



iCBR Records Management Program

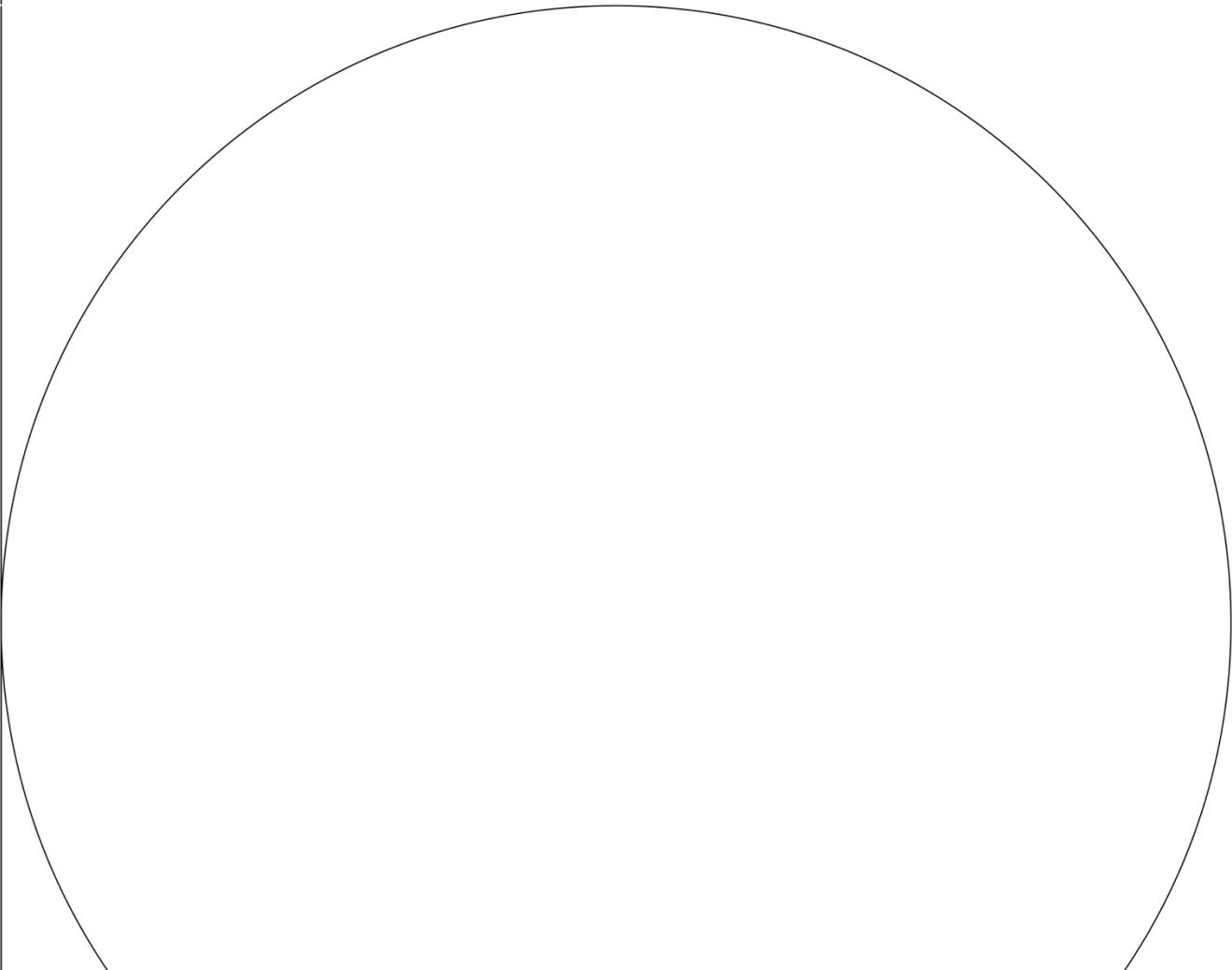


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Acknowledgement of Country

The Infrastructure Canberra acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises other people and families with connection to the lands of the ACT and region.

