

# Information Guide

2025



## **PREFACE**

This Information Guide has been produced by Snowy Valleys Council (Council) in accordance with section 20 of the *Government Information (Public Access) Act 2009* and is reviewed and updated annually. All information provided is correct at the time of publication and is subject to change without notice.

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

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

The Information Guide is available on Council's website: [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).

**Jessica Quilty**

**Acting General Manager, Snowy Valleys Council**

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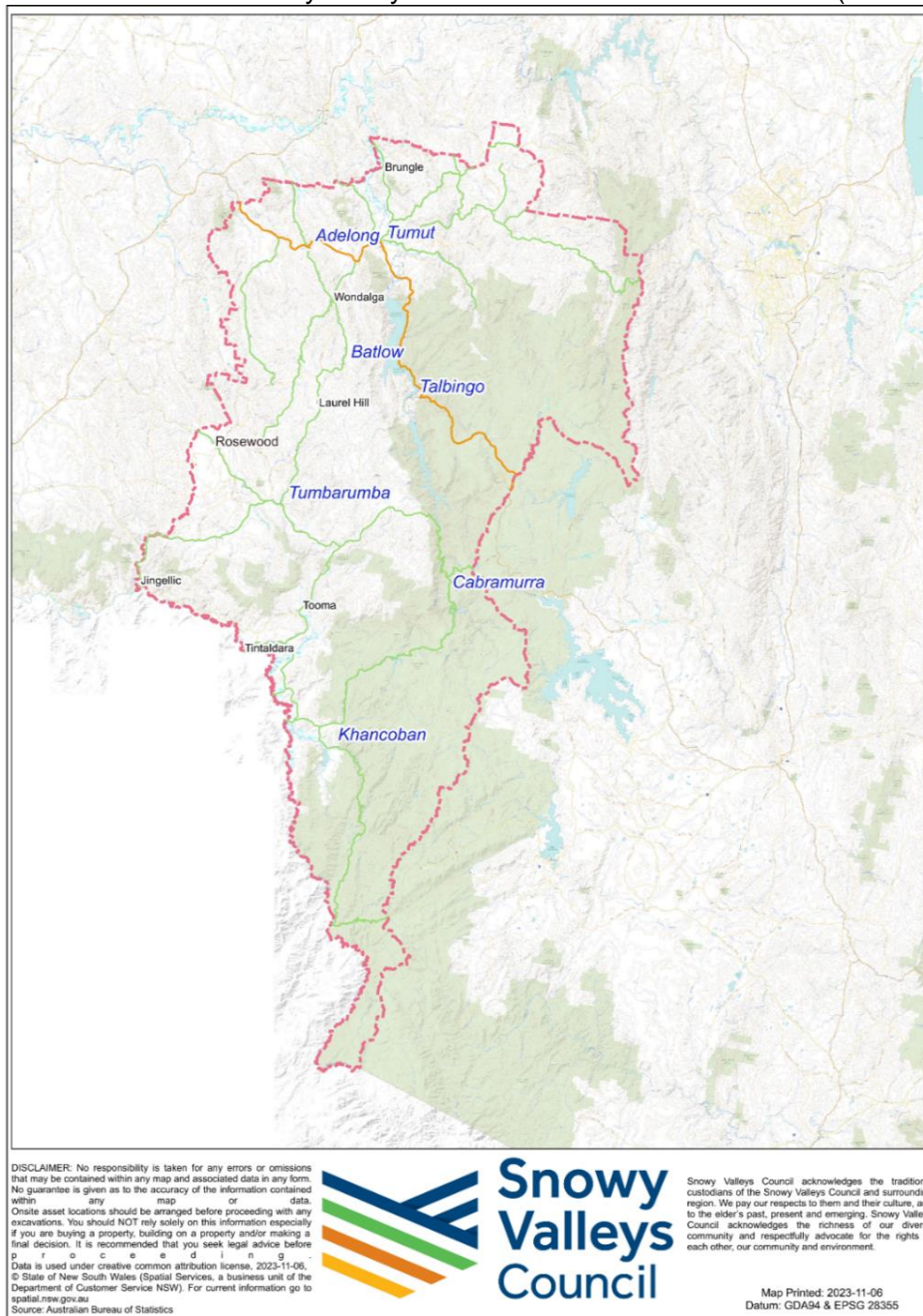
# 1 STRUCTURE AND FUNCTIONS OF COUNCIL

## About Snowy Valleys Council

Snowy Valleys Council was formed by proclamation of the NSW Government on 12<sup>th</sup> May 2016.

