



# Recordkeeping

## Fundamentals

### For Non-Government organisations working with children



## What is Recordkeeping?

### WHAT IS A RECORD?

*"Information created, received, and maintained as evidence and as an asset by an organisation or person, in pursuit of legal obligations or in the transaction of business".*

AS ISO 15489.1 2017

### WHY ARE RECORDS IMPORTANT?

Records tell us **what**, **where** and **when** something was done or **why** a decision was made. They also tell us **who** was involved in making decisions.

Records provide evidence your of organisation's activities.

### A RECORD CAN BE ANY FORMAT



### RECORDKEEPING AND CHILD SAFETY

*"Creating and keeping full and accurate records relevant to child safety and wellbeing, including child sexual abuse, is in the best interests of children and should be an integral part of institutional leadership, governance and culture."*

Royal Commission into Institutional Responses to Child Sexual Abuse Recommendation 8.4 Principle 1.

The community expects that records are created to enable accountability and transparency of organisational operations, particularly those that involve children.



# Common types of records



## Client records

If your organisation provides care for children, client records should be kept. Records may include case notes/files, attendance, medical and achievement records.



## Personnel records

Records relating to staff, volunteers and other organisational representatives should be kept. Document positions held, dates of service, location worked and confirmation of clearance checks.



## Correspondence

Records that document communication between members of your organisation internally, and between your organisation and external parties. e.g. emails, letters, text messages, notes from discussions and meetings.



## Governance

Records of development, implementation or review of your organisations policies, compliance and strategic plans, advisory bodies, boards and governance committees. Includes agendas, minutes and working papers.



## Events and activities

Records that document events hosted or attended by your organisation such as fundraisers, open days and organised activities.



## Financial records

Documentation of financial activities, such as financial reports, budgets, estimates, receipts, donations, grants, contracts, tenders, invoices, statements etc.



## Core business Docs

Records that document core business processes, includes; working with children's checks, staff rosters, reports, briefing notes, safety assessments, records relating to incidents, complaints, grievances and misconduct.



## Publications & Social media

Content produced, published and/or circulated by the organisation in hardcopy and online. Content and communication (including reactions to Facebook or Instagram posts, comments, tweets etc.) your organisation publishes or transmits via social media.



# Your Responsibilities

Good recordkeeping relies on all staff and representatives of your organisation. Everyone can follow these basic principles:

## Create Records Routinely



Records should be created as part of your regular routine. If the activity doesn't automatically create a record, then you should create one (e.g. minutes of meetings).

## Use Official Systems



Use your organisation's recordkeeping systems and structures. Do not hoard records in your own private store/drive.

## Know Your Policy



Know your organisations recordkeeping policy and rules for managing records.

## Prevent Unauthorised Access



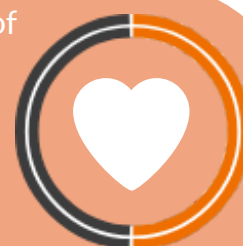
Records can contain personal and confidential information. Ensure records are kept secure and only shared according to organisational policies.

## Approved Destruction Only



Never destroy a record without approval, confirm that the records are no longer required for legal, accountably and business purposes.

## Treat With Care



Prevent loss and damage of records by storing paper-based records away from hazards and dampness. Store digital records with secure backups.



## Useful Extras



### ONLINE TRAINING & EDUCATION

#### The Australian Society of Archivists

Introduction to recordkeeping and archives

Managing Out of Home Care records

[www.archivists.org.au/events/category/elearning](http://www.archivists.org.au/events/category/elearning)

#### International Council on Archives

The Recordkeeping for Good Governance Toolkit  
by PARBICA

[www.parbica.org/sharing/publications](http://www.parbica.org/sharing/publications)

#### NSW State Archives and Records

Recordkeeping and you

[www.records.nsw.gov.au/recordkeeping/recordkeeping-online-modules](http://www.records.nsw.gov.au/recordkeeping/recordkeeping-online-modules)



### RECORDS & CHILD SAFETY

The Office of the Children's Guardian provides

recordkeeping guidance for child safe organisations

[www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)



### RETENTION & DISPOSAL SCHEDULE FOR NON-GOVERNMENT SCHOOLS

The Australian Society of Archivists has developed the Records Retention and Disposal Schedule to assist non-government schools with good governance and the retention and disposal of non-government school records.

<https://www.archivists.org.au/learning-publications/records-retention-schedule-for-non-government-schools-2nd-edition>

## CONTACT US



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For more advice get in touch via email

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**[WWW.RECORDS.NSW.GOV.AU/RECORDKEEPING](http://WWW.RECORDS.NSW.GOV.AU/RECORDKEEPING)**



# State Archives & Records