

Recordkeeping FAQs

Recordkeeping fact sheet 11

What is a record?	Everything you create, send or receive that provides evidence of departmental work is a record
Are emails records?	Yes. Emails that document business activities, decisions and communications are records.
Do I have to keep records?	Yes. All staff, including contractors and volunteers, must keep records in accordance with department's <i>Records Management Policy</i> .
How long do I have to keep a record?	Records Management staff manage the retention of all records using <i>Retention & Disposal Authorities</i> which stipulate how long records must be retained. If you have finished using hardcopy records in your business area, contact your local Records Management unit to organise archiving. Only Records Management staff are authorised to delete or destroy records.
Is there a need to keep the agenda and minutes of meetings?	Yes. The chairperson (or designated record keeper) is required to keep the minutes, agenda and other documents. Other copies may be destroyed when reference to them ends.
What should I do with multiple versions of a document?	The final version of a document must be kept as a record. Other versions are not records unless you received a copy of a document and you are required to act on it. This version must also be kept along with a record of the action taken.
Do I need to keep publications?	Only if you are the author. If you have developed a publication then you must ensure one copy is kept as a record.
What is a TRIM File?	A TRIM file is a folder used for storing records. TRIM files are registered in the department's corporate recordkeeping system. This enables files to be easily searched, tracked and retrieved.
How do I request a new TRIM file?	You can request a file via the File Request form on the intranet.
Can I store records on the F:Drive?	The F:Drive can be used to save draft documents. However, final versions of documents must be printed and placed on a TRIM file or saved into an authorised business system.
What do I do with TRIM files once I am finished with them?	If you only have a small number of files, mark them P/A (put away) and send them to the local Records Management unit for secure storage. If you have a large collection of records to archive, contact your local Records Management unit for advice.
What is EDRM?	Electronic Document & Records Management (EDRM) systems are used to store and manage electronic records throughout their life cycle. The department's EDRM system is TRIM, however EDRM functionality is only available to a limited number of business units in the department.

Related documents

- Records Management Policy
- Records – recordkeeping fact sheet 1
- Requesting a new hardcopy file - procedure

More questions?

For further assistance, please contact the:

Records Service Centre: 9096 8999

Email: RecordsService.Centre@dhs.vic.gov.au

or your local Records Management unit:

Records Unit East Division: 9843 6090

Records Unit North Division: 9412 5427

Records Unit South Division: 8765 7164

Records Unit West Division: 5333 6088

To receive this publication in an accessible format phone 9096 8999, using the National Relay Service 13 36 77 if required, or email RecordsService.Centre@dhs.vic.gov.au