We respect the Aboriginal and Torres Strait Islander people, particularly our Aboriginal and Torres Strait Islander colleagues and staff, their continuing culture, the contribution they make to the Canberra region and the life of our city.

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Enquiries about this publication should be directed to the Infrastructure Canberra.

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Authorisation

In accordance with the Act, and as Director-General of Infrastructure Canberra, I:

- Authorise this Records Management Program
- Certify this Records Management Program addresses all elements contained within section 16 of the *Territory Records Act 2002*
- Certify this Records Management Program meets all the requirements set out in the Standard for Records and Information Governance released by the Director of Territory Records.

This Records Management Program provides a framework to ensure records management requirements are met.

The records management framework includes:

- *Territory Records Act 2002*
- Standard for Records and Information Governance released by the Director of Territory Records
- Other applicable legislation and standards
- Other applicable policies
- Other administrative directions of the ACT Government and broader ACT public service
- Records Management Program, (this document) records management procedures
- Information assets register for business systems.

This Records Management Program and associated procedures and information apply to the iCBR Directorate.

The Records Management Procedures are located at: **iCBR - Records Management Procedure - (A62459266)**

The Records, Information and Data Architecture Register is located at: **2026 - iCBR Information Asset Register (A63146549)**

I authorise the appropriate resourcing of the Records Management Program, which includes the:

- Promulgation of this records management program and associated framework to all staff, volunteers, consultants, contractors and outsources providers
- Appropriate management of records
- Annual assessment of records management capabilities
- Planning for, and continual improvement of records management capabilities.

Gillian Geraghty, Director General, Infrastructure Canberra



Date: 27th July 2026

Introduction

The *Territory Records Act 2002* requires the Director General of Infrastructure Canberra (iCBR) to ensure that the organisation and its staff comply with the Act, which includes the development, approval and implementation of this Records Management Program.

This Records Management Program provides a structured framework to ensure that records, information, and data management requirements are effectively met across the organisation.

The Program's framework includes:

- *Territory Records Act 2002*
- Standard for Records, Information and Data released by the Director of Territory Records
- Other applicable legislation, policies and administrative directions of the ACT Government
- Records Management Program (this document)
- Supporting records, information and data management:
 - Procedures
 - Core Processes.

Purpose

This Records Management Program establishes the responsibilities, accountabilities, and expectations for all staff in relation to records management within iCBR, ensuring compliance with legislative and regulatory requirements.

The Records Management Program ensures a consistent, whole-of-organisation approach to the creation, management, storage, and disposal of records, information, and data. It supports the integrity, accessibility, and security of records and promotes transparency, accountability, and effective governance.

This Records Management Program also ensures alignment with ACT Government standards, policies, and best practice principles for records and information management.

Records Management Program

Compliance with the Territory Records Act 2002

This Records Management Program addresses all elements set out in section 16 of the *Territory Records Act 2002* and meets the requirements set out in the Standard for Records, Information and Data released by the Director of Territory Records.

Responsible Senior Manager

The Executive Branch Manager, Chief Operating Officer, is the designated Executive responsible for records, information and data management within iCBR, including the implementation and ongoing review of this Records Management Program.

A key responsibility includes ensuring all staff, volunteers, consultants, contractors and outsourced providers comply with the Territory Record Act and iCBR procedures for records, information and data.

Relationship with the Director of Territory Records

The Director of Territory Records oversees the administration of the *Territory Records Act 2002*, provides an advisory and compliance-monitoring service, may provide reports to the relevant Minister on records, information and data management capabilities, and issues notifiable instruments (standards) that relate to the management of records, information and data.

Arrangements are in place to liaise with the Director of Territory Records for:

- examining the operations of the Records Management Program and compliance with the *Territory Records Act 2002*
- advising on the outsourcing of any aspect of records, information and data management responsibilities
- requesting assistance, advice and training in relation to records, information and data management
- reporting on compliance with the *Territory Records Act 2002*, the Records Management Program and records, information and data management capabilities
- resolving disputes regarding compliance with the *Territory Records Act 2002* and the Records Management Program.

