Records (Information) Management Policy

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Department	Corporate Services
Policy Owner	Governance Manager

PURPOSE

The purpose of this Policy is to ensure Diamantina Shire Council creates, captures and manages complete and reliable records of its business activities in accordance with the *Public Records Act 2023* and the Queensland State Archives Records Governance Policy.

This Policy establishes Council's commitment to:

- meeting its legislative and regulatory recordkeeping obligations
- managing records consistently throughout their lifecycle
- maintaining reliable evidence of Council decisions, actions and business activities
- ensuring records are secure, accessible and appropriately retained and disposed of
- protecting permanent, high-value and high-risk records and information

SCOPE

This Policy applies to:

- Councillors and the Mayor
- The Chief Executive Officer
- All Council employees, including permanent, temporary, part-time and casual employees
- Contractors, consultants and volunteers working for or on behalf of Council
- All records created, received or maintained during Council business
- All records regardless of format, including paper and electronic records
- Records stored in Council systems including Magiq, shared network drives, email systems and operational systems such as finance, payroll and Work Health and Safety systems

All public records made, received or kept by Council in the course of carrying out its functions and activities must be managed in accordance with this policy.

COMMENCEMENT OF POLICY

This Policy commences on the date of adoption by Council.

HUMAN RIGHTS COMMITMENT

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.

POLICY STATEMENT

Diamantina Shire Council recognises that records are important corporate assets and must be managed in a responsible and consistent manner. Records provide evidence of Council's decisions, actions and business activities and support accountability, transparency and good governance.

Council is committed to managing its records in accordance with the *Public Records Act 2023* and the Queensland State Archives Records Governance Policy. Records management will be supported across all levels of the organisation and integrated into Council's business processes.

Council records will be created, captured and managed in Council's official recordkeeping system and maintained so they are secure, accessible and able to be located when required.

Records will be retained and disposed of in accordance with approved Retention and Disposal Schedules.

Permanent, high-value and high-risk records will be identified, protected and actively managed as a priority.

INFORMATION GOVERNANCE

Council recognises records as strategic information assets that support accountability, transparency, service delivery, decision-making, business continuity and community trust.

Records management forms part of Council's broader information governance framework and will be integrated with risk management, information security, privacy, cybersecurity and business continuity arrangements.

Council will incorporate records management into disaster preparedness and business continuity arrangements, with priority given to the protection and recovery of permanent, high-value and high-risk records.

RECORDS GOVERNANCE PRINCIPLES

In accordance with the *Public Records Act 2023* and the Queensland Records Governance Policy, Diamantina Shire Council is committed to the following records governance principles:

1. Records management will be supported across all levels of Council.
2. Records will be managed in a systematic and consistent way as part of Council's business processes.
3. Council will create and maintain complete and reliable records of its decisions and business activities.
4. Records of permanent value, high value or high risk will be identified and actively managed and protected.
5. Records will be accessible, searchable and able to be located when required.
6. Records will be retained and disposed of in a planned and authorised manner in accordance with approved Retention and Disposal Schedules.

These principles form the foundation of Council's records management practices.

GOVERNANCE AND RESPONSIBILITIES

Records management is the responsibility of all Councillors, employees and contractors of Diamantina Shire Council. Council will ensure records management is supported across all levels of the organisation and is integrated into Council's business processes.

Chief Executive Officer
The Chief Executive Officer is responsible for:

- Ensuring Council makes and keeps complete and reliable public records of its business activities and complies with the *Public Records Act 2023*
- Ensuring appropriate systems, resources and processes are in place to support records management
- Supporting a culture of good recordkeeping across Council.

Executive Leadership Team

- Promoting a culture of good recordkeeping and information governance across Council
- Ensuring recordkeeping requirements are incorporated into business processes and projects
- Supporting compliance with legislative and policy requirements
- Monitoring significant recordkeeping risks and improvement initiatives
- Ensuring recordkeeping risks are identified and managed through Council's Enterprise Risk Management Framework
- Supporting continuous improvement of recordkeeping capability and maturity

Managers and Supervisors
Managers and Supervisors are responsible for:

- Ensuring employees understand their recordkeeping responsibilities and undertake appropriate training
- Ensuring employees in their areas create and keep proper records
- Ensuring records are captured into Council's recordkeeping system
- Supporting compliance with this Policy within their departments

Governance Manager
The Governance Manager is responsible for:

