



Information Statement
Freedom of Information Act
1992

FOREWORD

As a public agency, Lotterywest is accountable to the people of Western Australia through its Board of Commissioners, the Minister for Government Enterprises and, ultimately, the Government of Western Australia. Democratic standards direct that stakeholders have the ability to obtain information relating to the structure, function, operation, and processes of such public agencies.

The Freedom of Information Act, 1992 was proclaimed to take effect from 1 November 1993, providing right of access to documents and information held within both State and Local Government. However, Lotterywest views the use of Freedom of Information legislation as a last resort, and aims to provide requested information as requested whenever possible.

I am pleased to present this Information Statement as part of Lotterywest's open and accountable service to all our customers, to community organisations, to our Retailers and to the Western Australian Community.

JAN STEWART
Chief Executive Officer

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INTRODUCTION

This Information Statement is produced by Lotterywest of Western Australia in accordance with Part 5, Section 96 of the Freedom of Information Act, 1992. This information provided in this statement relates to the period beginning 1 November 2000.

The purpose of this publication is to make available to members of the Western Australian public, information relating to Lotterywest's structure and function; effect within the community; responsibility and decision making structures; arrangements for public participation in policy formulation and procedure; documentation and information; points of contact; and procedures and arrangements for access to documents.

This statement is available from:

Freedom of Information Coordinator
Lotterywest
74 Walters Drive
PO Box 1113
OSBORNE PARK 6917
WESTERN AUSTRALIA

**PART 1 - STRUCTURE AND FUNCTIONS OF THE
LOTTERIES COMMISSION OF
WESTERN AUSTRALIA**

WHO WE ARE

Lotterywest established under the Lotteries Commission Act 1990 (as amended) (the Act)), is a statutory authority responsible for selling lottery games and distributing the profits for the benefit of the Western Australian community.

WHY LOTTERYWEST WAS ESTABLISHED

The Lotteries Bill was established in the midst of the 1930 Depression – a time when struggling Western Australians were plagued by a spate of dubious raffles, sweepstakes and other “get-rich-quick” schemes.

In 1932 the Lotteries Commission (Control) Act was passed and the Lotteries Commission established in 1933 as a result of this legislation. The Commission was given the task of running an approved lottery for the benefit of the Western Australian Community.

Today, Lotterywest is recognized as one of the most successful lotteries worldwide and one which is unique in the way in which it distributes the profits from lotteries games. Each year, as well as providing funds for hospitals, sports and the arts, the profits from Lotto, Cash 3, Scratch’n’Win, and Soccer Pools go directly to hundreds of community groups throughout the State in the form of lotteries grants.

In 2000 the Commission celebrated a milestone – the distribution of the one and a half billionth dollar in funding to the Western Australian community. That one and a half billion dollars has supported over 6,000 community groups which, in turn, have provided services to every part of the community.

On 27th April 2003, the Lotteries Commission of Western Australia launched our new name and new image – Lotterywest.

WHAT WE DO

Through a State-wide network of lottery Retailers Lotterywest sells and markets a variety of lottery games, namely Lotto (Saturday Lotto, OZ Lotto, Powerball Lotto and Super 66), Scratch’n’Win instant lottery tickets, Cash 3 and Soccer Pools.

The profits from the sale of lottery products are returned to the community in various ways according to the provisions of the Lotteries Commission Act 1990 (as amended) (see Enabling Legislation), including, via State Treasury, for the support of public health services, and for arts and sports organisations.

Lotterywest also distributes directly a significant proportion of the profits from lottery sales through grant funding programs, which we administer throughout our Community Funding section.

WHAT WE AIM FOR

Lotterywest fulfils the objectives of the Lotteries Commission Act and operates in accordance with relevant legislation, Government policy and ethical standards. Our Statement of Strategic Intent states that:

“Our purpose is to provide funds and support to the community of Western Australia through excellence and integrity in our lottery business.

In order to achieve this we -

- perform to the highest ethical, professional and commercial standards
- work in partnership with others who are committed to strengthening and building community life
- develop productive working relationships with our business partners
- create a corporate culture which encourages the unique contribution of each person.

We aim to be recognised as a key corporate citizen of Western Australia and a leader in the global lottery industry and all our areas of business.”

ENABLING LEGISLATION

The Lotteries Commission, established in 1933, operates under the Lotteries Commission Act 1990 (as amended) (the Act) and in accordance with the rules and regulations governing the operation of lottery games.

Under the Act the Commission has the following responsibilities and powers;

- To conduct lotteries other than continuing lotteries in the whole or any part of the State
- To conduct games of Lotto
- To conduct Soccer Pools
- To perform any other function vested in it by the Act.

The last function includes the important role of distributing funds to eligible organisations in accordance with the provisions of the Act.

The Commission is responsible to the Minister for Government Enterprises. The Minister appoints a Board of Commissioners (the Accountable Authority) which is responsible for overseeing all operations of the Commission. One of the Board’s key responsibilities is to make recommendations for the Minister’s approval concerning the distribution of funds available to community organisations through the Commission’s Direct Grants programs.

An amendment to the Act, which came into effect on 17 July 1992, enabled unclaimed prizes to be forfeited and included for distribution to eligible organisations. This amendment also added two new funding recipients, the Festival of Perth (now the Perth International Arts Festival) and the Western Australian commercial film industry.

On 22 July 1998 the Lotteries Commission Amendment Act came into operation. Among other things this amendment changed the distribution of funds from a percentage of sales to the following:

The Act specifies that a prescribed portion of the net subscriptions received by the Commission plus any surplus from operations be distributed through State Treasury to hospitals, sports and the arts, and directly to eligible organisations including The University of Western Australia (for the Perth International Arts Festival) and to ScreenWest for the Western Australian commercial film industry.

Net subscriptions are calculated –

- (a) In the case of a fixed prize game, as being the subscriptions received for that game less the prize liability;
- (b) In the case of a parimutuel prize game, as being the subscriptions received for that game less the prize fund.

Distribution to the community is generally as follows:

- 12.5% to eligible community organisations and local government authorities for benevolent and charitable purposes
- 40% to Hospitals (paid to the Hospital Fund Account at Treasury)
- 5% to Sports (paid to Sports Lotteries Account at Treasury)
- 5% to Arts (paid to Arts Lotteries Account at Treasury)
- A total of up to 5% to support the Festival of Perth and to support the commercial film industry

[The remaining 32.5% of net subscriptions comprises operating costs and Retailer Commission (13.8% & 18.7%) respectively].

The relevant government agency determines the specific uses of the allocations made to the Hospital Fund Account, the Sports Lotteries Account and the Arts Lotteries Account; all which are held by the State Treasury. The Board of Lotterywest is responsible for overseeing the distribution of all other funds available to eligible organisations.

ORGANISATIONAL STRUCTURE

Lotterywest is responsible to the Minister for Government Enterprises.

The Minister appoints the Board of Commissioners, which is accountable to the Minister for the administration of the Lotteries Commission Act 1990 (as amended). Each member of the Board of Commissioners is appointed by the Minister for Government Enterprises to serve for a period of up to three years. The members of the Board are appointed according to their experience in areas relevant to Lotterywest's activities.

The Chief Executive Officer is responsible for the day-to-day management of Lotterywest.

