

Public Record Office Victoria  
Sir Rupert Hamer Awards

# Case Study



## Mildura Rural City Council

Electronic Records Capture Project - Family Day Care

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## Sir Rupert Hamer Awards Case Study 2015

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Sir Rupert Hamer Award recipient, Mildura Rural City Council previously required their Family Day Care Field Officers to utilise hard copy files and write notes for home visits then rekey the information back at the office. Now, Field Officers have laptops which can locate the council network and capture information remotely, making operational and recordkeeping processes more efficient.

#### Key Topics

Electronic recordkeeping, HP Records Manager (formally known as TRIM), mobile workforce, mobile technology.

#### Key Discoveries

- **With only a small outlay on technology and training in Electronic Document and Records Management Systems (EDRMS) and records management, immense savings in time and money are possible.**
- **Capturing information in the field is beneficial to staff and clients enhancing customer service and improving data collection to inform decision making.**

#### About

[Mildura Rural City Council](#) (MRCC) is the local government organisation that represents and serves approximately 51,000 people within Mildura Rural City. Located in North West Victoria, the municipality covers an area of 22,330 square kilometers including unique Mallee woodlands, broad acre grain properties, intensive horticultural farms and vibrant towns.

#### The Challenge

Family Day Care Field Officers in MRCC were using an antiquated and time consuming system to collect information from educators. When working away from the central office at various locations, the officers were faced with having to ensure they had the correct forms on hand. Then upon returning to the office, they had to re-key information into various systems as well as scan, print and post hard copy documents.

#### The Solution

The solution reached by the MRCC was to provide Family Day Care Field Officers with the essential tools to be able to undertake all the necessary paperwork remotely and digitally.

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The MRCC provided laptops with

#### Sir Rupert Hamer Awards

The [Sir Rupert Hamer Awards](#), recognise excellence and innovation in records management within the Victorian Public Sector.

The Awards seek to highlight the importance of good recordkeeping in ensuring the accountability of governments and the efficient operation of public administration in the state of Victoria.



#### Mildura Rural City Council wins Sir Rupert Hamer Award

Mildura Rural City Council received a 2013 Sir Rupert Hamer Award in the following category:

**Medium Agency**



remote access to the council's TRIM EDRMS as well as [WACOM electronic signature pads](#). Family Day Care Officers also received training in the use of these technologies from records and information systems staff at the council.

With these resources, Family Day Care Field Officers could complete paperwork remotely and avoided wasting valuable time re-entering all the data at a later date. These upgrades also meant that data was instantly being captured into TRIM EDRMS.

## Approach

Mildura Rural City Council began conceptualising the project in May 2013.

The Records Coordinator and Information Systems Technical Officer were tasked with most of the work in terms of configuration, testing and delivering training.

The next step was to begin proof of concept testing with IS staff and the Early Years Coordinator in June 2013. With the basic planning done, the conversion and creation of Family Day Care papers into electronic formats began in May 2013 and

continued until November 2013.

Family Day Care Field Officers were then provided with training in how to use the electronic resources and programs and the new system was rolled out.

The project ultimately concluded with feedback from the staff as to whether they felt the project was a success.

## The Result

Remote access to the TRIM system and the introduction of electronic devices lead to staff working more professionally and efficiently. MRCC staff found that the access to TRIM meant that if other documents were needed when offsite, they could be accessed immediately rather than having to come back for a follow up visit.

*Remote access to the TRIM system and the introduction of electronic devices lead to staff working more professionally and efficiently.*

The educators were also in favour of the new system as it created a more streamlined process.

Additionally, the new processes were found to be very successful in increasing the amount of records that were captured by TRIM, which meant that more information from the field was available to be used in the office to inform decision making and improve customer service.

Given the success of the project, Mildura Rural City Council is intending to deploy similar systems across other areas.

For further information about the Sir Rupert Hamer Awards please go to <http://prov.vic.gov.au/government/sir-rupert-hamer-awards>

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