

# Records Governance Policy

December 2024

Security classification: Public



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## Purpose

This policy sets out the foundational principles of recordkeeping for Queensland Government public authorities under the *Public Records Act 2023* to meet minimum recordkeeping requirements. 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.

## Policy statement

The Queensland Government values records as enablers and evidence of business activity and will systematically manage records in an accountable and transparent manner.

## Policy objectives

The aim of this policy is to enable public authorities to:

- provide a strong foundation for systematically and effectively managing complete and reliable records and information
- ensure that those records that are most important are actively managed and preserved
- increase the discoverability and accessibility of records and information
- empower public authorities to establish their own fit-for-purpose records and information governance practices
- apply a phased implementation approach focusing on increasing records management capability and maturity.

## Applicability

This policy applies to public authorities as defined under s.8 of the [Public Records Act 2023](#).

Public authorities **must have regard** to this policy in making or managing a public record under s.12(b) of the [Public Records Act 2023](#).

## Authority

This policy is issued on the authority of the State Archivist under s.46(1)(b) of the [Public Records Act 2023](#) and comes into effect on 5 December 2024.

**Authorised by Acting State Archivist: Jennifer Kidd**

**Date: 05/12/2024**

# Policy requirements

## Policy requirement 1: Public authorities must ensure records management is supported at all levels of the business

Public authorities must ensure records management is everyone's responsibility. This means it must be supported across all areas and all levels of the business by:

- assigning formal records management responsibilities to key roles within the business to monitor and support the active implementation of this policy
- providing appropriate advice and guidance to ensure the business is aware of the value of records and information and how this relates to their obligations and responsibilities as an employee
- fostering a positive, innovative and collaborative recordkeeping culture.

## Policy requirement 2: Public authorities must systematically manage records using governance practices that are integrated and consistent with broader business frameworks

Consistent and aligned governance practices provide a strong foundation for systematically managing records and information across all functions of a public authority. Records governance must work within a public authority's existing structure and governance and strengthen a public authority's strategic goals and functions.

Public authorities must systematically manage records and information by:

- ensuring records and information governance is aligned with broader business frameworks and incorporated in business strategies and objectives
- developing and implementing appropriate and fit-for-purpose documentation that details how active records management will strengthen business imperatives and strategic goals
- complying with relevant legislation that governs recordkeeping requirements
- measuring how well records governance is supporting business imperatives and strategic goals.

## Policy requirement 3: Public authorities must make complete and reliable records

Complete and reliable records provide evidence of activities of a public authority and allow the business to operate effectively.

Public authorities must ensure complete and reliable records are made and retained as appropriate by:

- identifying all the records that allow the business to operate – these provide evidence of actions or decisions, support accountability and transparency, mitigate risk, help the public authority meet legislative requirements and reflect the business of the public authority
- specifying how these records must be made, when they must be made, the format they must be made in, who must make them and implementing security and preservation requirements associated with those records
- integrating record making into existing business processes
- ensuring recordkeeping is considered when decisions are made about business systems (particularly decisions around migration and end of life).

## Policy requirement 4: Public authorities must actively manage permanent, high-value and high-risk records and information as a priority

**Permanent value**, in relation to a public record, means that, having regard to any archives appraisal statement—

- (a) the record has been identified for retention under a disposal authorisation; or
- (b) the record otherwise has enduring value and is appropriate for retention in the custody of the archives.

**High value** records are those that are important to the business, its operations, or stakeholders.

**High-risk** records are those that pose a significant risk to the public authority if they were misused, lost, damaged or deleted prematurely. These records should have the highest priority for public authorities when developing and implementing their governance practices.

Public authorities must actively manage permanent, high-value and high-risk records by:

- defining the criteria and processes for identifying permanent, high-value and high-risk records, including transfer of permanent value records to Queensland State Archives
- formally documenting details of permanent, high-value and high-risk records
- actively maintaining visibility of these records while they are being used, including monitoring processes for permanent, high-value and high-risk records held in business systems and applications.

## Policy requirement 5: Public authorities must ensure records are discoverable and accessible for use and re-use

Discoverable records are those that are in business systems and applications approved for use by the public authority. Accessible records are those that can be located and continuously used.

Public authorities must ensure complete and reliable records are discoverable, accessible and are able to be used and re-used for their entire life by:

- keeping records in business systems and applications approved for use by the public authority
- being able to discover and appropriately access records, with confidence in sufficiency of search
- actively monitoring the health of records.

## Policy requirement 6: Public authorities must dispose of records in a planned and authorised way

Public authorities must plan for how and when they will dispose of records, using a risk based approach. Records must be disposed of in a planned and authorised way by:

- using the disposal authorisations issued by the State Archivist, that provide proper coverage of the specific records you make and keep
- developing and implementing a disposal plan, which details disposal decisions and actions for the public authority. The plan must, at a minimum, cover:
  - disposal endorsement, including how internal endorsement is given
  - disposal methods, including how records will be disposed of (physical and digital)
  - disposal frequency, including specifying how often certain types of records will be disposed of
- formally documenting the disposal of records.

## Implementation advice

This policy should be read in conjunction with the Records governance policy [implementation advice](#) and the Recordkeeping maturity assessment tool.

## Further information

More information about Queensland Government recordkeeping can be found at [forgov.qld.gov.au/recordkeeping](http://forgov.qld.gov.au/recordkeeping).

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