

# Agency Information Guide

in accordance with the  
*Government Information (Public  
Access) Act 2009*

October 2019

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## PREFACE

This Agency Information Guide describes the role and operation of Strathfield Council and provides details in relation to information available to the public and how it can be accessed.

The purpose of this document is to provide members of the community, staff of the organisation and the public generally on information concerning:

- The structure and functions of Strathfield Council
- How the functions of the Council affect the public
- The avenues available to the public to participate in policy development and function
- The types of documents produced and available from Council
- How members of the public and staff may access records and seek amendments to records relating to their personal affairs if those records are incomplete, incorrect, out of date or misleading.

This Agency Information Guide has been prepared in accordance with Section 20 of the *Government Information (Public Access) Act 2009*.

HENRY WONG  
CHIEF EXECUTIVE

# 1. STRUCTURE AND FUNCTIONS OF COUNCIL

## 1.1 About Strathfield Council

Strathfield Council was incorporated on 2 June 1885, which included the suburbs of Redmyre (renamed Strathfield), Homebush and Druitt Town (renamed Strathfield South). The unincorporated area of Flemington (now Homebush West) was added to the Strathfield Council area on 19 February 1892. From 1892, the Council area was divided into three Wards: Strathfield, Flemington and Homebush Wards. In 1916, Wards were abolished and all Aldermen were elected by those eligible to vote.

On 19 August 1930, parts of Homebush West were transferred from the Lidcombe Municipality to Strathfield Council. The former Municipality of Homebush was added to Strathfield Council on 25 May 1947. The west ward of the former Municipality of Enfield was added to Strathfield Council on 1 January 1949.

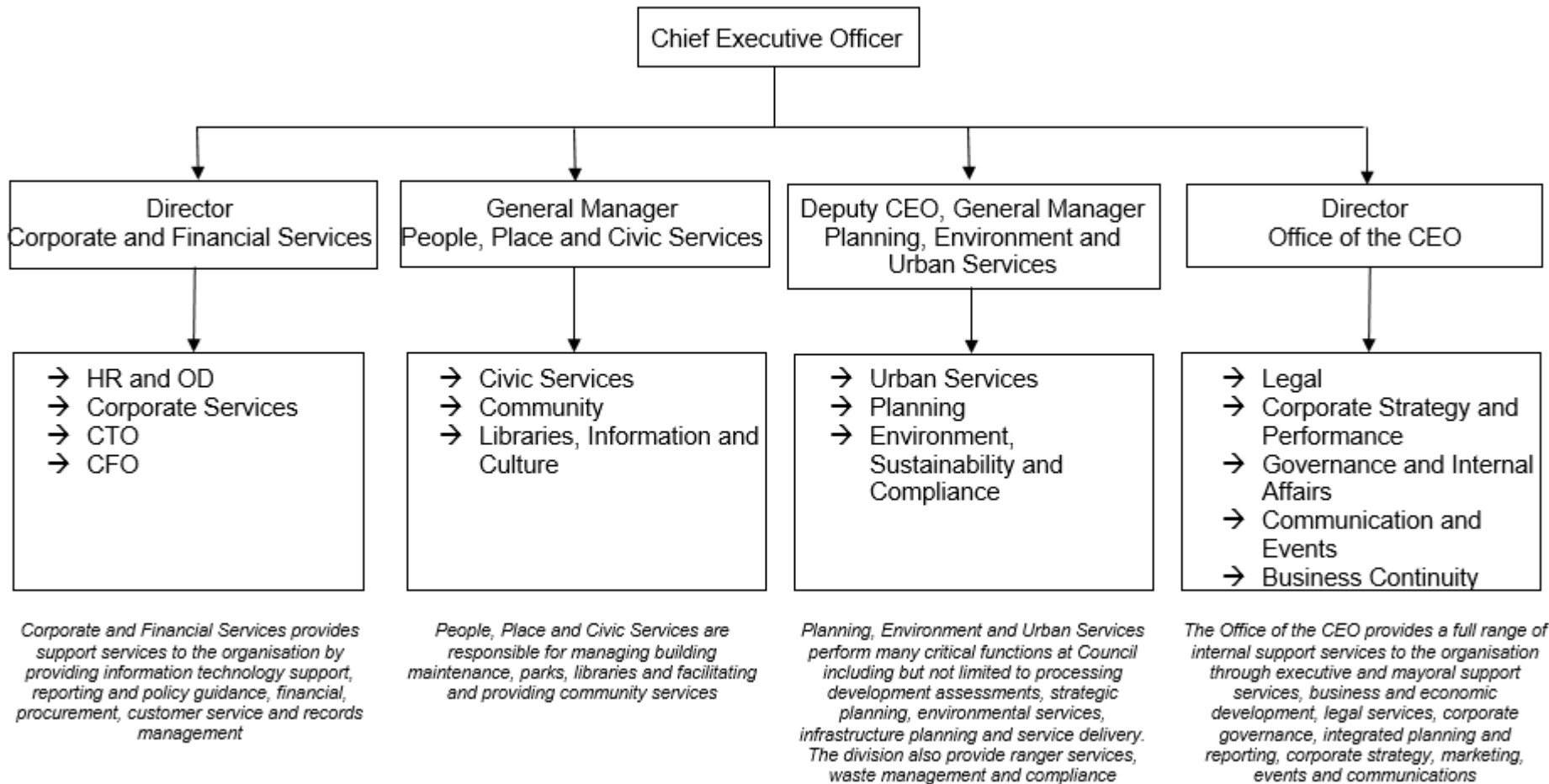
There have been two minor boundary adjustments. In 1953, Strathfield Council's south western boundary at Roberts Road Greenacre was altered when the site of the former Bankstown Sanitary Depot came under Bankstown Council control. In 1992, the western boundary of the Strathfield Municipality was adjusted involving land exchanges between Strathfield and Auburn Councils.

