



POLICY – RECORDS MANAGEMENT AND PROCEDURES FOR COUNCILLORS

Adopted by Council on 12 September 2018, Resolution No: 2018/219

Created By: General Manager's Department
Version No: 4.0
Adopted Date: 10 December 2014, 12 September 2018
Review Date: 11 September 2022

CONTENTS

1	Purpose, scope, authority and application of this document
2	State records
3	Records as a resource
4	Creation and capture of records
5	Registration of records by Council
6	Security and confidentiality of records
7	Access to records of Council
8	Borrowing records of Council
9	Unauthorised access or disclosure of information
10	Handling and storage of records
11	Disposal of records
12	For more information
13	Approval

Appendix A – Legislative requirements for recordkeeping
Appendix B – Best practice guidance for recordkeeping
Appendix C – Glossary of terms
Appendix D – Web references for publications referred to in this document
Appendix E - Template

1 PURPOSE, SCOPE, AUTHORITY AND APPLICATION OF THIS DOCUMENT

1.1 Purpose of this document

The purpose of this document is to ensure that full and accurate records (see Appendix C : Glossary) of the activities and decisions of Councillors, in the course of their official duties for Council, are created, managed and disposed of appropriately to meet the Council's organisational needs and accountability requirements.

A records management program (see Appendix C: Glossary) has been established by Council in accordance with section 12(2) of the State Records Act 1998. This document provides part of the framework for that program. More information on the records management program is available in Council's Records Management policy.

1.2 Scope of this document

This document has been specifically developed to assist Councillors to meet their recordkeeping responsibilities. Council staff members should refer to Council's Records Management Policy and Records Management Procedures.

1.3 Authority of this document

This document has been adopted by the Council by formal minute based on the General Manager's report and recommendations. It has been developed in consultation with Councillors and will be revised on a regular basis. Ownership of the policy and procedures rests with the Executive Manager Corporate Governance, who is responsible for reporting to State Records NSW regarding compliance with legislative requirements and recordkeeping standards.

1.4 Application of this document

All Councillors must comply with this document in their conduct of official business for Council. Official business includes business relevant to the performance of the function and duties of the office of Councillor. This document applies to records in all formats, including electronic records.

2 STATE RECORDS

2.1 Some Councillors' records are State records

Public offices are bound by the State Records Act 1998 which establishes rules for best practice for recordkeeping in NSW Government, encouraging transparency and accountability. Councils are identified as public offices under the Act (section 3(1)). When discharging functions of Council, Councillors are subject to the State Records Act when they create or receive 'State records'.

A State record is 'any record made and kept or received and kept, by any person in the course of the exercise of official functions in a public office, or for any purpose of a public office, or for the use of a public office' (section 3(1)).

2.2 Examples of State records

Examples of State records include (but are not limited to):

- correspondence, including emails, regarding building and development matters
- a petition received from a community group
- declarations concerning a Councillor's pecuniary interests
- speech notes made for addresses given at official Council events,
- complaints, suggestions or enquiries by rate payers about Council services.
- Records relating to the recruitment and appointment of General Managers

2.3 Examples of records that are not State records

Conversely, records which are created, sent or received by Councillors when they are **not** discharging functions of Council are **not** considered to be State records for the purposes of the State Records Act 1998.

Examples of records that are not State records include (but are not limited to):

- records relating to political or electoral issues eg lobbying for votes, supportive emails from members of the community regarding elections or political stances
- communications regarding matters of personal/general interest rather than Council interest eg information from environmental or other interest groups not specific to issues being considered by Councillors or Council
- records relating to attendance at sports functions, church fetes, community functions when the Councillor is not representing Council
- personal records of councillors such as personal emails, character references for friends, nomination for awards, letters to local newspapers etc that are not related to Council business.

3 RECORDS AS A RESOURCE

Records are a vital asset to council. Many records created and received by Councillors have the potential to:

- support the work of Councillors and Council's program delivery, management and administration
- help Councillors and Council to deliver customer services in an efficient, fair and equitable manner
- provide evidence of Councillors' actions and decisions and establish precedents for future decision making, and
- protect the rights and interests of the Council, Councillors and its clients and rate payers.

