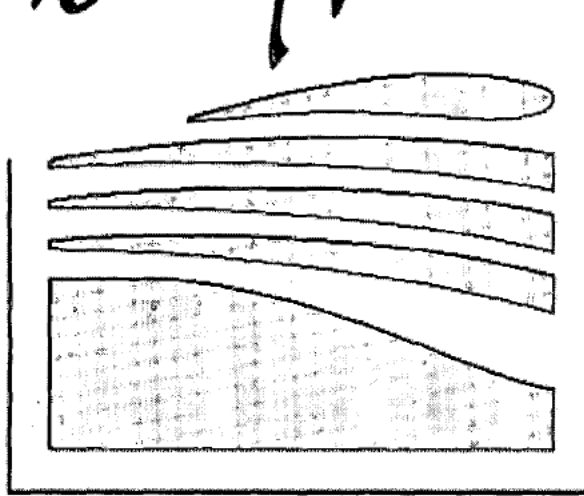


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CITY OF

*Hayward*



**Records Management  
Procedures for staff and  
Elected Members**

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## 1. INTRODUCTION

The Records Management Procedures Staff Manual has been developed to provide staff with key information they need to know about the Records Management Procedures within the City of Playford. Of Paramount Importance is the fact that the staff should be familiar with the Record Management Policy for the City of Playford.

Information Services - Records Management Policy - Next Review 01/04/2...

## 2. OVERVIEW OF ROLES AND RESPONSIBILITIES

*"Power of Information is in its visibility and thereby its ability to be leveraged, enhanced and acted upon"*

With this in mind, Records Management has to be the application of policies, practices, technologies and other management controls to information content required to support business operations and processes, protect legal interests and respond to stakeholders. Good Records Management allows information to be easily accessed and reproduced on demand regardless of location or form. The goal should be

**"Manage and retain by Value – not by Format"**

██████████ is a tool to enable good records management practices to be invoked, it is not and will not be the determinant of good records management practices. As such a move away from the focus of the tool to the practices has to be the paramount driving force towards a successful implementation of this system in the City of Playford.

The broad functional responsibilities handled by the IMC Management Team entail the following : .

### 2.1. Management

Strategic Management of the Records Management responsibilities

- Responsibility for the Operational Management of ██████████
- Advocacy to the rest of the Organisation and Executive Management on the Records Management responsibilities
- Organisation and provision of training to new staff in Records Management responsibilities and ██████████ procedures
- Organisation and provision of refresher training to existing staff in Records Management responsibilities and ██████████ procedures
- Organisation of Post Implementation ██████████ Reviews
- Management of IMC Team Staffing issues and productivity
- Monitor and Resolve OH & S issues in the IMC area
- Monitor and advise on Legislative and Statutory standards compliance
- Support to all IMC Staff in their duties as required
- Other duties as instructed.

## 2.2. Coordinator

- Operational Records Management and [REDACTED] responsibilities.
- Monitoring of all official Records Management systems to ensure their authenticity, accountability and integrity
- Provide training to staff in Records Management and [REDACTED] responsibilities and procedures
- Liaison with IT support staff on all [REDACTED] operational issues
- [REDACTED] Help desk first point of contact
- FOI officer
- Competent back-up for daily duties of all IMC Team staff if required
- Representation on professional records bodies if appropriate
- Allocate duties to achieve daily targets
- Assist in Post Implementation Reviews
- Assist in development of Policy and Procedures
- Systems Administrator for [REDACTED]

## 2.3. Records Management Operational Duties

### *All Incoming Mail*

- Open mail and sort
- Prepare batching of mail
- Scanning/Imaging/Registration & Photocopying

### *Outgoing Mail*

- Preparation of all outgoing mail

### *Archival and Quality Control*

- Management of archives including the Disposal and Retention Schedule
- Quality control checking of Records and [REDACTED] input
- Audit Departments Records Management compliance

### *Records Management*

- Counter duties
- Process main address(Playford@Playford) incoming faxes and email
- Registration of scanned documents, incoming faxes and email
- Record file movements
- File loose documents
- File away returned files.
- Provide advice to staff in [REDACTED] procedures

## 2.4. Working in a Team

The IMC needs to function as a team. A team is a group of people who must work together, and consult each other about their daily operations, managing their workload and implementing changes to systems.

Team work involves a constant juggling of priorities. If one team member is inundated with customer requests or mail or filing or project work another should be asked to come in to assist. A good team works together constructively to get things done.

## **2.5. Closing the IMC Office**

The IMC office may be closed for team meetings after the incoming mail has been completed. This would normally be at a time suitable for the staff to be available for that meeting and arrangements would be made to ensure that the phone is manned for phone inquiries.

## **2.6. Operating the IMC Office with 2 Staff Members**

It is clear that 2 IMC staff members are needed to provide basic records management and mail service. If staffing is reduced to 2 people, these staff will be expected to undertake the mail and records management duties. Since two people are needed to open the mail in the morning, the core duties of scanning, registration and physical distribution of mail would be deferred until this has been completed. However a level of 2 staff providing service may not be sustainable for more than a day. In general it is preferable to employ extra casual assistance when we are down to only 2 staff for planned leave.

## **2.7. Operating the IMC Office with 3 to 5 Staff Members**

It is possible to provide good service to customers with 3 to 5 staff in the IMC, provided there are two staff members providing assistance with the opening of mail in the morning, and the third and subsequent officers undertaking their normal core duties of scanning, registration and physical distribution of mail as well as Project work and routine filing.

If one IMC Officer is sick, the Senior Records Officer will be expected to step in to the role that this Records Officer was performing (whether Scanning, Registration, Mail or Project). This depends in part on the urgency of work to be undertaken by the Senior Records Officer. If the Senior Records Officer is unable to step in, due to work commitments, then the Records Co-ordinator in consultation with the Records Manager will reorganise all the staff responsibilities and their roster (if needed) so that the essential duties will be performed. If the sickness is likely to extend or the workload is particularly busier than normal then a casual may be brought in to assist. This will be a management decision based on the workload demands.

