

BE CAUTIOUS - PRUDENT - COURTEOUS - FACTUAL

Good record keepers should demonstrate the appropriate exercise of judgment and diligence

Good record keepers will:

- Be **Cautious** – by ensuring what is important is recorded and extraneous information is not included
- Be **Prudent** – by demonstrating the careful and fair management of practical matters
- Be **Courteous** – by according respect to the views and opinion of all involved even where there has been disagreement
- Be **Factual** – by noting all the information used as the basis for any decision or action

In all our communication, care must be taken with word choice and form of expression

Be professional – it reflects on the University as well as you

Records ensure that others can understand any decisions that are made and how they are implemented

University Records:

- Document the *what, when and where* of something that was done or considered
- Explain *how and why* a decision was made
- Detail who was involved and their authority to act
- Provide evidence of University activities and processes
- Promote transparency and accountability

The University relies on the completeness and accuracy of records to respond to FOI requests, audits, investigations or litigation

Records are University assets and do not belong to individual employees or local areas

You must:

- Take care of and ensure that your records are stored where they are accessible to others* (e.g. HPRM, CRM)
- Note that records can only be destroyed according to the approved Records Destruction Schedule
- Sensitive records should be stored to prevent unauthorised access and protect privacy and confidentiality
- Preserve any documents if it is *reasonably likely* they will be needed for an external review or legal investigation

The University must meet record management obligations under legislation and standards, including:

- *State Records Act 1997 (SA)* – institutional record management requirements
- *Freedom of Information Act 1991 (SA)* – individuals can seek access to specified records
- *TEQSA Act 2011 (Cth)* and *ESOS Act 2000 (Cth)* – demonstrate higher education service standards are met
- *Australian Code for the Responsible Conduct of Research (National)* – research data management
- *Public Finance and Audit Act 1987 (SA)* – Auditor-General can request evidence of management activity
- *Ombudsman Act 1972 (SA)* – reviews of University's administrative processes
- *Independent Commissioner Against Corruption Act 2012 (SA)* – ICAC investigates reports of maladministration, misconduct or corruption*

Good record-keeping assists in meeting these obligations

*ICAC advises that the use of personal email accounts to intentionally “disguise” a University record could be considered misconduct under the Act – you should treat texts in the same way and put all on record

All official records in any format, including:

- Emails
- Payment receipts
- Notes of discussions
- Photographs or diagrams
- Mobile phone texts
- Minutes of meetings
- Advice
- Reports
- Lab books
- Correspondence with stakeholders
- Social media

