

# ACCESS TO COUNCIL INFORMATION GUIDE 2022

**LIVERPOOL  
CITY  
COUNCIL**

Adopted: 27 July 2022 TRIM: 133615.2022

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# 1. PURPOSE

The Access to Information Guide describes Liverpool City Council's (Council) principles around how the public can access information held by Council, and how Council processes requests for information.

This guide reflects Council's commitment to maintaining and advancing an open and transparent government by setting out how it intends to meet legislative requirements and continually aim for best practice.

# 2. OBJECTIVES

- To maintain and build public trust through the release of information held by Council, subject to relevant legislative requirements; and
- To provide access to Council information at a minimal cost within legislative timeframes.

# 3. SCOPE

This guide applies to all members of the public wishing to access Council information, including Councillors, Council employees and contractors.





## 4. DEFINITIONS

**Act** refers to the Local Government Act 1993.

**Agencies** refers to other Government Departments, be they local, state or federal.

**Council** refers to Liverpool City Council.

**Formal GIPA** refers to information requested where consultation with other agencies or third parties is required, or where the scope of the request means that it will take significant agency resources to provide the information.

**GIPA** refers to Government Information (Public Access) Act 2009.

**Informal GIPA** refers to information which is considered "open access" under the GIPA Act, such as request for information that do not require extensive searches.

**Notice to Produce** requires Council to produce any specified document to the court.

**Open access information** is information listed in Schedule 1 of the Government Information (Public Access) Regulation 2018.

**Order to Produce** are requests for information sent by any Agency.

**Guide** refers to this Access to Council Information Guide.

**Public Interest** cannot be defined as it is of the *common interest*, the *common good* and the *public good*.

**Public Interest Test** requires balancing factors for and against disclosure of each piece of government information.

**Stakeholders** Other business unit in Council.

**Subpoena** is a writ to produce documents or attend court.

## 5. STATEMENT

This Guide provides the structure of Council set out under part 2 of the Local Government Act 1993 (the Act).

As Council holds government information valuable to the public, there is a strong interest to access information that supports and informs Council decisions.

It is a legally enforceable right to access most government information unless there is an overriding public interest consideration against disclosure of the information. Council is therefore committed to assisting members of the public and other government agencies who wish to access information held by Council.

Council authorises the release of information under legislation such as the Civil Procedure Act 2005, Uniform Civil Procedure Rules 2005 and the Government Information (Public Access) Act 2009 ('the GIPA Act') and the Privacy and Personal Information Protection Act 1998 ('the PPIP Act').

The GIPA Act commenced in NSW in 2010 replacing the *Freedom of Information Act 1989*, giving members of the public an enforceable right to access government information and also authorising and encouraging the proactive public release of government information.

Council is guided by the following principles when providing the public with access to held information:

- an open and transparent government;
- a proactive approach to disclosure and dissemination of information;
- a presumption in favour of disclosure unless there is an overriding public interest against disclosure;
- timely, equitable and impartial processing of reasonable requests for information within relevant legislative and business frameworks, at the lowest reasonable cost;
- protection and respect for the privacy of individuals; and
- confidentiality.



# 6. COUNCIL INFORMATION

## 6.1 STRUCTURE AND FUNCTIONS OF COUNCIL

### 6.1.1 LEGAL STATUS OF COUNCIL

Liverpool City Council is constituted under Part 2 of the *Local Government Act 1993* (the Act).

Section 220 of the Act provides that a council is a “body politic of the state” and that “a law of the state applies to and in respect of a council in the same way as it applies to and in respect to a body corporate (including a corporation)”.

### 6.1.2 ORGANISATION STRUCTURE

#### Councillors as part of a governing body

Elected representatives known as Councillors comprise the governing body of Liverpool City Council.

Council has 11 elected Councillors, including a popularly elected Mayor, with five Councillors being elected from the North Ward and five Councillors being elected from the South Ward.

Contact information for both Mayor and Councillors is available on [Council's website](#).

As members of the governing body of Council, the role of Councillors is to direct and control the affairs of Council in accordance with the Act, and to allocate Council's resources in the best way to benefit the local community. Councillors also have a key role in the creation and review of Council's policies, objectives and criteria relating to the exercise of Council's functions. They also review Council's performance and standards of service, and approve Council's Community Strategic Plan, Delivery Program, the Operational Plan and other policies and plans.

#### Councillors as individuals

A Councillor represents the interests of ratepayers and residents, provides leadership and guidance to the community, and facilitates communication between the community and Council.

