



Records Management Fundamentals

A State Records NSW awareness session

Contents 2



| | |
|---|----|
| NSW records regulatory regime | 3 |
| Why records and recordkeeping | 4 |
| What is a record and why is it important? | 6 |
| Recordkeeping obligations | 7 |
| Further information | 10 |

NSW records regulatory regime

State Records Act 1998

- Establishes the State Records Authority NSW and Board
- Outlines the records management responsibilities of NSW Government organisations

State Records Regulation 2015

- Provides information on what constitutes normal administrative practice



Keep full and accurate records



Establish a records management program



Preserve and protect records



Ensure access of technology dependent records



Retain and destroy records as permitted



Transfer records required as State archives to Museums of History NSW

Why records?

“The creation of detailed and accurate records and the exercise of good recordkeeping practices are important elements of good governance. They help promote consistency of practice, retention of organisational memory and institutional accountability. They also help institutions to maintain descriptions of their processes, decisions, activities and responses to critical incidents, providing a level of transparency and evidence of practices that can be relied on in the future.”

Excerpt from the Final Report of the Royal Commission into Institutional Responses to Child Sexual Abuse: Volume 8: Recordkeeping and information sharing p.38

Key benefits of good recordkeeping



What is a record and why is it important?

What is a record?

Information created or received by a person in the course of official duties

Why is it important?

Records are evidence of WHAT, WHERE, and WHEN something was done or WHY a decision was made & WHO was involved and under what authority.

Individual recordkeeping obligations

Standard on records management

1.6 Staff and contractors understand the records management responsibilities of their role, the need to make and keep records, and are familiar with the relevant policies and procedures.



Common situations where you should create and save records in official business systems or recordkeeping system

Meetings or discussions

Project records

Working papers and
drafts

Collaboration platforms
such as Microsoft
Teams, Slack

Phone calls or text
messages from
applications such as
Whatsapp, Twitter,
Facebook

Correspondences

Recordkeeping reminders



Create and save records as soon as practicable



Get trained & use official business systems



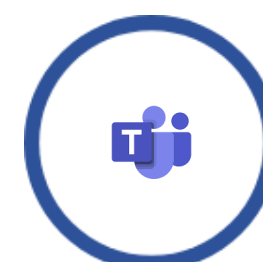
Avoid using your private email, messaging apps such as Whatsapp or social media accounts for work



Know and follow your policy, procedures and Practices



Save key drafts & final versions, decisions, into official business and recordkeeping systems



Use collaborative systems for collaboration only

For further information or advice

Email: govrec@staterecords.nsw.gov.au

Web: <https://staterecords.nsw.gov.au>

Additional resources:

- [Good conduct and administrative practice: Guidelines for state and local government / NSW Ombudsman](#)