The term 'Alderman' was changed to 'Councillor' and 'Town Clerk' was changed to 'General Manager' with the implementation of the *Local Government Act 1993*.

The current Council was elected at the September 2017 Council election and will serve until the council election in September 2020. The Mayor is elected for a two year term from and by Councillors.

## 1.2 Organisational Structure

The Chief Executive Officer is responsible for the operation of the Council's organisation and for implementing decisions of the council. To assist the Chief Executive Officer in the exercise of their functions the organisational structure below has been adopted:



## 1.3 Functions of Council

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

### Service Functions

Including:

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

### Regulatory Functions

Including:

- Approvals
- Orders
- Building Certificates

### Ancillary Functions

Including:

- Resumption of land
- Powers of entry and inspection

### Revenue Functions

Including:

- Rates
- Charges
- Fees
- Borrowings
- Investments

### Administrative Functions

Including:

- Employment of staff
- Management Plans
- Financial reports
- Annual reports

## Enforcement Functions

Including:

- Proceedings for breaches of various Acts
- Prosecution of offences
- Recovery of rates and charges

The Local Government Act 1993 outlines the key functions of Council:

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

As well as the *Local Government Act 1993*, Council has functions imposed on it by or under other Acts, which include but are not limited to:

- *Biosecurity Act 2015* – pests, diseases, contaminants and other biosecurity matter
- *Community Land Development Act 1989* - planning functions as consent authority
- *Companion Animals Act 1998* - companion animal registration and control
- *Conveyancing Act 1919* - placing covenants on Council land
- *Contaminated Land Management Act 1997* – managing contaminated lands
- *Conveyancing Act 1919* - placing covenants on council land
- *Crown Land Management Act 2016*
- *Crown Lands Act 1989*
- *Dividing Fences Act 1991*
- *Environmental Planning and Assessment Act 1979* - environmental planning
- *Food Act 2003* - inspection of food and food premises
- *Government Information (Public Access) Act 2009* – publication of certain information granting of access to other information by Council
- *Government Information (Public Access) Act 2009* - Council required to publish certain information and to grant access to certain documents
- *Heritage Act 1977* – rating based on heritage valuation
- *Impounding Act 1993* - impounding of animals and articles
- *Library Act 1939* - library services
- *Privacy and Personal Information Protection Act 1998* – standards and requirements with regard to 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 1994* – protected complaints or disclosures about maladministration, corruption, substantial waste or failure to fulfill functions under *Government Information (Public Access) Act 2009*.
- *Road Transport Act 2013*