#### The Mayor

The Mayor is an elected Councillor with the same responsibilities as a Councillor.

In addition, the Mayor:

1. Exercises urgent policy-making decisions of the governing body of Council between meetings of the Council;
2. Exercises other functions of the Council as determined by the Council;
3. Presides at the meetings of the Council; and
4. Carries out the civic and ceremonial functions of the Mayoral office.

#### The Chief Executive Officer

The Chief Executive Officer (the CEO) is responsible for implementing the decisions of the elected Council and is the only member of Council staff who is appointed by the Council.

Under the Act, Council may delegate some of its functions to the Chief Executive Officer who may then sub-delegate these to members of Council staff. Council may also delegate specific functions to external bodies.

Under the Act, the responsibilities of the CEO include the effective and efficient operation of the Council and its day-to-day functions. The CEO can appoint, direct and dismiss staff in accordance with the organisational structure, policies and resources approved by Council.



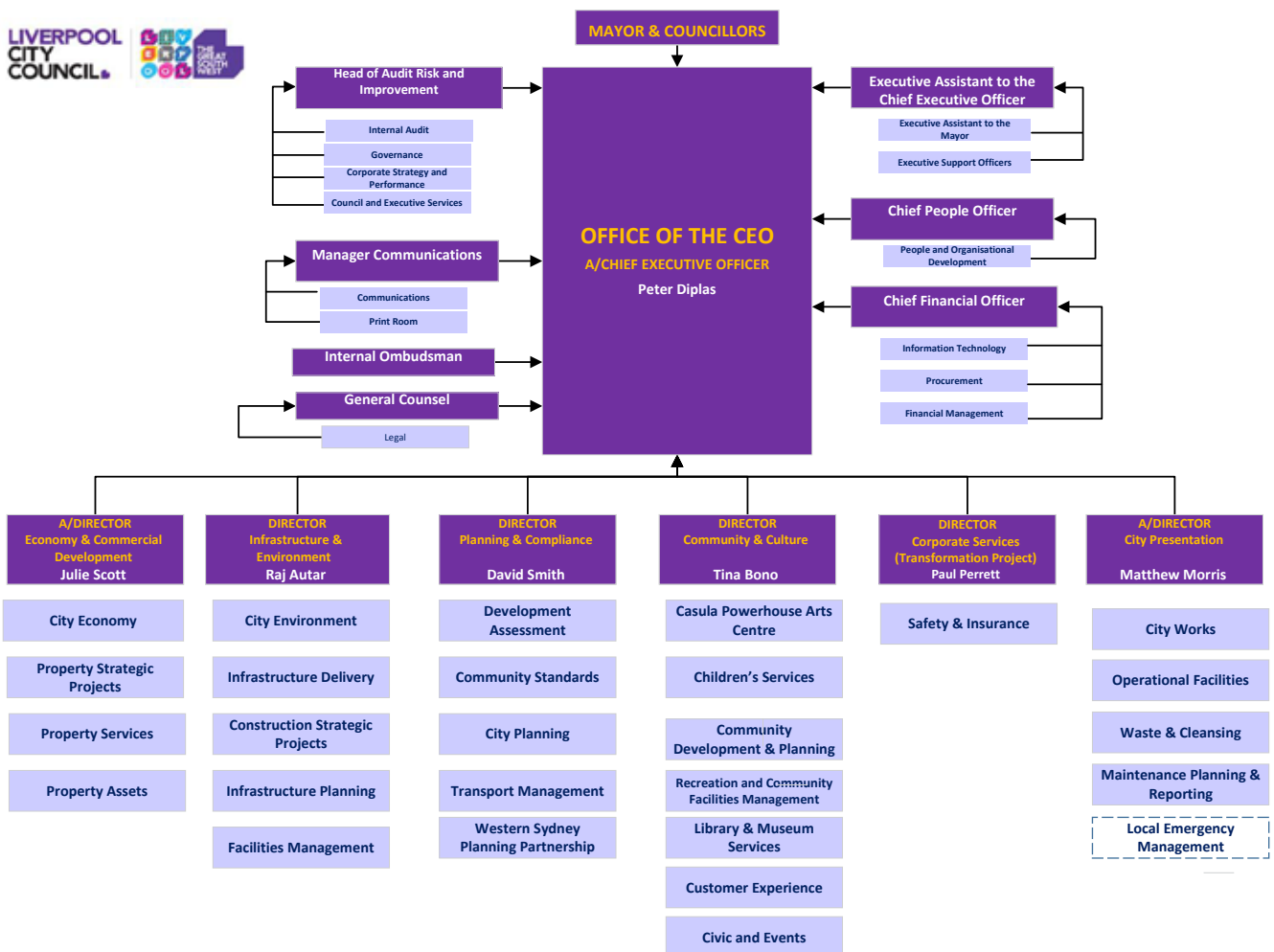
## The link between the elected Councillors and Council staff

The CEO is the link between the Mayor, Councillors and members of Council staff.

