

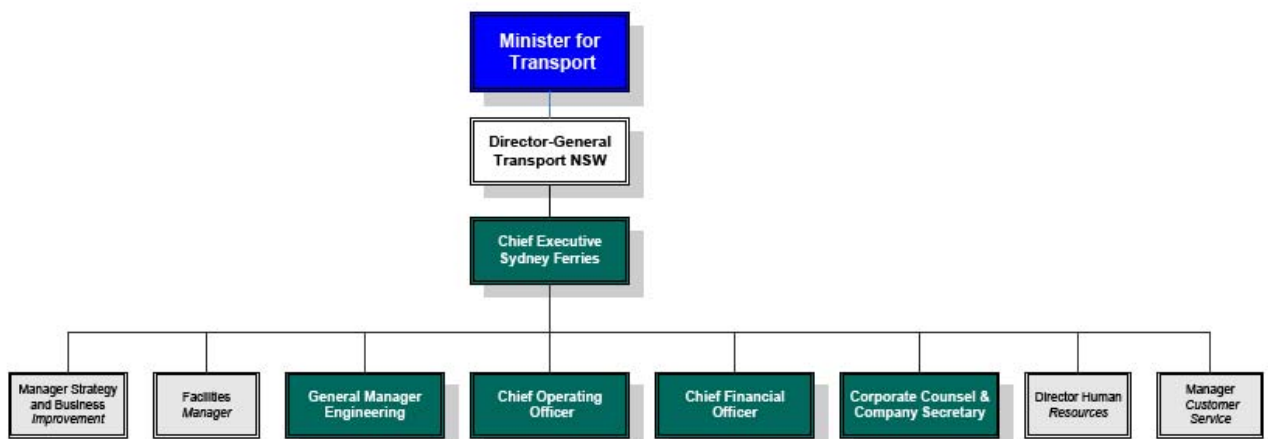
SYDNEY FERRIES' PUBLICATION GUIDE

Structure and functions

Statutory framework

Sydney Ferries was established as a statutory State Owned Corporation on 1 July 2004. On 1 January 2009 Sydney Ferries was reconstituted as a statutory corporation and NSW Government agency. It operates regular ferry passenger services on Sydney Harbour and its tributaries within the framework of the *Transport Administration Act* and the *Passenger Transport Act 1990* (NSW).

Organisational structure



NOTE The positions show in teal coloured boxes below are the members of the Executive Committee

Areas of Responsibility

Manager, Strategy and Business Improvement	Ministerial liaison. Government Relations, including business planning and reporting such as performance monitoring and reporting and preparation of the Annual Report. Media liaison and internal communication.
Facilities Manager	Management and maintenance of non-vessel assets, civil structures, buildings and major plant and equipment.
General Manager Engineering	Repair and maintenance of all vessels, including employment of all trades people and apprentices.

Chief Operating Officer	Lead and direct the Operations Division to deliver the 'core business' of providing safe and reliable Sydney ferry services in an efficient, effective and financially responsible manner. Responsible to the CEO for the management of the Operations Division in accordance with the strategy, policies and programs determined and approved by the Chief Executive Officer, the Director General NSW Transport or higher NSW government authorities.
Chief Financial Officer	Financial management of the agency including reporting, as well as procurement, payroll, internal audit and IT.
Corporate Counsel & Company Secretary	Provision of legal advice and services to Sydney Ferries (CEO, Operations, Engineering, Finance, Human Resources and Marketing/Government Relations) including the review of all contracts, tenders and procurement activities; the management of litigation and claims/disputes; providing advice on matters of corporate governance; compliance with legislation (including GIPA) and Government policies; reporting and compliance under the Ferry System Contract; and acting as Company Secretary for Sydney Ferries' Audit and Risk Committee (which provides assurance, independent from operational management, on internal audit and risk management)
Director, Human Resources	Human resource functions including workers compensation and industrial relations matters.
Manager, Customer Relations	The public face of the agency including all forms of customer information, customer feedback, and marketing and branding, eg campaigns, special events, filming permits, and uniforms.

Objectives

Sydney Ferries' principal objectives are to deliver safe and reliable Sydney ferry services in an efficient, effective and financially responsible manner. The other objectives, which are of equal importance, are:

- to be a successful business and, to that end, to operate at least as efficiently as any comparable business to maximise the net worth of the State's investment in Sydney Ferries;
- to exhibit a sense of social responsibility by having regard to the interests of the community in which it operates;
- where its activities affect the environment, to conduct its operations in compliance with the principles of ecologically sustainable development contained in section 6(2) of the *Protection of the Environment Administration Act 1991* (NSW);
- exhibit a sense of responsibility towards regional development and decentralisation in the way in which it operates.

Public participation in policy formulation and exercise of Sydney Ferries' functions

The public participates in policy formulation through its participation in customer surveys, which Sydney Ferries undertakes on an annual basis. These surveys act as a barometer of customer satisfaction with the services provided by Sydney Ferries. The results of these surveys contribute to the improvement of Sydney Ferries' services.

The public can also participate by providing feedback through Transport Info at www.131500.com.au or by phoning 131500.

Special interest groups, including people with disabilities and ferry user groups, are also represented on a Ferries Working Group constituted by the Director General of Transport NSW. The group meets regularly to discuss policy and planning matters which will impact members of the public.

