

Agency Information Guide - Eurobodalla Shire Council

Version: December 2023

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Version history

Adopted	IPC notified	Amendments
December 2023	Yes	Updated with current information and website links. Added more information about organisational structure.
December 2022	Yes	Updated with current information and website links. Added version history, information about proactive release, and Open Data initiatives.
December 2021	Yes	Updated with current information and links. Replaced information about committees with link to website.
December 2020	Yes	Updated with current information and links. Add change of organisation structure to be effective from 4 Jan 2021.
December 2019	Yes	New version of AIG commenced – completely revised format and content, per <i>IPC Self-Assessment Checklist</i> and <i>Information Access Guideline 6</i>
October 2019	Yes	Interim AIG adopted with minor updates, pending approval of completely revised version in draft
June 2012	Yes	Reviewed and updated (this version remained published on Council website until 2019 due to administrative error)
September 2011	Yes	Reviewed and updated
December 2010	Yes	New AIG adopted

1. Introduction

Eurobodalla Shire Council (**Council**) supports the broad object of the *Government Information (Public Access) Act 2009 (GIPA Act)* to advance a system of responsible and representative government that is open, accountable, fair, and effective; and the presumption in the GIPA Act in favour of providing access to government information unless there is an overriding public interest against its disclosure.

This Agency Information Guide (**AIG**) is published in accordance with section 20 of the GIPA Act and provides a mechanism to make government information held by Council accessible, and to promote currency and appropriate release of information.

AIGs can play an important role in promoting access to information, supporting community participation in government decision-making, and contributing to open government.

This AIG sets out how community members and organisations, the media, and other government agencies can interact with us, and access information about us and held by us.

The purpose of this AIG is to provide general information on the:

- structure and functions of Council;
- ways in which the functions of Council, including the decision-making functions, affect members of the public;
- arrangements in place to enable members of the public to participate in the formulation of Council policy and the exercise of its functions;
- types of information held by Council and the ways in which Council makes information publicly available;
- information that we make publicly available either free of charge or for a charge.

This AIG is available on our website at www.esc.nsw.gov.au/council/governance/public-access-to-information

We value your feedback on this AIG to assist us to achieve the highest levels of accessibility. Throughout this AIG we provide links to our website, online documents, reports, and other information to make information easily accessible.

Please advise us by email to council@esc.nsw.gov.au or call (02) 4474 1000 if you have difficulty accessing any of the links, or to provide feedback about this AIG.

This AIG is reviewed annually.

This version was last updated and adopted in **December 2023**.

Warwick Winn

General Manager

Eurobodalla Shire Council

2. About Eurobodalla Shire Council

2.1. About us

Eurobodalla Shire Council was proclaimed in 1906 and is constituted under the *Local Government Act 1993* (NSW) (**LG Act**).

We offer a wide range of services to our community including local roads and footpaths, public works, recreation and leisure facilities, parks and public places, local transport, planning, building regulations and development, waste disposal and recycling collections, water supply, stormwater and sewerage, public and environmental health, animal care and registrations, local environmental management, libraries, business regulation and support, arts and cultural heritage programs, support for children, young people, seniors, and people living with disability, and plenty of events and activities that everyone can attend.

Our **Annual Report** provides information about the diversity and breadth of our services and operations delivered to our community daily, with insights into our financial position and decision-making: www.esc.nsw.gov.au/council/plans-and-reporting/performance-reporting

Our **Community Strategic Plan** identifies our community's main priorities and aspirations for the future, and provides strategies for achieving these goals:
www.esc.nsw.gov.au/council/plans-and-reporting/community-strategic-plan

Our four-year **Delivery Program** and one-year **Operational Plan** outline the activities and actions that are Council's responsibility in achieving our Community Strategic Plan:
www.esc.nsw.gov.au/council/plans-and-reporting/delivery-program-and-operational-plan

Our other **strategies and plans** can be found at:
www.esc.nsw.gov.au/council/plans-and-reporting/plans-and-strategies

To find out more information about Council, visit our website at: www.esc.nsw.gov.au

- current news and events: www.esc.nsw.gov.au/home/news-and-events
- current major projects: www.esc.nsw.gov.au/council/major-projects
- matters on public exhibition for community feedback: www.esc.nsw.gov.au/council/have-your-say/public-exhibition
- meeting agendas and business papers: www.esc.nsw.gov.au/council/council/meetings
- subscribe to *Council News* monthly email newsletter and read the *Living in Eurobodalla* resident's print newsletter, published quarterly: www.esc.nsw.gov.au/news-and-events/newsletters

Follow us on **social media**:

Facebook: www.facebook.com/EurobodallaCouncil/

Instagram: www.instagram.com/eurobodallacouncil/

YouTube: www.youtube.com/user/EurobodallaCouncil/videos?app=desktop

Regulatory and other community information is also published as required in local news outlets and made freely available at our Customer Service Centre in Moruya, our libraries in Narooma, Moruya and Batemans Bay.

2.2. Our location

The Eurobodalla Shire local government area covers over 3400 square kilometres of land and 110 kilometres of coastline stretching along the NSW South Coast. More than 80 percent of the land is national park or state forest.

We share boundaries with Shoalhaven City Council to the north, Bega Valley Shire Council to the south, Palerang Shire Council to the west, and Snowy Monaro Regional Council to the southwest.

More information about the Eurobodalla area and community can be found at:

www.eurobodalla.com.au and www.esc.nsw.gov.au/community/community-profile-and-population-forecasts.

2.3. Where to find us

Our Customer Service Centre is at the corner of Vulcan and Campbell Streets, Moruya.

Our main office hours are Monday to Friday, 8.30am to 4.30pm, excluding public holidays and the Christmas closedown period.

Find us at:

- libraries in Batemans Bay, Moruya, and Narooma
- the Community Transport office at the Dr Mackay Centre at 9 Page St, Moruya
- works depots at Moruya, Batemans Bay and Narooma
- [visitor information outlets](#) throughout the Eurobodalla Shire
- waste management centres at Surf Beach, Moruya and Brou.

For more information, opening hours and contact numbers for our various services and facilities check our website at: www.esc.nsw.gov.au/council/have-your-say/contact-us

2.4. How to contact us

Monday to Friday, 8.30am to 4.30pm, excluding public holidays and the Christmas closedown.

Email	council@esc.nsw.gov.au
Phone	02 4474 1000
In person	Customer Service Centre, Corner Vulcan & Campbell St, Moruya.
Post	PO Box 99, Moruya 2537
After hours emergencies	1800 755 760 (water or sewer leaks and other hazards)
Website	www.esc.nsw.gov.au/council/have-your-say/contact-us
Feedback form	www.esc.nsw.gov.au/council/have-your-say/feedback-form
Fax	02 4474 1234
DX	DX 4873 Moruya 2537

2.5. How Council operates

Council operates within the legislative framework laid down by the State Government. Our powers and responsibilities derive from the *Local Government Act 1993*.

Our Council is made up of nine elected councillors, the General Manager, and staff, all working together to implement our community's vision to be friendly, responsible, thriving, and proud.

Council's [community and strategic plans](#) detail our priority activities and how we set out to achieve them.

Our community sets the vision for the future through the [One Community – Community Strategic Plan](#). It is the driving force behind everything we do and supports our provision of a range of services, programs, and initiatives on behalf of residents, businesses, and visitors. In response, the elected Council adopts a [four year Delivery Program and one year Operational Plan](#) which outlines our commitment to implementing this vision.

Progress in implementing both the Delivery Program and Operational Plan is monitored and reported to the community in the [Annual Report](#).

2.6. Representation, role, and responsibilities of Council

Eurobodalla Shire Council is represented by a publicly elected council body that is responsible for providing leadership and vision for the local government area and carrying out duties under the provisions of the Local Government Act and Regulations.

In local government, people elect representatives to their local council to make decisions on their behalf. In New South Wales, local government elections are held every four years.

Eurobodalla Shire Council is an undivided area represented by nine councillors including the Mayor, with the Mayor elected by popular vote for a four-year term. The Deputy Mayor is elected every two years by the members of the Council.

The role of the Council is to:

- represent the community and advocate its viewpoint
- formulate policy and make decisions that will benefit the community as a whole
- oversee the implementation of policy and review the performance of the organisation
- approve the Council budget and key expenditure items.

The elected councillors represent the interests of residents and ratepayers. They provide community leadership and guidance, channel communication between the community and Council, and consider the issues facing Eurobodalla, ensuring that ratepayers' money is allocated in the most effective way. This means balancing the needs of the community and the needs of individuals, considering the long- and short-term implications of decisions.

While individual councillors may consult with their constituents and advocate on their behalf, it is only as a collective that they can make decisions affecting Eurobodalla. A decision of Council which requires a majority vote at a council meeting, is known as a resolution.

Members of the public are encouraged to discuss local community concerns with their elected representatives. Our website has contact details and more information about ways to engage both formally and informally with the Mayor and councillors:

www.esc.nsw.gov.au/council/councillors

Councillors

The role of a Councillor is defined in section 232 of the *Local Government Act 1993*.

The role of a Councillor as *an elected person* is to:

- represent the interests of the residents and ratepayers;
- provide leadership and guidance to the community
- facilitate communication between the community and the Council.

The role of the Councillors as *members of the body corporate* are to:

- direct and control the affairs of the Council in accordance with the Local Government Act and other applicable legislation;
- participate in the optimum allocation of the Council's resources for the benefit of the area;
- play a key role in the creation and review of the Council's policies, objectives and criteria relating to the exercise of the Council's regulatory functions;
- review the performance of the Council and its delivery of services, management plans and revenue policies of the Council;

Mayor

The Mayor represents Council when it is not in session. The Mayor presides at meetings of the Council, carries out the civic and ceremonial functions of the office, exercises, in cases of necessity, the decision-making functions of the body politic between its meetings, and performs any other function that the Council determines.

The role of the Mayor is to:

- be the leader of Council and a leader in the local community,
- advance community cohesion and promote civic awareness,
- be the principal member and spokesperson of the governing body, including representing the views of Council as to its local priorities,
- exercise, in cases of necessity, the policy-making functions of the governing body of Council between meetings of Council,
- preside at meetings of Council and ensure that meetings of Council are conducted efficiently, effectively and in accordance with legislation,
- ensure the timely development and adoption of the strategic plans, programs, and policies of Council,
- promote the effective and consistent implementation of the strategic plans, programs, and policies of Council,
- promote partnerships between Council and key stakeholders,
- advise, consult with, and provide strategic direction to the general manager in relation to the implementation of the strategic plans and policies of Council,
- in conjunction with the General Manager, to ensure adequate opportunities and mechanisms for engagement between Council and the local community,
- carry out the civic and ceremonial functions of the mayoral office,
- to represent Council on regional organisations and at inter-governmental forums at regional, State and Commonwealth level,
- in consultation with the councillors, lead performance appraisals of the General Manager,
- exercise any other functions of Council that Council decides.

Committees

Utilising [committees](#) is one way Council engages residents in its operations and decision making. Residents, ratepayers, and other interested parties may be invited to attend and address committee meetings on items listed on committee agendas. We have three types of committees:

- Council **advisory committees**, whose membership may include experts, professionals, government employees, community representatives and Council staff, as well as Councillors
- **Community committees**, which are delegated by Council to perform certain functions, such as managing a public hall or other property under section 355 of the Local Government Act.
- Committees that are **external** to Council, which are attended by Councillors and / or Council staff on behalf of the community.

Some committees invite membership from members of the public who are encouraged to apply when opportunities are available.

Details of Council's current committees and the Councillors who represent the community on those committees can be found at: www.esc.nsw.gov.au/council/committees

3. Our functions

3.1. Functions under the *Local Government Act 1993*

Council has functions conferred or imposed on it by the *Local Government Act 1993* (LG Act):

Service Functions	Community and family services; recreation; arts and culture; libraries; heritage; parks and community land; roads and transport; water and sewer; waste management; education and information services; environmental protection and sustainability; land and property; industry and tourism development; civil infrastructure planning, construction and maintenance
Revenue Functions	Rates, charges, and fees; investments and borrowings; recovery of rates and charges
Ancillary Functions	Resumption of land; powers of entry and inspection
Regulatory Functions	Approvals and orders; building certificates; companion animal management
Governance and Administrative Functions	Governance and statutory compliance; customer service and records management; staff recruitment and employment, organisational development, human resources management; workplace health and safety; information and communication technology; community strategic and management plans; resourcing strategies; financial and performance reporting; annual reporting; fleet and contract management; procurement; advocacy.
Enforcement Functions	Proceedings for breaches of the LG Act and Regulations and other Acts and Regulations; prosecution of offences

The exercise by Council of its functions under the LG Act may also be modified by the provisions of another Act. Some of those Acts and modifications they effect include—

<i>Environmental Offences and Penalties Act 1989</i>	forfeiture of Council functions to person appointed by Governor
<i>Government Information (Public Access) Act 2009</i>	publish certain information and enable access to certain information
<i>Heritage Act 1977</i>	rating based on heritage valuation
<i>Privacy and Personal Information Protection Act 1998</i>	collection, use and disclosure of records of personal information; amend certain records that are shown to be incomplete, incorrect, out of date or misleading
<i>State Emergency and Rescue Management Act 1989</i>	prepare for emergencies
<i>Unclaimed Money Act 1995</i>	unclaimed money to be paid to the Chief Commissioner

