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1. Statement

Council is committed to systematically managing its Information Assets in an accountable and transparent manner. Information governance will be applied at an organisational level to embed a culture where information is respected and valued as an asset that must be protected and controlled.

As a public authority, Council is required to adhere to the Queensland State Archives Records Governance Policy as a part of the Queensland Government Enterprise Architecture (QGEA).

Council will ensure its information and data is actively managed, created, maintained, and protected to meet business, legislative and accountability requirements as well as stakeholder and community expectations.

2. Purpose and Principles

The purpose of this policy is to set out the principles of information governance for Ipswich City Council to guarantee Information Assets are managed, protected and available.

This policy will ensure compliance with the Queensland State Archives Records Governance Policy ¹ which outlines 6 key principles that Council must adhere to (below).

- 1) Records management is supported at all levels of Council
- 2) Council will systematically manage records using governance practices that are integrated and consistent with broader Council frameworks
- 3) Council will create complete and reliable records
- 4) Council will actively manage permanent, high-value and high-risk records and information as a priority
- 5) Council must make records discoverable and accessible for use and re-use
- 6) Council must dispose of records in a planned and authorised way.

3. Strategic Plan Links

- A Trusted and Leading Organisation

¹ [Records governance policy | For government | Queensland Government](#)

4. Regulatory Authority

- *Public Records Act 2002 (Qld)*
- *Local Government Act 2009 (Qld)*
- *Local Government Regulation 2012 (Qld)*
- *Right to Information Act 2009 (Qld)*
- *Information Privacy Act 2009 (Qld)*
- *Privacy Act 1988*
- *Human Rights Act 2019*
- Information Access and Use Policy (IS33)
- Information Asset Custodianship Policy (IS44) (QGCI0)
- Information Governance Policy (Queensland Government Enterprise Architecture (QGEA))
- Records Governance Policy (QGEA)
- Information Security Policy (IS18:2018) (QGEA)
- Queensland State Archives authorised disposal schedules: Local Government Sector Retention and Disposal Schedule (QDAN 480)
- General Retention and Disposal Schedule (GRDS)

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

6. Scope

This policy applies to all employees of Council, Councillors, and contractors regardless of whether they are permanent, temporary, fulltime, part-time, or casual employees as well as volunteers and contractors. It applies to all Information Assets regardless of the format it is in, or the system it is created, managed, or stored in.

7. Roles and Responsibilities

Roles and Responsibilities have been developed from the Queensland Chief Information Office *Information Management Roles and Responsibilities Guideline*².

The Chief Executive Officer is responsible for Council's information management, including ensuring Council makes and keeps full and accurate records of its business activities.

The Executive Leadership team play a key role in leading the direction of Council's information management culture through visible support of and adherence to information management policies and procedures.

Elected Representatives are responsible for submitting full and accurate records of their business activities for capture in an approved record keeping system in line with legislation, policies, and procedures.

² <https://www.forgov.qld.gov.au/information-and-communication-technology/qgea-policies-standards-and-guidelines/information-management-roles-and-responsibilities-guideline>

The Information Management Team are responsible for promoting and enabling good information management practices across the organisation.

All staff are responsible for making themselves aware of and complying with Council's information governance policies, procedures, and directives.

8. Key Stakeholders

- Executive Leadership Team
- Legal and Governance Branch
- Information Technology Branch

9. Records Management is Supported at all Levels of Council

Council will ensure that records management is supported at all levels of Council by:

- a) Assigning formal records management responsibilities to key roles within the business to monitor and support the active implementation of this policy
- b) Providing appropriate advice and guidance to ensure the business is aware of the value of records and information and how this relates to their obligations and responsibilities as an employee
- c) Fostering a positive, innovative, and collaborative recordkeeping culture

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

Council is committed to integrating information governance with existing practices and frameworks. We will achieve this by:

- a) Ensuring records and information governance is aligned with broader Council frameworks and incorporated in business strategies and objectives
- b) Developing and implementing appropriate and fit-for-purpose documentation that details how active records management will strengthen agency business imperatives and strategic goal
- c) Complying with relevant legislation that governs recordkeeping requirements
- d) Measuring how well records governance is supporting agency business imperatives and strategic goals

11. Council Must Create Complete and Reliable Records

The *Public Records Act 2002* requires Council to make complete and reliable records, that can be trusted, authentic and useable. Full and accurate records must include metadata and detail to give the information context. Records will provide evidence of decisions and support accountability and transparency.

