ACT Government
City and Environment

Records and Information Management Program

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Chief Operating Officer	18 December 2025
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Director-General

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Introduction

Purpose

At the City and Environment Directorate (CED), we know how important it is to keep track of the records, information, and data we use every day. These aren't just files; they're part of how we serve the ACT community and tell the story of our work. This program helps us manage all that information properly, following the rules and standards that apply across government.

Why do we need a Records and Information Management Program?

This Records and Information Management Program (RIMP) sets out how we look after our records and information. It gives us a framework to make sure we're doing things the right way and helps everyone understand their role in keeping our information safe, organised, and accessible.

Who Needs to Follow the RIMP?

This applies to everyone working with or for CED, including:

- Staff and executives
- Contractors and consultants
- Volunteers, trainees, and apprentices
- Committee and board members
- Anyone else doing work on behalf of CED

Relationship with the Territory Records Office

The Director of Territory Records oversees the administration of the *Territory Records Act 2002* (TRA), provides an advisory and compliance monitoring service, reports to the relevant minister on records and information management capabilities, and issues the standards and notifiable instruments (such as Records Disposal Schedules) that relate to the management and retention of records and information.

CED has arrangements in place to liaise with the Director of Territory Records Office (TRO) for:

- examining the operation of this RIMP and compliance with the TRA
- advising on the outsourcing of any aspect of records and information management responsibilities
- requesting assistance, advice, and training in relation to records and information management
- reporting on compliance with the TRA, the RIMP, and records and information management capabilities
- resolving disputes regarding compliance with the TRA and the RIMP

Management of Sensitive Records

CED is committed to the culturally respectful and compliant management of records that connect Aboriginal and Torres Strait Islander people to their Culture and Country. Our goal is to make these records known, and accessible, now and into the future. CED are custodians of a wide variety of records that relate to the land in and around Canberra, the development of these places, heritage registration of culturally significant places, and records of people that have interacted with the functions that CED are responsible for. Many of these records could support Aboriginal and Torres Strait Islander people to connect to their history.

How we will implement these commitments
• Implement metadata tagging of digital records to make records easier to find and protect
• Physical records sentencing programs will include procedures and checklists related to identifying and preserving Aboriginal and Torres Strait Islander records.
• Consult with stakeholder groups, such as OATSIA, on establishing culturally sensitive and supportive mechanisms for handling, storing, and providing access to culturally sensitive records.

Records and Information Governance Principles

We follow seven key principles from the Territory Records Standard. These help us make sure our records are useful, protected, and available when needed.

1. Strategy

We plan how we manage records and build strong relationships across teams. Records management is part of our everyday work—not just something for specialists.

What does implementing the strategy principle look like for us?
• We have a Records and Information Management Policy that outlines our approach to managing our records now, and for future generations.
• We have a current and complete Records and Information Management Program (this document) that sets out how we will meet our recordkeeping commitments.
• We approach recordkeeping from the standpoint of continuous improvement.

2. Capability

We make sure we have the right people, tools, and resources to manage records well. We also check how we're doing and look for ways to improve.

What does implementing the capability principle look like for us?
• We recruit the right people with the right skills to manage our records and information management commitments
• We allocate sufficient budget to proactively manage our physical and digital records
• We measure our progress annually and report to the Director-General and the Territory Records Office

3. Assess

We figure out what records we need to keep, why they matter, and how to manage them based on their importance and risk.

What does implementing the assess principle look like for us
• We know what records we hold, where they are located, and understand their value
• We store significant records securely, ensuring that Territory Archives are stored with the Territory Records Office Physical Records Repository

4. Describe

We make sure our records are clearly labelled and easy to find, so they stay trustworthy and useful.

What does implementing the describe principle look like for us?
• We have clear naming conventions for records, and support staff to be aware of, and follow, these conventions
• We encourage staff to apply detailed metadata to records and information to support discovery processes

5. Protect

We keep our records safe and secure, using the right storage and protection methods.

What does implementing the protect principle look like for us?
• We apply accurate retention schedules to ensure our records are retained in line with their significance
• We apply appropriate security to records based on their sensitivity.

