



RECORDS MANAGEMENT POLICY

This document explains how NDA manages records.

Importance

Effective records management is important to NDA because:

- There is a legislative requirement to maintain specified information for defined time periods;
- There is a business requirement to maintain specified information so that management decisions may be made effectively
- There is a business requirement to maintain specified information so that operational actions may be performed effectively
- There is a customer service requirement to make relevant information as accessible as possible to clients
- There is a privacy requirement, as defined by privacy legislation, so information may only be viewed by authorised individuals; and
- There is a security requirement so information can be recovered in the event of the loss of digital or paper records.

Method

How NDA meets these requirements is defined in the following table:

Requirement	How met	Responsibility
Legislative	Information required for taxation, VET or other legislative requirements be held for the required time period, either in paper or electronic form	General Manager
Management decision making	Information on costs and revenues be held in appropriate format, be updated at an appropriate frequency and be held for an appropriate time period.	Director
Operational decision making	Information on client bookings and work performed Information on accounts payable, accounts receivable and salaries	Client Services Officer Accounts Officer
Client access to information	Information on course schedules, course content and course costs be published regularly on the NDA website, by email newsletter and by newspaper ads.	Director
Privacy	Access to digital information be restricted by password and permissions; access to paper information be restricted by locked filing cabinets.	General Manager
Security	Digital information be backed up at an appropriate frequency and backup copies be held off site; archived paper information be held off site.	General Manager