A small percentage of records created and received by Councillors will become archives (See Appendix C: Glossary), part of the cultural resources of the State.

4 CREATION AND CAPTURE OF RECORDS

4.1 What records to create and capture

Councillors should create and capture full and accurate records of any significant business undertaken in the course of their official duties for Council. Significant business can include:

- providing advice, instructions or recommendations
- drafts of documents for Council containing significant annotations or submitted for comment or approval by others
- correspondence received and sent relating to their work undertaken for Council.

Council is responsible for:

- creating and capturing records of Council or committee meetings where the Council is the secretary
- capturing any State records it sends to Councillors regarding Council business.

Creation of records of a confidential nature

On some occasions Councillors are approached and asked to keep matters discussed relating to Council business confidential. In this case they should refer the person to Council's General Manager. Confidential conversations/correspondence must still be recorded and registered into Council recordkeeping systems if they refer to Council business. There are policies and security controls in place to ensure these records have limited access (see Section 6 Security and confidentiality of records), but these records may still need to be produced under relevant legislation, eg subpoena, or the Government Information (Public Access) Act 2009. With security controls in place, records are likely to be less at risk than if they were not in recordkeeping systems.

4.2 How to create records

Council has a number of paper and electronic templates available for Councillors to create emails, faxes, letters and memos while conducting business for the Council. These will assist Councillors in ensuring that the essential information is recorded.

Details of significant advice, commitments etc made during telephone or verbal conversations or via SMS should be recorded using the Council's standard file note template (eg time, date, parties involved, summary of discussion, commitments, advice given etc and reasons for them). Notes in Councillors' diaries are generally not adequate where there are recordkeeping requirements: they should be converted into a formal file note. These records should be made **as soon as possible** after the event to ensure the information is accurate.

See [Section 6 Security and confidentiality of records](#) for information about the treatment of confidential matters.

4.3 How to capture records

Records of Council business that are created or received by Councillors (with the exception of those sent from Council as they are already captured) should be saved into official Council recordkeeping systems as soon as is practicable so that Council can assist with their long term management.

Paper records

Records created or received in paper format by Councillors should be forwarded to Council to be registered on Council's electronic recordkeeping system. If records are of a sensitive or confidential nature, the Councillor should alert the General Manager to this fact so that appropriate security controls can be applied.

It is suggested Councillors forward the records to Council at least monthly, although matters requiring action by Council need to be forwarded immediately.

Email and electronic records

Email and other electronic records should be forwarded to Council promptly for registration by emailing to mail@narromine.nsw.gov.au. If records are of a sensitive or confidential nature, the Councillor should alert the General Manager to this fact so appropriate security controls can be applied.

See [Section 6 Security and confidentiality of records](#) for information about security controls for sensitive records.

Councillors' Copies

If a Councillor retains copies of any records once the originals have been forwarded for registration, these should be retained only while needed for current Council business. The routine destruction of copies of records is permitted under the State Records Act (section 21(2)). See [Section 11 Disposal](#) for more information.

Councillors must forward duplicates of records to the General Manager's Department for destruction (see Section 11.2).

It is important to recognise that these copies should be treated like the originals with regard to security controls applied (see [Section 10 Handling and storage of records](#)).

5 REGISTRATION OF RECORDS BY COUNCIL

5.1 Registration procedures

Records received from Councillors for registration will be handled in accordance with the Council's Records Management Policy and procedures.

See [Section 6 Security and confidentiality of records](#) for information about security controls applied to sensitive records.

5.2 Councillors' mail (including email)

Incoming mail for Councillors received at Council with no privacy markings will be opened by Council staff. Mail relating to Council business is registered into Council's recordkeeping system before being scanned and emailed to the Councillor via their Council email address. Mail with privacy markings is forwarded to the Councillor unopened. It is then the Councillor's responsibility to return any mail that is a State record and requires registration in the Council's main recordkeeping system. Any incoming mail for Councillors which is not related to Council business is not registered into Council's recordkeeping system however is opened, scanned and emailed to Councillor via their Council email address.

