



Charles Sturt  
University

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

# Agency Information Guide

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Office of Governance and Corporate Administration  
Charles Sturt University

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# Acknowledgement of Country

We respectfully acknowledge the traditional owners and custodians of the lands on which we live and work together. Charles Sturt University and its staff pay respect to Elders within First Nations communities and acknowledge the continuity of cultures, languages, leadership and knowledge systems. We acknowledge First Nations peoples' continuous connection to Country, recognising the unique, diverse identities and cultures of peoples in our communities, regions and nation. As such, we value the collaboration to strongly position First Nations peoples in our university, through languages, leadership, cultures, knowledges, research and ceremonies.

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# 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](http://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 University's 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, they strengthen our region and enhance research and innovation, in addition to the 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 \(1998\) \(NSW\)](#) 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.
- The [National Vocational Education and Training Regulator Act 2011 \(Cth\)](#) establishes the Australian Skills Quality Authority (ASQA) as Australia's national VET regulator, aiming to ensure quality and consistency by registering Registered Training Organisations (RTOs), monitoring compliance with national standards, and regulating VET courses, providing a unified framework to build integrity and confidence in the sector.

# 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 and academic 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 [Committees](#) 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 2024](#) 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 (OGCA)

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 Provost and Deputy Vice Chancellor (Academic)

The [Provost and Deputy Vice-Chancellor \(Academic\)](#) 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, the Division of Student Success, the Charles Sturt Skills Centre, and the Office of Academic Quality, Standards, and Integrity.

The [Academic Portfolio Leadership Team \(APLT\)](#) provides support and advice to the Provost 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 Portfolio include ensuring excellence in teaching and student experience, strengthening research and growing student load.

Another important role of the Provost and 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.

The academic portfolio operates across all campuses. Current information and contacts are available on the webpages provided below.

- [Office of Academic Quality, Standards and Integrity](#)
- [Faculty of Arts and Education](#)
- [Faculty of Business, Justice and Behavioural Sciences](#)
- [Faculty of Science and Health](#)
- [Division of Learning and Teaching](#)

- [Division of Library Services](#)
- [Charles Sturt University Archives](#)
- [Division of Student Success](#)

#### Charles Sturt Skills Centre

Charles Sturt University, trading as Charles Sturt Skills Centre, is a registered by the National VET Regulator (ASQA) under the *National Vocational Education and Training Regulator Act 2011* (Cth) as a NVR Registered Training Organisation (RTO). Academic Senate through its committees including the Faculty of Science and Health Faculty Board is responsible for the oversight of academic quality and student experience of the RTO.

#### Office of the Deputy Vice-Chancellor (Research)

The Deputy Vice-Chancellor (Research) oversees a diverse portfolio that includes research, research training, industry and end-user partnerships to enhance research impact, the commercialisation agenda, research ethics and compliance, and Indigenous education and research leadership. The Deputy Vice-Chancellor (Research) also drives national and international higher degree by research partnerships while developing strategies and policies in these areas that increase capability, quality, and impact in alignment with the goals of the University Strategy and future strategic directions.

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

- Deliver impactful, integrated research that addresses the needs of rural and regional communities while tackling 'grand challenges' in its core fields of expertise.
- Build lasting partnerships and international networks for investing in meaningful and innovative research, education, and commercial products or services.
- Attract and retain world-class scholars, producing high-quality research supported by excellence in research support and advisory services.
- Provide meaningful outcomes for industry, government, businesses, and communities through focused research-education and commercial partnerships and international networks.
- Cultivate strong connections with today's students to nurture the next generation of world-class scholars, creating a cycle of innovation and talent.

The Office of the Deputy Vice-Chancellor (Research) specific focus is to collaborate to improve the university's overall performance in accordance with the University Strategy 2030. With a vision to establish Charles Sturt as a sustainable, world-class, research-driven regional institution, the portfolio is committed to advancing knowledge and practice in rural health, cyber security, food and water security, regional well-being, and social inequality and cohesion. Guided by our vision and principles of Yindyamarra - bringing together Western knowledge and Indigenous wisdom in a voyage of discovery, Charles Sturt remains steadfast in its commitment to delivering high-quality research and education programs that address the unique needs of our regions. Through Yindyamarra, we embrace care and stewardship for Country and the responsibility of being good ancestors for future generations.

These programs are strategically designed to tackle the five grand challenges of our time in a post-COVID-19 world: 1) Prosperous, circular and digital regional economies, 2) Climate neutral and biodiverse regional ecosystems, 3) Healthy, safe, and well regional communities, 4) Educated, adaptive, and inclusive regional communities and 5) Cyber secure, innovative and connected regional communities.

Links to our research and innovation areas:

- [Research Institutes](#)
- [Strategic research initiatives](#)
- [Faculty based research](#)
- [Research innovation facilities](#)
- [Research integrity](#)
- [Graduate research](#)
- [Research support](#)

### 3.7.2. Administrative Management

#### Chief Operating Officer Portfolio

The [Chief Operating Officer Portfolio](#) delivers University-wide enabling services and non-academic student facing services to allow the University to deliver on the University Strategy 2030. The portfolio also works in partnership with teams across the University to lead organisational change and to drive innovation, transformation and improved performance. 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 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

At Charles Sturt, collaboration is core to how we create impact. We work alongside academic leaders, students, alumni, and industry experts to drive innovation and address local and global challenges. Our partnerships span research, education, and community engagement, creating practical outcomes and generating new knowledge that benefits our regions and beyond.

