



Charles Sturt
University

PREPARED IN ACCORDANCE WITH SECTION 20 OF
THE GOVERNMENT INFORMATION (PUBLIC
ACCESS) ACT 2009 (NSW)

Agency Information Guide

LAST REVIEWED May 2024

Office of Governance and Corporate Administration
Charles Sturt University

Charles Sturt University - TEQSA Provider Identification: PRV12018 (Australian University). CRICOS Provider: 00005F.

Acknowledgement of Country

We pay our respect to all First Nations elders both past and present from the lands where Charles Sturt students reside. In particular, we acknowledge the Wiradjuri, Ngunawal, Gundungarra and Biripai peoples of Australia, who are the traditional custodians of the land where Charles Sturt campuses are located.

As members of the Charles Sturt community, we acknowledge the words of the Wiradjuri people, on whose land our university was founded, and share their aspiration of Yindyamarra Winhanga-nha, the aim for us all to learn the wisdom of respectfully living well, in a land worth living in. We pay our respect to the traditional custodians of the lands on which we live and work.

Contents

1. Introduction	4
2. About the University	4
2.1. Functions	5
2.2. Related University Documents and Legislation	6
3. Structure of the University	7
3.1. Organisational Structure	7
3.2. University Council	7
3.3. Office of the Vice Chancellor and Executive Leadership Team (ELT)	7
3.4. Committees and subcommittees	7
3.5. Academic Senate	8
3.6. Office of Governance and Corporate Administration	8
3.7. Offices and Divisions / Faculties and Schools	8
3.7.1. Academic Management	8
3.7.2. Administrative Management	10
3.8. Industry and Partnerships	10
4. How to access University information	11
4.1. Types of Records and Information Held by the University	11
4.2. Right to Information	11
4.3. Access to Personal and Health Information	12
4.4. How to access Charles Sturt University information	12
4.5. Open access information	12
4.6. Proactive release of information	13
4.7. Informal release	13
4.8. Formal access application	13
5. How the University engages with the public and stakeholders	15
5.1. University website	15
5.2. Office of Government Relations and Regional Engagement	15
5.3. Internal Communications and engagement	15
5.4. Community	16
5.5. Student Senate	16
6. Feedback and questions	17
6.1. General enquiries	17
6.2. Informal and Formal GIPA Information requests or enquiries	17
6.3. The Information and Privacy Commission NSW (IPC)	17
7. Summary of Status and Details	18

1. Introduction

The University takes a contemporary, proactive governance approach to protect privacy and advance information access for the public. The University is committed to meeting the obligations under the privacy legislations, the Privacy and Personal Information Protection Act 1998 (NSW) and the Privacy Act 1988 (Cth) and the Health Records and Information Privacy Act 2002 (NSW). The Government Information (Public Access) Act 2009 (“GIPA Act”) provides members of the public with a right of access to information held by Charles Sturt University (“University”). The University proactively makes information publicly available on its comprehensive website at csu.edu.au.

This Agency Information Guide (AIG) has been prepared in accordance with section 20 of the GIPA Act and provides a mechanism through which members of the public are informed of:

- The function of the University.
- How the University’s functions affect members of the public.
- The University’s structure.
- How members of the public can engage with the University.
- The kinds of information held by the University and how to access it.

Where appropriate, links have been provided throughout this AIG to dedicated webpages, reports, and further information.

For information about obtaining access to documents held by the University you may visit the [Right to Information webpage](#) or contact the [Right to Information Officer](#).

The University manages its privacy obligations in accordance with its [Privacy Management Plan](#) and relevant legislation.

2. About the University

Whilst we’ve been a university for more than 20 years, our history of professional education and research spans more than 100 years. This started with the establishment of the Bathurst Experimental Farm in 1895. We are actively contributing to our local communities, and we offer a diverse range of campus environments and experiences. The [University’s campuses](#) include Albury-Wodonga, Bathurst, Canberra, Dubbo, Goulburn, Melbourne, Orange, Port Macquarie, Sydney, Wagga Wagga and Parramatta. The University also delivers programs onshore and internationally in collaboration with leading partner institutions. We also have a study centre in Wangaratta.

We believe wisdom transforms communities. With tenacity, we help to shape resilient, sustainable regions for the future. Acknowledging the culture and insight of First Nations Australians, [our ethos](#) is clearly described by the Wiradjuri phrase, [yindyamarra winhanga-nha](#), meaning the wisdom of respectfully knowing how to live well in a world worth living in.