3.2. Functions under other legislation

As well as the LG Act, Council has obligations, responsibilities, functions or powers under other Acts and Regulations including:

<i>Biodiversity Conservation Act 2016</i>	<i>Fines Act 1996</i>	<i>Liquor Act 2007</i>
<i>Biosecurity Act 2015</i>	<i>Firearms Act 1996</i>	<i>Local Land Services Act 2013</i>
<i>Building Professionals Act 2005</i>	<i>Fire Brigades Act 1989</i>	<i>Major Events Act 2009</i>
<i>Civil Liability Act 2002</i>	<i>Fire and Rescue NSW Act 1989</i>	<i>National Parks and Wildlife Act 1974</i>
<i>Coastal Management Act 2016</i>	<i>Fluoridation of Public Water Supplies Act 1957</i>	<i>Ombudsman's Act 1974</i>
<i>Community Land Development Act 1989</i>	<i>Food Act 2003</i>	<i>Pesticides Act 1999</i>
<i>Companion Animals Act 1998</i>	<i>Geographical Names Act 1966</i>	<i>Pipelines Act 1967</i>
<i>Contaminated Land Management Act 1997</i>	<i>Government Information (Public Access) Act 2009</i>	<i>Plumbing and Drainage Act 2011</i>
<i>Conveyancing Act 1919</i>	<i>Graffiti Control Act 2008</i>	<i>Privacy and Personal Information Protection Act 1998</i>
<i>Crown Land Management Act 2016</i>	<i>Heritage Act 1977</i>	<i>Protection of the Environment Operations Act 1997</i>
<i>Crown Lands Act 1989</i>	<i>Impounding Act 1993</i>	<i>Public Health Act 2010</i>
<i>Dividing Fences Act 1991</i>	<i>Inclosed Lands Protection Act 1902</i>	<i>Public Interest Disclosures Act 1994</i>
<i>Contaminated Land Management Act 1997</i>	<i>Land Acquisition (Just Terms Compensation) Act 1991</i>	<i>Recreation Vehicles Act 1983</i>
<i>Environmental Planning and Assessment Act 1979</i>	<i>Land and Environment Court Act 1979</i>	<i>Road Transport Act 2013</i>
	<i>Library Act 1939</i>	

Roads Act 1993

Road Transport Act 2013

Rural Fires Act 1997

*Smoke Free Environment
Act 2000*

*State Emergency Rescue
Management Act 1989*

*State Emergency Service
Act 1989*

State Records Act 1998

*Strata Schemes
Development Act 2015*

Strata Schemes

Management Act 1996

*Surveying and Spatial
Information Act 2002*

Swimming Pools Act 1992

*Threatened Species
Conservation Act 1995*

*Transport Administration
Act 1988*

*Unclaimed Money Act
1995*

Valuation of Land Act 1916

*Waste Avoidance and
Resource Recovery Act
2001*

*Water Management Act
2000*

*Work Health and Safety
Act 2011*

*Workplace Injury
Management and Workers
Compensation Act 1998*

4. How do our functions affect the public?

As a service organisation, our functions have a direct impact on the local community.

Service functions

We provide a wide range of services and facilities which directly affect the public, including the local community and visitors. These include services and facilities such as:

environmental health; sports, leisure and recreation facilities; libraries; community and family services; child care; arts culture and heritage services; community centres and halls; local strategic planning; cultural development; social planning and community profile; environmental protection and sustainability; health; aged and disability services; local and community transport; parks and public places; local business, tourism and industry; public roads, footpaths and pathways; road safety; building certification; water and sewer; waste removal disposal and recycling; land and property; managing community land; and providing other community services and facilities.

Information about our service functions is available on our website:

www.esc.nsw.gov.au/community

www.esc.nsw.gov.au/community/for-businesses/eurobodalla-tourism

www.esc.nsw.gov.au/residents

www.esc.nsw.gov.au/residents/gardens

www.esc.nsw.gov.au/residents/health-and-hazards

www.esc.nsw.gov.au/residents/household-waste-and-bins

www.esc.nsw.gov.au/residents/roads

www.esc.nsw.gov.au/residents/roads/current-works

www.esc.nsw.gov.au/residents/roads/Parking,-pathways,-and-traffic

www.esc.nsw.gov.au/residents/roads/road-reserve-information

www.esc.nsw.gov.au/residents/roads/road-safety

www.esc.nsw.gov.au/environment

www.esc.nsw.gov.au/property

www.esc.nsw.gov.au/property/development

www.esc.nsw.gov.au/council/plans-and-reporting/managing-community-land

Other service functions of Council include:

Providing support to community and sporting organisations through provision of grants, training, and information. Facilitating opportunities for people to participate in the life of the community by a range of community activities such as Families Week, Children's Week, Youth Week, Seniors Festival, NAIDOC Week, International Day for People With Disability, and event promotion:

www.esc.nsw.gov.au/community/grant-opportunities

www.esc.nsw.gov.au/community/community-and-family-services

www.esc.nsw.gov.au/news-and-events/planning-your-event

Revenue functions

Revenue functions affect the public directly because revenue from rates and other charges paid by the public helps fund services and facilities provided for the community. These functions include levying rates, fees, and charges as well as borrowings and investments.

www.esc.nsw.gov.au/residents/rates-payments

Regulatory functions

Regulatory functions place restrictions on developments and buildings to ensure that they meet certain requirements affecting the amenity of the community and do not endanger the lives and safety of any person. Council regulates development by issuing development and construction or demolition approvals, orders and building certificates. Members of the public are directly affected because they must be aware of and comply with the regulated restrictions.

www.esc.nsw.gov.au/property/lodge-track-and-plan

www.esc.nsw.gov.au/property/development

www.esc.nsw.gov.au/community/for-businesses/permits-approvals-and-public-health

Enforcement functions

Enforcement functions only affect those members of the public who are in breach of certain legislation. Enforcement functions include matters such as the non-payment of rates and charges, environmental planning offences, companion animal offences (such as dangerous, barking, or unregistered dogs), construction outside of hours, and parking offences. Council may issue penalty notices or initiate legal proceedings for breaches.

www.esc.nsw.gov.au/property/development/development-and-building

www.esc.nsw.gov.au/residents/health-and-hazards

www.esc.nsw.gov.au/residents/health-and-hazards/rangers

Governance and administrative functions

Governance and administrative functions have an impact on the community through accountability, continuous improvement and the efficiency and effectiveness of services.

Governance and administrative functions include: customer service, records management, recruitment, employment and management of staff, development of policies and management plans, information technology, statutory compliance, procurement, contract management, fleet management, delegations, financial and performance reporting, advocating and planning for the needs of our community, initiating partnerships, participating in regional, State or Commonwealth working parties, preparing and implementing the Community Strategic Plan.

www.esc.nsw.gov.au/council/governance

www.esc.nsw.gov.au/council/plans-and-reporting

www.esc.nsw.gov.au/council/jobs-at-council

www.esc.nsw.gov.au/council/plans-and-reporting/advocacy

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.

