

CALM wins a top Records Management Award

CALM has won the 1997 Excellence in Records Management Award.

The Award, sponsored by the Public Records Office, the Records and Information Management Liaison Group

by Jenny Moss

and the Library Board of WA, was established in 1994 to encourage organisations and individuals to achieve best

practice in records management.

It focuses on initiative, improvement in the quality of records management practices, and productivity improvement.

CALM's nomination for the Excellence Award was submitted by the Corporate Information Section (CIS) and competed with more than 500 public sector agencies, including State and Local Govern-

ment Authorities and other statutory bodies.

It was selected on the following basis:

- Its high level of senior management and organisation-wide support;
- Its consultative approach in developing and implementing changes;
- Changes driven by a demonstrated need for quality record-keeping;
- Its development and implementation of CALM Keyword Thesaurus for indexing corporate records;
- Its archival project involving a large number of non-current files.

The Corporate Information Section has been working with individual workgroups to review their current work area files, replacing them with a new series, structured to achieve a better match with clients' information-management needs.

Groups that have so far benefited from the new system include the Plantations Group, Human Resources Branch, and Marine Conservation Branch, and CALM/fire.

While the consultative approach takes time, the results have been very pleasing and the benefits significant.

Not only do clients end up with a better way of managing their records, they also gain a greater understanding of regu-

latory requirements. More importantly, CIS staff develop a better appreciation of client needs.

Another major thrust is the development of specifications for a new records management system.

For instance, there is widespread demand for a single means of accessing records right across CALM, for the ability to quickly identify individual documents in the system, and for a mechanism to help manage electronic records.

The extra work taken on by CIS has been achieved primarily through productivity gains.

Everybody is working harder *and* smarter. Importantly, many initiatives for improved methods of working have been suggested by individual CIS team members.

"As yet, not everyone has benefited from the improved services," said Director of Corporate Services John Byrne.

"But once they see that CIS can increasingly provide more 'value-added' services, I'm sure our clients will be very satisfied with the changes we've been making.

"And last but not least, CALM will be well prepared to meet the anticipated changes to regulatory requirements once the new public records legislation is enacted."



Proudly displaying their award are, at rear: Information Management Branch manager Colin Pearce, Carolyn Atkinson, Patricia Saviel, Chinh Nguyen, and Graeme Zekulich. Centre: Corporate Services Director John Byrne, Bob Mitchell, Sarah Bastian, Cathy Birch, Linda Thompson. Front: Amy Bastian, Jenny Moss and Danny Flynn. Photo by Verna Costello