Snowy Valleys Council provides services and support to a community of approximately 14,900 people, including residents of Adelong, Batlow, Brungle, Jingellic, Khancoban, Rosewood, Talbingo, Tooma, Tumbarumba and Tumut.

The map below shows the Snowy Valleys Council Local Government Area (SVC LGA).





## How is the Snowy Valleys Council Managed?

### The Elected Council

The Snowy Valleys Council is made up of 9 Councillors, including the Mayor and Deputy Mayor. These Councillors are elected by residents and ratepayers every 4 years to represent the community and provide leadership and guidance. The Councillors then elect the Mayor and Deputy Mayor among them.

The roles of the **Councillors**, as members of the body politic of the State, are:

- To direct and control the affairs of the Council in accordance with the *Local Government Act 1993* and other applicable legislation;
- To participate in the optimum allocation of the Council's resources for the benefit of the area;
- To 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; and
- To review the performance of the Council and its delivery of services, management plans and revenue policies of the Council.



Councillor Larter, Councillor Hardwick, Councillor Hayes, Deputy Mayor Packard, Councillor Inglis, Councillor Wortes, Mayor Ham, Councillor Sheldon, Councillor Thomson (L to R).

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

- to be an active and contributing member of the governing body of Council;
- to make considered and well-informed decisions as a member of the governing body;
- to participate in the development of the integrated planning and reporting framework;
- to represent the collective interests of residents, ratepayers and the local community;
- to facilitate communication between the local community and the governing body;
- to uphold and represent accurately the policies and decisions of the governing body;
- and

- to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a Councillor.

## **The Mayor**

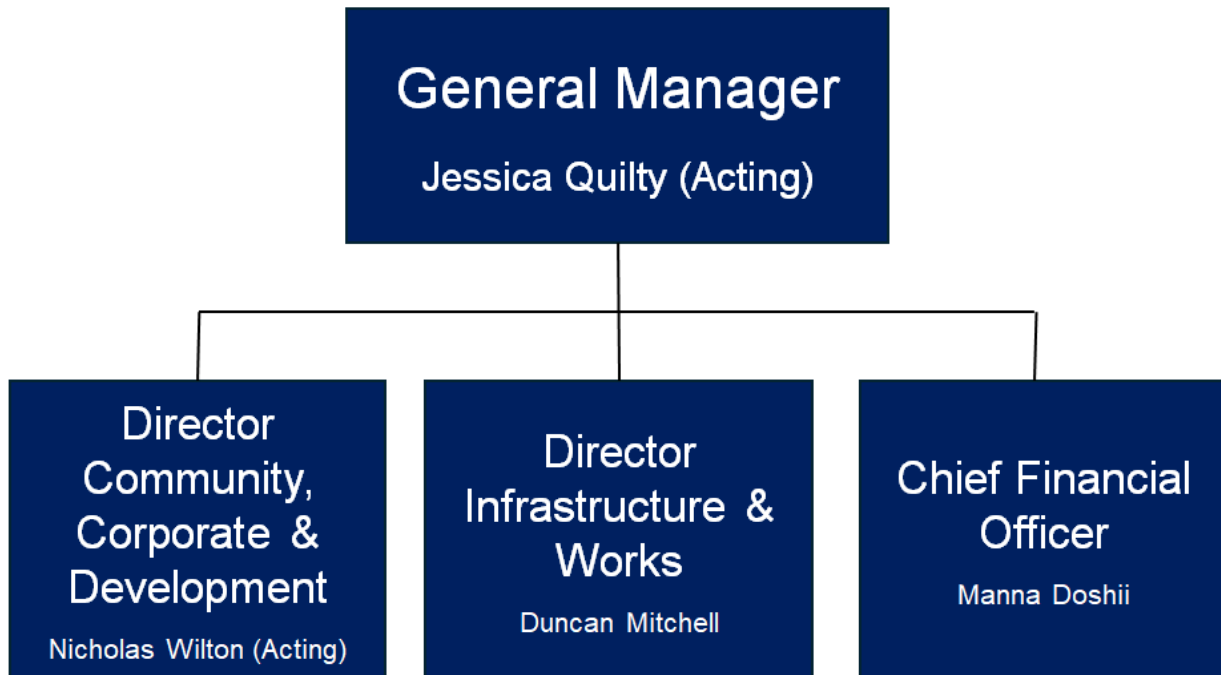
The role of the **Mayor** is as follows:

