

Agency Information Guide



Acknowledgement of Country

Glen Innes Severn Council acknowledges and pays respect to the Ngarabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

Purpose

This Agency Information Guide (AIG) has been produced by Glen Innes Severn Council (Council) in accordance with Section 20 of the *Government Information (Public Access) Act 2009* (GIPA Act) and is reviewed annually.

The purpose of the document is to provide members of the community, Council staff, and the public with information concerning:

- The structure and functions of Council;
- The way in which the functions of Council affect members of the public;
- The avenues available to the public to participate in policy development and the exercise of Council functions; and
- The type of information available from Council and how this information is made available.

The AIG is available on Council's website (www.gisc.nsw.gov.au).

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1 Structure and Functions of Council

1.1 Basis of Constitution

Glen Innes Severn Council was formed in September 2004 through the amalgamation of the Glen Innes Municipal and Severn Shire Councils and is a body politic of the State, constituted under the *Local Government Act 1993* (NSW) (the Act).¹

1.2 Organisational Structure and Resources

Council is not divided into wards and is governed by the body of seven councillors (one of whom is the Mayor). The councillors are elected by the residents and ratepayers of the Glen Innes Severn Local Government Area (LGA) and the current Council was declared elected on 1 October 2024 for a period of four (4) years.

The Mayor is elected by the Councillors. The Mayor's role is defined in section 226 of the Act; the role of the governing body is defined in section 223 of the Act; and the role of a councillor is defined in section 232 of the Act.

The principal officer of Council is the General Manager. The General Manager has the functions provided for in section 335 of the Act, which includes any other functions that are conferred or imposed on the general manager by or under the Act or any other Act.²

The General Manager is assisted in the exercise of these functions through the three directorates of Council. These are:

1. Corporate and Community Services,
2. Place and Growth, and
3. Infrastructure Services.

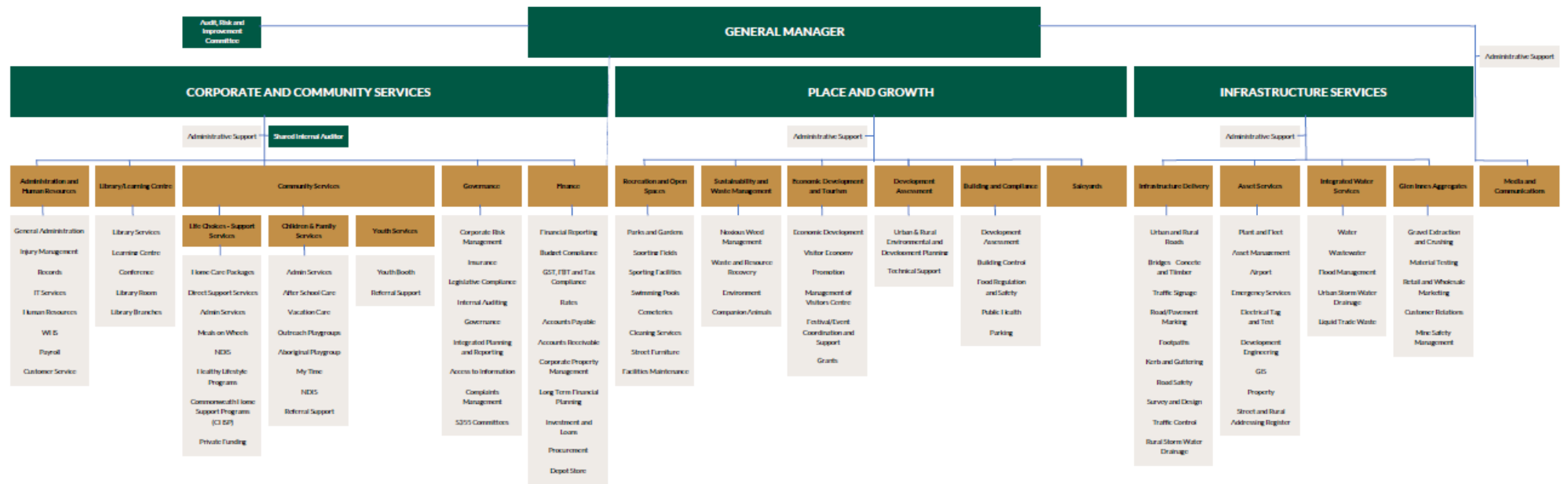
Each of the directorates is headed by a senior manager, called a Director. Directorates are further structured into several sections, or business units, which are headed by either a Manager or Coordinator.

¹ See *Local Government Act 1993* (the Act), ss 219-20.

² See *ibid*, s 335(k).

1.3 Organisational Structure

GLEN INNES SEVERN COUNCIL - ORGANISATION CHART



1.4 Functions of Council

Under the Act, Council's functions may be grouped into the following categories:

1.4.1 Service Functions

Including:

- Provision of community health, recreation, education and information services;
- Environmental protection;
- Waste removal and disposal;
- Land and property, industry and tourism development and assistance;
- Civil infrastructure and planning and
- Civil infrastructure, maintenance and construction.

