



# Records Disaster Management Plan

**PRIMARY CONTACT IN THE EVENT OF A DISASTER:**

**Sam Mastrolembro - Director Corporate Services**

**Ph: 08 9191 3434 or 0428 438 074**

**(Further contacts at Section 4.1, page 8)**



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## **1 About this plan**

### **1.1 Purpose**

The purpose of this plan is to:

- Document the main risks to Shire's records and describe measures taken to mitigate risks.
- Allow Shire staff to respond quickly and appropriately to recover records after a disaster; with the Shires most valuable records prioritized for recovery.
- Ensure that the best use is made of Shire of Broome and external resources in disaster preparedness and recovery activities.

### **1.2 Confidentiality**

This plan is only available to the Disaster Team (positions listed on page 2) and should not be accessed by other employees or persons external to the Shire of Broome.

### **1.3 Plan review**

It is Shire policy to review the Records Disaster Management Plan every two years. The Manager Information Services is responsible for carrying out the review.

### **1.4 Training and testing**

The Director Corporate Services is responsible for ensuring that all personnel with responsibilities in this plan are made fully aware of those responsibilities and are capable of carrying them out. The Disaster Team meets prior to commencement of each cyclone season to review their roles and responsibilities. The Records Coordinator is responsible for checking the contents of the Disaster Recovery Kit bins, particularly the quality of the items, prior to each cyclone season.

### **1.5 Acknowledgement**

Much of the information in this plan is taken from the NSW State Records *Guidelines on Counter Disaster Strategies for Records and Recordkeeping Systems*, June 2002. This plan has also been developed according to the information in the Australian Standard AS4390-1996 *Records Management*, Part 6, *Storage*, Appendix B 'Contents of a model disaster response plan.'

## 2 Protection of the Council's records

### 2.1 Responsibilities for protection measures

Table 2.1

Responsible officer	Role
Chief Executive Officer	<ul style="list-style-type: none"> <li>• Authorises the Records Disaster Management Plan</li> </ul>
Director Corporate Services	<ul style="list-style-type: none"> <li>• Coordinates production of Records Disaster Management Plan</li> <li>• Disseminates to relevant staff</li> </ul>
Manager Information Services	<ul style="list-style-type: none"> <li>• Reviews Records Disaster Management Plan</li> <li>• Submits Records Disaster Management Plan to Director Corporate Services for approval of Chief Executive Officer</li> <li>• Manages the overall implementation of risk assessment and reduction measures for records, including vital records</li> <li>• Undertakes risk assessment and reduction for electronic records, including vital records, in consultation with Records Coordinator</li> <li>• Organises training for staff according to their responsibilities</li> <li>• Organises testing of the plans</li> </ul>
Records Coordinator	<ul style="list-style-type: none"> <li>• Drafts reviewed Records Disaster Management Plan for submission to Manager Information Services</li> <li>• Assists Manager Information Services with risk assessment processes, including training of Disaster Team members</li> <li>• Monitors content of Disaster Recovery Kit bins for quality of items</li> </ul>
Records Officers	<ul style="list-style-type: none"> <li>• Carry out risk assessment and reduction for records, including vital records, under supervision of Records Coordinator</li> <li>• Advise Records Coordinator of any perceived risks to stored records, both electronic and hard-copy</li> </ul>



## 2.2 Risk assessment and prevention measures

The Shire of Broome Records Disaster Management Plan is based on an understanding of risks to Shire property, people, assets and records. The following table shows the main risks to all Shire records. Risks particular to vital records have been identified in Section 3.

Table 2.2

Consequence		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood		1	2	3	4	5
Almost Certain	5					
Likely	4		Human error, deletion, destruction, Loss or damage = 8 Cyclone, Major storm = 8			
Possible	3		Faulty air-con – fluctuations in temp = 6 Other natural disasters – Earthquake, flooding, Bush fire = 6	Building faults – leaking pipes etc = 9		
Unlikely	2		Other crime - theft, vandalism = 4		Software or hardware System breach = 8	
Rare	1				Fire inside building = 4	

		KEY TO MATRIX				
		Low overall risk	Moderate overall risk	High overall risk	Extreme overall risk	
		1 to 4	5 to 9	10 to 15	20 plus	

The Shire's risk assessment matrix has been used to determine risk ratings; and includes a risk acceptance statement accompanying each rating of low, moderate, high, extreme.

