



Recordkeeping  
INNOVATION

# Enhancing Records Management for North Sydney Council

**Client:** North Sydney Council

**Industry:** Local Government

**Service:** Information Governance, Recordkeeping Control Tools

## Overview

Recordkeeping Innovation was tasked with conducting a thorough assessment of North Sydney Council's records and information management governance, practices, and systems. Our goal was to determine the effectiveness of current protocols, identify compliance gaps, and develop a strategic roadmap for future enhancements.

## Challenge

The council needed an expert evaluation of its existing records management systems to enhance compliance, efficiency, and future scalability. This involved a detailed analysis of current practices and collaborative efforts with multiple council directorates to ensure a comprehensive understanding of the council's needs.

## Approach

We structured the review process to include an on-site consultant from Recordkeeping Innovation. This placement facilitated thorough analysis and review of the Council's internal documentation and systems, ensuring a comprehensive understanding of the existing frameworks, as well as ongoing collaboration with key stakeholders. This approach facilitated:

- In-depth discovery interviews across council departments to pinpoint systems, information assets, and improvement opportunities.
- Regular strategic meetings with the Council's General Manager to align project objectives and outcomes with organisational goals.

## Outcomes

The strategic insights and frameworks provided by Recordkeeping Innovation enabled North Sydney Council to:

- Gain a clear understanding of organisational information management deficiencies and opportunities.
- Establish a detailed implementation plan to address immediate and long-term records management and information governance needs.
- Enhance security and access controls, ensuring robust management of sensitive information and compliance with regulatory requirements.

## Solutions Delivered

Using the NSW State Records Authority's Records Management Assessment Tool (RMAT) to assess statutory compliance and gaps in information management maturity, Recordkeeping Innovation developed several key deliverables to empower North Sydney Council with the tools and insights necessary for informed decision-making:

- **Current State Assessment:** A detailed review of existing recordkeeping practices and a high-level assessment of the Document Management Services Team.
- **Information Governance Framework:** We conducted a full review of governance documentation, and drafted a comprehensive framework with supporting policies and tools.
- **Systems Review:** Recommendations for future enhancements to the Council's Enterprise Document and Records Management System (EDRMS) and other business systems, improving overall information governance protocols.
- **Strategic Roadmap:** A five-year action plan detailing phased improvements across core information management streams, complete with resourcing and responsibilities.

## Conclusion

This partnership has set North Sydney Council on a path toward enhanced information governance and records management, crucial for meeting both current and future regulatory and operational demands. The council now possesses a clear, actionable strategy for continuous improvement in managing its extensive information assets, paving the way for increased efficiency and compliance.

This case study underscores **Recordkeeping Innovation's** thorough and expert approach to resolving complex information management issues. Recognised as a leader in the field, we invite prospective clients and interested parties to explore further details on our approach and success stories by visiting the [Recordkeeping Innovation website](#). For personalised guidance and to see how we can assist your organisation, please don't hesitate to [contact us directly](#).