1.4.2 Regulatory Functions

Including:

- Approvals,
- Orders and
- Building Certificates.

1.4.3 Ancillary Functions

Including:

- Resumption of land and
- Powers of entry and inspection.



1.4.4 Revenue Functions

Including:

- Rates;
- Charges;
- Fees;
- Borrowings and
- Investments.

1.4.5 Administrative and Corporate Functions

Including:

- Employment of staff;
- Management plans;
- Governance;
- Risk Management;
- Financial reports and
- Annual reports.

1.4.6 Enforcement Functions

Including:

- Proceedings for breaches of the Act and other legislation;
- Prosecution of offences and
- Recovery of rates and charges.

As well as the Act, Council has powers under several other Acts.

Section 21 of the Act confers or imposes the following functions on Council:

- Non-regulatory or service functions (Chapter 6);
- Regulatory functions (Chapter 7);
- Ancillary functions (Chapter 8);
- Revenue functions (Chapter 15);
- Administrative functions (Chapters 11, 12 and 13); and
- Enforcement functions (Chapters 16 and 17).

In addition, Council has functions conferred or imposed on it by or under other Acts, which include:

- *Biodiversity Conservation Act 2016*;
- *Biosecurity Act 2015*;
- *Building Professionals Act 2005*;
- *Civil Liability Act 2002*;
- *Community Land Development Act 2021* – planning functions as consent authority;

- *Companion Animals Act 1998* – companion animal registration and control;
- *Contaminated Land Management Act 1997* – managing contaminated lands;
- *Conveyancing Act 1919* – placing covenants on Council land;
- *Crown Land Management Act 2016*;
- *Dividing Fences Act 1991*;
- *Environmental Planning and Assessment Act 1979*;
- *Firearms Act 1996*;
- *Fire and Rescue NSW Act 1989* – payment of contributions to fire brigade costs and furnishing of returns;
- *Fluoridation of Public Water Supplies Act 1957* – fluoridation of public water by Council;
- *Food Act 2003* – inspection of food and food premises;
- *Government Information (Public Access) Act 2009* – publication of certain information and granting of access to other information by Council;
- *Heritage Act 1977* – rating based on heritage valuation;
- *Impounding Act 1993* – impounding of animals and articles;
- *Library Act 1939* – library services;
- *Local Land Services Act 2013*;
- *National Parks and Wildlife Act 1974* – protection of native wildlife;
- *Pesticides Act 1999* – use of pesticides;
- *Plumbing and Drainage Act 2011*;
- *Privacy and Personal Information Protection Act 1998* – standards and requirements regarding the collection and processing of personal information;
- *Protection of the Environment Operations Act 1997* – pollution control;
- *Public Health Act 2010* – inspection of systems for purposes of microbial control;
- *Public Interest Disclosures Act 2022* – protected complaints or disclosures about maladministration, corruption, substantial waste or failure to fulfil functions under *Government Information (Public Access) Act 2009*.
- *Recreation Vehicles Act 1983* – restricting use of recreation vehicles;
- *Road Transport Act 2013*;
- *Roads Act 1993* – Roads;
- *Smoke Free Environment Act 2000*;
- *State Emergency Rescue Management Act 1989* – Council is required to prepare for emergencies;
- *State Emergency Service Act 1989* – recommending appointment of local controller;
- *State Records Act 1998* – imposes requirements for record keeping and access to Council records;
- *Strata Schemes Development Act 2015* - approval of strata schemes;
- *Strata Schemes Management Act 2015*;
- *Swimming Pools Act 1992* – ensuring restriction of access to swimming pools;
- *Transport Administration Act 1988*;
- *Unclaimed Money Act 1995* - unclaimed money to be paid to the Chief Commissioner of Unclaimed Money;
- *Waste Avoidance and Resource Recovery Act 2001*;
- *Water Management Act 2000*;
- *Work Health and Safety Act 2011* – requirements for healthy and safe practices in the workplace; and
- *Workplace Injury Management and Workers Compensation Act 1998* – requirements for managing injury and return to work.

2 Impact of Council Functions on the Community

As a service organisation, most of the activities of Council have an impact on the public. The following is an outline of how the broad functions of Council affect the public.

2.1 Service Functions

Service functions include provision of human services such as Meals on Wheels, childcare, aged and disability services, libraries, halls and community centres, recreation facilities, infrastructure and removal of garbage.

2.2 Regulatory Functions

Regulatory functions place restrictions on developments and buildings that are erected to ensure that they meet certain requirements affecting the amenity of the community and that will not endanger the lives and safety of any person. Members of the public must be aware of and comply with such regulations.

2.3 Ancillary Functions

Ancillary functions affect only some members of the public. These functions include, for example, the resumption of land or the power for Council to enter onto a person's land. In these circumstances, only the owner of the property would be affected.

2.4 Revenue Functions

Revenue functions affect the public directly in that revenue from rates and other charges paid by the public are used to fund services and facilities that are provided to the community.

