

Bombala Council

is situated in the visually stunning South East corner of NSW, two hours south of Canberra. A unique region with its resident Platypus, old growth forests, mountain bike trails and renowned fly-fishing.



Traditionally supporting Fine Wool and Cattle, emerging industries now include Lavender production, Truffles and Organic produce.

GMB, through its business partners, Ibis Information Systems, have been working with Council since December 2002 and Council have implemented the RecFind Corporate 4.0 Suite accompanied with RecQuery TC.

Pre RecFind Implementation - What we did...

Prior to the RecFind implementation, Council used a MS Access Database to register all of its correspondence. Electronic documents received through the office were managed through a print and file strategy. Historically Council have managed its records as loose documents rather than distribution of the file. Whilst Council's records management practises are considered sound the implementation of specialist records management software was considered a necessity to enable the Records Department to meet and maintain some of the obligations under the State Records Act, 1998.

Post RecFind Implementation - What we do now...

RecFind has improved the records management practises at Council in many ways. We now manage our electronic documents such as faxes and emails within the RecFind system with these documents being captured utilising the RecFind Button. A hybrid system has been retained until such stage we can implement an EDMS approach, however, references only to email or fax are filed on the hardcopy file, which has drastically reduced the amount of filing to be performed. We no longer manage our documents as loose, all correspondence is placed on the relevant file and the file is checked out to the appropriate action officer. The workflow module within RecFind is utilised to monitor progress on action entries and members of staff utilise the To-Do function in RecQuery TC to update completion of workflow actions. Staff are automatically notified when new actions are added to their To-Do List via the email enablement function. The Report Writer function is utilised to design and run reports which are utilised as a management reporting tool.

Future Strategy...

EDMS will obviously become the way of the future, however it is a way off at Bombala Council at the present time. However the efficiencies that would result from all staff having direct access to the corporate knowledge database of the organisation from their desktop cannot be underestimated. It will therefore be a strategy that will be investigated at the Council in the short to medium future.

