



**Central  
Tablelands  
Water**

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**Records Management  
Policy & Procedure**

## DOCUMENT CONTROL

Document Title		Records Management Policy & Procedure			
Policy Number		CTW-PR011			
Responsible Officer		Director Finance and Corporate Services			
Reviewed by					
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## Objective

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Central Tablelands Water is committed to ensuring the Records Management Program will provide timely and comprehensive information to meet operational business needs, accountability requirements and community expectations.

The State Records Act 1998 defines a record as any document or other source of information compiled, recorded or stored in written form, or on film, or by electronic process, or in any other manner or by any other means.

*What does this mean for us?*

A document includes our subject files, faxes, emails, plans, accounting and rating information, legal documents, registers and map information system

## Introduction

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Records are a vital element in the support of Central Tablelands Water's ongoing business activities. The effective management and preservation of Council's corporate memory is inherent to both the decision-making process and productivity within Council.

As a public agency, Central Tablelands Water is bound by the requirements and regulations of the State Records Act 1998. These regulations set out specific practices, which Central Tablelands Water must comply with and be audited against.

## Accountability of the Records Management Program

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Central Tablelands Water is accountable to the community for its actions. It must also comply with both State and Federal Government legislation. The Records Management Program is critical to Council's ability to meet these requirements

The State Records Act 1998 requires Central Tablelands Water to maintain accurate records in accordance with good management standards and codes of best practice, developed by the Records Authority.

Objectives of the Records Management Program are:

- To provide accurate and timely information to meet Council's corporate activities.
- To provide a high level of accountability.
- To satisfy the necessary legal, administrative and audit requirements
- Improve the availability of information across the Council and provide reliable and efficient retrieval of those records (both physical and electronic)

## Obligations regarding records

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Good record keeping is the responsibility of all staff. No Records Management program will operate efficiently and meet Council's requirements without the overall support of every user. All Staff have a number of obligations regarding records:

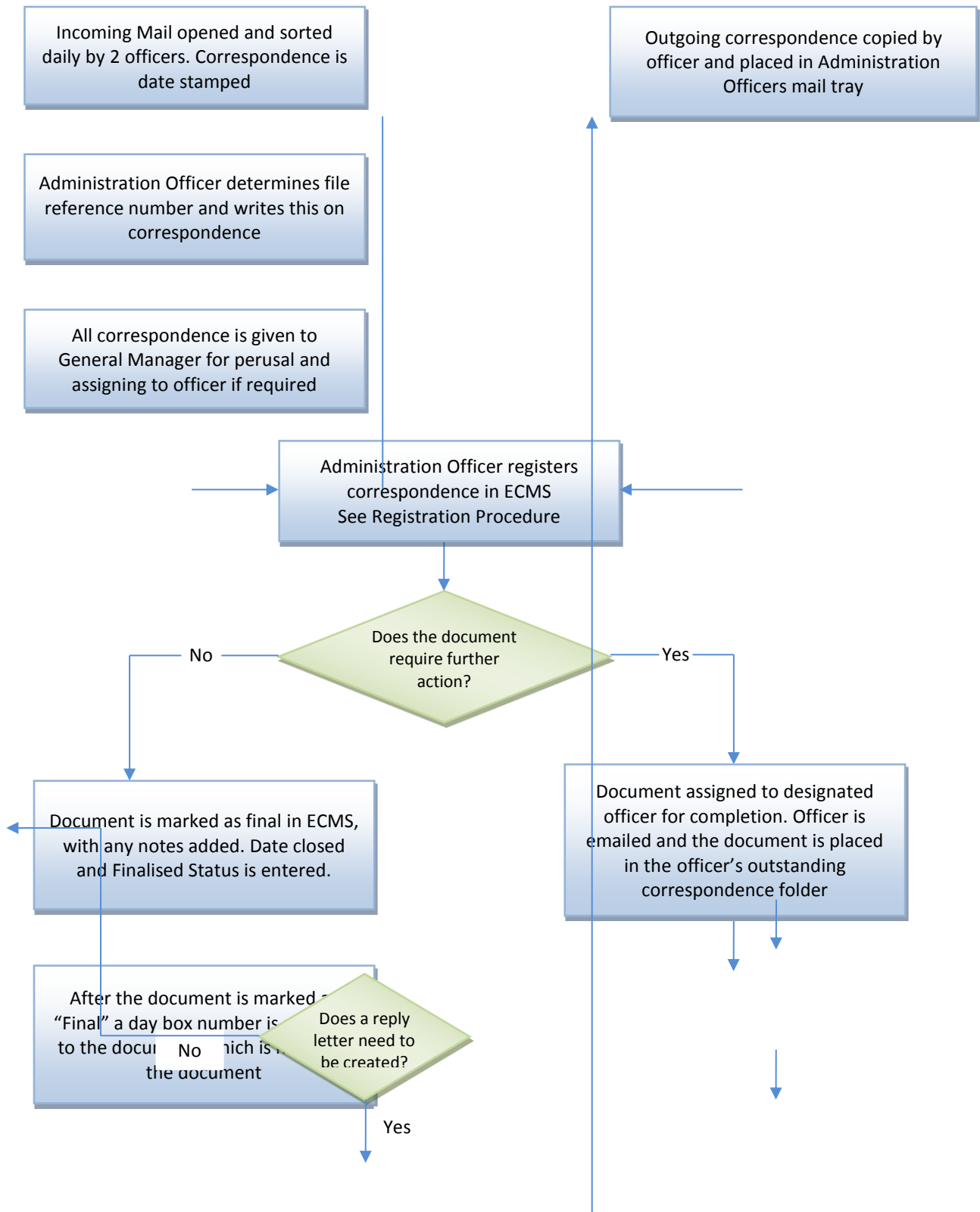
- Make accurate records to support the conduct of their business activities
- Document activities such as meeting minutes and oral decisions
- Do not destroy Council records. It is an offence under Section 666 of the Local Government Act to wilfully destroy Council records
- Do not lose records
- Be aware of records management procedures
- Manage records effectively throughout their life

