



Critical Success Factor 2: Best practice in information, records and knowledge management

Strategic corporate objectives

- Implement information, records and knowledge management programs to support and enhance service
- Deliver an integrated information technology system
- Establish a continuous learning work environment

The Commission focussed on developing records management policies and procedures that were supported by training and conducted an audit of staff to ensure they have the skills necessary to fulfil corporate objectives. In the area of information technology, the Commission is standardising the desktop environment and bringing information and services online. Staff were offered a variety of job-related training and took advantage of flexible work arrangements.

The Commission is implementing an electronic library management system that will improve information services, following the consequences of a devastating fire affecting the library.

Implement information, records and knowledge management programs to support and enhance service

With consistent growth in the number of records required and created and the increasing demands by users for information, the Commission has developed and maintained long-term strategies that confront the challenges of records management and prepare for the future.

As part of its commitment to good record keeping that meets industry standards and best practice, during 2001-2002 the Commission updated and implemented an email management policy, a records management policy, a records management procedures manual and a records management training program. Under its records management program, the Commission also reviewed and updated its records management strategic, operational and action plans.

In June 2002, an audit of compliance with the requirements of the Records Act showed the Commission met the audit's minimum compliance requirements.

A skills audit of the records staff was conducted and a review of the records functions, roles and responsibilities was completed and, as a result, position descriptions were re-evaluated.

A total of 728 ministerials were processed during 2001-2002, 25 more than 2000-2001. These included advice to the Premier and Minister for Citizenship, the Minister Assisting the Premier on Citizenship, advice to Cabinet, briefings to Members of Parliament, and preparation of speeches and messages.

Publications are available on the website and in hard copy. Books, posters, reports, and speeches that were published in 2001-2002 were:

- 2000-2001 Community Relations Commission Annual Report
- 2003 Community Development Grants Program guidelines and application form
- Community Relations Report 2002
- Complaints Handling booklet
- Green Paper, *Cultural harmony – The Next Decade*
- Islam in Multi-faith Australia
- Police and Ethnic Communities
- Posters for the Community Relations Report, the Green Paper and the 30th anniversary of diplomatic relations between China and Australia
- Use of Interpreters in Domestic Violence
- Translation lodgement form

The printing of 800 copies of the the 2001-2002 Annual Report was at an average cost of \$18.32 per copy.

The library has undergone a major transformation in the provision and delivery of information since its closure following a fire in January 2002. All that was retained was some hard copy material that is available for internal staff use only. Another consequence of the fire was the decision to close the community centre, as the Commission cannot maintain this service at two locations.

Meanwhile, in response to the increasing use of electronic information resources, the Commission is implementing an electronic library management system which will give staff and clients access to information about the Commission's activities and projects, plus the option to download from the website the Commission's publications 24 hours a day, seven days a week.

Read all about it through *Community Media Review*

To build awareness of multicultural issues, community language newspapers and reports are reviewed to identify news of interest to the culturally and linguistically diverse community. This information, which is not readily available, is offered to corporate and public entities. The community media review service allows:

- customised reporting
- online credit card payments
- speedier online submission of the reviews
- search facility by keywords
- integration with online language services for quick translation services
- multiple subscription options such as all languages or one language
- full translation service

Deliver an integrated information technology system

Three major information technology projects are being introduced to standardise the desktop environment, manage community related projects, and bring information and services online.

To standardise the desktop environment for the entire organisation and centralise security policies and management, the Commission is switching to Citrix, a server based computing system that will also improve control, facilitate deployment of software applications and reduce overheads.

At the same time, the Commission is implementing a Customer Information Management System (CIMS) so activities such as grants, its contact list, Ethnic Affairs Priority Statements, and other community related projects can be efficiently administered, monitored, tracked and managed. The system will streamline processes and integrate with the finance system, email system and records management system.

CIMS will also enable quick and easy access for off-site users such as regional staff, advisory council members and Commissioners who can receive online updates 24 hours a day, 365 days a year from anywhere with access to the Internet.

The Commission is implementing an *Online Services Project* that will realise the Commission's vision to achieve mobility of operation anytime and anywhere, allow end-to-end processes to span division boundaries, open access to a single repository of information and improve reporting capabilities, as well as allowing automated, electronic document workflow and management.

The project supports the Government's Information Management and Technology strategic plan and received capital funding to implement initiatives for 2001-2002 identified in the plan that include: