



# Information Management Policy

## Local Government Act 2009

# 1. POLICY STATEMENT

Townsville City Council (Council) values information as a core strategic asset and will govern and manage it accordingly throughout its lifecycle.

Council is also committed to making information available free to the community to support open, accountable and transparent government

Council also has a strong appreciation of the relevant legal obligations as documented in Clause 7 Legal Parameters.

This policy establishes a framework for the creation, capture and management of information to address business, legal and stakeholder expectations.

## 2. PRINCIPLES

Council holds information about a range of matters relating to council business and to the residents of the city.

Information management is of key importance to good governance. Council is committed to managing its information of continuing value in accordance with the relevant legislation and best practice standards. This practice will:

- Ensure effective and consistent information governance;
- Promote an open and transparent council;
- Support efficient business processes;
- Inform sound decision-making;
- Demonstrate accountability and transparency;
- Assist to mitigate risks;
- Promotes adherence to information privacy principles;
- Ensure appropriate access and use of Information; and
- Protect rights and entitlements.

## 3. SCOPE

This policy applies to all information assets which are held by the council, and must be followed by all Councillors and council workers.

## 4. RESPONSIBILITY

Managers and Supervisors will ensure that all workers understand and adhere to this policy and any associated procedures.

## 5. DEFINITIONS

**Data management** – means a focus on the management, and maintenance of the data that underlies our information.

**Digitisation** – means the creation of digital images from paper documents by such means as scanning or digital photography.

**Ephemeral (Temporary/Transitory) Information** – means information is transitory or temporary in nature if it is of little or no continuing value to Council and only needs to be kept for a limited or short period of time, such as a few hours or a few days.

**Information** – includes discussions, documents, electronic data or knowledge

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**Information Access and Use Management** – means a focus on sharing, licensing and use of information so information is easy to find and able to be exploited as widely as possible

**Information Asset** – means an identifiable collection of data stored in any manner and recognised as having value for the purpose of enabling council to perform its business functions, thereby satisfying a recognised council requirement.

**Information Asset Management** – means a focus on full lifecycle management of information as an asset and classifying it so it can be found and used

**Information Governance** – means a focus on overall policy, planning, architecture and direction for information and information management

**Information Security** – means a focus on confidentiality, integrity and availability of information in line with *ISO 27001 Information technology - Security techniques - Information Security Management Systems - Requirements*

**Knowledge Management** – means a focus on an integrated approach to managing knowledge, to enable the extraction of extra value from our information, including building upon knowledge and making valuable connections

**Manager** – includes persons appointed to positions with the title, Team Manager, General Manager, Principal, Director and Chief.

**Open Data** – means the idea that some data should be freely available to everyone under a Creative Commons arrangement that allows for reuse, republication and repurpose.

**Open Gov** – means the platform to deliver Council’s open information through visualisations.

**Record** – ISO 15489-1-2001 defines records as “information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transaction of business”.

This information can take any form (written documents, information captured in a software program, audio or video tapes, e-mails etc) but is always connected to a council business process.

**Records Management** – focus on ensuring legislative and regulatory requirements are met, to fulfil business needs, accountability requirements and community expectations

**Workers** – includes employees, contractors, volunteers and all others who perform work on behalf of council.

## 6. POLICY

‘Information management’ is an umbrella term that encompasses all the systems and processes within an organisation for the creation and use of corporate information and is much more than just technology.

Equally importantly, it is about the business processes and practices that underpin and support the creation and use of information.

It is also about the information itself, including the structure of information, metadata, content quality, and more and therefore encompasses:

- people
- process
- technology

Council will develop and maintain its Information Management Framework by:

- establishing a common viewpoint and understanding of information management across council;
- establishing a corporate model for the security classification of information assets; and
- taking a risk management approach to the management of information ensuring risks are assessed according to the council’s risk management framework.

Council will build an information management culture to continuously improve the process by which council:

- plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminate, exchanges, maintains, preserves and disposes of its information;
- ensures that the value of information is identified and exploited to its fullest extent, and
- manages its information holdings publication scheme in accordance with legislative requirements.

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## 7. LEGAL PARAMETERS

*Information Privacy Act 2009*

*Local Government Act 2009*

*Local Government Regulations Act 2012*

*Public Records Act 2002*

*Public Sector Ethics Act 1994*

*Right to Information Act 2009*

## 8. ASSOCIATED DOCUMENTS

Code of Conduct for Staff

Complaints Management Policy

Confidentiality Policy

Information Custodianship Administrative Directive

Information Custodianship Corporate Procedure

Information Privacy Policy

IS44 Information Asset Custodianship

ISO 27001 Information Security Management

Open Data Toolkit

Right to Information Policy

Security of Information Administrative Directive

Use of Information and Communication Technology (ICT) Resources Administrative Directive

## 9. DOCUMENT HISTORY

Date	Version	Amendment	Reviewer	Approved
13.12.23	3	Nil substantive changes	Chief Digital & Information Officer	Ordinary Council

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