The overall risk rating for the Shire of Broome's records can be considered low to moderate based on this matrix.

RISK ACCEPTANCE STATEMENT					
		Risk is acceptable with adequate controls, managed by routine procedures and subject to annual monitoring	Risk acceptable with adequate controls, managed by specific procedures and subject to bi-annual monitoring	Risk acceptable with excellent controls, managed by senior management / executive and subject to monthly monitoring	Risk only acceptable with excellent controls and all treatment plans to be explored and implemented where possible, managed by highest level of authority and subject to continuous monitoring

### 3 Priorities for recovery: Vital Records

Vital records are records, in any format, which contain information essential to the survival of an organisation. If a vital record is lost, damaged, destroyed or otherwise unavailable, the loss is a disaster, affecting critical operations. Vital records should be the main priorities for recovery and salvage efforts when a disaster occurs.

#### 3.1 Vital records and protection measures

A list of Shire of Broome vital records is provided at Section 8, including specific risks and protection measures.

#### 3.2 Summary of hard copy vital records

General ledger – accounts, debtors, creditors

Records registry

Legal Documents – leases, deeds, certificates of title, etc

Vesting/Management Orders for Reserves

Annual Rates Books

Conservation records for heritage buildings

Council Meeting Minute books

Administration and Council Policy Manual

Art Acquisition Register

All hard copy vital records are stored on site in a fire-proof Vital Records room, and / or the Locked compactus in the fire-proof Central Records room.

### 3.3 Off site back up storage location

The Shire of Broome does not currently store any hard copy vital records off site. The Shire does store electronic backups of all data at the Civic Centre.

## 4 Activating the plan: Response and recovery

### 4.1 Who to contact and responsibilities for recovery

The contacts below are for the Disaster Team. These are available to staff in the Records Disaster Management Plan, via Office 365 SharePoint. **In the event of a disaster the person locating the problem should call the first person on this list.** If there is no answer, the next person should be contacted, etc. until **one** person on the Disaster Response Team is informed. The Disaster Team representative contacted should follow the procedure in 4.2.

**Note:** The private telephone numbers listed are not for public dissemination, particularly to the media. All media enquiries are to be directed to the Disaster Team leader.

Position	Role	Contact details
Director Corporate Services	In charge of disaster recovery processes  In charge of media liaison  Arranges use of cold site if required  Compiles post disaster report	9191 3434 (Work) 0428110405(Mobile)
Manager Information Services	Primary contact regarding records in the event of a disaster  Back up leader of team in absence of Director Corporate Services	9191 3404 (Work) 0417096306 (Mobile)
Records Coordinator	Carries out disaster recovery activities for records, under supervision of IT manager  Documents the disaster and the recovery process	08 9191 3446 (Work) 0404238911 (Mobile)
Chief Executive Officer	Contacted in the event of a disaster	08 9191 3459 (Work) 0428438074 (Mobile)



## 4.2 Response and recovery steps for Disaster Team

The initial steps of the disaster response and recovery process for the Disaster Team are:

1.	The Director Corporate Services (or Manager Information Services if the DCS is unavailable) should decide whether it is necessary to notify the fire brigade, police, hazardous material team and others. Evacuation of staff and visitors may be the priority. Refer to Evacuation Procedures.
2.	The Director Corporate Services then notifies all members of the disaster response team (or delegates this duty to someone reliable).
3.	The Director Corporate Services briefs the response team on the disaster and the necessary response to be undertaken and equipment and supplies are gathered (see sections 4.3 and 4.4).
4.	The Director Corporate Services contacts the Shire's insurers if required (see section 4.6).
5.	When it is safe to re-enter the affected areas, team members commence recovery activities (see section 5) using whatever staff and resources that are necessary and available. The list of vital records (see section 8) will indicate priorities for recovery.

