

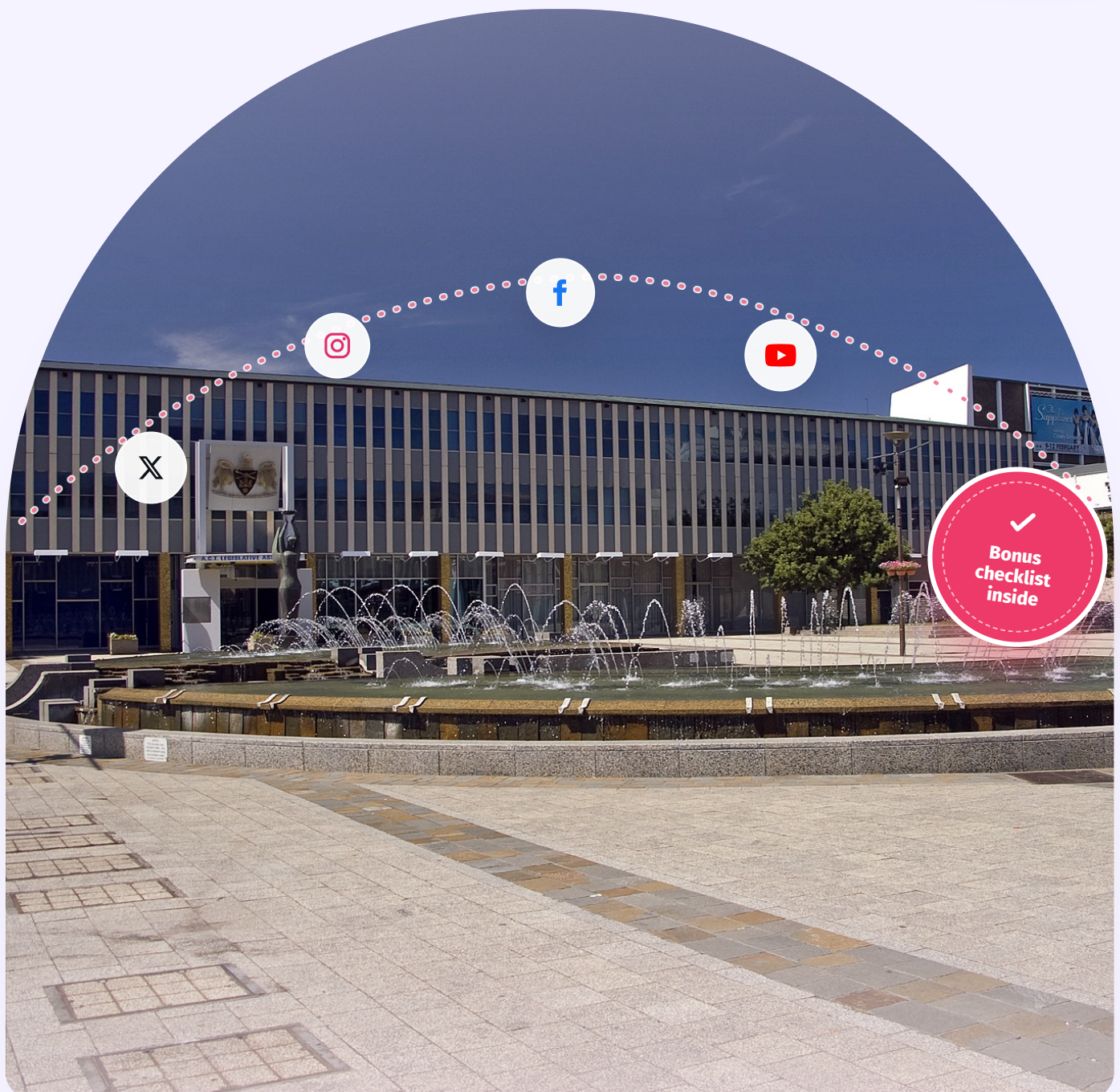
— TERRITORY RECORDS ACT 2002 (ACT)

Australian Capital Territory

Archiving Social Media: A Guide For ACT Government

 ACT LAW ACCESS LAW RETENTION & DISPOSAL CHECKLIST ARCHIVE-READY

Everything your council or agency needs to know about social media recordkeeping: the records Act, the access regime, retention and disposal, and a ready-to-use readiness checklist.



SOCIAL MEDIA ARCHIVING FOR ACT GOVERNMENT

ACT social media records, ready when an **FOI request** arrives.

Ready to find it, review it and export it. Posts, comments, replies, edits, deletions and associated media on official accounts can be government records when they evidence official business — and when an access application arrives, the response duty is statutory. The statutory period governs the decision and notice; locating the complete record set is the operational work needed to make that decision defensibly.

Freedom of Information Act 2016 A2016-55 — An agency or Minister must give a receipt notice, stating the day the application was received, within 10 working days after receiving it (s 32), and must decide the application no later than 30 working days after the day it is received (s 40). Section 40 excludes specified periods from the count — including 15 working days where third-party consultation under s 38 is required, and 27–31 December — and the Act separately allows an extension agreed with the applicant (s 41) or approved by the Ombudsman (s 42). An undecided application is taken to be refused (s 39).

