



**Office of the
Information Commissioner**

Freedom of information for Western Australia



**Department of Local Government,
Sport and Cultural Industries
State Records Office of Western Australia**

Integrity, Accountability and the Public Record

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Recommendations of the Royal Commission into Commercial Activities of Government 1992

4.3 Record keeping by government

4.3.1 Official records bear silent testimony to the administration of a government. In Part I of our report, we noted instances both where official papers were lost, deliberately destroyed or removed by officials, and where a record of major decisions was not made. Such practices strike at the roots of responsible government. Whether intended or not, the result is a false or incomplete account of the stewardship of the Government. Proper record keeping and effective record security are essential to good public administration.

Recommendations of the Royal Commission into Commercial Activities of Government 1992

4.3.2

Proper record keeping serves two purposes. First, it is a prerequisite to

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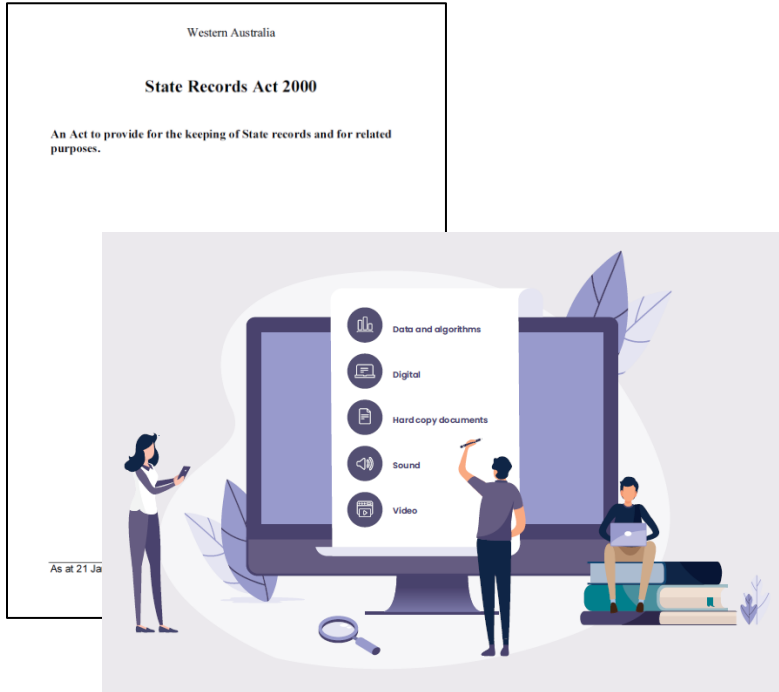
effective accountability. Without it, the end purpose of FOI legislation can be thwarted.

Without it, critical scrutiny by the Parliament, the Auditor General and the Ombudsman can be blunted. Secondly, records themselves form an integral part of the historical

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memory of the State itself. A record keeping regime which does not address both of these requirements is inadequate. However, our particular concern is with the first of these purposes.

What's a Record?



“record means **any record of information however recorded** and includes —

- (a) any thing on which there is writing or Braille; and
- (b) a map, plan, diagram or graph; and
- (c) a drawing, pictorial or graphic work, or photograph; and
- (d) any thing on which there are figures, marks, perforations, or symbols, having a meaning for persons qualified to interpret them; and
- (e) anything from which images, sounds or writings can be reproduced with or without the aid of anything else; and
- (f) any thing on which information has been stored or recorded, either mechanically, magnetically, or electronically;



Navigating Strategy, Policy and Regulation

Digital Strategy for the Western Australian Government 2021-2025 Convenient, smart and secure services for all Western Australians WA.gov.au	Digital Inclusion in WA Blueprint Let's work together to make WA more digitally inclusive for everyone WA.gov.au	Privacy and Responsible Information Sharing for the Western Australian public sector Discussion paper	WA Government Cyber Security Policy	Western Australian Government Artificial Intelligence Policy	Western Australian Government Information Classification Policy	Whole of Government Open Data Policy
Whole of Government Interoperability Policy	Whole of Government Cloud Policy	Whole of Government Digital Services Policy	Whole of Government ICT Disaster Recovery for Business Continuity Policy	Western Australian Enterprise Architecture Framework 1.0 WEAF 1.0 December 2017	Office of the Information Commissioner Freedom of Information for Western Australia Accessing government documents in Western Australia <i>The Freedom of Information Act 1992 (WA)</i> The Freedom of Information Act 1992 (WA) (the FOI Act) gives the public a right to access Western Australian government documents, subject to some limitations. The right applies to documents held by most State government agencies (such as departments, public hospitals, public universities and State government authorities, Ministers and local government. Together, these bodies are referred to as 'agencies'.	Western Australia State Records Act 2000 An Act to provide for the keeping of State records and for related purposes.



Information Management Framework for Western Australia

April 2024

The principles are:



Information rights are respected by communicating a clear purpose when collecting or creating information, considering legal, ethical and cultural needs, upholding freedom of access, and safeguarding the privacy of individuals.



Information is managed as a valuable public asset and protected by maintaining it over time in appropriate systems and eventually disposing of it properly or retaining in perpetuity if a State archive.



Information has integrity and can be trusted as accurate and reliable to support decision-making, transparency, and accountability.

www.wa.gov.au/government/publications/information-management-framework-wa-government

Purpose

Good information management enables the WA public sector to:

- Make well informed, transparent, and timely decisions.
- Deliver services efficiently – making the most of every resource available and every interaction between government and the community.
- Drive innovation by making data available for re-use by others – both inside and outside government.
- Be accountable through a secure and discoverable record of government that is valued by our community and used to create a legacy for future generations of Western Australians.

