

# TENTERFIELD SHIRE COUNCIL



## AGENCY INFORMATION GUIDE

Previously Publication Guide Adopted by Council	
25 August 2010	Council Minute 588/10
29 June 2011	Council Minute 315/11
23 October 2013	Council Minute 382/13
26 February 2014	Council Minute 21/14
25 March 2015	Council Minute 67/15
29 June 2016	Council Minute 154/16
20 December 2017	Council Minute 272/17
27 March 2019	Council Minute 49/19
23 February 2022	Council Minute 34/22

# CONTENTS

## Contents

STRUCTURE & FUNCTIONS OF COUNCIL	
Introduction & Preamble	1
Council's Mission, Vision and Corporate Values	2
Organisational Structure	4
EFFECT COUNCIL FUNCTIONS HAVE ON THE PUBLIC	6
PUBLIC PARTICIPATION –	
COUNCIL POLICY DEVELOPMENT AND FUNCTIONS	9
INFORMATION HELD BY TENTERFIELD	12
HOW MEMBERS OF THE PUBLIC MAY ACCESS AND AMEND COUNCIL DOCUMENTS CONCERNING THEIR PERSONAL AFFAIRS	19
HOW TO CONTACT COUNCIL	20
PUBLIC OFFICER – RIGHT TO INFORMATION OFFICER	21
INFORMATION AND PRIVACY COMMISSION	22

## STRUCTURE & FUNCTIONS OF COUNCIL

### **Introduction & Preamble**

Tenterfield Shire Council is committed to the following principles regarding public access to documents and information:

- Open and transparent government;
- Consideration of the overriding public interest in relation to access requests;
- Proactive disclosure and dissemination of information, and
- Respect for the privacy of individuals.

Council's legal status under the *Local Government Act 1993* is as a body politic of the State with perpetual succession and the legal capacity and powers of an individual, both in and outside the State (s220(1)).

The Council is divided into five Wards, with ten Councillors (two for each Ward). The Mayor is elected each year by the Councillors from among their numbers.

The role of the Councillors, as members of the governing body are (s232):

(1) The role of a councillor is as follows:

- (a) to be an active and contributing member of the governing body,
- (b) to make considered and well-informed decisions as a member of the governing body,
- (c) to participate in the development of the integrated planning and reporting framework,
- (d) to represent the collective interests of residents, ratepayers and the local community,
- (e) to facilitate communication between the local community and the governing body,
- (f) to uphold and represent accurately the policies and decisions of the governing body,
- (g) to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor.

(2) A Councillor is accountable to the local community for the performance of the Council.

The role of the mayor (s226) is as follows:

- (a) to be the leader of the council and a leader in the local community,
- (b) to advance community cohesion and promote civic awareness,

- (c) to be the principal member and spokesperson of the governing body, including representing the views of the council as to its local priorities,
- (d) to exercise, in cases of necessity, the policy-making functions of the governing body of the council between meetings of the council,
- (e) to preside at meetings of the council,
- (f) to ensure that meetings of the council are conducted efficiently, effectively and in accordance with this Act,
- (g) to ensure the timely development and adoption of the strategic plans, programs and policies of the council,
- (h) to promote the effective and consistent implementation of the strategic plans, programs and policies of the council,
- (i) to promote partnerships between the council and key stakeholders,
- (j) to advise, consult with and provide strategic direction to the general manager in relation to the implementation of the strategic plans and policies of the council,
- (k) in conjunction with the general manager, to ensure adequate opportunities and mechanisms for engagement between the council and the local community,
- (l) to carry out the civic and ceremonial functions of the mayoral office,
- (m) to represent the council on regional organisations and at inter-governmental forums at regional, State and Commonwealth level,
- (n) in consultation with the councillors, to lead performance appraisals of the general manager,
- (o) to exercise any other functions of the council that the council determines.


Council has an Internal Audit Committee whose objective is to provide independent oversight and assistance to the Tenterfield Shire Council on risk management, control, governance, and external accountability responsibilities.