2.5 Administrative Functions

Administrative functions do not always affect the public directly but have an indirect impact on the community through the efficiency and effectiveness of the service provided.

2.6 Enforcement Functions

Enforcement functions only affect those members of the public that are in breach of certain legislation, such as the non-payment of rates and charges, unregistered dogs and parking offences.

2.7 Community Planning and Development Functions

Community planning and development functions affect areas such as cultural development, social planning and community profile and involves:

- Advocating and planning for the needs of the community. This includes initiating partnerships; participating on Regional, State or Commonwealth working parties; and preparation and implementation of the Community Strategic Plan;
- Providing support to community and sporting organisations through provision of grants, training and information; and

Facilitating opportunities for people to participate in the life of the community through the conduct of a range of community events such as Seniors Week, NAIDOC Week, Youth Week, Children's Week, as well as promoting events of others.

3 Public Participation in Local Government

Council supports the principles of open government and encourages community involvement in policy development and general activities of Council. There are two broad ways in which the public may participate in the policy development and, indeed, the general activities of the Council. These are through representation and personal participation.

3.1 Representation

Local Government in Australia is based on the principle of representative democracy. This means that the people elect representatives to their local Council to make decisions on their behalf within a legislative framework. In New South Wales, local government elections are held every four years. The next election for Council will be held in September 2028.

At each election, voters elect seven Councillors for a four-year term. The Mayor is not popularly elected by the residents but is elected by the councillors. All residents of the area who are on the electoral roll are eligible to vote. Property owners who live outside of the area and rate paying lessees may also vote but must register their intention to vote on the non-residential roll. Voting is compulsory for registered voters.

3.1.1 Making Representations to Councillors

Councillors are the elected representatives of the community and make decisions having regard to the views of their constituents. Members of the public may discuss issues affecting the LGA with any of the elected councillors.

<p>Cr Margot Davis (Mayor)</p> <p>Mobile:</p> <p>Email: mayor@gisc.nsw.gov.au</p>	<p>Cr Carol Sparks (Deputy Mayor)</p> <p>Mobile: 0427 709 686</p> <p>Email: csparks@gisc.nsw.gov.au</p>
<p>Cr Tim Alt</p> <p>Mobile: 0428 669 179</p> <p>Email: talt@gisc.nsw.gov.au</p>	
<p>Cr Max Elphick</p> <p>Mobile:</p> <p>Email: melphick@gisc.nsw.gov.au</p>	<p>Cr Andrew Parsons</p> <p>Phone: (02) 6732 5504</p> <p>Mobile: 0427 325 504</p> <p>Email: aparsons@gisc.nsw.gov.au</p>
<p>Cr David Scott</p> <p>Mobile: 0498610651</p> <p>Email: dscott@gisc.nsw.gov.au</p>	

3.1.2 Mayoral Meetings

Members of the public may make an appointment with the Mayor to discuss issues. (Please view the Lobbying of Councillors Policy on Council's website www.gisc.nsw.gov.au).

3.2 Personal Participation

Ratepayers, residents and businesses are encouraged to have a say in what Council does. Community participation in Council is a major focus of the Act. The Act encourages councils to be open and accountable to the community. This is achieved by people having appropriate access to information, voting in polls and referendums, community consultation, making submissions to Council and by Council meetings being open to the public.

Council's website, at www.gisc.nsw.gov.au is regularly updated with notifications and information on Council's activities, meeting agendas and business papers. The website also publishes notices and exhibitions, tenders, news items, events and many Council documents and reports. The website is reviewed and updated on a regular basis to ensure information is accurate and timely. Council also provides information on Council activities, decisions and programs in the local newspaper, a resident newsletter and on social media.

3.2.1 Council and Committee Meetings

Council is required, and actively encourages, under the provisions of Section 10(1) of the Act, to open its full Council (Ordinary and Extraordinary) meetings and meetings of its Committees and Advisory Groups to the press and public in general.

Similarly, Council is required to give notice to the public of the times and places of its meetings and those of its committees. Copies of the business papers for all meetings are available for the public at Council offices and at each meeting venue. Business Papers are also published on Council's website, www.gisc.nsw.gov.au.

Whilst Council is committed to, and has fostered, the practice of open local government, some matters are of a sensitive nature and for that reason are dealt with in closed committee. Under these circumstances the minutes arising from such meetings are restricted to the resolutions and recommendations of the meeting.³

Council commenced live streaming and audio of Council meetings in October 2019 which provides further opportunity for members of the community to participate and view Council meetings, either on the day or later, through the Council website and webcast.gisc.nsw.gov.au link.

³ See *ibid*, ss 10A-10D.

3.2.2 Open Community Consultation

The Code of Meeting Practice, Part 4 – Public Forums, located on Council’s website, makes provisions for a Public Forum to be held prior to Council meetings. The purpose of Part 4 of the Code of Meeting Practice is to provide Council and members of the public with clear direction in relation to the requirements and expectations pertaining to the public forum held prior to Ordinary Council Meetings.

