



We provide policy, process, system and operational support for the management of Council's information.

We process right to information and information privacy access applications in accordance with Council's legislative obligations.



5.8 INFORMATION MANAGEMENT

What we do

We provide a range of records (document) management services within Council, including:

- managing and maintaining Council's recordkeeping framework, policies, processes and system to ensure public records are reliable, available and secure as per legislative and State Government requirements;
- providing recommendations to the Chief Executive Officer in relation to the retention and disposal of records in compliance with the **Public Records Act 2002** and **Public Records Regulation 2014**;
- collecting, registering and distributing daily incoming correspondence to Council;
- assisting employees with use of the record management system and recordkeeping within the public sector;
- processing **Right to Information** applications in compliance with the **Right to Information Act 2009** and **Right to Information Regulation 2009**.
- processing **Information Privacy** access applications in compliance with the **Information Privacy Act 2009** and **Information Privacy Regulation 2009**.

Why do we do it

The **Public Records Act 2002** governs recordkeeping for all Queensland public authorities (including Councils).

The Act aims to ensure that public records of Queensland are made, managed, kept, and, if appropriate, preserved in a usable form for the benefit of present and future generations.

The Act defines both a public authority (which includes local governments) and a public record. It also includes specific recordkeeping requirements that all agencies must comply with, specifically:

- what records need to be kept, by who, and why
- who is responsible for records
- how records should be created and managed
- when records can be disposed of
- who authorises disposal of records.

What we must do

Queensland Government

Public Records Act 2002
Public Records Regulation 2014
Information Privacy Act 2009
Information Privacy Regulation 2009
Right to Information Act 2009
Right to Information Regulation 2009
Records governance policy
Records governance implementation guideline
Local Government Act 2009

Queensland Government records policy introduced June 2018

The policy sets out the principles of recordkeeping for Queensland Government agencies and public authorities (including councils) to meet minimum recordkeeping requirements now and into the future.

Policy requirement 1: Agencies must ensure records management is supported at all levels of the business.

Policy requirement 2: Agencies must systematically manage records using governance practices that are integrated and consistent with broader agency frameworks.

Policy requirement 3: Agencies must create complete and reliable records.

Policy requirement 4: Agencies must actively manage permanent, high-value and high-risk records and information as a priority.

Policy requirement 5: Agencies must make records discoverable and accessible for use and re-use.

Policy requirement 6: Agencies must dispose of records in a planned and authorised way.

The aim is to lift records management capability within all Queensland public authorities and enable them to establish their own fit-for-purpose records and information governance practices.

Source: <https://www.qgcio.qld.gov.au/documents/records-governance-policy>

Did you know

The Queensland Government has made a commitment to provide access to information held by the government (state and local), unless on balance it is contrary to the public interest to provide that information.

The legislation came into effect on 1 July 2009 and provides a right to access your personal information held by government under the **Information Privacy Act 2009**. Individuals also have the right to access personal and non-personal information held by government under the **Right to Information Act 2009**, with applications processed in accordance with the legislation and State Government fees and charges.

The decision will detail the reasons in the event of any page, or part thereof, is not released.



5.8 INFORMATION MANAGEMENT

Corporate Plan 2018-2023 and Operational Plan 2021/22

Corporate Plan (What we aim to do)	Operational Plan 2021/22
5.8.1 Manage and maintain Council's recordkeeping framework, policies, processes and system to ensure public records are reliable, available and secure as per legislative and Queensland Government requirements.	Annual service.
	Project plan with weekly milestones to finetune development, review, implementation (go live), historical record migration and training by function.
	This will include standardisation of document titles.
	Go-live of new online register for legal documents and ongoing maintenance.
5.8.2 Retain and dispose of records in compliance with the <i>Public Records Act 2002</i> and <i>Public Records Regulation 2014</i> .	Annual service.
	Transfer of documents 25 Years and over to State Archives Project.
5.8.3 Collect, register and distribute daily incoming correspondence. Information management officers and mail boxes maintained in Roma & Mitchell.	Annual service.
5.8.4 Assist employees with, and provide guidance in relation to, use of the record management system and recordkeeping within the public sector.	Annual service.
	Development of a Recordkeeping handbook for Maranoa Council. Preparation of an inhouse, online training module about public records (Awareness training and Employee Handbook insert).
5.8.5 Process Right to Information applications in compliance with the <i>Right to Information Act 2009</i> and <i>Right to Information Regulation 2009</i> .	Contribution to new website - Right to Information including the publication scheme and disclosure log.
	Employee handbook insert for Right to Information.
5.8.6 Processing Information Privacy access applications in compliance with the <i>Information Privacy Act 2009</i> and <i>Information Privacy Regulation 2009</i> .	Annual service.
	Brochure for community use and Employee handbook insert.