The University’s website “[Welcome to Charles Sturt University](#)” facilitates open access to information. The website provides a range of information and links including the vision and [values](#), [University Strategy 2030](#), [organisational structure](#), [publications and policy](#), [annual reports](#), [history](#), [locations](#), [community](#), [industry and partnerships](#), [learning and teaching](#), [research and innovation](#) along with [services and facilities](#).

2.1. Functions

Charles Sturt University was established on 2 June 1989 under the [Charles Sturt University Act 1989 \(NSW\)](#). The object of the University is the promotion, within the limits of the University's resources, of scholarship, research, free inquiry, the interaction of research and teaching, and academic excellence. The University's intent is to maintain our sector-leading reputation for graduate employment outcomes, to grow our reputation for quality research and education, and to build strong partnerships with government, industry, First Nations, and community.

The [University Council](#) is unable to make all the decisions necessary to run a large and complex organisation like a University, the [Charles Sturt University Act 1989 \(NSW\)](#) allows Council to delegate all or any of its functions (except its power of delegation) to any member or committee of Council or to any authority or officer of the University or to any other person or body prescribed by the Charles Sturt University Act 1989 (NSW).

[University Council](#) has established a number of committees which perform specific functions, consider detailed issues and make recommendations to Council.

The principal functions for the promotion of the University's object are addressed in [Section 7 of the Act](#) and are as follows:

- a. the provision of facilities for education and research of university standard, having regard to the needs and aspirations of the residents of western and south-western New South Wales,
- b. the encouragement of the dissemination, advancement, development and application of knowledge informed by free inquiry,
- c. the provision of courses of study or instruction across a range of fields, and the carrying out of research, to meet the needs of the community,
- d. the participation in public discourse,
- e. the conferring of degrees, including those of Bachelor, Master and Doctor, and the awarding of diplomas, certificates, and other awards,
- f. the provision of teaching and learning that engage with advanced knowledge and inquiry,
- g. the development of governance, procedural rules, admission policies, financial arrangements and quality assurance processes that are underpinned by the values and goals referred to in the functions set out in this subsection, and that are sufficient to ensure the integrity of the University's academic programs.

HOW UNIVERSITY FUNCTIONS AND DECISIONS AFFECT MEMBERS OF THE PUBLIC

- a. The University serves the communities where our campuses are located, predominantly in regional areas of NSW. In these regions, the university engages with industry and government, partnering with leading global companies to drive regional development opportunities.
- b. The University has partnered with our communities to continue delivering outcomes for our regions. Engaging with the communities supports the Universities mission to build skills and knowledge in our regions. The University's vision and values strive to create a welcoming community experience and learning environment that supports innovative research, advances society, and gives back to our regions. The consultation and partnerships are mutually beneficial to our communities and strengthen our region and enhance research and innovation and teaching and learning for our students.
- c. University staff, students and alumni are a resource for our whole community. Through community-based learning, engaged learning (Work Integrated Learning), volunteering, leadership programs, research and innovation, teaching and practice, our staff and students combine with the community to build on existing strengths and provide not just educational but cultural, sporting, professional, technical and vocational services to members of the public.
- d. Members of the public are encouraged to provide comment on the activities of the University through direct contact, select committees, or via the University's [Contact Us](#) webpage.
- e. More information about the University's community involvement can be found at [Community Engagement](#).
- f. The public may have access to the [services and facilities](#) offered by the University.

2.2. Related University Documents and Legislation

To maintain and support the University's commitment to a high standard and quality experience for its students, and an ethical and secure workplace for its staff, a commitment to compliance with all applicable laws, regulations, standards, and internal policies is essential. The University maintains a Legislative Compliance Guide that lists all Legislation, Standards and Codes relevant to the University to ensure that the University understands and complies with its legislative obligations through the provision of an online system. Though not exhaustive, the list below provides information on the instruments of legislation that have a significant role in the University's management and functions.