### **Council's Mission, Vision and Corporate Values**

#### ***Our Mission***

Tenterfield Shire Council provides local civic leadership and a wide range of community services and facilities.

Our mission statement "Quality Nature, Quality Heritage and Quality Lifestyle" provides focus and direction in the manner in which we provide leadership and services.



Quality Nature  
Quality Heritage  
Quality Lifestyle

***Our Vision***

- To establish a Shire where the environment will be protected and enhanced to ensure sustainability and inter-generational equity,
- To recognise and actively develop our cultural strengths and unique heritage,
- To establish a prosperous Shire through balanced, sustainable economic growth managed in a way to create quality lifestyles and satisfy the employment, environmental and social aims of the community,
- To establish a community spirit which encourages a quality lifestyle, supports health and social well-being, promotes family life and lifestyle choices,
- To establish a community spirit which promotes opportunities to participate in sport and recreation, promotes equal access to all services and facilities, and
- To encourage all people to participate in the economic and social life of the community with a supportive attitude towards equal life chances and equal opportunity for access to the Shire's resources.

***Our Corporate Values***

At Tenterfield Shire Council we value our staff and recognise that they are central to the success of our organisation. Our Workforce Management Strategy 2017-21 provides a strategic framework for developing our workforce so that it is appropriately skilled and flexible to best meet the challenges ahead.

Our corporate values express how we as Council wish to conduct ourselves as an organisation and reflect the manner in which Council desires to engage with its community. They provide a reference point for all staff.

Our five corporate values are **I CARE**:

1. **Integrity** – ensuring openness and honesty in all our activities
2. **Community Focus** – delivering prompt courteous and helpful service
3. **Accountability** – accepting responsibility for providing quality services and information
4. **Respect** – treating people with courtesy, dignity and fairness regardless of our personal feelings about the person or issue
5. **Excellence** – being recognised for providing services and programs that aim for best practice

**Organisational Structure**

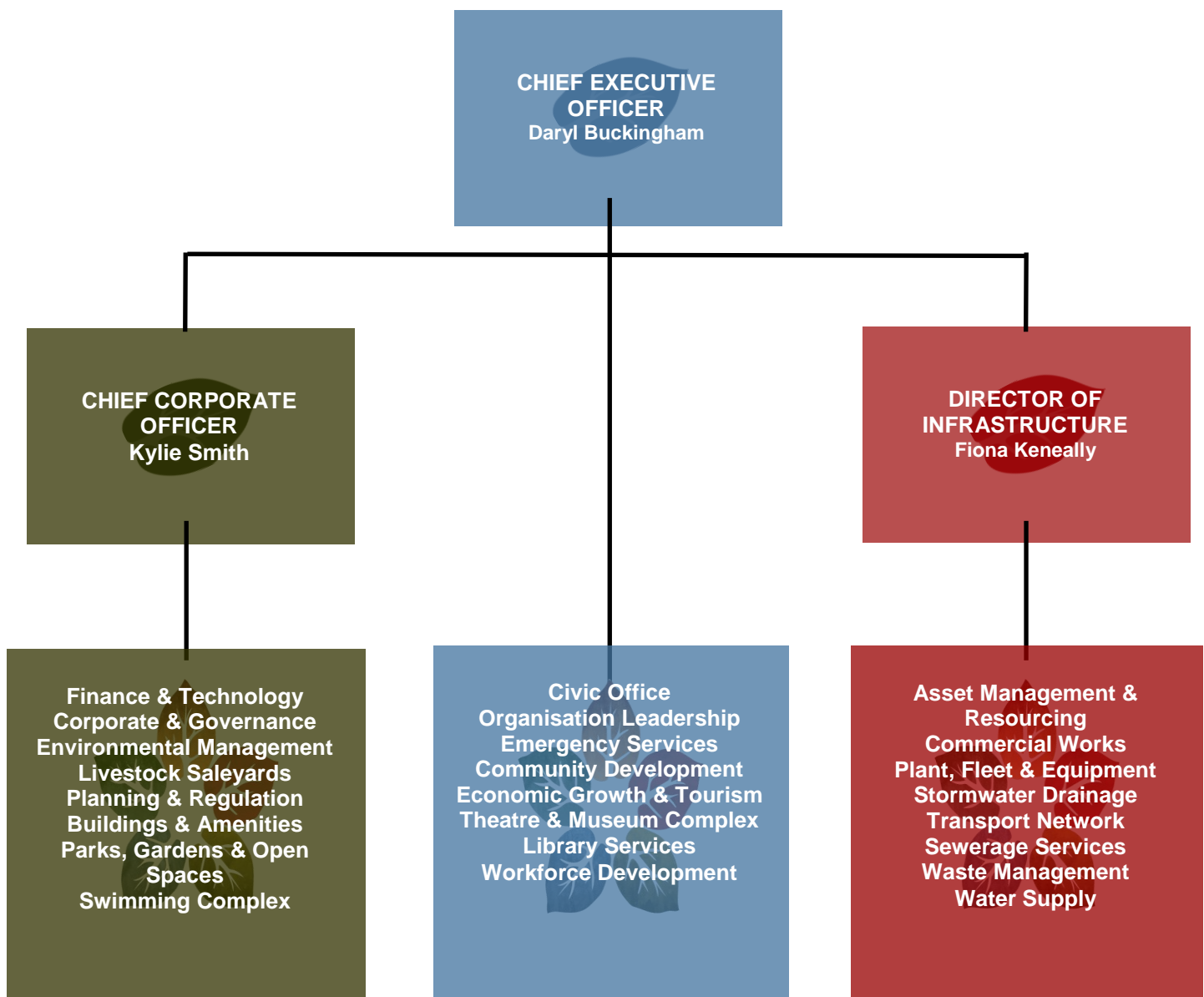
The Principal Officer of the Council is the Chief Executive Officer. The Chief Executive Officer is generally responsible for the efficient and effective operation of the Council's organisation and for ensuring the implementation, without undue delay, of decisions of the Council.

