6. General Administration
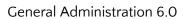
Table of Contents

6.1 Personnel Files

A personnel file is held for each staff member.

Information held on file includes:

- Employees' contract
- Employee information sheet
- Details of any secondary employment
- A copy of the employee's driver's licence
- Working with Children Check and NDIS Worker Screening Check.
- Correspondence relating to job description changes, salary changes, salary packaging, leave entitlements
- Recognition, Training and Development.

Personnel files are held in the Administration filing cabinet and are to be always locked when not in use. The Operations Manager and the Operations Assistant have access to this filing cabinet. These records are confidential. The Operations Manager and the CEO have access to all records but do not under reveal any details to other staff members. This information may be shared outside of PlayAbility under limited circumstances such for auditing purposes, or where required by law.

Document Review

Version number 3	Last reviewed and approved: February 2022

6.2 Office Equipment

Staff are to operate office equipment in accordance with manufacturers guidelines and report any faults that are not rectifiable to the administration staff/Operations Manager.

Photocopiers

All staff will:

- Comply with all copyright legislation.
- Check that the machine is working properly and clean any paper jams.
- Check that there is adequate toner and paper available and inform the administration staff/Operations Manager if stocks are low.
- Ensure the original documents are in good order and have no bent corners, frayed edges, pasted bits of paper with turned up edges. This is to avoid paper jams in the photocopier.
- Check and remove all staples and pins from original document, if using document feeder.

Fax Machine

All staff will:

- Ensure that there is an adequate supply of plain paper available for all incoming faxes.
- Check the fax machine for incoming faxes and distribute these immediately.
- Load the fax machine with paper and leave on at night to receive any incoming out of hours transmissions.
- Keep the area around the fax machine uncluttered.

Binders and Laminators

All staff will:

- Use the binding and laminating machines only for the formal presentation of PlayAbility documents, making of visuals or as directed by the CEO.
- Check that the contents of documents are in the correct order and meet professional standards before binding.
- Ensure binding and laminating machines are turned off after use
- Notify administration staff or the Operations Manager if supplies are low.

Shredders

All staff will:

- Use the shredder for the destruction of confidential documents only.
- Ensure the confidentiality of all documents relating to PlayAbility's clients.
- Ensure that confidential documents approved for shredding are shredded before removing to recycling bins.
- Empty shredded material into recycling bins as necessary.
- Turn the shredder off after use.

Document Review

Version number 3	Last reviewed and approved: February 2022

6.3 Stationery, Cleaning Supplies and Consumables

- The administration staff are responsible for maintaining adequate stationery supplies.
- A catalogue is available in the Eden office for special orders.
- All staff should use stationery items economically.
- A nominated person in each centre is to check stationery/cleaning supplies/consumable supplies on a weekly basis, to ensure stock levels are adequate.
- Request for items should be emailed to the administration staff/Operations Manager
- Requests should be made with ample timeframe for when items are required.

Administration staff

- Seek CEOs' approval prior to placing any orders.
- Replenish stock in storerooms and keep stores tidy and labelled correctly.
- Accept delivery of supplies and check dockets and orders against the goods received before signing for deliveries.
- Communicate with staff when items are not in stock or unable to be supplied in the time frame requested, so that arrangements can be made.

Document Review

Version number 3	Last reviewed and approved: February 2022

6.4 Keys

- All building keys relevant to PlayAbility are kept on premises on a keyboard in the server room, located in the Eden office, except for the CEOs Office key. This is kept with the Secretary of the Committee.
- All vehicle keys are to be kept in a central location in each centre (Eden – 3 draw filing cabinet, Bega – draw for Kia, staff keys for 5-Seater), with the spare keys to be kept separate (Eden – admin filing cabinet, Bega- White cupboard in room for Kia, filing cabinet in front office for 5-seater).
- When key(s) are taken, they must be returned as soon as practical.
- If staff require key(s) for more than 60 minutes, staff must fill out the key register located with the keys.
- All staff will be issued with a building key (and gate keys for Bega) on commencement of employment and must sign the key register.
- When staff resign, all keys must be handed over to the CEO prior to their departure. The CEO is to sign the keys back into the key register.
- If a key is lost, the CEO must be informed immediately. The CEO will decide whether it is necessary to replace or re-key the locks.
- Keys are not to be lent to any person other than employees and other persons approved by the CEO.

Document Review

Version number 3	Last reviewed and approved: February 2022

6.5 Telephones

In many instances the telephone is the first contact made with clients. It is therefore important that telephones are answered promptly, politely and in an efficient manner. All messages received must be emailed immediately to the person concerned.

Personal use of work telephones

Limited personal use of work phones is permitted as follows:

- When it is infrequent, brief and does not interfere with the duties of the employee or work colleagues or interfere with the operation of PlayAbility.
- Regional intrastate, interstate, or international calls may not be made.

Answering calls

- Answer all calls within three rings by saying "Good morning (or afternoon) PlayAbility this is ……."
- Be courteous and use such phrases as 'please' and 'thank you'.
- Always have paper and pen ready to take down messages.
- Tell the caller you will transfer them and then direct them to the appropriate staff member.
- Ensure you announce the call to the staff member before finalising the transfer.
- Be willing to ask questions if the caller is unsure of the person they wish to be transferred to.
- Always give the caller the choice of being placed on hold or leaving a message if the line is engaged.
- Always place the caller on hold using the hold facility, so that they do not hear office noise and conversations.
- Return regularly to callers on hold to check if the caller wishes to remain on hold and apologise for the delay.

When making outgoing calls

- Always prepare for a call: think about its purpose and plan what you are going to say before making a call.
- Use an appropriate greeting and identify your position and the company.
- State the purpose of your call clearly and listen to the response.

Calls on hold

Calls should only be on hold for a brief period. Transferring of calls should be done as quickly as possible. Calls still on hold should be checked to see if the caller wishes to continue holding or whether a message can be taken for the receiver to call back.

Disclosure of information

It is PlayAbility's policy that personal details of any staff member must not be disclosed to callers. If there is an urgent request for personal phone numbers, take the caller's details and inform them that the message will be relayed to the staff member. If this is not suitable refer them to the CEO. