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### 2017 Guide to accessing documents











**Key to symbols**  = FOI Application Required      **X** = Exemptions May Apply       = Individual Concerned Inspection Only  
 = Available on the Internet       = Available from another source


















Information Type	
<b>Aboriginal Interpreter Service - Interpreter Contact Documents</b> Records relating to the personal contact details of interpreters including copies of accreditation, training and experience undertaken	
<b>Aboriginal Interpreter Service - Training Documents</b> Records relating to the engagement of consultants for the training needs of interpreters including cost arrangements and full course details.	
<b>Aboriginal Language Interpreter Documents</b> Records relating to job files containing evaluations, payment details and client information, including the names of the non-English speaking person; names of third parties; and case details.	
<b>Accounting and Property Manual Documents</b> Covers the creation of the Department's Accounting and Property Manual to ensure that department processes comply with the <i>Financial Management Act</i> and all other relevant legislation.	
<b>Advice Documents</b> Records relating to advice in relation to departmental policy, procedures and/or professional support provided to individuals, community groups and private and public sector organisations.	
<b>Agreement Documents</b> Final versions of agreements (including service level) made between the department and other public or private sector organisations, and community groups and/or individuals in relation to functional activities performed by the department includes the development, negotiation, maintenance and review of agreements. Includes interim and annual performance reports.	
<b>Annual Report Documents</b> Annual report of the functions and objectives of the department; the legislation administered by the department; the organisation of the department, including the number of employees of each designation in the department and any variation in those numbers since the last report; the department's operations, initiatives and achievements (including those relating to planning, efficiency, effectiveness and performance and, where appropriate, delivery of services to the community); the financial planning and performance of the department; equal opportunity management programs and other initiatives designed to ensure that employees employed in the Department have equal employment opportunities; management training and staff development programs in the Agency; and occupational health and safety programs in the Agency.	
<b>Appeal Documents</b> Records of appeals made by individuals, community groups or private and public sector organisations against decisions made by the Department.	  <b>X</b>
<b>Audit</b> Information from all audits across the Department whether internal or external such as performance management, risk management and financial audits including risk registers, risk logs and recommendations are captured and retaining in the HP Records Management System (TRM).	 <b>X</b>

<p><b>Cabinet Documents</b> Records relating to the development of Cabinet Submissions prepared by the department or records relating to comments provided by the department on Cabinet Submissions prepared by other agencies.</p>	
<p><b>Capital Works Program Documents</b> Records relating to building, works and improvements, may include feasibility studies, design briefs, negotiations, original plans and sketches as-built plan, preliminary investigations and preparation of technical and functional briefs. Includes submissions for Capital Works Projects and forward planning.</p>	
<p><b>Committee Documents</b> Records relating internal and external committees formed to consider matters relating to the department's functions. Refer to Appendix 4 of the Department's Annual Report for a listing of External Committees and Boards where the department is represented.</p>	 X
<p><b>Complaint Documents</b> Records relating to complaints received from businesses, community bodies and members of the public in relation to functional activities performed by the department.</p>	
<p><b>Contract Management Documents</b> Records relating to the management of all aspects of the contract, including contract supervision and contract administration. Includes requests for contract variations.</p>	
<p><b>Contracting Out Documents</b> Records relating to out-sourcing of specific services to external organisations. Includes managing the performance of work or the provision of services performed by a contractor, consultant, and service provider or by using external bureau services.</p>	
<p><b>Corporate Communication Documents</b> Records relating to the endorsement of departmental information to the community including but not limited to client service, visits, conferences, liaison, marketing, committee, media relations and presentation records.</p>	 
<p><b>Debt Management Documents</b> Records relating to the raising and handling of invoices and the monitoring of outstanding monies owed to the department.</p>	
<p><b>Delegations</b> Document listing the level of delegation of officers and positions to approve actions and/or finances in the Department.</p>	 
<p><b>Equipment and Stores Documents</b> Records relating to of exchanges of information with other government agencies, clients and the private sector, and general equipment and stores management issues including acquisition, supply, repairs and maintenance and disposal relating to department owned or leased items of equipment and stores.</p>	
<p><b>Executive Leadership Team Meeting Documents</b> Records relating to executive meetings held to develop and evaluate broad systematic management planning for the organisation.</p>	 X
<p><b>Financial Analysis and Managerial Reporting Documents</b> Records relating to the collection and analysis of financial data to assist with the formulation of departments financial management policy.</p>	