## 4.3 Equipment and supplies

Equipment and materials for use in disaster salvage are in the two red disaster recovery bins situated in the records compactus area on Level 1. These are checked each year, and a form signed and dated each year confirming contents is left in bins. The disaster recovery bins contain:

Items

Batteries AA	Extension cord & powerboard	Pens and pencils
Bin liners	Feezer bags	Post-it notes
Blotting Paper	Gloves cotton	Rubber bands
butchers paper	Gloves nitrile rubber	Scissors
Chux Cloths	Gloves rubber	Sponges
Cleaning spray	Knife utility	Stapler and staples
Clip board	Labels	Stapler remover
Clips bulldog	Manilla folders A4	String
Clips paper	Manilla folders F4	Tags
Clothes pegs	Markers - highlighters	Tape - electrical
Correction tape	Markers - permanent	Tape - masking
Document - Executive, Councillor, and staff contact list	Mop	Tape - sticky
Document - Records Disaster Management Plan March 2019	Mop Bucket	Torch
Document - Shire Directory	Mop refills	Towels - paper
Dust mask	Notebook	Towels - various sizes
Dustpan & broome	Pencil case	
Eraser	Pencil sharpener	

#### 4.4 Technical and specialist advice

Technical advice on salvaging and drying materials is provided in Section 5 of this plan. Technical advice from conservators and other specialists should be sought where necessary. A contact for specialised services and advice is included in Section 6 of this plan.

#### 4.5 Disaster headquarters

The disaster recovery operation will be managed from the Director Corporate Services office. If this office is affected or the building is evacuated, the recovery will initially be managed from the evacuation gathering point, or the Broome Civic Centre, whichever is most suitable.

The Shire does not have any set arrangements for a "cold site" to continue operations in the event of a disaster. This would be considered when required, but options could include the Broome Civic Centre or the Broome Recreation and Aquatic Centre, if suitable for the purpose. These large buildings are located on Reserves vested in the Shire of Broome and are normally occupied and managed by the Shire.

## 4.6 Insurers

The Shire's Insurance Portfolio is managed by LGIS (Local Government Insurance Service) - Phone 08 9483 8898 - - Email: [admin@lgiswa.com.au](mailto:admin@lgiswa.com.au) . It is the responsibility of the Director Corporate Services to contact the insurers if and when required.

## 5 Records recovery information

Records should be recovered in accordance with vital records schedules and priorities set for each functional area. Vital records are listed in section 8 of this plan.

### 5.1 Paper-based records

There are a number of stabilising and drying methods that can be used in the recovery phase of disaster management. Whichever method is chosen, dried materials should be monitored for potential mould growth.

Below is a set of instructions on different methods used to recover damaged documents. These procedures are a guideline only and should be carried out by professionals, where possible.

#### Recovery methods:

##### **Freezing**

For stabilising and restoring large quantities of records, or records that are already starting to grow mould, freezing is the most effective method. If there are only small quantities of records then other methods, such as air drying, should be employed.

Freezing is a useful alternative for some records as it:

- stops the growth of mould and mildew (while the object is still frozen)
- may stop bindings from warping, depending on the method of drying
- stabilises water soluble materials such as inks and dyes, and
- gives your organisation time to plan for recovery and restore buildings and equipment ready for the material.

Conservators do not advise the freezing of vellum, photographs, and glass plate negatives, electronic media such as diskettes, videos, cassettes or vinyl records.

As soon as the record quantities requiring freezing are decided, companies with appropriate freeze facilities (listed in the counter disaster plan) should be contacted and arrangements made for transport.

Options for freezing are:

- Blast freeze: commercial blast freezers are ideal as they drop the temperature quickly and have a large capacity

- Freeze in refrigerated chamber: this could be slow but there are benefits to reducing temperature even before freezing point is reached, or
- Use a home freezer unit to freeze small quantities quickly: ensure that it reaches a temperature of  $-10^{\circ}\text{C}$  and do not open until ready to remove the material (otherwise it will cause a freeze-thaw cycle).

Once the material is frozen and you have the time and resources to defrost and treat it, you need to look at drying options.

### ***Freeze drying***

The frozen items are placed in a vacuum chamber, which allows the water to evaporate without melting. This is of a huge advantage for water sensitive inks as it minimises the risk of them running further. Likewise it is also good for glossy papers as it prevents them from sticking together. But if these situations have begun freeze drying will not reverse it.