If one Records Officer books leave then the Team Manager will decide whether to employ a casual to back them up. As a general rule only one Records Officer can take leave at a time, but another officer may have a Flexi day during the period if this can be managed.

In general it would be preferable to operate the office with at least 4 staff without the need to bring in casual staff, but this dependant on the projected workload demands.

## **2.8. Performance Management**

The management of individual performance and the performance of the records service as a whole is ultimately the responsibility of everyone in the team. Performance Management ultimately helps everyone to do their jobs in a supported environment. The IMC workload will be monitored by IMC staff in simple checklist formats and this will be analysed to ensure that a fair distribution of workload occurs over time. The IMC Co-ordinator will provide



assistance with the analysis and reporting of data to evaluate performance. Further systems may be established in future to provide 'quality control' where this may be needed.

Individual performance in relation to a wide range of important work related issues will be monitored, including more qualitative characteristics such as work attitudes, and team participation. This document is prepared to provide some guidelines about what is expected and performance will be assessed against these roles and responsibilities (which are also included in the revised job descriptions). The Performance and Development Review Process will be used to define individual performance plans.

### **3. GUIDELINES FOR REGISTRATION OF CORPORATE RECORDS**

#### **3.1. Registration of Documents**

A part of the responsibility of managing information is educating yourself so that you are able to decide if the documents you create or receive electronically should be registered in [REDACTED]. In most cases, the staff that make and receive electronic documents will also register them in [REDACTED]. In a very few cases, authorised by a director or manager, this task may be delegated to support staff. If staff were to receive physical documents or media directly regardless of the source or manner, they should send it to IMC for registration and storage.

#### **MULTIPLE COPIES**

Email or other documents that are known to have been received by multiple staff from an external source should be considered for registration by all who received it. Staff whom attempts to register an email that has already been registered will be alerted to this fact by [REDACTED] very early in the registration process. For documents other than email, staff should search [REDACTED] first before they register them to see if the document has already been registered.

Incoming electronic documents that are received by one employee from an external source then distributed to another employee should be registered by the employee who first received them.

The following table summarises specific staff responsibilities for registering documents in [REDACTED] however, other staff may decide to register a document if the primary nominee has not done so.

<b>Document Types</b>	<b>Who registers them</b>
<b><i>Incoming</i></b> Playford@ Playford E-mails, faxes, external couriered mail, Australia Post mail and other documents received by Records from an external source then distributed to staff.	IMC
Email, MS Word documents, MS Excel	Staff who received the

spreadsheets and any other documents received directly by staff from an external source.	document.
<b>Internal</b> Email, faxes, internal couriered mail, MS Word documents, MS Excel spreadsheets and any other electronic documents created by staff and sent to other staff.	Staff who created the document.
<b>Outgoing</b> Email, MS Word documents, MS Excel spreadsheets and any other electronic documents created by staff and sent to an external person or organisation.	Staff who created the document.

### 3.2. Which documents need to be registered? See Appendix A

Any document created or received by staff in the course of their official duties should be registered in [REDACTED] if it:

- Describes a service or task undertaken by Council.
- Requires a response or action by Council.
- Concerns a decision made by staff on behalf of Council.
- Might be needed by other staff to perform their duties.
- Could cause Council embarrassment if it was lost.

If you are in doubt, seek advice from your Manager or IMC Staff.

### 3.3. Which documents don't need to be registered

Documents already managed by one of the following corporate systems generally do not need to be registered in [REDACTED] but integration will be reviewed to assist the capture of corporate documents:

- [REDACTED]

The following specific documents don't need to be registered in [REDACTED] because they are already adequately managed:

- Creditors invoices
- Creditor's statements
- Debtor's cheques
- GST statutory declarations (usually attached to invoices)
- Journals (financial)
- Publications of other organisations
- Purchase orders
- Incoming Workers compensation documents
- Incoming Rehabilitation documents
- Junk mail
- Exact duplicates of documents already held in [REDACTED]

#### **4. GUIDELINES FOR HANDLING EXTERNAL INCOMING MAIL**

##### **4.1. Handling of Suspect Mail**

All Staff handling the opening of mail should be trained in the handling of suspect mail or should be briefed by the supervisor on this matter prior to conducting such duties. When any mail is identified as a suspect item, they are to Notify their Supervisor, Attempt to Confirm the Origin, Isolate the Article, Evacuate the Immediate Area (Refer to IMC Business Continuity Plan – Draft). **At NO point in time are staff to attempt to Open the Article, Immerse it in Water, Place it in a Confined Space or Transport it through Congested Areas**

##### **4.2. Normal Mail**

Incoming mail received by IMC for staff will generally be opened, registered and distributed electronically to staff via [REDACTED]. In most cases, the original paper-based documents will be kept by IMC in "day boxes". Documents kept in day boxes may be viewed by staff within the IMC work area or borrowed at the discretion of the IMC Staff, but generally, these original documents are not distributed or used. The location of the hard copy document is allocated at point of registration into [REDACTED] and the movement of document is tracked and audited.

##### **4.3. Marked "private", "confidential" or "Personal"**

Paper-based mail received by IMC that is marked "confidential" or "private" will be opened and if 'corporate' scanned and registered and tasked to staff. If you receive unopened mail, you are responsible for deciding if the document should be registered in [REDACTED] and returning it to IMC, or making alternative arrangements for it to be registered. Any marked "Personal" will be forwarded unopened to the addressee.

##### **4.4. For staff who have left Council**

Mail received by IMC that is addressed to staff that are no longer employed by Council is opened, registered if necessary and distributed to the appropriate staff for action or information.

##### **4.5. For absent staff**

Managers are responsible for making suitable arrangements with the IMC Staff for their staff to be provided with online access to the task lists of other staff during planned and unplanned absences. These arrangements are on-going and need to be in place and current for most staff at all times.