- to be the leader of Council and a leader in the local community
- to advance community cohesion and promote civic awareness
- to be the principal member and spokesperson of the governing body, including representing the views of Council as to its local priorities
- to exercise, in cases of necessity, the policy-making functions of the governing body of Council between meetings of Council
- to preside at meetings of Council
- to ensure that meetings of Council are conducted efficiently, effectively and in accordance with the *Local Government Act 1993*,
- to ensure the timely development and adoption of the strategic plans, programs and policies of Council
- to promote the effective and consistent implementation of the strategic plans, programs and policies of Council
- to promote partnerships between Council and key stakeholders
- to 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
- to 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, to lead performance appraisals of the General Manager
- to exercise any other functions of Council that Council determines.

## The Administration

Snowy Valleys Council is led by a General Manager and consists of three executive areas, each headed by an executive leader. The Executive team includes a Director Community & Corporate, a Director of Infrastructure & Works and an Executive Manager Growth & Development.

As the principal officer for Snowy Valleys Council, the General Manager (GM) is responsible for the efficient and effective operation of the Council's organisation and for ensuring that the decisions of the Council are implemented.



The **General Manager** is responsible for:

- the efficient operation of the Council's organisation
- the implementation of decisions of the Council
- the day-to-day management of the Council
- the exercise of any functions delegated by the Council
- the appointment of employees
- and the direction and dismissal of employees.

## Service Areas

<b>Infrastructure &amp; Works</b>	<ul style="list-style-type: none"> <li>• External Works</li> <li>• Emergency Management</li> <li>• Construction</li> <li>• Building Maintenance</li> <li>• Roads and Bridges</li> <li>• Footpaths, carparks and kerb and gutter</li> <li>• Parks and Open Space</li> <li>• Fleet, Depots and Workshops</li> <li>• Technical Services (inc. Survey &amp; Design, Open Spaces &amp; Facilities, GIS &amp; Asset systems)</li> <li>• Drainage &amp; Stormwater Management</li> <li>• Waste Management</li> <li>• Wastewater Operations</li> <li>• Water Supply</li> <li>• Public Toilets</li> <li>• Aerodrome</li> <li>• Cemetery Management</li> <li>• Road Safety</li> <li>• Sporting Grounds</li> <li>• Swimming Pools</li> </ul>
<b>Community, Corporate &amp; Development</b>	<ul style="list-style-type: none"> <li>• People and Culture</li> <li>• Program and Grants Management</li> <li>• Libraries</li> <li>• Customer Service</li> <li>• Technology Services Children's Services</li> <li>• Community Development</li> <li>• Community Transport</li> <li>• Multi Service Outlet</li> <li>• Communication, Engagement and Corporate Planning</li> <li>• Councillor Support</li> <li>• Governance</li> <li>• Safety and Risk</li> <li>• Enterprise Systems Management</li> <li>• Economic Development Tourism and Visitor Services</li> <li>• Statutory Planning</li> <li>• Strategic Planning</li> <li>• Certification</li> <li>• Development Compliance</li> <li>• Heritage Management</li> <li>• Development Contributions</li> <li>• Development Engineering</li> <li>• Environmental Health</li> <li>• Regulatory Compliance</li> <li>• Companion Animals Management</li> <li>• Biosecurity and Weeds Management</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Long-term Financial Planning</li> <li>• Management Accounting</li> <li>• Financial Accounting</li> <li>• Accounts Payable</li> <li>• Payroll</li> <li>• Rates and Water</li> <li>• Procurement</li> <li>• Budget Process</li> <li>• Financial Statements and Audit</li> </ul>



## Functions of Council – Impact on Community

The majority of the activities and functions of Council have an impact on the public, either directly or indirectly. These include maintaining and building local infrastructure, overseeing and supporting local services, working with State and Federal Governments, organisations, businesses and community groups, raising funds for local purposes by the fair imposition of rates, charges and fees, managing, developing and protecting the environment of the area for which it is responsible.