Council's recordkeeping policies and procedures will:

- a) Identify all the records that allow the business to operate, that provide evidence of decisions, support accountability and transparency, mitigate risk, help the council meet legislative requirements and reflect the business of council

- b) Specify how these records must be created, when they must be created, the format they must be created in, who must create them and implementing security and preservation requirements associated with those records
- c) Integrate record creation into existing business processes
- d) Ensure recordkeeping is considered when decisions are made about business systems (particularly decisions around migration and end of life)

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

Council will actively manage permanent, high-value and high-risk records and information as a priority. The Vital Records Strategy outlines Council's commitment to protect identified records for the entirety of their life cycle and how this will be achieved by.

- a) Defining criteria and processes for identifying permanent, high-value and high-risk
- b) Formally documenting details of permanent, high-value and high-risk records
- c) 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

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

Council recognises the rights of individuals to access public information, whilst having their rights to information privacy and information security observed. Council makes records discoverable and accessible for use and re-use by:

- a) Keeping records in business systems and applications approved for use by the agency
- b) Being able to discover and appropriately access records, with confidence in sufficiency of search
- c) Actively monitoring the health of records

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

Council will dispose of records in a planned and authorised way. Council will:

- a) Use the disposal authorities issued by the State Archivist, that provide proper coverage of the specific records you create and keep
- b) Develop and implement a disposal plan, which details disposal decisions and actions for the agency
- c) Formally documenting the disposal of records

15. Monitoring and Evaluation

This policy will be reviewed in accordance with Council's four (4) year review cycle or sooner if required.

16. Definitions

<p>Complete and Reliable Record</p>	<p>“Records where the content, context and structure of a record can be trusted as a true and accurate representation of the transactions, activities, or facts that they document can be depended upon in the course of subsequent use.</p> <p>The complete and reliable record must:</p> <ul style="list-style-type: none"> • Contain not only the content, but also the structural and contextual information necessary to document the transaction and make sense of the content • Be meaningful – the record can be understood because of the information in contains and/or the linkages that ensure the context in which the records were created and used is apparent • Contain only the amount of information or context it needs to be meaningful and does not include extraneous information • Have contact – the record included metadata and information that shows the business, legal and social contract, relationships to other records, record systems and those who create, manage and use records • Be authentic – it can be proved and trusted to be what it says it is and to have been created, used, transmitted in the way and by the person (or agency) that it says it was created ,used or transmitted by • Be secure – protected to prevent unauthorised access, alteration, and removal • Be accessible – can be located and accessed as required”³
<p>Destroy</p>	<p>Refers to the complete and irreversible erasure of a record, ensuring it cannot be retrieved.</p>
<p>Destruction Documentation</p>	<p>Evidence of the lawful disposal of records, including description and date range of records, endorsement by authorised delegate and evidence of destruction (method, date, and details of who destroyed the records).</p> <p>Destruction Documentation must be retained for fifty (50) years.</p>
<p>Disposal</p>	<p>The lawful disposal of public records. Disposal is authorised by the State Archivist through a current retention and disposal schedule or other legal authority. Disposal of public records must also be endorsed by your Chief Executive or authorised delegate.</p>

³ [Glossary | For government | Queensland Government](#)

Permanent Records	Are required to be kept indefinitely because that they have a high enduring or archival value.
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Most definitions have been sourced and adapted from Queensland State Archives Glossary⁴ and the Queensland Chief Information Office *Information Management Roles and Responsibilities Guideline*.⁵

17. Related Documents

This policy is the head of power document for all information management policies and procedures.

ICC Corporate Records Disposal Plan Administrative Directive

ICC Corporate Records Disposal Procedure

Information Governance Handbook (Procedure)

Recordkeeping Policy

Recordkeeping Procedure

Vital Records Strategy

18. Policy Owner

The General Manager (Corporate Services) is the policy owner, and the Corporate Governance Manager is responsible for authoring and reviewing this policy.

⁴ [Glossary | For government | Queensland Government](#)

⁵ <https://www.forgov.qld.gov.au/information-and-communication-technology/qgea-policies-standards-and-guidelines/information-management-roles-and-responsibilities-guideline>