all published Annual Reports to date.

3.1 Our location

We are located at:

[Level 1, 230 Howick Street, Bathurst NSW 2795](#)

3.2 Our contact details

For further information, you can contact GWIC on the details below:

Post: PO Box 718, Bathurst NSW 2795

Email: gipa.enquiries@gwic.nsw.gov.au

Telephone: 13 49 42

Website: www.gwic.nsw.gov.au/about/access-to-information

4 How we engage with the public and our stakeholders

4.1 Public Participation

GWIC has undertaken ongoing consultation with our stakeholders and the general public. We are committed to promoting public participation and to establishing arrangements that support members of the public to participate in the formulation of our policies and in the exercise of our functions.

We recognise the importance of public involvement in the development of policy and service delivery. Engaging with and maintaining public participation ensures that the needs and expectations of the public are considered in the business of government and can deliver meaningful improvement in policy outcomes and service delivery.

Throughout the year we look for opportunities to engage directly with the public to seek input on our work, in the exercise of our functions and on important issues affecting the greyhound racing industry generally.

4.2 Our channels of engagement

We engage with the public regularly through a number of electronic channels, to provide a fast and easy way for the public to approach us, seek our assistance or provide us with feedback.

When considering any consultation with the NSW community, we take into consideration what we are asking, why we are asking it, and who we want to ask. This informs us which channel will be used to conduct the consultation or survey.

We use our website, Twitter, Facebook, email groups and other communication channels to let people know when we are conducting public consultations. We will provide you with the necessary information to understand the purpose of any consultation we do.

Survey

We conduct surveys to obtain the views of our stakeholders on specific matters and/or to inform GWIC's broader regulatory work. Survey results assist us to understand participant's and members of the general community's knowledge and awareness of our legislation, key themes and trends. This information is used to inform the development of regulatory resources.

GWIC's Website

Our website is used to provide the public with resources and information about our regulatory functions and activities, awareness campaigns, submissions, events, policies, news and developments. Members of the public can use the Contact Us section of the website to get in touch with us and provide feedback on our activities and functions. The website can be accessed at www.gwic.nsw.gov.au.

Social media (Twitter & Facebook)

The GWIC Twitter account (@gwic_nsw) and Facebook account are used to provide the public with instantaneous information about our latest news, publications, consultations, campaigns, and other areas of interest relating to GWIC. Our Twitter and Facebook accounts are monitored during office hours. Members of the public can join the conversation, however we may not be able to respond individually to all the messages that we receive via

Twitter and Facebook. Additionally, given the character limitation on Twitter, we may request that you contact us via our other channels to complete your enquiry.

NSW Have your say

Have Your Say is a website that enables NSW Government agencies to publicise consultations being conducted throughout the state. The site provides a central place for the public to search via their location and/or by topic to discover consultations that interest them.

It enables them to share their views and ideas on Government plans to improve services, the economy and infrastructure in NSW. We use Have Your Say as an additional channel whenever we commence a consultation.

OpenGov NSW

OpenGov NSW is a website that allows NSW Government agencies to make information available to the public including annual reports. We utilise this channel to publish annual reports, and to proactively release open access information for the public.

Greyhound Industry Knowledge Network

GWIC has an established 'GWIC Industry Knowledge Network' ("**GIGN**"). The GIGN is a network of individuals who are associated with greyhound racing that can be engaged by GWIC from time-to-time to sense check GWIC's thinking on how things work in the industry, seek feedback on what the potential impacts might be of proposed changes, and/or seek additional views or perspectives on what is happening within the industry. The GIGN is not intended to replace other avenues of consultation GWIC will undertake.

4.3 Feedback and complaints about us

We welcome input and feedback from the public, community organisations and government agencies regarding our services and publications. We receive a range of diverse correspondence and complaints through a variety of channels including our website, emails, letters, phone calls and social media.

Members of the public are encouraged to provide feedback on our services and publications. This feedback is important to us and assists us to inform our policies and publications and improve our services.

Members of the public (including participants) are encouraged to report any concerns via our [website](#). Formal complaints can also be lodged on our [website](#). All complaints received are assessed in accordance with our Misconduct and Complaints Handling Policy, and taken seriously regardless of their nature. Complainants will be contacted upon receipt (unless they submit a complaint anonymously) and advised of the outcome of their complaint. Complainants are encouraged to provide as much detail as possible and their contact details.