Faxes to Councillors are registered into Council's electronic recordkeeping system before being emailed to Councillors via their Council email address.

Electronic mail received through the Council's generic email address that is addressed to Councillors is registered in Council's electronic recordkeeping system and then emailed to the Councillor via their Council email address.

In terms of general correspondence which is to be copied to Councillors, the original letter is registered in the recordkeeping system and referred to the appropriate action officer. Copies are emailed to Councillors, with a copy also referred to the General Manager.

6 SECURITY AND CONFIDENTIALITY OF RECORDS

6.1 Building controls

Council's vital paper records are kept securely in Council's office buildings with security controls to protect against unauthorised access.

6.2 System controls

The Council's records management software which controls both paper and electronic records restricts access according to security levels.

6.3 Security Labels

Sensitive and confidential correspondence that has been marked 'Confidential' is handed to the General Manager. It is kept in the General Manager's care until reported in closed meeting to Council or until there is no further need for confidentiality. The correspondence is then recorded in Council's electronic document records management system. This also applies to 'Commercial in Confidence' correspondence.

6.4 Rules for Council staff and Councillors

Council staff and Councillors are bound by Council's Code of Conduct & Procedures, preventing unauthorised access or disclosure of Council records.

See [Section 10 Handling and storage of records](#) for advice regarding Councillors' security responsibilities when storing records.

7 ACCESS TO RECORDS OF COUNCIL

7.1 Access relating to civic duties

Councillors need to have access to information held by Council to help them make informed decisions on matters under their consideration. This information should be relevant and appropriate to the discharge of their obligations eg records relating to matters before Council or due to be listed for which there is notification.

As a first step Councillors should direct their request for information to the General Manager.

Records can be made available for viewing during normal business hours. Records must be viewed in the presence of a Records Officer.

7.2 Access relating to personal interest

Councillors wishing to access records in relation to a matter of personal interest have the same rights as other members of the public. Access may be obtained, for example, under:

The Privacy and Personal Information Protection Act 1998
The Health Records and Information Privacy Act 2002
The State Records Act 1998, or
The Government Information (Public Access) Act 2009

7.3 Refusal of access

If a Councillor is refused access to records, they should refer to any appeal provisions of the relevant Act.

7.4 More information on Access

More information on gaining access to Council records can be obtained from the Executive Manager Corporate Governance on 6889 9930.

See also [Section 9 Unauthorised access or disclosure of council records](#)

8 BORROWING RECORDS OF COUNCIL

8.1 Borrowing paper-based records

Under section 11(1) of the State Records Act, Councils are required to ensure the safe custody and proper preservation of records they are responsible for. If a Councillor needs to borrow a paper-based Council record in the course of their duties for Council, they should contact the General Manager and arrangements can be made for the file to be made available for viewing by the Councillor or a photocopy of the relevant documents to be provided to the Councillor as the circumstances dictate.

No Council files are to be taken from the Council premises.

8.2 Borrowing records in electronic form

Electronic records may be emailed to Councillors when required; however these records will be firstly be converted to pdf format.

8.3 Loss of records

Councillors are responsible for records marked out to them and should protect them accordingly. If a record is not able to be located, the Councillor is to advise the General Manager as soon as possible.

8.4 Archives

Council policy regarding archives is that they are **not** to be borrowed. They should rather be viewed within Council offices during normal working hours in the presence of a records officer. Photocopies of relevant pages can be made available to Councillors if restrictions on copying do not apply.

9 UNAUTHORISED ACCESS OR DISCLOSURE OF COUNCIL RECORDS

The Local Government Act 1993 section 664(1) prohibits the disclosure of information obtained in connection with the administration or execution of the Act, except in certain specific circumstances. Councillors are also bound by Council's Code of Conduct & Procedures not to:

- Attempt to access records they are not authorised to see
- Provide unauthorised access to other parties while Council records are in their care
- Disclose confidential information about Council business, or
- Disclose personal information of employees, clients etc. without the subject's consent.

