



# **Blackall-Tambo**

## **Regional Council**

# **Record Management Procedure**

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Procedure Compiled by:	
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## **PURPOSE**

The purpose of this procedure is to ensure the proper coordination control and custody of Councils records.

## **SCOPE**

This procedure applies to all records regardless of format, i.e. books, documents, papers, correspondence, writings and other materials belonging to the Council.

## **DEFINITIONS**

**Record:** A record of information in any form including books, documents, maps, drawings, photographs, letters, vouchers and papers and other information that is written, photographed, recorded or stored in any manner but does not include software or any mechanism that produces records.

## **RESPONSIBILITIES**

Overall responsibility and accountability for recordkeeping lies with the Chief Executive Officer.

The Records Officer is responsible for implementing this procedure.

All staff have a recordkeeping role and responsibility to maintain records.

If you are a Council employee, consultant or contractor, you are responsible for:

- Creating full and accurate records to document the transactions that occur in the course of business;
- Creating full and accurate records of significant activities which would not usually result in the creation of records, such as meetings, telephone discussions, conferences, verbal decisions and voice mail;
- Ensuring that all public records created or received are captured into the appropriate records management system;
- Ensuring information and records are available and accessible by other employees who need to access them;
- Protecting information and records from unauthorised access;
- Ensuring that Council records are retained for the required period of time;

Document #:	Date Effective: 23/10/19	Version: Three	Page 1 of 4
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- Complying with relevant legislation, Information Standards and Council information management and recordkeeping policies, procedures and guidelines.

### **INCOMING MAIL**

All correspondence forwarded to the Council shall be in writing and shall be addressed to the Chief Executive Officer.

All incoming mail shall be directed to and opened by Council's records officers on the date upon which it is received by Council through the ordinary course of post, express delivery, facsimile, delivery to a Council member or Officer or otherwise.

Any Council Officer or member receiving mail which is to be Council property shall ensure that it is delivered to Council's records section on the day upon which it is received. If this is not practical, then that officer or member shall endorse the date of receipt upon the mail by pen or other permanent marker and deliver that mail to the records section as soon as practicable thereafter.

All incoming mail shall be input in to the records management system daily and shall be date stamped.

Incoming mail is to be sorted and dealt with according to the following directions.

#### **Incoming Mail Containing Cash, Cheques or Other Forms of Payment**

Cheques shall be pinned to the incoming document and stamped with Council's date stamp.

This is then to be given to the receipting officer for processing through the receipting system.

#### **Other Payments**

Any other payments shall be dealt with in a manner similar to that for the receipt of cheques.

#### **Distribution of Incoming Mail**

Once all correspondence requiring the receipt of cash, cheques or payments has been dealt with, the records officers shall distribute all other mail as follows:

- Correspondence addressed Council officers or Members which does not require registration shall be placed in their respective in-tray.
- All other correspondence shall be electronically registered, and task assigned to the appropriate officer within twenty-four (24) hours of the receipt of that correspondence by the records section.

#### **Personal Correspondence**

Any correspondence marked "personal and confidential", or the like, addressed to the Blackall-Tambo Regional Council shall be opened by Council's Records Officers. If the subject matter relates to Council business the correspondence will be electronically registered and task assigned to the appropriate officer.

Any officer constantly receiving personal correspondence shall be requested to make alternative arrangements for the receipt of personal correspondence.



### FILE MANAGEMENT

No file shall be made available to any person outside the Blackall-Tambo Regional Council without the approval of the Chief Executive Officer or staff member authorised by the Chief Executive Officer.

At no time shall a Member or officer remove books, documents, papers, correspondence, writings or material from files.

No file or books, documents, papers, correspondence, writings or material belonging to Council shall be removed from the Council administration buildings.

The member or officer who receives a file is to be responsible for ensuring the safety and privacy of that file and its return to the records section.

Any request for an inspection of Council's records by a member of the public shall be referred to the Chief Executive Officer or in his/her absence to the Director of Finance Corporate and Community Services.

A request pursuant to any Right to Information legislation shall be dealt with according to that legislation. This is then added to the website.

### OUTWARD MAIL

All outward mail shall be signed by the Chief Executive Officer or in his/her absence, by the Acting Chief Executive Officer.

Authors of mail shall be responsible for checking:

- Spelling;
- Formatting;
- Grammar;
- Attachments enclosed where applicable;
- The use of correct wording.

In the event attachments are not electronically attached to the word document it is the responsibility of the author of the document to ensure these are scanned and filed into the recordkeeping system.

### INTERNAL FILING PROCEDURES

Internal hard copy memos shall be:

- Typed;
- Dated;
- Be signed;
- Be addressed to another officer;
- A white copy is to go to the addressee;
- A copy is to be scanned and filed into the recordkeeping system.

### CONFIDENTIALITY

Members and Officers shall deal with the content of Council's Electronic Document System (Magiq) in a confidential manner and shall not divulge information therein otherwise than in accordance with law and Council's current policies.



Council has a Confidentiality Policy, which states that unless required by law a person making a complaint shall have some security of mind that their personal details will be protected and not divulged.

### **BREACHES**

Any continual breach of any part of this policy by an officer may culminate in that officer receiving an official reprimand from the Chief Executive Officer. Any repeated reprimands may result in the dismissal of the officer.