- *Roads Act 1993* – roads
- *Rural Fires Act 1997* - issue of permits to light fires during bush fire danger periods
- *State Emergency and Rescue Management Act 1989* – Council required to prepare for emergencies
- *State Emergency Service Act 1989* - recommending appointment of local controller
- *Strata Schemes Development Act 2015* - approval of strata schemes
- *Swimming Pools Act 1992* - ensuring restriction of access to swimming pools
- *Work Health & Safety Act 2011* – requirements for healthy and safe practices in the workplace

## 2. IMPACT OF COUNCIL FUNCTIONS ON THE PUBLIC

Nearly all of the functions of Strathfield Council have an effect on members of the community. The following is an outline of how the broad functions of Council affect the community.

### 2.1 Service Functions

**Service functions** affect the community as Council provides services and facilities to the community. These include halls and community centres, recreation facilities and services such as garbage removal.

### 2.2 Regulatory Functions

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

### 2.3 Ancillary Functions

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

### 2.4 Revenue Functions

**Revenue functions** affect the community directly in that revenue from rates and other charges paid by the community is used to fund services and facilities provided. Council has prepared resource strategies which detail short to long term financial plans, asset management strategies and workforce management plans.

### 2.5 Administrative Functions

**Administrative functions** do not necessarily affect the community directly but have an indirect impact. For example, Council has developed a community strategic plan, supported by a delivery program and operational plan which outlines the strategies and actions of Council over a short term and long term period.

## 2.6 Enforcement Functions

**Enforcement functions** only affect those members of the community who are in breach of certain legislation. This includes matters such as the non-payment of rates and charges, unregistered dogs and parking offences. Council has adopted an enforcement policy.

### **3. PUBLIC PARTICIPATION IN LOCAL GOVERNMENT**

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

There are two broad ways in which the community may participate in the policy development and indeed the general activities of Council. These are through representation and personal participation.

#### **3.1 Representation**

Local government in NSW is based on the principle of representative democracy. This means that the people elect representatives to their local Council to make decisions on their behalf. In New South Wales, local government elections are generally held every four years in September.

Voters elect seven councillors for a four year term. All residents of Strathfield Local Government Area (LGA) who are eligible to vote must vote. Property owners who live outside of the LGA may vote by registering their intention to vote on the non-residential roll.

Members of the community can raise issues with and make representations to Councillors. Councillors may raise the issue on the resident's behalf thereby allowing members of the public to influence the development of policy and decisions made by Council.

#### **3.2 Personal Participation**

Ratepayers, residents and business are encouraged to have a say in what Council does. Community participation in Council is a major focus of the *Local Government Act 1993*. The Act encourages Councils to be open and accountable to the community. This is achieved by people having appropriate access to information, voting in polls and referendums, making submissions to Council, and by Council Meetings being open to the public.

Council has adopted a 'Community Engagement Strategy' which outlines Council's approach to communicating and consulting with members of the public in issues of significance.

Council's website at [www.strathfield.nsw.gov.au](http://www.strathfield.nsw.gov.au) is regularly updated with notifications and information on Council's activities, meeting agendas and business papers. The website also publishes public notices and exhibitions, tenders, news items, events and many Council documents and reports. The website is reviewed and updated on a regular basis to ensure information is accurate and timely.