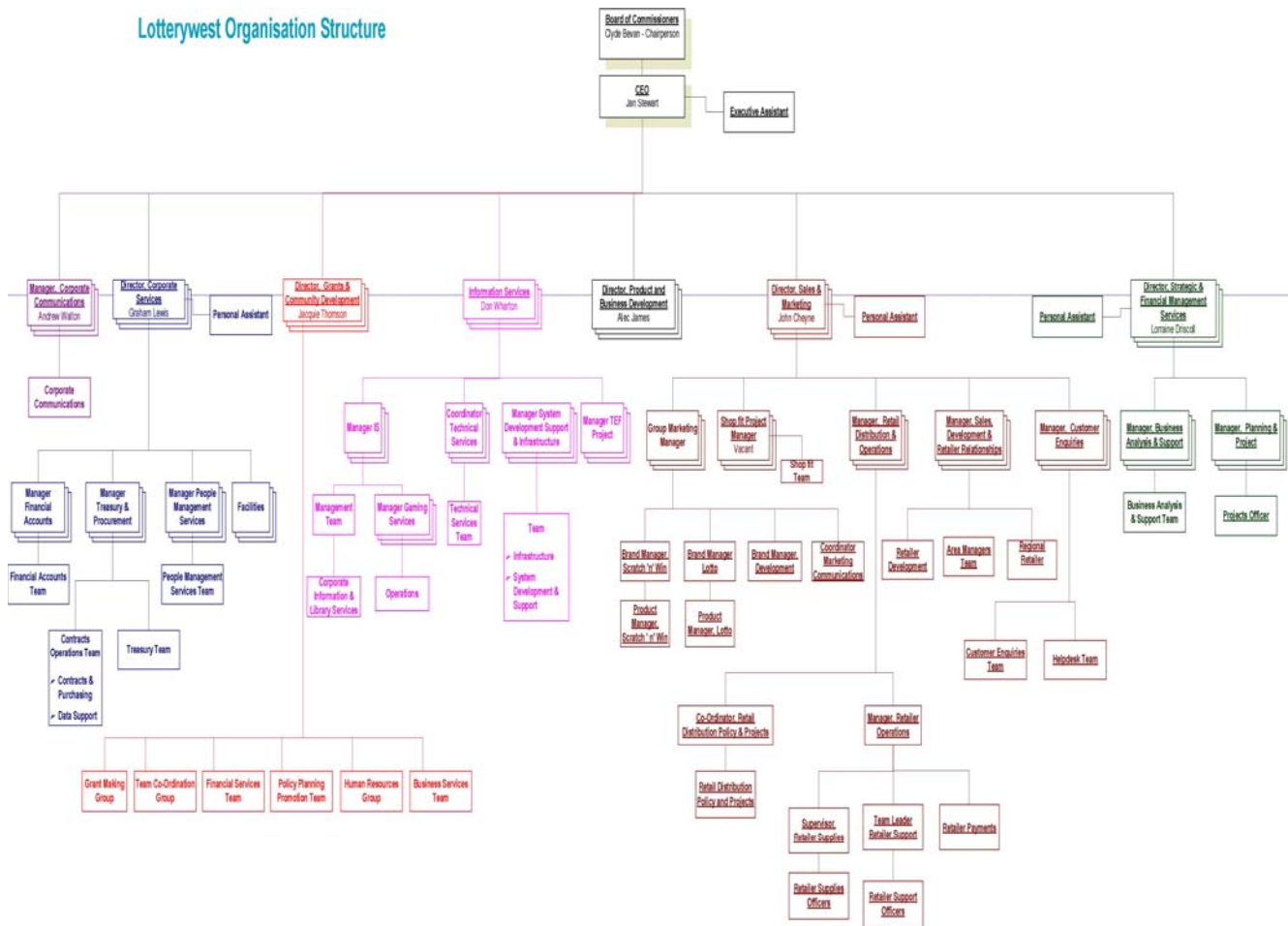
AUDIT COMMITTEE

The Audit Committee is an essential part of the governance framework within Lotterywest. The committee meets at least four times each year to consider findings and management responses to the analyses of controls and processes undertaken by the Commission's Internal Auditor, PricewaterhouseCoopers.

The Chart over shows the current organisational structure:

OUR ORGANISATION

Lotterywest Organisation Structure



OVERVIEW OF KEY FUNCTIONS OF DIRECTORATES & SECTIONS

EXECUTIVE

This area comprises the Chief Executive’s Office, Corporate Communications, and Audit responsibilities, and includes support for the Board of Commissioners.

Chief Executive’s Office

The Board of Commissioners is the accountable authority. Authority is delegated by the Board of Commissioners to the Chief Executive Officer who is responsible for coordinating the overall affairs of Lotterywest.

Corporate Communications

Two full-time officers are employed to coordinate the Commission's public affairs. A major part of this role is liaison with the news media.

Business Development

Internal Audit

Contractors undertake the internal audit function in Lotterywest. The auditors are responsible to the Audit Committee in accordance with the Audit Charter. They provide assurance on the reliability and integrity of all of Lotterywest's games, safeguarding of assets, economical and efficient use of resources, accomplishment of established objectives and goals for operations or programs.

SALES AND MARKETING

Marketing
Customer Enquiries
Sales & Retailer Development/Area Manager
Retailer Development
Retail Distribution & Operations
Helpdesk
Training

Marketing

This team works closely with advertising agencies to develop the promotional campaigns that have become a feature of Lotterywest's products. The staff members working on marketing the products play a key role in achieving yearly sales targets through product development, promotions, advertising campaigns and by providing vital product updates to the 600 Retailers selling lottery products throughout the State.

Retail Distribution and Operations

Staff in this area provide professional training and administrative support to the Retailers who sell lottery products to the public throughout Western Australia. Regular monitoring of the distribution network is a critical on-going activity to ensure the composition and makeup of the Retailer's network provides an efficient and effective customer service.

Customer Enquires

Located at the ground floor entrance to Lotterywest headquarters in Osborne Park, Customer Enquires staff are in the front line of direct sales and service to the playing public. Minor winners of Lotto, Super 66, Cash 3, Soccer Pools and Scratch'n'Win tickets may collect their winnings from Retailers or from Customer Enquires staff however, all division one prizes must be collected from Customer Enquires staff. These staff deal with all customer enquires and strive to deliver courteous, friendly and highly efficient service to customers at all times.

Helpdesk

A “hotline” service is provided for all Lotteries Network Retailers and internal staff.

INFORMATION SERVICES

Gaming Services
Security and Information Services Environment
Gaming Services/Computer Operations
Systems Development Support & Infrastructure
Technical Services
Corporate Information & Library Management
Information Services
Management Team

Security and Information Services Environment

Staff in this area ensures the total Information Services environment is planned, implemented and supported. Specific key activities include all the essential security (particularly for Gaming), risk assessment, contingency and disaster recovery plans and administration of the Information Services Quality Management System (QMS).

Gaming Services/Computer Operations

This section is responsible for operating the Gaming Online System (PRO:SYS) computer network that generates and records the sales of all Lotto, Super 66, Cash 3, Soccer Pools and Players Registration Service purchases in Western Australia. The system also processes Retailer stocks, orders and instant ticket validation. The service to support the online products sold through the network is provided to the Retailers seven days per week.

Technical Infrastructure & Systems Development & Support

Technical Infrastructure staff are responsible for developing and operating an efficient and effective Management and Office Information System environment in support of all internal operational functions. Staff are also responsible for the ongoing design and development of Lotterywest technical infrastructure, including communication networks, databases, local area networks and operating system administration.

Systems Development & Support staff are responsible for developing, maintaining and supporting all the Commission’s computer and information systems. Our programmers and systems analysts work together with staff from

the relevant sections of the organisation to improve and develop software programs to meet the changing needs of high performance management. Specialist Gaming Analysts are responsible for the stringent testing of all changes and additions to the Online Gaming systems.

Gaming Services/Technical Support

Trained staff support the on-line gaming computer network through the provision of a timely and expert maintenance service. Repairs to the gaming terminals are carried out by specialist technical staff, who are on-call to Retailers selling lottery products throughout the State. A "hotline" service is provided for all Lotteries Network Retailers.