5. Our organisational structure

Eurobodalla Shire Council's elected body of councillors is supported by an organisation of Council staff led by the General Manager. The General Manager has statutory and operational delegations from Council and is responsible for the day-to-day management and efficient operation of the organisation. This includes ensuring the implementation of Council's decisions and policies, and the program of services, capital works and projects set out in the [four year Delivery Program and annual Operational Plan](#). Section 335 of the [Local Government Act 1993](#) explains the General Manager's functions.

The staff of Eurobodalla Shire Council are led by our Executive Leadership Team, made up of the General Manager and senior staff. The Executive Leadership team is responsible for developing and implementing policies and programs to achieve Council's vision and deliver its services and functions. Our current executive leadership team is:

- General Manager
- Director, Community Arts and Recreation Services
- Director, Finance and Corporate Services
- Director, Infrastructure Services
- Director, Planning and Sustainability Services

www.esc.nsw.gov.au/council/organisation-structure/executive

Our directorates are focused on specific functions or service delivery. Broadly, the functions and services delivered by our directorates are:

General Manager

- Council meetings, statutory compliance, legal, delegations, and ethical decision-making
- providing support to community organisations through provision of grants
- human resources, employment, learning and development, providing a safe workplace
- community engagement, advocacy, and planning for the needs of our community
- performance reporting
- elections, councillor training and development

Community Arts and Recreation Services

- facilitating opportunities for people to participate in the life of the community
- youth and children's services, aged and disability support
- access to libraries and the arts
- sporting groups and community facilities, planning, and designing recreational spaces

Finance and Corporate Services

- providing customer service for our community
- long term planning, financial management and reporting
- levying rates, fees and charges, borrowings and investments

- records management, access to information, privacy
- governance, legislative compliance, risk management, insurance
- information and communication technology
- procurement, contract management, fleet management

Infrastructure Services

- building and maintaining our civil infrastructure: local roads, footpaths, parks and gardens, boat ramps, stormwater, bridges, public amenities
- infrastructure planning, design, engineering, and asset management
- local transport planning and road safety
- local emergency management
- managing our drinking water and taking care of sewerage facilities and networks

Planning and Sustainability Services

- looking after our environment and ensuring sustainable activity
- helping the community build and develop their homes and properties
- issuing development, construction or demolition approvals, orders and building certificates
- waste management and recycling
- enforcement and regulatory functions
- industry and tourism development
- strategic planning, management of community land and properties

The Executive Leadership Team is supported by a team of Divisional and Corporate Managers who lead teams responsible for the delivery of our range of services and functions across our community, to ensure that Council performs to the community's expectations. Divisional and Corporate Manager contact information can be found at:

www.esc.nsw.gov.au/council/organisation-structure/divisional-and-corporate-managers

Information about our organisational structure can be found at

www.esc.nsw.gov.au/council/organisation-structure, and can also be found in Council's [Annual Report](#) with an overview of our roles and responsibilities.

6. How we engage with the public and our stakeholders

6.1. Public participation in our functions and activities

There are many ways for members of the public to participate in the exercise of Council's functions and the development of local government policy. These are described in more detail under our [Channels of engagement](#), below.

We encourage community members to participate and provide input about current issues being considered by Council, policy development, planning and the exercise of our functions, and to provide feedback about our services. You can read more about our aims and ideas in our [Community Engagement Framework](#), but briefly:

We want to help create an engaged community that works together to achieve common goals, where thoughts and ideas are valued and where community members are empowered with knowledge and have an opportunity to participate. We think engagement is a two-way street.

We will be:

Transparent

Proactive

Available

Genuine

Consistent

We encourage you to:

Be informed

Get involved

Ask questions

Be prepared to listen to other ideas

Share your thoughts and feedback

6.2. Channels of engagement

We encourage members of the public to use our various channels to engage with Council and provide their input. Getting input from the community is an important way for Council to ensure our activities, planning and decision making reflects local needs.

We have a [Community Engagement Framework](#) to keep residents up to date with local issues. We provide opportunities for face-to-face engagement as well as electronic channels to provide fast and easy ways for the public to approach us, seek our assistance or give us feedback.

Our website

Our website can be accessed at www.esc.nsw.gov.au. It provides the public with a wide range of resources and information about how to contact Council, our services, functions and activities, community engagement, activities and events, policies, latest news, and developments. It also provides opportunities for the public to contact and engage with Council.

Latest news, events, and media releases

There are many ways to find out what is happening at Eurobodalla Council. You can read our media releases and print newsletter, subscribe to our e-newsletter, or use our events calendar to discover what is happening in and around your local area.

www.esc.nsw.gov.au/news-and-events

Newsletters

Living in Eurobodalla, our print newsletter for residents, is delivered quarterly to all households in the Eurobodalla shire.

Subscribe to our email newsletter, *Council News*, to stay up to date on our activities. We also distribute a range of other email newsletters focussed on areas of special interest. Opt-in to receive one or more of these when subscribing to *Council News*, or subscribe individually here: www.esc.nsw.gov.au/news-and-events/newsletters

Feedback form

Complaints, compliments, and requests can help Council improve its services. You can use our website Feedback Form to provide feedback, make a request, or to make a submission when draft plans, policies, projects, and proposals are on public exhibition.

www.esc.nsw.gov.au/council/forms/forms/feedback-form

Submissions can be a few sentences or a longer explanation. Please use the subject/ topic field to state what you are making a submission about.

To lodge more detailed feedback, submissions, or requests, please email us at council@esc.nsw.gov.au or call 02 4474 1000.

Social media

Join us on [Facebook](#), [Instagram](#), and [You Tube](#). Our Facebook account is used to provide the public with information about our latest news, publications, consultations, campaigns, and other areas of interest relating to Council and our community. Our Facebook account is monitored by communications staff and responses are provided to questions and to correct misinformation.

We may also request that members of the public contact us via Council's other contact channels to make an enquiry or report a concern, particularly for urgent operational matters or hazards requiring our attention.

Public exhibition and submissions

Getting input from the community is an important way for Council to ensure our plans reflect local needs. One way to let us know what you think is to make a submission when draft plans, policies, or development proposals are on public exhibition. We exhibit these items so interested community members can provide feedback to help Council in its decision-making.

Visit our website to see the current matters on public exhibition about which Council is seeking public comment:

www.esc.nsw.gov.au/council/major-projects

www.esc.nsw.gov.au/council/have-your-say/public-exhibition

Written submissions can be a few sentences or a longer explanation, as long as you tell us what you think. Make sure you include the name of the item you're giving feedback about, and send it to us by the closing date:

- **online:** via our [online feedback form](#)
- **email:** council@esc.nsw.gov.au
- **for development proposals:** [via our DA tracker](#)
- **post:** Eurobodalla Shire Council, PO Box 99, Moruya NSW 2537

Contact a councillor

Community members can raise issues with, and make representation to, the elected councillors. The councillors may pursue the matter on their behalf, which allows members of the public to influence the exercise of Council's functions and policy development.

