

# Information and records management policy

This is a mandated policy under the operational policy framework. Any edits to this policy must follow the process outlined on the [creating, updating and deleting operational policies](#) page.

## Overview

The department is legally required under the *State Records Act 1997 (SA)* to create, capture, classify, retain, preserve, dispose of, and manage documents and records for specific periods identified in approved disposal schedules. Our objective is to make sure these documents and records are accurate, complete, and reliable.

This policy enables the department to meet our legal requirements and realise the benefits associated with effective documents and records management procedures.

## Scope

This policy applies to all department documents and records (digital and hardcopy) received, created, or maintained by the department that are related to South Australian government and department activities.

It applies to all department employees, contractors, consultants, and external providers.



# Contents

Information and records management policy.....	1
Overview .....	1
Scope.....	1
Detail.....	4
Records management objectives.....	4
Records management principles .....	4
Delegations.....	5
Roles and responsibilities.....	5
Employees .....	5
Chief Executive.....	5
Chief Operating Officer .....	5
Executive directors, directors, education directors, managers, and school principals (responsible for individual functions, processes, or projects) .....	6
Manager, Information Management and Release.....	6
System administrators .....	6
Officers responsible for managing the department’s internet and intranet sites.....	6
Officers responsible for property and facility management .....	6
Definitions .....	6
adequate .....	6
classify .....	7
destroying records .....	7
disposal.....	7
disposal schedule.....	7
record .....	7
official record.....	7
permanent record.....	7
temporary record.....	8
Supporting information.....	8
Related legislation.....	8
Related policies.....	8

Record history..... 9

    Approvals..... 9

    Revision record ..... 9

Contact ..... 10



# Detail

## Records management objectives

The objectives of this policy mirror those outlined in State Records of South Australia's (SRSA):

- [Information Management Strategy](#)
- [Information Management Standard](#).

The 5 objectives are as follows.

### Digital first

Information created digitally is managed digitally, not printed. This gives government employees and customers better access and cuts costs. Information created on paper is scanned (if needed) and the source document is destroyed in line with [General Disposal Schedule 21](#), or other similar legislation and policies. The source document can be kept if a hard copy is legally required.

### Data is shared and easily accessed

Departments share information across a connected government, and with the community, restricting sensitive information when needed.

### Governed well

Information is managed as an asset. Agencies know what information they hold, where it is located, and what its value is to their business, the government, and the community. Roles and responsibilities for managing information are identified, assigned, and monitored.

### Managed according to risk

Agencies understand what information is needed to operate effectively and comply with their obligations. Risks to their business of not making or keeping information are assessed. Information is destroyed when no longer needed or preserved as part of the state's archive.

### Transparency

Processes and systems are implemented to make sure records are made and kept that can be relied on as trusted and authentic evidence of decisions made and actions taken.

## Records management principles

SRSA's [Information Management Standard](#) identifies 5 principles with associated behaviours.

The principles form a comprehensive and structured records management framework to achieve compliance with the *State Records Act 1997*.

The 5 principles are:

- The value of information is known.
- Information is created and managed appropriate to risk.
- Ownership of information is assigned.
- Information can be relied on.
- Information is available as required.

## Delegations

The Chief Executive is responsible for delegating and authorising including:

- determining access for records transferred to State Records custody
- approving proposals to destroy records
- approving the transfer of temporary records to offsite storage
- approving the transfer of permanent records to SRSA custody.

The Chief Executive can delegate these responsibilities to others who have the appropriate skills and knowledge, in line with principle 3 in the [Information Management Standard](#).

## Roles and responsibilities

### Employees

Be responsible and accountable for their business transactions and make sure records are kept and captured into an approved record keeping system. This includes internet and intranet changes to official sites and of business transactions documented through websites.

### Chief Executive

Ensure accountability and make sure appropriate records are kept of business activities.

### Chief Operating Officer

Ensure resources and governance mechanisms are in place to allow the department to comply with the requirements of the *State Records Act 1997* and the standards and requirements issued by SRSA.

Represent records management interests on executive committees.

## Executive directors, directors, education directors, managers, and school principals (responsible for individual functions, processes, or projects)

Keep appropriate records.

Ensure employees under their leadership are aware of individual accountability and the requirements to keep records.

## Manager, Information Management and Release

Ensure corporate records, management policies, systems, procedures, and practices are developed and maintained.

Ensure compliance with record keeping policies, procedures, and standards, including requirements under the *State Records Act 1997*.

## System administrators

Make sure the systems that generate records are reliable and kept accessible for as long as they are required.

## Officers responsible for managing the department's internet and intranet sites

Ensure adequate records are kept of changes to official sites and of business transactions documented through websites.

## Officers responsible for property and facility management

Ensure appropriate storage environment and facilities are in place for records to remain accessible and usable for as long as needed.

Ensure records are not put at risk through inappropriate storage, and that storage meets SRSA's [Management and Storage of Information Assets Standard](#).

## Definitions

### adequate

Standard practice that departments must achieve to comply with the *State Records Act 1997*.

The process used to determine the disposal action that applies to a record by using an approved disposal schedule. It determines whether a record needs to be retained permanently or temporarily, and for how long.

## classify

To systematically identify and arrange business activities and records into categories. The categories follow logically structured conventions, methods, and procedural rules represented in a classification system ([AS ISO 15489.1-2002 Records Management – General](#)).

## destroying records

Process of eliminating or deleting information including data and records, beyond any possible reconstruction. Information carrying a protective marking must be destroyed in line with the [South Australian Cyber Security Framework](#).

## disposal

The process where official records of agencies are either destroyed, retained, or transferred between agencies.

## disposal schedule

Identifies which records have temporary value, and the minimum time they must be kept before an agency can destroy them.

## record

Includes:

- written, graphic, or pictorial matter
- a disk, tape, film, or other object.

It is considered a record when the above contains information or has information that can be reproduced (with or without the aid of another object or device).

## official record

A record made or received by an agency when conducting its business.

## permanent record

A record that has archival value and is retained permanently in line with an approved disposal schedule. It will be available for research by the general community subject to appropriate access conditions.

# temporary record

A record with no archival value that can be sentenced (determine the disposal action) for destruction.

## Supporting information

### Related legislation

[Education and Children's Services Act 2019 \(SA\)](#)

[Education and Children's Services Regulations 2020 \(SA\)](#)

[Electronic Communications Act 2000 \(SA\)](#)

[Freedom of Information Act 1991 \(SA\)](#)

[State Records Act 1997 \(SA\)](#)

[Public Sector \(Data Sharing\) Act 2016 \(SA\)](#)

### Related policies

[Destruction of records guideline \(PDF 133KB\)](#)

[Information and records management for corporate office procedure \(PDF 224KB\)](#)

[Information and records management for schools and preschools procedure \(PDF 187KB\)](#)

[Permanent records and process for the transfer of permanent records guideline \(PDF 140KB\)](#)

[Temporary records guideline \(PDF 130KB\)](#)

#### **Department of the Premier and Cabinet**

[Premier and Cabinet Circular PC012: Information Privacy Principles \(IPPs\) Instruction](#)

[Premier and Cabinet Circular PC035: Proactive disclosure of regularly requested information](#)

[Premier and Cabinet Circular PC045: Disclosure logs for non-personal information released through freedom of information](#)

#### **Office of the Commissioner for Public Sector Employment**

[Code of Ethics for the South Australian Public Sector](#)

#### **Security SA**

[South Australian Cyber Security Framework](#)

#### **State Records of South Australia**

[Information Management Standard](#)

[Information Management Strategy](#)

# Record history

Published date: April 2026

## Approvals

OP number: 277

File number: DE25/12850

Status: approved

Version: 1.2

Policy Officer: Manager, Information Governance and Reporting

Policy sponsor: Director, Customer and Information Services

Responsible Executive Director: Chief Operating Officer

Approved by: Director, Customer and Information Services

Approved date: 27 April 2026

Next review date: 27 April 2029

## Revision record

Version: 1.2

Approved by: Director, Customer and Information Services

Approved date: 27 April 2026

Review date: 27 April 2029

Amendment(s): Updated hyperlinks. Added references to related records management procedures and guidelines.

Version: 1.1

Approved by: Director, Customer and Information Services

Approved date: 1 May 2023

Review date: 1 May 2026

Amendment(s): Updated hyperlinks and names of business units.

Version: 1.0

Approved by: Chief Operating Officer, Office of the Chief Executive

Approved date: 7 May 2020

Review date: 8 May 2023

Amendment(s): New document.

# Contact

Information Management

Email: 8226 1223

Phone: [education.records@sa.gov.au](mailto:education.records@sa.gov.au)