Principles

1
Information rights are respected

2
Information is managed as a valuable public asset

3
Information has integrity and can be trusted

Capabilities

1
Information Governance

2
Strategy and Planning

3
Information Lifecycle Management

4
Information Sharing and Access

5
Business Intelligence and Analytics

Enablers

1
People and Culture

2
Technology and Design

3
Legislation, Policy and Process

Capabilities

The performance of information management can be measured by assessing what is delivered by a series of capabilities. These are:



1) **Information Governance** – a system of regulation, policies, procedures, and reporting for information management that is part of, and aligned with, an organisation's overall governance system.



2) **Strategy and Planning** – an overall strategy for information management for the organisation and associated plans to realise the strategy, including risk management.



3) **Information Lifecycle Management** – systems and processes that encompass the capture or creation, storage, and eventual disposal or permanent retention of information as required.



4) **Information Discovery, Access and Sharing** – arrangements for appropriate discovery and sharing of information that consider the sensitivity of information and privacy requirements.



5) **Business Intelligence and Analytics** – the way in which information is used by an organisation to provide insight and generate knowledge – deriving value from information assets.

Enablers

The capabilities and performance of an organisation are enabled by people and technology, and the way these are deployed by the organisation to meet the obligations of government to the WA community. Enablers are:



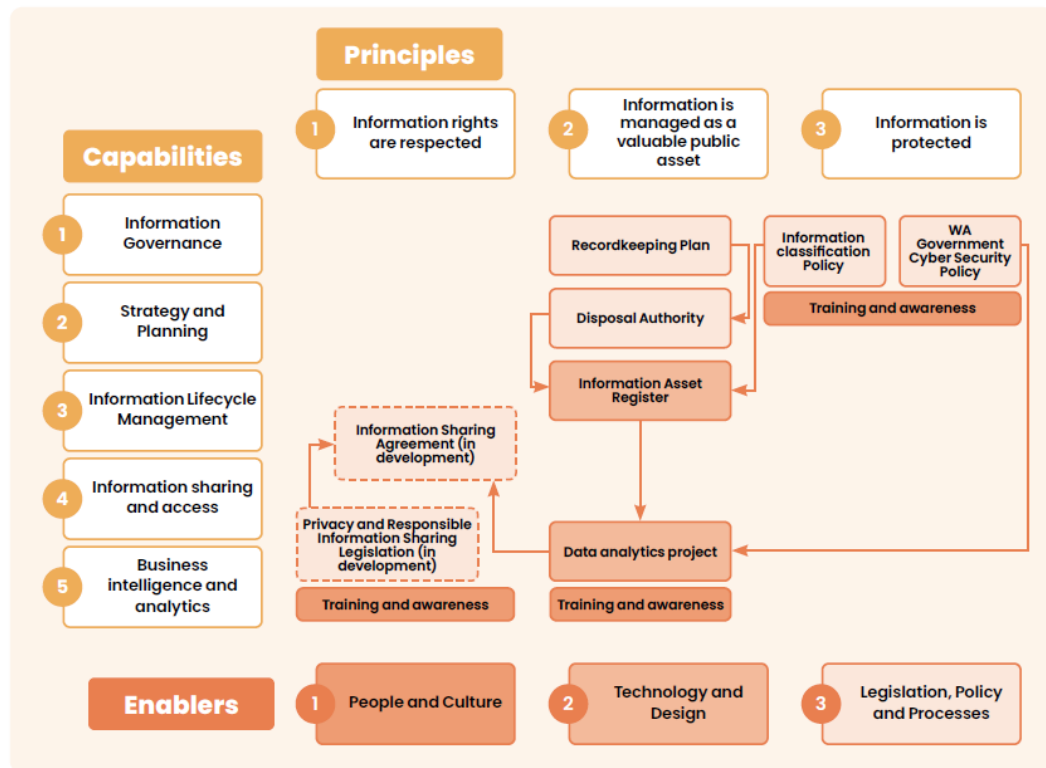
1) **People and Culture** – encompassing the skills of an organisation's workforce and the way people in the organisation work with each other and use information to inform the delivery of services and support decision-making.



2) **Technology and Design** – the suite of technology used by an organisation and the design of its configuration to enable effective information management. This includes emerging capabilities for generative and other artificial intelligence.



3) **Legislation, Policy and Processes** – the legal and policy basis, and supporting processes, that define when and how information is captured or created, managed, shared and disposed of appropriately.



Director General / CEO

The Director General / CEO has overall responsibility for ensuring that the organisation fulfils its legal and business obligations, including information management, and that adequate resources are available for managing and maintaining records of the organisation.



Directors / Managers / Coordinators

Leaders for each division and/or section of an organisation are accountable for the information created, received, and used within their division/section. Accountability includes ensuring the relevant legislation, policies and procedures are understood and complied with by employees.



Chief Information Officer

The Chief Information Officer (CIO), or equivalent, is often responsible for the information management function in an organisation at an executive level, and it is recommended that this function is aligned with other ICT functions.

A key role for a CIO is the consideration of technology and its design of how it is used to support good information management.

There may also be other C-suite roles with supporting responsibilities, such as a Chief Data Officer.



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Thank you