## **Records Management System**

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Central Tablelands Water uses the SynergySoft ECMS for the management of records and documents (including electronic documents).

## Records Management Procedure Flowchart

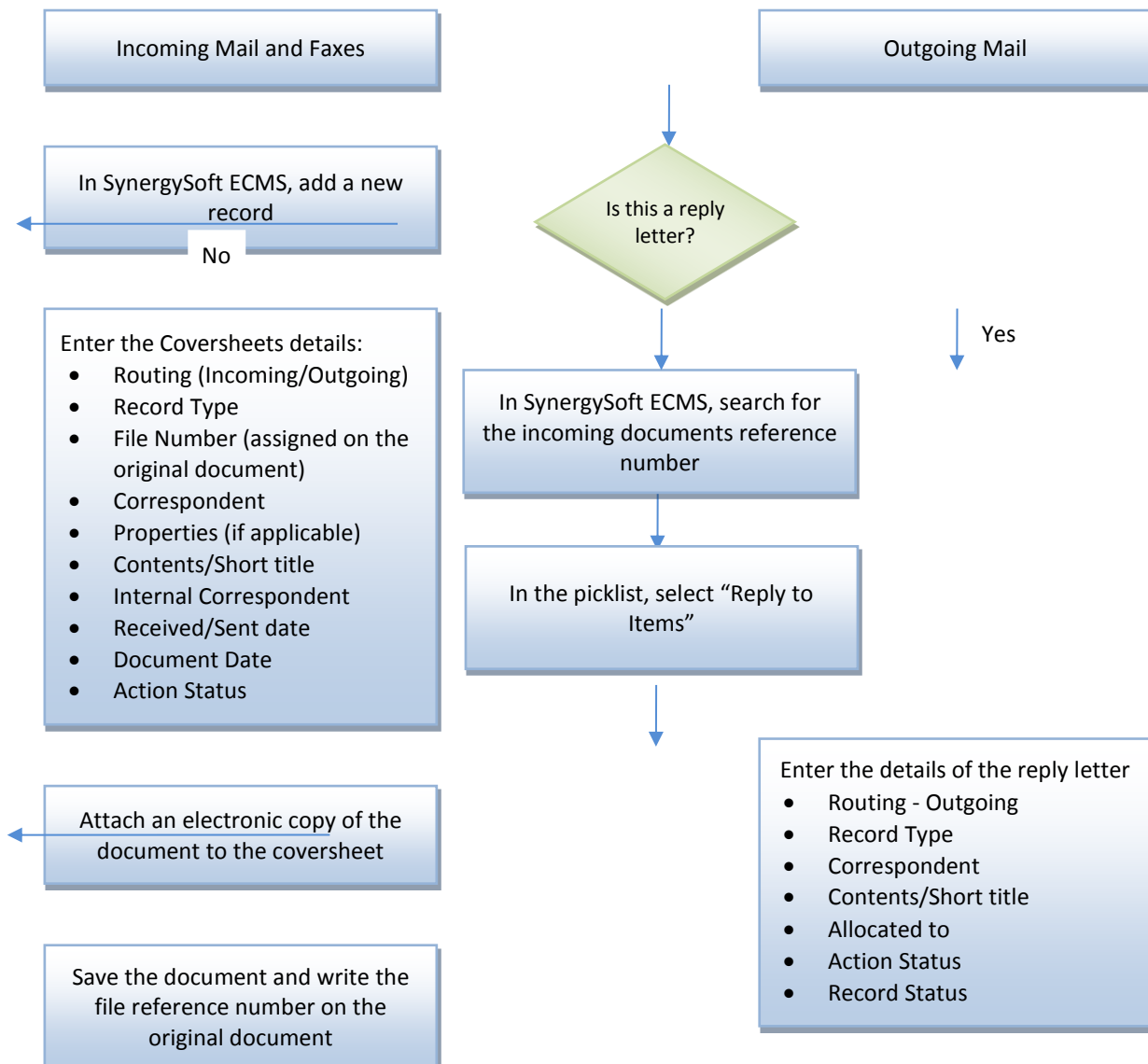


Document is placed in filing tray

Administration Officer files original document in day box, in date order.

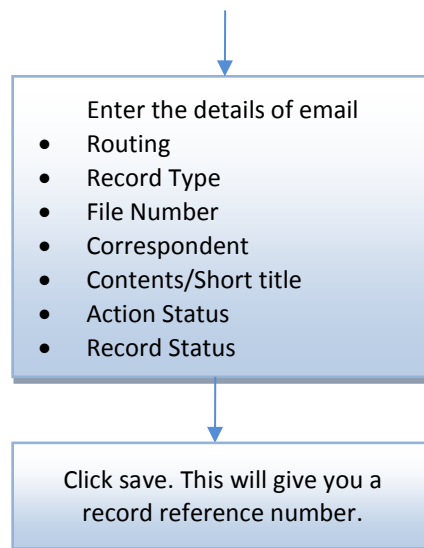
Reply letter created by designated officer. Original file and document reference number are noted on the letter

## Registration Procedure for Incoming and Outgoing Mail Flowchart



## Email Registration Procedure Flowchart

Open the email. Click 'Add ins' – Central Records Form



## Correspondence

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All staff are to use the SynergySoft ECMS to record all substantive official business. All incoming correspondence and information that requires an action to represent Council business will be registered and tasked in accordance with procedures determined by the General Manager.

The Records Management officer is responsible for registration of all incoming Council business records and information received:-

- by post
- by fax
- emails received at [water@ctw.nsw.gov.au](mailto:water@ctw.nsw.gov.au)

All formal documents generated within Council, including outwards correspondence should be forwarded to the Records Management Officer for registering in the SynergySoft ECMS and linked to the appropriate file and record, with a notation on action taken in relation to the document.

Staff members who receive Council business related emails to their own accounts are responsible for registering those emails.

## Legal Documents

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Legal documents are filed separately to normal incoming correspondence. These documents include Certificates of Title, Agreements, Licenses and Contracts. The Legal Documents cabinet is located in the strong room for security purposes.

Each legal document is designated its own file, and registered on the Legal Documents Register in Access.

## Archiving and Disposal

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In accordance with the State Records Act 1998, Central Tablelands Water is required to retain or destroy State Records using the Local Government General Disposal Authority – GDA 10.

This schedule must be used when determining whether a file should be retained as a State Archive or destroyed after a set retention period. No files are to be destroyed without the permission of the General Manager.

## **Personnel Files**

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Personnel files are created for all employees and contain original applications, job descriptions, acceptance and resignation letters, competency and performance evaluation assessments etc.

Personnel files are stored in a locked cabinet in the strong room.

## **Government Information (Public Access) - GIPA**

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The Government Information (Public Access) (GIPA) Act and Personal and Privacy Legislation relates to all Central Tablelands Water records.

Considering this, comments placed on all council records should be precise, factual and impartial as these records may be subject to GIPA or used as evidence in court.