

APPENDIX B

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

QUESTIONS PRIOR TO HEARING,

Western Australian Treasury Corporation

Hon Alanna Clohesy MLC asked:



1. How frequently do you review your
 - (a) key performance indicators?
At least annually
 - (b) key performance indicator targets?
At least annually

2. When were your key performance indicators last reviewed?

In conjunction with SDP and SCI construction, with dialogue with the WATC Board, which is provided to the Minister (Treasurer).

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

The decision to reduce the target for the Administration Cost Ratio from .0060 to .0050, and to increase the target for the Staff Engagement Rating from 55% to 65% was agreed following discussion with the WATC Board in developing the 2018/19 SDP and SCI for WATC.

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

No.

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
WATC does not allow payment received by credit or debit card. WATC operates within the financial markets and does not transact with the public in its normal course of business.

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

Not Applicable.

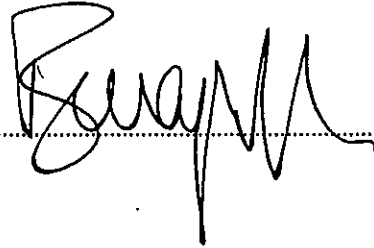
- (i) What surcharge do you apply to process that card payment
- (ii) Do you impose the same surcharge irrespective of which type card is used
- (iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations

- (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'

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?

Not Applicable.

Signed

A handwritten signature in black ink, appearing to be 'Bryan M', written over a dotted line.