##### **4.6. Email & faxes received by IMC**

All incoming email and faxes received by IMC are distributed to staff in their task lists in [REDACTED] whether they are registered by IMC in [REDACTED] or not.

##### **4.7. CEO's mail**

Incoming mail received by IMC for the CEO that is marked "confidential" or "private" will be opened. Mail that relates to operational Council matters shall be

scanned & registered in [REDACTED] by IMC. IMC will task the PA an electronic copy of the document via [REDACTED]. IMC will keep the original hard copy. IMC will also task these items to the staff member who routinely deals with the matter, for action or information.

#### **4.8. Mayor's mail**

All Incoming mail received by IMC for the Mayor that is marked will be opened, scanned and registered if 'corporate' by IMC. IMC will task the PA an electronic copy of the document via [REDACTED]. IMC will keep the original hard copy. The PA will provide the Mayor with a printed copy of the document. IMC will also task these items to the staff member who routinely deals with the matter, for action or information.

#### **4.9. Elected Members Mail –refer to link**

*City of Playford -Record Management Procedures -Elected Members*

All Incoming mail received by IMC for the Elected Members that is of council business will be scanned and registered into [REDACTED]. Mail that relates to operational Council matters will be tasked via [REDACTED] to the staff member who routinely deals with the matter, for action or information. An electronic copy of the documents or photocopy will be forwarded to the Elected Member for their information and/or response.

#### **4.10. Business papers**

Staff who create or receive from an external source documents for Council, Committee and Sub-Committees meetings shall ensure that these important documents are registered in [REDACTED]. Care should be taken to ensure that the correct classification is used for confidential items.

#### **4.11. Documents larger than 200 pages**

Documents larger than 200 pages will not be scanned except for the contents page and cover letter which will be scanned and registered in [REDACTED]. The rest of the document will be registered into [REDACTED] as a Hard Copy Document and bound to the scanned documents. Due to the likely impact of trying to read these documents online, the original paper-based documents will also be distributed to staff. When the original paper-based document is no longer required by staff it should be returned to IMC for storage in a day box or as part of the Corporate Reference Library.

#### **4.12. Large Documents / Reports**

Staff from other Departments who receive large paper-based documents are encouraged to have arrangements with external agencies to send electronic format to IMC for registration. Documents accompanying the electronic version will be scanned and registered and tasked to staff.

#### **4.13. Plans larger than A3 in size – to be revised due to AO Scanner**

Paper-based plans and drawings larger than A3 received by IMC are registered as a hard copy document and the cover letter is scanned and registered by IMC

and the originals are distributed to staff. When the paper-based plans are no longer actively required by staff they are to be returned to IMC for archiving.

#### **4.14. Development Applications**

Development applications received by IMC will be sent to Development Services without being registered in [REDACTED]. Development Services will scan and register these documents with the application. Other documents received by IMC for Development Services that are not related to development applications will be registered and distributed via [REDACTED]

#### **4.15. Tenders**

Tender submissions from external parties will be opened and manually registered in the tender book in Contracts Department. The name of the responsible officer for the tender shall be documented in the tender book. Tenders will be distributed to the responsible officer outside of [REDACTED]. When the successful tender has been decided the responsible officer will return their documents, including contracts, to IMC for scanning and registration. Any digitally born documents created or received by Contracts will be registered into [REDACTED] by Contracts staff. The original documents will be kept in IMC. Documents of unsuccessful tender bids may be returned to IMC for archiving in their original format when they are no longer required by staff for reference purposes.

#### **4.16. Workers compensation documents**

As per the Work Cover Act all documents relating to workers compensation matters will not be opened or registered in [REDACTED] at this stage. Incoming mail received by IMC will not be opened, scanned or registered in [REDACTED] but will be distributed to People Services in its original paper-base or other format. The Occupational Health & Safety Officer is responsible for administration of these documents.

#### **4.17. Rehabilitation documents**

All documents relating to workers rehabilitation matters will not be opened or registered in [REDACTED] at this stage. Incoming mail received by IMC will not be scanned or registered in [REDACTED] but will be distributed to People Services in its original paper-based or other format. The Occupational Health & Safety Officer is responsible for administration of these documents.

#### **4.18. Certificates of Title**

Certificates of title received by Council shall be scanned and registered in [REDACTED] by IMC and distributed to staff, if necessary. The paper-based originals shall be kept in IMC.

#### **4.19. Bank Guarantees**

Bank guarantees received by Council shall be scanned and registered in [REDACTED] by IMC and distributed to staff, if necessary. The paper-based originals shall be kept in IMC.

#### **4.20.Executable Files**

Electronic files with the file extension .exe should not be brought into [REDACTED] due to the risk of computer viruses. Care should especially be taken with email that may have attachments which are executable files and this can include file types other than .exe.files. If you are unsure, please contact IT staff for advice.

#### **4.21.ZIP files**

Compressed ZIP files may be registered in [REDACTED] in this format but only staff who have the UNZIP software on their computer will be able to view their contents. Staff who don't have UNZIP software but require it should raise a request via email to the IT Help Desk to have the necessary files "unzipped".

#### **4.22.MS Publisher files**

MS Publisher files may be registered in [REDACTED] but only staff who has MS Publisher software on their computer will be able to view their contents. Staff who don't have MS Publisher software but require it need to obtain their manager's approval before raising a request via email to the IT Help Desk to have it made available.

#### **4.23.MS Project files**

MS Project files may be registered in [REDACTED] however only staff who have MS Project software on their computer will be able to view their contents. Staff who don't have MS Project software but require it need to obtain their manager's approval before raising a request via email to the IT Help Desk to have it made available.

#### **4.24.Computer media**

Physical computer media such as CD-Rom that contain original software purchased by Council shall be provided to IMC by IT as soon as practicable after they are received.

Physical computer media may not be borrowed from IMC or IT without the approval of the Manager Information Services.