## Council staff

There are more than 800 members of Council staff involved in the day-to-day functions and responsibilities of Council.

[Click here](#) to learn more about the City of Liverpool.



## 6.2 HOW COUNCIL FUNCTIONS AFFECT MEMBERS OF THE PUBLIC

### 6.2.1 LEGISLATION AND POLICIES

Council has responsibilities under a wide range of State and Commonwealth legislation.

As well as the Local Government Act 1993, Acts having a significant impact on the work of Council include:

- a. Companion Animals Act 1998 – registration and control of companion animals;
- b. Environmental Planning and Assessment Act 1979 – planning and development;
- c. Food Act 2003 – inspection of food and food premises;
- d. Government Information (Public Access) Act 2009 – publication of certain information and granting of access to other information held by Council;
- e. Impounding Act 1993 – impounding of articles;
- f. Privacy and Personal Information Protection Act 1998 – requirements regarding the collection, storage and processing of personal information;
- g. Protection of the Environment Operations Act 1997 – environmental protection;
- h. Public Health Act 2010 – health inspections;
- i. Roads Act 1993 – public roads;
- j. Road Transport Act 2013 – load restrictions on roads, NSW Road Rules;
- k. State Records Act 1998 – record keeping requirements;
- l. Strata Schemes (Freehold Development) Act 1973 – strata plan approvals;
- m. Swimming Pools Act 1992 – fencing for swimming pools; and
- n. Work Health and Safety Act 2011 – requirements for workplace health and safety.

It should be noted that there are other legislations that impact Council, given the scope of functions of local councils and continual amendments to legislation. Therefore, the above list of Acts should only be used as a guide and not as a definitive list. Copies of all NSW Acts and Regulations may be accessed on the website of the Parliamentary Counsel

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

## 6.2.2 COUNCIL FUNCTIONS AFFECTING MEMBERS OF THE PUBLIC

As an organisation serving its local community, the various operations of Council have an impact on the public as follows:

- a. **Administrative functions** have an impact on the community through the efficiency and effectiveness of the services provided by Council. Council's administrative functions include employment of staff and development of management plans, financial and performance reporting.
- b. **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.
- c. **Community planning and development functions** affect areas such as cultural development, social planning and community profile and involve:
  1. Advocating and planning for the needs of our community. This includes initiating partnerships; participating on regional, State or Commonwealth working parties; and preparation and implementation of the Community Strategic Plan.
  2. Providing support to community and sporting organisations through provision of grants, training and information.
  3. Facilitating opportunities for people to participate in the life of the community through the conduct of a range of community events.
- d. **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, unregistered dogs, and parking offences.
- e. **Regulatory functions** involve placing restrictions and conditions on developments and buildings to ensure that they meet current standards for the safety, health and protection of people using those facilities or premises.
- f. **Revenue functions** affect the public directly in that revenue from rates and other charges paid by the public is used to fund services and facilities provided to the community by Council. These functions include levying rates, charges, fees as well as borrowings and investments.
- g. **Service functions** affect the public because Council provides services and facilities to members of the public. These functions include the provision of services such as childcare services and libraries, halls and community centres, recreation facilities, infrastructure, and the removal of garbage.

### 6.2.3 COMMUNITY STRATEGIC PLAN

Community Strategic Plan (CSP), is the 10-year plan for the City of Liverpool, developed as a result of intensive and ongoing community consultation with members of the local community and business and government representatives. It is a plan for the whole city, not just for Council. It sets out the direction for all stakeholders, including government, businesses, the not-for-profit sector and local residents to work together to capitalise on opportunities to move the City forward.