<p><b>Financial Management Documents</b> Records relating to the departments budget, accounts, audits, salaries, and grant funding appropriation and reporting.</p>	
<p><b>Fleet Management Documents</b> Records relating to exchanges of information with other government agencies, clients and the private sector, and general fleet management issues including acquisition, repairs and maintenance and disposal of agency owned or leased vehicles.</p>	
<p><b>Governance Documents</b> Records relating to audits and evaluations of agency performance and business processes including related records such as policy development, business planning, risk management and reporting.</p>	
<p><b>Grant Allocation Documents</b> Records relating to the allocation of grants to external organisations to undertake worthwhile projects through sponsorships and the availability of a wide range of cash grants. Refer to the Grants Overview section of the website for a listing of grants distributed by the department.</p>	
<p><b>Grant Allocation Reporting Documents</b> Reports received from external organisations that receive grants relating to performance and services provided as outlined within the funding agreements.</p>	
<p><b>Homelands Documents</b> Details of programs and service delivery reports relating to Homelands.</p>	 X
<p><b>Housing Applications</b> These records are applications for public housing including priority housing applications.</p>	  X
<p><b>Housing Reports</b> These records cover various housing related reports such as statistical and annual and quarterly performance reports to the Australian Government includes Indigenous Housing, Public Housing, Home Ownership and Tenancy Management.</p>	X
<p><b>Human Resource Management Documents</b> Records relating to the establishment of department staff positions, oversee implementation of whole of government and development of departmental human resource management related policies and oversee and provide advice on personnel case management including disciplinary, grievance, redundancy, redeployment, compensation and occupational health and safety issues.</p>	 X
<p><b>Information Access</b> Information and forms relating to information access under the provisions of the <i>Information Act</i> .</p>	
<p><b>Information Management Documents</b> Records relating to management of the departments information resources including creation, tracking and disposal of agency records, identification of archives, and the handling of requests to access government records.</p>	
<p><b>Interpreter and Translating Service NT (ITSNT)</b> Assists government and non government agencies improve access to programs and services by providing an effective and efficient on site interpreting and translating service. The service has been in operation since 1987 and uses accredited translators and interpreters from the National Authority for Translators and Intepreters (NAATI) . Visit <a href="http://www.itsnt.nt.gov.au">www.itsnt.nt.gov.au</a> for further information.</p>	
<p><b>Investigation Documents</b> Records of management of internal and external investigations in relation to complaints, security breaches, misconduct and/or compliance.</p>	  X
<p><b>Leasing Documents</b> Records relating to the leasing of accommodation to individuals, community groups and private and public sector organisations.</p>	  X

<p><b>Loan Management Documents</b> Records relating to the management of loaning of NT Government money to individuals in relation to the housing provision function. Includes the process of managing client debts including writing off debts.</p>	
<p><b>Local Government Community Documents</b> Files for each community within the Northern Territory containing information relating to the governance of the community such as Constitutions, elections, financial returns, copies of council meeting minutes, Community Development Officer field reports, land servicing, health infrastructure, priority projects, community plans, performance indicators, by-laws and annual audit compliance reports.</p>	
<p><b>Local Government Finance compliance Documents</b> Records containing the annual returns for Local Government authorities and evidence of their compliance with the provisions of the <i>Local Government Act</i> including the acquittal of grants.</p>	
<p><b>Ministerial Correspondence Documents</b> Records relating to exchanges of information between the Department and the Minister including: Newsflashes: Short urgent briefings to the Minister. Ministerial: Advice provided to the Minister including briefing notes relating to functional activities performed by the Department of ranging from major significance to issues of a routine nature. LA Briefings: Pre sitting briefings and updates includes Current Issue Briefs.</p>	
<p><b>Minor New Works Documents</b> Records relating to repairs and maintenance including requests for maintenance, documentation of maintenance action and details of refurbishments/rearrangement of office space.</p>	
<p><b>Policy Documents</b> Records relating to the development of policies through representation on committees; legal advice and research including a clients' rights and responsibilities; as well as assets and staff responsibilities.</p>	
<p><b>Procedure Manual Documents</b> Department manuals, handbooks or directives detailing procedures that support the operations of the department. Includes records relating to the</p>	
<p><b>Program Delivery Documents</b> Records relating to Housing construction, maintenance and management programs within Indigenous Communities including grant administration.</p>	
<p><b>Project Development Documents</b> Records relating to the analysis, concept development, definition and initial planning of projects that relate and/or support the functions of the department.</p>	
<p><b>Project Management Documents</b> Records relating to the activities associated with managing the achievement of goals and objectives of projects that relate and/or support the functions of the department.</p>	