Council usually holds its Ordinary Meetings on the fourth Thursday of each month (Exceptions: no meeting in January; third Thursday in December). These meetings are held in the William Gardner Conference Room at the Glen Innes Severn Learning Centre, located at 71 Grey Street, Glen Innes, and are scheduled to commence at 9.00am. The duration of public forums will be fifteen (15) minutes, which will commence at 8.45am on the day of a set Council meeting.

3.2.3 Council Committees

Council does not have any Council committees, being committees that are made up solely of Councillors; however, there are several internal and external committees that deal with a range of matters associated with Council’s functions and community issues. Committee membership may include Councillors, community groups, residents and stakeholders.

Councillors are associated with the following Committees:

Councillor/Staff Committees of Council:

- Annual Donations Review Committee;
- General Manager’s Appraisal Committee;
- Glen Innes Severn Learning Centre Management Committee;

Independent Committees

- Audit, Risk and Improvement Committee. (A single councillor may be a non-voting member)

Community Committees of Council:⁴

- Aboriginal Consultative Committee;
- Australia Day Committee;
- Australian Standing Stones Management Board;
- Emmaville Mining Museum Committee;
- Emmaville War Memorial Hall Committee;
- Glencoe Hall Committee;
- Glen Elgin Federation Sports Committee;
- Glen Innes Community Access Committee;
- Glen Innes Saleyards Advisory Committee;
- Glen Innes Severn Library Committee;

⁴ See *ibid*, s 355.

- Pinkett Recreation Reserve Management Committee;
- Public Arts Advisory Group;
- Recreation and Open Spaces Committee;
- Roads Consultative Committee; and
- Stonehenge Recreation Reserve Trust Committee.

Groups of Councils:

- Local Government NSW (LG NSW), an independent advocacy body Council is a member of;
- Northern Inland Regional Waste Group; and
- Northern Inland Risk Management Group.

Delegates of the Council:

- Joint Regional Planning Panel; and
- North West Weight of Loads Committee.

Community Committees - Not Committees of Council:

- Arts North-West Strategic Advisory Committee;
- Community Safety Precinct Committee;
- Community Services Interagency Committee;
- Deepwater Progress Association;
- Glen Innes Business Chamber;
- Glen Innes and District Community Centre Inc;
- Glen Innes Correctional Centre Community Committee;
- GLENRAC;
- Local Connect
- Local Emergency Management Committee;
- Local Traffic Committee;
- New England High Country;
- Northern Tablelands Bush Fire Management Committee;
- Rural Fire District Liaison Committee;
- Sapphire Wind Farm Community Consultative Committee;
- White Rock Wind Farm Community Consultative Committee; and
- White Rock Wind Farm Community Fund Committee.

3.2.4 Community Workshops/Working Parties

Community Workshops and Working Parties are held to gain public input and understanding in respect of major studies, key issues, projects and initiatives that may affect the area and be of public interest or concern. A special committee or working party may be formed to guide Council in its deliberation of a matter. Opportunities for members of the public to participate in these Community Workshops and/or Working Parties are generally advertised in the local newspaper and on Council's website.

3.2.5 Public Exhibition and Submissions

Major policies, planning matters and development applications are advertised, and submissions are invited during the exhibition periods. Submissions received in response to the public exhibition processes are considered prior to the adoption of recommendations.⁵

3.2.6 Submissions to Council on General Matters

The public may either personally, or in writing address matters within the jurisdiction of the Council. Every attempt is made by Council to satisfy the concerns of the enquirer or explain the reasons why Council is undertaking certain actions.

4 Access to Government Information

Council is committed to the principle of open and transparent government. To facilitate public access to Council information, Council has adopted an Access to Information Policy. The object of this policy is to describe public and Councillor access to information and to facilitate the processing of requests for such access under the *Government Information Public Access Act 2009* (GIPA Act).

Under the provisions of the GIPA Act there is a right of access to certain information held by Council unless there is an overriding public interest against its disclosure.

Council holds information in various formats in respect of a wide range of functions undertaken by it and information which is pertinent to different issues relating to the LGA.

Council has an electronic file system which has been in place since 2005. The main types of "physical" files held by Council includes general subject files, development and building files, property files as well as street and park files.

Council makes a good deal of information available on its website, known as *Open Access Information* (as defined below), unless there is an overriding public interest against disclosure of the information.⁶ Information not provided on the website may be made available free of charge, by informal release, or via a formal process known as an *Access Application*.⁷

Members of the public who require an information release may do so by contacting Council or visiting Council's website and locating the appropriate request or application forms.

⁵ Submissions, summaries of submissions and/or names and addresses of people making submissions may be included in publicly available reports to Council and/or Committee Meetings. All submissions will be placed on the appropriate Council file and may be accessed by Councillors, Council Officers, consultants to Council, or members of the public.

⁶ See *Government Information Public Access Act 2009* (the GIPA Act), s 14.

⁷ See *ibid*, ss 7-9.