- The [Charles Sturt University Act 1989 No 76](#) establishes the University and provides for its governance.
- The [Charles Sturt University By-law 2005](#) provides for detailed requirements in relation to certain matters contained in the [Charles Sturt University Act](#), e.g. elections
- The [Tertiary Education Quality and Standards Agency Act 2011](#) (TEQSA Act) establishes TEQSA as an agency. TEQSA is Australia's independent national quality assurance and regulatory agency for higher education.
- The [Higher Education Support Act \(2003\)](#) (HESA) makes provision for Commonwealth recurrent and capital funding for the sector. HESA is the main piece of legislation governing higher education in Australia.
- The [Education for Overseas Students Act \(2000\)](#) sets out clear roles and responsibilities for education institutions wanting to teach overseas students and is designed to provide consumer protection for overseas students coming to Australia on student visas.
- The [State Records Act \(1998\)](#) makes provision for the creation, management and protection of the records of public offices of the State and provides for public access to those records, to establish the State Records Authority; and for other purposes.

3. Structure of the University

3.1. Organisational Structure

The University's organisational structure is available on the [Organisational structure webpage](#) along with individual links to all parts of the University. Faculties and Schools manage academic programs, while offices and divisions manage the administrative functions of the institution. The University is a charitable corporation under the [Income Tax and Assessment Act 1997](#) of the Commonwealth of Australia.

3.2. University Council

The [University Council](#) is the governing body of the University and constituted in accordance with the [Charles Sturt University Act 1989](#) to ensure the proper stewardship and strategic direction of the University. The University Council is directly accountable for the stakeholders of the University for creating and delivering value and improved performance through effective governance.

Charles Sturt University is committed to delivering the highest standards of governance and to establishing the culture required to assure our stakeholders of our strategic focus, operational performance, and institutional accountability.

The University Council's members reflect the perspectives and capabilities of our various stakeholders, our students, graduates, staff, and our communities. Members must have the skills, qualifications, and experience necessary for the good governance and stewardship of the University.

The University Secretary is responsible for the oversight and overall management of corporate governance services to the University Council and its committees. The Director, Governance is responsible for the operational management and performance of the Governance Services Unit. The Vice-Chancellor and President is the chief executive officer of the University and is accountable to the University Council for the day to day management of the University.

The University Council has established principal [Committees](#) to assist it in exercising its responsibilities, including monitoring the performance of the University against the objectives and performance indicators set out in the University Strategy and other institutional planning documents.

3.3. Office of the Vice Chancellor and Executive Leadership Team (ELT)

The [Executive Leadership Team \(ELT\)](#) meets to share information on significant current or emerging issues, to consider reports and proposals on matters of strategic or operational significance, and to provide advice to the Vice-Chancellor in accordance with the 'Executive Leadership Team' – Membership and Terms of Reference. Individual Executive members are responsible for specific portfolios, as described on the [Offices and Divisions webpage](#). The Office of the Vice Chancellor produces [Annual Reports](#) to the Parliament and the community.

3.4. Committees and subcommittees

The Council has established principal Committees to assist in exercising its responsibilities, including monitoring the performance of the University against the objectives and performance indicators set out in the University Strategy and other institutional planning documents. Each Committee has terms of reference set out in a Rule approved under the [Charles Sturt University Act and By-Law](#) and has the authority to require information or report from any officer or employee of the University. Current lists and information on the committees is available from the [Committee's webpage](#).

3.5. Academic Senate

The [Academic Senate](#) is the principal academic body of the University. Its main function is to provide academic governance for the University, as is required by law in the [Charles Sturt University Act 1989 No 76](#), the [Charles Sturt University By-law 2005](#), and by the conditions of its registration as an Australian University through the [Tertiary Education Quality and Standards Agency](#).

The principal functions of the Academic Senate as prescribed in the Charles Sturt University By-Law and in the [Governance \(Academic Senate\) Rule 2018](#) include advising the University Council and Vice-Chancellor on all matters relating to teaching, scholarship and research, and ensuring the high quality of teaching and learning, and research within the University by developing and implementing appropriate policies.

3.6. Office of Governance and Corporate Administration

The [Office of Governance and Corporate Administration \(OGCA\)](#) leads the coordination and management of the governance of the University and provides executive support to senior committees of the University, including University Council (and its committees), Academic Senate (and its committees), Faculty Boards, and expert compliance committees that the University is required to convene in accordance with national guidelines and legislation.

OGCA supports the University in achieving its strategic objectives through the development of mutually beneficial relationships with the stakeholders it supports. Administrative support, governance and advisory services relating to the corporate organisation of the University, such as graduations, elections, University Rules and delegations are also provided by OGCA.