Corporate Information & Library Management

This area is responsible for efficient and effective management of Lotterywest's records and document management, library resource purchases and services, and application of the Freedom of Information Act 1992. In addition, staff in this area collect and maintain the Commission's collection of historical information and artefacts.

CORPORATE SERVICES

Facilities

People Management Services

Financial Accounts

Financial Operations/Contracts & Purchasing

Financial Operations/Data support

Treasury

Facilities

This section is responsible for building services and maintenance, property management, vehicle coordination and management, staff facilities administration, security and emergency procedures.

People Management Services

As well as playing a significant role in developing and implementing strategic projects and initiatives involving staff, the People Management Services section provides support and services in the following areas: human resource planning; recruitment and selection; staff induction; performance development; training and development; personnel and payroll administration; occupational health, safety and welfare; employee assistance; worker's compensation and rehabilitation; industrial relations; career development; equal employment opportunity; human resources policies and procedures; management information on human resources; salary packaging; industrial agreements and disability services for staff and people who use the building.

Financial Accounts

This section is responsible for the production of both annual and monthly financial statements. Financial Accounts staff coordinate the general ledger, staff payroll, the Commission's assets and the production of cheques for prize winners, creditors and grant recipients. Staff are charged with the responsibility of accurately recording transactions worth millions of dollars.

This section is also responsible for ensuring full compliance to the Financial Administration & Audit Act, Treasurer's Instructions, Australian Accounting Standards, and other relevant legislation. To ensure all financial controls and procedures are in place is also one of the key responsibilities of this section.

Treasury

Treasury manages the Commission's investment portfolio to maximise net return on working capital and is responsible for insurance, risk management, intellectual property, legal advice and economic value added throughout the organisation.

Financial Operations

Despatch

This section distributes Instant Lottery tickets, stationery supplies and product promotional materials to the Retailers Network across the State. Lotterywest's Retailers receive these items on a weekly basis via a direct delivery service.

Contracts & Purchasing

Responsible for ensuring that goods and services purchased by the Commission are bought in compliance with the Commission's Supply Policies and Procedures.

Instant Lotteries Recoups

Weekly claims by Retailers for reimbursement of prizes paid for winning Scratch'n'Win tickets are processed by this section.

Credit Control

This section monitors all accounts receivable due from Retailers for sales of Lotterywest products. Retailers experiencing financial difficulty are monitored daily from this area and credit checks are undertaken as requested. Staff are also responsible for invoicing and payment of invoices for all debtors.

Data Support

The Retailer database and Player Registration Service (PRS) database are maintained in this section. This area also processes new applications for PRS membership, and distributes Player cards and cheques to prize winners. PRS automatically pays players who have won, but not claimed their due prize within

a five week time frame. Support for the Contracts and Purchasing function by processing all requisitions and purchase orders is also from this section.

GRANTS & COMMUNITY DEVELOPMENT

This area is responsible for grants & community development policy, development and implementation and management of the Direct Grants Program (including support to the Perth International Arts Festival and the Western Australian film industry through ScreenWest.

Grants & Community Development Policy is developed through ongoing consultation with community, government and ministerial stakeholders as well as a result of responsive funding approaches to continually changing community needs.

Grants & Community Development Programs are also administered with community input through a number of advisory committees covering, for example, the following funding programs: Heritage, Youth, Social Research . General grant requests are administered according to demonstrated community needs through a process of grant assessment and approval.

The primary role of Grants & Community Development is to distribute non-statutory grant funds to the community according to identified need and determined funding priorities.

Grants are made to not-for-profit organisations who demonstrate through a submission based application process that funding sought will considerably benefit the Western Australian community. Grants & Community Development staff also provide assistance to community organisations to develop submissions which will be responsive and appropriate to their specific needs.

Grant applications are received on a year round basis (general grants) or via funding rounds that are advertised and promoted widely in the general press.

All grant applications, once assessed, are submitted to the Lotterywest Board of Commissioners for consideration prior to seeking approval from the Minister for Government Enterprises. Following approval each applying community agency is advised of the decision and grant agreements instituted where appropriate.

Broad areas of funding include:

Extending the capacity for not-for-profit organisations

Strengthening community service delivery

Enhancing community development initiatives

Valuing our State's heritage

Advancing participation in community life

Common Grant request types

GRANTS FUNDING AREAS BELOW ALL NEED TO FIT INTO THE NEW ONES ABOVE....

Community Cultural

This includes our support for the Perth International Arts Festival and ScreenWest as well as a wide range of community festivals and celebrations.

Community Sector Development

Funding aimed at further developing the quality of management and the skills of those working within the community sector.

Community Support and Development

A wide ranging area which includes funding for community buildings and facilities, employment and enterprise initiatives, emergency relief for those in financial crisis, support for emergency services and funding for medical research

Conservation

This includes our support for both the natural environment (environment conservation projects) and the preservation of our built heritage.

Priority Groups with Special Needs

This program helps meet special needs in the community such as those of aboriginal people, families and children, young people, seniors and people with disabilities

Financial Services

This section prepares payments to grant recipients, and offers relevant advice and assistance to grantee organisations on an 'as required' basis. This section also manages funding provided to the Festival of Perth [now Perth International Arts Festival] in accordance with section 22(2)(e)(ii) of the Act.

Grants payments are monitored to ensure that any conditions are complied with and appropriate accountability is provided.

Reports on grants committed and paid are made available for financial information purposes, particularly for the Community Funding Directorate.

The Prophecy Financial Accounting System is administered by this section, as a service to the prime users and as a liaison between the user and Information Services. In addition to the above services, the section maintains registers required under the Financial Administrative and Audit Act 1985, maintains the Accounting and other User Manuals, and coordinates the financial aspects of the Commission's Annual Report.

STRATEGIC & FINANCIAL MANAGEMENT

Planning & Project

Business Analysis and Support

This section coordinates budgeting and business planning for Lotterywest operations and provides a variety of management information reports to all sections of the organisation. In addition, reports are produced providing comparisons with other lotteries jurisdictions within Australasia.

PART 2 - CORPORATE GOVERNANCE

LEGISLATION IMPACTING ON LOTTERYWEST'S ACTIVITIES

Competition Policy Reform (Western Australia) Act 1996
Copyright Act 1968 (Commonwealth)
Copyright Act 1895 (State – repealed)
Disability Services Act 1993
Electoral Act 1907 (as amended)
Equal Employment Opportunities Act 1984
Financial Administration and Audit Act 1985
Freedom of Information Act 1992
Gaming Commission Act 1987
Government Employees' Superannuation Act 1987
Industrial Relations Act 1979
Library Board of Western Australia Act 1951-1983
Lotteries Commission Act 1990 (as amended)
Minimum Conditions of Employment Act 1993
Occupational Health Safety and Welfare Act 1984
Public Sector Management Act 1994
Salaries and Allowances Act 1975
State Supply Commission Act 1991
Statutory Corporations (liability of Directors) Act 1996
Trustees Act 1962 (as amended)
Worker's Compensation and Rehabilitation Act 1981
Privacy Act 1988
Privacy Amendment (Private Sector) Act 2000
State Records Act 2000

POWERS EXERCISED IN PERFORMANCE OF FUNCTIONS

In addition to Lotterywest Act 1990 (as amended), the Commission exercises its powers in accordance with:

- Australian Lotto Bloc Agreement
- National Bloc Agreement
- Retailer Agreements
- Game Rules and Regulations
- Soccer Pools Bloc Agreement
- Gaming Commission Act 1987
- Financial Administration & Audit Act 1985
- Franchising Code of Conduct
- Lotteries Industry Code of Conduct

STATEMENT OF STRATEGIC INTENT

"Our purpose is to provide funds and support to the community of Western Australia through excellence and integrity in our lottery business.