There are four main ways in which Council may provide access to information:

4.1 Open Access Information (Mandatory Release)

Council must publish open access information on its website, free of charge. Where it is not practical for Council to provide open access information on the website, the information will be made available free of charge in at least one other format.

Council regularly updates its website and conducts a review annually of its Open Access data. The review is generally carried out in April/May of each year. The last review was completed on 17 April 2024. Open access information is added to the website as it becomes practicable to do so. Please contact Council on email: council@gisc.nsw.gov.au or phone 02 6730 2300 to access information that is not currently available on Council's website. Council maintains a Record of Open Access Information not currently available on its website. This Record may be viewed on Council's website.

Other information and data relevant to Council that is open access and not on Council's website may be located on the data.nsw.gov.au website.

The following documents are defined as "Open Access Information" under section 18 of the GIPA Act and will be released without the need for a Formal Access Application under this Act:

- Council's Agency Information Guide (available on Council's website);
- Information about Council contained in any document tabled in Parliament by or on behalf of Council, other than any document tabled by order of either House of Parliament;
- Council's policy documents (available on Council's website);
- Council's Disclosure Log of Formal Access Applications (available on Council's website);
- Council's Register of Government Contracts (available on Council's website);
- Council's record of the open access information (if any) that it does not make publicly available based on an overriding public interest against disclosure;
- Councillors' and Designated Persons' Disclosure of Interests Returns; and
- Such other government information as may be prescribed by the *Government Information Public Access Regulations 2009* as open access information.

4.2 Proactive Release of Information

In addition to open access information, Council will make as much other information as possible publicly available, unless there is an overriding public interest against disclosure.

Council is encouraged to take the initiative to release as much government information as possible, in an appropriate manner and free of charge (or at lowest reasonable cost). Such information may include information frequently requested or information of public interest that has been released because of other requests.

The Public Officer, in consultation with other Council Officers, reviews Open Access information and Council's current approach to proactive release annually.

4.3 Informal Release of Information

Access to information which is not available as mandatory public release (open access) or proactive release may be provided through informal release. Council generally releases other information in response to an informal request subject to any reasonable conditions as Council thinks fit to impose.

As per proactive release methods, Council is authorised to release information unless there is a public interest against disclosure. To enable the release of as much information as possible, Council is also authorised to redact content from a copy of information to be released, if the inclusion of the redacted information would otherwise result in an overriding public interest against disclosure.

Council is encouraged to release information without the need for a formal application, unless there are good reasons to require one. Requests for personal information would usually fall into this category. Depending on the amount of work involved a fee may be charged as per Council's fees and charges within the Operational Plan. Under informal release, Council has the right to decide by what means information is to be released.

4.4 Formal Release of Information

Prior to lodging a formal *access application*, a person seeking information from Council should check if the information being sought is already available on Council's website or could easily be made available through an informal request application.

If information:

- is not available via Proactive or Informal Release; or
- involves a large volume of information, requires extensive research and accordingly will involve an unreasonable amount of time and resources to produce; or
- contains personal or confidential information about a third party which may require consultation; or
- is of a sensitive nature that requires careful weighing of the consideration in favour of and against disclosure; then

Council requires a Formal Access to Information Application to be submitted. An application fee of \$30 will apply and processing charges may apply as per the GIPA Act. Concessions may apply under certain circumstances.

Processing Charges

A processing charge of \$30 per hour. The \$30 application fee counts towards the first hour of processing.

The processing time for an application, as set out in section 64(2) of the GIPA Act, is the total amount of time that is necessary to be spent by any officer of the agency in:

1. Dealing efficiently with the application (including consideration of the application, searching for records, consultation, decision-making and any other function exercised in connection with deciding the application), or
2. Providing access in response to the application (based on the lowest reasonable estimate of the time that will need to be spent in providing that access).

When Council notifies an applicant of a decision to provide access to information, the applicant will also be notified of any processing charges that will apply and how they have been calculated. Under section 64(4) access to the information may be made conditional on the payment of the processing charge.

A processing charge must not be discounted under section 65 or 66 by more than 50% even if both sections apply.

Advance Deposit

An applicant may be asked to pay an advance deposit of up to 50 per cent of the estimated processing charge. Under section 68 of the GIPA Act, the notice requiring an advance deposit must:

- include a statement of the processing charges for work already undertaken by the agency in dealing with the application, and
- include a statement of the estimated processing charges for work that will need to be undertaken by the agency in dealing with the application, and
- specify a date by which the advance deposit must be paid (being a date at least four weeks after the date the notice is given), and
- include a statement that if the advance deposit is not paid by the due date, Council may refuse to deal further with the application and that this will result in any application fee and advance deposit already paid being forfeited.

Council may extend the date for payment of an advance deposit and is required to give the applicant notice of any extension and indicating the new date by which the advance deposit must be paid. The applicant is entitled to a refund of any overpayment but is not entitled to have the deposit refunded if the application is withdrawn.

The period within which an agency must decide an application stops running when the decision to require an advance deposit is made. The time starts running again when the deposit is paid.

