

Policy No. 45: Information Management

POLICY MANUAL

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Information Management

Purpose

The purpose of this Policy is to outline the objectives, responsibilities and principles for managing corporate information in accordance with agreed standards and as required by law.

Department

Corporate Services

Author

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Minute Reference

160/2022

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August 2026

POLICY

1. Definitions

Corporate Information

Is information that is required for business use by the Council and/or information which affects the business of the Council.

Examples include:

- Agendas and Minutes
- information prepared on behalf of the Council
- formal communication and media releases
- complaint correspondence
- contracts and agreements
- final versions of reports
- policies and guidelines
- personnel documentation
- any material that reflects the substantive business of the Council

Examples do not include:

- advertising material
- junk email
- rough notes and working papers

2. Objective

To be proactive in the management of corporate information and to ensure that the collection, storage, usage, disposal and disclosure of information will comply with the Council's legislative, statutory obligations, reporting obligations and meet the needs of stakeholders.

3. Scope

This Policy applies to all employees or consultants who:

- create Corporate Information;
- have access to Corporate Information;
- have any responsibilities for corporate information, for example, storage or maintenance responsibilities;
- have management responsibilities for officers who carry out any of these tasks; and/or
- manage or have input into Information Technology Infrastructure design or software selection.

4. Policy

The collection, storage, usage and disclosure of information will comply with the Council's statutory obligations and reporting obligations. It is the responsibility of all officers employed at the Council to identify any information that forms part of the corporate memory and to manage that information with the Council's electronic systems and/or physical storage areas. After corporate information is registered in the electronic records management system, only the registered version of the document will be used and referred to as the primary source document. Information management procedures and systems used will ensure that information resources are kept in an accessible, authentic, accurate, complete, meaningful and secure manner.

Responsibilities

The Council will:

- provide the support and basis in which the Information Management Policy can be implemented including the provision of a contemporary and well-maintained electronic records management software;
- provide adequate budgetary provision for the maintenance of this Policy;
- ensure any confidential records received in performing their role are treated in a confidential manner and are secure from public view (ie. files are not left on building sites and the public cannot inadvertently view a file which may contain personal information); and
- ensure that Minutes of Council decisions are complete and accurate.

The General Manager will:

- recognise, actively encourage and adopt information management as a key function of the organisation; and
- ensure all information is managed in accordance with the Australian Standard AS ISO 15489, legislation and the Council's policy.

Managers and Supervisors will:

- maintain overall responsibility for the effective management of the Council's corporate information.

Employees will:

- ensure they are familiar with the Council's Information Management Policy, principles and procedures;
- adhere to the procedures regarding information management including capturing documents in a timely manner;
- ensure any confidential records taken from the records management software are treated in a confidential manner and are secure from public view (ie. files are not left on building sites and the public cannot inadvertently view a file which may contain personal information); and
- not make improper use of any information they acquire as an employee. Improper use includes gaining directly or indirectly, an advantage or to avoid, directly or indirectly, a disadvantage for themselves, a member of their family or close associate or to cause any loss or damage to the Council or any other person. Employees using computers are issued with user IDs and asked to generate passwords. Employees recognise it is essential that these remain confidential, as employees are responsible for the work performed and communications made under the personal identification code.

Principles

The Council's organisational values apply to all activities. In particular, the following principles will apply to the disclosure of information:

- public access to the Council's corporate information is based on the principles of the *Right to Information Act 2009* and the *Personal Information Protection Act 2004*;
- corporate information that relates to the public business and is not restricted by the *Local Government Act 1993*, the *Right to Information Act 2009*, the *Personal Information Protection Act 2004* or the *Commonwealth Privacy Act 1988*, is accessible to the public;
- access to corporate information by elected members is in accordance with the above disclosure principles and established the Council's policies; and
- corporate information will be registered in accordance with this policy and guidance will be provided to employees to ensure effective administration.

5. Legislation and Related Standards

AS ISO15489 Records Management

Archives Act 1983

Commonwealth Privacy Act 1988

Crimes Act 1914

Environmental Management Pollution Control Act 1994

Evidence Act 2001

Land use Planning and Approvals Act 1993

Limitation Act 1974

Local Government Act 1993

Personal Information Protection Act 2004

Right to Information Act 2009

Meander Valley Council Policy No. 67: *Personal Information Protection*

6. Responsibility

Responsibility for the operation of this Policy rests with the Director Corporate Services.