#### **4.25.Email**

##### ***Housekeeping***

It's important that staff consider their incoming and outgoing email for corporate value and register them in [REDACTED] as soon as practicable after the email have been sent or received. Delays may result in email not being available to other staff who need them. Also, registering single email is a minor task but a significant build up of them could be time consuming! Staff are encouraged to delete email from [REDACTED] that have been registered in [REDACTED] so it is clear which email still need to be considered for registration. This will also save network disk space.

##### ***Incoming email received by staff***

Staff who receive email from an external source need to assess them for corporate value and, if necessary, register them in [REDACTED] or make other arrangements for them to be registered. Staff who receive email from other staff

within Council do not have to consider the email for registration but may do so if they wish. When incoming email are registered in [REDACTED] the author field will automatically be provided with the email address of the sender. Although this differs from the normal standard for this field it is satisfactory.

#### ***Incoming email received by multiple staff***

Staff who receive email from an external source that have also been sent to other staff still need to assess them for corporate value and, if necessary, register them in [REDACTED]. If an email has already been registered by one of the other staff who received it, you will be promptly advised when you try to register it in [REDACTED]

#### ***Incoming email with attachments***

If staff receives email with attachments both the email and its attachments should be assessed for corporate value. If the email alone has corporate value then it and its attached documents should be registered in [REDACTED]. If the email does not have corporate value but its attached documents do then only the attached documents should be registered.

#### ***Incoming email received at the corporate email address***

Email received at Council's corporate email address will be received by IMC, assessed for corporate value and, if necessary, registered. Registered and unregistered email will be distributed by IMC via [REDACTED] and will appear in the Task List of the relevant staff. If staff receives an email that has not been registered but should be, they may register it themselves.

#### ***Deleted email***

Email brought into [REDACTED] for registration that are "binned" by staff rather than registered may be retrieved by the [REDACTED] User System Administrator for up to 30 days from receipt in [REDACTED]. Email will only be retrieved for the staff member who created or received the email, or where written permission has been granted by this person for another staff member to view the email, or by authorization of the CEO. After 30 days the User System Administrator will delete email from the [REDACTED] bin.

## **5. GUIDELINES FOR HANDLING INTERNAL GENERATED DOCUMENTS**

### **5.1. Paper-based files**

In all cases [REDACTED] will replace the paper-based files managed by IMC and those maintained by individual workgroups, eg personnel files. All Paper based files were closed from day of going LIVE with [REDACTED] on the 19/01/04. IMC will not make new paper-based files after this time. The paper-based files that were made by IMC prior to [REDACTED] will be kept as long as required by managers and the legal requirements spelt out by GDS 20: General Disposal Schedule for Local Government Records. Depending on the retention period "sentence" given to the document (short term, long term or permanent) it may have been destroyed, sent to State Records for permanent retention or

secondary storage at [REDACTED] for short term/long term retention. (refer to 6.8 for Information Management Disposal Program)

## **5.2. Conversion of "old" documents**

Staff may want to register documents that were created or received before [REDACTED] was implemented. If staff can undertake this without impact on their normal duties they may do so but if not they should consult their manager to justify the effort or additional resources. The IMC Staff is also available to provide advice in these matters.

## **5.3. Indexing standards**

All documents registered in [REDACTED] **must** be linked to at least one subject and as many other indexes as relevant.

Documents that have been sent to, received from or that are about an external person or organisation must always be linked to that customer in the customer index.

If a document is received from or is being sent to an external organisation it should always be linked to that organisation's name in the Customer Index. The personal name of an individual within the organisation may be entered to the author field in [REDACTED].

For example, a document from an external organisation concerning a project and a reserve should be linked to the relevant entries in the Customer, Subject and Property Indexes so that a search for any one aspect will find the document.

The following indexes should be used when registering some common documents that were previously held in paper-based files.

### ***Subjects***

Paper-based documents that would previously have been placed in a Records management file for a subject must now be registered electronically and linked to the following indexes in [REDACTED]:

- Subject
- Customer (if to, from or about an external customer)

### ***Properties***

Paper-based documents that would previously have been placed in a Records management file for a property should now be registered electronically and linked to the following indexes in [REDACTED]:

- Property
- Subject
- Customer (if to, from or about an external customer)

Documents that relate to more than one property, subject or customer should be linked to them.



### ***Development Applications***

Paper-based documents that would previously have been placed in a records management file for a development application will be scanned into [REDACTED] and linked to the following indexes:

- Application
- Subject (Development Control – Regulating – Development Applications)
- Customer (Applicant & Owner)

Development Services will undertake this task.

### ***Council owned properties***

Paper-based documents that would previously have been placed in a records management file for a Council owned building or reserve should now be registered electronically and linked to the following indexes in [REDACTED]:

- Property
- Subject
- Customer (if to, from or about an external customer)

### ***Streets***

Paper-based documents that would previously have been placed in a records management file for a street should now be registered electronically and linked to the following indexes in [REDACTED]:

- Street
- Subject
- Customer (if to, from or about an external customer)

### ***Employees***

Paper-based documents that would previously have been placed in a paper-based personnel file for an employee should now be registered electronically and linked to the following indexes in [REDACTED]:

- Employee and or
- Position
- Subject

Documents that relate to more than one subject should be linked to them.

### ***Cemetery plots***

Paper-based documents that would previously have been placed in a work group file for a cemetery plot should now be registered electronically and linked to the following indexes in [REDACTED]:

- Property –Cemetery plot
- Subject - 'Cemetery – purchases'
- Customer Name (if to, from or about an external customer)

## **5.4. Forward for registration**

Staff who are registering a document but can't find a suitable subject or property in [REDACTED] or a customer in [REDACTED] or [REDACTED] should complete the registration process as far as they can before assigning the document to the "forward for registration" task in the rapid registration screen. Tasks should be sent to IMC staff. Any HR documents that need to be classified as a HRM

document needs to be forwarded to HR for completion of registering and classifying with an explanatory note.

Explanatory notes should provide enough information for staff in IMC or HR to determine what needs to be done without having to open the document. Notes that do not indicate what needs to be done will be returned to the sender seeking further information.