Contact details for the Mayor and our councillors can be found at:

www.esc.nsw.gov.au/council/councillors

Council meetings

Ordinary Council meetings are generally held once a month on the third Tuesday in the Council Chambers in Moruya at 12.30pm. Meetings are open to the public, and community members are actively encouraged to attend. The agenda and business paper for each meeting is published on the Wednesday prior to the scheduled meeting and promoted through local media and on Council's Facebook page. The Mayor provides a short video summary of the meeting outcomes for Facebook.

www.esc.nsw.gov.au/council/meetings/agendas-and-minutes

We invite all members of the community to come along to [Council meetings](#) or watch them livestreamed online via our [webcast service](#). Video recordings of meetings are available online for later viewing.

Members of the public are invited to participate in our [Public forum](#) and [Public Access](#) sessions.

[Public forum](#) is held at the beginning of each Ordinary Meeting for councillors to hear presentations from members of the public on items of business to be considered at the meeting. Speakers are allowed seven minutes to address the Council. If there are no registered speakers, Public Forum is not held. Public Forum will also be held at the beginning of extraordinary meetings, unless there are no registered speakers. Public forum is held in the Council Chambers and streamed live via our [webcast service](#).

[Public Access](#) is for members of the public to raise any Council-related issues with councillors, which have not been previously determined by Council. Public Access is held on the first Tuesday of the month and begins at 10am unless there are no speakers registered. Public Access is held in the Council Chambers and streamed live via our [webcast service](#).

Visit our website at: www.esc.nsw.gov.au/council/meetings to download agendas and minutes, watch meetings online, or register to come and speak at Public Forum or Public Access.

Advisory Committees

Council's advisory committees provide advice to Council on a range of issues and offer a valuable opportunity for information exchange with our community. Each committee has at least one councillor as a member as well as a range of other community representatives. Members of the public may be invited or apply to join an advisory committee to provide input. www.esc.nsw.gov.au/council/committees

6.3. Feedback and complaints about us

We welcome input and feedback from the public, community organisations and government agencies regarding our services and publications. We receive a range of diverse correspondence and complaints through a variety of channels including our website, emails, letters, phone calls and social media.

Members of the public are encouraged to provide feedback on our services and publications. This feedback is important to us and assists us to inform our policies and publications and improve our services. www.esc.nsw.gov.au/council/forms/forms/feedback-form

Feedback can also be provided to us by email council@esc.nsw.gov.au, phone (02) 4474 1000 or post to PO Box 99 Moruya 2537.

We are committed to responding to feedback and complaints in accordance with our policies, [Customer Service Charter](#), and [Code of Conduct](#). Through the review of Council decisions and complaints received, the public play a key role in informing the Council on systemic issues, themes and developing trends. In addition, we welcome other feedback from the public on agency compliance, including concerns about accessing information under the GIPA Act.

All feedback and complaints are dealt with confidentially. Personal information is managed in accordance with the privacy protection principles in the *Privacy And Personal Information Protection Act 1998 (PPIP Act)*. Further information about how we manage privacy and personal information is available at our [website](#) and in our [Privacy Management Plan](#).

7. Information we hold

We keep records associated with our functions and service delivery, providing advice and guidance to the public and other agencies, as well as other non-regulatory functions.

We hold a range of information including:

- Information resources for Council and the community
- Policy, strategy, and planning documents
- Financial information
- Records of decisions made by the Council
- Agendas, minutes, and business papers for Council and committee meetings
- Reports, plans and studies
- Property information
- Correspondence with the public, other stakeholders, and other agencies
- Information associated with development applications
- Documents prepared for submission to other agencies
- Environmental information
- Information about Council infrastructure and assets
- Contract information
- Register of public land
- Companion animal registration and management

Some of this information can be accessed on our website at:

www.esc.nsw.gov.au/council

www.esc.nsw.gov.au/council/plans-and-reporting

www.esc.nsw.gov.au/property/development

www.esc.nsw.gov.au/council/governance/contracts

www.esc.nsw.gov.au/council/governance/register-of-public-land-section-53-register

www.esc.nsw.gov.au/community/community-profile-and-population-forecasts

8. How to access our information

We make information publicly available under the GIPA Act in four ways:

1. “Open access” information (mandatory release)
2. Proactive release of information
3. Informal request
4. Formal access application

Find more details about these below, or on our website at:

www.esc.nsw.gov.au/council/governance/public-access-to-information

To access Council information:

1. Use the [search](http://www.esc.nsw.gov.au/search) function for Council's website, to see if it is already freely available.
www.esc.nsw.gov.au/search
2. Check Council's current adopted [Fees & Charges](#), to determine if the information you are seeking is available to purchase. Application forms to order some of our information available for purchase can be downloaded at: www.esc.nsw.gov.au/council/forms. Contact Council to arrange purchase by email to council@esc.nsw.gov.au or call 02 4474 1000.

3. Contact Customer Service or the relevant subject matter experts within Council directly to ask for the information, by email to council@esc.nsw.gov.au or call 02 4474 1000. Check our [organisational structure](#) to find the relevant directorate or division responsible for Council's services and functions.
4. Visit Council's [Public Access to Information](#) webpage, for direct access to some of the information that Council is required to make publicly available or has authorised for proactive release under the GIPA Act. If some of this information is not published on Council's website, we may provide an explanation as to how the relevant information can be accessed.

If you have trouble accessing or reading our material online, or if you cannot find the information you are seeking on our website, please email us at council@esc.nsw.gov.au or call (02) 4474 1000 so we can provide options for you.

If after taking steps 1-4 you discover that the information you would like to access is not readily available, you can submit to Council either an informal request, or a formal access application to access Council information under the GIPA Act (see explanation of each below).

8.1. Open Access Information

Information which is designated as “open access information” under section 18 of the GIPA Act and Schedule 1 of the *Government Information (Public Access) Regulation 2018* (**GIPA Regulation**) is information which we are required to make available unless there is an overriding public interest against disclosure of the information.