Under section 21 of the *Local Government Act 1993*, Council's functions can be grouped into the following categories:

Non-regulatory Functions (Chapter 6)	<ul style="list-style-type: none"> <li>• Provision of community health, recreation, education and information services</li> <li>• Environmental protection</li> <li>• Waste removal and disposal</li> <li>• Land and property, industry and tourism development and assistance</li> <li>• Civil infrastructure and planning</li> <li>• Civil infrastructure, maintenance and construction</li> </ul>
Regulatory Functions (Chapter 7)	<ul style="list-style-type: none"> <li>• Approvals</li> <li>• Orders</li> <li>• Building Certificates</li> </ul>
Ancillary Functions (Chapter 8)	<ul style="list-style-type: none"> <li>• Resumption of land</li> <li>• Powers of entry and inspection</li> </ul>
Revenue Functions (Chapter 15)	<ul style="list-style-type: none"> <li>• Rates</li> <li>• Charges</li> <li>• Fees</li> <li>• Borrowings</li> <li>• Investments</li> </ul>
Administrative Functions (Chapters 11, 12, 13)	<ul style="list-style-type: none"> <li>• Employment of employees</li> <li>• Management plans</li> <li>• Finance reports</li> <li>• Annual reports</li> </ul>
Enforcement Functions (Chapters 16 and 17)	<ul style="list-style-type: none"> <li>• Proceedings for breaches of the <i>Local Government Act 1993</i> and other legislation</li> <li>• Prosecution of offences</li> <li>• Recovery of rates and charges</li> </ul>

In addition, Council has functions conferred or imposed on it by or under other pieces of legislation, which include (but are not limited to):

- *Anti-Discrimination Act 1977*
- *Aviation Transport Security Act 2004*
- *Biodiversity Conservation Act 2016*
- *Biosecurity Act 2015*
- *Boarding Houses Act 2012*
- *Building Professionals Act 2005*
- *Civil Liability Act 2002*
- *Child Protection Act 2004*
- *Children's Guardian Act 2019*
- *Community Land Development Act 1989* – planning functions as consent authority
- *Companion Animals Act 1998* – companion animal registration and control
- *Contaminated Land Management Act 1997* – managing contaminated lands
- *Conveyancing Act 1919* – placing covenants on Council land
- *Crown Land Development Act 2021*
- *Community Land Management Act 2021*
- *Disability Services Act 1993*
- *Dividing Fences Act 1991*
- *Environmental Planning and Assessment Act 1979*
- *Firearms Act 1996*
- *Fire and Rescue Act 1989* – payment of contributions to fire brigade costs and furnishing of returns
- *Fluoridation of Public Water Supplies Act 1957* – fluoridation of public water by Council
- *Food Act 2003* – inspection of food and food premises
- *Government Information (Public Access) Act 2009* – publication of certain information and granting of access to other information by Council
- *Heritage Act 1977* – rating based on heritage valuation
- *Impounding Act 1993* – impounding of animals and articles
- *Library Act 1939* – library services
- *Local Land Services Act 2013*
- *National Parks and Wildlife Act 1974* – protection of native wildlife
- *Pesticides Act 1999* – use of pesticides
- *Plumbing and Drainage Act 2011*
- *Privacy and Personal Information Protection Act 1998* – standards and requirements for the collection and processing of personal information
- *Protection of the Environment Operations Act 1997* – pollution control
- *Public Health Act 2010* – inspection of systems for purposes of microbial control
- *Public Interest Disclosures Act 2022* – protected complaints or disclosures about maladministration, corruption, substantial waste or failure to fulfil functions under
- *Public Spaces (Unattended Property) Act 2021*
- *Radiocommunications Act 1992*
- *Recreation Vehicles Act 1983* – restricting use of recreation vehicles
- *Road Transport Act 2013*
- *Roads Act 1993* – Roads
- *Rural Fires Act 1997*
- *Smoke Free Environment Act 2000*
- *State Emergency Rescue Management Act 1989* – Council is required to prepare for emergencies
- *State Emergency Service Act 1989* – recommending appointment of local controller
- *State Records Act 1998* – imposes requirements for record keeping and access to Council records
- *Strata Schemes Development) Act 2015* – approval of strata schemes
- *Strata Schemes Management Act 2015*
- *Swimming Pools Act 1992* – ensuring restriction of access to swimming pools
- *Transport Administration Act 1988*

- *Unclaimed Money Act 1995* – unclaimed money to be paid to the Chief Commissioner of Unclaimed Money
- *Waste Avoidance and Resource Recovery Act 2001*
- *Water Management Act 2000*
- *Work Health and Safety Act 2011* – requirements for healthy and safe practices in the workplace
- *Workplace Injury Management and Workers Compensation Act 1998* – requirements for managing injury and return to work.

## 2 HOW COUNCIL'S FUNCTIONS AFFECT MEMBERS OF THE PUBLIC

The following is an outline of how the broad functions of Council affect the public.

