

[Information Management and Technology Policy](#)



Government of **Western Australia**  
Department of **Health**

**Title: ELECTRONIC MESSAGING POLICY**

**Purpose**

Electronic messaging<sup>1</sup> is an important means for communicating and disseminating information and impose certain responsibilities and obligations on all personnel employed by or contracted to WA Health.

The purpose of this policy is to ensure all electronic messaging which is related to substantive business activity is managed in accordance with the [State Records Act 2000](#)

**Policy**

**All business related electronic messages are a Government record, legally searchable, subject to record keeping policy, Privacy and Freedom of Information legislation and, is subject to the provisions of the Public Sector Management Act and the Western Australian Public Sector Code of Ethics.**

**As a record, electronic messages require the preservation of their structure, context and content.**

**Electronic messages must be captured into an identifiable recordkeeping system and where possible directly into an electronic recordkeeping system to ensure effective record management practices.**

**Electronic messages must be readily accessible to meet business and accountability requirements.**

**Electronic messages must be appropriately protected.**

---

<sup>1</sup> **Electronic Messaging** - A generic term encompassing all forms of electronically-mediated communication. This includes electronic mail, text messages (SMS), voicemail, fax, pager etc for one to one communications. It may also include computer conferencing, videotext, bulletin board systems, internet forums, internet newsgroups etc for one to many type communication. Often referred synonymously with electronic mail.

## Background

WA Government agencies are required to improving the quality and maintenance of official records to facilitate transaction monitoring, and auditing of official business. Public offices subject to the [State Records Act 2000](#) are required to create and maintain records to adequately and properly document their business.

Business conducted in the electronic environment also needs to be documented appropriately to meet a variety of operational, accountability and community requirements, this includes agencies capturing and managing those electronic messages which document substantive business as official records.

## Implementation Strategy

WA Health entities should ensure good business rules, standards, management and etiquette, necessary to ensure electronic messaging best practice.

## Associated Policies, Standards and Guidelines

Associated IM&T policy can be located on the [Information Management and Technology Policy](#) intranet site:

- Acceptable Use Standard
- Electronic Mail Management Policy
- Information Security Policy
- Records Management Policy 2004
- Sharing Information for Continuity of Health Care Policy

## Version Control

<b>Purpose:</b>	1. Identify State Records Act compliance in respect to electronic messages. 2. Defines electronic messaging as more than just e-mail.				
<b>Relevant To:</b>	WA Health	<b>Approval Authority:</b>	SHEF ICT Sub-committee		
<b>Effective Date (DG Approved):</b>		<b>SHEF ICT Approved Date:</b>	September 2008 Original Development	<b>Expiry Date:</b>	To Be Advised
<b>Responsible Group:</b>	Information Policy & Support	<b>Enquiries Contact:</b>	Manager, Information Policy (08) 621 35406		
<b>Summary of Changes From Original Version:</b>  <b>Amendment 1: September 2008</b> – converted guideline into a policy and adopted a wider scope of electronic messaging. Also removed e-mail specific material to a new E Mail Management policy.					