Shire of Katanning

The Shire of Katanning is located in the 'heart' of the Great Southern Region of Western Australia. The Shire has a current population of just over 4,000 people and serves as the regional centre for the smaller surrounding shires. Katanning enjoys the benefits of a rural lifestyle while still being only a couple of hours drive from the state's main cities in Perth and Bunbury.

The Shire of Katanning employs 47 fulltime staff, 12 of whom work in the administration area. Records management is maintained using Recfind Corporate with an additional five RecQuery and RecFind Button licenses. The Chief Executive Officer's Secretary includes Records Management as one of her duties and is responsible for entering the majority of data and maintaining the system. The RecQuery modules are used by other staff to locate and view documents and to keep track of their 'To Do' lists. The RecFind Buttons are mainly used by secretarial staff to electronically attach outgoing correspondence.

All incoming correspondence is recorded on the RecFind system. Incoming emails are attached using the RecFind Button; a document record is created for other incoming correspondence. When we had access to a scanner, documents which were considered to be of higher importance and were less than five pages in length were scanned and attached to their document record. This is not currently happening pending the purchase of a new scanner and improvements to our network server.

The RecFind program is important in monitoring the efficiency of the organisation in responding to correspondence and requests. Area managers are given an overdue action report on a weekly basis, with the Chief Executive Officer receiving a copy of all reports.

A second RecFind database has been set up for Council's minutes. Each report in the monthly minutes is filed separately and given its own document record. This has been invaluable in helping staff research previous Council decisions; this is of particular importance given the relatively high turnover of staff and the consequent loss of corporate memory.

The Shire of Katanning has been using the RecFind system since 1998. We probably only use a small part of its capacity and are lucky to have access to such a sophisticated system given the size of our organisation.

Written by Lindy O'Toole, Secretary to CEO, Shire of Katanning   24th September 2003