

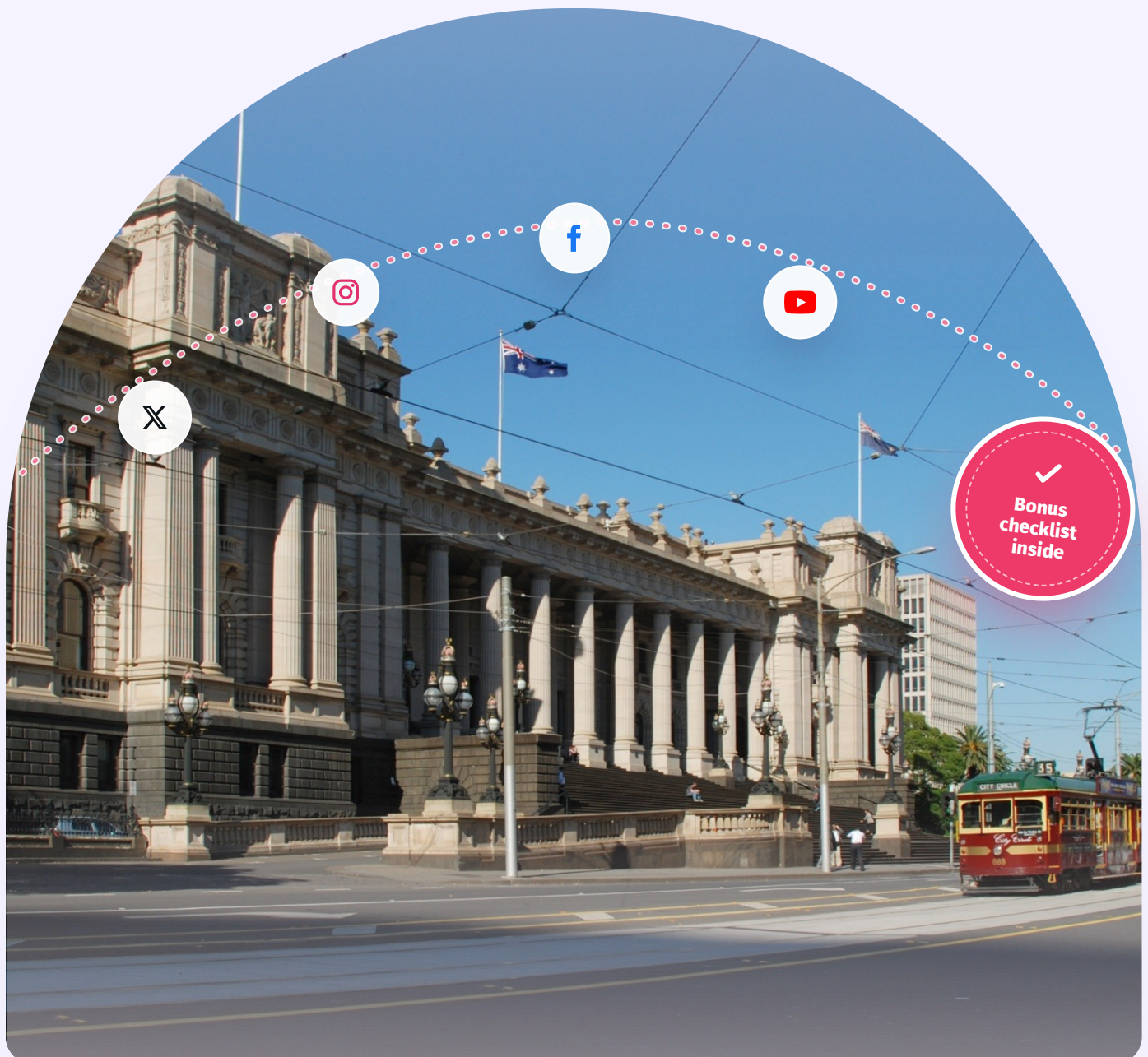
— PUBLIC RECORDS ACT 1973 (VIC)

Victoria

Archiving Social Media: A Guide For Victoria Government

 VICTORIA 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 VICTORIAN GOVERNMENT

Victorian 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 a FOI request 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 1982 No. 9859 — An agency must decide a valid FOI request as soon as practicable and no later than 30 calendar days after receiving it (s 21). The period can be extended by up to 15 days where third-party consultation is required, or by up to 30 days with the applicant's agreement.

THE LEGAL CONTEXT

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

Public Records Act 1973 (Vic). A public record is any record made or received by a public officer in the course of their duties. Public offices must make and keep full and accurate records, manage them to the standards issued by the Keeper of Public Records, and dispose of them only under an authorised retention and disposal authority.

Retention in Victoria. Retention follows the function the record documents, not the platform. Social media records sit under the same authority as the activity they evidence, such as community engagement, complaints or emergency communications. Confirm the class with Public Record Office Victoria or your records team.

Primary sources

- **Public Records Act 1973 (Vic)**
- **Freedom of Information Act 1982 (Vic)**
- **PROV — social media records**
- **OVIC — FOI guidelines, section 21**

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

The Victoria framework

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

RECORDS ACT

Public Records Act 1973 (Vic)

Public Records Act 1973 No. 8418

Public Record Office Victoria guidance treats posts, comments and direct messages on official government accounts as content that may be a public record under the Act.

ACCESS TO INFORMATION

Freedom of Information Act 1982 (Vic)

Freedom of Information Act 1982 No. 9859

An agency must decide a valid FOI request as soon as practicable and no later than 30 calendar days after receiving it (s 21). The period can be extended by up to 15 days where third-party consultation is required, or by up to 30 days with the applicant's agreement.

RETENTION & DISPOSAL

Retention and disposal authorities issued by Public Record Office Victoria

Retention and disposal authorities

Retention follows the function the record documents, not the platform. Social media records sit under the same authority as the activity they evidence, such as community engagement, complaints or emergency communications.

CONSEQUENCES

Public records may only be disposed of through authorised processes

Public Records Act 1973 (Vic)

Section 19 of the Public Records Act 1973 prohibits the unauthorised removal, sale, damage, destruction or disposal of a public record. Disposal happens under a retention and disposal authority issued by the Keeper of Public Records. FOI decision-process failures can be reviewed through OVIC and VCAT.

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 Victoria.

RECORDS AUTHORITY

Public Record Office Victoria (PROV)

Social media records guidance

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

OVERSIGHT

Office of the Victorian Information Commissioner (OVIC)

ovic.vic.gov.au

Reviews how FOI requests 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

Victorian agencies · Councils

The FOI Act's 'agency' includes a council, with 'council' taking its Local Government Act meaning (s 5).

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.



— TRUSTED BY GOVERNMENT

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

knox



- ✓ 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 Victoria law guide](#)

Captured. **Searchable.** Defensible.