Vacuum freeze drying is not recommended for photographic materials unless there is no alternative, as their surfaces may be damaged. Leather and vellum may not survive. Volumes that are vacuum freeze dried should be acclimatised for at least one month before opening to avoid cracking the bindings, and monitored for mould.

Specialist services for freeze-drying are listed in section 7.2 of this plan.

### ***Dry air purging or dehumidifying***

Dry air purging can be used if records are not soaking. A building or site is sealed in plastic sheeting and dry air, at least  $26^{\circ}\text{C}$  and 15% relative humidity, is pumped in using desiccant or refrigeration equipment. The water vapour is then absorbed in the dry air. This method is rapid and has the advantage of being in situ, but is only useful when the whole site can be sealed off.

### ***Air-drying***

Air-drying can be attempted if it is within two days of the disaster and if material is not soaked. Otherwise, mould will start to grow, and items that are suitable should be frozen. Air-drying may result in some distortion of items and should not be used for items with soluble inks.

Air-drying requires a large space with good air circulation and temperatures below  $21^{\circ}\text{C}$ . Circulation may be encouraged by positioning fans and opening windows. If available, dehumidifiers can be used in the drying process to reduce relative humidity (ideally to 25-35%). Screening material such as window screens can provide an excellent compact drying surface which allows for air circulation (although metal mesh will rust in contact with moisture).

## **Recovery of specific media types**

### ***Files***

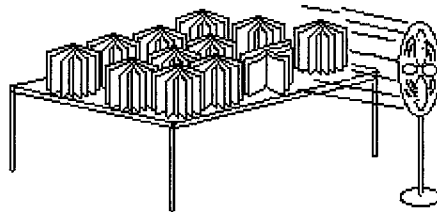
- Files should be removed from boxes carefully and laid flat. Bundles can be interleaved and pressed under a light weight or pages turned regularly, ensuring that the original order is maintained for each bundle. Cool air can be directed to the pages, but ensure that it is directed upward rather than directly on the pages. Replace the interleaved

sheets when they become wet. Glossy papers should be fully separated and interleaved or frozen.

- For saturated files, metal binders should be replaced with plastic tubing or plastic coated wire and pages fanned with some interleaving.

### **Volumes**

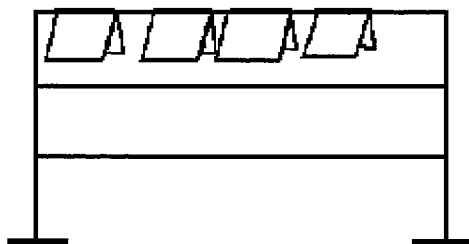
- Closed volumes can be cleaned before drying, by washing off dirt or mud on covers and edges using clean running water and a sponge.
- Books and volumes which can stand upright can be placed on paper towelling with their covers slightly open and their pages lightly fanned. A gentle breeze from a fan can assist the drying process. Do not use heat as it will encourage mould.
- Priority volumes can be dried by placing plastic sheeting on the floor, standing volumes upright with pages fanned (if their spines will support them), and then forming wind tunnels around them from cardboard or plastic sheeting. Cool air from fans can then be directed down the tunnels.
- Interleaving can be used for wet volumes that cannot support their own weight. Loose sheets of paper towel or blotting paper can be placed at 1 centimetre intervals through the volumes. Do not allow interleaving materials to exceed a third of the thickness of the volume or the spine will be damaged (the exception is with coated papers where each page must be interleaved). Replace interleaving materials when wet.
- If adhesives are sticking to the interleaving sheets, a release material such as nylon gauze should be used as a barrier between them.



Drying bound volumes by standing upright  
*reproduced with permission of National Archives of Australia*

### **Pamphlets**

- Pamphlets and loose pages can be hung on lines or improvised drying racks providing you have enough space and assistance.





Hanging small items  
*reproduced with permission of National Archives of Australia*

### **Maps and plans**

- Maps and plans can be interleaved with blotting paper stacked up to 10 high and pressed dry under glass, Perspex or thick board and weighted evenly.