Council also provides information on Council activities, decisions and programs in weekly Council columns in local newspapers as well as the Council e-News, which is distributed by email on a weekly basis.

#### **3.3 Council and Committee Meetings**

Members of the public are able to attend Council Meetings held on the first Tuesday of every month, except January commencing at 6.30pm. Council Meetings are held in the Council Chambers, Strathfield Council, 65 Homebush Road, Strathfield NSW 2135. Business papers for the Council Meetings are published on the Council website on the Thursday prior to the Tuesday meeting. Hard

copies may be viewed at Council's Customer Service or Strathfield Main Library (also available to view on library computers).. Copies of the business paper can be printed upon request.

### **3.4 Open Forum at Council Meetings**

Council conducts an Open Forum session at 6.30pm at the commencement of the Council Meeting. A person or persons may address Council on matters not on the agenda of the meeting. Any member of the public can speak at Open Forum by submitting a 'Request to Address Council or Committee Form' by 3pm on the day of the meeting to the Chief Executive Officer or Mayor. Speakers are limited to five minutes.

### **3.5 Addressing Council and Committee Meetings**

Members of the public may attend Council and Committee Meetings and may speak on matters included in the agenda of the meeting.

To speak at a meeting, members of the public are requested to complete the 'Request to Address Council Meeting form', which is available at Council's Customer Service Centre and on Council's website (<http://www.strathfield.nsw.gov.au/council/council-meeting-procedures/>). Requests to address a meeting must be submitted in writing by 3.00pm on the day of the meeting to the Chief Executive Officer or Mayor.

### **3.6 Public Submissions on Plans, Strategies and Relevant Policies**

All significant plans, strategies and policies of Strathfield Council are placed on exhibition in draft form so that interested members of the public may view them and make comments should they wish to. Exhibition documents are available at Strathfield Council Customer Service, Strathfield Library and Council's website. Submissions should be addressed to the Chief Executive Officer, Strathfield Council, PO Box 120, Strathfield, NSW, 2135 or sent to Council via email or fax. [Council's Public Submission Guideline](#) sets out how submissions should be made and how personal information is considered.

### **3.7 Consultation on Major Projects and Issues**

Council undertakes community consultation on major projects, initiatives and issues confronting Council and its community. The community engagement methods can vary but can include (but not limited to) surveys (print and/or online), briefing sessions and in-person consultations.

### **3.8 Notification of Development Applications**

Council provides public notification of development applications lodged with Strathfield Council. The procedure for notification is outlined Council's Development Control Plan (part L) and involves direct notification by mail to properties in close vicinity of the proposed development, site notices at the place of the proposed development and notification on Council website and/or local media. Development Applications and associated documents are exhibited for a minimum period of 14 days on Council's website and Customer Service Centre. During the period of exhibition, submissions may be made to relation to the proposal outlined in the application.

### **3.9 Advisory Committees and Taskforces**

Council may establish advisory committees and taskforces to provide Council with guidance on specific Council projects and programs. Minutes of these committees and taskforces are tabled to Council Meetings and are published on Council's website. Further information about Council's panels is available from Council's Customer Service Centre on 9748 9999 or email: [council@strathfield.nsw.gov.au](mailto:council@strathfield.nsw.gov.au).

### **3.10 Access to documents**

Under legislation such as the *Government Information (Public Access) Act 2009*, members of the public can gain access to a variety of Council documents and/or information. Procedures for obtaining access are outlined in detail in this document and on Council's website.

### **3.11 Council Polls**

Council may elect to take a poll of electors to obtain information and guidance on certain matters. Council is also required to conduct a constitutional referendum before being able to proceed with certain matters relating to its area, mayoral office and election of Councillors.