These rules help to ensure that Council and its staff and clients are protected and that the requirements of relevant legislation, such as privacy legislation, are met ([see Appendix A](#)).

10 HANDLING AND STORAGE OF RECORDS

10.1 Damage or neglect of records is an offence

Damage or neglect of a State record is an offence under section 21 of the State Records Act. Councillors should apply the storage and handling rules below to ensure records are protected.

10.2 Handling of records

When handling Council records the following rules apply:

- Registered documents are not to be rearranged or removed from Council files (the order provides context for the records) and information on files should never be altered.
- No food or drink is to be consumed near records (grease and food particles can attract vermin and liquids can damage records if spilt on them).
- Strictly no smoking around records (due to airborne pollutants and the risk of fire)
- If records are damaged during handling, the Executive Manager Corporate Governance should be informed. No attempts should be made to repair the record (as some repairs can do long term damage).

Information on handling specific formats is available in State Records' *Recordkeeping in Brief 14: Handle with care* or can be provided by Council's records staff.

10.3 Storage of records

No Council hard copy/paper files should be stored in Councillor's homes. Files must be accessed at Council in normal working hours in the presence of a records officer.

11 DISPOSAL OF RECORDS

11.1 Disposal in accordance with the State Records Act

State records held by Councillors must be disposed of in accordance with the State Records Act 1998.

State Records NSW has issued *General Retention and Disposal Authority – Local Government Records (GA39)*, which outlines classes of records and how long they should be kept before being legally destroyed or transferred to archives. Periods specified are based on relevant legislation, guidelines and standards. Failure to keep records for the length of time specified in GA39 may put Councillors and Councils at risk.

Other forms of authorised disposal include:

- By order of a court or tribunal
- 'normal administrative practice' (NAP) where ephemeral, duplicate or facilitative records can be destroyed. State Records has produced Guidelines on Normal Administrative Practice (NAP) which provide further information on the application of NAP.

11.2 Liaison with Council for disposal

Councillors should not be undertaking disposal of records. If Councillors have duplicates or copies of records, these should be forwarded to Council for appropriate disposal.

Councillors must forward all records to Council staff for capture into the official recordkeeping system. Duplicates of records should be forwarded to the General Manager's Department for disposal.

12 FOR MORE INFORMATION

For more information about the use of this policy and procedures, contact the Executive Manager Corporate Governance.

Acknowledgement: *The Council acknowledges the use of State Records NSW, Sample records management policy and procedures for Councillors which draws on policy/procedure documents of State Library of NSW, State Records NSW, Armidale/Dumaresq Council, Shoalhaven City Council, and the Council of the City of Sydney.*

APPENDIX A – LEGISLATIVE REQUIREMENTS FOR RECORDKEEPING

- *Environmental Planning and Assessment Act 1979* available at:
<https://www.legislation.nsw.gov.au/#/view/act/1979/203>
- *Evidence Act 1995* available at:
<https://www.legislation.nsw.gov.au/#/view/act/1995/25>
- *Government Information (Public Access) Act 2009* available at:
<https://www.legislation.nsw.gov.au/#/view/act/2009/52>
- *Health Records and Information Privacy Act 2002* available at:
<https://www.legislation.nsw.gov.au/#/view/act/2002/71>
- *Local Government Act 1993* available at:
<https://www.legislation.nsw.gov.au/#/view/act/2002/71>
- *Privacy and Personal Information Protection Act 1998* available at:
<https://www.legislation.nsw.gov.au/#/view/act/1998/133>
- *State Records Act 1998* – including standards and retention and disposal authorities issued under the Act - available at:
<https://www.legislation.nsw.gov.au/#/view/act/1998/17>
- *State Records Regulation 2015* available at:
<https://www.legislation.nsw.gov.au/#/view/regulation/2015/505>

(Note: This list is not exhaustive. It is the responsibility of managers to examine legislation and government directions which govern their activities, and ensure that records arising from these activities conform with recordkeeping requirements.)