3.7. Offices and Divisions / Faculties and Schools

3.7.1. Academic Management

OFFICE OF THE DVC (ACADEMIC)

The [Deputy Vice-Chancellor and Vice-President \(DVC Academic\)](#) is responsible for the operation of the University's Academic Portfolio, which includes the three Faculties as well as the Division of Learning and Teaching, the Division of Library Services and the Division of Student Success.

The [Academic Portfolio Leadership Team \(APLT\)](#) provides support and advice to the Deputy Vice-Chancellor (Academic) on the management of the Academic Portfolio. The APLT comprises of key leaders from across the Portfolio and meets fortnightly to discuss and advise on strategic and operational matters.

The Academic Portfolio plays a pivotal role in the delivery and implementation of the [University Strategy 2030](#) and supporting the university's work in its four strategic focus areas of Students, Research, Our People and Social Responsibility. Some of the key priorities of the Deputy Vice-Chancellor (Academic) and Academic Portfolio include ensuring excellence in teaching and student experience, strengthening research and growing student load.

Another important role of the Deputy Vice-Chancellor (Academic) is to build and maintain a constructive relationship with Academic Senate and facilitate its role in maintaining academic standards and integrity.

Charles Sturt University's three Faculties (Arts and Education; Business, Justice & Behavioural Sciences; and Science and Health) comprise a number of Schools and centres for specific areas of study and research. Each faculty is led by an Executive Dean.

Faculties operate across campuses and are responsible for developing and delivering courses, while schools are generally based on a single campus and carry responsibility for teaching subjects. Current information and contacts are available on the [Faculties and Schools webpage](#). Links to the faculties are provided below:

- [Faculty of Arts and Education](#)

- [Faculty of Business, Justice and Behavioural Sciences](#)
- [Faculty of Science and Health](#)

OFFICE OF THE DEPUTY VICE-CHANCELLOR (RESEARCH AND ENGAGEMENT) AND OFFICE OF THE PVC (RESEARCH AND INNOVATION)

The [Deputy Vice-Chancellor \(Research and Engagement\) \(DVC RE\)](#) is responsible for research; research training; partnership with industry and end-users to enhance research and maximise research impact; the commercialisation agenda; national and international education partnerships; research ethics and compliance; Indigenous education and research leadership; and the development and implementation of strategies and policies in these areas that increase capability, quality and impact in accordance with the goals of the current University Strategy and with agreed strategic directions beyond the current strategy.

The Deputy Vice-Chancellor (Research and Engagement) has a vision for Charles Sturt University to:

- Undertake world-class research that has meaningful and transformative bearing at local, national, and global levels.
- Work with industry and end-users to deliver high impact research outcomes.
- Empower Indigenous people through high-quality education and ground-breaking research.
- Excel in the development and management of international programs and linkages.

A specific focus of the Office of the DVC RE is to work collaboratively to lift the overall performance of the University in line with the [University Strategy 2030](#).

The DVC RE stewards the development of collaborative connections between Charles Sturt University and industry, end-users, and stakeholders to strengthen and expand the research agenda. Closer strategic partnerships are sought based on the internationally competitive nature and relevance of Charles Sturt research and the opportunity to provide Higher Degree by Research students with a more comprehensive training. Research at Charles Sturt University is underpinned by the [Charles Sturt University Research Narrative](#) which encapsulates three interdisciplinary research spheres: Resilient People, Flourishing Communities and Sustainable Environments.

The DVC RE is also leading the development of the AgriSciences Research and Business Park (the [AgriPark](#)) at the Wagga Wagga campus that extends beyond the Charles Sturt research agenda and will bring research, innovation, education, and employment opportunities to the region.

Links to the research and Innovation areas are listed below:

- [Office of the PVC \(First Nations Engagement\)](#)
- [Office of Research Integrity, Ethics and Compliance](#)
- [Australian Centre for Christianity and Culture](#)
- [Southern NSW Drought Resilience Adoption and Innovation Hub](#)
- [Gulbali Institute \(Agriculture Water Environment\)](#)
- [Director, Research Services and Dean of Graduate Studies](#)
- [Artificial Intelligence and Cyber Futures Institute](#)
- [Rural Health Research Institute \(RHRI\)](#)
- [Industry Engagement \(Charles Sturt Incubators\)](#)

3.7.2. Administrative Management

CHIEF OPERATING OFFICER PORTFOLIO

The [Chief Operating Officer Portfolio](#) has the overarching responsibility and commitment to lead the physical and technological development of the University; to lead organisational change and development of our people in the service and support areas of the University as part of the [University Strategy 2030](#). The Office of the Chief Operating Officer is comprised of the following divisions:

- Division of Customer Experience
- Division of Finance including Facilities Management
- Division of Information Technology
- [Division of People and Culture](#)
- Division of Safety, Security and Wellbeing
- Division of Student Experience
- [Office of Strategy](#)
- [Office of Planning and Analytics](#)

SERVICES AND FACILITIES

As well as being the largest provider of education and research in our regions, we also provide a range of services to our communities. This includes health clinics, veterinary clinics, research consultancies and facilities hire. Current information and contacts for the different services and facilities is available from the [Services and facilities webpage](#).

3.8. Industry and Partnerships

Charles Sturt University is a community minded organisation with strong links to industry, government, and other educational organisations. Our award-winning commercial enterprises provide our students with a competitive edge. We have established University Research Centres covering areas of expertise that are in line with our mission. Our Alumni and Donor Relations unit is Charles Sturt's link to our community of nearly 180,000 alumni, donors and partners. We champion research that helps communities flourish and shapes the world we want to live in.

Our courses are developed in collaboration with industry representatives to ensure the skills our graduates acquire meet industry needs. Current information and contacts for the University's industry and partnerships is available from the [Industry and Partnerships webpage](#).

4. How to access University information

The University holds a large range of information associated with its core functions of teaching and learning, research, policy, planning and corporate governance. The University is required to keep full and accurate records of its business activities. It holds records of its teaching and research functions and associated governance and administrative activities.

4.1. Types of Records and Information Held by the University

- Personal and demographic information of students.
- Human resources personal and demographic information of staff.
- Research data.
- Financial data relating to the management of grant funds.
- Compliance data.
- [Rules and policies governing employment by the University and candidature for study at the University.](#)
- Approvals for courses of study and curricula
- Community engagement and promotion of the University events and programs
- Course delivery
- Donations
- Examination and assessment
- Fellowships and scholarships
- Higher Degree candidature and thesis examination
- Information regarding the admission and management of students
- Information relating to the administration and governance of the University
- Intellectual property administration and management
- Library member records
- Management of its employees including selection, appraisal and remuneration
- Official University publications
- Operation of the University faculties and other business units
- Policies, strategies and plans
- Procurement and business records
- Quality assurance and professional development
- Research centres, administration and data
- Services and activities related to education delivery
- Staff appointments
- Student admission and progression
- Student and staff support
- University infrastructure

4.2. Right to Information

The University supports and promotes the principal of Open Government and the right to access government information. The University's [Records Management Procedure - Access to University Records](#) assists management of Right to Information requests in accordance with the GIPA Act.

The [Information and Privacy Commission](#) support the [GIPA Act](#) establishing a proactive, open approach to gaining access to government information in New South Wales (NSW). The objects of the GIPA Act are to maintain and advance a system of responsible and representative democratic Government that is open, accountable, fair, and effective.

The GIPA Act:

- authorises and encourages the proactive release of information by NSW public sector agencies
- gives members of the public a legally enforceable right to access government information
- ensures that access to government information is restricted only when there is an overriding public interest against releasing that information.

The GIPA Act applies to all NSW government agencies, and extends to Ministers and their staff, local councils, state-owned corporations, courts in their non-judicial functions, and certain public authorities, such as universities.

The guiding principle of the GIPA Act is public interest. It is generally presumed that all government agencies will disclose or release information unless there is an overriding public interest against doing so. Under the GIPA Act, it is compulsory for agencies to provide information about their structure, functions and policies, and agencies are encouraged to release as much other information proactively and informally as possible.

4.3. Access to Personal and Health Information

You have a right under the Privacy legislations to request access to, and correction of, your personal and health information held by Charles Sturt University. Requests are considered in accordance with the access principles set out in the [Privacy and Personal Information Protection Act 1998](#) (NSW) (PPIPA) along with the University's [Privacy Management Plan](#). Current information is available on the [Right to Information webpage](#).

4.4. How to access Charles Sturt University information

Charles Sturt University makes information available under the GIPA Act in four ways:

- as open access information
- through proactive release of information
- through informal access
- in response to a formal access application.

