

Policy Number:	6.17
Policy Name:	Service Level Policy – Records Management
Classification:	Public – Council Policy
Adopted:	October 2015
Frequency of Review:	Biennial
Last Review:	October 2015
Next Review Due:	October 2017
Responsible Officer(s):	Manager – Information & Communication Technology
Policy and Code of Practice Manual File Ref:	CC10/2601
Council File Reference:	CR15/39044
Legislation Authority:	State Records Act 1997 Freedom of Information Act 1991
Related Policies and Codes:	Policy: 6.13 Service Range Policy
Related Procedures:	N/A

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 Policy 6.13 (Service Range Policy), based on compliance with the State Records Act 1997.

2. SERVICE LEVELS

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

3. REPORTING OF SERVICE LEVEL ACHIEVEMENTS

- 3.1 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
Appointment:	Town Hall, 89 – 91 Murray Street, Gawler
Letter:	PO Box 130, Gawler SA 5118

7. AVAILABILITY OF POLICY

The Policy is available for inspection during ordinary business hours at the Council principal office, Gawler Town Hall or Library Council Offices, 89 – 91 Murray Street, Gawler or is available on the Council website at 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.

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

Activity	Legislative Reference	Council Resources	External Resources	Level of Service
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"> As per Disposal schedules
Hold regular Team meetings to disseminate information, seek improvements and review operations (consistent with High Performance Habits)		Records Staff, Manager IT, Manager Finance & Corp Svces		<ul style="list-style-type: none"> Monthly
Maintain EDRMS database software		IT Staff	Hewlett-Packard Company (HP); FYB	<ul style="list-style-type: none"> Software licenced for 130 users
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"> As required

Staff allocation to Service: 2.2 FTE (as at September 2015)

Non-Financial Data Statistics

