

# **SUPERANNUATION COMPLAINTS TRIBUNAL**

## **Information Publication Scheme Plan**

October 2011

### **Introduction**

The Superannuation Complaints Tribunal (**the Tribunal**) is an agency subject to the *Freedom of Information Act (Cth) 1982 (FOI Act)* and as such is required to comply with the Information Publication Scheme (**IPS**) requirements in Part II of that Act which came into force on 1 May 2011. This plan is prepared in accordance with section 8(1) of the FOI Act.

The Tribunal was established in 1994 under the *Superannuation (Resolution of Complaints) Act (Cth) 1993 (the SRC Act)*. It is an independent dispute resolution body that deals with superannuation related complaints arising from the decisions and conduct of regulated trustees, insurers and other specified decision makers in relation to superannuation.

The Tribunal offers a free, user friendly alternative to the court system for disputes relating to superannuation. The objectives of the Tribunal are set out in section 11 of the SRC Act – to resolve complaints in a manner that is "fair, economical, informal and quick".

### **Purpose**

The Tribunal is required to prepare this plan by subsection 8(1) of the FOI Act. Its purpose is to show what information we publish, how and to whom we publish it, and how we otherwise comply with the IPS requirements.

### **Objectives**

This plan outlines the mechanisms and procedures which the Tribunal will put into place on relation to:

- (a) Management of information holdings relevant to the IPS;
- (b) Proactive identification and publication of all information required to be published including this plan;
- (c) Review of the information and publication of optional information;
- (d) Review of the information published on a regular basis so as to ensure the information published under the IPS is accurate, current and complete;

- (e) Compliance with the online content format as set out in the Web Content Accessibility Guidelines (a set of guidelines for making content accessible, primarily for disabled users); and
- (f) Measurement of the Tribunal's successful implementation of the IPS.

### **Establishing and administering the Tribunal's IPS entry**

The Legal Counsel of the Tribunal is responsible for leading our work on implementing our IPS. That work is being carried out by the Legal team with the assistance of our Publishing Unit. All relevant Tribunal business units are involved or are consulted as required.

The Tribunal has always published information of interest to our stakeholders and the public at large. We have done so to assist the public to lodge complaints with the Tribunal, and to assist them to understand how the Tribunal operates and how their complaint will be dealt with.

Much of the information previously published by us is of the kind required to be published under the IPS.

The Tribunal is taking the following steps to implement its IPS:

- We are reviewing the information that we have previously published on our website;
- We are conducting an audit of the other information we hold to determine what additional information should be published;
- An FOI release log will be maintained on the Tribunal's website that will detail the documents that have been released by the Tribunal under FOI applications; and
- A process will be put in place to review compliance with the IPS requirements on an annual basis.

Where information is made available under the IPS other than via our website, charges may be levied whether the request is for the material in hardcopy or in electronic form. This may include charges for search and retrieval, decision making, copying and postal charges where relevant. You will be notified of any charges before your request is processed.

### **Information architecture**

The Tribunal will, to the extent practicable, publish information required by the IPS on its website. Should it be necessary to add new kinds of information as a result of the IPS, we will put it in a place on our website that is consistent with its existing layout.

The Tribunal's website already includes features aimed at ensuring that the information available on it is discoverable, understandable and machine readable. These features will be equally applicable to information added in compliance with the IPS. For example:

- There is a site map, and a search function and topic overview pages on our website; and
- Much of the information on the site is for the most part in a format that can be searched, copied and transformed.

In addition, we have added a page to our website specifically dealing with freedom of information. It will include links to:

- Information about making requests under the FOI Act; and
- Information required to be published under the IPS including this plan.

The Tribunal is currently working towards full compliance with the W3C Web Content Accessibility Guidelines (WCAG 2.0).

### **Information required to be published**

We will publish this plan. To the extent that we have not already done so, we will also publish the other information required to be published under subsection 8(2) of the FOI Act. This will be done as soon as practicable after 1 May 2011.

### **Other information to be published**

The Tribunal already publishes a large amount of information of a kind that is not required to be published under the IPS. We will continue to do so. This includes information about our day to day activities, information relevant to key stakeholders and information of a general educative nature, such as the Quarterly Bulletin.

### **Review**

On an annual basis the Tribunal will review its information holdings so as to ensure that what is published is current, accurate and complete. We will also review this plan annually and if necessary update it to ensure that it meets our information management requirements and any applicable guidance issued by the Office of the Information Commissioner. Between the annual reviews we will keep abreast of the guidelines of the Office of the Information Commissioner to ensure that the Tribunal responds promptly to any developments.

In conducting our reviews, we will also have regard to:

- Any feedback which we receive about the information we have published; and

- The practices of other agencies, including other administrative review Tribunals that deal with personal information.