4.5. Open access information

Information which is classified as open access information is information that the University is required to make available. This freely available information is generally provided through the following means:

- Search our [website](#)
- Contact the relevant Office or Division [or Faculty or School](#) to see if the information is already available.
- Other Open Access information:
 1. [Disclosure Log](#)
 2. [Verify Qualifications](#)
 3. [Policy and Records Management](#)
 4. [Register of University Contracts](#)
 5. [Agency Information Guide](#)
- Open data initiatives such as [Data NSW](#)

4.6. Proactive release of information

The University supports and assists openness to ensure access to government information in accordance with the GIPA Act. Where practical, official information is proactively released in accordance with the University's [Records Management Procedure - Access to University Records](#). In addition to the Open Access documents mentioned above, this also includes any documents tabled on behalf of the University in Parliament and any other documents so designated under the Act from time to time. For example: strategies, reports, prospectuses, guides, academic, employment, training and health information.

The Council has established principal [Committees](#) to assist in exercising its reporting responsibilities, including monitoring the performance of the University against the objectives and performance indicators set out in the University Strategy and other institutional planning documents.

The [Office of Planning and Analytics](#) (OPA) is also responsible for the production and submission of de-identified data for Government compliance purposes, as well as marketing insights, internal performance and reporting, and load management and projection.

Much of this information is freely and openly available on the University's website, for example:

- [University Strategy 2030](#)
- [University Annual Report \(including acknowledgement of donations\)](#)
- [University Handbook](#)
- [University Governance Meeting Schedule](#)
- [University Research](#)
- [University Corporate Data](#)
- [University Policies](#)
- [University Regional Archives](#)
- [University Alumni \(including verifying qualifications\)](#)
- [CSU news](#)
- [Summary Statistics](#)
- [Registrations and Regulatory Status](#)

4.7. Informal release

Wherever possible, the University provides requested information informally, without the need for a formal application. 'Informal release' occurs when the University gives out information in response to a request, without requiring the person requesting it to lodge a formal access application under Part 4 of the GIPA Act. The University can decide how information is released: by phone, email, letter, fax, or in person. Information can also be released in an audio-visual format, or by providing view-only access.

The University can impose reasonable conditions prior to release of the information. The University may facilitate the release of information informally by deleting any part of the information that would otherwise result in an overriding public interest consideration against disclosure. Informal requests for information must be dealt with by agencies to facilitate and encourage promptly and at the lowest reasonable cost., access to government information.

Requests for the informal release of information can be made directly to the [Right to Information Officer](#).

4.8. Formal access application

HOW TO MAKE AN ACCESS APPLICATION

Information that is not available via open access or informally, may be available for access under a formal GIPA application. The release of government information under the GIPA Act must be made in writing using the [Formal Access Application form](#). Processing fees of \$30 per hour may be applicable under the GIPA Act. All access applications are subject to a \$30 application fee.

An application or other request for government information is not a valid access application unless it complies with the following requirements (the *formal requirements*) for access applications—

- a) it must be in writing sent by post to or lodged at an office of the agency concerned or made in the manner approved by the agency under subsection (2),
- b) it must clearly indicate that it is an access application made under the GIPA Act,
- c) it must be accompanied by a fee of \$30,
- d) it must state the name of the applicant and a postal or email address as the address for correspondence in connection with the application,
- e) it must include such information as is reasonably necessary to enable the government information applied for to be identified.

For further information about obtaining access to documents held by the University please contact the [Right to Information Officer](#).

5. How the University engages with the public and stakeholders

The University actively seeks to connect people, cultures and global communities and uses its website and social media channels to communicate and promote the University's vision and strategy and to encourage public participation in its decision-making. Apart from the formal structures for participation in decision-making, the University is always pleased to receive petitions, submissions, proposals or suggestions on any matters pertaining to the functions of the University from individuals, groups or organisations.

5.1. University website

The University's website is an accessible primary source of information to actively engage and communicate with its staff, students, and members of the public. It provides a vast range of information, resources, policies, news, events, and initiatives.

5.2. Office of Government Relations and Regional Engagement

The Office of Government Relations and Regional Engagement provides strategic advice to the Vice-Chancellor, University Council, senior-executive and the wider Charles Sturt University community on all matters relating to our engagement and positioning with government and policy.

Taking a collaborative approach, we seek to work with government to deliver the best possible outcomes for the University as a whole. Government Relations is responsible for:

- Managing engagement and advocacy with government and political stakeholders
- Coordinating campus visits and other engagement opportunities for the University community with government and political stakeholders
- Crafting responses to official inquiries and discussion papers, including Senate Inquiries and Federal and State Government Green and White Paper processes
- Providing government relations and policy training to key University staff for their future government and stakeholder interactions
- Maintaining databases of University-wide engagement and interaction with government and political stakeholders.