<p><b>Property Management Documents</b> Records relating to of exchanges of information with other government agencies and clients, and general property management issues including refurbishments, inspections, lease agreements and maintenance relating to leased office space and/or buildings.</p>	
<p><b>Publishing Documents</b> Records relating to the publication and management of the Departments websites and content.</p>	
<p><b>Risk Management Documents</b> Listing of external audits conducted by the Auditor General's Office or an external auditor commissioned by the Auditor General's Office and internal reviews to improve processes and/or as a quality assurance check. Complete lists are also available in the Department Housing 2015-16 Annual Report pages 74 to 77 and the Deaprtment of Local Government and Community Services Annual Report 2015-16 pages 61 to 63.</p>	
<p><b>Statutory Support Documents</b> Records relating to the provision of a secretariat role provided by the Department to Statutory Authorities and Bodies including information relating to travel arrangements, payments and actioning of correspondence.</p>	
<p><b>System Management Documents</b> Records relating to the management of electronic systems may include requests for changes to schemas, configuration management, backups, access management, logging of faults and action taken to rectify faults and audit logs of systems.</p>	
<p><b>Technology and Communications Documents</b> Records relating to the acquisition, testing and implementation of applications and databases to support the business needs of the Department, including the</p>	
<p><b>Tenancy Management Documents</b> Documents including computer generated relating to tenancy and housing administration</p>	
<p><b>Tendering Documents</b> Records relating to the development, issues and evaluation of tender documentation. Incudes Statemeof Requirements, Request for Proposals, Approvals, Expressions of Interest and Tender, tenders received, records of arrangements for carrying out the evaluation process, evaluation report, recommendations, final report, public notices, post offer negotiations and due diligence checks. Also includes requests for certificates of exemption from public tendering, applications to decline all tenderers and requests for procurement outside the Northern Territory.</p>	
<p>Databases</p>	
<p><b>Aboriginal Interpreter Service</b> Details of each interpreter case including details of payments, reports and client information. Also held is the financial data including cost centre codes and is a register of all aboriginal languages and interpreters in the Northern Territory.</p>	
<p><b>Acconex</b> Is a document managment system that provides for a project collobaration and online project management. It was principally used for the Strategic Indigenous Housing Infrastructure Program.</p>	

<p><b>ASNEX</b> Online web-based record of all properties and maintenance records, as well as additional processes such as asset information, statistics and business processes necessary for the reporting and management of Housing and Community Development assets. ASNEX replaces the Asset Management System.</p>	 X
<p><b>Asset Management System</b> Store details on public and government employee housing assets, maintenance and conditions - pre 2014 historical asset information. (Replaced by ASNEX)</p>	
<p><b>BUSHTEL (Bush Telegraph)</b> One stop shop of community information and collaboration platform.</p>	
<p><b>Community Information Access System (CIAS)</b> Storage of information relating to local government and common community information.</p>	
<p><b>Cash Processing System (CPS)</b> Stores details of payments made by tenants to Territory Housing.</p>	 X
<p><b>e-Assist</b> e-Assist is a department portal to help staff request assistance and report issues to a variety of teams</p>	 X
<p><b>Grant Registration and Assessments</b> System used to manage the registration and assessment of grant applications and to produce Partnership Agreements and other reports.</p>	
<p><b>Records Management - TRM</b> Mandated Whole of Government integrated Electronic Document and Records Management System (EDRMS).</p>	  X
<p><b>Reservations via Outlook</b> Used to book rooms and functions within the Department.</p>	
<p><b>Sharepoint</b> Used to store tasks, calendar entries, development of documents, final documents, multimedia and approvals allowing staff to collaborate on workflows. Content has customised permissions based on the site, user group and specific duties.</p>	  X
<p><b>Staff Development</b> Automated training and tracking of staff development through the Learning and Development Portal.</p>	
<p><b>Tenancy Management System (TMS)</b> Records interactions with housing clients. Includes client communications, visits and financial dealings such as rent payments, arrears, debt management and rental bond assistance.</p>	  X
<p><b>WebEOC - Housing</b> Records interactions with housing clients specifically in relation to incidents and complaints of Anti-Social Behaviour by Public Housing Safety Officers and the Regulatory and Compliance and Complaints Unit.</p>	  X
<p>Should you require assistance accessing information from the Department of Housing and Community Development, please contact the Information Access Unit by - Phone: (08)8999 8490 or email: infoact.dhcd@nt.gov.au</p>	