In order to achieve this we -

- ❑ perform to the highest ethical, professional and commercial standards
- ❑ work in partnership with others who are committed to strengthening and building community life
- ❑ develop productive working relationships with our business partners
- ❑ create a culture which encourages the unique contribution of each person

We aim to be recognised as a key corporate citizen of Western Australia and a leader in the global lottery industry and all areas of our business."

PRIME OBJECTIVES AND PERFORMANCE MEASURES

Lotterywest has two prime objectives which are to provide -

- ❑ the public of Western Australia with a range of lottery products (consistent with government gaming policy and ethical standards) in order to meet the demand for this for of entertainment; and
- ❑ funding to beneficiaries prescribed by the Lotteries Commission Act (including a wide range of community groups) to enable them to achieve their outcomes for the benefit of the Western Australian community.

To demonstrate the achievement of these prime objectives, Lotterywest has the following prime performance measures:

"Total approved funding to the Western Australian community per capita per annum."

"Total sales of lottery products per Western Australian adult per annum"

PERFORMANCE INDICATORS

COMMUNITY & CUSTOMER KEY PERFORMANCE INDICATORS

- ❑ approval ratings by players, community funding clients, stakeholders & public
- ❑ support for funding policies and priorities
- ❑ player commitment to our brand
- ❑ customer service ratings

BUSINESS PROCESSES & INNOVATION KEY PERFORMANCE INDICATORS

- ❑ costs compared with revenue/grants
- ❑ computer system availability
- ❑ measures of stakeholder and customer satisfaction with grant-making process

PEOPLE & LEARNING KEY PERFORMANCE INDICATORS

- ❑ Staff satisfaction
- ❑ Internal customer service quality
- ❑ Information availability

FINANCIAL PERFORMANCE KEY PERFORMANCE INDICATORS

- ❑ Total approved funding as a % of sales
- ❑ total approved funding per capita
- ❑ Total sales per adult
- ❑ Total costs per \$ of approved funding
- ❑ Gaming expenses as a % of sales
- ❑ Trading profit as a % of sales

DISTRIBUTION OUTLETS AND STAFF

There is a network of retail distribution outlets that sell lotteries products on a commission basis to the public. There are 489 “on-line” Retailers who sell all products and 83 who sell Scratch’n’Win tickets only . The Commission employs 168 staff members based at the Commission’s administrative headquarters in Walters Drive, Osborne Park.

PART 3 - THE EFFECT OF LOTTERYWEST OF WESTERN AUSTRALIA ON THE PUBLIC

(OUR PUBLIC IS COMPRISED OF THE GENERAL PUBLIC OF WESTERN AUSTRALIA TOGETHER WITH OUR SPECIFIC CUSTOMER, IE. PLAYERS, POTENTIAL PLAYERS, COMMUNITY FUNDING BENEFICIARIES, POTENTIAL COMMUNITY FUNDING BENEFICIARIES, SUPPLIERS OF GOODS AND SERVICES, RETAILERS)

GRANTS & COMMUNITY DEVELOPMENT

HOW DO WESTERN AUSTRALIANS BENEFIT FROM LOTTERIES?

Of net subscriptions (p.6) generated from sale of lotteries products 40% is distributed to hospitals, 5% each to the arts and sports, up to 5% to the Perth International Arts Festival and Western Australian Film Industry (via ScreenWest), and 12.5% is returned in general and specific funding programs to the general community.

The Social Impact Study on grant distribution undertaken in 1995 concluded that the community benefited greatly from the diversity of initiatives funded by the Commission each year. (see also "Major Functions and Powers of Lotterywest" p 5)

HOW DO COMMUNITY GROUPS APPLY FOR LOTTERIES FUNDING?

Local Government Authorities and any association, institution, club, society or body which is run on a not-for-profit basis, may be eligible for lotteries grants of which the purpose is for benevolent and charitable purposes.

Grant application forms and full details of funding guidelines are available by telephoning Grants & Community Development at Lotterywest on (08) 9340 5270 or through Lotterywest website: www.lotterywest.wa.gov.au

THE LOTTERIES BUSINESS

HOW DO SMALL BUSINESSES BENEFIT FROM LOTTERIES?

Lotterywest sells its products through 575 small businesses including newsagents, Lottery Centres, and kiosks throughout Western Australia. Lottery Centres present the full Lottery Corporate Identity by offering a dedicated Lottery Products Area and Point of Sale with specially designed signage. Lotterywest approves new Lottery Centres and upgrades to a Lottery Centre where the Lottery outlet meets specified requirements.

Lotteries outlets benefit from the high customer demands for lotteries products, which serve as an attractive product line.

Owners, managers and employees of these outlets are professionally trained in all aspects of quality customer service to enable them to maximise their full sales potential.

HOW ARE LOTTERYWEST RETAILERS APPOINTED?

Lotterywest Retailers are appointed according to established policy guidelines and in compliance with the Franchising Code of Conduct. As part of the development of the Lotterywest's annual Marketing Plans, consideration is given to the establishment of a limited number of new outlets each year. Such outlets will almost exclusively be in new or expanded shopping centres with positioning

being sought in very close proximity to the major tenant or supermarket in the centre.

Lotterywest will accept an application provided we have issued an invitation to apply. An invitation will only be extended to a potential applicant where relevant information provided indicates that the requirements of a new outlet may be met.

Receiving an invitation to make application in no way infers automatic approval. After a full assessment of the application has been conducted, a recommendation will be made to our Board of Commissioners who will make the final decision.

HOW MUCH COMMISSION DO RETAILERS GET PAID?

Lotterywest pays about \$30 million a year to the Retailers throughout Western Australia. For some products, the commission averages around 7% of sales. Some products have “add-on” commissions while others have this retailer component inclusive in this cost of the cost of the product. Actual percentages earned by Retailers will depend on their sales turnover and the mix of products sold.

WHAT SERVICE FEE DOES LOTTERYWEST CHARGE RETAILERS?

The Commission sets a weekly terminal charge to all Lotto Retailers. The charge covers, in part, running expenses. Lotterywest also operates a Retailers’ Helpdesk, which is backed up by technical staff who are on-call during Lottery trading hours to attend to any computer problems experienced by Retailers.

PLAYERS

HOW IS THE SIZE OF THE PRIZES DETERMINED?

Research shows that people buy lotteries products for the chance to win a big prize for a small outlay. However, Lotterywest has introduced Cash 3 for people who are prepared to play shorter odds for a smaller prize.

Within Lotterywest’s range of products, there are those that provide the chance to win very big prizes, like Lotto; and those that provide the chance to win smaller prizes, such as Cash 3 and Scratch’n’Win instant tickets. The choice is up to players, but the most popular games are those that offer prizes of \$1 million or more.

For Lotto and Instant Lotteries, Lotterywest pays, on average, 58.9% of sales income back to players as prizes. For Soccer Pools approximately 50% is returned to players. Cash 3 varies, but the return is usually equal to 52%. This is higher than many other Lotteries in other parts of the world where returns are generally closer to 50%. On each game a small percentage of this amount is held in a prize reserve fund to assist the funding of jackpots, to create bonus draws, and to pay additional prizes during promotional periods. Lotto and Soccer Pools jackpots arise when the first division prize is not won and the amount is carried forward to the next draw. A bonus draw is one where the first division prize is increased by a contribution from the prize reserve fund.

HOW CAN PRIZES BE COLLECTED?

Under The Lotteries Commission Act 1990 (as amended) all prizes won in Western Australia may be collected for up to 12 months. Players can claim their prizes at any time up to 12 months following the date of the draw or, in the case of instant lottery tickets, 12 months from the date the last ticket of a particular lot was issued.

