



# Recordkeeping

## Fundamentals

### For Non-Government Organisations



## 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.

### BENEFITS OF GOOD RECORDKEEPING

Good recordkeeping, increases organisational accountability, supports decision-making, reduces organisational risk, protects your clients and stakeholders and results in operational efficiencies.

The community expects that records are created to enable accountability and transparency of an organisation's operations.

### A RECORD CAN BE ANY FORMAT



Digital



Physical





# Common types of records



## 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 organisation's policies, 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: procedures, employee and volunteer records, working with children's checks, 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 organisation's recordkeeping policy and rules for managing records.

## Prevent Unauthorised Access



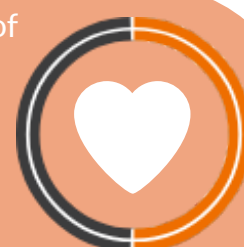
Records can contain personal and confidential information. Ensure records are kept secure and only shared according to organisational policies.

## Approved Destruction Only



Never destroy a record without approval, confirm that the records are no longer required for legal, accountability 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

#### 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)



See our website for advice, guidance and recordkeeping information.

#### Australian Society of Archivists:

Introduction to records and archives

[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/)

## CONTACT US



Visit our website for additional advice and resources



Keep your finger on the pulse, follow us on social media



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