**Service functions** affect members of the public as Council provides services and facilities to the public. These include provision of human services such as childcare and libraries, infrastructure and waste removal, halls and recreation facilities.

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

**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.

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

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

**Enforcement functions** only affect those members of the public who are in breach of certain legislation. This includes matters such as the non-payment of rates and charges or failure to register a dog.

**Community planning and development functions** affect areas such as cultural development, social planning and community profile and involves advocating and planning for the needs of our community. Providing support to community and organisations through provision of grants, training and information.

## 3 PUBLIC PARTICIPATION IN LOCAL GOVERNMENT

Council supports the principles of open government and encourages community involvement in policy development and general activities of Council.

There are two ways in which the public may participate in policy development and the general activities of the Council: representation and personal participation.

### Representation

The community elects representatives to their local Council to make decisions on their behalf. In New South Wales, local government elections are held every four years.

Residents are able to raise issues with and make representations to the elected members of

Council. The Councillors may pursue the matter on the resident's behalf, allowing members of the public to influence the development of policy. Individual Councillor contact information is available on Council's website at [www.svc.nsw.gov.au/meet-your-councillors](http://www.svc.nsw.gov.au/meet-your-councillors).

Council meetings are held monthly at Council Chambers, located in Tumbarumba and Tumut and may also attended by video link. These meetings are open to members of the public. Prior to meetings, the opportunity is offered to interested persons to address Council as per Council's *Code of Meeting Practice*.

Council meetings are also livestreamed via Council's YouTube site:

[www.youtube.com/c/snowyvalleyscouncil](http://www.youtube.com/c/snowyvalleyscouncil).

### **Personal Participation**

Council meetings are open to the public and offer an opportunity to ask questions of Council at the start or before each meeting; in some cases, such interactions may influence the development of policy.

Members of the public may also become involved in Council Committees providing another means by which the public may influence the development of policy and decision making.

Council's Community Engagement Strategy and Policy outlines the channels the public can access to become involved and participate in the formulation of policy and service delivery for Snowy Valleys Council.

Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au) is regularly updated with notifications and information on Council's activities, meeting agendas and business papers. Snowy Valleys Council also publishes notices and exhibitions, tenders, news items, events and many Council documents and reports on its website. The website is reviewed and updated on a regular basis to ensure information is accurate and timely. Information on Council activities, decisions and programs are also published in the local newspaper and on Council's Facebook page.

All Council's significant plans, strategies and policies relating to the community are placed on exhibition in draft form to allow interested members of the public to view them and provide comments (where relevant). Exhibition documents are available at Council's Customer Service Centres, libraries and on Council's website.

## **4 ACCESS TO GOVERNMENT INFORMATION**

The *Government Information (Public Access) Act 2009* (GIPA Act) provides the public with a general right of access to information held by Council as long as it does not infringe upon privacy or other laws *and* there are no public interest considerations against disclosure.

The following information is prescribed Open Access information in accordance with the GIPA Act and is available on Council's website at [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au) or may be requested via Council's Customer Service:

- This Information Guide
- Documents (if any) tabled in Parliament on behalf of Council
- Council's policy documents
- Council's Disclosure Log of Formal Access Applications

- Council's Register of Government Contracts
- A record of open access information that is not made available to the public based on an overriding public interest against disclosure
- Such other government information as may be prescribed by the GIPA regulations as open access information.

Schedule 1 of the GIPA Regulations also stipulates that the following additional documents are to be provided as open access information by Council:

#### **Information about Council**

- Code of Conduct
- Procedures for the Administration of the Code of Conduct
- Code of Meeting Practice
- Annual Report
- Annual Financial Report
- Auditor's Report
- Equal Employment Opportunity Management Plan
- Community Strategic Plan
- Delivery/Operational Plan
- Payment of Expenses and the Provision of Facilities to Mayor and Councillors' policy
- Annual reports of bodies exercising functions delegated by Council
- Any codes referred to in the *Local Government Act 1993*
- Returns of the interests of Councillors, Designated persons and Delegates
- Agendas and Business Papers for Council and Committee Meetings
- Minutes of Council and Committee Meetings
- Departmental Representative Reports presented at a meeting of Council
- Council's Land Register
- Register of Investments
- Register of Delegations
- Register of Graffiti Removal Works
- Register of current Declarations of Disclosures of Political Donations
- Register of Voting on Planning Matters

#### **Plans and Policies**

- Local Policies adopted by Council concerning approvals and orders
- Plans of Management for Community Land
- Environmental Planning Instruments
- Development Control Plans

#### **Information about Development Applications**

Development Applications and any associated documents received in relation to a proposed development including the following:

- Home Warranty Insurance documents
- Construction Certificates
- Occupation Certificates
- Structural Certification Documents
- Town Planner Reports
- Submissions received on Development Applications



- Heritage Consultant Reports
- Tree Inspections Consultant Reports
- Acoustic Consultant Reports
- Land Contamination Consultant Reports
- Records of decisions on Development Applications including decisions on appeals
- Records describing general nature of documents that Council decides to exclude from public view including internal specification and configurations, and commercially sensitive information.