Retailers are able to pay out up to \$500 on all Lottery products. Some Retailers are able to pay up to \$7,000. Winnings in excess of these amounts can be collected from The Customer Enquiries Section of Lotterywest. Prizes other than first division can also be collected from the Perth Payout Office, "Doogues", at 159 Murray Street, Perth 6000.

The Commission also has a Player Registration Service in which players can register their Lotto, Pools, and Cash 3 tickets at the time of purchase. If a registered ticket wins and the prize remains unclaimed for a period of five weeks after the draw, a prize cheque will be mailed to the registered players. Registered players receive a durable, personalised credit card sized membership card which they simply present to the Retailer when purchasing their ticket to register their purchase. A Player Registration card is valid for a period of five years.

HOW ARE THE GAMES MONITORED?

The operations of Lotterywest are constantly and carefully monitored. External auditors, including the Department of Racing, Gaming, and Liquor, and the Office of the Auditor General overview every part of the daily operations, and report directly to the Board of Commissioners and to Parliament through the Office of the Auditor General. Even the movement of staff around the headquarters building is monitored by security systems.

A Government Supervisor and the Tattersall Sweep Consultation in Victoria supervise all Lotto games, including Super 66. An independent auditor in Western Australia supervises Cash 3 game draws.

PART 4 - PUBLIC PARTICIPATION IN POLICY FORMULATION

ARRANGEMENTS FOR PUBLIC PARTICIPATION IN POLICY FORMULATION

There are a number of ways by which the public contributes to formulation of policy with our organisation, including participation on committees, attendances at community consultations, market research and participation on the Retailers' Consultative Panel.

THE COMMISSIONERS

The Board of Commissioners meet monthly to oversee Lotterywest's operations and to review grant applications. Each Commissioner is appointed by the Minister for Government Enterprises for a period of three years. Commissioners are appointed on the basis of their expertise in business and community service.

ADVISORY COMMITTEES AND TECHNICAL PANELS

Advisory committees draw membership from the wider community, and meet at regular intervals to assist in setting policy direction and funding priorities. Committees are chaired by a member of the Lotterywest Board of Commissioners.

GORDON REID FOUNDATION

The Gordon Reid Foundations are not true "foundations" but rather advisory committees which operate within the commission. They were established to honour the late Governor, Professor Gordon Reid, and to bring to the Lotterywest additional expertise in specialist fields of community service.

FILM INCENTIVE SCHEME

The Scheme is managed and administered by ScreenWest (formerly the Western Australian Film Council) with input from other experts in the industry.

Lotterywest based on wide consultation with the film industry has established guidelines and funding policies.

COMMONWEALTH, STATE AND LOCAL GOVERNMENT

Employees from all three tiers of Government provide both formal and informal input into areas where policy or operational guidelines are being reviewed.

COMMUNITY GROUPS

Lotterywest seeks and welcomes input on an ongoing basis from community groups to ensure its funding policies remain flexible and responsible to changing community needs. Community forums are held from time to time to seek and to give information about funding arrangements.

RETAILERS' CONSULTATIVE PANEL

The Retailers Consultative Panel is made up of ten Lottery Retailers who are selected on the basis of their business acumen, and their support and commitment to Lotterywest and its products. The members must be current Retailers and are appointed for a 12 month period.

The Panel meets every two months to discuss product developments and to provide advice to the Chief Executive Officer, Director of Sales and Marketing, Manager of Sales and Distribution and to other members of Lotteryest's staff, including the Sales and Marketing and Information Services teams.

**PART 5 - SUMMARY OF LOTTERIES
COMMISSION RECORDS AND
DOCUMENTS**

KINDS OF RECORDS USUALLY HELD BY LOTTERYWEST

Documents and records held by Lotterywest have been created for, during or have specific application to the function and operation of the agency. Records held relate to administration and operation, policy and procedure, contracts, records management, people management services and accounting information. Records are in the form of files, manuals, reports and agreements and are held in a variety of storage mediums including:

- Hard Copy
- Computer Disk
- Computer Tape
- Video Tape
- Audio Tape
- Microfilm
- Digital Video Device

A listing of internal manuals (index numbers shown below cross reference to the Document Access Table), computerised information systems and Lotterywest publications is followed by an outline of where records are located within the agency. The more detailed Document Access Register, which summarises the availability of documents to the public, follows as the final section of the Information Statement.

INFORMATION AVAILABLE FOR PUBLIC ACCESS

INTERNAL MANUALS AND PLANS

Lotterywest has a number of internal manuals and plans which are briefly described below. The internal manuals are also referred to in the numbered sections of this part of the Information Statement under the specific Division/Section in which they can be located.

Strategic Plan (1.2)

The 2005 - 2006 Strategic Plan states Lotterywest's Statement of Strategic Intent, Prime Objectives and Performance Measures, and Outcomes, Strategies and Key Performance Indicators for each of the key result areas of Community & Customer, Business Processes & Innovation, People & learning, and Financial Performance.

Strategic Audit Plan and Annual Audit Plan (1.4)

The Strategic Audit Plan is a long-term (three out years) plan developed and maintained by Internal Audit, and updated at least annually. An Annual Audit Plan is also developed by Internal Audit, which, based on the Strategic Audit

Plan, describes the nature, extend and timing of the Audit work required to be completed for each year.

Equal Employment Opportunity Policy and Management Plan (2.4)

A plan, required by Legislation, which details programs and strategies to ensure equal employment opportunity at Lotterywest.

Human Resources Management Manual (2.4)

A manual which details Lotterywest's human resources policies and procedures, and incorporates the Public Section Standards in Human Resources Management.

Staff Information Manual (2.4)

The Staff Information Manual is provided to all staff at commencement of their employment and provides an overview of the agency as well as describing ways of working within Lotterywest. Content includes Staff Benefits and Entitlements, Healthy and Safety, Staff Conduct, Communication, Ancillary Services, Vehicles, Security, Forms used within the commission, and some further General Information.

Code of Conduct (2.4)

A manual which describes the ethical principles which serve as a foundation for behaviour. These enshrine the principles of Justice, Respect for Persons, and Responsible Care. The Code of conduct is designed to enhance Lotterywest's operational integrity and security through its emphasis on the moral conduct of each staff member.

Disability Services Plan (2.4)

Lotterywest Disability Services Plan has been created and adopted to enhance current performance and achievement and ensure that people with disabilities can continue to access Lotterywest services and facilities into the future. The Plan includes:

- Information on Lotterywest's facilities and services
- A policy statement about Lotterywest's commitment to addressing the issue of access for people with disabilities
- A description of the process used to consult with people with disabilities, disability organisations and relevant community groups
- The identification of objectives and strategies to overcome barriers identified or confirmed through the consultation process
- Expected timelines and persons responsible for the proposed strategies
- A method of review and evaluation of the plan
- Information about how the plan is being communicated to staff and people with disabilities

Records Management Manual (2.3)

A manual which documents the functions, procedures and systems used for corporate records management.

Freedom of Information Procedures Manual (2.3)

This manual covers a précis of Lotterywest's procedures for processing Freedom of Information applications and enquiries as well as the forms which may be used during this process.

Accounting Manual (2.6)

A manual required under the Financial Administration and Audit Act 1985, which details policies and procedures which relate to the financial administration of Lotterywest.

Prophecy User Guides (2.6)

Each module of the Prophecy Financial Accounting System has a user guide which details step-by-step procedures for users to follow on operating the system.

Business and Annual Operational Plans & Budget (2.9)

Documents produced annually which provide business plans of each Directorate.

ISYS Operator Manual (3.2)

A manual which documents the functions, procedures and usage for Lotterywest's Lotteries (ISYS) Computer Terminals.

Grants Guide (via Lotterywest Website) (5.1)

An online Grant Guide containing program guidelines and information for grant applicants.

Retail Distribution Standards and Procedures Manual (3.2)

A manual which sets out the Commission's standards and requirements relating to all Lottery Outlets.