## 4. ACCESS TO GOVERNMENT INFORMATION

Council holds a wide range of information concerning the Strathfield local government area and operation of the Council. Council information may be made available under the *Government Information (Public Access) Act 2009* in the following ways:

1. Open Access – free of charge
2. Proactive Release – free of charge
3. Informal Release – free of charge
4. Formal Access Application - chargeable

### 4.1 Council Information

Council information is generally held in:

1. Records (Physical and electronic)
2. Policy documents
3. General information/documents

#### 4.1.1 Records

Most Council information is maintained in electronic form since the implementation of Council's electronic records management systems, ECM, in June 2007.

Council files are not available through the website, however information may be made available either through an 'informal request' or a 'formal application' under the *Government Information (Public Access) Act 2009*.

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

#### 4.1.2 Digital records and information

Information is captured in Council's electronic records system, ECM, against the following indices:

1. Customer
2. Subject
3. Application
4. Property
5. Street

#### 4.1.3 Hard copy files

Most hard copy Council files are stored 'off-site'. As files must be retrieved, some delays in obtaining hard copy files may occur. The main types of files held by Council in hard copy form are:

- Development application files – files containing information relating to specific development applications
- Property files – information relating to specific properties within Strathfield Local Government Area (note not all properties have a property file. Files are created as required)

- Subject files – subject based files which contain information relating to activities of Council

## 4.2 Policy Documents

Council's policy documents can be inspected at Council's offices during business hours and are available on Council's website at <https://www.strathfield.nsw.gov.au/council/council-documents/policies/>. Requests for copies or additional information on Council policies should be made through Council's Customer Service Centre on 9748 9999 or email [council@strathfield.nsw.gov.au](mailto:council@strathfield.nsw.gov.au).

## 4.3 General Information/Documents

The *Government Information (Public Access) Act 2009* requires Council to make a range of general documents available for public inspection free of charge which includes Council's Disclosure Log, Register of contracts (over \$150,000) and Council's Agency Information Guide.

Council documents listed in this section are available on Council's website in the section 'Council Documents' at <http://www.strathfield.nsw.gov.au/page/council/council-documents/>. This section provides a list and links to a wide range of Council information.

The following list of general documents considered 'open access' held by Council is set out in the in the *Government Information (Public Access) Regulation 2009*

1. Agency Information Guide
2. Information about the agency contained in any document tabled in Parliament
3. Policy documents
4. Disclosure log of access applications
5. Register of government contracts
6. Record of the open access information that Council does not make publicly available on the basis of an overriding public interest against disclosure

Schedule 1 of the *Government Information (Public Access) Regulation 2009* requires that these documents held by Council are to be made publicly available for inspection free of charge. The public is entitled to inspect these documents either on Council's website (unless there is an unreasonable additional cost to Council to publish these documents on the website or subject to Copyright Act restrictions) or alternatively available for inspection at Council's Customer Service Centre, 65 Homebush Road Strathfield during ordinary office hours.

Any current and previous documents of this type may be inspected by the public free of charge. Copies can be supplied for copying charges, in accordance with Council's adopted fees and charges.

Information held by Council may be subject to the *Copyright Act 1968*. Copyright laws may prohibit the copying and publishing of information held by Council, unless permission has been given for copying by the copyright owner.

### 4.3.1. Information about Council

- The Model Code prescribed under section 440 (1) of the *Local Government Act 1993*
- Councils adopted Code of Conduct
- Code of Meeting Practice
- Annual Report

- Annual Financial Reports
- Auditor's Report
- Management Plans (including Community Strategic Plan, Delivery Program and Operational Plan)
- EEO Management Plan
- Policy concerning the Payment of Expenses and the Provision of Facilities to Councillors
- 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 any meeting of Council or any Committee of Council (but not including business papers for matters considered when part of a meeting is closed to the public)
- Minutes of any meeting of Council or any Committee of Council but restricted (in the case of any part of a meeting that is closed to the public) to the resolutions and recommendations of the meeting
- Departmental Representative Reports presented at a meeting of Council
- 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

