# RECORDS, ICT AND OFFICE MANAGEMENT

## Records Management Policy

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| **Version:** 001 |
| **Date approved:**  |
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| **Authority to amend: Board**  |
| **Related documents***Associations Incorporation Act 2015**ACNC Governance Standards* |

ABCD will maintain accurate records at all times, so as to:

* ensure strong governance
* meet legal and contractual obligations
* be accountable to members and the wider community
* assist in service planning and evaluation.

Recordkeeping will cover the following functions:

* Capture records
* Store records over time
* Protect the integrity and authenticity of records
* Ensure appropriate security
* Enable access and use of records

Staff and volunteers must use the central record system for all official ABCD business.

The content of records must be written in an objective and professional manner and not include discriminatory or defamatory statements.

All records, including electronic documents, emails and files, remain the property of ABCD. When a person ceases to be an employee or member of the Board of Management, any ABCD records they hold must be handed over to the Manager or a current Board member as soon as practicable.

Staff members and volunteers may not take ABCD records off site without the approval of the Manager. Where records are required to be taken off site, ABCD personnel must ensure that the records are always safely storage.

### Storage of records

Electronic and hardcopy records will be stored in a centralised, secure filing system. Records cannot be removed from ABCD offices unless required to for business purposes and must be returned to the centralised system as soon as possible. Staff should only keep records at their workstations that they immediately require and records must be returned to the centralised system as soon as possible.

Members of the association may request to view or copy the register of members. Staff, volunteers and clients may have access to their own personal records. Such access requires an approach to the Manager.

### Security and confidentiality

Electronic and hardcopy records will be stored in a centralised, secure filing system.

ABCD will ensure that all confidential records are retained in a locked cabinet at all times with limited access provided to relevant personnel only. The Manager will determine permissions and passwords for access to electronic records.

Records cannot be removed from ABCD offices unless required to for business purposes and must be returned to the centralised system as soon as possible. Staff should only keep records at their workstations that they immediately require and records must be returned to the centralised system as soon as possible.

### Archive, disposal and destruction of records

All ABCD records will be kept for a minimum of seven years.

Records that must be kept permanently should be archived and not destroyed. Records that have permanent value are historical documents, minutes of Board meetings, minutes of Association meetings and legal documents.

Archiving of records will be carried out in accordance with an approved procedure established by the Manager. A detailed register of all archived records will be maintained by the Manager. Archived records will be stored at ABCD's premises, unless an alternative venue is approved by the Board.

Disposal and destruction of records can only be performed with the authorisation of the Manager, in line with procedures approved by the Manager.

All records containing sensitive or confidential information will be shredded prior to disposal.

**Responsibilities**

The Manager is responsible for:

* the development, implementation and review of record management systems.
* establishing a protocol for record creation, naming and filing.

Each staff member and volunteer is required to manage records in accordance with this policy and authorised procedures.