This clause does not apply to so much of the information referred to above as consists of:

- The plans and specifications for any residential part of a proposed building, other than plans that merely show its height and its external configuration in relation to the site on which it is proposed to be erected, or
- Commercial information, if the information would likely to prejudice the commercial position of the person who supplied it or to reveal a trade secret.

### **Approvals, Orders and Other Documents**

- Applications for approvals under Part 1, Chapter 7 of the *Local Government Act 1993*
- Applications for approvals under any other legislation and any associated documents received
- Records of approvals granted or refused, including any variation from Council
- Policies with reasons for the variation, and decision made on appeals concerning approvals
- Orders given under Part 2, Chapter 7 of the *Local Government Act 1993* and any reasons given under section 136 of the *Local Government Act 1993*
- Orders given under the Authority of any other Act
- Records of Building Certificates under the *Environmental Planning and Assessment Act 1979*
- Plans of land proposed to be compulsorily acquired by Council
- Compulsory Acquisition Notices
- Leases and Licenses for use of Public Land classified as Community Land
- Performance improvement orders issued to Council under Part 6, Chapter 13 of the *Local Government Act 1993*

## **5 ACCESSING COUNCIL INFORMATION**

There are four (4) ways to access Council information under the *Government Information (Public Access) Act 2009* (GIPA Act).

### **Open Access Information**

Members of the public may inspect, during ordinary office hours, free of charge, the documents listed in section 18 of the GIPA Act and the documents listed in Schedule 1 of the GIPA Regulation 2018.

Documents required to be available for public inspection as open access information will, where practicable, be made available on Council's website, unless to do so would impose unreasonable additional costs to Council. Copies of such documents may be provided for a charge not exceeding reasonable photocopying costs.

Council is not required to make government information available in any way that would constitute

a breach of copyright.

### **Proactive Release**

Council may release information that is not covered by the mandatory provision and that is not already publicly available, free of charge. Council will review the information they release proactively at least every twelve months by considering if there is information that may be of interest to the general public and could be released proactively or information that is regularly requested by members of the public and whether it may be released on a proactive basis.

Some information released proactively by SVC includes development application information dated prior to the commencement of the GIPA Act (1 July 2010); updates on projects and improvements; updates on grey water effluent quality monitoring; monitoring data for blue-green algae at Mannus Lake. Council also publishes a regular newsletter which includes a variety of information that may be of interest to the greater community.

Council generates internal data to help support and review decision-making. Examples include number and tonnes of general waste, recycling and FOGO materials collected, number of library books borrowed, numbers of development applications and planning certificates received and determined, number of calls answered by Customer Service and the numbers of cats and dogs impounded, rehomed, returned to owners or euthanised. Much of this information is included in SVC's Annual Report which is available on the website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au). Release of Council-held data increases transparency to the community in line with Open Data initiatives across NSW and Australia.

For more information on Open Data, please visit [www.data.nsw.gov.au](http://www.data.nsw.gov.au).

### **Informal Application**

Informal applications allow the public to request information without the need of a formal application and may be inspected free of charge, however, copies of documents may incur charges that are set out in the Council's Fees and Charges. For further details on Council's Fees and Charges, visit Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).

It should be noted that this form of access does not allow for the applicant to seek any type of review of their determination. An informal application may be submitted by completing an *Access to Information Application* and submitting it electronically to [info@svc.nsw.gov.au](mailto:info@svc.nsw.gov.au) or in person at one of Councils' Customer Service Centres. The *Informal Access Application* is available on Council's website or by contacting Council.

Where possible, Council will process Informal Applications under the GIPA Act and will respond to such requests within twenty (20) working days.

Council's preferred application form, *GIPA – Informal Access Application Form*, may be downloaded from Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).

### **Formal Application**

If a request for information involves a large volume of information, extensive research is required or if the information relates to third party personal/business information, Council will require the lodgement of a Formal Access to Information application.