The 10-year plan is supported by the following documents that set out how Council will deliver on the community's vision and the activities and actions that will be taken:

- a. The Delivery Program outlines the principal activities that Council will deliver over four years to implement the CSP;
- b. The Operational Plan is the annual plan that describes the specific actions that Council will undertake and its budget for completing these;
- c. The Long Term Financial Plan is about the financial resources needed over the next 10 years to ensure that the plans can be delivered, and that Council continues to operate in a financially sustainable manner;
- d. The Workforce Management Strategy provides details about the four-year staffing, skills and human resources that are required within Council to achieve the outcomes documented in the plan; and
- e. The Asset Management Plan is about Council's infrastructure and outlines the 10-year plan for ensuring that Council's assets are developed, managed and maintained effectively and efficiently to meet current and future community needs.



## 6.2.4 PERSONAL PARTICIPATION

Policies which affect members of the public are adopted by resolution of the Council. Council's Ordinary Meetings are open to the public. Council must give public notice of many of its policies, management plans, etc. and must allow for (and consider) submissions from the public.

Council's Ordinary Meetings are open to the public and, in accordance with the Code of Meeting Practice, any resident or ratepayer may apply to speak at the Public Forum of Council by making representation for items on the agenda or by making presentation about other matters under the jurisdiction of Council. The [Council Meeting](#) page on Council's website ([click here to access](#)) contains details of the Council meeting processes, and the standard form required for making a request to speak at a Council meeting.

Anyone wishing to address the meeting will need to lodge their speech in writing by email to [speakerrequests@liverpool.nsw.gov.au](mailto:speakerrequests@liverpool.nsw.gov.au) by 5pm on the day before the Council meeting.

Council meetings are usually held on a Wednesday at the Council Chambers, Francis Greenway Centre, 170 George Street, Liverpool.

Dates of Council meetings, agendas and minutes of meeting can be found on the Council Meeting page on Council's website [www.liverpool.nsw.gov.au](http://www.liverpool.nsw.gov.au)

To meet and comply with ongoing COVID-19 measures, safety announcements and restrictions, Council meetings may be held online through livestreaming.



## 6.3 TYPES OF INFORMATION HELD BY COUNCIL

### 6.3.1 ELECTRONIC RECORDS

Council's electronic records management system is called Content Manager. Documents received or created are saved electronically in individual containers.

Council also has an electronic database called Pathways. Pathways contains information about properties (rates information, records of applications and customer requests) and is also used to log and monitor requests for Council services.

### 6.3.2 PHYSICAL FILES

Documentation received or created by Council prior to the use of Content Manager and Pathways is contained in physical files.

If physical files are not in active use by Council staff, they are stored in Council's offsite storage facility. Other Council documents such as legal and minute books including other confidential records are stored offsite.



## 6.4 ACCESSING INFORMATION HELD BY COUNCIL

Members of the public have an enforceable right to access government information unless there is an overriding public interest against disclosure of the information.

The GIPA Act provides four ways of accessing government held information as outlined below.

### 6.4.1 OPEN ACCESS INFORMATION

Certain information, known as open access information, must be disclosed by Council unless it is not in the public interest to do so. Council's website is a central reference point where members of the public can search for information.

Examples of open access information on Council's website include:

- [Council meeting agendas and minutes](#);
- Council [policies](#), [fees](#), [forms](#) and [fact sheets](#);
- Contracts Register - the GIPA Act requires that information about Council contracts worth more than \$150,000 must be recorded in a register of government contracts which must be published on Council's website. Visit Council's [Public Access to Information](#) to access;
- Disclosure Log - provides details of information of general interest to the public that has been released under formal access applications by Council and how to obtain access to that information. Visit Council's [Public Access to Information](#) to access; and
- [E-planning Portal](#) – which allows users to track development applications lodged with Council and to check zoning and site controls for properties.

### 6.4.2 PROACTIVE RELEASE

Council proactively releases information with a commitment to providing as much information as possible at no cost via Council's website or by contacting Council's Customer Service Centre.

#### 6.4.2.1 MAINTAINING PROACTIVE RELEASE

RelianSys software is used by Council to track and monitor legislative compliance requirements, which must be allocated, read, interpreted, understood, acknowledged, and complied with by the relevant team. This is a tool used to ensure that legislative obligations are received and actioned and prompts the Governance team when changes occur around information requirements for public access.

A yearly review cycle of proactive and open access information publicly available is carried out when reviewing the Access to Council Information Guide.

Council also relies on updates and alerts from the [Information and Privacy Commission NSW](#), and from the [Office of Local Government NSW](#) for ongoing reviews of publicly available information.