THE LEGAL CONTEXT

Social media records carry legal obligations. **A reliable archive helps your team meet them.**

Territory Records Act 2002 (ACT). Territory agencies must make and keep full and accurate records of their activities, have a records management program, and dispose of records only under a records disposal schedule approved by the Director of Territory Records. The Act aims to keep public access to records consistent with the Freedom of Information Act 2016.

Retention in Australian Capital Territory. Retention follows the function the record documents. Social media content is kept under the same disposal schedule as the business activity it evidences. Confirm the applicable class with the Territory Records Office or your legal adviser.

Primary sources

- **Territory Records Act 2002 (ACT)**
- **Freedom of Information Act 2016 (ACT)**
- **Territory Records Office — standards and guidelines**
- **ACT Ombudsman — how to access government information**

Reviewed against current official sources: 30 August 2026 · General information, not legal advice.

The ACT framework

Four things shape the social media record in Australian Capital Territory: the records Act, the access regime, retention and disposal, and the consequences of getting disposal wrong.

RECORDS ACT

Territory Records Act 2002 (ACT)

Territory Records Act 2002 A2002-18

Territory Records Office standards and guidelines cover records in all formats, digital and physical, which can include content created or received through official social media accounts.

ACCESS TO INFORMATION

Freedom of Information Act 2016 (ACT)

Freedom of Information Act 2016 A2016-55

An agency or Minister must give a receipt notice, stating the day the application was received, within 10 working days after receiving it (s 32), and must decide the application no later than 30 working days after the day it is received (s 40). Section 40 excludes specified periods from the count — including 15 working days where third-party consultation under s 38 is required, and 27–31 December — and the Act separately allows an extension agreed with the applicant (s 41) or approved by the Ombudsman (s 42). An undecided application is taken to be refused (s 39).

RETENTION & DISPOSAL

Records disposal schedules approved under the Territory Records Act

Retention and disposal authorities

Retention follows the function the record documents. Social media content is kept under the same disposal schedule as the business activity it evidences.

CONSEQUENCES

Unauthorised disposal or neglect of records is prohibited

Territory Records Act 2002 (ACT) s 23

Section 23 of the Territory Records Act 2002 prohibits an agency abandoning, disposing of, transferring, damaging or neglecting records except as authorised — the section imposes the prohibition without an express penalty. Under the FOI Act 2016, an undecided application is taken to be refused, with fee refund and notice to the Ombudsman.

If it was posted, commented on, edited or deleted on an official channel — it can be a government record when it evidences official business.

Who oversees the record

The authorities that set the recordkeeping standards, publish the social media guidance and review how requests are handled in Australian Capital Territory.

RECORDS AUTHORITY

Territory Records Office

Standards and guidelines

Sets the recordkeeping standards and publishes the guidance that applies to official social media in Australian Capital Territory. Your retention and disposal decisions are made under its authorities.

OVERSIGHT

ACT Ombudsman

www.ombudsman.act.gov.au

Reviews how access applications are handled, including complaints about delay or refusal — which makes a findable, exportable record the easiest way to keep a request routine.

WHO IS COVERED

ACT directorates & agencies · Ministers

The ACT has no separate municipal council tier — this page covers ACT agencies and Ministers.

WHAT TO CAPTURE

Posts, comments, edits, deletions and media

Preserve original content with its context: conversation relationships, timestamps, available metadata and version history. A screenshot may omit metadata, edits, deletions and conversation relationships — a capture that keeps the thread and the changes is easier to rely on later.

Without a complete archive, **responding with confidence** to a request, audit or inquiry gets harder every day.

— READY TO GET STARTED

Social Media Records **Readiness Checklist.**

A social media archive is a critical part of your recordkeeping strategy — one shared source of truth for your records, legal, IT and communications teams.

**Get the right people involved.**

Bring together records, communications, legal, governance and IT.

**Understand what laws apply.**

Know your records Act, access regime and retention authorities.

**Know your formats.**

Preserve original content, context, metadata, links and attachments.

**Think about privacy.**

Protect personal information and control access appropriately.

**Know which accounts are in scope.**

Identify every account used to conduct official business.

**Define what needs to be captured.**

Include posts, comments, replies, edits, deletions and media.

**Set your retention rules.**

Sentence records under your retention and disposal authority.

**Capture edits and deletions.**

Preserve content even after it changes or disappears.

**Plan for information requests.**

Make records easy to search, retrieve and export.

**Protect record integrity.**

Maintain authentic, complete and defensible records.

**Control access to your archive.**

Set clear permissions and maintain an audit trail.

**Test your process regularly.**

Make sure you can find and export records when needed.

Captured. Searchable. Defensible.

Ready to see how Brolly supports the capture, search, integrity and export steps on this list? Turn the page.

Keep the social record ready before the request arrives.

Social content can change or disappear long before an information request is received. Brolly gives authorised teams a searchable archive of supported content from connected official accounts, preserving available context so records can be found, reviewed and exported when needed.



“Find a tool you can trust, especially when working in the public sector. We have that with Brolly – if you ever need those records, you know they’re there.”

Anthony, Manager Marketing & Campaigns — NSW Department of Communities and Justice

[Read the NSW DCJ story →](#)

GOVERNMENT ORGANISATIONS THAT USE BROLLY



- ✓ **Capture supported posts, comments, edits & deletions automatically**
- ✓ **Search and export response-ready record sets with metadata intact**
- ✓ **Nothing disposed of without your instruction**

[Book a free demo →](#)

[The ACT law guide](#)

Captured. Searchable. Defensible.