COMPUTERISED INFORMATION SYSTEMS

Lotterywest utilises a number of specific-purpose computerised systems and databases, which are briefly described below. Reference to each system/database also appears in the numbered section of this part of the Information Statement under the specific Division/Section in which each system/database can be located:

RECORDS MANAGEMENT SYSTEM (2.3) TRIM

An electronic system which is used to manage the corporate records of the Commission.

HUMAN RESOURCES INFORMATION SYSTEM (2.5)

A database which lists information on all aspects of Lotterywest's human resources management.

FINANCIAL MANAGEMENT INFORMATION SYSTEM [PROPHECY] (2.6) VERSION NOW

An accounting system (series of programs) used to manage and monitor financial transactions delivering timely and accurate and timely information concerning Lotterywest's financial affairs.

PLAYERS REGISTRATION DATABASE (2.8)

A database for administering and maintaining the Players Registration Service to which details are added from incoming applications for membership. Members are issued with a players card for use to registering their purchase of lottery products. Database reports are run to monitor prizes associated with that membership and which remain unclaimed five weeks after the draw date. A cheque is then raised and posted to the appropriate player for each uncollected prize.

RETAILER INFORMATION SYSTEM [OASIS] (3.2)

A database of information on all agency locations by name, address, products and status. This also includes product and Retailer sales information.

GAMING ONLINE SYSTEM PRODUCT SALES [PRO:SYS] (4)

An information management system recording ticket validation details, sales and prizes of Online lotteries products including Saturday Lotto, Oz Lotto, Powerball Lotto, Cash 3, Super 66 and Soccer Pools.

COMMUNITY FUNDING SYSTEM [MONTY] (5.3)

A system containing details of all grant applications, including approvals, deferrals and rejections made by the Board of Lotterywest.

MANAGEMENT INFORMATION SYSTEM (4)

A management system which supports all internal operational functions.

LC ASSIST

A system to record customer interactions and work responses and provide statistical reports.

LOTTERYWEST INTRANET

A system to provide easy access to internal reports, documents and staff information.

CF ONLINE

An internal online system for policy, procedure and guidelines for Community Funding

INTERNET WEBSITE

Lotterywest maintains an Internet website as a service to lottery players, particularly those wishing to check Lotto results, as well as others with an interest in Lotterywest's activities. The site is, in fact, two sites, one being a Lotterywest corporate site with information on all Lotterywest's Grants & Community Development activities. The other is a "Virtual Lottery Kiosk" where players can access a range of services including information on forthcoming jackpots and Bonus Draws, check draw results and dividends, access frequency and recency charts and draw histories, and use a random number generator to choose their own numbers. The site enables players to check winning numbers and dividends for Lotto, Cash 3 and Soccer Pools well before results are available through conventional media and is Australia's earliest source of information on dividends for the Saturday draw. The addresses for Lotterywest **Internet websites are: CHECK THESE**

1. www.lotterywest.wa.gov.au
2. www.lottoresults.net
3. www.cash3results.net

WEB-BASED GRANTS GUIDE

An online Grants Guide has been developed providing a web-based tutorial, which allows groups to check their eligibility and possible grant types available. The Guide provides direct access to the application form and our funding guidelines.

LOTTERYWEST PUBLICATIONS

ANNUAL REPORT (2.1)

Lotterywest Annual Report is presented to Parliament at the end of August each year. The Annual Report contains a report on operations, which is a summary of Lotterywest's performance and activities for the completed financial year. The report details Lotterywest's gaming business and community funding activities, highlights major projects undertaken during the year and has a list of direct grants for the financial year. Also included are full audited Annual Accounts for the year and Lotterywest's Annual Budget for the following year.

LOTTERYWEST 2004 – 2007 STRATEGIC PLAN

Lotterywest Strategic Plan describes the Strategic Intent, Prime Objectives and Performance measures of Lotterywest. It also includes the Outcomes for each of the key result areas of Community and Customer, Business processes and Innovation, People and Learning, and Financial Performance, outlining the Strategies to obtain those outcomes and the Key Performance Indicators to be used for their measurement.

FREEDOM OF INFORMATION STATEMENT (2.3)

A document, required under the Freedom of Information Act 1992, which provides members of the public with advice regarding Lotterywest's organisational structure, its mission and objectives, its performance measurement criteria, its resourcing and the information it holds.

GRANTS & COMMUNITY DEVELOPMENT: GENERAL INFORMATION (5.8)

A brochure containing general information relating to eligibility and grant purpose as well as how to obtain further information.

GRANTS APPLICATION FORM (5.2)

Two application forms:

General Grants Application Form

Disability Equipment Grant Application Form

THE LINK (3.2)

"Lotterywest Link" is produced as a communication between Lotterywest and the Retailers who sell Commission products. Content includes information relating to marketing strategies and promotions, prizes, bonus draws, customer service tips, retailer news, training dates and other useful information. "How to Play" brochures (3.3)

These brochures detail how to play all games including Saturday, Powerball, and Oz Lotto, Soccer Pools, Super 66, and Cash 3. Brochures are also published which describe what "systems" games are, how they work, and how they can be played. These are also available from lotteries Retailers.

ENABLING LEGISLATION AND GAMES RULES

Copies of the *Lotteries Commission Act 1990 (as amended)* and the Rules governing the operation of lottery games are available at Lotterywest for public perusal. The Act can also be purchased from State Law Publisher, 10 William St, Perth.

LOTTERYWEST RECORDS BY LOCATION

BOARD/EXECUTIVE/CORPORATE

Chief Executive Officer

- Ministerial Communications and Responses
- Minister's Approvals – Travel, Staff Appointments, Special Programs
- Ministerial Briefing Notes
- Permits for Lotteries Games from Minister
- Parliamentary Questions Record
- Funding Approvals Lists (Grants Lists)
- Chief Executive Officer's Reports to Board
- Board, Agenda's, Minutes and Attachments

Strategic & Financial Management

- Strategic Planning
- General Management Team Agenda, Minutes and Attachments

Corporate Communications

- Media Releases/Publicity Files
- News Articles on Lotteries Commission
- Sponsorship Files
- Speeches File
- Corporate Image Files
- Customer Service Charter

Internal Audit

- Internal Audit Reports
- Internal Audit Working Papers
- Online Draw Supervision Files
- Audit Vaults – Records
- Internal Audit Contracting
- Strategic Audit Plan
- Annual Audit Plan
- Audit Committee Minutes

CORPORATE & FINANCIAL SERVICES

Director of Corporate & Financial Services

- Certificates of Title
- Annual Report Documentation
- Legal Opinions

Facilities

- Accommodation Files
- Building Project Records and Plans
- Motor Vehicles Policy and Procedures
- Motor Vehicle Purchasing Records
- Fleet Administration Files
- Security system Administration Records
- House Services/Maintenance Files

Human Resources

- All Staff Records
- Job Description Forms
- Organisational Structure
- Establishment Staffing Levels
- Monthly Staffing Reports
- Classification Determinations
- Recruitment Files
- Selection Reports
- Staff Personal Files
- Workers Compensation and Rehabilitation Files
- Training Course Records & Data Base
- Awards
- Equal Employment Opportunity Policy and Management Plan
- Equal Employment Opportunity Report
- Human Resources Management Manual
- All Leave Records (HRMIS)
- Occupational Health, Safety and Welfare Incidents
- Minutes of Occupational Health Safety and Welfare Meeting
- Ex-Employees
- Casuals
- Human Resources Plans and Reports
- Performance Reviews
- Position Files
- Industrial Agreements
- Salary Packaging Data
- Travel Arrangements

Human Resources Information System (IRIS) – Planned Computerised Database

- Consultant's Proposal
- Panel Period Contract
- Standardised Documentation
- Functional Requirements

