

Managing Email access

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Summary:	Policy for managing email				
Applies to:	HPCA staff				
Author:	Manager, Corporate Governance				
Related legislation, awards, policy and agreements:	<ul style="list-style-type: none">• State Records Act 1998• NSW Health, Use and Management of Misuse of NSW Health Communication Systems Policy Directive PD2009_076• HPCA Records Management Policy				
Approved by:	Director, HPCA				
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Introduction

Email is an important communication tool within the HPCA and for communicating with practitioners, complainants, stakeholders and others. It is essential that email is managed effectively as a communication device and as a means of recording decisions and actions.

This policy provides guidance for HPCA staff on managing and using email. Procedures for managing emails are to be developed.

Using Council mailboxes

Each Council team has a generic mailbox, mail@, for communicating about Council business. Council and other teams are strongly encouraged to use the generic mailbox when sending out emails in regard to Council regulatory business. Staff should manage the generic Council mailbox routinely and respond accordingly.

Taking planned leave

When proceeding on leave staff are required to activate the Out of Office Assistant in Outlook. The message should advise senders of the period of leave and alternative contact details and be activated from the evening prior to leave commencing, and should be deactivated from the date of return.

In addition, staff taking a period of leave longer than one week, should advise the IT Applications Coordinator of a nominated staff member who is to be granted access permissions to their mailbox during the period of leave.

Extended sick leave

Emails of staff on sick leave for longer than one week will also need to be monitored by a nominated staff member. Managers should advise the IT Applications Coordinator of a nominated staff member who is to be granted access permissions to the mailbox during the period of leave.

Personal email

Staff monitoring another person's mailbox must be mindful of privacy concerns and where possible avoid opening or reading email that is clearly of a personal nature. Staff who may be concerned about personal email being accessed are encouraged to take steps if possible

to redirect personal email to a private account, deal with and delete any personal email in their inbox, or advise potential contacts of their absence, before proceeding on leave.

Staff are reminded of the permissible personal use provisions of the *Use & Management of Misuse of NSW Health Communications Systems Policy Directive* (PD2009_076).

Managing mailboxes

Staff should aim to keep their email “Inbox” to a manageable size by regularly deleting emails that are not required and saving into TRIM email that is a record. This includes reviewing items in the “Sent” box and regularly emptying the “Deleted items” trash box.

Outlook sends email advice when a mailbox is reaching capacity. Staff should aim to reduce their mailbox size as soon as possible and maintain it at a level below capacity.

All emails are stored in an email archive application database. Deleted emails can be restored if required.

Email that is a record

Emails that are records and for which you are the primary sender or receiver must be saved into TRIM. An email containing a decision, a directive or other information that supports a business decision, or an email that is evidence of business transacted must be captured into TRIM.

Saving emails into TRIM will show that they form part of the business records about a matter, will catalogue and store those emails in an intelligible context, and will provide access for colleagues who may be required to access them.

Staff should contact the Records Coordinators for any assistance or further advice.

Leaving the HPCA

Email addresses will remain active for two weeks (unless a longer period is required) following a staff member’s departure, after which the mailbox will be deactivated. Prior to a staff member’s departure, they should include information in their email signature advising of their departure, the date of their last day of work and alternative contact details.

For the first month after departure the Out of Office Assistant in Outlook should be activated advising of the change in circumstances, and the IT Applications Coordinator requested to redirect emails by automatic forwarding to another officer.

Prior to departure staff must clear their email box, by deleting finalised matters, forwarding email to an appropriate staff member for attention if the matter has not been finalised, and saving emails that are records into TRIM. All personal emails should be deleted.

Confirmation that email has been appropriately dealt with is required through the separation checklist and confirmed by authorisation of the Records Coordinator and the IT Applications Coordinator.

Contacts

IT Applications Coordinator	9219 0238	bevans@hpca.nsw.gov.au
Records Coordinator (Pitt St)	9219 0242	pmadden@hpca.nsw.gov.au
Records Coordinator (Gladesville)	9879 2205	maria.zarro@mcnsw.org.au

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