Records Management Practices

As required by s.12(2) of the State Records Act 1988, Bega Valley Shire Council (BVSC) maintains a records management program.

The objectives to be achieved through the program are that:

1. BVSC has the records it needs to support ongoing business activity and customer services, meeting accountability requirements and community expectations
2. These records are managed as efficiently and effectively as possible
3. These records are able to be retrieved and used to meet the above needs, and
4. BVSC complies with all external requirements concerning its records and records management practices.

The records management program is managed within the Organisational Development and Governance Unit. The strategic plan for the program has been developed by the Community Strategic Plan (CSP) and its operational plan within the Leading Organisation key theme area. Performance indicators for the program have been developed and are reviewed. Regular monitoring of the records management program is undertaken with results being reported to Senior Management.

Definitions

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<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>TRIM</td>
<td>An electronic document and records management system for physical and electronic information designed to capture, manage, and secure information in order to meet governance and regulatory compliance obligations.</td>
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<tr>
<td>Authority</td>
<td>Computer application system providing business process services for local government.</td>
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<td>Disposal authority</td>
<td>General retention and disposal authority: local government records (GA 39) – a tool which provides for the authorised destruction or other disposal of State records under the terms of the State Records Act.</td>
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<td>General disposal authority 36 (GDA 36)</td>
<td>A tool which provides for the authorized disposal of records that have been copied using imaging or microfilming technologies.</td>
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Records management system

BVSC principal recordkeeping system is a hybrid of paper based and electronic record keeping systems.

The records management system integrates the management of paper and electronic records, using the electronic document management features of TRIM and Authority in conjunction with the existing paper based environment and Planning Development Application file system and the historical system of property files. Other electronic record keeping systems include the Weeds Management database. Historical paper based general files for BVSC can be located by subject matter via TRIM and are located offsite.
The records team operates and maintains the system and provides services and training associated with the system. User guidelines and procedures are progressively being developed and are available on BVSC intranet.

A full range of services associated with the system in all offices and depots is provided throughout the Shire by the records team including management of hard copy files, Authority and TRIM. The Information Technology area of Business and Technology provide support for the E-mail system Outlook.

Services

The following services are available to staff in relation to the records management system:

1. closure of files on which action is completed and of full parts (for paper based files)
2. creation of new paper based files and parts (only for development applications)
3. file resubmits (for paper based files) through devolved access to Outlook Calendar
4. electronic access, via the IT systems network, to electronic files and parts of files and electronic records contained in them.
5. scanning and registration of hardcopy documents into an electronic format
6. access to register E-mails
7. access to register newly created documents
8. sending E-mails to external locations
9. mail services
10. training in the use of TRIM and Authority.

Disposal of records

BVSC uses the General Retention and Disposal Authority – Local Government Records (GA 39) to implement a program of regular sentencing and transfer.

Staff are to contact the records team for guidance on the disposal of drafts, working papers, copies, messages etc.

Electronic recordkeeping

In accordance with State Records Act 1998, BVSC policy is to capture and maintain electronic records in electronic form. BVSC is implementing the capture and management of electronic messages and documents as records, and integrating the management of paper and electronic records, using the TRIM records management system.

BVSC operational and support programs are to ensure that adequate records meet known recordkeeping requirements and are created and kept of transactions carried out using those systems.