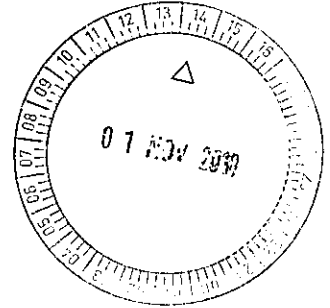




**MINISTER FOR TOURISM; RACING AND GAMING; SMALL BUSINESS;  
DEFENCE ISSUES; CITIZENSHIP AND MULTICULTURAL INTERESTS**

Our Ref: 70-11383  
Your Ref: A719731



Hon Alanna Clohesy MLC  
Chair  
Standing Committee on Estimates and Financial Operations  
Legislative Council Committee Office  
Parliament House  
4 Harvest Terrace  
WEST PERTH WA 6005

Dear Chair *Alanna*

**2017-18 Annual Reports – Questions Prior to Hearings**

I refer to your letter dated 12 October 2018 regarding the Standing Committee on Estimates and Financial Operations' (Committee) examination of 2017-18 Annual Reports and questions for the Racing and Wagering Western Australia.

Please find attached responses for the Committee's consideration.

Yours sincerely

**HON PAUL PAPALIA CSC MLA  
MINISTER FOR RACING AND GAMING**

- 1 NOV 2018

**Estimates and Financial Operations Committee  
2017-18 Annual Reports questions prior to hearings**

**Racing and Wagering Western Australia**

**The Committee asked:**

1. How frequently do you review your

(a) key performance indicators

Answer: Key Performance Indicators as reported in the RWWA Annual Report were set at the inception of RWWA in 2003 and approved by the Under Treasurer. While the indicators are consistent year on year, the reporting of the measures in the Annual Report is reviewed annually in order to determine the most meaningful way of presenting the data. The most recent change was the addition of an extra year of actuals in each of the last four annual reports, in order to provide further comparative information. A total of five years comparatives are now presented.

(b) key performance indicator targets?

Answer: Annually or as required

2. When were your key performance indicators last reviewed?

Answer: As a constantly evolving commercial organisation, a subset of performance measures are under review by the RWWA Board at their monthly meetings and are a constantly evolving set of data in order to most appropriately measure performance in a dynamic market.

3. Can you provide any documentation from your last review of your key performance indicators?

Answer: While the high level Key Performance Indicators as reported in the RWWA Annual Report remain unchanged, the internal subset that relate to the objectives were reviewed in an internal audit that was conducted in Financial Year 2016/17. Relevant extracts of that audit report can be provided if required.

4. Can you list any new key performance indicators for this year?

Answer: None.

5. In relation to credit and debit card payments

(a) Do you allow a person to pay for goods and services with credit or debit card

Answer: Yes

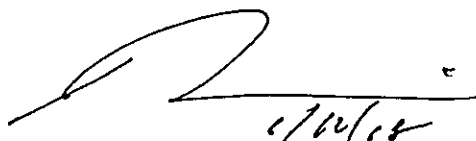
(b) If so, when a person pays a fee or fine by credit or debit card

(i) What surcharge do you apply to process that card payment

Answer: Nil

(ii) Do you impose the same surcharge irrespective of which type card is used

Answer: N/A



(iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations

Answer: N/A

(iv) What steps have you taken to ensure compliance with Reserve Bank of Australia Standard No. 3 2016 titled 'Scheme rules relating to merchant pricing for credit, debit and prepaid card transactions'

Answer: N/A

(v) As per the Standard, is your surcharge no greater than the average cost of acceptance of the lowest cost system, not an average of all cost systems?

Answer: N/A



A handwritten signature in black ink, consisting of a stylized, cursive 'R' followed by a horizontal line and the date '6/16/18' written below it.