Policy Title: RECORDS MANAGEMENT
                        EMAIL POLICY

Policy Type: ADMINISTRATIVE
                        (Statutory, Financial, Administrative, Human Resources)

Policy Number: A011

Approved by Council	Last Review	Current Review	Next Review
	19 May 2020	18 May 2021	May 2022
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Approved by CEO/Director:	Bernie McCarthy – CEO	…………………………………… Signature.	
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Implementation Department		**Officer Position**	
Corporate Services		Director Corporate Services	
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2.0	**01-03-A011**		

1. Policy Background/Scope:

Aurukun Shire Council (ASC) is committed to meeting its recordkeeping obligations according to Queensland State Archives, International Standards (ISO 15489 Records Management) and the Public Records Act 2006.

Emails need to be managed just like any other record. ASC business decisions, activities and transactions are recorded in business email messages. ASC requires all employees (permanent, casual, temporary and contractors) to understand their responsibilities in capturing sent or received emails (including attachments) that demonstrate ASC business decisions, activities and transactions.

2. Objectives:

This policy aims to ensure:
- Compliance with the regulatory authority (Queensland State Archives) and legislative requirements
- That ASC employees understand that they are required to save business emails (including attachments) in relation to their role and to title emails correctly when saving into the shared drive
- That employees understand that wilful and deliberate deletion of business emails and attachments will have disciplinary consequences
- As employees leave the council that business emails and attachments are accessible and locatable to other employees
- Increased efficiency including reduced time spent trying to find records

3. Policy Provisions:

Responsibilities

CEO is responsible for:
- Ensuring the ASC creates, manages and keeps council records for accountability, legal, administrative, financial and community purposes.

Records Manager is responsible for:
- The design, implementation and maintenance of this Records Management Email Policy

Directors and Supervisors are responsible for:
- Ensuring their employees are aware of the requirements to capture business related emails and attachments into the shared drive

All ASC employees are responsible for:
(Including contractors, consultants, temporary and casual employees)
- Capturing emails and attachments that is in relation to employees role, into the appropriate folder in the shared drive

4. Policy Guidelines:

What ARE Business Emails?

When deciding if the email you are sending or receiving is a business email and should be saved into the shared drive, ask yourself these questions:

- Does the message approve or authorise actions?
- Is it a formal communication between employees relating to work?
- Does it signify a policy change or development?
- Does it commit the organisation to an arrangement or to a business deal?
- Does it contain advice, provide guidance or constitute formal communications with people inside or outside the organisation?
- Am I required to act upon it?
- Is it external correspondence I have received relating to work?
- Is it something that I have sent for a business purpose?
- Is it something I have used at work to make a decision?
- If I left this job tomorrow, would my successor need the information in this message to continue with this matter?
- Is the matter to which the message relates one which may be reviewed or audited later?

If you answer 'yes' to any of these questions, you need to save the email into the shared drive so that it is managed properly, is accessible and locatable.

What are NOT Business Emails?

Emails that probably don't need to be saved into the shared drive and can be deleted includes:

- Messages received for information only (eg: emails sent to all employees)
- Trivial information such as meeting reminders and room bookings
- Copies of information already in the shared drive
- Copies of documents for reference purposes only
- General notices to employees
- Personal and social messages.

Saving Business Emails

ASC uses Microsoft Outlook (.msg) as the email application. Employees are required to save emails, with or without attachments, in the Outlook format (.msg) so that it remains an accurate and authentic record.

If email messages, sent or received, are without attachments:
- Save email in its .msg format into the appropriate folder in the shared drive

If email messages are received with attachments:

- Firstly, the attachment/s should be saved separately into the appropriate folder in the shared drive when email is received

- Secondly, the whole email message (including the attachments within the email) should be saved in its .msg format into the appropriate folder when email is received so that it remains a full and accurate record of what has been received

If email message is sent to several recipients (with or without attachment/s):

- If many of you received an email from someone outside of the council, the main recipient or the person with prime responsibility for the business documented in the email saves the message when it is received

Titling of Documents

Usually the subject heading of an email will often not provide an adequate description of its content. Employees are responsible for ensuring email messages and attachments are given meaningful titles for easy location and access for future reference when saving into the shared drive.