The Chief Executive Officer (General Manager) has the following functions (s335):

- (a) to conduct the day-to-day management of the Council in accordance with the strategic plans, programs, strategies, and policies of the Council,
- (b) to implement, without undue delay, lawful decisions of the Council,
- (c) to advise the mayor and the governing body on the development and implementation of the strategic plans, programs, strategies and policies of the Council,
- (d) to advise the Mayor and the governing body on the appropriate form of community consultation on the strategic plans, programs, strategies and policies of the Council and other matters related to the Council,
- (e) to prepare, in consultation with the mayor and the governing body, the Council's community strategic plan, community engagement strategy, resourcing strategy, delivery program, operational plan and annual report,
- (f) to ensure that the Mayor and other councillors are given timely information and advice and the administrative and professional support necessary to effectively discharge their functions,
- (g) to exercise any of the functions of the council that are delegated by the Council to the General Manager,
- (h) to appoint staff in accordance with the organisation structure determined under this Chapter and the resources approved by the Council,
- (i) to direct and dismiss staff,
- (j) to implement the Council's workforce management strategy,
- (k) any other functions that are conferred or imposed on the general manager by or under this or any other Act.

To assist the Chief Executive Officer in the exercise of these functions, there are two Divisions of Council. These Divisions are Civic, Corporate, and Services. A Chief Officer and Director heads each of these Divisions.

The functional structure of the Organisation is set out below:



Council is also required to act as regulator of various functions delegated to it by State Government Legislation.

**EFFECT COUNCIL FUNCTIONS HAVE ON THE PUBLIC*****Functions of Tenterfield Shire Council – The Local Government Act 1993***

In addition to the Local Government Act 1993, Council has powers under a number of other Acts in accordance with appropriate delegated authority as follows:

- Aviation Transport Security Act 2004 (Cth)
- Civil Aviation Act 1988 (Cth)
- Biodiversity Conservation Act 2016
- Biodiversity Conservation Regulation 2017
- Biosecurity Act 2015
- Boarding Houses Act 2012
- Building and Development Certifiers Act 2018
- Building Products (Safety) Act 2017
- Cemeteries & Crematoria Act 2013
- Children (Protection and Parental Responsibility) Act 1997
- Commons Management Act 1989
- Community Land Development Act 1989
- Community Land Management Act 1989
- Contaminated Land Management Act 1997
- Conveyancing Act 1919
- Companion Animals Act 1998
- Crown Land Management Act 2016
- Dangerous Goods (Road and Rail Transport) Act 2008
- Disability Inclusion Act 2014
- Electricity Supply Act 1995
- Environmental Planning and Assessment Act 1979
- Fluoridation of Public Water Supplies Act 1957
- Fisheries Management Act 1994
- Food Act 2003
- Game and Feral Animal Control Act 2002
- Geographical Names Act 1966
- Government Information (Public Access) Act 2009
- Graffiti Control Act 2008
- Heritage Act 1977
- Heavy Vehicle National Law (NSW) and Heavy Vehicle (Adoption of National Law) Act 2013
- Housing Act 2001
- Impounding Act 1993
- Enclosed Lands Protection Act 1901
- Independent Pricing and Regulatory Tribunal Act 1992
- Land Acquisition (Just Terms Compensation) Act 1991
- Land and Environment Court Act 1979
- Library Act 1939
- Local Government and Other Authorities (Superannuation) Act 1927
- Ombudsman Act 1974
- Pipelines Act 1967
- Privacy and Personal Information Protection Act 1998



- Protection of the Environment Operations Act 1997
- Public Health Act 2010
- Public Interest Disclosures Act 1994
- Real Property Act 1900
- Residential (Land Lease) Communities Act 2013
- Restricted Premises Act 1943
- Roads Act 1993
- Road Transport Act 2013
- State Emergency and Rescue Management Act 1989
- State Records Act 1998
- Strata Schemes Development Act 2015
- Strata Schemes Management Act 2015
- Surveillance Devices Act 2007
- Swimming Pools Act 1992
- Tattoo Parlours Act 2012
- Trees (Disputes Between Neighbours) Act 2006
- Valuation of Land Act 1916
- Water Management Act 2000
- Work Health and Safety Act 2011

### ***How Council's Functions Affect Members of the Public***

Nearly all of the functions of Tenterfield Shire Council have an effect on members of the public. The following is an outline of how the broad functions of Council affect the public.

#### ***Service Functions***

Service functions affect the public in that services and facilities provided by the Council are for use by the public, such as community halls, recreation facilities, removal of garbage, and maintenance of roads and bridges. Other services are water and sewer, libraries, saleyards, swimming pool, cemeteries and the School of Arts.

#### ***Regulatory Functions***

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

#### ***Ancillary Functions***

Ancillary functions affect only some members of the public if, for example, the resumption of land is necessary or if Council officers need to enter onto private land.

***Revenue Functions***

Revenue functions affect the public directly in that rates and other charges are paid by the public in return for services and facilities that are provided to the community.

***Administrative Functions***

Administrative functions do not necessarily affect the public directly but have an impact on the administration of the community. For example, Council has developed its Integrated Planning and Reporting Framework that outlines the strategies of the Council over both the short term and long term.

***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 domestic pets and parking fines.

**PUBLIC PARTICIPATION – COUNCIL POLICY DEVELOPMENT AND FUNCTIONS**

Councils in New South Wales are generally elected every four years, other than the Council term commenced on 12 January 2022, which will be a shorter-term Council, due to the COVID-19 pandemic of 2020 and 2021. The next elections will be held in September 2024.

Within Tenterfield Shire, at each election, voters elect ten Councillors for a four-year term. 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 can also vote, but must register their intention to vote on the non-residential roll. Voting is compulsory.

Residents are able to raise issues with, and make representations to, the elected Councillors. The Councillors, if they agree with the issue or representation, may pursue the matter on the resident's behalf through a "Notice of Motion" thus allowing members of the public to influence the development of policy and strategy.