#### 4.3.2 Plans and Policies

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

#### 4.3.3. Information about Development Applications

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

- 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 made on appeal
- Records describing general nature of documents that Council decides to exclude from public view including internal specifications and configurations, and commercially sensitive information



#### 4.3.4 Approvals, Orders and Other Documents

- Applications for approvals under Part 1 of Chapter 7 of the *Local Government Act 1993*
- Applications for approvals under any other Act and any associated documents received
- Records of approvals granted or refused, any variation from Council Policies with reasons for the variation, and decisions made on appeals concerning approvals
- Orders given under Part 2 of 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

#### 4.4 Proactive Disclosures

In addition to 'open access' information provisions in the Act and Regulation, Council proactively releases information to the public such as frequently requested information or information which assists the public to better understand Council's processes or standards. This information will be available on Council's website and includes Council strategies, Council Events information, Council News Updates, Media Releases, Community Service programs, Infrastructure and Major Projects Updates, Government Submission, Community Information Directories, Publications and Services, Council's Codes and Policies. Council proactively provides information for open data initiatives and bodies including:

- OpenGov NSW is a searchable online repository for NSW Government publications
- Data.NSW brings together a list of NSW Government datasets available in one searchable website - <https://data.nsw.gov.au/data/about>
- NSW Government provides news and events, projects, services and government information visitors - <https://www.nsw.gov.au/>

The NSW legislation website is the official NSW government website for the online publication of legislation and the Gazette

#### 4.5 Informal Release

Council generally releases other information in response to an informal request subject to any reasonable conditions as Council thinks fit to impose. However, Council may require a formal access application to be submitted where the information sought:

- Is of a sensitive nature that requires careful weighing of the considerations in favour of and against disclosure, or
- Contains personal or confidential information about a third party that requires consultation, or
- Would involve an unreasonable amount of time and resources to produce.

To make an informal request for access to information under the *Government Information (Public Access) Act 2009*, Council may require the completion of an Informal Access Application. Forms are available from Council's Customer Service Centres or from Council's website at

<https://www.strathfield.nsw.gov.au/council/access-to-information/request-for-informal-access-to-information/>

Council will generally advise within ten (10) working days whether information is available for release with the majority of requests finalised within fifteen (15) working days.

## 4.6 Restrictions in Accessing Council Information

While Council will endeavor to release as much information via proactive or informal release, access to some information may be subject to a formal application. Requests are assessed in accordance with the *Government Information (Public Access) Act 2009*. Council may not release information where there is an overriding public interest not to release the information or pursuant to other considerations.

## 4.7 Formal Access Applications

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

If information is not available through mandatory, proactive or informal release, a formal access application will need to be made.

In deciding whether to release information that is subject to a formal access application, Council must decide whether it is in the public's interest to disclose the information.

### 4.7.1 Determining a Valid Application

For an access application to be valid, the following must be included as outlined by Section 41 of the *Government Information (Public Access) Act 2009*:

- The request for access must be in writing and sent to or lodged at Council
- It must expressly state that the application is made under the *Government Information (Public Access) Act 2009*
- Include the prescribed fee of \$30 (unless Council has waived or reduced the fee prior or after lodgment of the application)
- Include a postal address for correspondence
- Importantly the request must include information to assist Council in identifying the government information applied to have access to

The Formal Application fee is \$30.00 and processing charges may be applicable (there is no GST in relation to these charges).

When considering the personal factors of an application, section 55(5) enables Council to request proof of identity from the applicant as a precondition to providing access to requested information (if the application involves certain personal factors about the applicant).

Formal Access Application forms are available from Council's Customer Service Centres or from Council's website at <https://www.strathfield.nsw.gov.au/council/access-to-information/request-for-formal-access-to-information/>.

