I HAVE MADE A RECORD. WHAT NOW?

Business emails can be saved by printing as PDF and filed in the electronic filing system.

Records which are required to be kept permanently can be printed and stored in a duplicate paper filing system.

Remember to have a secure backup system and that is upgraded regularly.

Do not keep electronic records in:

- Hard drives
- Personal Email Folders
- USB drives
- Compact Discs

Paper-based records must be stored in the paper filing system. Do not keep paper-based records:

- On your desk
- In your drawers

IN THE SPOTLIGHT - EMAILS

There are four types of emails:

Business Email. It contains:

- Information which is of evidential/historical value and it is not recorded elsewhere
- Formal communication and/or transactions with third parties
- **Information that document the rationale behind organisation policy, decisions, and directives**

Ephemeral Emails. **Examples include:**

- **Unsolicited advertising material**
- **Duplicates of minutes, circulars or any other document that has already been filed in the filing system.**
- **Email notification of routine or trivial telephone messages.**

Personal Email. **Example include:**

- **Arrangements for lunch**
- **Personal/family arrangements**
- **Jokes or unsolicited information not related to work responsibilities where no business related content is included**

Combination Email. **It incorporates:**

- Both personal and business related information, ephemeral and business related information, ephemeral and business related information

Both Personal, **Business and Combination emails must be printed out (attachments, header details) and filed in the paper-based recordkeeping systems.**

GENERAL GUIDELINES ON RECORDS AND RECORDKEEPING

This brochure has been created by the Archives of the Catholic Archdiocese of Perth. Its aim is to explain the essential concepts of **records** and **recordkeeping.** It provides a short guide as to when and how we make records, why and where we keep them.
For further information and resources about recordkeeping practices please contact:

Archives
Phone: (08) 9228 8020
Email: archives@perthcatholic.org.au

RECORDS - WHAT, WHO, WHY, WHEN & WHERE.

RECORDKEEPING MAY FEEL LIKE A BURDEN, BUT IT PROVIDES MANY BENEFITS TO BOTH YOU AND THE OFFICE. IN THE LONG RUN, IT SAVES TIME AND EFFORT.

What is a RECORD?

Records (paper-based or electronic) document our business activities: what we do, when we do it and why we do it. Records provide **evidence** of our decisions, actions, agreements, instructions, advice and transactions. They enable us to explain or justify our actions. We need records for evidence, accountability, decision-making and memory. We need to capture and manage records to get the best use out of them. That is **why recordkeeping is important!**

Who is responsible for creating records?

All employees! We are all responsible for creating good records of our business activities.

When should we make a record?

Sometimes we have to create a record to show what happened, what was decided or recommended and/ or what advice or instruction was given. Records also document when an event happened and who was involved. Some examples of necessary business records are: minutes and agenda, oral communications (phone calls, voice mail messages), correspondence (emails, facsimiles and paper-based letters), course and unit outlines, reports, completed forms, academic transcripts and financial transactions.

Keep it or bin it? That's the question!

We do not need to capture all records. For example, we do not need records of personal emails, advertising materials and short or unimportant material such as room bookings. Also we do not need to keep duplicates. If you are unsure, ask yourself:

Did I write or send it in the course of my work?
Is it something I have used to do my work?
Could I be required to act on it?
Is it external correspondence I have received?

If yes - make a record and put it in the recordkeeping system! See the back of this leaflet for more details on the recordkeeping system.

Recordkeeping and You!

You should:

- Make and keep accurate records of the work you do
- Put your records in the recordkeeping system (paper-based filing system)
- Meaningfully title your records and files.

You should not:

- Destroy, delete or alter records without authority
- Remove records without permission
- Lose records in your care
- Provide inappropriate access to restricted records.

FREQUENTLY ASKED QUESTIONS ABOUT RECORDS AND RECORDKEEPING

Q How does recordkeeping help me in my daily work?

A

- Keeps track of your documents
- Allows quick and efficient retrieval of information
- Facilitates the sharing of information
- Avoids erroneous destruction of important information
- Provides evidence

Q How does recordkeeping help the office?

A

- Promotes good decision-making
- Preserves corporate memory
- Enhances operational efficiency
- Meets legal obligations

Q What are some of the formats in which records are created?

A


Emails


Spreadsheets


Paper documents


Databases