

<b>Policy Section:</b>	<b>6.Finance &amp; Corporate Services</b>
<b>Policy Name:</b>	<b>Service Level Policy – Records Management</b>
<b>Classification:</b>	<b>Public – Council Policy</b>
<b>Adopted:</b>	<b>October 2015</b>
<b>Frequency of Review:</b>	<b>Biennial</b>
<b>Last Review:</b>	<b>August 2017</b>
<b>Next Review Due:</b>	<b>August 2019</b>
<b>Responsible Officer(s):</b>	<b>Manager Finance &amp; Corporate Services</b>
<b>Policy and Code of Practice Manual File Ref:</b>	<b>CC10/2601</b>
<b>Council File Reference:</b>	<b>CR17/40375</b>
<b>Legislation Authority:</b>	<b>State Records Act 1997 Freedom of Information Act 1991</b>
<b>Related Policies and Codes:</b>	<b>Section 6 Policy - Service Range</b>
<b>Related Procedures:</b>	<b>N/A</b>

## 1. BACKGROUND / POLICY OBJECTIVES

- 1.1 The purpose of this Policy is to outline the various service levels at which Records Management activities are provided.
- 1.2 In determining these service levels, Council has taken into account targets it has established for its financial performance and other competing demands for Council's financial resources.
- 1.3 Records Management is categorised as a *legislative* service within Council's Service Range Policy, based on compliance with the State Records Act 1997.

## 2. SERVICE LEVELS

The level of service for the various Records Management activities is disclosed in **Appendix 1** (including recent non-financial data statistics).

## **SERVICE LEVEL POLICY – RECORDS MANAGEMENT**

### **3. REPORTING OF SERVICE LEVEL ACHIEVEMENTS**

Council's performance in meeting the specified service levels will be reported on an annual basis.

### **4. MEANS OF DELIVERY OF THE SERVICE**

4.1 Council will deliver the Records Management activities disclosed in **Appendix 1** by employing suitably qualified and experienced staff.

4.2 The level of staff required to deliver the activities will be reviewed on an annual basis, as part of Council's annual budget / business plan deliberations.

4.3 The review will take into consideration performance against the various Service levels, legislative changes, and relevant benchmarking.

### **5. HOW THE SERVICE IS FUNDED**

Operating expenses associated with the delivery of Records Management activities are funded from General Rate revenue.

### **6. REVIEW AND EVALUATION**

The effectiveness of this Policy will be reviewed on a biennial basis.

The Chief Executive Officer will report to Council on the outcome of the evaluation and if relevant make recommendations for amendments, alteration or substitution of a new Policy.

The Policy will not be altered or substituted so as to affect a process already commenced.

### **7. FURTHER INFORMATION**

Further information about this Policy can be obtained by:-

Telephone: 8522 9211  
Fax: 8522 9212  
Email: [council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)  
Appointment: Town of Gawler Administration Centre, 43 High Street, Gawler East.  
Letter: PO Box 130, Gawler SA 5118

### **8. AVAILABILITY OF POLICY**

The Policy is available for inspection during ordinary business hours at the Council principal office, Town of Gawler Administration Centre 43 High Street, Gawler East or is available on the Council website at [www.gawler.sa.gov.au](http://www.gawler.sa.gov.au).

A copy of this Policy will be provided to interested parties upon request, for a fee as contained in the Register of Fees and Charges.

## SERVICE LEVEL POLICY – RECORDS MANAGEMENT

Activity	Legislative Reference	Council Resources	External Resources	Level of Service
Scanning and registering of incoming mail into Electronic Document and Records Management System (EDRMS)	State Records Act 1997	Records Staff	Electronic Records Database	<ul style="list-style-type: none"> <li>• Daily</li> <li>• Approx. 25,000 incoming records are registered by Records staff into the EDRMS on an annual basis</li> </ul>
Distribution of outgoing mail		Records Staff		<ul style="list-style-type: none"> <li>• Min. 3 days per week</li> </ul>
Internal auditing of records saved by staff into EDRMS		Records Staff		<ul style="list-style-type: none"> <li>• Daily</li> <li>• Records Staff will monitor level/nature of errors, towards identifying where additional staff training may be required so that errors not repeated and minimised</li> </ul>
Processing of Freedom of Information (FOI) requests	Freedom of Information Act 1991	Accredited FOI Officers		<ul style="list-style-type: none"> <li>• As required</li> <li>• Requests processed in accordance with legislative timeframes</li> </ul>
Providing training to staff in EDRMS		Records Staff		<ul style="list-style-type: none"> <li>• At staff inductions</li> <li>• As required, based on Training Needs Analysis, and after installation of software updates</li> </ul>
Maintaining file structure within EDRMS		Records Staff		<ul style="list-style-type: none"> <li>• New files created as needed within 24 hrs of request</li> </ul>
Participate in regional Records Management Group		Records Staff	Northern Records Management Group	<ul style="list-style-type: none"> <li>• Group meets on a quarterly basis</li> </ul>
Manage transfer/retrieval of records from State Records and external data warehouse		Records Staff	State Records, Databank	<ul style="list-style-type: none"> <li>• As required, generally on a weekly basis</li> </ul>
Develop and periodically review Records Management policies, processes and procedures		Records Staff, Manager IT		<ul style="list-style-type: none"> <li>• As per review schedules</li> </ul>

## **SERVICE LEVEL POLICY – RECORDS MANAGEMENT**

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<b>Activity</b>	<b>Legislative Reference</b>	<b>Council Resources</b>	<b>External Resources</b>	<b>Level of Service</b>
Destroy files in accordance with LG General Disposal Schedule	State Records LG General Disposal Schedule 20 & GDS 21	Records Staff		<ul style="list-style-type: none"> <li>As per Disposal schedules</li> </ul>
Hold regular Team meetings to disseminate information, seek improvements and review operations (consistent with High Performance Habits)		Records Staff, Manager Finance & Corp Svces		<ul style="list-style-type: none"> <li>Monthly</li> </ul>
Maintain EDRMS database software		IT Staff	Hewlett-Packard Company (HP); FYB	<ul style="list-style-type: none"> <li>Software licenced for 130 users</li> </ul>
Attend training courses and seminars to keep abreast of best-practice Records Management processes and/or legislative requirements		Records Staff	Training provider	<ul style="list-style-type: none"> <li>As required</li> </ul>

*Staff allocation to Service: 2.2 FTE (as at August 2017)*

**Non-Financial Data Statistics**