- Steering Committee Minutes
- Memoranda
- Presentation Material
- Package Selection
- Operational Manual
- Project Information on REMUS (Human Resource Management Information System)

Financial Services

- Artworks assets management
- Financial Administration & Audit Act (FAAA)
- Registers (per FAAA)
- Accounting Manual
- Annual Reports
- Community Funding Payments & Accountability
- Prophecy (Financial Management Information System) Administration & Implementation
- Prophecy User Guides
- Festival of Perth Files

Financial Accounts

- General Ledger and Accounts Listing Material/Reports
- Accounting Paperwork (creditors invoices, statements, and other payments)
- Prize Payment Documentation (Online, Offline, instant prize structure records, unclaimed prize for instants)
- Banking/Investment Details (statements, investment confirmation, cheque register)
- Reports (Gaming Online System report, cashiering report for Offline)
- Records (payroll, government statistics, non-current assets)
- Fringe Benefits Tax
- Profit and Loss Statements
- Balance Sheets
- Superannuation
- Valuation Reports on Property
- Reconciliation statements for balance sheet items
- Sundry banking documents
- Fixed asset listings and other reports
- Government statistics report

Financial Operations

- Player Registration Service documentation (sales, application forms, change of address forms, PRS membership details, unclaimed prizes, value of cheques sent)

- Instants (including recoup forms, tickets, ticket register, Telespin form)
- Retailer Information (bank details, sales, names & addresses, any details changes, correspondence, dishonoured payments, credit checks, commissions, consignment notes, delivery run sheets)
- Promotional Material
- Stationery Information (requisitions, correspondence, purchase orders, master stock list)
- Information relating to offsite storage (archive box contents, archive movement book, index, archived files)
- Stock-take File
- Cheque Book Register
- Contract Award Documentation

Business Analysis & Support

- Business & Annual Operational Plans
- Annual Budget for Lotterywest
- Variance Reports (expense variance, variance analysis)
- Financial Reports (sales performance, graphical performance indicators, Profit and Loss statements for all programs)
- Transaction Analysis Report
- Sales Reports (showing actual v budget, this year v last year, forecast)
- Retailers' Reports (sales analysis, comparisons)
- Comparative Reports (comparing Lotto products between WA and other jurisdictions, statistical interjurisdiction sales, income, expense, sales performance indicators)
- Sales Flash Reports (Saturday Lotto, Powerball, Oz Lotto, Cash 3, weekly all games)
- Instants Revenue Report
- Promotions Reports

Treasury

- Investment Register
- Registration of Trade Marks Certificates
- Treasury Quality System Manual
- Insurance Cover
- Risk Management
- Intellectual property

SALES & MARKETING

Marketing

- Advertising Files

- International Lottery Associations
- Conference Planning
- Consumer Promotion Plans and Reports
- Market Research
- Sales Reports
- Australian Lotto Bloc Agreement
- National Bloc Agreement
- Game Rules and Regulations
- Soccer Pools Bloc Agreement

Sales

- Corporate Image – Assets
- Corporate Image – Standards
- Licence Agreements
- Retailer Lists
- Retailer Files by Location
- Retailer Network Reports
- Retailer Training Programs & associated documentation
- Retailer Appointment Policy
- Retailer Applications
- Retailer Approvals/Rejections
- ISYS Terminal Operator Manual

Customer Enquiries

- How to Play Brochures
- Lottery Ticket Results
- Lotto Results/Dividends
- Soccer Pools Results/Dividends
- Lost Player Registration Forms

INFORMATION SERVICES

- Information Services Business Plan
- Interim Information Services Plan 1994
- Systems Development Methodology
- Steering and Project Committee Documents
- Computer Systems Documentation
- Maintenance Agreements
- System and Operational Reports
- Disaster Recovery Plan
- Security Policy and Standards
- Quality Management System
- Risk Assessment

- Project Information on OASIS
- Online Gaming Procedures
- LC Assist
- Intranet

Records & Information Management

- Freedom of Information Statement
- Corporate Files Register
- Library Resources Register TRIM??
- Business Classification Scheme
- Records Management System Trim Context
- Records of library purchases
- Trust Deeds
- Intermediate storage and archival records documentation
- Artefacts and history of Lotterywest
- Records Management, Freedom of Information and Copyright information
- Information Management Project records
-

GRANTS & COMMUNITY DEVELOPMENT

General Programs – Policies and Procedures

Grant Application Form

Community Funding Files

- Applications, Assessments, Recommendations and Decisions on grant requests
- Project Information on MONTY (Community Funding Information System)

Lotteries House Programs

- Policy and Procedures

CF Online

- Administration Policies and Procedures
- Program and Grant Policies & Procedures

- Grants QA Procedures

**PART 6 - DOCUMENT AVAILABILITY ACCESS
TABLE**

	DOCUMENT DESCRIPTION	FREE	COST	FOI APPLICATION REQUIRED
1.	BOARD/EXECUTIVE/CORPORATE			
1.1	Chief Executive Officer			
	Circulars to CEO's			
	Ministerial Responses			✓
	Minister's Approvals - Travel, Staff Appointments, Special Programs			✓
	Ministerial Briefing Notes			✓
	Permits for Lotteries Games from Minister	to peruse		
	Parliamentary Questions Record	to peruse	for copies	
	Funding Approvals Lists (Grants List)	to peruse	for copies	
	Chief Executive Officer's Report to Board			✓
	Board Agenda and Attachments			✓
	Board Minutes and Attachments			✓
	Travel			✓
1.2	Performance Improvement			
	Strategic Planning	✓		
	General Management Team Agenda's Minutes, and Papers	employees		✓
1.3	Corporate Communications			
	Media Releases/Publicity Files	to peruse	for copies	
	News Articles on Lotteries Commission	to peruse	for copies	
	Sponsorship Files	to peruse	for copies	
	Speeches	to peruse	for copies	
	Corporate Image File	to peruse	for copies	
	Annual Report Documentation (Report on operations)	to peruse	for copies	
	Customer Service Charter (Appendix 1)	✓		
1.4	Internal Audit			
	Internal Audit Reports			✓
	Internal Audit Working Papers			✓
	Online Draw Supervision Files			✓
	Audit Vaults - Records			✓
	Internal Audit Contracting			✓

	Strategic Audit Plan			✓
	Annual Audit Plan			✓
	Audit Committee Minutes			✓
2.	CORPORATE & FINANCIAL SERVICES			
2.1	Director: Corporate & Financial Services			
	Certificates of Title	to peruse		
	Trust Deeds	to peruse		
	Annual Report Documentation (Audit)			✓
	Legal Opinions			✓
2.2	Facilities			
	Accommodation File			✓
	Building Project Records & Plans	to peruse	for copies	
	Motor Vehicle Policy & Procedures			✓
	Motor Vehicle Purchasing Records			✓
	Fleet Administration Files			✓
	Security Administration Records			✓
	House Services/Maintenance Files			✓
2.4	Human Resources			
	Staff Information Manual			✓
	Code of Conduct			✓
	Disability Services Plan			✓
	All Staff Records	employees		
	Job Descriptions	to peruse	for copies	
	Organisational Structure	to peruse	for copies	
	Establishment Staffing Levels	to peruse	for copies	
	Monthly Staffing Reports	to peruse	for copies	
	Classification Determinations	employees	for copies	
	Recruitment Files			✓
	Selection Reports	employees	applicant	✓
	Staff Personal Files	employees		✓
	Awards	to peruse	for copies	
	Workers Compensation and Rehabilitation Files	employees		✓
	Training Course Records and database	employees		✓
	Equal Employment Opportunity Policy & Management Plan	to peruse	✓	
	Equal Employment Opportunity Report	to peruse	✓	
	Human Resources Management Manual	to peruse	for copies	
	All Leave Records (HRMIS)	to peruse	for copies	
	Occupational Health, Safety & Welfare	to peruse	for copies	