Our open access information is made available free of charge via our website wherever possible, or on request by contacting us. This includes:

- [policy documents](#) that are related to our functions and are likely to affect members of the public such as rules, guidelines, codes of practice, and management plans
- a record of the [open access information that is not made public](#) due to an overriding public interest against disclosure
- our [disclosure log of information](#) that has been released under formal access applications that may be of public interest
- our [register of contracts](#) with private sector entities for \$150,000 (inclusive of GST) or more
- this [agency information guide](#) (AIG), describing an agency's structure, functions, how those functions affect the public, the type of information held and how it is made publicly available.
- information about Council, such as [annual reports](#) (including for bodies exercising functions delegated by the local authority), EEO management plans and any codes referred to in the *Local Government Act 1993*
- information in returns of interests (pecuniary interests) or other returns filed by councillors and designated staff
- agendas and papers of [council meetings](#)
- [public land registers](#), [registers of delegations](#) and current declarations of disclosures of political donations
- plans and [policies](#), [management of community land](#) and [planning guides and tools](#); and
- information about [development applications](#) (DAs) made on or after 1 July 2010.

If our open access information is not currently able to be published on our website due to resourcing or technological limitations, it is available on request free of charge, either via electronic access or viewing by appointment at Council's offices.

DA documentation

Unfortunately, due to technological and resourcing limitations, currently all our "open access" Development Application (DA) documentation is not able to be published on Council's website.

Request access to our "open access" DA documentation free of charge, by submitting a request to council@esc.nsw.gov.au using the following form:

www.esc.nsw.gov.au/property/buying-or-selling/Request-to-view-a-property-file

In addition to information provided on our website, we can also make our open access information available by:

- making the information available for inspection free of charge by any person at the office of the Council during ordinary office hours, or
- providing a copy of a record containing the information, or the facilities to make a copy of the record, to any person either free of charge or for a charge not exceeding the reasonable cost of photocopying. This does not include copyright-protected material (see below).

Copyright-protected material

The GIPA Act does not require or permit Council to provide access to open access information in any way that would be an infringement of copyright.

Under the *Copyright Act 1968*, Council may not be permitted to provide copies of information that is protected by copyright, without the written consent of the copyright owner.

We can provide the copyright owner's details so you can contact the copyright owner directly to seek their consent for Council to provide you with a copy. If their written consent cannot be obtained, then an appointment for "view only" access can be arranged by appointment at Council's offices to inspect any copyright-protected material.

For more information about copyright and the GIPA Act please see the NSW Information and Privacy Commission (IPC) fact sheet: www.ipc.nsw.gov.au/fact-sheet-gipa-act-and-copyright-december-2019

Returns disclosing the interests of councillors and designated persons (pecuniary interest returns)

A councillor or a designated person must complete an annual return disclosing their pecuniary interests. Access to these returns must be provided as open access information.

The IPC has provided guidance to councils about how to interpret this requirement in [*GIPA Guideline 1: For local councils on the disclosure of information contained in the returns disclosing the interests of councillors and designated persons developed under the GIPA Act.*](#)

The guideline assists local councils to determine public interest considerations when deciding whether to disclose information and supplements the GIPA Act.

Personal information in development applications

The IPC has also published [GIPA Guideline 3: For local councils – personal information contained in development applications: What should not be put on council websites](#), to assist local councils with meeting their open access information requirements.

8.2. Proactive Release of Information

The proactive release of information by Council aims to assist the public with access to other information that we hold, that is not designated as our “open access” information under the GIPA Act or Regulation.

We routinely identify information for proactive release and continue to look for opportunities to develop our proactive release program. We review the information that has been proactively released every year when preparing our annual GIPA Report. The Right to Information officer may recommend that information is proactively released on Council’s website when multiple requests or applications have been made for the same information, or when there appears to be high public interest in access to specific information.

Information that is made available by proactive release is usually published on Council’s website or made available free of charge on request. Some of the information that has been proactively released by Council is described below.

Information about our current major projects and works happening across our shire is published on our website. This includes documentation related to the projects which can be viewed and downloaded by the public.

www.esc.nsw.gov.au/council/major-projects

We proactively provide a wide range of information that is not open access information to assist community members who are buying, selling, building, or renovating properties:

www.esc.nsw.gov.au/property/buying-or-selling

Open Data released by Council

Council holds various types of data related to and collected in the exercise of its functions and services. We make some of this data available and accessible to the public as described below:

Tourism Research

Council's Tourism and Events service commissions and accesses tourism research from several reliable sources to inform destination marketing and development initiatives. Some of this research and data is available on our website:

www.esc.nsw.gov.au/community/for-businesses/eurobodalla-tourism/Research-and-data

Traffic studies

Traffic studies for local areas are prepared by or on behalf of Council to provide recommendations for implementable solutions to mitigate existing and future road infrastructure and traffic issues. Traffic studies are available for download at:

www.esc.nsw.gov.au/residents/roads/Parking,-pathways,-and-traffic

Heritage and Aboriginal studies and projects

Heritage and Aboriginal studies investigate items and places of heritage or cultural significance that demonstrate an area's history. They explore and explain why items and places are

significant and recommend ways to manage and conserve this significance. Heritage and Aboriginal studies and reports are available for download at:

www.esc.nsw.gov.au/community/Arts,-culture,-and-heritage/Heritage-studies-and-projects

Land mapping tool

Council's land mapping tool allows the public to search for and view relevant property data such as building restrictions and planning zones.

www.esc.nsw.gov.au/property/land-mapping

Eurobodalla Beachwatch Program

We sample and test water from beaches across the Eurobodalla Shire, every year from the start of November to the end of March. We collect five samples a month from 11 popular beaches during November to March. The results are available for download on our website:

www.esc.nsw.gov.au/residents/water/water-quality/eurobodalla-beachwatch-program

Drinking water quality

Council provides safe and reliable drinking water to around 35,000 customers every day. We regularly assess drinking water quality by checking the microbiological, physical, and chemical characteristics of our drinking water and taking part in the NSW Health verification monitoring program. If you would like a summary of the drinking water quality for your area, contact Council's Public and Environmental Health Team at council@esc.nsw.gov.au or 02 4474 1310.

Estuarine water quality

Our Estuary Ecosystem Health and Water Quality Monitoring Program focuses on the estuary health and recreational health of our six main estuaries. Estuary health is the ecological integrity of an estuary. Recreational health of an estuary is the safety of the water body for swimming, and fish or shellfish harvesting.

Council collects, compares, analyses, and evaluates data on complex estuary ecosystems, measuring and recording their physical characteristics and overall condition. The information we collect helps us to understand the health and condition of our estuaries so we can manage them effectively. Reports are available for download at:

www.esc.nsw.gov.au/environment/coast-and-waterways/estuaries/estuary-health-and-water-quality-monitoring

Coastal studies and projects

The Eurobodalla Coastal Hazards Scoping Study, adopted in January 2011, identified areas that are most at risk from coastal hazards and in need of a management response in the Coastal Management Program. Identifying sites at risk from coastal hazards, including sea level rise, allows us to prioritise future strategies and plans. Reports, images and maps are available for download at:

www.esc.nsw.gov.au/environment/coast-and-waterways/coastal-management-projects/coastal-hazards-scoping-study

Flood management and studies

Studies and/or plans which have been developed as a part of the Floodplain Risk Management Process, to determine flood affectation and its effects, over a defined study area. Flood studies and plans are available on our website at www.esc.nsw.gov.au/environment/coast-and-waterways/flood-studies.