- Providing advice and guidance
- Overseeing Council's compliance with recordkeeping requirements
- Maintaining record management procedures and systems
- Coordinating retention and disposal processes
- Training and awareness
- Monitoring recordkeeping practices

Information Technology
Information Technology is responsible for:

- Maintaining recordkeeping systems and network storage
- Ensuring records are backed up and protected from loss
- Supporting system security and access controls

Employees and Contractors
All employees and contractors are responsible for:

- Creating records of their work and business activities
- Saving records into Council's approved systems
- Not deleting or destroying records without authorisation
- Managing records in accordance with this Policy

Councillors
Councillors are responsible for:

- Creating and keeping records of Council business undertaken in their official capacity
- Ensuring Council-related records, including correspondence, notes, meeting records and electronic communications, are captured into Council's approved recordkeeping systems
- Ensuring Council business conducted through personal devices, personal email accounts or communication applications is transferred to Council systems where the information constitutes a Council record
- Managing Council records in accordance with this policy and legislative requirements

GOVERNANCE AND RECORDKEEPING REQUIREMENTS

Creation of Records

Council must create and keep records that provide evidence of its decisions, actions and business activities.

Public records must be made at the time of the business activity, or as soon as practicable afterwards and contain sufficient information and context to remain reliable, understandable and usable over time.

Records may be created or received in any format, including through email, messaging and collaboration platforms, mobile devices and social media. Where these communications relate to Council business, they must be captured and managed in Council's approved recordkeeping systems.

Capture and Storage of Records

Magiq is Diamantina Shire Council's official recordkeeping system and the primary location for the long-term management of Council records.

Final and significant records must be saved into Magiq. Draft and working documents may be stored in shared drives while work is in progress; however, final versions and important records must be saved into Magiq.

Council records must not be stored as the only copy in personal drives, USB devices, personal email accounts, local computer drives or personal cloud storage.

Records created in business systems such as Synergy, Definitiv and Skytrust must be managed in those systems and captured into Magiq where required for long-term recordkeeping.

Recordkeeping requirements must be considered when procuring, developing, upgrading, integrating, migrating or decommissioning business systems. Council will ensure records remain accessible, authentic and usable throughout system changes and that records of ongoing value are retained and transferred appropriately before systems are replaced or retired.

Business systems that create or manage Council records must support recordkeeping requirements, including retention, disposal, security, accessibility and auditability.

Access, Security and Protection

Council records must be stored securely and remain accessible to authorised users when required.

Council will protect records from unauthorised access, alteration, loss or damage and ensure records can be located and retrieved when required.

Access to Council records must be managed through appropriate security permissions to ensure that confidential and sensitive information is only accessed by authorised persons.

Security and access controls must apply to both physical and digital records, including records stored in Magiq, shared drives and business systems.

Permanent, High-Value and High-Risk Records

Diamantina Shire Council will identify records that are of permanent value, high-value or high-risk and manage these records as a priority.

Permanent records are records that must be kept permanently due to their historical, legal or community value and may be transferred to Queensland State Archives when required.

High-value records are records that are critical to Council's operations, financial management, legal obligations or decision-making.

High-risk records are records that would pose a significant risk to Council if they were lost, damaged, accessed without authorisation or destroyed prematurely.

Council will ensure these records are identified, appropriately managed, and retained in

accordance with approved Retention and Disposal Schedules. Council will maintain visibility and control over these records, including records stored in business systems.

Council will actively monitor permanent, high-value and high-risk records to identify risks relating to loss, damage, deterioration, unauthorised access or technological obsolescence.

Council will notify the Queensland State Archivist where required under the *Public Records Act 2023*, including in relation to public records more than 25 years old and permanent value records at risk of loss or damage.

Aboriginal and Torres Strait Islander Records

Council recognises the significance of records relating to Aboriginal peoples and Torres Strait Islander peoples and communities.

Records that document Aboriginal and Torres Strait Islander history, culture, heritage, land, community relationships or other matters of cultural significance will be identified and managed appropriately to ensure their ongoing protection, accessibility and preservation.

Council will consider cultural sensitivities, community expectations and legislative requirements when managing these records.

Removal, Retention and Disposal of Records

Council records are the property of Diamantina Shire Council and must not be removed, copied, transferred or stored outside Council systems without authorisation. Physical records must not be removed from Council premises unless required for Council business and must be returned as soon as practicable. Where records are accessed or used offsite, they must remain secure.