### 6.4.3 INFORMAL RELEASE OF INFORMATION

For information that is not readily available, members of the public can submit an [Informal Request for Information Application form](#) available on Council's website ([click here to access](#)).

There are no application fees for Informal Access to Information applications. However, photocopying charges may apply and will be charged on completion of each application.

Council aims to process Informal Access to Information applications within 20 working days, which factors in the time required to search for relevant information, the ordering of archived files from the off-site storage facility if required, assessing the information for relevant redactions (i.e. personal and confidential information) and copyright related matters. Consultation with internal stakeholders may also apply. This also takes into consideration the number of applications lodged with Council and Governance resources allocated to those applications.

There is no legislated timeframe for open and/or informal requests for information.

**Note:** Copyright law applies to most plans and reports. Council cannot reproduce copies of these documents without written permission of the person or company that created them (section 36 [Copyright Act 1968](#)). If possible, Council will attempt to provide details of copyright owners of plans and reports to assist an applicant to obtain the necessary copyright permission. If the copyright owner is deregistered or no longer contactable, Council is unable to copy or reproduce copyright material without authorisation from the copyright owner. Council, however, will continue to allow "view only" access for the purposes of the GIPA Act (unless the copyright owner has authorised other uses).

Under section 11 of the [Dividing Fences Act 1991](#), adjoining owner details will be released if the applicant is seeking this information from Council for the purposes of serving a notice upon their neighbour to seek contribution to fencing costs along a common boundary line. The applicant will be required to complete a statutory declaration that expressly details that the information sought is for fencing purposes and that the information will be used for no other purpose. Also refer to section 57(2) of the [Privacy and Personal Information Protection Act 1998](#).





#### 6.4.4 FORMAL ACCESS APPLICATIONS FOR RELEASE OF INFORMATION

In accordance with the GIPA Act, Council only requires a formal access to information application if it would not be possible or practical to manage a request informally. The electronic [Formal Access to Information Application form](#) is available on Council's website ([click here to access](#)). Hardcopy application forms can be submitted electronically by email, post or in person at Council's Customer Service Centre with the applicable fee. A hardcopy of the application form is available on request by contacting Council's Customer Service Centre at 1300 36 2170.

Examples of the types of requests requiring a formal access application include requests that:

- seek information about the personal affairs of a person other than the applicant;
- includes information of other people and businesses/agencies (third parties);
- require Council to consult with third parties including other government agencies;
- require Council to make a formal determination regarding whether or not the information should be released; and
- require the dedication of substantial Council time and resources to process.

There is a \$30.00 application fee for formal requests to access information. This fee must be paid at the time of lodgement and can be processed over the phone if submission is made by email.

Other processing fees may also be charged depending on the size and complexity of the request. Refer to the [Fees and charges](#) and [Public Access to Information](#) pages on Council's website for relevant information.

## 6.4.5 COUNCILLOR ACCESS TO INFORMATION

The Code of Conduct and the Councillor Access to Information and Interaction with Staff Policy governs how Councillors access Council information. Councillors must refer to these documents for guidance when seeking access to information.

## 6.4.6 OPEN DATA

For open, transparent, accountable and fair government decisions, Council believes advocating for accessing government data will:

- improve relations between government and citizens;
- empower citizens;
- create opportunities through better engagements; and
- assist in solving problems.

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



## 6.5 COUNCIL'S PROCESS FOR DEALING WITH REQUESTS FOR INFORMATION

Requests for information are handled by Council's Governance and Legal Services Unit.

In accordance with section 57 of the GIPA Act, Council must decide Formal Access to Information applications within 20 working days of their receipt. This time period can be extended by Council in particular circumstances such as consulting with third parties, ordering archived files, or by agreement with the applicant. Division 3 of the GIPA Act outlines the process for dealing with Access applications.

In line with the provisions of the GIPA Act, Council must allow access to its information, unless it determines (in the case of a particular request) there is an overriding public interest against disclosure.

For Formal GIPA applications, Governance will consult with subject experts and relevant internal stakeholders for information, particularly the Records Management Department. The responsibility of providing this information is incumbent on the stakeholders who hold the information.