Principles

The **Territory Records (Records and Information Governance) Standard** sets out the records management principles that support open and accountable government. It requires Territory records to be managed, protected and, where appropriate, preserved in accessible formats so they meet business needs, legislative obligations and community expectations.

The Standard is supported by seven principles: Strategy, Capability, Assess, Describe, Protect, Retain and Access. Each principle explains what iCBR must achieve, while the supporting guidelines explain how those requirements can be implemented in practice. The following section outlines each principle, its intent and the actions iCBR will take to meet the requirement.



Principle 1 – Strategy

The Strategy Principle means recordkeeping must be planned, deliberate and embedded into the way iCBR designs and delivers its business. iCBR will use this principle to ensure records, information and data are managed as strategic assets that support accountability, transparency, decision-making and service delivery.

iCBR commitment

- maintain an approved Records Management Program that sets the strategic framework for managing records, information and data across iCBR
- support the Program with the iCBR Records Management Procedures
- promote a records-by-design approach so recordkeeping requirements are considered when systems, processes and business activities are planned or changed
- develop and maintain a Records, Information and Data Architecture Register to improve visibility of business systems, information assets, ownership and risk

- review and improve records management capability through annual planning, reporting and maturity assessment.

Principle 2 - Capability

The Capability Principle means iCBR must have the people, knowledge, systems and governance arrangements needed to manage records, information and data effectively. iCBR will use this principle to build practical capability across the organisation and ensure staff understand their responsibilities.

iCBR commitment

- complete annual records management capability and maturity assessments and report outcomes to the Director of Territory Records as required
- report to iCBR Corporate and Risk – Senior Leader Group Sub Committee on annual work plan to implement iCBR Records Management Program.
- develop annual improvement plans that respond to capability gaps, audit findings and changing business needs
- provide staff with clear guidance, training and support to help them create, capture, manage and protect records appropriately
- assign responsibilities for records, information and data management through senior executive oversight and support from the ICT, Data and Records team
- promote consistent practices across iCBR through communication, advice, core processes and ongoing engagement with business areas.

Principle 3 – Assess

The Assess Principle means iCBR must understand the records, information and data it creates, receives, uses and holds. iCBR will use this principle to identify business requirements, legal obligations, risks, value and significance before deciding how records should be managed.

iCBR commitment

- identify the records, information and data needed to support business activities, decisions, accountability and service delivery
- assess recordkeeping requirements when designing or changing business systems, processes, projects and contracts
- consider the significance, sensitivity, risk and long-term value of records when determining management requirements
- use the Records, Information and Data Architecture Register to document systems, data types, ownership, risks and management arrangements
- apply relevant legislation, standards, policies and disposal schedules when assessing how records should be created, managed, retained and protected.

Principle 4 – Describe

The Describe Principle means records, information and data must be able to be found, understood and trusted over time. iCBR will use this principle to ensure records are supported by sufficient descriptive information, including metadata, business context and ownership.

iCBR commitment

- capture appropriate metadata to describe the content, context, ownership, creation, use and management of records
- ensure business systems that create or hold records (even for short periods) include sufficient descriptive elements to support retrieval, reliability and accountability
- maintain consistent naming, classification and titling practices in endorsed recordkeeping systems
- manage descriptive information so records remain authentic, usable and reliable for as long as they are required
- support staff to apply consistent recordkeeping practices through procedures, guidance and system support.

Principle 5 - Protect

The Protect Principle means iCBR must safeguard records, information and data from unauthorised access, loss, misuse, damage or inappropriate disposal. iCBR will use this principle to ensure records remain secure, accessible and appropriately managed throughout their lifecycle.

iCBR commitment

- use endorsed systems and storage locations for physical and digital records, information and data
- apply appropriate access controls, security classifications and handling requirements to protect sensitive and high-value information
- ensure volunteers, consultants, contractors and outsourced service providers manage and return records in accordance with iCBR requirements
- support continuity of access to records for as long as they are required to be retained
- provide guidance through the iCBR Records Management procedures, Objective work instructions and business continuity arrangements.

