



Records Management Project New Beginnings

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New Beginnings Project

INTRODUCTION

South West Institute of TAFE identified a need to improve its records management responsibilities to support the business needs.

A number of challenges came to light following in an independent review and assessment of SWTAFE's records management confirming the need to take corrective action.

And suddenly, you
know... It's time
to start something
new and trust the
magic of beginnings.



About Us



- South West TAFE has a long history providing technical and specialist education, with links back to the formation of the Mechanic's Institute in 1853
- We offer over 150 nationally-recognised qualifications and short courses including Trades, Nursing, Aged Care, Beauty, Cookery, and Arts
- Over 300 staff working part-time, fulltime and casual



Overview

- We have five main campuses spread across the South West Victoria region - at Sherwood Park (Warrnambool), Hamilton, Portland, Colac and Warrnambool main campus.



Warrnambool



Portland



Hamilton



Colac



Sherwood Park -
Warrnambool

New Beginnings Project



Overview

- Project called “New beginnings” start of records management journey at South West TAFE.
- As the first ever Records Management Officer I got to create and design the journey
- Fresh start for South West TAFE in Records Management
- Submitted an application for Rupert Hamer Awards as believed we had a great story.

Records Management Evolution at South West TAFE

2016

Records Management & Archiving Scoping Study

2019

November Records Officer appointed
Controlled Archive Program created

2020

March 2020 to 2021 COVID Pandemic – Time for writing processes

2021

Recordkeeping Essential Training Tool introduced to all of SW Tafe staff

Timeline cont

2022

Vital/Permanent Records Program created
March – Electronic Records Management System (ERMS)
Content Manager Pilot Program begins

2023

Continue to role out Content Manager
Archive box recycling program met target

2024

+

Plan to move forward with Digital Strategy

Where to start?

- First designated Records Officer at South West TAFE
- Back to basics
- Study Public Records Office of Victoria website and relevant legislation
- Found like minded work colleges “VHERMAG” group and Records Management Network (RMN)
- Gather the Information
- Talk to the business departments
- Determine record management issues
- Create the processes

Multiple issues determined

- no designated records management staff member
- no single storage method or system approach to recordkeeping or archives management
- difficulties in accessing and retrieving information
- individual areas have developed their own practices
- key business systems not integrated
- key business rules required further development, implementation and staff training.
- no documented records disposal program
- record storage facilities not equipped to store records
- consideration of a digital records storage strategy was not progressing
- staff with a lack of knowledge or direction

Start Records Management Projects

- Recruitment of the first Records Officer
- Develop a records management Policy, procedures and guidelines
- Empower staff through training and communication
- Develop a Records Management strategy
- Review and audit all records held in on and off sight storage
- Access the correct retention and Disposal Authority and educate all staff
- Manage hardcopy and electronic records and documents through a single, integrated system (an EDRMS)
- Develop an Intranet site where staff can access Records Management information
- APROSS storage facility

Project One - Storage

Project Goals

- Set firm guidelines
- Reduce storage costs
- Assess records with overdue retention periods
- Destruction register
- Create an archiving process
- Train awareness

Before, During and After



Project One - Storage

Project Achievements

- Categorised all records in storage
- Published an archiving process
- Sustainability – recycled over 1000 archive boxes

Records Storage - Cell 1 Before, During, After and Empty



Project One - Storage

Environmental Sustainability

- Archive box recycle program
- Re-used over 1000 archive boxes
- Delayed process of recycling archive boxes with Shred X
- Financial gain by saving close to \$7000



Project One - Storage Costs

Storage Costs from 1 Month to 20 years



Project One - Storage

Archiving Awareness and Communication

- Yearly awareness training session in archiving
- Create discussion point in S W TAFE Newsletter
- Records management project information page

Examples of incorrect archiving



Project One - Storage

Off - site storage

- Inadequate storage facilities, in a communal storage facility.
- APROSS (Approved Public Record Office Storage Supplier) was appointed.
- Archive process in place



Project One - Storage

Permanent Records Storage

- Dedicated permanent records storage area
- Old Warrnambool jail, very secure
- We use this area as collection point for off-site storage



Challenges

Overcome Challenges

- **Records Awareness** - Gathered information and produced reports and business cases. Shock factor
- **Change Management** - Set clear objectives using PROV standards and evidence of legislation requirements
- **Resources** - Keep requesting support through business cases and cost saving analysis
- **Workload** - Just learnt to break tasks down and chip away at tasks
- **Time Management** - Learn to prioritize and action time management strategies

Public Records of Victoria (PROV) Website Information

- Excellent source of information
- Everything you need for Records Management
- Easy to follow Standards, Policies and RDA's
- Excellent Recordkeeping Assessment Tool (RKAT) and Information Maturity Measurement Tool (IM3)
- Victorian Public Records office well ahead of other states

Conclusion

- South West TAFE still have a long way to go but we know we are on the right track by having consulted with and aligning to PROV resources
- Next step is Digitalisation Strategy with assistance of new ICT Digital expert when appointed
- Continue refining and updating existing processes with PROV assistance

This is just the beginning

**We have come a long way and
we have a little further to go.**

Rahm Emanuel

Questions?



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Warrnambool