Resources within IMC have been made available to finalise subjects, properties and customers within a few working days. Note that the document can be retrieved in [REDACTED] before this occurs by searching by one of the other aspects entered in [REDACTED] during registration.

#### **5.5. Precis standards - refer to the link below-**

*DRAFT Generic Electronic Document Naming Convention as at 18/04/06*

The information entered to the précis or document description field in [REDACTED] has two purposes. It should provide a summary that enables the nature of the document to be known without needing it to be opened. It should also provide keywords, for searching purposes, that aren't available from indexes and other information held in [REDACTED] for the document. Managers are encouraged to work with their staff to develop précis standards for their documents. The IMC Staff is available to provide assistance to staff or managers trying to develop précis standards for their documents. In general good guidelines are they should be in proper case with no abbreviations being used and the date format should follow the following: dd/mm/yyyy.

#### **5.6. Creating new MS Word documents**

Staff who create MS Word documents that are council business that need to be registered in [REDACTED] should create it from [REDACTED] to avoid unnecessarily saving the document to the computing network. Documents classified as DRAFT at registration can 'check out, edit, check in' to [REDACTED]'s [REDACTED] will track the changes and earlier versions can be accessed.

#### **5.7. Mail-merge documents**

Staff who create documents in MS Word using its useful "mail-merge" facility are responsible for assessing these documents for corporate value and, if necessary, registering them in [REDACTED]. When registering these documents only the "main file" containing the standard text of the document and the "data source" containing the names and addresses of its recipients need be registered. Both of these files need to be registered against all of the relevant subjects, customers and other indexes. If the document is being sent to more than fifteen customers the two files do not need to be indexed against any customers. The "data source" containing the names and addresses of its recipients needs to be also registered against the customer index "Mail Merge Lists".

#### **5.8. Password protected documents**

Electronic documents such as, eg MS Word documents, should not be registered in [REDACTED] with password protection designed to restrict access or

prevent editing. A new version of the document should be created in MS Word, without password protection, and the document then registered. If an appropriate classification cannot be found for the document the relevant manager or IMC Staff should be consulted before the document is registered in [REDACTED]. Any security on documents will be managed by the System Administrator.

## 5.9. Signatures

Documents that have been signed by staff for "courtesy" may be saved to [REDACTED] in their original electronic format without a signature. For example, a routine letter created in MS Word advising them about a service provided by Council may have the unsigned electronic document registered even though the customer's original is signed.

Records that have been signed by staff or external parties that have legal significance should be scanned and registered in [REDACTED]. An example of this type of document would be a contract between Council and an external party that has been signed by representatives of Council and the external party.

Incoming documents of a legal nature received by IMC that require signing by our staff, for example "contracts for sale of property", will be scanned and registered into [REDACTED] by IMC. The original hard copy of the unsigned document will be distributed to staff. When the document has been signed, staff should return it to IMC for scanning to [REDACTED]. This is especially important if the original signed document is going to be sent to an external destination.

All incoming documents of a legal nature that have been signed will be scanned and registered in [REDACTED] by IMC. The scanned image of the document will be distributed to staff via [REDACTED] and the original kept in IMC. Originals may be viewed by staff and will not be destroyed without authorization of the relevant Manager and compliance with the legal provisions of GDS 20: General Disposal Authority for Local Government.

## 5.10. Email

### ***Outgoing email***

Staff who send email to other staff within Council or persons outside of Council need to decide if their email has "corporate value". If it does, they should register them in [REDACTED] or make other arrangements for the email to be registered.

### ***Outgoing email with attachments***

If staff want to send a document via email they should search [REDACTED] for the document first. If the document is already in [REDACTED] "distribute" feature should be used instead of [REDACTED] to email the document. If the document has corporate value but is not in [REDACTED] it should be registered and the distribute feature then used to send the document. Staff who uses this feature will save time because the email will be automatically captured by [REDACTED] and linked to the document attachment.

### ***Responding to email***

Staff who want to respond by email to an incoming email that has been or should be registered in [REDACTED] should use the [REDACTED] distribute feature rather than [REDACTED]. This will save time because the response email will not need to be registered in [REDACTED] since it will be linked to the first email.

## **6. OPERATIONAL GUIDELINES FOR IMC MANAGEMENT STAFF**

### **6.1. Access to [REDACTED]**

Only staff directly employed by Council or engaged through an employment agency authorized by Human Resources will be provided with online access to [REDACTED]. Volunteers, auditors and consultants may be provided with hard copies of documents printed from [REDACTED] at the discretion of the manager responsible for the documents.

Although most of Council's documents do not need to be restricted from staff, care should be taken to ensure that the information contained in documents is only used for the purpose it was provided and is not shared outside of Council without the consent of its provider. Particular care should be taken with personal information about customers, such as contact details.

Managers have been consulted to identify their confidential documents and decide who will have access to them in [REDACTED]. Staff that register confidential documents must take care to select the correct "classification" during the registration process in [REDACTED] so that unauthorized access is prevented. These classifications have been listed elsewhere in this document.

### **6.2. Groups in [REDACTED]**

[REDACTED] enables documents held in [REDACTED] to be distributed to staff within [REDACTED] or to other destinations outside of [REDACTED] (using L [REDACTED]). Like [REDACTED], [REDACTED] allows staff to be assigned to "groups" to streamline the distribution process.

Staff may also maintain their own groups within their Personal Address Book in [REDACTED]

### **6.3. Helpdesk / System Administrators**

Any Helpdesk requests must be raised on the CRS ([REDACTED] system). The system administrators create new indexes (ie subjects), provide security access, and attend to any [REDACTED] issues.

### **6.4. Home access to [REDACTED]**

Staff will not be provided with access to [REDACTED] from their home personal computers due to limited need and the support difficulties that can be expected with non-standard hardware. Staff who has been provided with a laptop computer for work use who want to view documents held in [REDACTED] from home may do so by raising a request with the IT Help Desk to have Terminal Server software installed on their laptop. Note, it will not be practicable for

documents to be registered or distributed from [REDACTED] from home. Training in Terminal Server will be provided on a one on one basis by the IMC Staff or other staff nominated by the Manager Information Services.