### 6.5.1 ROLES AND RESPONSIBILITIES FOR AN INFORMAL GIPA APPLICATION:

RESPONSIBILITY	TASK
RECORDS	Register the application on Content Manager and attach the relevant information to the application/request in a timely manner.
GOVERNANCE	<ul style="list-style-type: none"> <li>Assess the information provided by the Records Management Department.</li> <li>Request further information if required from internal stakeholders and subject experts.</li> <li>Assess the information for any information not available for release under an Informal application, check for personal/confidential information and copyrighted information.</li> <li>Process the application within 20 working days.</li> </ul>

### 6.5.2 ROLES AND RESPONSIBILITIES FOR A FORMAL GIPA APPLICATION:

RESPONSIBILITY	TASK
RECORDS	Register the application on Content Manager
GOVERNANCE	<ul style="list-style-type: none"> <li>• Check if application is valid.</li> <li>• Acknowledge the application within 5 days of lodgement.</li> <li>• Consult with relevant stakeholders (including Records Management Department) and subject experts for the information requested.</li> <li>• Assess and determine applications in accordance with the GIPA Act and other relevant legislations, within legislated timeframes.</li> </ul>
STAKEHOLDERS/ SUBJECT MATTER EXPERTS	Collate and provide requested information to the Governance team in a timely manner.

### 6.5.3 ROLES AND RESPONSIBILITIES FOR A SUBPOENA & NOTICE TO PRODUCE:

Rule 33.6 and Rule 34.3 of the *Uniform Civil Procedure Rules 2005* requires the addressee of a Subpoena or Notice to Produce to comply with the requirements of the Court Order by producing all requested documents by a specified date.

RESPONSIBILITY	TASK
RECORDS	Trim request and process conduct money.
LEGAL	Check application is valid.
STAKEHOLDERS/ SUBJECT MATTER EXPERTS	Collate and provide information as requested by Council's internal Legal Department within a timely manner.
LEGAL	Action the access request, search for documents or consult and request from subject experts and relevant team(s), claim privilege where necessary and provide the information to the Court within timelines.

Council's internal Legal Department will decide whether to object or set aside the Subpoena or Notice to Produce on the grounds that it was improperly issued or amounts to an abuse of process.



## 6.6 FEES AND CHARGES

Informal Access to Information applications do not incur a fee, however, processing charges may apply.

A \$30.00 application fee applies when lodging a Formal Access to Information application in accordance with section 41(1)(c) of the GIPA Act. Processing fees may also apply.

[Click here](#) to access Council's Schedule of Fees and Charges available on Council's website.

Division 5 of the GIPA Act outlines the requirements around processing charges for dealing with an Access application.

### 6.6.1 DISCOUNTS

Processing charges must be discounted by 50 per cent if;

- The applicant can show financial hardship (by producing evidence that they hold a concession card, are a full-time student, or are a non-profit organisation); or
- The information applied for is of special benefit to the public generally.

Council has the discretion to waive or reduce any fees or charges payable under scheme where it is considered appropriate to do so.



# 7. THE INFORMATION AND PRIVACY COMMISSION

## 7.1 THE IPC OBJECTIVES

The Information and Privacy Commission (IPC) works to ensure the objectives of the NSW information access and privacy legislation are achieved by:

- a. Promoting and educating the community and agencies about the public's information access and privacy rights under the relevant legislation;
- b. Providing a service to the public, businesses and other government agencies to understand and follow privacy and information legislation;
- c. Reviewing agency performance and decisions, investigating and conciliating complaints; and
- d. Providing feedback about the legislation and developments in law and technology relevant to it.

## 7.2 FUNCTIONS OF THE IPC

- a. Right to government information functions, in particular, oversight of the operation of the GIPA Act and the review of decisions made by agencies and Ministers under that Act;
- b. Privacy functions, conferred by the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.

## 7.3 CONTACT DETAILS FOR THE INFORMATION AND PRIVACY COMMISSION

<b>Freecall</b>	1800 IPC NSW (1800 472 679)
<b>Email</b>	<a href="mailto:ipcinfo@ipc.nsw.gov.au">ipcinfo@ipc.nsw.gov.au</a>
<b>Website</b>	<a href="http://www.ipc.nsw.gov.au">www.ipc.nsw.gov.au</a>
<b>Office</b>	Level 15, McKell Building 2-24 Rawson Place, Haymarket NSW 2000
<b>Post</b>	GPO Box 7011, Sydney NSW 2001