Principle 6 – Retain

The Retain Principle means iCBR must keep records, information and data for as long as they are required for business, legal, accountability, community and historical purposes. iCBR will use this principle to ensure retention and disposal decisions are authorised, documented and consistent with approved records disposal schedules.

iCBR commitment

- apply approved records disposal schedules to all records within iCBR Objective containers to determine how long records, information and data must be retained
- ensure records are retained in accessible and usable formats for as long as they are required
- assess business systems that create, manage or retain official records for integration with iCBR's approved electronic document and records management system to support compliant retention, retrieval and disposal
- document and authorise disposal decisions in accordance with the *Territory Records Act 2002* and relevant iCBR processes
- identify and preserve records of ongoing business, legal, cultural, community or historical value
- support the preservation of records that may help people establish links with their Aboriginal and Torres Strait Islander heritage. **Annex A - Preservation of Records that May Allow People to Establish Links with Their Aboriginal and Torres Strait Islander Heritage (A63082025)**

Principle 7 - Access

The Access Principle means iCBR must manage records, information and data so they can be accessed by authorised users and, where appropriate, by the public. iCBR will use this principle to support open, accountable government while protecting information that is sensitive, restricted or exempt from release.

iCBR commitment

- provide access to records, information and data in accordance with the *Territory Records Act 2002*, *Freedom of Information Act 2016* and other relevant requirements
- support public access through iCBR's published Freedom of Information processes and open access arrangements
- apply exemptions and access restrictions where required to protect sensitive, confidential, security-classified or personal information
- review access restrictions and exemptions as required under the *Territory Records Act 2002*
- ensure records remain discoverable and retrievable so authorised staff can access the information they need to perform their roles.

Implementation, Compliance and Reporting

iCBR will implement this Records Management Program through the commitments set out under each of the seven principles. These commitments provide the basis for monitoring compliance, assessing performance and reporting on records, information and data management capability across the Directorate.

- records, information and data are created or captured in full and accurate form and stored in endorsed locations
- records, information and data are managed, protected, retained and disposed of in accordance with approved policies, procedures, disposal schedules and legislative requirements
- metadata, naming, classification and ownership requirements are applied to support discoverability, accountability and long-term usability
- capability improvement actions are identified, prioritised and implemented through annual planning, maturity assessment and review processes
- compliance outcomes, risks, issues and improvement activities are reported through the Senior Director, ICT, Data and Records to the Corporate and Risk Subcommittee chaired by the Executive Branch Manager, Chief Operating Officer.

The Records Manager is responsible for coordinating implementation, monitoring performance and supporting compliance reporting. The Records Manager reports to the Executive Branch Manager, Chief Operating Officer through the Senior Director, ICT, Data and Records.

Availability for Public Inspection

The ICBR Records Management Program is available for inspection by the public free of charge via the ACT Government's open access website www.act.gov.au/open-access.

References and Related Documents

Standard and Guidelines - Territory Records Office

Legislation and Regulation

The table below identifies the legislative instruments relevant to this Records Management Program. Compliance with the provisions contained within each instrument is mandatory and is managed through ICBR's Compliance Management System. Legislative instruments and related materials are available at www.legislation.act.gov.au.

Contact [iCBR Governance](#) for more information about legislative and regulatory compliance.

Legislation and regulation relevant to Infrastructure Canberra's Records Management Program	
<i>Freedom of Information Act 2016</i>	
<i>Information Privacy Act 2014</i>	
<i>Public Sector Management Act 1994</i>	
<i>Public Sector Management Standards 2006</i>	
<i>Territory Records Act 2002</i>	

Document Control

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If you identify any opportunities for improvement while following this program, please email your suggestions to the Senior Director, ICT, Data and Records and to icbrcio@act.gov.au for consideration.