#### **6.5. Remote sites**

The following sites that require [REDACTED] are not expected to have any significant online performance difficulties when they use it:

- Playford Civic Centre
- Smithfield Library
- Elizabeth Library
- Davoren Park Service Centre
- Smithfield Site
- Grenville Centre
- Home Assist

The following sites that have expressed a need for [REDACTED] may have performance difficulties to view documents held in [REDACTED]

- Child Care Centre
- Peachey Connections
- Food Co Op's

The following site has no access to City of Playford's Network at all.

- Innovation Network – 95 Womma Rd Elizabeth West

The above sites will not be able to register or distribute documents in [REDACTED] and affected managers have been advised to make alternative arrangements for these sites to perform these tasks.

#### **6.6. Distribution of documents in [REDACTED]**

Staff wanting to distribute documents that are already in [REDACTED] should distribute them to staff and external parties using [REDACTED] rather than [REDACTED] or printed copies, where practicable.

Staff wanting to distribute documents that are not held in [REDACTED] but which should be should first register them in [REDACTED] before distributing them via [REDACTED].

All staff are responsible for regularly checking their Task List in [REDACTED] for incoming documents that have been distributed to them by IMC or internal documents that have been distributed to them by other staff.

#### **6.7. Printing from [REDACTED]**

Staff are encouraged to minimise the printing of documents from [REDACTED]. However, it is recognized that under certain circumstances such as meetings it will be necessary to have hard copies of documents on hand.

Documents that have been printed from [REDACTED] are reference copies only and should be destroyed as soon as practicable after use. If a printed copy is amended in any way staff must consider whether the amended document should be registered in [REDACTED] using the same criteria as for a new documents or those received from external sources. All printed copies should be stamped with the word "COPY" if it doesn't already.

## **6.8. Retention and Disposition Program**

### **Information Management Disposal Program 2007**

#### ***Program Review:***

All official records are to be disposed of in accordance with the General Disposal Schedule No.20. or 21 when it comes into effect Transitory or ephemeral records, or records that are personal or private in nature, may be destroyed in accordance with Normal Administrative Practice. Only records that have been identified as non-official and of no continuing value to the Council can be destroyed by individual Council staff or elected members. Council staff should contact IMC staff for assistance with the destruction of their non-official records. Elected members should contact the Governance Department for assistance.

#### ***Destruction Procedures:***

Disposition of records in an orderly manner in the normal course of business after the retention period has expired is the normal practice within the council. This procedure is necessary to comply with the legal requirements of the records retention and disposition program to demonstrate that records have not been destroyed to conceal unfavorable evidence in anticipation of litigation or government investigation.

Prior to destruction of records, a destruction authorization form should be distributed for appropriate review and approval. The form contains a listing of records eligible for destruction and contains space for approval signatures by the department manager, legal counsel, and the fiscal manager. The decision to postpone destruction of records should be reserved for extraordinary circumstances, such as imminent or pending litigation or government investigation or new, unforeseen circumstances which now make these records relevant.

When approvals for destruction are received, each carton of records should be examined to be certain that the records it contains correspond with the list of records authorized for destruction. When records are destroyed, the date and the coordinator of Information Management signature should be placed on the destruction authorization form, certifying that the records have been destroyed.

The destruction of records must be complete destruction so that no information is retrievable. Records in physical format should be destroyed by shredding or pulping. Records in electronic format should be destroyed by reformatting, rewriting or degaussing. The use of the "delete" function in software packages is

not sufficient to destroy electronic records, as data may still be recovered. With the consent of the Manager, use may be made of electronic file shredding software to ensure the complete destruction of electronic records.

***Program Suspension:***

Procedures are in place to suspend automatic destruction of all records when litigation or government investigation is imminent or pending. The CEO is responsible for determining the scope of the litigation or investigation and the types of records affected and for communicating this information to the records manager.

***Retention and Disposition Program Audit:***

The records retention program is reviewed annually. More frequent reviews may be appropriate for changed circumstances, such as new Departments or policies. Compliance with the records retention program is reviewed annually. Part of the audit consists of comparing those records that were scheduled to be destroyed or transferred with those records that were actually destroyed or transferred. Departments or subdivisions that have failed to destroy records under the program may be sent a letter encouraging compliance. Audits may indicate a need for additional training or for revising the records management manual so that the procedures are clearer.

**6.9. Support**

Please refer to the General User [REDACTED] Manual or Key User [REDACTED] Manual for information about how support may be obtained by staff using [REDACTED], contact Helpdesk or refer to the Intranet – [REDACTED] General User Training Manual

**6.10. Training**

All staff must comply with the Records Management Procedures and Policy. All staff need to be made aware of the Adequate Records Management Standards and undertake records management training. Inductions for new staff include training in the relevant application with an emphasis on good records management. The position descriptions now contain a clause regarding the record keeping responsibilities of all staff. New staff will undertake [REDACTED] training including functional classification and index and précis training and undertake Records Awareness Training via ERNI – online with State Records. Please contact Helpdesk if refresher or new employee training is required.

**6.11 Audit**

Regular audits will be conducted by the Coordinator Information Management to ensure that policies and procedures are adhered to. Any staff needing assistance to meet the required standard will be required to undertake refresher training. The reports will be presented to management at quarterly intervals.

## **7. APPENDIX**

### **Appendix A – Guidelines for Determining What are Official Records or refer to link - Corporately Significant Information Guide**

The following guidelines relate to some common records which Council staff and elected members may create, send, receive, forward or transmit. This is not an exhaustive list, they are simply provided to assist in assessing whether information in any format constitutes an official record under the State Records Act.