6. Retain

We know which records need to be kept forever, and which can be safely destroyed—always following the rules.

What does implementing the retain principle look like for us?
• We apply records retention schedules relevant to the significance of the record, with a particular focus on proper retention of records of enduring value
• We encourage staff to apply detailed metadata to records and information to support discovery processes
• We have clear procedures for managing records disposals, including disposal of Normal Administrative Practice (NAP) content.

7. Access

We support open access to records where appropriate, making sure they can be found and used by the right people.

What does implementing the access principle look like for us?
• We approach all access requests from a standpoint of transparency
• We keep accurate records of our decisions and actions to ensure we evidence the decisions and actions of government

How We Deliver This Program?

What tools do we have in place to measure our progress:

- Self-assessment tools
- Training and development
- Records sentencing and disposal
- Communications to raise awareness

We report regularly to leadership and to the Territory Records Office to keep everyone informed and accountable.

Want to See the Full Framework?

This document, and associated documents within the CED Records Management Framework, are public under the Freedom of Information Act and are available on the CED website.

Table 1 - Legislation, Standards and Policies

Type	Publication
Australian and International Standards	CED operates in line with the following Australian and International Standards: • ASO ISO: 15489.1: 2017 – Information and Documentation – Records Management, Part 1: Concepts and Principles • AS/NZS ISO 30300:2020 – Information and Documentation – Records Management – Core Concepts and Vocabulary • SA/SNZ TR ISO 26122: 2012 – Work Process Analysis for Recordkeeping • AS 5044.1-2010 – AGLS Metadata Standard, Part 1: Reference Description • AS 5044.2-2010 – AGLS Metadata Standard, Part 2: Usage Guide • AS/NZS ISO 5478: 2015 – Recordkeeping Metadata Property Reference Set • ISO/TR 13028:2010 – Information and Documentation – Implementation Guidelines for Digitisation of Records • AS/NZS ISO 13028:2012 – Information and Documentation – Implementation Guidelines for Digitisation of Records • ISO: 16175: 2020 – Principles and Functional Requirements for Records in Electronic Office Environments
ACT Legislation	• Territory Records Act 2002 • Territory Records Disposal Schedules [Notifiable Instruments – current and repealed] • Freedom of Information Act 2016 • Evidence Act 2011 • Information Privacy Act 2014 • Health Records (Privacy and Access) Act 1997 • Electronic Transactions Act 2001 • Public Sector Management Act 1994 • Financial Management Act 1996 • Work Health and Safety Act 2011 • Working with Vulnerable People (Background Checking) Act 2011 • Annual Reports (Government Agencies) Act 2004
ACT Policy and Program and	These policies must be applied alongside this RIMP: • ACT Cabinet Handbook (May 2025)

Guidance	• Acceptable Use Policy and Program (July 2024) • Data Governance and Management Policy and Program Framework (August 2020) • Digital Strategy (2022) • ACT Protective Security Framework (2024) • ACTPS Recordkeeping Maturity Model and Compliance Checklist • ACT Public Sector Code of Conduct (2022) • Business Systems and Digital Recordkeeping Functionality Assessment (2016) • Digital Recordkeeping Policy and Program for the ACTPS (2015) • Standard for Records and Information Governance (2022) • Whole of Government Digital Records Capability Working Group Terms of Reference • Whole of Government Digital Records Government Committee: Terms of Reference • Whole of Government EDRMS Administration and Governance Policy and Program • Whole of Government EDRMS Administration and Governance Procedure

Table 2 – Records Disposal Schedules

In addition to common administrative disposal schedules used across government, the following Records Disposal Schedules are authorised for use in CED:

Schedule name	Date Effective	Instrument No
Land Development Records	21 April 2006	NI2006-136
Preserving records containing information that may allow people to establish links with their Aboriginal and Torres Strait Islander heritage	25 March 2011	NI2011-162
Protection of records relevant to the Royal Commission into Institutional Responses to Child Sexual Abuse	12 December 2022	NI2022-620
Converted or Digitised Source Records	21 July 2020	NI2020-435

Records and Information Management Program – Attachment A - Roles and Responsibilities

