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1. Statement

This policy is applicable in all technological and administrative environments in which council business is conducted. It applies to all councillors and [council employees](#). The policy encompasses all records regardless of their format (e.g. paper, photographic, electronic).

This policy aims to ensure:

- enhanced control and accountability over record keeping, including increased efficiency in the storage, identification, classification and retrieval of records and enhancing information sharing within Ipswich City Council
- compliance with the [Public Records Act 2002](#), [Local Government Act 2009](#), [Right to Information Act 2009](#), [Information Privacy Act 2009](#) and other relevant legislation,
- consistent application of the principles within the Queensland State Archives [Records Governance Policy](#)
- that all councillors and council employees are aware of their record keeping responsibilities.

2. Purpose and Principles

Under the [Public Records Act 2002](#), Ipswich City Council (Council) is required to make and keep full and accurate records of its activities. Full and accurate records are those records that provide reliable, complete and authentic evidence of business activities and decisions.

Council also has other legal obligations in relation to its records and records management practices. Council records are themselves subject to legislation, such as the [Right to Information Act 2009](#), and legal processes such as discovery and subpoenas. The records may also be required by Royal Commissions, the Ombudsman, the Courts, auditors and other people or bodies to whom or which they may be subject.

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme:

- A Trusted and Leading Organisation

4. Regulatory Authority

[Local Government Act 2009](#)

Public Records Act 2002

Queensland State Archives Records Governance Policy

Local Government Sector Retention and Disposal Schedule

General Retention and Disposal Schedule

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 covers public records created, commissioned or received by council over which council has a legislative responsibility.

For the purpose of this policy, a council record is any form of recorded information, created or received by, or created on behalf of Council as a part of everyday business processes that relates to the administration of council business and documents a decision, action taken, or any recommendations, advice or instructions given.

Council records may be in a variety of formats including for example emails sent and received, photos taken, reports, spreadsheets and any other type of document created, either hard copy or electronic. Council records may be created or received by a Councillor or council employee, or created automatically by a system or processes e.g. CES, Oracle, Pathway, Objective and InfoCouncil.

Information that does not record work activities, such as personal emails and messages, external publications and external training material are not a council record.

This policy applies to all Councillors (including the Mayor) and employees. Refer to Clause 9 below for a full definition of “council employees”.

7. Roles and Responsibilities

Officer	Responsibilities
Chief Executive Officer	Ensure Council makes and keeps full and accurate records of its business activities.
Records Management Unit	<ul style="list-style-type: none"> • Manage record keeping activities to ensure compliance with legislative and better practice requirements; • Develop and implement a record keeping program for Council including the development of a record keeping framework and disposal program; • Develop and implement record keeping training and awareness programs; • Undertake disaster preparedness to ensure identification and management of vital records.

<p>General Managers, Branch Managers, Section Managers and Supervisors</p>	<ul style="list-style-type: none"> • Ensure employees under their supervision are aware of their record keeping responsibilities and undertake training to ensure records are created and managed appropriately; • Ensure that their business area captures and controls records in an appropriate way; • Ensure that their business area complies with this policy.
<p>All councillors and employees</p>	<ul style="list-style-type: none"> • Create records of their business activities; • Capture records in an appropriate way; • Ensure records are kept for the required retention period in accordance with an authorised retention and disposal schedule; • Secure records from unauthorised access; • Comply with this policy.

8. Key Stakeholders

N/A

9. Monitoring and Evaluation

Council recognises that strong records management is a responsive process centred on continuous improvement. The Information and Knowledge Management Officer will monitor the organisation’s record keeping maturity by utilising the Queensland State Archives’ Recordkeeping Maturity Assessment Tool (the Tool). The Tool has been designed to enable agencies to take full advantage of records and information and achieve their strategic goals more efficiently and effectively.

The Tool describes five levels of maturity along with performance indicators for each level. Council will use the tool to determine the organisation’s current maturity and to guide improvements. This Policy will be reviewed annually and updated to reflect the Council’s growing information and knowledge management capabilities and better practice recordkeeping improvements achieved.

10. Definitions

Council Employee: for the purposes of this policy a council employee is the Chief Executive Officer (CEO), a senior executive who reports directly to the CEO, and staff appointed by the Chief Executive Officer under section 196(3) of the *Local Government Act 2009*, a permanent, temporary, casual or part-time employee, manager, supervisor, team leader, team member or individual, contractor, consultant, agency casual, contingent worker or council volunteer.

11. Policy Owner

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