

# DOCUMENT MANAGEMENT POLICY



YellowBridge QLD's information and records are a corporate asset, vital both for ongoing operations and also in providing valuable evidence of business decisions, activities and transactions. YellowBridge QLD aspires to ensure:

- Effective company records management, covering the creation and maintenance of authentic, reliable and useable records
- Records that support the accountability and transparency of our business functions and activities are retrievable for as long as those records are required.
- Evidence of our commitment to best practice records management is maintained
- Records and information management is done in accordance with our business and legislative requirements

All company records will be managed and maintained regardless of their format in the authorised information management systems, namely SharePoint, ProSims, Alchemy, Chintaro and MYOB. YellowBridge QLD aspires to proactively implement systems and processes which will enable records and information to be stored in an electronic format wherever possible.

All staff are required to create and maintain authentic, reliable and useable information, documents and records, and protect their integrity for as long as they are required through:

- Ensuring that full and accurate records are created and maintained
- Preserving records, whether hard copy or electronic, safely and securely
- Ensuring that electronic records are saved and stored in the company's recordkeeping system, with appropriate metadata captured and naming conventions used to enable their efficient retrieval and use
- Ensuring records are accessible over time to support the conduct of business, and that they are only retained for as long as required by the company and relevant legislation

## Related Policies

- Confidentiality and Privacy Policy
- Copyright Policy
- Social Media Policy

## Related Procedures

- Document Management

## Related Documents

- Archives Act 1983
- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001-2016: Quality Management Requirements
- File Naming Convention

## Quality Framework References

- Standards 1 & 6 – Human Services Quality Framework
- Standard 1 – Community Care Common Standards
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards

## ISO 9001:2016 Quality Management Standards References

- 4 - Context of the organization
- 5 - Leadership
- 6 - Planning
- 7.5 - Documented information
- 8.4 - Control of externally provided processes, products and services
- 9 - Performance Evaluation
- 10 - Improvement

## Policy Approval Authority

- YellowBridge QLD Ltd Board

## Policy Custodian

- Chief Executive Officer