Section 41 of the GIPA Act lists the requirements for making a valid Formal Access application:

- It must be in writing (using Council's Formal GIPA Access Application Form).
- It must clearly indicate that it is an access application made under the GIPA Act.

- It must be accompanied by an application fee of \$30.00 payable at the time of lodgement, as per Council's Fees and Charges. For further details on Council's Fees and Charges, visit Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).
- It must provide a postal address in Australia as the address for correspondence.
- It must include such information as is reasonably necessary to enable the government information to be identified.

If a formal access application is made for personal information about the applicant (the applicant being an individual), the first 20 hours of processing time is free. An applicant is entitled to a 50% reduction in processing charges if the applicant provides evidence that the applicant is:

- a) the holder of a Pensioner Concession card issued by the Commonwealth that is in force;
- b) a full-time student; or
- c) a non-profit organisation.

Upon receipt of a formal application, Council must acknowledge receipt of the application and accept or reject the application within 5 working days.

Applications must be determined within twenty (20) working days (a statutory requirement under section 57(1) of the GIPA Act) after receipt of the application. This decision period may be extended by 10-15 working days where consultation with a third party is required or to retrieve information from Council's archives (section 57(2) of the GIPA Act).

If the application is invalid and does not contain enough information to process the application, Council employees determining the application must assist the applicant to enable a valid application.

Council's preferred application form, *GIPA – Formal Access Application Form*, may be downloaded from Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).

## 6 RESTRICTIONS ON ACCESS TO INFORMATION

Providing access to government information is restricted only when there is an overriding public interest against disclosure. Schedule 1 of the GIPA Act lists the conclusive considerations against disclosure. In addition, section 14 of the GIPA Act lists the discretionary considerations against disclosure.

### Copyright

Copyright issues may arise when requests are made for copies of documents held by Council. The Commonwealth *Copyright Act 1968* takes precedence over NSW legislation and therefore, the right to copy documents under the GIPA Act does not override the Copyright Act. Nothing in the GIPA Act or its associated Regulation permits Council to make government information available in any way that would constitute an infringement of copyright.

Access to copyright-protected documents will be granted by way of inspection only *unless* the copyright owner's written consent is provided to Council. Where authority is unable to be obtained, copies of copyright material will not be provided.

Copyright materials include, but are not limited to:

- plans / drawings
- consultant's reports
- survey plans / reports.

## Third-Party Consultation

Third-party consultation must be undertaken when the Application to access information includes:

- personal information about a person; or
- information that concerns a person's business, commercial, professional or financial interest; or
- information that concerns research that has been, is being, or is intended to be carried out by or on behalf of the person; or
- information that concerns the affairs of a government of the Commonwealth or other State (and the person is that government).

If the third-party objects to the release of their information, they must show evidence consistent with the GIPA Act as to why to restrict the release of information. The evidence provided by the third-party will be considered, however, the decision to release information rests with Council's decision-maker.

## Personal and Private Information

In some cases, requests are made to Council for contact details of individuals or businesses that fall within Council's local government area.

Personal information collected and held by Council is protected by the provisions set out in the *Privacy and Personal Information Protection Act 1988* and the *Health Records and Information Privacy Act 2002*. Under the principles of these pieces of legislation, there are limits on disclosure of personal information.

There is no intention by Council to depart from the requirements of these principles, other than by what is permitted by the legislation.

Requests for contact information of a third party may be submitted to Council using the *Third Party Contact Request Form – PPIPA* which can be downloaded from Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).

## 7 RIGHTS OF REVIEW AND APPEAL

A right of review exists *only for formal applications* made in accordance with the GIPA Act. No right of review exists for informal applications.

If an applicant has lodged a formal application and is aggrieved by a decision of Council, that person is entitled to a review of the decision in any of the following methods:

### Internal Review by Council

An internal review may be conducted by a Council officer no less senior than the original decision maker. Applicants have 20 working days from receiving a notice of a decision to ask for a review, and a fee is payable by the applicant as per Council's Fees and Charges. For further details on Council's Fees and Charges, visit Council's website [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au).

An internal review is *not* available to the applicant if the initial decision was made by Council's delegated Principal Officer. However, an external review can be requested. A decision of the internal review must be made within 15 working days and 25 working days if consultation is required.

## **External Review by Information Commissioner**

The applicant has 40 working days from receiving a notice of a decision to ask for a review by the Information Commissioner.

The Information Commissioner will consider the application and the onus is on Council to justify the decision. The Information Commissioner can make a recommendation for reconsideration of the matter by Council and/or refer the matter to NSW Civil and Administrative Tribunal.