All feedback and complaints are dealt with confidentially and personal information is managed in accordance with the privacy protection principles in the Privacy and Personal Information Protection Act 1998 (NSW) ("**PIIP Act**").

Another avenue to lodge a complaint about GWIC is via the NSW Ombudsman:
<https://www.ombo.nsw.gov.au/complaints>

5 Information we hold

We hold a range of information including:

- Policy and planning documents;
- Documents on the internal administration of the agency;
- Internal working papers of the agency;
- Documents relating to complaints, audits, reviews, investigations and disciplinary action conducted by GWIC;
- Information regarding greyhounds and current and former greyhound racing industry participants;
- Correspondence with NSW government agencies;
- Correspondence with the public;
- Correspondence with other jurisdictions;
- Information resources for the community, public sector and private sector.

6 How to access our information

We keep records associated with our functions as a regulatory body, as well as other non-regulatory functions.

We make information available under the GIPA Act in four ways:

- As open access information;
- Through proactive release of information;
- Through informal access;
- In response to a formal access application.

6.1 Open access information

Information which is classified as open access information is information which GWIC is required to make available. This information is made available unless it is not in the public interest to do so.

Open access information that we make available is generally via our website free of charge. This freely available information is generally provided through the following publications:

- Annual Reports;
- Privacy Management Plan;
- Strategic Plan;
- Other documents tabled in Parliament concerning GWIC;
- Current agency policy documents;
- A link to Government tender's website containing GWIC's register of government contracts and tenders;
- Our disclosure log;
- this AIG.

6.2 Proactive release of information

We are authorised to release, free of charge or at the lowest possible cost, as much other government information as possible, unless there is an overriding public interest against disclosure of the information.

6.3 Informal access

If the information a person is seeking is not already published on our website, we may be able to release it to the person under an informal request, without the need for the person to lodge an access application.

As a general rule we will provide the following types of information under an informal request:

- Copies of correspondence sent to us by the person;
- Copies of documents containing the person's personal information;
- Copies of documents that are already in the public domain.

Please note that in some cases, a person may be asked to submit a formal access application. Conditions may also be imposed in relation to the use or disclosure of information provided under an informal request in some cases. To make an informal request, please contact GWIC's Right to Information Officer on 13 49 42 or email gipa.enquiries@gwic.nsw.gov.au.

6.4 Formal access applications

If the information a person is seeking is not available on the GWIC website and not routinely provided by us under an informal request, the person may apply formally for access. An access application cannot be made for access to information specifically excluded under Schedule 2 of the GIPA Act.

For further details, including a copy of GWIC's Access Application Form, can be found on our website at https://www.gwic.nsw.gov.au/_data/assets/pdf_file/0018/235602/GWIC-Access-Application-Form_FNL.pdf.

Access applications are to be lodged via email or post. A fee of \$30.00 must be submitted with all access applications. In some cases, processing charges at the rate of \$30.00 per hour or an advance deposit may be imposed by GWIC, however we will notify the person in writing if this applies.

The applicant can elect how they wish to access the information sought: to inspect the document/s, receive a copy of the documents or elect access in another way.

We will write to the applicant to acknowledge receipt of a valid access application within 5 working days and will deal with a valid application within 20 working days (subject to any extension allowed for under the GIPA Act). If any extension of time is required to deal with the application, the person will be notified in writing.

Access applications are assessed in accordance with the provisions of the GIPA Act, which includes an assessment of whether it is in the public interest to disclose the information which has been requested. Access will be granted if the public interest in favour of disclosure outweighs the public interest against disclosure.

Once a decision about an access application is made, the applicant will be notified of the decision and their internal review and appeal rights in writing.

6.5 Disclosure log

We maintain a disclosure log under section 25 of the GIPA Act which documents the information we release in response to formal access applications, and that may be of interest to members of the public.

Our disclosure log provides a mechanism to further proactively release information to the public. Our disclosure log is available here <https://www.gwic.nsw.gov.au/about/disclosure-log>

6.6 Our Right to Information Officer

Our Right to Information Officer can be contacted using the details below:

Right to Information Officer, Greyhound Welfare and Integrity Commission

Post:	PO Box 718, Bathurst NSW 2795
Email:	gipa.enquiries@gwic.nsw.gov.au
Phone:	13 49 42
Business Hours:	Monday to Friday 9am to 5pm (excluding public holidays)
Office:	Level 1, 230 Howick Street, Bathurst NSW 2795