

— INFORMATION ACT 2002 (NT)

Northern Territory

Archiving Social Media: A Guide For NT Government

 NT 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 NT GOVERNMENT

NT social media records, ready when an **information 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 a FOI 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.

Information Act 2002, Part 3 — A public sector organisation must consider, decide and notify the applicant in writing within 30 calendar days after receiving an application that complies with section 18 (s 19). If more than 30 days is required — for example, for a large volume of information or third-party consultation — section 26 requires the organisation to give a notice stating the reasons and the period within which a further notice will be given. An application not decided within the period is taken to be refused (s 19(3)).

THE LEGAL CONTEXT

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

Information Act 2002 (NT). A single Act covers freedom of information, privacy and records management in the Territory. Public sector organisations must keep full and accurate records of their activities and manage them under the records management standards issued under Part 9, disposing of them only as those standards allow.

Retention in Northern 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 NT records authority or your legal adviser.

Primary sources

- **Information Act 2002 (NT)**
- **NT records and information management standards**
- **Office of the Information Commissioner NT — what the organisation will do**

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

The NT framework

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

RECORDS ACT

Information Act 2002 (NT)

Information Act 2002

The Act defines a record as recorded information in any form that a public sector organisation is required to keep as evidence of its activities, which the NT records standards apply to information created on any channel, including social media.

ACCESS TO INFORMATION

Information Act 2002 (NT), Part 3 (freedom of information)

Information Act 2002, Part 3

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RETENTION & DISPOSAL

Records retention and disposal schedules issued under the NT records management standards

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

Intentional or negligent mishandling of records is an offence

Information Act 2002 (NT) ss 145, 147

Section 145 of the Information Act 2002 criminalises intentionally disposing of, transferring, removing, damaging or altering records, and relevant negligent mishandling — maximum 200 penalty units or 12 months' imprisonment — and s 147 separately addresses concealing or disposing of government information to prevent access or correction. An application not decided within the 30-day period is taken to be refused.

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 Northern Territory.

RECORDS AUTHORITY

NT Archives Service and the Department of Corporate and Digital Development (government records)

Records and information management standards

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

OVERSIGHT

Office of the Information Commissioner Northern Territory

infocomm.nt.gov.au

Reviews how FOI 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

Public sector organisations · Local government councils

'Public sector organisation' expressly includes a local government council (Information Act s 5(1)(d)).

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 →](#)

- ✓ **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 NT law guide](#)

Captured. Searchable. Defensible.