Please note, an application will be invalid if it seeks access to excluded information of Council or does not meet the requirements for a Formal Access application. An application must:

- Be in writing;
- Specify it is made under the GIPA Act;
- State an Australian Postal address;
- Be accompanied by the \$30.00 fee; and
- Provide sufficient detail to enable Council to identify the information requested.

An appropriate form that may be used is located on Council's website.

Formal Access applications are a last resort as Council will endeavour to make its information available through the other three alternatives.

4.4.1 Rights of Review and Appeal

Where an applicant is refused access under a formal application, reasons for refusal will be provided in writing.

An applicant who has been refused access by Council to information requested under a formal request for access to information under the GIPA Act has three options of review available.

1. Applicants may apply to Council for an internal review.
2. If an applicant is not satisfied with the internal review, or does not want one, they may ask for a review by the Information Commissioner.
3. If an applicant is not satisfied with the decision of the Information Commissioner or the internal reviewer or if they do not want to take these options, they may apply to the NSW Civil and Administrative Tribunal (NCAT).

Type of review	Days to request a review from when you were given the decision	Is there a fee involved?
Internal review by Council (by someone more senior than the original decision maker if possible)	20 working days	Yes - \$40*
Review by NSW Information Commissioner	40 working days	No
NCAT	20 working days from review by Information Commissioner;	Yes
	40 working days from review by agency	See the NCAT website for more information

*No fee applies for an internal review if the decision is a 'deemed refusal' because Council did not process your application in time, or the internal review is conducted because the Information Commissioner has recommended Council to reconsider its decision.

It is noted that there are no rights of review in respect of informal applications, but the applicant may make a formal application at any time.

4.4.2 What decisions may be reviewed?

You have the right to request a review of certain decisions made by Council about the release of information under the GIPA Act including a decision:

1. that an application is not a valid access application;
2. to transfer an access application to another agency, as an agency-initiated transfer;
3. to refuse to deal with an access application (including such a decision that is deemed to have been made);
4. to provide access or to refuse to provide access to information in response to an access application;

5. that government information is not held by the agency;
6. that information applied for is already available to the applicant;
7. to refuse to confirm or deny that information is held by the agency;
8. to defer the provision of access to information in response to an access application;
9. to provide access to information in a particular way in response to an access application (or a decision not to provide access in the way requested by the applicant);
10. to impose a processing charge or to require an advance deposit
11. to refuse a reduction in a processing charge;
12. to refuse to deal further with an access application because an applicant has failed to pay an advance deposit within the time required for payment; or
13. to include information in a disclosure log despite an objection by the authorised objector (or a decision that the authorised objector was not entitled to object).

Further information may be located at [Information and Privacy Commission New South Wales \(nsw.gov.au\)](https://www.nsw.gov.au/information-and-privacy).

4.5 Copyright

Nothing in the regulations requires or permits Council to make open access information available in any way that would constitute an infringement of copyright.⁸

Access to copyright documents will be granted by way of inspection only if the copyright owner's written consent is provided. Where authority is unable to be obtained or the copyright owner is not able to be contacted, copies of copyright material will not be provided. These documents may include plans/drawings, consultant reports, Statements of Environmental Effects and other miscellaneous reports submitted with a DA (please note that this list is not definitive).

As mentioned previously, Council has a vast range of documents that may be accessed in varying ways. Most documents may be inspected at and obtained from Council's Administration offices between the hours of 8:30am and 4:30pm, Monday to Friday (except public holidays). For further enquiries about any document, a Customer Services Officer should be contacted. If you experience any difficulty in obtaining documents or information, you should contact the Public Officer.

4.6 Public Officer (Right to Information officer)

The Manager of Governance has been appointed as the Public Officer by the General Manager. Amongst other duties, the Public Officer may deal with requests from the public concerning the Council's affairs and has the responsibility of assisting people to gain access to public documents of the Council. The Public Officer is also Council's Right to Information Officer and, as such, is responsible for determining applications for access to documents or for the amendment of records.

Additionally, Council has in place a Privacy Management Plan for dealing with private or personal information.

⁸ See *ibid*, s 6(6).

If you have any difficulty in obtaining access to Council documents, you may wish to refer your enquiry to the Public Officer. Also, if you would like to amend a document of Council which you feel is incorrect it is necessary for you to make written application to the Public Officer in the first instance. Enquiries should be addressed as follows:

Attention: Public Officer
 Glen Innes Severn Council
 PO Box 61
 GLEN INNES NSW 2370
 Telephone: 02 6730 2300
 Email: council@gisc.nsw.gov.au
 Office: 265 Grey Street, GLEN INNES NSW 2370

4.7 Role of the Information Commissioner

Council must notify the Information Commissioner before adopting or amending this AIG, and if requested to do so by the Information Commissioner, consult with the Information Commissioner on the proposed AIG or amendment.

