RECORDS AND INFORMATION MANAGEMENT PROGRAM

JUSTICE AND COMMUNITY SAFETY DIRECTORATE

DOCUMENT INFORMATION

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Endorsed by:	Richard Glenn, Director-General
Policy Custodian:	Executive Branch Manager, Governance and Business Improvement
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OVERVIEW

The *Territory Records Act 2002* requires all Government agencies to develop and maintain a Records Management Program that includes requirements for the creation, management, protection, preservation, storage, access and disposal of records of the agency.

This Records and Information Management Program is supported by the Records and Information Management Policy and Standard Operating Procedures in outlining the recordkeeping responsibilities of all officers in:

- making accurate and full records as evidence of their business activities.
- identifying, classifying and capturing records into an official recordkeeping system.
- protecting and disposing of records and information using approved disposal schedules.

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AUTHORISATION

Section 16 of the *Territory Records Act 2002* (the TR Act) outlines the requirements for an agency to establish and maintain a Records Management Program to ensure that records of government are created, maintained and disposed of in accordance with legislative requirements.

In accordance with the TR Act, and as Director-General of the Justice and Community Safety (JACS) Directorate, I:

- authorise this Records and Information Management Program (the Program)
- certify that this Program addresses all elements contained within section 16 of the TR Act
- am satisfied that this Program meets all the requirements set out in the Standard for Records and Information Governance released by the Director of Territory Records.

This Program provides a framework to ensure the Directorate's records and information management requirements are met.

The JACS Directorate's records and information management framework includes the:

- *Territory Records Act 2002*
- Standard for Records and Information Governance released by the Director of Territory Records
- ACT Government Data Governance and Management Policy Framework
- other applicable legislation, policies and administrative directions of the ACT Government
- Records and Information Management Program (this document)
- Records and Information Management Policy
- Records and Information Management Standard Operating Procedure
- ICT Business Application Portfolio.

I authorise the appropriate resourcing of this Program, which includes the:

- promulgation of this Program and the associated framework to all staff, volunteers, consultants, contractors and outsourced providers
- recruitment and retention of qualified records management staff
- annual assessments of records and information management capabilities
- planning for, and continual improvement of, records and information management capabilities.

Director General
Justice and Community Safety Directorate

1. PURPOSE

1.1 The *Territory Records Act 2002* obliges the Principal Officer to ensure the organisation and its staff comply with the TR Act, including through the development, approval and implementation of this Records and Information Management Program.

1.2 This Program establishes a framework for the management of records and information in the JACS Directorate in accordance with requirements of the TR Act.

1.3 This Program addresses all elements set out in section 16 of the TR Act and is in direct reference to the Standard for Records and Information Governance released by the Director of Territory Records.

2. RESPONSIBLE EXECUTIVE

2.1 The Executive Branch Manager, Governance and Business Improvement, is responsible for the active support and ongoing maintenance of the Records and Information Management Program and related arrangements.

2.2 A key responsibility of this role includes ensuring all staff, volunteers, consultants, contractors and outsourced providers have access to information to understand their obligations regarding records and information management under this Program.

3. RELATIONSHIP WITH THE DIRECTOR OF TERRITORY RECORDS

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

3.2 JACS has arrangements in place to liaise with the Director of Territory Records for:

- examining the operation of this Program and compliance with the TR Act
- 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 TR Act, the Program, and records and information management capabilities
- resolving disputes regarding compliance with the TR Act and the Program.

4. RECORDS MANAGEMENT GUIDING PRINCIPLES

4.1 STRATEGIC FRAMEWORK FOR RECORDS AND INFORMATION GOVERNANCE (STRATEGY PRINCIPLE)

4.1.1 The following documents establish a high-level framework to help the Directorate achieve robust records and information management:

- Records and Information Management Program (this document)
- Records and Information Management Policy
- Records and Information Management Standard Operating Procedures.

4.2 CAPABILITY ASSESSMENT AND MATURITY DEVELOPMENT (CAPABILITY PRINCIPLE)

4.2.1 The Director-General in association with Executive Branch Manager, Governance and Business Improvement, reports annually to the Director of Territory Records on the Directorate's records and information management capabilities using the Records Management Maturity Assessment tool provided by the Territory Records Office (TRO) or as required by the Annual Report Directions.

4.2.2 Annual plans are developed and implemented to build capability maturity, including improvement planning, communication and training delivery. This includes regular training to support staff to effectively utilise the Directorate's Electronic Document and Records Management System (EDRMS).

4.3 CREATING AND MANAGING FULL AND ACCURATE RECORDS (ASSESS PRINCIPLE)

4.3.1 The Directorate works with the TRO to develop Record Disposal Schedules that identify the records each business unit must create and keep as a full and accurate records of its activities.

4.3.2 The Directorate is committed to processes for identifying its records and their significance that are accountable, consistent, objective, comprehensive, contextualised and documented.

4.3.3 Requirements to create records of activities can be found in Directorate and business unit policies and procedures, as well as the following documents that articulate how to create records that comply with legislative requirements:

- Records and Information Management Standard Operating Procedures
- Content Manager User Guides.