Kinds of information held by Sydney Ferries

Information which is publicly available

The following is a list of publications accessible from the Sydney Ferries' website (www.sydneyferries.info), or upon request by emailing Sydney Ferries' Information Access Officer on gipa@sydneyferries.nsw.gov.au.

Corporate publications

Customer Charter 2010

Annual Reports since 2004–2005

Policies, procedures and guidelines which apply to the corporate functions and operations of Sydney Ferries as listed in the tables in the GIPA section of the website.

Performance data

Sydney Ferries' operational performance statistics for Service Reliability, On-Time Running Rate, Customer Complaints and Patronage

Publications

Sydney Ferries produces and distributes a range of publications, including timetables, flyers and brochures, to assist commuters, leisure travellers and other ferry users. All key publications are available on Sydney Ferries' website or through Transport Info at www.131500.com.au. This information includes:

- Summer Services Guide — A seasonal publication to provide specific summer related information such as service changes on public holidays and special event days.
- Travelling with Sydney Ferries — An informative guide that provides information about ticket products and fares, accessibility, and raises awareness of safety and passenger responsibilities.
- Guide to Sydney — A popular guide featuring a map of Sydney Harbour and Parramatta River and all the information customers need to explore experience and escape onboard Sydney Ferries.
- Customer Feedback Form — This form contains information about Sydney Ferries' Refund Policy and a tear-off form so customers can submit feedback or refund requests easily.

- Timetables — Sydney Ferries publishes timetables for the eight different services, as well as a handy pocket timetable for Manly and Cockatoo Island customers.

- *Route timetables*

Darling Harbour Manly Ferry Mosman Neutral Bay Parramatta Taronga Zoo Watsons Bay Woolwich

- *Other documents*

Sydney Ferries' Network Map Sydney Ferries' Fleet Facts Guide to Sydney Ferries' Map

All timetables and brochures are printed on sustainable forest or recycled paper products.

Other information held by the agency

Sydney Ferries holds information of a technical nature including drawings and specifications for vessels and facilities. There is also information relating to security drill, emergency drills, and vessel operations. Because of their sensitive nature and for security purposes, this information is not being made publicly available.

Sydney Ferries also holds information which has been developed over many years and which is used in its training courses. This information is commercially valuable to the agency and is not being made publicly available.

Accessing information

Mandatory and Pro-active release information

All information and documents listed on the website as being publicly available, either through mandatory or pro-active disclosure will be available free of charge either by downloading from the internet or by email upon request.

Informal access request

Sydney Ferries may release government information in response to an informal request unless there is an overriding public interest against disclosure. Sydney Ferries can release such information by whatever means is considered appropriate and subject to any reasonable conditions it thinks fit to impose.

Formal access request

Sydney Ferries may release information in response to a formal access application unless there is an overriding public interest against disclosure.

A formal request for access to information may be made by:

- ◆ Completing a Request for Access. These forms will shortly be available online, or by emailing gipa@sydneyferries.nsw.gov.au.
- ◆ You may also apply in writing supplying all the details required under section 41 of the GIPA Act. Section 41 provides that the application:
 - be in writing;
 - state that it is made under the Government Information (Public Access) Act 2009 (NSW);
 - have an Australian postal address for return correspondence;

- provide enough details to help the agency identify the information you want; and
- enclose the application fee as set out below.

Fees and charges

Mandatory and Pro-active release information

If you require photocopies of information or documents listed on the internet, they will be provided free of charge up to 20 pages or charged at a cost of 10 cents per page for 21 pages or more for the total number of pages required (costs current as at 1 July 2010).

Informal Access

The cost for the provision of this information will be dependent on the means by which the information is provided. Applicants will be advised prior to the information being provided.

Formal Access

Fees and charges set under the GIPA Act are:

Nature of application	Application Fee	Processing Fee
Access to information/ records	\$30.00	\$30.00* per hour after the first hour
Internal Review of a Reviewable Decision	\$40.00	Nil

(* A 50 per cent reduction in processing fees may apply if:

- o the agency is satisfied that the applicant suffers financial hardship; or
- o the agency is satisfied that the information applied for is of special public benefit to the public generally; or
- o the applicant is the holder of a Commonwealth Pensioner concession card; or
- o the applicant is a full-time student; or
- o the application is a non-profit organisation or a person applying on behalf of such an organisation.

The 50 per cent reduction does not apply to the application fee but if an applicant is a member of any of the above groups they will receive two hours processing before the discounted hourly processing fees is applied.)

General

All fees or charges are payable by cheque or money order made payable to Sydney Ferries.

Amending Sydney Ferries' information

Applications to amend or notate Sydney Ferries' information relating to a person's own personal affairs may be made in writing to the Corporate Counsel & Company Secretary, or Information Access Officer at the address below.

Contacts

Information, applications and inquiries

Applications for access to Sydney Ferries' information must be posted to:

Information Access Officer
Sydney Ferries
PO Box R1799
Royal Exchange, Sydney NSW 1225.

GIPA Act and privacy enquiries may be directed to the Information Access Officer by telephoning Sydney Ferries on (02) 9246 8300 or by email on gipa@sydneyferries.nsw.gov.au.

Further information (including review rights)

The Office of the Information Commissioner
Level 11
1 Castlereagh Street
Sydney NSW 2000

or

GPO Box 7011
Sydney NSW 2001

1800 INFOCOM (1800 463 626)
oinfo@oic.nsw.gov.au
www.oic.nsw.gov.au