## 8. RELEVANT LEGISLATIVE REQUIREMENTS

- [Government Information \(Public Access\) Act 2009](#)
- [Government Information \(Public Access\) Regulation 2018](#)
- [Local Government Act 1993](#)
- [Local Government \(General\) Regulation 2021](#)
- [Privacy and Personal Information Protection Act 1998](#)
- [Health Records and Information Privacy Act 2002](#)
- [Copyright Act 1968](#)
- [Civil Procedure Act 2005](#)
- [Privacy Act \(Commonwealth\) 1988](#)
- [Dividing Fences Act 1991](#)

### 8.1 RELATED POLICIES & PROCEDURE REFERENCES

- [Code of Conduct](#)
- [Councillor Access to Information and Interaction with Staff Policy](#)
- [Privacy Policy](#)
- [Informal Request for Information Application form](#)
- [Formal Request for Information Application form](#)
- [Internal Review application form](#)
- [Schedule of Fees and Charges](#)

### 8.2 THIS GUIDE HAS BEEN DEVELOPED IN CONSULTATION WITH

- Internal Legal Department
- Records Management Department
- Internal Ombudsman
- Planning and Compliance
- Information and Privacy Commission NSW



## 8.3 MORE INFORMATION

If you require more information or assistance, please contact Council's Public Officer, General Counsel, on the contacts below:

<b>Phone</b>	1300 36 2170 Calling from Interstate: (02) 8711 7000 Open Monday – Friday, 8:30am – 4.30pm (excluding public holidays)
<b>Email</b>	<a href="mailto:lcc@liverpool.nsw.gov.au">lcc@liverpool.nsw.gov.au</a>
<b>Post</b>	Locked Bag 7064, Liverpool BC, NSW 1871



## AUTHORISED BY

Chief Executive Officer

## GUIDE OWNER

Governance

## EFFECTIVE FROM

27 July 2022

## REVIEW DATE

27 July 2023

## VERSIONS

VERSION	AMENDED BY	CHANGES MADE	DATE	TRIM NUMBER
1	Chief Executive Officer	None (formerly known as Publication Guide)	29 November 2010	177424.2010
2	Chief Executive Officer	Completely reviewed	22 November 2013	138969.2013
3	Chief Executive Officer	Minor changes in Council	5 November 2014	257158.2014
4	Chief Executive Officer	Minor amendments	12 November 2015	298385.2015
5	Chief Executive Officer	Minor amendments	2 November 2016	285927.2016
6	Chief Executive Officer	Complete review	14 April 2021	321722.2020
7	Chief Executive Officer	Full review and graphic design	27 July 2022	133615.2022

If you do not understand this document, please ring the Telephone Interpreter Service (131 450) and ask them to contact Council (1300 362 170). Office hours are 8.30am to 5.00pm, Monday to Friday.

## ARABIC

إذا لم تستطع فهم هذا الطلب ، الرجاء الاتصال بخدمة الترجمة الهاتفية على رقم 131 450 واسألهم أن يتصلوا بالبلدية على رقم 1300 362 170 . دوام ساعات العمل هي من الساعة 8.30 صباحًا إلى 5.00 بعد الظهر من الاثنين إلى الجمعة.

## CHINESE

如您看不懂此信 / 申請書，請打電話給「電話翻譯服務台」(131 450)，請他們聯絡市政廳(市政廳電話 1300 362 170)。市政廳辦公時間，星期一至星期五，上午八時三十分至下午五時。

## CROATIAN

Ako ne razumijete ovo pismo/aplikaciju, molimo nazovite Službu prevodilaca i tumača (Translating and Interpreting Service - na broj 131 450) i zamolite ih da nazovu Općinu (na 1300 362 170). Radno vrijeme je od 8.30 ujutro do 5.00 popodne, od ponedjeljka do petka.

## GERMAN

Wenn Sie diesen Brief/Antrag nicht verstehen können, rufen Sie bitte den Telefon Dolmetscher Dienst (Telephone Interpreter Service) (131 450) an und lassen Sie sich vom Personal mit dem Gemeinderat (Council) in Verbindung setzen (1300 362 170). Geschäftsstunden sind von 8:30 bis 17:00 Uhr, montags bis freitags.

## GREEK

Αν δεν καταλαβαίνετε αυτή την επιστολή/αίτηση, σας παρακαλούμε να τηλεφωνήσετε στην Τηλεφωνική Υπηρεσία Διερωτημάτων (131 450) και να τους ζητήσετε να επικοινωνήσουν με το Δημοτικό Συμβούλιο (1300 362 170). Τα γραφεία του είναι ανοιχτά από τις 8.30π.μ. μέχρι τις 5.00μ.μ. από Δευτέρα μέχρι και Παρασκευή.