Anyone may complain to the Information Commissioner about the conduct (including action or inaction) of Council in the exercise of functions under an Information Act, including conduct that is alleged by the person to constitute a contravention of an Information Act.⁹

A complaint may be made in one of the following ways:

Website: www.ipc.nsw.gov.au
 Email: ipcinfo@ipc.nsw.gov.au
 Mail: GPO Box 7011, Sydney, NSW, 2001
 Visit: Level 15, McKell Building, 2-24 Rawson Place, Haymarket NSW 2000
 Call: 1800 INFOCOM (1800 472 679) between 9am to 5pm, Monday to Friday (excluding public holidays).

The Information Commissioner may decide to investigate, not to continue to investigate, or not investigate a complaint.

5 Our Corporate Vision – Mission - Values

Slogan *Shaping a stronger, more vibrant future together"*

Vision Transforming today for a thriving tomorrow.

Values Respect, Integrity, Courage, Honesty and Transparency.

⁹ Information Act is referring to an Act under the regulatory authority of the Information and Privacy Commission, such as the GIPA Act and the *Privacy and Personal Information Protection Act 1998*.

5.1 Strategic Priorities

In addition to serving the community through the delivery of its various operational activities, and fulfilling its compliance and statutory obligations, Council has identified the following **Strategic Objectives**:

1. **Thriving and Connected Community** – where residents have access to essential services, economic opportunities, social connections and a high quality of life, regardless of their location. A place where people feel safe, engaged, supported and empowered to thrive in their daily lives.
2. **A Prosperous and Diverse Economy** - A diverse local economy that is essential services, economic opportunities, social connections and a high quality of life, regardless of their location. A place where people feel safe, engaged, supported and empowered to thrive in their daily lives.
3. **Fit for Purpose Infrastructure** - Maintain our existing infrastructure and ensure that we are actively investing in sustainable and economic infrastructure, ensuring long-term growth, resilience and prosperity.
4. **Protected and Enhanced Environment** - Where natural resources, landscapes and built heritage are preserved, sustainably managed and showcased to strengthen community identity, attract visitors and support long-term ecological and economic benefits.
5. **Open and Collaborative Leadership** - Fostering an environment of innovation, collaboration and mutual respect, where diverse perspectives shape strategic planning, governance and problem-solving, while ensuring accountability and financial sustainability for current and future generations.

These strategic objectives are discussed in more detail within the Community Strategic Plan 2025-2035 along with the corresponding goals and the Integrated Planning and Reporting Framework.

6 Information Services

6.1 Types of Information held by Council:

Council holds information which relates to several varying issues. This information may be grouped into five categories:

- policy documents;
- general information;
- registers;
- guidelines, plans, reports and other information; and
- files.

Council's website has links to a significant amount of information which the public may view and download copies of the documents.

The public seeking a copy of or requesting to view information described below that is not on the website should contact Council's Public Officer.

6.1.1 Policy Documents

Council is required by legislation to have certain policies, such as Code of Conduct and Code of Meeting Practice. To function effectively and in accordance with legislation, Council has also adopted a considerable number of local policies.

All these policies are reviewed at least every four years and amended or deleted as required. Any changes to strategic policies must be adopted by Council.

[The policies are available on Council's website](#) as prescribed by section 18(c) of the GIPA Act.

6.1.2 General Information

Any other information held by Council **not** described in the sections below and not on the Council website, will require the lodgement, in the initial instance, of an informal request with Council's Public Officer:

- [*Agendas and business papers for Council and Committee Meetings \(but not including business papers for matters considered when a meeting is closed to the public\);*](#)
- [Annual Report;](#)
- [Annual Financial Reports;](#)
- [Asset Management Strategy;](#)
- [Auditor's Report;](#)
- Cemetery Register;
- [Code of Conduct;](#)
- [Code of Meeting Practice;](#)
- [Community Strategic Plan;](#)
- [Cultural Plan;](#)
- [Delivery Program;](#)
- [Council Staff Instruments of Delegation;](#)
- [EEO Management Plan;](#)
- Environmental Planning Instruments, development control plans made under Section 94AB of the Environmental Planning and Assessment Act 1979 applying to land within the Council's area;
- [Glen Innes Severn Land Use Strategy;](#)
- Leases and licenses for use of public land classified as community land;
- [Local Environmental Plan;](#)
- [Minutes of Council and Committee Meetings, but restricted to the recommendations of the meeting \(in the case of any part of a meeting that is closed to the public\);](#)
- [Operational Plan;](#)
- Plans of land proposed to be compulsorily acquired by Council;

- [Plans of management for community land;](#)
- [Policy concerning the payment of expenses incurred by, and the provision of facilities to Councillors;](#)
- [Records of building certificates;](#)
- [Register of Council's Plans, Strategies and Other Public Documents;](#) and
- [Register of Council's Policies.](#)

6.1.3 Registers

Council is required by legislation to maintain the following Registers:

- Council Land;
- Delegations;
- Development Consent;
- Disclosure of Donations;
- Disclosure of Conflicts of Interests;
- Investments;
- Planning Committee; and
- Disclosure Returns of the Interests of Councillors, Designated Persons and Delegates.

