

Access to information held by Pillar Administration

Information held by Pillar Administration

Pillar holds information about:

- itself as a corporation;
- the superannuation funds and schemes that it administers on behalf of the trustees of those funds; and
- the members of the superannuation funds - such as their name, date of birth, employer, address, tax file number, contributions and entitlements.

Some information about Pillar, including Annual Reports, is available on Pillar's website www.pillar.com.au and can be accessed at any time. There is a section on that website titled 'Access to Information' that contains guidance about access to information about Pillar that can be obtained upon request ('Open Access Information'). If you would like to obtain any of Pillar's 'Open Access Information' you can download it from the website, or you can request access by telephoning a Pillar Information Access Officer on 1800 779 068 or by writing to: Information Access Co-ordinator, Pillar Administration, PO Box 1229, Wollongong NSW 2500.

Access to other information about Pillar may require that a formal application be made under the *Government Information (Public Access) Act 2009* (the GIPA Act). Typically such information may be of the type that is costly to make available or where the decision about access may have to be formally made because of the nature of the information sought.

Formal applications must be made on the form *Application under the Government Information (Public Access) Act 2009 for access to government information*. That form is available on the Pillar website www.pillar.com.au (in the section titled 'Access to Information') or by contacting Pillar at the above telephone number or address. An application fee of \$30 must be paid and processing fees of \$30 an hour may apply. Reductions of the processing fees are available for pensioners and full-time students and for those in financial hardship.

Further information about the GIPA Act is available from the Office of the NSW Information Commissioner, either:

- on the website www.oic.nsw.gov.au;
- by email to oinfo@oic.nsw.gov.au;
- by mail to GPO Box 7011, Sydney NSW 2001; or
- by telephoning **1800 INFOCOM (1800 463 626)** between 9am to 5pm, Monday to Friday (excluding public holidays).

Access to information held by Pillar on behalf of a NSW public sector superannuation scheme

Generally requests to Pillar for information are about the superannuation schemes that Pillar administers or the members of those schemes.

NSW public sector schemes come within the ambit of the GIPA Act, and Pillar holds information about the following NSW public sector superannuation schemes on behalf of the trustees of the schemes:

- *State Superannuation Scheme (SSS)*
- *State Authorities Superannuation Scheme (SASS)*
- *State Authorities Non-Contributory Superannuation Scheme (SANCS)*
- *Police Superannuation Scheme (PSS)*
- *Parliamentary Contributory Superannuation Fund*
- *First State Super, but only records prior to May 2006 (First State Super records ceased to be 'government' in May 2006.)*

Access to general information about these schemes is readily available free of charge and can be accessed:

- via the State Super website www.statesuper.nsw.gov.au (for SSS, SASS, SANCS and PSS);
- via the First State Super website www.firststatesuper.com.au (for FSS members); or
- by writing to the following address: Pillar Administration, PO Box 1229, Wollongong 2500.

A member has access to information about their superannuation account and the personal details that are held; such as name, date of birth, employer, and address, via their own member statements that are issued annually and via the member logon facility of the applicable scheme's website.

If you are a member of a NSW public sector superannuation scheme and you encounter difficulty accessing information about your superannuation via the scheme's website you can telephone the Customer Service number for your particular scheme and ask for the information or for assistance in accessing the information. Please note that our procedures in relation to answering phone enquiries, emails and letters from scheme members require us to perform identity checks before we disclose any personal information to a member or their authorised representative.

Access to your superannuation file

A member of a NSW public sector superannuation scheme can apply for access to part or all of the information in the superannuation file that Pillar maintains in relation to their scheme membership. In such a case Pillar requires that the application be formally made under the GIPA Act.

To make a formal application for information in your superannuation file you must complete the form *Application under the Government Information (Public Access) Act 2009 for access to the file of a member of a NSW public sector superannuation scheme* and pay the \$30 application fee. An application for access to a superannuation file does not incur processing charges for the first 20 hours of processing, which is usually sufficient.

The application form is available on the website of Pillar Administration – www.pillar.com.au – or can be obtained by telephoning a Pillar Information Access Officer on 1800 779 068 or by writing to:

The Information Access Co-ordinator
Pillar Administration
PO Box 1229
Wollongong NSW 2500.

You may be denied right of access to information where there is a legitimate need for confidentiality or where another person's privacy may be invaded or where the legal professional privilege exception applies. You will have a right of appeal and your rights in this respect will be outlined to you at the time you are notified of the result of your access application.

Please note that if you apply for access to part or all of the information in your superannuation file, before we can release it to you we will require you to provide an identity document. We require this as part of our procedures aimed at protecting the privacy of superannuation fund members and the confidentiality of the personal information we hold about those members. Pillar complies with the provisions of the *Privacy Act 1988 (Cth)*, the *Privacy and Personal Information Protection Act 1998 (NSW)* and other applicable privacy legislation and requirements.