#### 4.7.2 Actioning a Valid Application

Once it is determined that a valid application has been received:

- Council must acknowledge via a letter to the applicant, within 5 days, the receipt of the valid application
- The letter is to state the date by which the application is to be decided
- That the application is refused if it is not decided by this date
- State that if the application is such that it is of the nature to be included in the disclosure log and that the applicant may object to this
- Also include details about the rights to review
- A decision regarding the application must be made and the applicant notified within the 20 days decision period
- If Council decides that the information should also be released to the wider public, a record of the access application will be made on the disclosure log

Note: Section 26 of GIPAA sets out the requirements in the disclosure log. The disclosure log is a record of formal access applications made to Council which will include the following details: the date the application was decided, a description of the information to which access was provided in response to the application, a statement as to whether any of the information is now available from the agency to other members of the public and if it is made available, how it can be accessed.

#### 4.7.3 Granting Access

Access to Council information can be provided in the following ways in accordance with Section 72 of the *Government Information (Public Access) Act 2009*:

- Opportunity to inspect the document, record etc.
- Providing a copy of the record or information
- Providing access to a record with facilities to read, view or listen
- Providing a written transcript if applicable

If access is granted, a \$30 per hour processing fee may apply (a 50% discount may apply to pensioner or student). The first hour processing is included in the \$30 lodgment fee. The processing charge covers the time needed to process the application. However, if the information sought by the applicant is personal information, then the first 20 hours of processing is free. Formal access is not to be provided in these ways if:

- It will interfere with Council operations,
- It will impact on the preservation of the record,
- It will involve infringing copyright; and/or
- The way access is requested gives rise to an overriding public interest against disclosure.

The applicant must be notified of the decision to refuse access. Such notification must include reasons for the decision. Access will be refused if the public interest against disclosure outweighs the public interest in favour of disclosure

#### 4.7.4 Time Limits

In respect of formal applications, Council will notify applicants of the decision on an application within twenty (20) working days. Council may also extend the time by up to fifteen (15) working days where consultation with a third party is required.

If access is deferred by Council, then Council will notify the applicant and include the reason for deferral and the date on which the applicant will be given access. A decision to defer access is reviewable. If Council does not decide the applicant's access application within the above timeframes, it is deemed 'refused'. Council will refund the application fee and the applicant may seek internal or external review (see clause 5.9 Rights of Review) of this refusal. This will not apply if an extension of time has been arranged or payment of an advance deposit is pending.

#### **4.7.5 Rights of Review**

There are rights to review a decision made by Council's Access to Information Officers. A full list of reviewable decisions is set out in section 80 of the *Government Information (Public Access) Act 2009*.

#### **4.7.6 Internal Review**

If an access application has been refused, there is a general right to seek an internal review of the decision. An internal review must be applied for within 20 working days of the original decision and is subject to a \$40 fee. Internal review involves a senior person in the agency reviewing the decision to reject the access to information application.

Where the Information Commissioner recommends reconsideration of a decision under section 93 of the Act, Council will not impose any charges as part of making its redetermination.

## 5. ACCESS AND AMENDMENTS TO COUNCIL DOCUMENTS

As mentioned previously, Council's information can be accessed in varying ways. Many documents are available on Council's website at [www.strathfield.nsw.gov.au](http://www.strathfield.nsw.gov.au) or can be inspected at Council's Office at 65 Homebush Road Strathfield between the hours of 8.30am and 5.00pm, Monday to Friday (except public holidays).

Persons interested in obtaining access to documents or who wish to seek amendment to Council's records concerning their personal affairs should contact a Council Access to Information Officer.

### 5.1 Access to Information Officer

Council's Solicitor has been appointed as Council's Access to Information Officer and is responsible for determining applications for access to information and for the amendment of records. Should you have difficulty in obtaining access to any Council documents, you should contact the Access to Information Officers. Council's Access to Information Officer can be contacted by phone (02) 9748 9999, email: [council@strathfield.nsw.gov.au](mailto:council@strathfield.nsw.gov.au) or in person by visiting Council's Customer Service Centre during business hours.

