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NATIONAL ARCHIVES OF AUSTRALIA

Six actions to manage
information with integrity

1
Know your responsibilities
Comply with **legislation, standards and policies.** Build public trust in government.

2
Control the risks
Manage information assets according to their value.

3
Listen to experts
Get to know your agency's information management specialists.

4
Make information searchable and reusable
Everyone benefits when information is created and kept properly.

5
Develop skills
Champion information management by developing knowledge and skills.

6
Think ahead
Treat information assets with integrity across their entire lifespan.

BUILDING TRUST IN THE PUBLIC RECORD
managing information and data for government and community

Your professionalism and commitment to managing information with integrity helps to build public trust in the way the Australian Government delivers programs and services. Start with the six key information-related actions outlined below. These apply to the APS, contractors, consultants, reservists and volunteers.

1. Know your responsibilities

- Whatever your role, every thing you create, save, use or share will be an **official Australian Government record.**
- Act with **integrity.** You must keep a record of decisions made, the reasons and anything relied upon when preparing advice.
- Find out what your **information management-related obligations** are in your agency and how these relate to the *Building trust in the public record* **policy.**
- Some information is valuable and needs to be kept forever. Become familiar with the **legal authorities** and **standards** that apply.
- Senior executives, managers and supervisors have responsibility for reinforcing good practices to their staff and leading by example.

What's in it for me? I am accountable and my agency can withstand any scrutiny.

2. Control the risks

- Secure the privacy of others. Agencies **must handle information** as per the *Privacy Act 1988.*
- Keep accurate records. Users can inadvertently make mistakes when they rely on misleading, incomplete or inaccurate data, information and records to make decisions.
- Poor information practices have consequences. They can adversely affect the rights and entitlements of the general public to access government support.
- Guard against information threats. Information security is **governed by 4 core policies** under the Protective Security Policy Framework and is relevant under the **Information Security Manual.**
- Prevent unlawful access to or release of information. Agency information can be subject to scrutiny, review, appeal or legal proceedings. Understand when the **Office of Australian Information Commissioner** and the **National Archives of Australia** enable access.
- Information has value. Make it difficult **for fraudsters** to compromise or steal information. **Agencies are obliged** to manage their fraud risks.

What's in it for me? These tips help to mitigate risks to me as well as my agency.

3. Listen to the experts

- Your agency's information management experts can provide advice on the best practices used to manage information.
- Experts can help identify and mitigate information management risks.
- Successful program, policy or project delivery relies on well-considered plans and use of information. Experts may be able to guide you.
- Consult agency experts to improve **business systems** and processes, **enhance interoperability** or break-down organisational information silos.

What's in it for me? I can get help when I need it.

4. Make information searchable and reusable

- Use agency standards and business rules to describe information consistently to make it easier to search; avoid contributing to 'needle in a haystack' scenarios.
- Learn where information must be officially saved so it can be accessed and re-used by others in your agency.
- Proper management of information can lead to greater productivity.
- All government information should be protected and controlled. Be confident that you are doing the right thing.

What's in it for me? Information I create and save can be discovered by those who need it.

5. Develop skills

- There are **APSC resources** that can help you understand what integrity means and what is expected of you.
- Self-assess your **information and data capabilities** and identify new learning pathways.
- Participate in training opportunities provided by your agency's information and data managers.
- Find out more about our videos and eLearning modules by visiting our **training resources web page.**
- Support your team by contributing to its **information governance** and **information management capabilities.**

What's in it for me? I have the skills-set and confidence to manage information with integrity.

6. Think ahead

- **Legal instruments** are used by agencies to determine what information needs to be retained, why and for how long.
- Keeping records beyond their retention increases the risk of data spills and can lead to reputational damage.
- Consider the **storage** and **preservation needs** of your information. Formats can quickly become obsolete. Get help to migrate information to a new format to ensure it is accessible.
- Seek advice to prevent information assets from being lost, stolen, damaged or unlawfully accessed.
- Others may need to access, use or re-use the information you control. Revisit actions 1 to 5 to ensure you manage information with integrity.

What's in it for me? The information I create is available for as long as it is required under my agency's business rules.

Get help: Read the National Archives' **Getting Started with Information Management,** check-out the products and advice on the Information Management web pages.