Our flood study data is also shared at the [NSW Flood Data Portal](https://data.gov.au/search?organisation=Eurobodalla%20Shire%20Council) and at Data.Gov.au:
<https://data.gov.au/search?organisation=Eurobodalla%20Shire%20Council>

Sea level rise

Data about sea level rise that is relevant for local impact studies is available at:
www.esc.nsw.gov.au/environment/coast-and-waterways/sea-level-rise/clarifying-data-on-sea-level-rise-clearing-the-confusion

EPA pollution monitoring data

Eurobodalla Council operates two waste management facilities and five sewage treatment plants under environmental licenses granted by the NSW Environmental Protection Authority.

The *Protection of the Environment Operations Act 1997* (**POEO Act**) requires the public display of environmental monitoring data within 14 days of the results being available. The POEO Act also requires the preparation and implementation of pollution incident response management plans for each licensed premises.

Environmental monitoring data reports of Eurobodalla's waste management facilities and sewage treatment plants for the last four years are available to download at:

www.esc.nsw.gov.au/residents/Waste-management-facilities/landfill-epa-pollution-monitoring-data
www.esc.nsw.gov.au/residents/sewer/epa-data

Information available for purchase

Some information is available for purchase by payment of a statutory or reasonable fee. This includes (but is not limited to):

- Building records search
- Building Certificate
- Drainage diagrams
- Dwelling entitlement search
- Certificates

Information about our current Fees and Charges for providing this information can be found at:
www.esc.nsw.gov.au/council/plans-and-reporting/current-fees-and-charges

Application forms to order information available for purchase can be downloaded at:
<https://www.esc.nsw.gov.au/council/forms>

We also provide access to information about residential properties that is not open access information, such as DA documentation prior to 1 July 2010, by informal request, for payment of a reasonable fee:

www.esc.nsw.gov.au/property/buying-or-selling/Request-to-view-a-property-file

For more information about accessing property information, please contact our Customer Service team at council@esc.nsw.gov.au or 02 4474 1000.

8.3. Informal Request

Members of the public can request specific information from us that is not available on our website or for purchase. We try to respond to these requests informally wherever possible, and only require a formal access application in limited circumstances, such as when there are public interest considerations to be balanced or if third parties must be consulted before access can be provided.

An informal request for access to information can be made by contacting the relevant area in Council directly, or by writing to our Customer Service team at council@esc.nsw.gov.au, who will refer your request to the appropriate subject matter area of Council for response.

In some cases, a reasonable fee (consistent with the fees applicable to formal access Applications, see [below](#)) may be applied to informal requests for information, for example if considerable resources are required to provide access to the information.

Some information cannot be released informally if there is an overriding public interest against its disclosure. Council may delete certain information from records to be released if there is a public interest against its disclosure, for example, personal, commercially sensitive, or confidential information about a third party.

8.4. Formal Access Application

We encourage members of the public to access our information through open access, proactive release, or informal request wherever possible, as most of our information is made publicly available this way.

We will not require you to make a formal access information if the information is already available to you by proactive release, as open access information, or via the informal request pathway.

A formal access application under the GIPA Act is usually considered a last resort where the information cannot be obtained any other way. This may happen when there are considerable resources involved in searching for and providing access to the information, or where there are public interest considerations to be balanced before access can be provided.

We may require a formal access application to be submitted in certain circumstances. For example, if the information being sought:

- is not available via proactive release, open access, or informal request,
- is of a sensitive nature that requires careful weighing of the public interest considerations in favour of and against disclosure,
- contains personal, commercially sensitive, or confidential information about a third party which requires us to consult with them about releasing information that concerns them, or
- is likely to involve a substantial amount of time and resources to produce (for example, applications that require many hours of processing time, or requests that require retrieval of archived records),
- may be protected by legal professional privilege or secrecy laws.

The object of the GIPA Act is to open government information to the public to maintain and advance a system of responsible and representative democratic government. The GIPA Act does not, however, always allow public access to all information. Section 3(1)(c) of the GIPA Act

provides that access to government information is restricted only when there is an overriding public interest consideration against its disclosure.

Section 54 of the GIPA Act recognises the need to balance the public right to access information in the possession of government agencies, against the need to protect third parties against unreasonable disclosure of information that may be sensitive to their interests.

This requires Council to consult third parties about the release of information that includes personal information about the person, or concerns the person's business, commercial, professional, or financial interests. This requirement exists so that the sensitive information of third parties is not publicly released without proper consultation and careful consideration.

When dealing with a formal access application, we follow the guide provided by the NSW Information Commissioner: www.ipc.nsw.gov.au/resources/guide-managing-formal-gipa-applications-flowchart-updated-may-2022

Council has 20 working days to respond to a formal access application unless an extension of time is required as allowed by the GIPA Act. For information about timeframes and extensions of time under the GIPA Act please visit: www.ipc.nsw.gov.au/fact-sheet-timeframes-and-extensions-deciding-access-applications-under-gipa-act

How to make a formal access application

To submit a formal access application, use the application form available at www.esc.nsw.gov.au/council/governance/public-access-to-information

You can attach additional pages to the form to request the information you seek access to.

A formal access application for information held by us must:

- be in writing
- clearly indicate that it is a formal access application made under the GIPA Act
- include the full name of the applicant and a postal or email address as the address for communication and correspondence in connection with the application
- state if another application for substantially the same information has been made to another agency, and if so, to which agency
- provide such information as is reasonably necessary to enable the government information applied for to be identified
- be accompanied by payment of the \$30 application fee.

If the access application does not meet the above criteria, it may be deemed invalid.

Formal access applications should be accompanied by the \$30 application fee and submitted:

- by email to council@esc.nsw.gov.au
- by post to PO Box Moruya NSW 2537
- in person at our Customer Service Centre, 89 Vulcan St Moruya NSW 2537.

The application fee can be only paid by the following methods:

- Submit a [credit card authorisation form](#) by email or post
- Post a cheque or money order
- Pay in person at our Customer Service Centre by cash, EFTPOS, credit card, cheque or money order

More information about formal access applications can be found at our website:

www.esc.nsw.gov.au/council/governance/public-access-to-information

and the IPC website: www.ipc.nsw.gov.au/information-access/information-access-resources-citizens/how-do-i-access-nsw-government-information

For more assistance, contact our Right to Information Officer at council@esc.nsw.gov.au or call (02) 4474 1000.

8.5. Fees and Charges

There are fees and charges associated with formal access applications.