Council policies and documentation are placed on public exhibition as required under the Local Government Act and other legislation. Documents inviting submissions can be found on Council's website:

<https://www.tenterfield.nsw.gov.au/your-council/council-documents/public-exhibition-documents>

Development Applications inviting public submission as required under the Tenterfield Local Environmental Plan 2013, which is available on the NSW Government Planning Portal via Council's website:

<https://www.planningportal.nsw.gov.au/publications/environmental-planning-instruments/tenterfield-local-environmental-plan-2013>

Members of the public are able to attend Council meetings (fourth Wednesday of each month - except in December when it is held on the third Wednesday of the month and January when there is no meeting) in the Council Chamber, Administration Building Rouse Street, Tenterfield. However, it should be noted that one meeting each year is conducted in one of the Villages.

Copies of Agendas and Minutes for Council Meetings are available on Council's website:

<https://www.tenterfield.nsw.gov.au/council/about-council/council-business-papers>

Council Meetings are webcast and streamed live for the duration of the meeting, apart from the annual meeting held in one of the villages. Webcasts are then placed on Council's website on the following Monday at 10am, and remain for six months:

<https://www.tenterfield.nsw.gov.au/your-council/council-committee-meetings/webcast-of-council-meetings>

In addition, Council periodically holds informal meetings in the villages and community halls in the region to allow residents to raise matters of particular interest.

### **Committees**

Council has an Audit and Risk Committee which includes Council representation and other Committee members with appropriate qualifications and experience, as appointed to the Committee by Council. Terms of Reference for the Audit & Risk Committee can be found on Council's website:

<https://www.tenterfield.nsw.gov.au/your-council/council-committee-meetings/council-committees>

Council also has the following Council Advisory Committees comprising members of the public, among others. Terms of Reference for the Community Committees can be found on Council's website:

<https://www.tenterfield.nsw.gov.au/your-council/council-committee-meetings/council-committees>

- Tenterfield Saleyards Advisory Committee,
- Aboriginal Advisory Committee,
- Heritage Advisory Committee,
- Disability, Inclusion & Access Advisory Committee,
- Parks, Gardens & Open Spaces Advisory Committee,
- Arts & Culture Advisory Committee,
- Tourism Advisory Committee.

*In addition, Council Committees without external members include:*

- Contributions/Donations Assessment Panel, and
- Australia Day Awards Committee.

### **External Committees**

Council also provides delegates to the following Committees. Details of Councillors serving on these Committees can be found on Council's website:

<https://www.tenterfield.nsw.gov.au/your-council/your-councillors>

- Local Emergency Management Committee
- Tenterfield Shire Local Traffic Committee
- Tenterfield Liquor Accord
- Border Regional Organisation of Councils
- Bush Fire Management Committee
- NSW Public Libraries' Association
- Granite Borders Landcare Committee Incorporated

- NSW Rural Fire Service – Service Level Agreement Liaison Committee
- North East Weight of Loads Group
- Arts North-West
- Murray Darling Association
- Northern Tablelands Regional Weeds Committee
- Tenterfield FM Radio Association
- Community Safety Precinct Committee
- Northern Inland Regional Waste (NIRW)
- Local Health Advisory Committee
- Country Mayor's Association
- Australian Rural Roads Group
- Bruxner Way Joint Committee
- Southern Downs Regional Council Highway Taskforce Alliance
- Joint and Regional Planning Panels
- Australian Livestock Markets Association Inc.
- National Timber Councils
- Sir Henry Parkes Memorial School of Arts Joint Management Committee

**INFORMATION HELD BY TENTERFIELD SHIRE COUNCIL**

Council holds a wide range of information, in both hard copy and electronic form in respect of the wide range of functions undertaken by it. That information is contained in:

1. Files - either physical or electronic
2. Policy documents
3. General documents

***Files***

Prior to 2002, Council had a "hard copy" filing system, with material held in physical files. Council's files are now maintained in electronic format, physical files being dispensed with, except for development, property, and cemetery files.

Electronic information held relates to Council's service functions, regulatory functions, ancillary functions, revenue functions, administrative functions and enforcement functions.

Council's files are not available on the website; however, this information is made available either by informal release or via an access application, unless there is an overriding public interest against disclosure of the information, in accordance with the provisions of GIPA.