#### **Diaries/Appointment Books/Calendars**

Diaries, appointment books and calendars are generally used to record appointments. They may also be used to record messages and notes, some of which may only be an aide memoir of a routine nature, but others may be of significance to the conduct of Council business. Council staff and elected members' diaries, appointment books and calendars should to be forwarded to the IMC Unit for incorporation into the Council's records management system at the end of the calendar year to which they pertain.

#### **Drafts**

A draft record is the preliminary form of any writing in electronic or physical format. Draft records include outlines of addresses, speeches, reports, correspondence, file notes, preparatory notes, calculations and earlier versions of the draft. Drafts may or may not be circulated to other elected members or Council staff for comment or revision. Drafts will be of NO continuing value and may be destroyed when reference to them ceases if they:

- contain addresses, speeches, reports, correspondence, file notes that are not circulated to other elected members or staff; or
- are circulated to other elected members, where only editorial or typographical changes have occurred have.

Drafts which document significant decisions, reasons and actions or contain significant information that is not contained in the final form of the records have continuing value and are to be forwarded to the Records Unit for incorporation into Council's records management system. For example:

- drafts which contain significant or substantial changes or annotations (other than editorial changes);
- drafts relating to the formulation of legislation, legislative proposals and amendments;
- drafts relating to the formulation of policy and procedures, where the draft provides evidence of the processes involved or contains significantly more information than the final version; or
- drafts of legal documents (contracts, tenders etc).

#### **Duplicates**

Duplicates are exact reproductions or copies of records where the original or authorised copy is contained within the Council's record keeping system. Duplicates of records will be of NO continuing value and may be destroyed when reference to them ceases where they are:



- issued to a staff member or elected member by the Council for information or reference purposes only; or
- Of internal or external publications issued or received for information or reference purposes (eg annual reports, brochures, trade journals, price lists).

Duplications of records received by a staff member or elected member and sourced from outside the Council that are relevant to furthering the business activity of the Council have continuing value and are to be forwarded to the IMC Unit for incorporation into the Council's records management system.

### **Messages**

Messages may be sent or received via a range of methods, such as telephone and voice mail, email, post-it or sticky notes, facsimile, pieces of paper, or transmission reports.

Messages may be sent or received on a variety of matters. Some messages will have continuing value, if they are considered significant to the conduct of Council business. Others, such as those very routine in nature, will only have temporary value.

For example:

- routine or simple administrative instructions, such as edit corrections, distribution lists for informational purposes, file creation requests, and social invitations and messages;
- information only messages, duplicates or working copies/memos;
- private messages or personal comments between officers which would not provide evidence or be required for accountability purposes;
- original messages that have been transferred or transcribed into appropriate formats for incorporation into Council's record keeping systems; and
- messages that do not relate to the business functions of Council, have NO continuing value and may be destroyed when reference to them ceases.

Messages that will have continuing value and are to be forwarded to Council for incorporation into Council's records management system include those which:

- contain information relating to the business activities of the Council such as directives, proposals, recommendations, definitions or interpretations from an elected member to another party or vice versa; and
- messages that are part of an actual business transaction itself, or have policy/procedure implications, or are otherwise identified as being significant to the conduct of Council's business, including:
  - a directive or approval for a particular course of action;
  - formal communications between internal officers or external agencies;
  - final versions of reports;
  - policy documents and statements; or
  - formal minutes of Council Committees

are of continuing value to the Council and must be printed and recorded in hard copy format or captured into the records management system.

## **Working Papers**

Working papers are documents, background notes and reference materials that are used to prepare or complete other documents. Those final documents become an official record and should be forwarded for capture into Council's record keeping system. Working papers that do not relate to significant decisions or actions, or contain significant information, and where the final document has been forwarded to the IMC Unit for capture into the Council's record keeping system have NO continuing value and may be destroyed when reference to them ceases. Working papers which document significant decisions, reasons and actions, or contain significant information (even if that information is not contained in the final form of the document) have continuing value and are to be forwarded to the Record's Unit for incorporation into the Council's records management system.

## **Telephone and Other Verbal Conversations**

Council staff and elected members may have telephone or other face-to-face conversations at any time on a variety of matters. Some conversations may involve the relay of information, or involve matters of significance to the conduct of Council business. These conversations should be documented in an appropriate format (eg a file note). Other conversations may only be very basic or routine in nature, such as the issuing or receiving of basic instructions or information, and need not be documented.

Documentation of conversations which involve the exchange of routine or simple administrative instructions or information or that do not relate to Council business has NO continuing value and may be destroyed when reference to them ceases. Original notes of significant conversations that have been transferred or transcribed into appropriate formats for incorporation into Council's record keeping system will also have NO continuing value and may be destroyed when reference to them ceases. Conversations will have continuing value and should be documented in an appropriate format and registered against corresponding documents for incorporation into Council's records management system are those which:

- relate to the business functions of Council involving the issuing of directives, proposals, recommendations, definitions or interpretations from the elected member to another party or vice versa or that are part of an actual business transaction itself; and
- have policy/procedure implications, or otherwise identified as being significant to the conduct of Council business.

## **Lobbying**

Lobbying is the activity of ratepayers or members of the community attempting to influence the Council through representations to elected members, and may include one or more elected members lobbying other elected members. Records, such as correspondence or petitions, relating to lobbying matters, regardless of whether the lobbying itself is of Council or community interest, have continuing value and are to be forwarded to the IMC Unit for incorporation into Council's records management system.

## **Election Material**

Election materials or records created or received by an elected member in regard to electioneering are **private records of the elected member**, and do not need to be forwarded to the Council.