A mandatory application fee of \$30 is required for each access application. This covers the first hour of processing time. After that, we may apply a processing charge of \$30 per hour for the remaining time spent dealing with the application.

For eligible applicants, there may be a 50% discount of the processing charge applied. If eligible, the discount only applies to the hourly processing charge and not the application fee, however if the discount applies, the \$30 application fee would cover the first two hours of processing time instead of the usual first hour.

GIPA application fees and processing charges can be paid as follows:

- Submit a [credit card authorisation form](#) by email or post
- Post a cheque or money order
- Pay in person at our Customer Service Centre by cash, EFTPOS, credit card, cheque or money order

We currently cannot receive payments of GIPA fees and charges by credit card over the phone or online, or by funds transfer from a bank account.

Information about formal access applications, and information about fees and processing charges can be found on our “Public access to information” webpage, at:

www.esc.nsw.gov.au/council/governance/public-access-to-information

For more information about GIPA Act fees and charges, please visit: www.ipc.nsw.gov.au/gipa-act-fees-and-charges-0

8.6. Balancing the public interest

All access to information made under the GIPA Act – whether open access, proactive release, informal request, or formal access application - will be dealt with in accordance with the requirements of the GIPA Act. Information will be made public unless there is an overriding public interest against its disclosure.

There is an overriding public interest against disclosure of information if there are public interest considerations against disclosure and, on balance, those considerations outweigh the public interest considerations in favour of disclosure. This is known as the public interest test.

To enable the release of as much information as possible, Council is authorised to redact (delete) content from a copy of information to be released, if the inclusion of the redacted information would otherwise result in the existence of an overriding public interest against disclosure of that information.

8.7. Copyright restrictions

The manner and form in which Council makes information available may be impacted by copyright legislation. Some information held by Council may be protected by copyright under the *Copyright Act 1968* (Cth). The GIPA Act does not require or permit Council to provide access to information in any way that would infringe copyright.

Copyright restrictions do not affect your right to access information but may affect the way and format in which access can be provided. We can only provide copies where the copyright owner has provided written consent, or in other limited circumstances as set out in the *Copyright Act*.

You may contact the copyright holder of the relevant document(s) to seek their written consent for Council to provide you with a copy of their work. Alternatively, if consent cannot be provided or the copyright holder is not contactable, we can arrange an appointment for you to view the documents at our offices.

For further information about how Council's obligations under the GIPA Act are affected by copyright law, please see the IPC fact sheet: www.ipc.nsw.gov.au/fact-sheet-gipa-act-and-copyright-december-2019

8.8. Disclosure log

We maintain a disclosure log under section 25 of the GIPA Act which records details of information that we have released in response to formal access applications, if we consider the released information may be of interest to other members of the public.

Our disclosure log can be found at:

www.esc.nsw.gov.au/council/governance/public-access-to-information

Our disclosure log is routinely reviewed and updated every 12 months after the submission of Council's annual GIPA report but may also be updated at other times throughout the year.

Details about access applications will not be included in the disclosure log while the relevant application is under internal or external review, or while all parties' review rights are pending.

Annual review of our disclosure log is a valuable opportunity to analyse data about requests for information and provides a mechanism to release information by identifying trends and documents that could be proactively released to the public.

This allows us to update our AIG to reflect the released information. Access to information from our disclosure log allows community members greater opportunity to participate in our policy formulation and service delivery.

8.9. Right to information officer and Public officer

Our Right to Information Officer and Public Officer can provide advice and information about how to access our information. They can be contacted during business hours Monday to Friday 8.30am to 4.30pm (excluding public holidays) as below:

Email: council@esc.nsw.gov.au

Post: Eurobodalla Shire Council PO Box 99, MORUYA NSW 2537

Phone: (02) 4474 1000

9. Open Government

The three fundamental elements of [Open Government](#) enshrined under the GIPA Act are:

- a legislated right to access information proactively and reactively
- the right to hold government to account and to expect transparency
- public participation by citizens in government decision-making.

As the digital economy continues to grow in NSW, the government is opening the data it holds for use and application by industry, the community and research sector in line with exclusionary and de-identification guidelines.

A key priority of the [NSW Digital Strategy](#) is a commitment to Open Government. The Strategy outlines how data is open, collected and shared in a digital format wherever possible. Agencies should open their data in a format that can be readily used so that data can be made available to the people of NSW, while respecting the privacy and confidentiality of those to whom the data relates.

This AIG promotes Open Government by making Council's policies, information, and procedures proactively available and easily accessible through links found throughout the document.

9.1. Open Data held by Council

Council holds various types of data related to and collected in the exercise of its functions and services. We make some of this data available and accessible to the public on our website, as described above at [Open Data released by Council](#).

Some of our Open Data is also shared at the [NSW Flood Data Portal](#) and at Data.Gov.au: <https://data.gov.au/search?organisation=Eurobodalla%20Shire%20Council>

9.2. Other government Open Data initiatives

Open Data is an important aspect of Open Government that provides the public with access to information in a variety of formats. Increasing the amount of government data that is shared and available improves transparency and accountability within government, supports evidence-based policy development and provides a platform for innovation. Some relevant government Open Data initiatives are linked below:

Data.NSW <https://data.nsw.gov.au/datansw>

Every government agency collects data, but often does not share their data with other agencies. Data.NSW aims to increase the safe use of data across NSW government to support data-driven decision making and deliver better outcomes for the people of NSW.

Data.NSW encourages data collaboration and innovation across government, the NSW public and industry by providing a single search environment for NSW data assets. This will support better customer service, policy development, responsiveness, and innovation.

Data.NSW provides a secure platform and resources to support agencies to share their data. Ultimately this will help NSW government to build better products and services for the community.

OpenGov NSW www.opengov.nsw.gov.au

This is where you will find information published by NSW Government agencies. It provides a searchable online repository for NSW Government publications. It contains annual reports, strategic plans, guides, policy documents, and open access information released under the *Government Information (Public Access) Act 2009* (GIPA Act) which has been published by NSW Government agencies.

Please note that the OpenGov NSW site is not a comprehensive collection of all NSW government published information. Other useful sources of information include the [NSW Government Gazette](#), the [NSW Spatial Data catalogue](#), the [State Library of NSW](#), [NSW Legislation](#), the [Parliament of NSW](#) and the [State archives collection](#). Archival records can be browsed at the NSW State Archives website at www.records.nsw.gov.au.

Data.gov.au <https://data.gov.au>

The federal Data.gov.au website is the central source of Australian open government data.

This data is a national resource that holds considerable value for growing the economy, improving service delivery, and transforming policy outcomes. In addition to government data, you can also find publicly-funded research data and datasets from private institutions that are in the public interest.

Anyone can access the public data published by federal, state, and local government agencies. Some of this data is anonymised.

To find, understand and learn how to use Data.gov.au, visit <https://toolkit.data.gov.au>.