Members of the public who require an informal release or an access application can do so by contacting Council or accessing the necessary application on Council's website:

<https://www.tenterfield.nsw.gov.au/your-council/forms/government-information-public-access-act-2009-access-application>

***Policy Documents***

All of Council's Policies are maintained in a policy register, access to which is available on the website:

<https://www.tenterfield.nsw.gov.au/your-council/council-documents/policies>

***General Documents***

The following list of general documents held by Council has been divided into four sections as outlined by Schedule 1 of the Government Information (Public Access) Regulation:

1. Information about Council
2. Plans and Policies
3. Information about Development Applications

#### 4. Approvals, Orders and other Documents

Schedule 1 of the Government Information (Public Access) Regulation requires that these documents held by Council, be made publicly available for inspection, free of charge.

The public is entitled to inspect these documents either on Council's website (unless there is an unreasonable additional cost to Council to publish these documents on the website) or at the offices of the Council during ordinary office hours or at any other place as determined by the Council. The public free of charge may inspect any current and previous documents of this type. Copies can be supplied for reasonable copying charges.

These documents include:

##### **1. Information about Council available on Council's website:**

<https://www.tenterfield.nsw.gov.au/your-council/council-documents>

- End of Term Report 2016-2021
- Annual Reports
- Financial Reports
- Public Exhibition Documents
- Council's Fees & Charges
- Integrated Planning & Reporting Framework (Community Strategic Plan, Delivery Program and Operational Plans)

##### **Documents available for inspection at the Council Administration Office Include:**

- Register of Current Declarations of Disclosures of Political Donations
- Register of Delegations
- Section 449 Disclosures of Interest Returns

##### **Council Agendas and Business Papers available on Council's website:**

<https://www.tenterfield.nsw.gov.au/your-council/council-committee-meetings/council-business-papers>

- Agendas and Business Papers for any meeting of Council
- Minutes of any meeting of Council or any Committee of Council
- Departmental Representative Reports presented at a meeting of Council

##### **2. Plans and Policies**

##### **Plans/Reports available on Council's website:**

<https://www.tenterfield.nsw.gov.au/your-council/council-documents/plans-reports>

Asset Management Strategy 2020-2030

Biosecurity Plan – Tenterfield Shire Saleyards

Community Plan – Integrated Planning & Reporting

- Reporting on Progress of Operation Plan 2021/2022
- Reporting on Progress of Operational Plan 202/2021
- Community Strategic Plan 2017-2027
- Community Engagement Strategy
- Delivery Program 2017-2021 & Operational Plan 2021-2022
- Asset Management Strategy 2020-2030
- Long Term Financial Plan 2017-2027
- Workforce Management Strategy 2017-2027
- Road Network Asset Management Plan 2018

Community Participation Plan

Development control Plan 2014

Development Servicing Plan – Sewerage Services – July 2020

Development Servicing Plan – Water Supply Services – July 2020

Disability Inclusion Action Plan

Drought Management Plan

Equal Employment Opportunity Management Plan

Floodplain Risk Management Study and Plan

Health & Safety Management Plan

Local Emergency Management Plan (EMPLAN)

Local Strategic Planning Statement 2040

Parks and Sportsgrounds Plan of Management

Pedestrian Access and Mobility Plan (PAMP)

Pesticide Use Notification Plan

Pollution Incident Response Plan

Privacy Management Plan

Risk Management – Continuous Improvement Plan

Road Asset Management Plan

Saleyards Management Plan

Section 7.11 Development Contribution Plan

Section 7.12 Development Contribution Plan



Stormwater Quality Management Plan

Strategic Business Plan for Water Supply and Sewerage Services

Strategic Companion Animal Management Plan (SCAMP)