## **Record Creation Requirements of Official Records**

### **What is a Record?**

*A record is made or received by an agency in the conduct of its business.*

*Official records provide evidence of the functions and activities conducted by an agency.*

*Both paper-based and electronic records created as part of an agency's business are considered to be official records.*

*Detailed below is a comprehensive list of examples of official records that are more than likely to be created as part of your business process here at City of Playford. Please note this is not a **complete** list as there may be additional examples from different work areas.*

Advice	Expiation Notices	Public & Environmental
Analysis Reports	HACC	Health
Agendas/Minutes/Reports	Immunization	Purchase orders
Agreements	Inspection Reports	Quotations
Appreciation Letters	Investigations	Recommendations
Approvals	Investments	Recovery of Debts
Asbestos	Invoices	Registrations of Interest
Bank Guarantees	Job Descriptions	Reminder Notices
Bonds	Licenses	Resignations
Bookings/Hiring	LTO Reports	Responses
Breaches	Maintenance	Resumes
Business	Memo's	Risk Assessment
Activity Statement	Native Title	Registers
By-Laws	Negotiations	Schedule of Leave
Case Files	Objections	Statements
Cemetery Registers	Payroll	Statistics
Claims	Performance Indicators	Strategies
Contracts	Permits	Submissions
Complaints	Pest, Plant & Animal	Subpoenas
Consent Forms	Control	Surveys/Questionnaires
Debenture Loans	Petitions	Time Sheets
Debt Collection	Plans	Title Searches
Development	Policy Documents	Transaction Reports
Applications	Procedures	VG Reports
Enquiries	Projects	Voters Role
Easements	Proposal's	Work Experience
Environmental Impact	Prosecution Records	

## Appendix B - Recommended Standards for Creating Digital Images

There are three types of scanning:

**Bitonal (Black and White)** – One bit per pixel representing black and white. Bitonal scanning is best suited to high-contrast documents such as printed text.

**Grayscale** – Multiple bits per pixel representing shades of gray. Grayscale is suited to continuous tone documents, such as black and white photographs.

**Colour** - Multiple bits per pixel representing color. Color scanning is suited to documents with color information.

These three modes of scanning also require some subjective decisions. For example, a black and white typed document may have annotations in red ink. Although bitonal scanning is often used for typed documents, scanning in color may be preferable in this case, depending on how the image will be used. Manuscripts, older printed matter, and sheet music may be better served by scanning as continuous tone in grayscale or color to bring out the shade and condition of the paper and the marks inscribed on it.

### **Formats**

Recommendations have been developed for the following formats:

- **Text:** printed matter, photocopies, typed or laser printed documents, may include some line drawings, illustrations, manuscripts, music scores, and blueprints. We are also including black and white and color photographic prints in this category for scanning purposes.
- **Photographs:** Negatives and transparencies.
- **Maps**
- **Graphic Materials:** Line drawings, artistic illustrations, lithographs, watercolors, etc.

**Other considerations:** Consider providing a transcription of textual materials, and, especially, of handwritten manuscripts that may be difficult to read.

## **PHOTOGRAPHS**

<b>Master Image</b>	<i>Tonal depth:</i> 8-bit grayscale/24-bit color or greater <i>Format:</i> TIFF <i>Compression:</i> Uncompressed <i>Spatial Resolution:</i> 3000 to 5000 pixels across the long dimension
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Another consideration with photographs is whether to scan the backs of photographs as separate image files if there is significant information on the back of the photo (which may be of interest to users) that may not be included elsewhere. If a scanned

image of the verso of the photograph is available, the digital image may serve as a more successful surrogate for the original.

### MAPS

<b>Master Image</b>	<i>Tonal depth:</i> 8-bit grayscale/24-bit color or greater <i>Format:</i> TIFF <i>Compression:</i> Uncompressed <i>Spatial Resolution:</i> 300 dpi
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### GRAPHIC MATERIALS

<b>Master Image</b>	<i>Tonal depth:</i> 8-bit grayscale/24-bit color or greater <i>Format:</i> TIFF <i>Compression:</i> Uncompressed <i>Spatial Resolution:</i> 3000 pixels across the long dimension or 300 dpi
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### Quality Control

A quality control program should be conducted throughout all phases of the digital conversion process. Inspection of final digital image files should be incorporated into your project workflow. Typically, master image files are inspected via CD batch or online for a variety of defects. Depending on your project, you may want to inspect 100% of the master images or 10% of the files randomly, for example. We do recommend that quality control procedures are implemented and documented and that you have clearly defined the specific defects that you find unacceptable in an image. Images should be inspected while viewing at a 1:1 pixel ratio or at 100% magnification or higher.

Quality is evaluated both subjectively by project staff (scanner operator, image editors, etc.) through visual inspection and objectively in the imaging software (such as using targets). The viewing environment for visual inspection of images is also important: monitors should be calibrated, and the room should be dark or at least free from bright lighting, sunlight, or glare.

Things to look for during visual inspection may include:

- Image not the correct size
- Image not the correct resolution
- File name is incorrect
- File format is incorrect
- Image is in incorrect mode (i.e., color image has been scaled as grayscale)
- Loss of detail in highlight or shadows
- Excessive noise especially in dark areas or shadows
- Overall too light or too dark
- Uneven tonal values or flare
- Lack of sharpness/Excessive sharpening

- Pixilated
- Presence of digital artifacts (such as very regular, straight lines across picture)
- Moiré patterns (wavy lines or swirls, usually found in areas where there are repeated patterns)
- Image not cropped
- Image not rotated or backwards
- Image skewed or not centered
- Incorrect color balance
- Image dull or no tonal variation
- Negative curve in the Look-Up Table
- Clipping black and white values (in histogram)

### **Appendix C – IMC daily task procedures**

Procedures - Information management Daily Tasks as at 11/08/06

Procedures - Information Management - Australia post Outgoing Mail as ...

Procedures - Information Management - Messenger paper Delivery

Procedures - Information Management Batch Scanning process for Informa...

Procedures - Information Management - EM mail procedures in IMC

Procedures - Information Management Archive Request to State Records o...

Procedures - Information Management Internal courier run Incoming as a...

Procedures - Information Management Distribution of Government Gazette...

Procedures- Information Management Daily Incoming Australia Post Mail ...

Procedures - Information Management - Internal Courier Run Outgoing as...

Procedures - Information Mangement Daily Newspaper Distribution as at ...

Procedures - Information Management - Send consignment to [REDACTED] as at...

Procedures - Information Management - Freedom of Information flow char...