

Information Management Recordkeeping Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Corporate, Governance & Strategy Branch. **A hard copy of this electronic document is considered uncontrolled when printed.**

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1. POLICY STATEMENT

South Burnett Regional Council ('Council') will endeavour to capture and correctly manage its corporate documents by striving for recordkeeping best practice throughout Council's operations.

2. SCOPE

This policy applies to all Council representatives and includes entities over which Council has direct ownership, management and/or financial control and all corporate records created internally and externally to Council, that are public records as defined by the *Public Records Act 2002*. Compliance with this policy will ensure Council records are the basis for organisational accountability, current and future policy formation, and management decision-making.

3. GENERAL INFORMATION

The implementation of best practice information management will enable Council to capture, maintain and protect the accuracy and reliability of its records for as long as they are required to support business, regulatory, social, and cultural needs.

All corporate records that document any business activity or transaction must be captured into Council's records system. The objectives of this policy are:

- to acknowledge Council's awareness of regulatory requirements in relation to recordkeeping to comply with all relevant legislation, particularly the *Public Records Act 2002* and relevant industry standards / Council policy;
- demonstrate Council's commitment to meeting legislative requirements;
- to ensure that appropriate and accurate records of Council's business is adequately documented, preserved, and made accessible; and
- to provide guidance for Council representatives in relation to meeting recordkeeping responsibilities.

This policy provides a consistent approach to be implemented by:

- managing programs and information management systems that comply with legislation and Government directives;
- establishing realistic performance goals and effective monitoring programs;
- creating supportive recordkeeping awareness resources and system training to provide proactive internal assistance and guidance; and

- educating all Council representatives of their responsibilities under legislation and Government directives.

3.1. Queensland Government Records Governance Policy

Council will ensure that corporate records are adequately created, managed, and archived in the course of business and in accordance with the Queensland Government Records Governance Policy.

3.2. Retention and Disposal of Public Records

Pursuant to the *Public Records Act 2002*, Council is responsible for the appraisal and retention of records to ensure the business, accountability and cultural needs of Council and the community are met. Records must be retained for as long as they are required and only disposed of in consultation with Council's Governance Section and with the written authority of the Chief Executive Officer ('CEO'). Disposal includes destroying, abandoning, damaging, transferring, donating, or giving away.

3.3. Requirements of Recordkeeping

3.3.1. Policy requirement 1

Council must ensure records management is supported at all levels of Council.

Council must ensure records management is the responsibility of all Council representatives. Records management must be supported across all areas and all levels of Council by:

- assigning formal records management responsibilities to key roles within Council to monitor and support an active implementation of the policy;
- providing appropriate advice and guidance to ensure Council is aware of the value of records and information and how this relates to its obligations and responsibilities; and
- fostering a positive, innovative, and collaborative recordkeeping culture.

3.3.2. Policy requirement 2

Council must systematically manage records using governance practices that are integrated and consistent with broader agency frameworks.

Records governance must work within the agency's existing structure and governance and strengthen the agency's strategic goals and functions.

Council must systematically manage records and information by:

- ensuring records and information governance is aligned with broader agency frameworks and incorporated in Council's strategies and objectives;
- developing and implementing appropriate and fit-for-purpose documentation that details how active records management will strengthen Council's business imperatives and strategic goals;
- complying with relevant legislation that governs recordkeeping requirements; and
- measuring how effectively records governance is supporting Council's business imperatives and strategic goals.

3.3.3. Policy requirement 3

Council must create complete and reliable records.

Complete and reliable records provide evidence of activities of the agency and allow the business to operate effectively. Council must ensure complete and reliable records are created and retained as appropriate by:

- identifying records that allow Council to operate – these provide evidence of decisions, support accountability and transparency, mitigate risk, help Council meet legislative requirements and reflect the business of Council;
- specifying how these records must be created, when these records must be created, the format these records must be created in, who must create them and implementing security and preservation requirements associated with those records;
- integrating record creation into existing business processes; and

- ensuring recordkeeping is considered when decisions are made about business systems (particularly decisions around migration and end of life).

3.3.4. Policy requirement 4

Council must actively manage permanent, high-value and high-risk records and information as a priority.

Permanent records have a permanent retention period. High value records are important to the business, its operations, or stakeholders. High-risk records pose a significant risk to Council if they were misused, lost, damaged, or deleted prematurely. These records should have the highest priority for Council when developing and implementing governance practices. Council must actively manage permanent, high-value and high-risk records by:

- defining the criteria and processes for identifying permanent, high-value and high-risk records, including transfer of permanent value records to Queensland State Archives ('QSA');
- formally documenting details of permanent, high-value and high-risk records; and
- actively maintaining visibility of these records while they are being used, including monitoring processes for permanent, high-value and high-risk records held in business systems and applications.

3.3.5. Policy requirement 5

Council must make records discoverable and accessible for use and re-use.