### **Card indexes**

- Card indexes should be removed from drawers, stack on sides loosely and supported at each end.

### **Photographic prints**

If treated rapidly, photographic prints may be air dried. Photographs can be frozen if necessary but do not freeze dry as it may result in disfiguring marks on the surface of the photograph.

To air dry:

1. remove photographs from mounts or separate from each other to prevent the emulsion sticking
2. rinse with cool water if necessary. Do not touch or blot surfaces, and
3. place emulsion side up on blotters or lint free cloths or hang by placing clips on non-image areas, ensuring there is no overlap.

If wet, immerse in clean cold water in polyethylene bags. Send to a processing laboratory within 2-3 days for reprocessing and drying (except historic ones).

### **Photographic negatives**

To air dry:

1. remove negatives from envelopes,
2. wash in clean running water, and
3. hang to dry or lay flat with emulsion side facing up.

Eastman colour film should only be handled by a processing lab. If there are large quantities of negatives they should be frozen and air dried.

If wet, negatives should be sealed in polyethylene bags and placed in plastic garbage cans under cold, clean running water while the negatives are still wet. They should be transferred to a laboratory within three days.

### **Glass plate negatives**

Glass plate negatives should NOT be immersed in water. They should never be frozen or freeze dried. Air dry them immediately by laying flat onto blotter with the emulsion side up (duller side) or upright in a dish rack.

## **5.2 Non-paper materials**

If dealing with non-paper media, teams may need to obtain assistance from professionals. Some general principles are explained below.

### **Recovery of specific media types:**

#### ***Magnetic media***

If magnetic media (disks, audio, video) is damaged, teams should never try to make copies of it immediately because it might damage the hardware. If exposed to heat, an expert can advise of the chances of preserving the information.

#### ***Magnetic tapes***

- DO NOT freeze because the moisture in the tapes will cause permanent damage when frozen. Do not use magnetised tools/scissors
- DO NOT use hot or warm air to dry as it will cause the tape to adhere.

Treatment of magnetic tapes will depend on the extent of water penetration. The casing usually keeps tapes clean and dry. If full backup copies exist, then damaged media can be destroyed and replaced.

#### ***Wet tape***

1. Disassemble the case and remove the tape.
2. Rinse dirty tapes, still wound on reels in lukewarm water.
3. Support vertically on blotting paper to air dry.
4. Reassemble and copy.

#### ***Optical media (compact disks etc)***

If full backup copies exist, then damaged media can be destroyed and replaced.

1. Remove from water immediately
2. Remove from jacket
3. Rinse off dirt with clean distilled water. Do not soak
4. Drip dry vertically in a dish drainer or rack.
5. Clean with a soft lint-less cloth, moving perpendicular to grooves, not in a circular motion. Do not use hairdryers.
6. Place cleaned compact disk in clean jackets.
7. Replace if mould or condensation is present or if there are deep scratches. Check playability and readability.

## 6 Services and advice

### 6.1 List of contacts

Contact	Specialty/Services Available
<b>Grace Information Management</b> 1300725991	
<b>Steamatic</b> Phone – National Call Centre - 1800 812 0999 24/7 Emergency Response – 1300 783 262 Phone (03) 9587 6333 Fax (03) 9587 6572	Document drying & restoration Early loss containment Mould removal & remediation Electronic & mechanical restoration Freeze drying Odour removal & bacterial cleaning Structural dehumidification Water and flood

### 6.2 Training and publications

- Counter Disaster Strategies for records and recordkeeping systems – NSW State Archives & Records
- WA SRO doesn't provide specifics on disaster recovery, However the following links to websites that may provide information on disaster recovery are provided for information only:

<http://communication.howstuffworks.com/how-disaster-recovery-plans-work.htm/printable>

<http://www.nfsa.gov.au/preservation/handbook/>

[http://www.naa.gov.au/Images/Disaster%20manual\\_tcm16-47280.pdf](http://www.naa.gov.au/Images/Disaster%20manual_tcm16-47280.pdf)

<http://archivesoutside.records.nsw.gov.au/conservation-tip-no-6-dealing-with-wet-records/>

<http://www.aiccm.org.au/disaster>

<http://www.blueshieldaustralia.org.au/disastermanagement.html>

## 7 List of vital records and protection measures

A list of Shire of Broome vital records is provided below, including specific risks and protection measures.

