

Title:	2.4 Email Procedures
Previous No:	
File No:	
Statutory Environment:	<i>State Records Act 2000</i>
Minute No:	
Last Updated:	September 2015
Review Date:	September 2019

Objective:

These procedures are a special set for dealing with Email correspondence, independently of other correspondence such as incoming mail correspondence, faxes and over the counter receives.

Policy:

Emails are either received directly by the actioning officer or through the Shires email post box (these emails should be forwarded to the actioning officer);

- The actioning officer makes a decision whether the file is a business email or ephemeral (junk emails or minor setting up lunch engagements, private arrangements etc.); the ephemeral emails may be deleted with no further activity.
- An email will be printed to file once business action is completed (multiple emails back and forth on one issue, should be printed and filed on the appropriate file counting as one email and providing a historical trail of action).
- Where emails come with attachments, these attachments should be printed and attached to the appropriate file.
- Once an email is printed and filed, it should be deleted from the email server.