Current information is available on the [Office of Government Relations and Regional Engagement webpage](#)

5.3. Internal Communications and engagement

The communications function, within the Office of the Vice-Chancellor, encompasses the [Media](#), [Social Media](#) and [Internal Communications and engagement](#). The internal communication team is responsible for the University-wide internal communication strategy. The strategy and related practices aim to strengthen our sense of community and foster a positive and inclusive culture. The social media team manages the central social media channels for Charles Sturt, including Facebook, Twitter, LinkedIn, YouTube and Instagram, producing engaging content that encourages conversation between the University and its Communities.

Current information is available on the University's [Internal Communications and engagement](#) webpage.

5.4. Community

Charles Sturt University aims to help individuals and businesses prosper in our regions through the development of new knowledge and skills, and by fostering innovation.

Community Engagement cultivates strong, relevant and collaborative partnerships designed to promote higher education opportunity and research excellence through Charles Sturt University and community engagement.

Our Community-University Partnership (CUP) Grants program actively seeks to support the development of our regions through contributions to cultural, economic, sporting and related activities and build higher education aspiration and awareness.

We run many events across Charles Sturt University campuses and within our communities. You can attend free lectures as part of our Explorations series or attend future student events such as Open Day.

The University has six Regional Consultative committees that meet twice a year to provide advice and feedback to the University on a variety of issues and matters of mutual interest.

Current information is available on the University's [Community](#) webpage.

The University Council welcomes comment from the University Community on all aspects of the governance of the University. All submissions to the University Council (excluding submissions by members of Council) must be submitted to in accordance with the [Reporting to Council Procedure - Management](#).

5.5. Student Senate

The Student Senate is the overarching Student Representative body. It consists of two members from each [Student Representative Committee](#) (SRC). The Student Senate consult with and make representations to the Vice-Chancellor, Academic Senate and Senior Executive of the University to identify and advance the interests of all students. They support the operations of the SRCs and approve the allocation of funds to the individual SRCs.

The Student Senate exists to identify, advance and promote the interest of all students of Charles Sturt University. The Student Senate does this by raising issues and consulting with senior leadership of the University on matters of interest or concern to the student body on academic and non-academic issues.

The Student Senate ensure equity and fairness to all students of the University in decision making regardless of the category of student, mode of study or study location within the University.

Student Senate consult with the University on the development of rules, regulations, policies, procedures and guidelines relevant to the administration of funds and conduct of student activities and support the operations of the Student Representative Committees.

Current information is available on the University's [Student Senate webpage](#).

6. Feedback and questions

Charles Sturt University welcomes enquiries from the public.

6.1. General enquiries

You can contact the University by phone or online enquiry form using the contact details available on the [University's Contacts webpage](#).

6.2. Informal and Formal GIPA Information requests or enquiries

For information about obtaining access to documents held by the University please contact the [Right to Information Officer](#) by email or phone.

Melanie Rumball

mrumball@csu.edu.au

University Ombudsman, Privacy Officer and Right to Information Officer

Phone: [0437 126 616](tel:0437126616)

Campus: Canberra

6.3. The Information and Privacy Commission NSW (IPC)

Applicants and those consulted as third parties have the right to seek a review of the University's decision. [The Information and Privacy Commission NSW \(IPC\)](#) is a separate and independent statutory authority that administers NSW legislation dealing with privacy and access to government held information in New South Wales. The Information Commissioner is responsible for promoting public awareness and understanding of the [GIPA Act](#), and providing information, support, advice, assistance and training to agencies and the general public. The IPC has further information regarding access to government information and your rights to a review.

7. Summary of Status and Details

Responsible Office	Responsible Officer	Review Date
Office of Governance and Corporate Administration	University Ombudsman	May 2024

Version number	Date	Short description of amendment
1	05/2011	
2	06/2018	Review of content in aligning with current organisational structure and management
3	11/2022	Review of content in aligning with current organisational structure and management. Review in accordance with the Information Access Guideline 6: Agency Information Guides, updated August 2020
4	05/2024	Review of content in aligning with current organisational structure and management. Updates of hyperlinks. Review in accordance with the Information Access Guideline 6: Agency Information Guides, updated August 2020