Should you wish to make an application to amend a record held by Council which contains your personal affairs on the basis that you consider the information is incorrect, you will need to submit a written application to Council outlining your reasons for requesting the amendment to the information.

### 5.2 Public Officer

Council's Public Officer can also deal with requests from the public concerning Council's affairs and has the responsibility of assisting people gain access to the public documents of Council.

Enquiries to the Public Officer should be addressed as follows:

The Public Officer  
Strathfield Council  
65 Homebush Road  
STRATHFIELD NSW 2135

Postal address:  
Strathfield Council  
PO Box 120  
STRATHFIELD NSW 2135

## 6. AGENCY INFORMATION GUIDE REVIEW

### 6.1 Versions

The Agency Information Guide is the seventh Strathfield Council Guide. This Guide was formerly known as the Publication Guide. The following versions are:

<b>Name of publication</b>	<b>Version</b>	<b>Date of Publication</b>	<b>Approval</b>
Publication Guide	1	20 December 2010	General Manager
Publication Guide	2	12 July 2011	General Manager
Agency Information Guide	3	31 July 2012	General Manager
Agency Information Guide	4	30 July 2013	General Manager
Agency Information Guide	5	1 July 2014	General Manager
Agency Information Guide	6	31 July 2015	General Manager
Agency Information Guide	7	29 July 2016	General Manager
Agency Information Guide	8	31 July 2017	Chief Executive Officer
Agency Information Guide	9	2 October 2018	Chief Executive Officer
Agency Information Guide	10	31 October 2019	

### 6.2 Information and Privacy Commission (IPC)

If you require any other advice or information about access to information you may contact the Information and Privacy Commission by telephone on 1800 472 679 (free call) or by e-mail on [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au).

## 7. COMMUNITY LANGUAGES

### Simplified Chinese

若您需要協助或需要了解任何信息，請與史卓菲市議會聯絡。您可以通過翻譯與傳譯服務 (TIS) 使用自己的母語與史卓菲市議會通話。具體步驟是：致電13 14 50，說明您的母語，然後要求與“史卓菲市議會”通話(電話號碼02 9748 9999)。此項服務適用本地通話費。

### Traditional Chinese

若您需要協助或需要了解任何資訊，請與史卓菲市議會聯絡。您可以透過翻譯與傳譯服務 (TIS) 使用自己的母語與史卓菲市議會通話。步驟是：致電13 14 50，說明您的母語。然後要求與“史卓菲市議會” [(02) 9748 9999]通話。此項服務適用本地通話費。

### Korean

시의회의 도움이나 정보가 필요하신 경우 스트라스필드 시의회에 연락하십시오. 통역 및 번역 서비스(TIS)를 통해 스트라스필드 시의회와 전화통화 시 통역 서비스를 이용할 수 있습니다. 13 14 50번 에 전화하여 필요한 언어의 통역을 요청하십시오. 그런 후 (02) 9748 9999번 “스트라스필드 시의회”에 전화해 달라고 부탁드립니다. 본 서비스 이용에는 시내 전화 요금이 부담됩니다.

### Arabic

إذا كنت بحاجة إلى مساعدة أو معلومات، يرجى الاتصال بمجلس ستراتفيلد. تتوفر خدمة الترجمة الشفهية للتحدث إلى مجلس ستراتفيلد بلغتك من خلال خدمة الترجمة التحريرية والشفهية (TIS). يرجى الاتصال على 13 14 50 وطلب لغتك، ثم اطلب التحدث مع "مجلس ستراتفيلد" على الهاتف (02) 9748 9999. تكلفة استخدام هذه الخدمة تعادل تكلفة المكالمات المحلية.

### English Translation

If you require assistance or information, please contact Strathfield Council. An interpreter service is available to speak to Strathfield Council in your own language through the Translators and Interpreter Service (TIS). Please call 13 14 50 and ask for your language. Then ask to speak with "Strathfield Council" on telephone (02) 9748 9999. Use of this service is the cost of a local call.