

Normal Administrative Practice (NAP) policy – Information Management

POL-G-073

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1. Title

National Museum of Australia Normal Administrative Practice (NAP) policy

2. Introduction

The National Museum of Australia (the Museum) is a major cultural institution charged with researching, collecting, preserving and exhibiting historical material of the Australian nation. The Museum focuses on the three interrelated areas of First Nations history and culture, Australia's history, and society since European settlement in 1788, and the interaction of people with the environment. Established in 1980, the Museum is a publicly funded institution governed as a statutory authority in the Commonwealth Arts portfolio. The Museum's building on Acton Peninsula, Canberra, opened in March 2001.

3. Scope

3.1 Purpose

The purpose of this policy is to clarify responsibilities and to advise staff and contractors which types of information can be routinely destroyed in the normal course of business.

The benefits of compliance with this policy include more efficient work practices and the management of retained information as a business asset.

4. Policy statement

The Museum recognises its regulatory requirements as a Commonwealth Corporate Entity under the [Archives Act 1983](#) for the legal destruction and retention of its information, data and records. Use of a normal administrative practice for destroying information is permitted under the [Archives Act 1983 section 24\(2\)\(c\)](#).

Normal administrative practice – also known as NAP – is used to delete certain types of low-value and short-term information where there is a low level of risk.

This policy applies to all Museum staff and contractors.

It applies to business information in all formats including documents, email, voice messages, audiovisual materials, and data in business systems (e.g. websites, social media applications, databases).

Individual staff, contractors and outsourced providers are responsible for deciding what low-risk business information can be destroyed as a NAP and when it can be destroyed (i.e. when the information is no longer needed).

NAP is applied by everyone who works with government information. Information might be destroyed inappropriately if staff and contractors don't understand what they can and can't destroy as a normal administrative practice.

4.1 Risk assessment

This policy and the use of NAP is based on an assessment of the risks associated with the destruction of business information in the Museum.

Individual staff members are responsible for deciding which low-risk business information can be routinely destroyed once the information is no longer needed for business or other purposes or when the specified retention period is met.

The Information Management Officer can provide specific advice for business areas or functions. You should seek advice from the Information Management Officer if you have any questions.

The risk categories for business information are as follows:

4.1.1 Do not delete

Any information asset that forms an accountable part of an official Museum business transaction or is the product of an official Museum business transaction cannot use NAP to sentence/dispose of records or information.

The following types of information assets are not able to use NAP:

- Any information asset that is required to:
 - clarify, support or give context to an existing record
 - show how Museum business was carried out
 - show how a decision was made
 - show when or where an event happened
 - indicate who made a decision or gave a piece of advice
 - provide information of the rights or obligations of the government or private individuals
 - show the history of the drafting of a Cabinet submission
 - show the history of the drafting of a formal agreement or legal document
 - form part of the documentary evidence that will support a legal process.
- Valuable business information that is required for:
 - accountability purposes
 - the ongoing efficient administration of agency business
 - protecting rights and entitlements of individuals, groups or the Government, or because of its cultural or historical value, or to meet community expectations
- Information that relates to any of the Museum's business (audience development, collection development and management, commercial services, exhibition management or historical research), specifically covered by the National Museum of Australia records authority.

4.1.2 Needs consideration

- Low-risk emails such as system reminders and alerts, discussion lists and RSS feeds, duplicate emails kept for reference purposes, parts of an email thread where the full thread is saved into the Electronic Document Record Management System (EDRMS) 'for your information' communications, email bounce backs.
- Duplicates of the Museum's publications and promotional material. Note: the business area responsible for the publication has responsibilities to keep master copies. Contact the Information Management Officer for advice.
- Drafts, rough or routine calculations and working papers.
- Business information held in shared workspaces such as shared drives, SharePoint and business systems.