When considering what to call a document, finish the following sentence: "This document is about…….."   The end of that sentence should be the document title.

These basic principles of document titling should be followed:

- Meaningful titles– records must provide understanding of what happened in context of the processes and business in which they were created and used, and when it happened
- Consistent titling
- **Do not use** 'RE' and 'FW' from email subjects as this adds no value to the name
- **Do not use** terms such as 'general' or 'miscellaneous' as document titles as they do not assist in future retrieval
- **Do not** abbreviated words e.g. mting for meeting

Titling example:
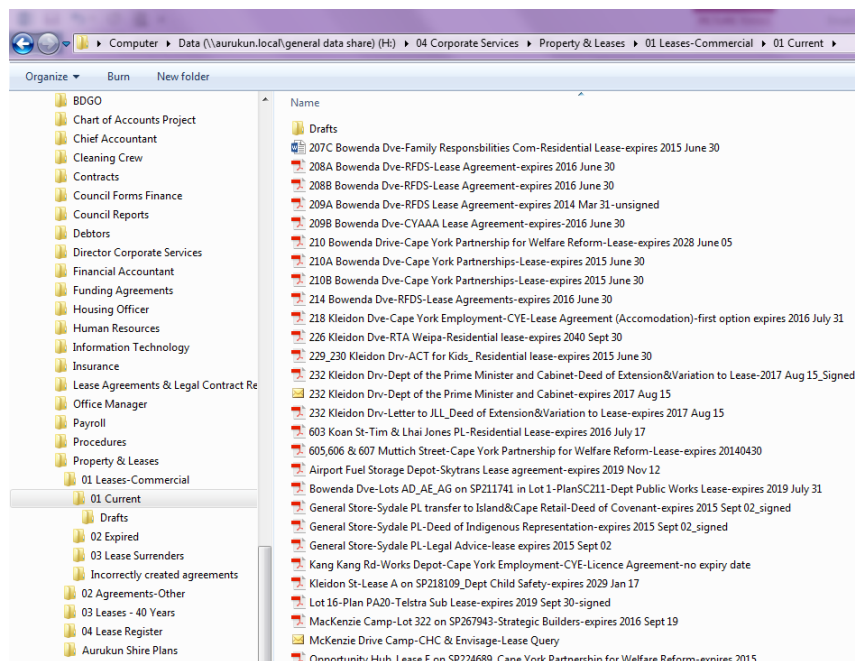
5. Legislation:

ASC is committed to following the laws related to recordkeeping, including:

- Public Records Act 2002
- Crime and Corruption Act 2001
- Evidence Act 1977
- Right to Information Act 2009
- Information Privacy Act 2009
- Electronic Transactions (Queensland) Act 2001

6. Breach of this Policy:

The Council takes very seriously its legal requirements and obligations in relation to creating, capturing, managing, maintaining and destruction of its records. Emails and their attachments are valuable assets to the ASC. If an employee fails to comply with this policy, they may be subject to disciplinary action. In serious cases of wilful and deliberate action of deleting the council's valuable assets (it's records) in an attempt to disrupt council business, this may mean termination of employment. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with the Council terminated.

7. Related Documentation:

Records Management Policy
Records Management Retention and Destruction of Records Policy

8. Further Training Material:

National Archives of Australia video on Managing Emails:
(scroll to bottom of web page)
http://www.naa.gov.au/records-management/agency/digital/managingemail/index.aspx

National Archives of Australia video on titled What's in a Name:
(scroll to bottom of web page)
http://www.naa.gov.au/records-management/agency/create-capture-describe/describe/titling-records.aspx

ASC Records Management Email Policy Flowchart

Email

Business matter?

No → **Personal matter** → **Do not save in Shared Drive**

Yes → **Attachment?**

No → **Save message in Shared Drive**

Yes → **FIRST save attachment/s in Shared Drive** → **THEN save entire email in Shared Drive**