



Information Act

The *Northern Territory Information Act* gives the public a general right of access to information held by the Katherine Town Council (Council) and the right to apply to have personal information changed if it is inaccurate, incomplete or out of date. The Act also requires that the Council respects your privacy in the way it collects and handles personal information about you.

This information brochure has been developed to assist you in obtaining access to information held by the Council.

The Functions of Council

Council provides a broad range of services to Katherine residents including: animal management, waste management, roads, paths, parks, the cemetery, sporting grounds, visitor centre and library.

The Kinds of Information Held By Council

There are broadly two categories of information held by Council:

- 1) Information relating to its management and administration (internal)
- 2) Information relating to the services which it provides to the community (external).

Internal Information

The internal information which Council holds is information which is created to support the management and administration of the Council. For example there is information related to:

- Strategic planning, management & reporting
- Recruitment and management of staff
- Staff development & training
- Work, health & safety
- Financial management
- Legal services
- Management of assets
- Business relationships and communication with individuals, the community and other agencies
- Records management
- Publications including electronic publications and web sites.

External Information

The external information which Council holds relates directly to the services which it delivers. The majority of these services are provided to the community. Examples of the kind of information held are:

- Complaints about animals, property and Council services
- Legal issues related to Council property
- Investigations related to Council services
- Contracts to deliver services
- Rates

P.T.O.



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REQUESTS FOR ACCESS TO AND/OR CORRECTION OF PERSONAL INFORMATION

You can access your personal information by completing the form [Request for personal information](#) available at www.ktc.nt.gov.au or at the Civic Centre, Stuart Highway, Katherine.

You do not have to give a reason for your request, although sometimes knowing the reason may help staff to provide you with access in a form which is the most helpful to you. Access will be provided unless the law allows or requires access to be refused.

Please note that if you request photocopies, charges may apply to cover the reasonable cost incurred in providing these.

If, after accessing your information, you consider that the information is wrong, incomplete or out-of-date, you are able to complete the form [Application to correct personal information](#) asking that records containing information about you be changed. If you and the Council do not reach agreement on what changes should be made, you may provide a statement to be placed with your personal information.

REQUESTS FOR ACCESS TO INFORMATION UNDER THE INFORMATION ACT

It may be that the information you require is available without making a request under the *Information Act*, eg the information is in a publication. It is recommended that, before you make an application under the Act, you approach staff at the Council and ask whether the information is available.

An application to access information must be in writing - either on an application form [Request for KTC Information](#) or by letter.

If you are applying by letter, then you should include a statement that information is being requested under the *Information Act*.

Please ensure that you include your name and postal address. Also include sufficient detail to identify the information you require, for example:

- what your request is about
- the year or approximate date of the information.

PROOF OF IDENTIFICATION

The Council needs proof of your identity before it accepts your application. If you are lodging your application by post, you must also send an authenticated copy of your ID.

FEES

There is no application fee if you are applying for access to, or for correction of, information about yourself.

A \$30.00 application fee applies if your application is for Council information, other than personal information about you. Fees also apply for processing your application. After receipt of your application, and before it is processed, a statement will be provided to you, giving an estimate of the processing fee. This gives you the opportunity to decide if you wish to go ahead with your application or amend it. A deposit for the processing fee is required.

DECISION

Council will provide you with a decision within 30 calendar days. You can submit an [Application for a Review of a Decision](#) if you are not happy with the outcome.

FORMS

The forms are available on Council's website www.ktc.nt.gov.au or at the Civic Centre, Stuart Highway, Katherine.

For further information please contact the Community Services Executive Manager