	Incidents			
	Travel arrangements			
	Minutes of Occupational Health, Safety & Welfare Meeting	to peruse		
	Ex-employees			✓
	Casuals			✓
	Human Resources Plans and Reports	to peruse	for copies	
	Performance Reviews	employees		x
	Position Files	employees		✓
	Industrial Agreements	employees		✓
	Salary Packaging Data	employees		✓
2.5	Human Resources Information System (RIS)			
	Human Resources Information System			✓
	Consultants Proposals			✓
	Panel Period Contract			✓
	Standardised Documentation			✓
	Steering Committee Minutes			✓
	Memos			✓
	Presentation Material			✓
	Package Selection			✓
	Operational Manual			✓
	Project Information on REMUS			✓
2.6	Financial Services			
	Financial Administration & Audit Act (FAAA)			
	Registers (per FAAA)	to peruse		
	Accounting Manual (on-line)	to peruse		
	Annual Report Documentation (Financial)			
	Community Funding Payments & Accountability			✓
	Grant Accountability (Financial)	to peruse		
	Lotteries Houses (Accountability)	to peruse		
	Film Incentive Scheme (Accountability)	to peruse		
	Prophecy Administration & Implementation	to peruse		
	Prophecy User Guides	to peruse		
	Festival of Perth Files			✓
2.7	Financial Accounts			
	General Ledger & Accounts Listing Material/Reports			✓
	Accounting Paperwork			✓
	Prize Payment Details			✓
	Banking/Investment Documentation			✓
	Reports -Profit & Loss Statements			✓

	Records - Balance Sheets			✓
2.7	Financial Accounts (cont.)			
	Fringe Benefits Tax			✓
	Superannuation			✓
	Valuation			x
	Reports on Property			✓
	Reconciliation Statements			✓
	Sundry Banking Documents			✓
	Fixed Assets listings			✓
	Government Statistics Report			✓
2.8	Financial Operations			
	Player Registration Service Database			✓
	Instant Lottery Recoups			✓
	Retailer Information			✓
	Promotional Material	✓		
	Stationery Information			✓
	Archival Information			✓
	Stock-take File			✓
	Cheque Book Register			✓
	Contract Award Documentation			✓
2.9	Business Analysis & Support			
	Business & Annual and Operational Plans and Budget			✓
	Annual Lotteries Commission Budget			✓
	Variance Reports			✓
	Transaction Analysis Report			✓
	Sales Reports			✓
	Financial Reports (Sales performance graphical performance indicators, Profit & Loss statements for all programs)			✓
	Retailers' Reports (Sales analysis & comparisons)			✓
	Comparative Report (comparing Lotto products between WA and other jurisdictions, statistical interjurisdictional sales, income, expense, sales performance indicators)			✓
	Sales Flash Reports (Saturday Lotto, Powerball, OZ Lotto, Cash 3; weekly all games)			✓
	Instants Revenue Report			✓
	Promotions Reports			✓
	Lotteries Industry Reports			✓
2.10	Treasury			

	Investment Register			✓
	Insurance Cover	✓		
	Registration of Trade Marks Certificates		✓	
	Legal advice			
	Intellectual Property			
	Risk management			
3	SALES AND MARKETING			
3.1	Marketing			
	Advertising Files			x
	International Lottery Association		3	
	Conference Planning		3	
	Conference Promotion - Plans and Reports			x
	Market Research			x
	Sales Reports	to peruse		
	Australian Lotto Bloc Agreement			✓
	National Bloc Agreement			✓
	Game Rules and Regulations			x
	Soccer Pools Bloc Agreement			✓
3.2	Sales and Retail Distribution			
	Corporate Image - Assets			✓
	Corporate Image - Standards		✓	
	Licence Agreements			✓
	Retailer Lists			x
	Retailer Files by Location			x
	Retailer Network Reports			✓
	Retailer Training Programs			✓
	Retailer Appointment Policy			✓
	Retailer Applications			✓
	Retailer Approvals/Rejections			✓
	Retailer Information System (Oasis)			✓
	Retail Distribution Standards and Procedures Manual			✓
	ISYS Terminal Operator Manual	to peruse		
	Lottery Link	✓		
3.3	Customer Enquiries			
	How to Play Brochures	✓		
	Lottery Ticket Results	✓		
	Lotto Results Dividends	✓		
	Soccer Pools Results Dividends	✓		
	Player Registration Forms	✓		

4.	INFORMATION SERVICES			
	Strategic Information & Information Technology Plan 1996 to 1999			✓
	Information Services Plans			✓
	Interim Information Services Plan 1994			✓
4.	Information Systems (cont.)			
	Steering and Project Committee Documents			✓
	Computer Systems Documentation			✓
	Maintenance Agreements			✓
	Systems and Operational Reports			✓
	Disaster Recovery Plan			x
	Security Standards			x
	Quality Management System			✓
	Project Information on Oasis			✓
	Risk Assessment			x
	Management Information System			✓
	Gaming Online Product Sales			✓
	Online Gaming Procedures			✓
4.1	Records & Information Management			
	Freedom of Information Statement	to peruse	for copies	
	Corporate Files Register	to peruse	for copies	
	Working Files Register	to peruse	for copies	
	Library Resource Collection Register	to peruse	for copies	
	Classification Guide (Keyword AAA)	to peruse		
	Records Management Manual	to peruse		
	Freedom of Information Procedures Manual	to peruse		
	Records Management System (RecFind)			✓
	Policy & Procedures	✓		
	Accountability Information (Performance)			✓
5.	GRANTS & COMMUNITY DEVELOPMENT			
5.1	General Programs - Policy & Procedures	✓		
5.2	Grants Application Forms			
	General Grants Guidelines	✓		
5.3	Community Funding Files			
	Grant Request Applications, Assessments, Recommendations and Decisions			✓

	Project Information on MONTY			✓
5.4	Lotteries House Programs			
	Policy & Procedures	✓		
	Accountability Information (Performance)			✓
5.5	Other Programs - Policy & Procedures			
	Film Incentive Scheme	✓		
	Medical Research Programs	✓		
	Conservation Programs	✓		
	Promoting Excellence Funding Guidelines	✓		
5.6	Evaluation and Review of Programs	✓		
5.7	Discretionary Grants Function			
	General Financial, Administrative and Management Data	✓		
	Specific Information on distribution of funds, items purchased and services supported through grants.			✓
5.8	Grants & Community Development General Information Booklet	✓		
5.9	Grant Application Form	✓		

GLOSSARY

Add-on commission	This is a commission payable to Lotterywest Retailers which is included in the price paid by players
Community Cultural	This funding program includes our support for the Perth International Arts Festival and Screenwest as well as a wide range of community festivals and celebrations
Community Sector Development	A funding program aimed at further developing skills and quality of management of those working within the community sector
Community Support and Development	This program includes funding for community buildings and facilities, employment and enterprise initiatives, emergency relief for those in financial crisis, support for

emergency services and funding for medical research

Environment

Funding under this program includes support for both the natural environment (conservation projects) and the preservation of our built heritage

Lotteries Houses

Lotteries Houses are buildings which are purchased, constructed or refurbished by Lotterywest to house, usually, smaller community groups which could otherwise not afford their own office space. The Houses are run by incorporated management committees and are encouraged to be independent and, as far as possible, self-sufficient

Net subscriptions

These are *subscriptions* net of any prize liability

Priority Groups with Special Needs

This funding program helps meet special needs in the community such as those of aboriginal people, families and children, young people, seniors and people with disabilities

Subscriptions

These are the proceeds of sales of lottery products net of any add-on commission