

COUNCIL POLICY

INFORMATION MANAGEMENT

1. Purpose

This Policy explains how Council creates, protects, uses, shares, retains, and lawfully disposes of information and records to support service delivery, accountability, transparency, and community trust. It gives effect to Council's obligations under the *Archives Act 1983* (Tas), *Right to Information Act 2009* (Tas), *Personal Information Protection Act 2004* (Tas), and the Tasmanian Government Information and Records Management Standard.

2. Scope

This Policy applies to all information and records created, received, or held by Council, and by any person acting on its behalf in the course of their duties.

This Policy applies to employees, contractors, volunteers, students, and elected members.

It covers all formats and systems, including but not limited to email, Microsoft 365 (SharePoint/Teams/OneDrive), line-of-business systems and databases, websites and open data portals, social media, SMS/instant messaging, paper, images, audio, and video.

3. Related Documents

- ICT Security Policy
- Privacy Policy
- Open Data Policy

4. Statutory Requirements

Acts	<i>Archives Act 1983</i> <i>Local Government Act 1993</i> <i>Right to Information Act 2009</i> <i>Personal Information Protection Act 2004</i> <i>Evidence Act 2001</i>
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	<i>Electronic Transaction Act 2000</i> <i>Child and Youth Safe Organisations Act 2023</i>
Regulations	Right to Information Regulations 2021 Archives Regulation 2004
Australian/ International Standards	<ul style="list-style-type: none"> • ISO 15489 Records Management • ISO 16175 Functional Requirements for Records in Electronic Office Environments • Information and Records Management Standard - Office of the State Archivist • Disposal Schedule for the Records of Local Government Councils (DA2200), issued by the State Archivist under the Archives Act 1983 • Tasmanian Digitisation Standard & Digitisation Toolkit - Office of the State Archivist • Appraisal for State Records - Office of the State Archivist • Tasmania's Protective Security Policy Framework (TAS-PSPF)

5. Definitions

Corporate Information means information created, received, and maintained as records and /or evidence for Council in pursuance of legal obligations or in the transaction of business by Council.

Information means:

- a) anything by which words, figures, letters, or symbols are recorded and includes a map, plan, graph, drawing, painting, recording, and photograph, and
- b) anything in which information is embodied so as to be capable of being reproduced.

State Records Guidelines means Mandatory guidelines periodically issued by the Office of the State Archivist (OSA), who are the State Government agency responsible for overseeing information management at State government agencies and statutory authorities.

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6. Policy Statement

Background

Glenorchy City Council's information is a corporate asset, vital for both ongoing operations and providing valuable evidence of business decisions, activities, and transactions.

As a responsible and accountable local government, it is essential that Council ensures its information is managed in accordance with legislative and regulatory requirements.

Information creation and capture

Everyone subject to this Policy is responsible for creating or capturing corporate information that accurately reflects Council business. Information must be created or captured at the time, or as soon as practicable after the event to which it relates.

Information must be captured into an approved Council information system and linked to the relevant business function or activity with appropriate metadata in accordance with the Tasmanian Government Information and Records Management Standard.

Where business is conducted using email, Microsoft Teams, SMS, or social media, key decisions and evidence of business activity must be captured into the corporate record in line with contemporary digital recordkeeping practices and ISO 15489-1:2016 principles.

Information access and use

Council information systems are designed and implemented to protect records from unauthorised access, alteration, deletion, or loss. Unauthorised access, alteration, disclosure, or destruction of information is strictly prohibited.

Everyone subject to this Policy must only access and use information required to perform their position responsibilities.

Confidential, personal, or private information must not be released unless required by law. This includes mandatory information sharing and reporting obligations relating to child safety, reportable conduct, and safeguarding matters. Council will protect personal information in accordance with the *Personal Information Protection Act 2004* (Tas) and

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Council's Privacy Statement, including supporting the rights of individuals to access and correct their personal information.

Council supports an open and transparent government. Information will be published proactively where lawful and practicable, and Council will respond to informal and formal requests for information under the *Right to Information Act 2009* (Tas).

Information security

Council will protect information using appropriate classification, access controls, cyber security safeguards, and incident management processes. Council aligns its security practices with relevant elements of the Tasmanian Protective Security Policy Framework (TAS-PSPF) where appropriate. Noting that the TAS-PSPF formally applies to Tasmanian Government agencies and may apply to councils only when handling Tasmanian Government security-classified Information or under specific Information-sharing agreements.

Any suspected security incident, breach, loss, or unauthorised disclosure must be reported immediately.

Information retention, disposal, and transfer

Information must only be retained and disposed of in accordance with State Records Guidelines and authorised disposal schedules issued by the Office of the State Archivist.

Permanent records will be preserved and transferred to the Tasmanian Archives as required under the *Archives Act 1983* (Tas).

Council will not destroy or dispose of information or records that relate to child safety matters, reportable conduct, safeguarding concerns, investigations or proceedings involving children or young people, regardless of authorised retention and disposal schedules. Such records are subject to disposal freezes issued by the Office of the State Archivist and must be retained until lawful authority to dispose is confirmed. Further information is available from the Office of the State Archivist: <https://osa.tas.gov.au/retention-and-disposal>

Where digital copies are intended to replace paper, Council will comply with the Tasmanian

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Digitisation Standard and Digitisation Toolkit issued by the Office of the State Archivist before destroying any source records.

Any digitisation undertaken by Council must be supported by documented processes that comply with approved digitisation standards and address retention and disposal requirements.

Cloud services and third-party systems

All cloud, software-as-a-service and outsourced providers handling Council information must meet Council's information and records management requirements, including contractual controls for data ownership, security, retention/disposal, audit, breach notification, and exit/transition arrangements.

Information Management Directive Guidelines

Council will implement an Information Management Directive and Guidelines to support this, Policy.

Roles and responsibilities

Everyone subject to this Policy has recordkeeping responsibilities.

Elected Members must create and capture records of Council business in approved systems and must not use personal email or storage for Council business, consistent with best-practice councillor recordkeeping guidance from Tasmanian local government bodies.

The CEO (Principal Officer) is overall accountable for information management governance.

The Information Management Team provides frameworks, standards, training, disposal processes, and oversight.

Continuous improvement

Council will ensure training, monitoring, and regular reviews of information management practices in alignment with the Office of the State Archivist Standard's capability and monitoring requirements.

This Policy will be reviewed every four years or earlier if legislation, standards, Information

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systems, or risks change.

7. Version Control

Version	V 3.0	Adopted	27 April 2026	Commencement date	28 April 2026
Minutes reference	Item 11.1			Review period	4 years from adoption
Previous versions	V3.0 Supersedes previous versions. V2.0 adopted 29 November 2021 (Council meeting, Item 16) V 1.0 adopted 07 August 2017 (Council meeting, Item 13)				
Responsible Directorate	Corporate and Community Services	Controller	Manager ICT		
ECM Document no	Policies by Directorate				