APPENDIX B – BEST PRACTICE GUIDANCE FOR RECORDKEEPING

- Australian Standard, AS ISO 15489-2002, *Records management*
- Australian Standard AS5090-2003, *Work process analysis for recordkeeping*
- NSW Ombudsman, *Good Conduct and Administrative Practice: Guidelines for State and Local Government, 2017*, available at: https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0016/3634/Good-conduct-and-administrative-practice-guidelines-for-state-and-local-government.pdf
- Narromine Shire Council Code of Conduct & Procedures
- Narromine Shire Council Privacy Management Plan

APPENDIX C – GLOSSARY OF TERMS

This glossary has been compiled from the State Records Authority Glossary of Recordkeeping Terms. Sources of terms include Australian and international standards on records management.

Access

Right, opportunity, means of finding, using or retrieving information. *AS ISO 15489 Part 1 Clause 3.1*

Appraisal

The process of evaluating business activities to determine which records need to be captured and how long the records need to be kept, to meet business needs, the requirements of organisational accountability and community expectations. *AS 4390 Part 1 Clause 4.3*

Archives

Those records that are appraised as having continuing value. *AS 4390 Part 1 Clause 4.5*

Disposal

A range of processes associated with implementing appraisal decisions. These include the retention, deletion or destruction of records in or from recordkeeping systems. They may also include the migration or transmission of records between recordkeeping systems, and the transfer of custody or ownership of records. *AS 4390 Part 1 Clause 4.9*

Recordkeeping

Making and maintaining complete, accurate and reliable evidence of business transactions in the form of recorded information. *AS 4390-1996, Part 1.4.19*

Recordkeeping systems

Information systems which capture, maintain and provide access to records over time. *AS 4390-1996, Part 1 Clause 4.20*

Records

Information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transaction of business. *AS ISO 15489 Part 1 clause 3.15.*

Any document or other source of information compiled, recorded or stored in written form or on film, or by electronic process, or in any other manner or by any other means. *State Records Act 1993 (NSW)*.

Records management program

A records management program encompasses the management framework, the people and the systems required within an organisation to manage full and accurate records over time. This includes the identification and protection of records with longer-term value that may be required as State archives.

Retention and Disposal Authority

Documents authorised by the Board of State Records NSW that set out appropriate retention periods for classes of records.

State archive

A State record that the State Records Authority of New South Wales has control of under the *State Records Act, 1998 (NSW)*.

APPENDIX D – WEB ADDRESSES FOR PUBLICATIONS REFERRED TO IN THIS DOCUMENT

See also [Appendix A](#) for links to legislation.

NSW Finance & Services, Guide to Labelling Sensitive Information 2011, available at: <https://www.finance.nsw.gov.au/sites/default/files/policy-documents/Labelling%20Sensitive%20Information%202011.pdf>

State Records, - *Destruction of records*, revised 2015, available at: <https://www.records.nsw.gov.au/recordkeeping/advice/retention-and-disposal/destruction-of-records>

State Records, *General retention and disposal authority: local government records (GA39)*, available at: <https://www.records.nsw.gov.au/recordkeeping/rules/gdas/ga39>

State Records, - *Normal administrative practice*, available at: <https://www.records.nsw.gov.au/recordkeeping/advice/retention-and-disposal/normal-administrative-practice>

State Records, - *Handle with care*, available at: <https://www.records.nsw.gov.au/recordkeeping/advice/storage-and-preservation/handle-with-care>

See also Independent Commission Against Corruption, *Lobbying local government councillors*, 2006, available at: www.icac.nsw.gov.au which includes recommendations for recordkeeping.

APPENDIX E – TEMPLATE

COUNCILLOR FILE NOTE

Type of Event Phone Call In: () Phone Call Out: ()

Meeting: () Other (specify) _____

Subject _____

Date & Time _____

People Involved _____

Details:

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NAME _____ **SIGNATURE** _____
COUNCILLOR

Office Use Only	
Registered Date	File No