Tenterfield & District Destination Management Plan 2014-2017

Tenterfield Bike Plan

Tenterfield Cemetery Master Plan

Tenterfield Communication Plan & Action Plan

Tenterfield Cultural Plan

Tenterfield Main Street Masterplan

Tenterfield Visitor Information Centre Business Plan

Tenterfield War Memorial Baths Management Plan

Waste Management Strategy

Water Supply Asset Management Plan

Tenterfield Water Supply – Drinking Water Management System (DWMS) Subplan

**Policies available on Council website:**

<https://www.tenterfield.nsw.gov.au/your-council/council-documents/policies>

Aboriginal Recognition & Protocol - 1.013

Aerated Wastewater Treatment Systems - 3.011

Affixing of Council's Seal to Documents - 1.017

Art Collection – 1.192

Asbestos Policy - 4.011

Asset Management - 1.014

Australia Day Awards & Citizenship Ceremonies 1.016

Borrowing Policy - 1.020

Burial on Private Rural Land - 3.021

Busking Policy 3.022

Buy Local – 2.023

Citizen and Customer Service - 1.035

Community Donations/Contributions - 1.031

Community Engagement Policy - 1.036

Competitive Neutrality Complaints - 1.032

Complaints and Unreasonable Conduct - 1.033

Conference/Seminar/Training Expenses - 4.031

Concealed Water Leakage Concession - 1.037

Construction & Maintenance of Property Access from Council Roads - 2.130

Construction Over & Adjacent Stormwater, Water & Sewer Mains - 2.030

Corporate Credit Card – 1.034

Councillor Expenses & Facilities - 1.160

Councillor Access to Information and Interaction With Staff - 1.163

Debt Recovery - 1.041

Disclosure By Councillors Designated Persons Policy – 1.040

Disposal of Minor Assets Including Plant, Material & Equipment - 2.161

Drinking Water Quality - 2.162

Education Expenses - 4.050

Employment Screening - 4.052

Enforcement Policy for Unlawful Activities - 1.051

Exclusion for Disruptive or Abusive Citizens and Customers - 1.052

Filming - 1.062

Flying of Flags - 1.063

Footpath Activities – 1.065

Footpath, Paving and Contributions - 2.060

Fraud and Corruption Prevention - 1.064

Fund Raising Stalls - 1.060

Funerary and Monumental Masonry Services - 3.060

Granting of Pensioner Concession - 1.070

Internal Reporting Public Interest Disclosures - 4.161

Investment - 1.091

Leave – 4.010

Legislative Compliance - 3.110

Library Services - 1.120

Light Motor Vehicle Fleet - 4.123

Limit of Delegated Authority in Dealing with Development Applications & Complying  
Development Certificates - 3.122

Liquid Trade Waste Regulation 2.130

Local Approvals Policy - 3.121

Local Orders Policy 2015 - 3.123

Local Orders for the Keeping of Animals in Urban Areas of Tenterfield Shire - 3.120

Maintenance of Nature Strips and Road Verges - 2.131

Media Policy - 1.130

On-Site Sewage Management - 3.150

Plant Replacement Policy - 2.160

Private Swimming Pool Safety – 3.194

Procurement Policy - 1.164

Public Art - 1.166

Public Gates and Vehicle By-Passes- 2.162

Rainwater Tanks - Installation Requirements where Reticulated Water is Connected -  
3.180

Rates Hardship - 1.188

Records Management Policy - 1.187

Recruitment & Selection – 4.193

Related Party Disclosure Policy - 1.189

Risk Management - 1.186

Roadside Memorials/Commemorative Markers - 2.180

Salary System - 4.190

School of Arts Collections Acquisitions and Deaccession Policy - 1.193

School of Arts Theatre Cinema Front of House - 1.194

School of Arts - Use for Weddings & Other Activities - 1.195

Sewerage - Septic Tank Connections - 3.190

Statement of Business Ethics

Succession Planning - 4.196

Tenterfield CBD Works - 2.201

Transfer of Land in Payment of Rates - 1.200

Variation of Sewage Discharge Factor – 1.210

Volunteers Policy - 1.220

Water Concession for Medical Conditions - 1.231

Water - Service Connections - 2.231

Water Supplies & Sewerage Services - Contributions to Water & Sewer Main Extensions - 3.230

Work, Health & Safety - 4.157

Workplace Rehabilitation and Return to Work Policy and Procedure - 4.183

Workplace Surveillance – 3.231

Writing Off of Debts - 1.230

### **3. Information about Development Applications (available for inspection at the Council Administration Office)**

- Construction Certificate Application Register & Plans (excluding floor plans);
- Development Application Register;
- Development Applications & Plans (excluding floor plans);
- Drainage Diagrams;
- Environmental Impact Statements.