Council retains and disposes of records in accordance with approved Retention and Disposal Schedules and legislative requirements, including the Queensland State Archives General Retention and Disposal Schedule and the Local Government Sector Retention and Disposal Schedule.

Public records must only be disposed of in accordance with an approved disposal authorisation and with the approval of the Chief Executive Officer. Unauthorised destruction or removal of public records may constitute an offence under the *Public Records Act 2023*.

Records that are subject to legal action, audit, investigation or Right to Information requests must not be destroyed until the matter is finalised.

Council may suspend the destruction or disposal of records where records are required for litigation, audits, investigations, complaints, information access requests or other statutory processes.

Records subject to a disposal suspension must not be altered, destroyed or disposed of until the suspension is formally removed.

Permanent records are retained and transferred to Queensland State Archives when required.

Disposal of records is planned, authorised and documented in accordance with approved

Retention and Disposal Schedules and Council's Records Retention and Disposal Plan.

Council will maintain a Records Retention and Disposal Plan that outlines disposal authorisation and endorsement requirements, disposal methods, disposal frequency and disposal processes in accordance with Queensland State Archives requirements.

Council will periodically monitor and assess its records management practices to ensure compliance with legislative and Queensland State Archives requirements and identify opportunities for improvement.

Recordkeeping performance, compliance, audit findings and maturity assessments may be reported to the Executive Leadership Team and Council, where appropriate. Council will provide appropriate guidance and training to support ongoing compliance and continuous improvement.

NON-COMPLIANCE AND DISCIPLINARY ACTIONS

Failure to comply with this Policy may constitute misconduct and may result in disciplinary or contractual action in accordance with Council's applicable policies, procedures and contractual arrangements. Unauthorised disposal, alteration or removal of public records may also constitute an offence under the *Public Records Act 2023*.

Where contractors, consultants or other persons working on behalf of Council fail to comply with this Policy, Council may take appropriate action in accordance with contractual and legal obligations.

DEFINITIONS

Term	Definition
Act	*Public Records Act 2023 (Qld)*
Business System	A system used by Council to conduct business that stores official records (e.g. finance, payroll, WHS systems)
Confidential Information	Information that is sensitive and must be protected from unauthorised access
Council	Means Diamantina Shire Council
Disposal	The authorised destruction or transfer of records in accordance with an approved Retention and Disposal Schedule
Disposal Register	A register that documents records that have been destroyed or transferred, including date, method and authorisation.
High-Risk Records	Records that could cause significant risk to Council if they were lost, damaged, accessed without permission or destroyed.
High-Value Records	Records that are important to Council's operations, finances, legal obligations or decision-making.
Legal Hold	When records must not be destroyed because they are required for legal action, audit, investigation or Right to Information request.

Term	Definition
Magiq / eDRMS	Council's official electronic document and records management system.
Metadata	Information that describes a record, such as date created, author, and file location.
Public Record	A record made, received or kept by Council in the course of carrying out its functions and activities.
Permanent Value	In relation to a public record, means that, having regard to any archive's appraisal statement – (a) the record has been identified for retention under a disposal authorisation; or (b) the record otherwise has enduring value and is appropriate for retention in the custody of the archives.
Recordkeeping	The process of creating, capturing, managing, storing, protecting and disposing of records.
Record Lifecycle	The stages a record goes through from creation, use and storage through to retention and disposal.
Retention Period	The minimum period of time a record must be kept before it can be disposed of.
Retention and Disposal Schedule	A schedule issued by Queensland State Archives that sets how long records must be kept and how they must be disposed of.

SUPPORTING DOCUMENTATION

Legislation	*Public Records Act 2023* *Local Government Act 2009* *Local Government Regulation 2012* *Right to Information Act 2009*
Council Policies	Code of Conduct
Council Delegations	Delegation Register - CEO to Staff – *Public Records Act 2023*
Council Forms/Registers	Certificate of Destruction Disposal Register
Supporting Documents	Records Management Guideline for Staff and Councillors Magiq User Guide Records Retention and Disposal Plan Council Naming Conventions
External Guidance	Records Governance Policy - Queensland State Archives

Version	Adopted	Comment	eDRMS #
1	19 November 2018	Minute No. 2018.11.19-OM-14	
2	22 June 2020	Minute No. 2020.06.22-OM-20	
3	20 June 2022	Minute No. 2022.06.20-OM-6	324813
4	21 September 2026	Resolution: CNL/26/252	330771