The Registers must be made available to the public as part of Council's open access information. Where the Registers are not available on Council's website, they are available at Council's Administration Office for inspection through the Public Officer and a copy may be either provided free of charge or at a reasonable cost for photocopying.

6.1.4 Guidelines, Plans, Reports and other documents

Council has a significant number of guidelines, plans and reports which are either available to the public to view and download from Council's website or through an informal access application to the Public Officer. The information may be categorised as follows:

- Building Application Register and Plans (excluding floor plans);
- Codes / Policies;
- Community Service Publications;
- Development Application Register;
- Development Applications and Plans (excluding floor plans);
- Development Control Plans;
- Drainage Plans;
- Engineering Design Plans;
- Environmental Impact Statements;
- Flood Mitigation Reports;
- General technical reports on water supply and sewerage, planning design and operations;
- Guidelines for the Submission of Reports on Contaminated Land 1992;
- Lease Register;
- Local Environmental Plan Amendments;
- Maps of the Council area;

- Other planning policies;
- Quarterly Financial Reviews;
- Quarterly Performance Reporting;
- Road opening permits;
- Section 94 Contribution Plans and register;
- Sewer Plans;
- Subdivision Register;
- Tender Register;
- Traffic Volumes / data;
- Water Plans;
- Works Programs; and
- Zoning Information.

6.1.5 Files

The main types of files that are held by Council include:

- Development Application;
- General;
- Property;
- Road; and
- Subdivision.

7 Right to Information

You may obtain further information regarding your right to access government information from the NSW Information and Privacy Commissioner:

Website: www.ipc.nsw.gov.au
 Email: ipcinfo@ipc.nsw.gov.au
 Mail: GPO Box 7011, Sydney, NSW, 2001
 Visit: Level 15, McKell Building, 2-24 Rawson Place, Haymarket NSW 2000
 Call: 1800 INFOCOM (1800 472 679) between 9am to 5pm, Monday to Friday (excluding public holidays).

7.1 Additional IPC Resource Information

- [Home | Data.NSW](#)
- [Open Data infographic \(nsw.gov.au\)](#)
- [Open Government, Open Data & Public Participation \(nsw.gov.au\)](#)
- [Information Access Guideline 7 - Open Data \(nsw.gov.au\)](#)

8 Review of Agency Information Guide

From the GIPA Act:

21 Adoption and review of agency information guide

An agency must adopt its first agency information guide within 6 months after the commencement of this section and must review its agency information guide and adopt a new agency information guide at intervals of not more than 12 months. An agency may update and amend its agency information guide at any time.

22 Role of Information Commissioner

- (1) An agency must notify the Information Commissioner before adopting or amending an agency information guide and must, if requested to do so by the Information Commissioner, consult with the Information Commissioner on the proposed agency information guide or amendment.*
- (2) The Information Commissioner may issue guidelines and model agency information guides for the assistance of agencies in connection with agency information guides.*

Appendix A

Document Control/Authorisation

Responsible Officer		Manager of Governance			
Reviewed By		Information Privacy Commissioner (IPC) Management Executive Team (Manex)			
Review Due Date		July 2026			
Version Number		15			
Versions	Date	Resolution Number	Description of Amendments	Author / Editor	Approved / Adopted By
15	24/07/2025	12.07/25	Councillors table updated; IPR document details updated. Other minor amendments	MG	Council
14	25/07/2024	13.07/24	Amendments are minor with some deletion of information that may be found directly in the relevant legislation.	GO/MG	Council
13	27/07/2023	4.07/23	Minor Amendments including: updated legislation list, an updated Organisational Chart, and information about when the annual review of Open Access Information is carried out, including the latest review.	MGRCP	Council
12	23/06/2022	10.7/22	Significant amendments are: Updating Councillor information; 4.2 Council's review of approach to proactive release; 4.4 processing charges and advance deposits; 4.4.1 Rights of review and appeal; 4.4.2 What decisions may be reviewed; 4.7 Role of Information Commissioner; 5 Vision; and 5.1 Strategic Objectives.	MGRCP	Council
11	24/06/2021	8.07/21	Amendments are significant including structural changes to the document and amendments at: inclusion of a preface, additional details at 1.2, 1.4, 2.1, 2.7, 3, 3.1, 3.1.1, 3.2, 3.2.2, 4, and 4.1 through 4.6.	MGRCP	Council
10	25/06/2020	18.06/20	Amendments due to elections being postponed, small changes to the organisational structure, added information about livestreaming Council meetings and a link to data.nsw.gov.au.	PA(DCCS)	Council
9	27/06/2019	5.06/19	Amendments to organisational structure, further financial	PA(DCCS)	Council

AGENCY INFORMATION GUIDE

			strategic objectives added, additions and extractions to the list of committees, and name changes for some committees.		
8	28/06/2018	11.06/18	Amendments were an inclusion of a detailed table outlining Council's functions and minor changes to the list of committees	PA(DCCS)	Council