**HOW MEMBERS OF THE PUBLIC MAY ACCESS AND AMEND COUNCIL DOCUMENTS CONCERNING THEIR PERSONAL AFFAIRS**

As far as practicable, Council documents will be accessible by members of the public during office hours.

Persons interested in obtaining access to documents or who wish to seek an amendment to the Council's records concerning their personal affairs, should contact a Customer Service Officer. If you have difficulty obtaining documents or information, you should contact Council's Public Officer.

Provisions regarding amendment of personal information is legislated under the Privacy & Personal Information Protection Act 1998.

**HOW TO CONTACT COUNCIL**

Public Officer:	Chief Corporate Officer
Telephone:	(02) 6736 6000
Free Call:	1300 762400 (no mobile access/local only)
Email:	<a href="mailto:council@tenterfield.nsw.gov.au">council@tenterfield.nsw.gov.au</a>
Website:	<a href="http://www.tenterfield.nsw.gov.au">www.tenterfield.nsw.gov.au</a>
Address:	PO Box 241 TENTERFIELD NSW 2372
Office:	247 Rouse Street TENTERFIELD
Office Hours:	8.30 am to 5.00 pm (Monday to Friday)
Counter Hours:	9.00 am to 4.30 pm (Monday to Friday)

**PUBLIC OFFICER – RIGHT TO INFORMATION OFFICER**

There are a number of ways in which members of the public can access publicly available Council information.

1. **Mandatory Release** – where Council is required under legislation to make information available free of charge to the public.
2. **Proactive Release** – where Council is proactive in releasing information to the public by choice.
3. **Informal Release** – Council is encouraged to make available information, should a member of the public make an informal request, subject to the Public Interest Considerations and cost considerations.
4. **Formal Release** – members of the public may make a formal request to Council for the release of information. Applicants must pay an administrative fee of \$30.00 and complete a Government Information (Public Access) Act 2009 – Access Application which is available at Council's Administration Office and on Council's website:

<https://www.tenterfield.nsw.gov.au/your-council/forms/government-information-public-access-act-2009-access-application>

The Chief Corporate Officer has been appointed as the Public Officer. 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 Chief Corporate 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. If you have any difficulty in obtaining access to Council documents, you may wish to refer your enquiry to the Public Officer. In addition, if you would like to amend a document of Council that 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:

The Chief Executive Officer  
Tenterfield Shire Council  
P O Box 214  
Tenterfield NSW 2372  
Email: [council@tenterfield.nsw.gov.au](mailto:council@tenterfield.nsw.gov.au)

**INFORMATION AND PRIVACY COMMISSION**

If you require any other advice or assistance about access to information you may contact the Information and Privacy Commission as follows:

Website	<a href="http://www.ipc.nsw.gov.au/contact-us-0">http://www.ipc.nsw.gov.au/contact-us-0</a> .
Email	<a href="mailto:ipcinfo@ipc.nsw.gov.au">ipcinfo@ipc.nsw.gov.au</a>
Phone	1800 472 679
Fax	(02) 8114 3756
Post	GPO Box 7011, Sydney NSW 2001
In-person	Level 17, 201 Elizabeth Street, Sydney

Office hours are 9am to 5pm, Monday to Friday.

If you are deaf or have a hearing or speech impairment, call the National Relay Service (NRS) on 133 677 for assistance.

If you need an interpreter, call the Translating and Interpreting Service (TIS) on 131 450 for assistance.

If you do not speak English, or English is your second language, and you need assistance to communicate with us, call the Translating and Interpreting Service on 131 450.

Information regarding privacy and government access to information, including how to make a complaint or request a review, is now available in a range of community languages.