Annual services

What we do	Corporate plan reference	Target service levels
Public sector recordkeeping	5.8.1	Administration of the Records Management System Maintenance of the classification structure and document properties
Right to information and information privacy access applications	5.8.5 5.8.6	Applications processed in accordance with legislative timeframes
Incoming correspondence / mail processing	5.8.3	Mail registered and entered into the electronic document management system daily.
Publication scheme	5.8.5	Reviewed annually – Published on website.
Annual disposal of records in compliance with the Appropriate retention and disposal schedules	5.8.2	Disposals undertaken annually.
Employee induction and refresher training	5.8.4	Training provided as requested. Information Management tips and hints issued on a regular basis via the intranet.

Our business partners, stakeholders and customers



Queensland State Archives

Queensland State Archivist

Queensland Government Chief Information Office

Queensland Government Chief Information Officer

Office of the Information Commissioner

Internal - Council as a whole, Chief Executive Officer, Executive Leadership Team, Senior Management Team, Employees

How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> Confidential documents viewed by those who aren't authorised to do so <p>Councillors and employees in their role may view / come in contact with information that needs to remain confidential to Council.</p> <p>Local Government Act 2009 - Section 171</p> <p>Use of information by councillors</p> <p>(1) A person who is, or has been, a councillor must not use information that was acquired as a councillor to—</p> <p>(a) gain, directly or indirectly, a financial advantage for the person or someone else; or</p> <p>(b) cause detriment to the local government.</p> <p>Maximum penalty—100 penalty units or 2 years imprisonment.</p> <p>(2) Subsection (1) does not apply to information that is lawfully available to the public.</p> <p>(3) A councillor must not release information that the councillor knows, or should reasonably know, is information that is confidential to the local government.</p> <p>Note—</p> <p>A contravention of subsection (3) is misconduct that is dealt with by the tribunal.</p>	<ul style="list-style-type: none"> Council's record management system is RM8 and security is set to prevent unauthorised access to confidential information. Confidentiality is also addressed with secure and legal documents only able to be viewed by authorised personnel. Preparation of a A-Z Guide to Local Government is underway. This will include a reminder to Councillors about their legislative obligations in the handling of information. The confidential Council meeting agendas are printed in a separate colour (pink) to the public agenda, as a visual prompt to Councillors and employees of the importance of keeping those documents secure. Council's agenda and minutes software includes security to prevent unauthorised access to confidential reports. Online employee training (for new and existing employees) will be developed in to remind employees of their obligations.
<ul style="list-style-type: none"> Compliance with the Public Records Act 2002 and Public Records Regulation 2014 	<ul style="list-style-type: none"> Review of training material for new team members and refresher material for existing team members.
<ul style="list-style-type: none"> Premature disposal of documents outside the State Archive's retention schedule <p>A retention schedule is a set of guidelines set by the Queensland State Archives identifying classes or records and specifying their retention periods and what should happen to them at the end of that period.</p>	<ul style="list-style-type: none"> Information Management staff manage archiving requirements. The disposal of public records are reviewed and approved by the CEO as per the Records Governance Policy from Queensland State Archives. Council's Information Management Plan identifies business rules, records management, system functionality, business classification scheme, corporate information and archiving requirements to ensure Council meets its recordkeeping legislative obligations. A draft Archiving and Disposal Plan is being developed to identify all requirements for the approved disposal of public records.
<ul style="list-style-type: none"> Non-registering of public records in Council's records management system. <p>The definition of a public record in Section 6 of the <i>Public Records Act 2002</i> includes:</p> <ul style="list-style-type: none"> a record made for use by, or a purpose of, a public authority; a record received or kept by a public authority in the exercise of its statutory, administrative or other public responsibilities or for a related purpose; <p>And includes:</p> <ul style="list-style-type: none"> a copy of a public record; and a part of a public record, or a copy of a part of a public record. 	<ul style="list-style-type: none"> Review of classification structure to align with the new Corporate Plan functional areas. Preparation of an inhouse, online training module about public records (drawing on information published by the Queensland Government).

Our finances - Information management

Operations	2018/19 \$	2019/20 \$	2020/21 Quarter 4 review \$	2021/22 Cost and funding estimates \$	2021/22 Reduced budget \$
Operating revenue	\$1,083	\$2,068	\$2,000	-	-
Fees and charges	1,083	2,068	2,000	-	-
Operating expenses	\$334,392	\$186,694	\$213,426	\$209,699	\$206,110
Employee costs	300,150	159,071	164,193	168,699	168,699
Materials and services	34,242	27,623	35,000	41,000	37,411
One off initiatives (operating projects)	-	-	14,233	-	-
Operating result (deficit) - Contribution required from general revenue	(\$333,309)	(\$184,626)	(\$211,426)	(\$209,699)	(\$206,110)