

Purpose All Access4u records will be filed and managed systematically so that:

- material related to the governance and administration of Access4u is clearly identified and retained for the required periods of time
- material of on-going relevance to Access4u's activities or of potential historical significance is identified and archived accordingly
- material related to clients and service users are securely stored, reviewed, archived and disposed of according to the organisation's procedures for client records
- regular reviews remove and dispose of material that is no longer required
- disposal methods protect the privacy of individuals and the confidentiality of Access4u business.

As a not-for-profit association Access4u is required to retain its financial, taxation and other statutory records for a minimum of seven. Financial documents are kept in Torrens Health in the Finance Department and with the Service Coordinator.

Responsibilities and delegations

This policy applies to	Governing Body, CEO/Managers/Staff and Volunteers
Specific responsibilities	<p>The Board – Ensure record management systems in place that meet the legislation.</p> <p>CEO – Ensure material related to governance and administration of Access4u is clearly identified, appropriately stored and disposed of once no longer required and in a way that protects confidentiality and privacy.</p> <p>Staff – All staff collect, use, store material information so as to ensure the privacy and confidentiality of Access4u's commercial activities and sensitive customer data is maintained.</p>
Policy approval	CEO

Policy context – this policy relates to:

Standards	NDIS Practice Standards National Standards for Disability Services
Legislation	Federal Privacy Act (1988) Australian Privacy Principles
Contractual obligations	NDIS Provider Registration Individual Participant (Client) Service Agreements
Organisation policies	Privacy Policy Access to Confidential Information Client Records
Forms, record keeping, other documents	Document Control Register Filing Systems Review Data Collection Planner Management Information and Monitoring

Procedures

Records management

Access4u records (whether hard copy or electronic) consist of the following centrally located sets of material:

- Financial records: These are kept centrally within Torrens Health finance and in MYOB in Access4u managed by Service Coordinator. Access is restricted to CFO, Service Coordinator, Accountant, Managing Director, CEO.
- Personnel records: These are kept in Access4u and managed by the HR Officer, Senior Manager, and CEO. Access is restricted to these positions.
- Statutory documents related to the governance of Access4u: These are kept with CEO and Managing Director Assistant and managed by the Executive Assistant. Access is restricted to positions as ascribed.
- Contractual and other administrative documents, including insurance policies: These are kept in both Access4u and Torrens Health and managed by the Finance / CEO. Access is restricted to CEO and Torrens Health corporate
- Funded project files containing:
 - funding submission
 - funding agreement
 - project budget
 - any correspondence with funding agency
 - copies of all reports and acquittals
 - copies of any agreements with contractors involved in the project.

These are kept centrally and managed by the Project Manager. Access is restricted to Managing Director Torrens Health and CEO Access4U and Project Manager.

- Client records: These are kept online and managed by the relevant Case Coordinator/therapist and or Coordinator of the relevant service.

Access4u/ Torrens Health staff are responsible for maintaining files relevant to their own work and projects, and for providing copies of key project documents to the Communications Manager] for inclusion on the project file.

Retention and archiving

All staff are responsible for reviewing their own files annually and identifying material they no longer require. This material should be culled and:

- given to the relevant manager to arrange for archiving or
- given to the Service Coordinator for storage in; or
- disposed of.

The Service Coordinator is responsible for reviewing the central files and:

- archiving all financial records (including employee related records) for a minimum of 7 years and disposing of older records
- archiving other records according to the requirements for retention and disposing of older records
- sending any relevant material to the designated storage location
- disposing of any material no longer required.

Any material which is more than seven years old is usually discarded except for material where statutory or legislative rules apply (e.g. children) which should be archived.

Disposal of Files

All confidential documents are to be shredded on disposal. This includes:

- Board/Management Committee papers and minutes
- financial information and records
- all personnel records including job applications, supervision or performance management records
- workplace grievance records
- client records
- any other material with sensitive or personal information.

General material that is not considered sensitive should be disposed of via the paper recycling.

Managing correspondence

Correspondence forms part of Access4u's records, and the Service Coordinator will be responsible for managing the filing of hard copy and email correspondence, and ensuring the inclusion of email correspondence on the daily back up of electronic data.

All staff will be responsible for managing their personal correspondence and ensuring copies of any correspondence that requires central filing are sent to the Service Coordinator for filing.

All correspondence (hard copy and electronic) will be categorised and managed according to the following:

- **Administration or corporate correspondence requiring longer term retention:** This will include items relating to Access4u's requirements, taxation, finance, employee records, contracts and project management. Copies of all such correspondence are filed centrally by the National Finance Manager.
- **General correspondence relating to current activity:** This will include information relating to current operational activity, where the record needs to be retained until the action is completed. Copies of this correspondence should be filed by the staff member receiving them in the appropriate file.

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Filing and Records Management Policy

- **Temporary correspondence:** This will include personal correspondence, correspondence dealing with the work of the day, and correspondence containing outdated information. Staff may destroy this after reading.