4.1.3 Delete with confidence

- Non-business information or data such as personal unofficial emails, spam, unsolicited junk mail like 'hot offers', non-business-related material.
- Duplicates of information and data that has already been saved into the EDRMS or another business information system.
- External publications, catalogues and offers.
- Reference copies (not master copies) of newsletters, procedures, guidelines, manuals, policies.
- Low-value information or data.
- Meeting or invitation registrations.
- Information and data authorised in a current Records Authority in accordance with the Museum's Normal Administrative Practice policy.
- System and event logs which are not used to show a history of access or change to data (e.g. backup logs)

- Logs to be retained for a period of 18 months from date of creation before destruction, dependent on log type.

4.2 NAP exceptions

The following are examples of information that **cannot** be deleted under NAP:

- Policy drafts and working papers
- Report drafts and working papers
- Review drafts and working papers
- Research working papers
- Standards and guidelines working papers
- Working papers for the development of whole-of-government procedures
- Working papers for records transfers and sentencing
- Periodic backups of information and (records) data, software and configuration settings for business continuity and recovery purposes (e.g. daily backups)
- Records documenting the migration of records between electronic systems and from one electronic medium to another. Includes strategies for the migration and quality assurance checks to confirm accuracy of the migration process
- Information that is likely to be required as evidence in current or future legal proceedings
- Information that is required to be kept by law (including by a records authority or disposal freeze)
- Information that is required to be kept under a Museum policy, procedure or guideline
- Information that is a draft of a Cabinet or ministerial submission
- Information that is a draft of an agreement or other legal document
- Information that is needed to document a significant issue
- Information that is needed to clarify, support or give context to an existing record
- Information that is needed to show how a decision was made
- Information that is needed to show when or where an event happened
- Information that is needed to show who made the decision or gave the advice
- Information that is needed because it contains information on the rights, privileges or obligations of government, organisations or private individuals
- Information that is a draft or working paper that contains decisions, reasons, actions and/or significant or substantial information where this information is not contained in later documents, or the document remains not finished

If you are unsure about any of these contact the Information Management Officer before destroying the information.

4.3 Actioning disposal

If the information asset under assessment meets the requirements for being able to be **disposed of with confidence using NAP**, Museum staff are authorised to:

- dispose of the information asset using the paper waste bin that is most appropriate to the sensitivity of the information asset, and/or
- delete the information asset from the storage media upon which the information asset is stored.

If the information asset under assessment meets the requirements for being able to be **disposed of with caution using NAP**, Museum staff are advised to determine whether the information asset could be argued to form an accountable part of the record of a business transaction. If Museum staff are not able to make this determination locally, they are advised to seek guidance from the Museum's Information Management Officer prior to disposing of the information asset. If the exercise of caution leads to a

determination that the information asset is of non-business or trivial business value, Museum staff are authorised to:

- dispose of the information asset using the paper waste bin that is most appropriate to the sensitivity of the information asset, and/or
- delete the information asset from the storage media upon which the information asset is stored.

5. Definition of terms

5.1 Terms

Information asset: information is created, captured or used during business, this includes physical and digital items.

Sentence: the process of using an authorised Records Authority or legislative standard such as normal administrative practice, to determine how long an information asset must be kept for (can be in perpetuity) before disposal.

Disposal: destruction of an information asset after sentencing or using NAP via physical or digital destruction. Disposal can also refer to relocating the information asset to another government agency.

6. Definition of responsibilities

6.1 Executive Management Group

Approve this policy.

6.2 Corporate Management Group

Endorse this policy.

6.3 Chief Operating Officer (COO)

Monitor compliance with the disposal assessments outlined above.

6.4 All Museum staff, contractors and service providers

Observe the requirements of the NAP evaluation and ensure that only information assets that clearly meet those requirements are disposed of under NAP.

7. Implementation

7.1 Coverage

This policy covers all areas of Museum business activity.

7.2 Exclusions

There are no specific exclusions from this policy.

7.3 Monitoring

This policy will be reviewed every two years.

7.4 Other related procedures

This policy supports the following policies:

- Information Management Policy (POL-G-045)