



Mr Todd Hopwood
Governance Manager
Sutherland Shire Council
Locked Bag 17
SUTHERLAND NSW 1499

By email: [email address]

Dear Mr Hopwood,

Re: Additional facilities for the making of an access application or the payment of an application fee

I refer to your email dated 7 May 2014 seeking my approval under section 41(2) of the *Government Information (Public Access) Act 2009* (GIPA Act) for additional facilities for the making of an access application or the payment of an application fee.

I understand that the Sutherland Shire Council (Council) proposes the development of online services via the Council's website to allow additional applications and payment facilities.

You have advised that there are a number of benefits for your customers such as:

- any time lodgment of applications
- better accessibility of services for customers with mobility issues
- overall improved customer service through the provision of both face-to-face and online facilities, and
- immediate issue of application and receipt numbers that can be used for customer enquiries relating to progress of applications.

I commend the Council's efforts to create a more accessible platform for applicants to request access to government information and approve your proposal as an additional facility under the *Government Information (Public Access) Act 2009*.

As the Information Commissioner, I am continually exploring ways to promote the objects of the GIPA Act and assist councils with the exercise of their functions under the Act. With your agreement, I will request my officers to contact Council to follow up on the details of the implementation of this project, with a view of showcasing this positive example of facilitating access to Government information in future Office of the Information Commission publications.

Please do not hesitate to contact Seckin Ungur, A/Manager Performance Reporting and Projects, on [telephone number], or by email at [email address] if you have any queries regarding this matter.

Yours sincerely

Ms Elizabeth Tydd
CEO IPC, Information Commissioner
24 June 2014