4.3.4 The business systems used in the Directorate that have been assessed as holding records are identified in the Information Asset Register.

4.4 METADATA MANAGEMENT (DESCRIBE PRINCIPLE)

4.4.1 The Directorate complies with recordkeeping metadata standards endorsed by the TRO. The Directorate uses the Whole of Government Business Classification Scheme to classify its records according to the business functions and activities they represent. The Directorate also aims to use the Business Classification Scheme to classify and map information and data wherever possible.

4.4.2 Requirements to create metadata for records are contained in Directorate and business unit policies, procedures and system manuals, as well as the following documents:

- Records and Information Management Standard Operating Procedures
- Content Manager User Guides.

4.4.3 Metadata requirements for business systems that contain records have been identified in systems management plans and manuals, data dictionaries and other systems documentation. This includes arrangements for the ongoing preservation and management of recordkeeping metadata in all approved JACS business systems used to create, manage and maintain JACS information.

4.5 PROTECTING RECORDS AND INFORMATION (PROTECT PRINCIPLE)

4.5.1 Arrangements are in place to protect records and information. This includes ensuring the continued access to records and information for as long as they are required to be kept in accordance with the TR Act (as defined by Record Disposal Schedules). This includes the identification of endorsed locations for records storage, both in hardcopy and digital form.

4.5.2 Arrangements are in place to protect records and information in the custody of volunteers, consultants, contractors and outsourced providers to ensure the assets are returned or managed in accordance with the TR Act.

4.5.3 Instructions to staff and others on how to protect the Directorate's records and information are contained in the following documents:

- Business Continuity and Disaster Recovery Plans
- the Records and Information Management Standard Operating Procedure
- Content Manager User Guides
- Protection of Information Standard Operating Procedure
- Digitisation Factsheets.

4.6 RECORDS DISPOSAL ARRANGEMENTS (RETAIN PRINCIPLE)

4.6.1 The Directorate utilises the Records Disposal Schedules notified by the Director of Territory Records on the ACT Legislation Register. A list of Record Disposal Schedules utilised by the Directorate can be found at on the @JACS intranet here.

4.6.2 Directorate records may only be destroyed in accordance with one of the approved Record Disposal Schedules, with non-evidentiary information destruction to be done under the Directorate's normal administrative practice. Normal administrative practice for the Directorate is defined in the Directorate's Records and Information Management Standard Operating Procedure. Additional arrangements are in place to protect records and information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage and for records and information that is to be retained in perpetuity for cultural and historical purposes.

4.6.3 A record can only be destroyed once it has passed its legal retention period with the approval from the responsible records officer, the senior management of the business area and the TRO.

4.7 PUBLIC ACCESS TO RECORDS AND INFORMATION (ACCESS PRINCIPLE)

4.7.1 Arrangements are in place to provide public access to records and information under the authority of the TR Act, facilitated by Archives ACT. These arrangements also allow for the exemption of certain information and record assets, and the regular review of the exemption (as defined by section 28 of the TR Act).

5. IMPLEMENTATION, COMPLIANCE AND REPORTING

5.1 To monitor compliance with the Program, performance measures for records and information management activities have been established and include:

- information and records are created or captured in a full and accurate way and in endorsed locations
- information and records are appropriately managed for as long as required
- metadata requirements are implemented wherever possible
- capability improvement measures are planned and implemented.

5.2 Reporting is provided to the Executive Branch Manager, Governance and Business Improvement on records and information management activities on a regular basis.

6. AVAILABILITY FOR PUBLIC INSPECTION

6.1 A copy of this Program can be found on the ACT Government website and the ACT Government's Open Access website.

7. ENQUIRIES

Enquiries about this program can be directed to:

Governance, Coordination and Reporting via JACSGCR@act.gov.au

DETAILS

Document Properties	Approval Details
Document Name:	JACS Records and Information Management Program
Document Number:	0079
Custodian:	Executive Branch Manager, Governance and Business Improvement
Advisor:	JACS Senior Records Officer (SRO)
Responsible Branch:	Governance, Coordination and Reporting
Stakeholders:	All JACS staff
Document/Legislation References:	*Territory Records Act 2002* *Freedom of Information Act 2016* *Information Privacy Act 2014* *Public Sector Management Act 1994* *Electronic Transactions Act 2001* Digital Recordkeeping Policy for the ACTPS ACT Government Data Governance and Management Policy Framework and Guide JACS Privacy Policy JACS Freedom of Information Policy

AMENDMENT HISTORY

Version	Issue Date	Amendment Details	Author	Approved by
1.0	27 June 2018	New version of Records Management Standard Operating Procedure	JACS Records Manager	Director-General
1.1	January 2021	Reviewed	JACS SRO	Director-General
1.2	16 December 2021	Transfer to the new SOP template	JACS SRO	EBM, GBI
1.3	23 September 2022	Reviewed in consultation with stakeholders	JACS SRO	Director-General
1.4	28 August 2025	Administrative update.	JACS SRO	EBM, GBI