With deep connections to industry, government, and other educational institutions, Charles Sturt is a community-focused university. Our award-winning commercial enterprises give students hands-on experience and a competitive edge. Our research centres lead work in priority areas aligned with our mission, and our Alumni team connects us with a global network of over 180,000 supporters.

We co-design our courses with industry to ensure our graduates are workforce-ready and equipped with the skills employers need. Current information is available on our [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, procedures, 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 principle 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\* \(NSW\) \(PPIP\)](#) 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 Reports \(Including acknowledgement of donations\)](#)
- [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 Engagement and Enterprise

The Office of Engagement and Enterprise provides strategic leadership, expertise, and a range of services to support whole-of-University goals associated with its commercial and strategic intent. In achieving these goals, the Office collaborates with a broad network of external stakeholders. In addition, the Office works with all areas of the Charles Sturt community to build university capability and develop a strong and integrated approach to business development, community engagement, internal and external communication, government relations, and advancement. Current information is available on the [Office of Engagement and Enterprise webpage](#)

## 5.3. Communication and Government Relations

The communications function, within the Office of Engagement and Enterprise, encompasses student communication, internal (staff) communication, social media, and external relations, such as media.

- Student Communication is responsible for coordinating timely, consistent, and relevant messages to students across the student lifecycle. The team delivers a range of bulk, non-academic communication, from onboarding through to graduation, to ensure students are informed, engaged, and supported throughout their time at Charles Sturt.
- Internal Communication leads the development and implementation of the University-wide internal communication strategy. The team manages key communications to staff across the University relating to organisation-wide initiatives, projects, and major events.
- Social Media manages Charles Sturt's central social media channels (including Facebook, LinkedIn, Instagram, X/Twitter, and YouTube), creating engaging content that builds connection and dialogue between the University and its communities.
- External Relations (Media) leads proactive storytelling to showcase the University's impact, research, people, and community contribution. It also manages media enquiries, coordinates responses, and provides advice on media engagement. In addition, the team plays a critical role in issues and crisis management, working closely with senior leaders to ensure timely and accurate communication during sensitive or high-risk situations.

Current information is available on the [Communication](#) webpage.

Taking a collaborative approach, Government Relations seeks 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 [Government Relations](#) webpage.

#### **5.4. Community**

Community Engagement at Charles Sturt University plays a vital role in fostering meaningful, two-way relationships between the University and the communities we serve. The function is focused on building trust, collaboration, and shared value across our regional footprint.

The community engagement team works to connect the University's teaching, research, and engagement activities with community needs and aspirations, from local partnerships and initiatives to regional planning and advocacy. Through strong local networks, the team identifies opportunities for collaboration, promotes access to higher education, and contributes to regional development.

The University has six Regional Consultative committees that meet at least once 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.

#### **5.5. Philanthropy and Alumni**

The Advancement Office is responsible for raising, maintaining, and advancing the national and international profile of the University in the areas of fundraising and alumni relations.

The Office aims to secure philanthropic support through mutually beneficial partnerships that advance the University's mission. This includes engagement with alumni, community members, corporations, government, foundations, and other philanthropic partners at local, national, and international levels.

Current information is available on the [Advancement Office](#) webpage.

#### **5.6. Business Development**

Reference section 3.8

The Business Development team is dedicated to driving Charles Sturt University's strategic objectives through innovative and impactful partnerships.

Working across industry, government, and education sectors, the team identifies and cultivates opportunities for collaboration in research, education, and commercial innovation. By providing strategic guidance and partnership support, the team contributes to the University's regional, national, and international impact.

Current information is available on the [Collaborate with us - Engagement and Enterprise](#) webpage.

#### **5.7. 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 also determine the allocation of 40 per cent of SSAF funding to student services and initiatives that meet SSAF criteria and support the sustainability of support for Charles Sturt University students.

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 at 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](#).

## 5.8. Artificial Intelligence (AI)

Artificial Intelligence (AI) continues to rapidly evolve and impact learning and teaching, and organisational landscapes. Charles Sturt University is committed to a proactive, well-rounded, and informed approach to the adoption of AI in educational and professional processes, including decision-making.

Guided by the [Statement of Principles for the use of AI](#) and [the S.E.C.U.R.E. GenAI Use Framework for Staff](#), the University ensures that AI tools are utilised ethically and responsibly to benefit our students, staff, and the wider community. The Principles prioritise accountability and the development of AI systems that augment human capabilities and decision making, rather than replace them.

The principles, along with other AI initiatives such as the GenAI Academic Portal (staff access), the AI Academic Working Party, the AI sub-committee, and the creation of an Academic Lead (Artificial Intelligence) and AI Lead (Information Technology) roles, highlight the University's commitment to leveraging AI in a manner that is ethical, transparent, accountable, and respectful of privacy.

Comprehensive information for students can be found on the [Student GenAI Guides](#) and [GenAI at CSU](#) pages.

# 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.

### University Ombudsman

Melanie Rumball  
[ombudsman@csu.edu.au](mailto:ombudsman@csu.edu.au)  
**Phone:** 02 6272 6282  
**Campus:** Canberra

Privacy Officer  
[informationintegrity@csu.edu.au](mailto:informationintegrity@csu.edu.au)

Right to Information Officer  
[informationintegrity@csu.edu.au](mailto:informationintegrity@csu.edu.au)

## 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	December 2025

Version #	Date	Brief 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
5	11/2024	Addition of section 5.6
6	12/2025	Review of content in aligning with current organisational structure and management. Addition of RTO information for the newly registered Charles Sturt Skills Centre. Updates of hyperlinks. Review in accordance with the Information Access Guideline 6: Agency Information Guides, updated August 2020