

Recordkeeping challenges and amalgamation.

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Background

FRV was established on 1 July 2020 as part of the Victorian Fire Services Reform.

- **Fire Rescue Victoria covers metropolitan Melbourne and major regional centres.**
- **Fire Services Reform provided a unique opportunity whereby two agencies merged, however CFA was not dissolved and is still in operation.**
- **Paid CFA operational employees and a number of CFA corporate staff were brought across to FRV. CFA is now a volunteer service.**
- **Information exchange between the two agencies, for critical day 1 activities and business as usual (BAU) tasks was and continues to be the focus for the Records department.**
- **MFB had a centralised records management model whereby CFA has a decentralised model. There was a need to considering the implications of both of these models and how best deliver services to FRV.**



Challenges

Political landscape

- The formation of FRV was not embraced by all parties. At times this made it difficult to obtain access to the correct individuals and information in a timely manner.

COVID19

- Adapting to new ways of working and change.
- Working from home made it challenging to be able to attend worksites to determine physical archival holdings.
- Building of relationships needed to be undertaken online.

Complexities

- Secondment process (CFA - FRV employee – CFA secondee).
- Role clarity of supporting agencies and internal and external committees was not clear (i.e. EMV project team)
- A number of assumptions needed to be made to commence work on the Transition Plan.



Planning

Development of a Records Management Transition Planning document which identified day 1 critical documentation required by FRV for business continuity and ongoing information transfer.

The Plan included key areas:

- What we know of FRV, What we know of CFA, What we know of MFB.
- High level considerations for transition and lessons learnt from other agencies who have undertaken an amalgamation.
- An action plan for key tasks that need to be performed.
- Identification of the need for the creation of an MOU and SLA's for information exchange.
- A list of core records for consideration for exchange.
- Internal resourcing required to undertake transition activities.



Guiding Principles and Standards

- PROS19/03 Strategic Management Standard
- PROS10/17 Guidance 3 Transfer of Custodianship
- Machinery of Government Information Management Standard
- VPDSF (IAR and identification of protective markings)

Meetings were held with PROV at nominated intervals to ensure FRV was providing status updates of progress and meeting the above standards.



Memorandum of Understanding

MOU was established in agreement with CFA which outlined the process for information exchanges.

- Identified the transfer process.
- Agreed Service Level Agreement SLA's for information exchange. (i.e. Urgent within 24 hours).
- Format in which to be received (hardcopy and electronic – sustainable format).
- Metadata required.
- Protective Markings.
- Maintaining Privacy of information transfers and handling.



Process

- Request for Transfer Forms created.
- Inbox established to receive Transfer Request Forms.
- Centralised Transfer Register established.
- Transferring information process established.
- Saving transferred information to FRVdocs (EDRMS).
- Noting information that has been transferred in the Information Asset Register and protective marking.
- Sentencing/classification of information that has been transferred.

Lessons Learnt

- **Resourcing for this activity is critical. (FRV was fortunate to be able to secure a fixed term resource to deliver on transition activities).**
- **Stakeholder engagement and forming relationships with CFA Records Management, Emergency Management Victoria, Department of Justice and PROV.**
- **Alignment of information exchange activities and development of key documentation to support the process.**
- **Transfer of metadata is still an area that we are working on. As information/data was received in multiple formats and from different business system this has been difficult to capture.**
- **Information protective markings had not been identified prior to transfer.**
- **Instruction about the information exchange process could have been more broadly communicated to staff.**
- **Requirement to review and modify the MOU based on ongoing circumstances.**



Questions?



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