Role	Responsibilities	Performance Measures
All Staff	All CED staff are responsible for the creation and management of records, information and data about the work they perform for the organisation. They must: • understand the recordkeeping obligations and responsibilities relating to their position. • adhere to ACT Government and CED policies, procedures and standards in maintaining records as required by their daily tasks. • create and capture clear and accurate records of business activities and decision-making in approved recordkeeping systems (Objective) and in accordance with ACT Government and CED policies and procedures. • participate in mandatory records management and Objective training programs. • incorporate records and information governance principles into work planning. • incorporate recordkeeping provisions into contracts with third party providers. • be familiar with the provisions for handling and managing sensitive and security classified information, including the 'need-to-know' principle, and to apply them where relevant to their business and recordkeeping practice. • ensure that they do not destroy records without the correct authorisation, except through the appropriate application of ‘normal administrative practice’ • adhere to arrangements for providing public access to records, information and data in accordance with relevant legislation	• Information governance requirements included in PDP • Complete mandatory eLearning, or attend one training session delivered by the RIM team annually.

Role	Responsibilities	How do we measure outcomes?
Director-General	The Director-General, as the Principal Officer, is ultimately responsible for the management of records, information and data. This includes ensuring Records Management Program Commitments are met. • Delegate operational responsibility for records, information and data management to a Executive Responsible for Records • Champion records and information management as a core element of effective information governance across all levels of the Directorate • endorses the Directorate's physical storage facilities for records, information and data and the approved electronic document and record management system, Objective.	• Review annual Records and Information Governance Maturity Summary and Forward Actions report
Executive responsible for records	• Authorise the Records Management Program, and its resourcing and promulgation across the directorate • Champion a continuous improvement model for records and information governance maturity • Report annually to the Territory Records Office on records and information governance maturity • Report quarterly, and as required, to the Director-General on records maturity and improvement • Support continuous professional development for Records and Information Governance Staff • Ensure CED has sufficient skilled resources and adequate funding to support strategic and operational records management operations	• Include information governance maturity reporting outcomes into PDP • Annual Records and Information Governance Maturity Summary and Forward Actions reporting to Chief Operating Officer and Director-General

Role	Responsibilities	How do we measure outcomes?
CED Records Manager	• Develops, manages and promotes the Records and Information Governance Framework (RM Program, Policy, Procedures and related guidance material) • Monitor and report to the Executive Responsible for Records on information governance activities and performance, including through the annual maturity assessment to the TRO	• Annual Records and Information Governance Maturity reporting to TRO and CED Executives • 25% increase in physical records destruction over previous reporting period. • 80% of staff have completed RIM training, either in person or via eLearning.
CED Records and Information Management professionals	• Support the Executive Responsible for Records and the Records Manager to implement and monitor the effective implementation of the Records and Information Governance Framework • Develop and maintain an engagement program to promote records and information governance as a core governance activity	
Agency Security Advisor (ASA)	• The security advisor provides advice on security policy and guidelines associated with the management of records, information and data.	• Engage with RIM team quarterly to review EDRMS security models and classification of records • Report non-compliant or security compromised EDRMS records to the RIM team within two business days of identification. • Reduce ungoverned content with EDRMS by 10% annually

Business System Owners	Owners of business information and transactional systems that store records and/or associated metadata must: • consider record management obligations when undertaking a procurement for a new business system (records by design) • fully understand the recordkeeping obligations and responsibilities relating to their system(s) and associated business processes that they interact with or manage. • adhere to ACT Government and CED's policy, procedures and standards in creating and managing records in their system(s). • in coordination with the CIO, incorporate electronic recordkeeping requirements into system operational and maintenance plans, and into design specifications when building, reviewing, upgrading or acquiring new business systems. • ensure that their business system is recorded in the Records, Information and Data Architecture Register. • ensure that their system(s) do not facilitate deletion, destruction or disposal of records without the correct authorisation as set out in this policy, except through the appropriate application of NAP, also set out in this policy	• Engage with the RIM team to ensure all business systems that capture records, information or data are recorded in the Records, Information and Data Architecture Register. • Engage with the RIM team before commencing work to decommission business systems