Discoverable records are in business systems and applications approved for use by Council. Accessible records are those that can be located and continuously used. Council must ensure complete and reliable records are discoverable, accessible and are able to be used and re-used for their entire life by:

- keeping records in business systems and applications approved for use by Council;
- being able to discover and appropriately access records, with confidence in sufficiency of search; and
- actively monitoring the health of records.

3.3.6. Policy requirement 6

Council must dispose of records in a planned and authorised way.

Council must plan for how and when it will dispose of records, using a risk-based approach. Records must be disposed of in a planned and authorised way by:

- using the disposal authorities issued State Archivist, which provides proper coverage of the specific records created and kept;
- developing and implementing a disposal plan, which details disposal decisions and actions for Council. The plan must, at a minimum cover:
 - disposal endorsement, including how internal endorsement is given;
 - disposal methods, including how records will be disposed of (physical and digital); and
 - disposal frequency, including specifying how often certain types of records will be disposed of.
- formally documenting the disposal of records.

3.4. Responsibilities for Recordkeeping

3.4.1. CEO

Has a duty to ensure that Council complies with the requirements of the *Public Records Act 2002* and any regulations with respect to records for which Council is responsible. Pursuant to *Section 13(3)(e)* of the *Local Government Act 2009*, the CEO is responsible for: (e) the safe custody of—all records about the proceedings, accounts or transactions of the local government or its committees; and all documents owned or held by the local government.

The CEO is responsible for assigning information management responsibilities to Council representatives and accounting for Council's information management to relevant State and Federal authorities as required.

3.4.2. Councillors

Are responsible for managing information with the view that a record received or created by a Councillor is considered a public record when it relates to Council's executive activities. Pursuant to *Section 6 of the Public Records Act 2002*, information created, received, or kept, in an official capacity as a Councillor, is part of Council's public record.

3.4.3. General Managers

Are responsible for actively promoting and supporting a positive information management culture throughout their department.

3.4.4. Managers

Are responsible for:

- ensuring compliance with Council's Information Management Recordkeeping Policy;
- ensuring that information management requirements are identified and addressed as they arise
- Coordinators/Supervisors are responsible for:
 - allocating appropriately skilled resources to support information management;
 - implementing information management activities as required; and
 - developing work instructions as required to support information management.

3.4.5. All Council representatives

Are responsible for:

- the management of information under their control and custody;
- applying information management principles, standards, and best practices in their day to-day operations;
- creating and maintaining full and accurate records of all business activities to demonstrate accountability for decision made and actions taken; and
- identifying information requirements and issues to Council's Governance team.

Coordinator Governance is responsible for providing advice, tools, and policy instruments such as procedures, standards, and guidelines.

4. DEFINITIONS

Council means South Burnett Regional Council.

Council representative means all Councillors and Council employees including permanent, casual, and temporary employees, contractors, volunteers, apprentices, trainees and work experience students.

Information Management means the process by which a company manages all elements of records whether internally or externally generated and in any format or media type, from their inception/ receipt, all the way to their disposal.

Program means a number of related projects selected, planned, and managed in a coordinated way in order to achieve a strategic goal.

Record means any record of information in any form, both received and created, that provides evidence of the decisions and actions of a public authority while undertakings its business activities and includes:

- paper, microfilm, electronic;
- documents, files, maps, plans, drawings, photographs;
- data from business systems, email, word processing systems, spreadsheets, web pages;
- audio, video, or optical media, such as video tapes; and

- texts, instant messages, weblogs, voice mail.

Recordkeeping System means an information system that captures, maintains, and provides access to records.

Retention & Disposal Schedule means a systematic listing of administrative records. It is a functional classification scheme endorsed by QSA for use by public authorities.

Retention Period means the period of time stated that each record series is to be maintained or reviewed for destruction or kept for permanent archival retention.

5. LEGISLATIVE REFERENCE

Crime and Corruption Act 2001 (Qld)

Information Privacy Act 2009 (Qld)

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Public Records Act 2002 (Qld)

Right to Information Act 2009 (Qld)

Queensland Government Records Governance Policy

6. RELATED DOCUMENTS

South Burnett Regional Council Computer Internet & Email Usage Policy – Strategic007

South Burnett Regional Council Computer, Internet & Email Usage Procedure – Procedure008

South Burnett Regional Council Employee Code of Conduct Policy – Statutory011

South Burnett Regional Council Information Privacy Policy – Statutory038

7. NEXT REVIEW

As prescribed by legislation or July 2025

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Development of policy	28 April 2016	1602871
2	Review of policy	23 August 2018	2530697
3	Review of policy – Resolution 2021/99	25 August 2021	2530697
4	Administrative amendment – organisational structure review – resolution 2022/432	27 April 2022	2530697
5	Review of policy	19 July 2023	2530697


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