## HINDI

अगर आप इस पत्र/आवेदन को पढ़कर समझ नहीं पा रहे हैं तो कृपया टेलीफोन संवाद-सहायक सेवा (131 450) को फोन करें और उनसे काउंसिल (1300 362 170) से संपर्क करने को कहें। कार्यालय का समय सोमवार से शुक्रवार तक प्रातः ८:३० बजे से सायं ५:०० तक है।

## ITALIAN

Se non comprendi questa lettera/questo modulo di domanda, telefona al Servizio traduzioni e interpreti al numero 131 450 chiedendo di essere messo in contatto con il Comune (telefono 1300 362 170). Orario d'ufficio: ore 8.30 -17.00, dal lunedì al venerdì.

## KHMER

បើលោកអ្នកមិនយល់ពីអត្ថន័យឬការប្រតិបត្តិទេ ទេ សូមទូរស័ព្ទទៅសេវាបកប្រែភាសាភាសាខ្មែរ (លេខ 131 450) ហើយស្នើសុំឲ្យគេទាក់ទងសាលាក្រុង (លេខ 1300 362 170)។ ពេលម៉ោងធ្វើការគឺម៉ោង 8 កន្លះព្រឹកដល់ម៉ោង 5 ល្ងាច ពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រ

## MACEDONIAN

Ako ne go razbirate ova pismo/aplikacija, ve molime da se javite vo Telefonската преведувачка служба на 131 450 и замолете ги да стапат во контакт со Општината на 1300 362 170. Работното време е од 8.30 часот наутро до 5.00 часот попладне од понеделник до петок.

## MALTESE

Jekk ma tifhimx din l-ittra/applikazzjoni, jekk joghgbok ċempel lis-Servizz ta' l-Interpretu bit-Telefon (131 450) u itlobhom jikkuntattjaw il-Kunsill (1300 362 170). Il-hinjiet ta' l-Uffiċċju huma mit-8.30a.m. sal-5.00p.m., mit-Tnejn sal-Ġimgħa.

## POLISH

Jeśli nie rozumiesz treści niniejszego pisma/podania, zadzwoń do Telefonicznego Biura Tłumaczy (Telephone Interpreter Service) pod numer 131 450 i poproś o telefoniczne skontaktowanie się z Radą Miejską pod numerem 1300 362 170. Godziny urzędowania: 08.30-17.00 od poniedziałku do piątku.

## SERBIAN

Ako ne razumete ovo pismo/aplikaciju, molimo vas da nazovete Telefonsku prevodilačku službu (131 450) i zamolite ih da kontaktiraju Opštinu (1300 362 170). Radno vreme je od 8.30 ujutro do 5.00 popodne, od ponedeljka do petka.

## SPANISH

Si Ud. no entiende esta carta/solicitud, por favor llame al Servicio Telefónico de Intérpretes (131 450) y pídales que llamen a la Municipalidad (Council) al 1300 362 170. Las horas de oficina son de 8:30 am a 5:00 pm, de lunes a viernes.

## TURKISH

Bu mektubu veya müracaati anlayamazsanız, lütfen Telefon Tercüme Servisi'ne (131 450) telefon ederek Belediye ile (1300 362 170) ilişkiye geçmelerini isteyiniz. Çalışma saatleri Pazartesi - Cuma günleri arasında sabah saat 8:30 ile akşam 5:00 arasındadır.

## VIETNAMESE

Nếu không hiểu thư/đơn này, xin Quý Vị gọi cho Telephone Interpreter Service (Dịch Vụ Thông Dịch Qua Điện Thoại), số 131 450, và nhờ họ liên lạc với Council (Hội Đồng), số 1300 362 170. Giờ làm việc là 8 giờ 30 sáng đến 5 giờ 00 chiều, Thứ Hai đến Thứ Sáu.

## For further information

 **Visit Us**

*Customer Service Centre*  
Shop R1, 33 Moore Street, Liverpool, NSW 2170  
Open Monday - Friday, 8.30am - 4.30pm

 **Phone**

1300 36 2170  
Calling from interstate: (02) 8711 7000  
National Relay Service (NRS): 133 677  
(for hearing and speech impaired customers)

 **Email**

[lcc@liverpool.nsw.gov.au](mailto:lcc@liverpool.nsw.gov.au)

 **Post**

Locked Bag 7064, Liverpool BC, NSW 1871

 **Website**

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