



Records and Information Management Policy

“Preserving the Past, Empowering the Future”

With a digital-first focus, we create a harmonious information management culture that enables CED to capture and store information to preserve Canberra's story. Our work goes beyond compliance, protecting the integrity and confidentiality of sensitive data while empowering decision-making and contributing to the legacy of our city. CED is setting standards and safeguarding archives; to ensure that every decision is transparently recorded and accessible, reinforcing trust in our Directorate, and the ACT Government.

DOCUMENT OWNER	REVIEW DATE
Chief Operating Officer	
APPROVED BY	DATE APPROVED
Director-General	24 December 2025

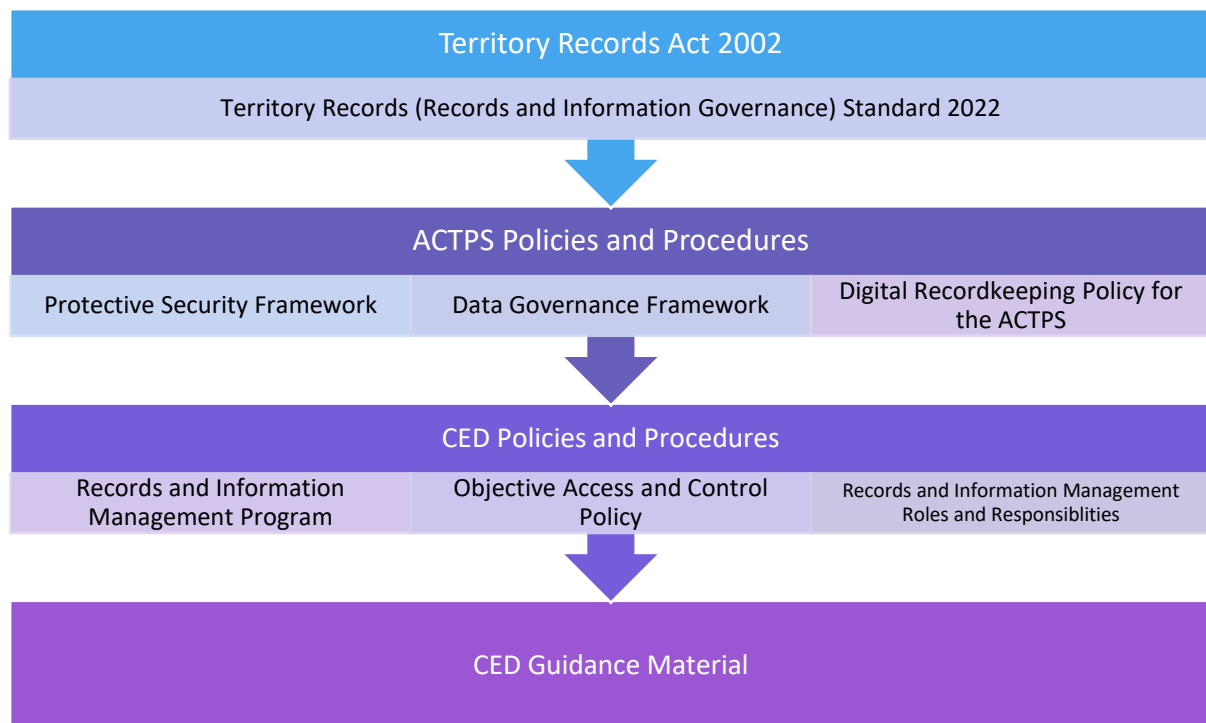
Director-General

Dave Peffer

Purpose

This policy, authorised by the Director-General, City and Environment Directorate (CED), and owned by the Chief Operating Officer, establishes the legislative and governance foundation for the creation, capture, management, and protection of records and information within the City and Environment Directorate. It forms a core component of CED's Records and Information Management Framework and ensures compliance with the *Territory Records Act 2002*, associated standards, and whole-of-government directives. The policy mandates consistent, accountable, and secure practices for managing records and information across all CED operations.

The CED Records and Information Management Framework includes:



Scope

This policy applies to all full-time and part-time staff, volunteers, consultants, contractors and outsourced providers.

This policy applies to all aspects of organisational business, all records, information and data created during business transactions, and all business applications used to create or store records, information and data including emails, cloud-based solutions, business systems, databases and websites.

Policy statement

Records, information and data are vital corporate assets, and their management is the responsibility of all who work directly and indirectly for CED.

This policy provides the basis for how CED and its employees can adhere to legislative and better-practice requirements for records, information and data, including what is outlined in:

- [Territory Records Act 2002](#)
- [CED's Records Management Program](#)
- [Territory Records Office \(Records and Information Governance\) Standard 2022](#)
- Australian and international standards

CED and its employees must make, keep and manage full and accurate records, information, and data in a timely manner to support business needs, government accountability, legal and regulatory obligations, community expectations and historical purposes.

CED is committed to the proper management of records, information and data as mandated by the *Territory Records Act 2002* and will ensure records, information and data are retained for as long as required in a readily accessible form.

This policy should be referenced within most organisational policies and procedures to ensure its application is widespread and consistent.

Definition of records, information and data management

Records are information created and kept, or received and kept, as evidence and information by a person in accordance with a legal obligation or in the course of conducting business.

Records, information and data management covers, but is not limited to, the creation, keeping, protection, preservation, storage and disposal of, and access to, records of the organisation.

Records, information and data management processes must be applied by all full-time and part-time staff, volunteers, consultants, contractors and outsourced providers as part of their duties. Some processes are solely carried out by the Records Manager and/or the Records and Information Management team.

Information, data and records management principles

CED records, information and data will be managed according to the principles outlined in the [Territory Records \(Records and Information Governance\) Standard 2022](#) released by the Director of Territory Records.

Guidance material to implement the Standard are available via the [Territory Records Office extranet](#).

Endorsed locations

Only endorsed locations can be used to store records, information and data to ensure their appropriate management.

For locations to be endorsed, they must be registered with the Records Manager and/or the Records and Information Management Team (forming part of the Records, Information and Data Architecture Register) to help ensure appropriate records management processes can be applied and, where appropriate, supported by the development of information management plans.

Endorsed locations include:

- Objective Electronic Document and Records Management System (EDRMS)
- Content Manager EDRMS

Locations that are NOT endorsed include:

- email accounts
- local drive
- portable storage devices
- network and cloud drives (except in exceptional circumstances)

For more information about endorsed locations contact the Records and Information Management Team.

Ownership

All records, information and data generated by employees, including contractors, outsourced providers and volunteers as part of their duties are Territory records and belong to the ACT Government and not to individuals or companies.

Procedures for records, information and data management

This policy is supported by records and information management procedures and forms part of the broader records and information management framework.

The procedures detail the way staff will create, capture, manage, care for, keep and access records, information and data.

The Records and Information Management Team are responsible for coordinating the development of procedures to support continuous improvement in information management practices.

Adherence to the requirements of the procedures is obligatory for all staff.

Feedback about this policy

Where there are questions or concerns regarding this policy, its application or how it relates to other policies or directives, contact the Executive Branch Manager, Governance, Ministerial and Coordination.

Review of this policy

This policy has been endorsed by the Executive Branch Manager, Governance, Ministerial and Coordination and will be reviewed at least every three years or as required.