## **External Review by NSW Civil and Administrative Tribunal (NCAT)**

A request for external review by the NSW Civil and Administrative Tribunal (NCAT) must be made by the applicant within 40 working days following the date of receipt of the notice of decision from Council.

If the decision is the subject of review by the Information Commissioner, an application for NCAT review can be made at any time up to 20 working days after the applicant is notified of the completion of the Information Commissioner's review.

The onus is again on Council to justify its decision.

## **8 CONTACTING COUNCIL**

As far as practicable, government information held by Council will be assessable by members of the public during office hours. Any amendment of records held by Council will be undertaken pursuant to the provisions of the *Privacy and Personal Information Protection Act 1998*. Persons interested in obtaining access to government information or who wish to seek an amendment to the Council's records concerning their personal affairs, should contact a Customer Service Officer. If you experience difficulty in obtaining government information, you should contact Council's Public Officer.

### **Council's Public Officer and Right to Information Officer**

Council's Director Community & Corporate has been appointed as the Public Officer and the Right to Information Officer for Snowy Valleys Council. Among other duties, the Public Officer may deal with requests from the public concerning Council's affairs and to accept delivery of documents on behalf of the Council.

The Right to Information Officer is responsible for determining applications for access to government information or for the amendment of records. If you have any difficulty in obtaining access to government information, you may wish to refer your enquiry to the Right to Information Officer.

To amend a document of Council that may be incorrect, a written application must be submitted to the Right to Information Officer in the first instance.

Enquiries should be addressed as follows:

**Email:** [info@svc.nsw.gov.au](mailto:info@svc.nsw.gov.au)

**Telephone:** 1300 ASK SVC (1300 275 782)

**Post:** The Right to Information Officer  
Snowy Valleys Council  
76 Capper Street  
Tumut NSW 2720



**In Person:**

Snowy Valleys Council  
 Riverina Highlands Building  
 76 Capper Street  
 Tumut NSW 2720

Snowy Valleys Council  
 Tumbarumba Office  
 Bridge Street  
 Tumbarumba NSW 2653

**9 DISCLOSURE LOG**

The GIPA Act requires that Council must keep and maintain a disclosure log. The disclosure log provides a record of all formal access applications made to Council that Council decides to provide access to and which contain information that Council considers may be of interest to other members of the public. The disclosure log must include the date the application was decided, a description of the information to which access was provided in response to the application and a statement as to whether any of the information is now available from the agency to other members of the public and (where applicable) how it can be accessed.

**10 FURTHER INFORMATION**

Further information can be obtained from the Information and Privacy Commission NSW:

Website: [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Email: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

Post: GPO Box 7011, SYDNEY NSW 2001

In person: Level 15, McKell Building  
 2-24 Rawson Place, Haymarket NSW 2000

Tel: 1800 IPC NSW (1800 472 679)

Between 9am to 5pm, Monday to Friday (excluding public holidays)

**11 HISTORY**

Date	Version Number	Activity log	Resolution Number	Resolution date
05.01.2018	0	New		
21.02.2019	1	Adopted by Council	M17/19	21/02/2019
03.02.2020	2	Review		
16.04.2020	2	Adopted by Council	M72/20	16/04/2020
10.12.2020	3	Review		
18.03.2021	3	Adopted by Council – For Public Exhibition	M32/21	18/03/2021
24.05.2021	3	Adopted No Submissions	n/a	
	4	Review		
21.04.2022	4	Adopted by Council – For Public Exhibition	M110/22	21/04/2022
02.06.2022	4	Adopted No Submissions	n/a	
	5	Review		
15.02.2024	5	Adopted by Council – For Public Exhibition	M27/24	15/02/2024
21.03.2024	5	Adopted No Submissions	n/a	

Date	Version Number	Activity log	Resolution Number	Resolution date
	6	Review		
20/02/2025	6	Endorsed by Council For Public Exhibition	M23/25	20/02/2025
04/04/2025	6	Adopted No Submissions	n/a	



# INFORMATION GUIDE 2025

**P: 1300 ASK SVC (1300 275 782)**

**[info@svc.nsw.gov.au](mailto:info@svc.nsw.gov.au) | [www.svc.nsw.gov.au](http://www.svc.nsw.gov.au)**

**Tumut Office  
76 Capper Street  
Tumut NSW 2720**

**Tumbarumba Office  
Bridge Street  
Tumbarumba NSW 2653**