	Vital Records	Responsible Area	Controlling System	Why vital?	Risks	Protection measures	Recover from backup	GDA for Local Govt Records- 2015
1	General Ledger	Finance Department	Finance module in our electronic Records system	Financial records - expenditure and revenue. Loss would cause difficulty in meeting audit responsibilities.	Data corruption Fire Fraud Hackers Viruses Flood Cyclone	Daily back-ups; Store Back ups off-site.	Yes	3.5 – Retain 6yrs after successful audit, then destroy
2	Records Registry	Records Department	Recordkeeping system	Control system which allows access to organisation's records and contains information showing integrity, authenticity and reliability of records. Required as State archives.	Data corruption Fire Fraud Viruses Hackers Cyclone Flood	Daily back-ups; Store Back ups off-site; Anti Virus.	Yes	93.2 – Required as State archives. Permanent within Local Govt
3	Legal Documents – Certificates of Titles	Records Department	Registered in Recordkeeping system	Shows ownership of Council owned properties. Loss would make ownership difficult to prove.	Fire Flood Theft Cyclone	Scan & save electronically in records system. Store in fire proof safe in records room	Yes	7.8 – Retain for 7 years after premises disposed of.

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	<b>Vital Records</b>	<b>Responsible Area</b>	<b>Controlling System</b>	<b>Why vital?</b>	<b>Risks</b>	<b>Protection measures</b>	<b>Recover from backup</b>	<b>GDA for Local Govt Records-2015</b>
4	Vesting/ Management Orders – Reserves	Records Department	Registered in Recordkeeping system	Shows management rights of Council – State-owned Reserves. Can be replaced by Department of Lands if paper records destroyed.	Fire Flood Theft Cyclone	Scan & save electronically in records system. Store paper records in fire-proof room.		7.4 – Permanent within Local Governmen t
5	Rates Books	Records Department; Finance Department	Hard-copy Books and Electronically registered in Rates and financial system database	Supports rights of rate payers and Council regarding rates collected. Loss would cause difficulty in proving who has paid and may cause financial hardship.	Fire Flood Virus Hackers Cyclone	Scan & save electronically in records system. Back up database nightly and store offsite	Yes	90.1.2 – Required as State archives. Permanent within Local Govt.
6	Records regarding maintenance and conservation work on buildings of heritage value	Planning and Property & Asset Departments	registered in records system	Important for: ensuring building is maintained according to heritage standards; history of locality. Required as State archives	Fire Flood Cyclone Fraud Virus Hackers	Paper copies Stored in fire proof records room. Back up database nightly and store offsite	Yes	70.1 – Required as State archives. Permanent within Local Govt. Archive 5yrs after last action.



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	Vital Records	Responsible Area	Controlling System	Why vital?	Risks	Protection measures	Recover from backup	GDA for Local Govt Records-2015
7	Assets Register	Property & Asset Department	Registered in Recordkeeping system	Proves maintenance & management of Council-owned and managed properties. Loss would cause difficulty in meeting audit responsibilities, affecting future grant allocations. Insurance policy requirement to retain records.	Data Corruption Fire Fraud Viruses Hackers Cyclone Flood	Store in fire proof room. Daily back-ups & store back-ups offsite.	Yes	93.2 – Retain as State Archives. Permanent within Local Govt.
8	Arts Works Acquired	Property & Asset	Registered in records system	Proves ownership & provenance of Council-owned artwork. Insurance policy requirement to retain records.	Data Corruption Fire Fraud Viruses Hackers Cyclone Flood	Scan & save electronically in records system. Hardcopy register Stored in fire-proof room. Daily back-ups & store offsite.	Yes	93.2– Retain as State Archives. Permanent within Local Govt.

Note: If records are still required under a legal disposal authority and they are damaged to a very severe extent, the Council should contact State Records to discuss if they should be recovered or disposed of and duplicates used in their place. They should NOT be destroyed without permission.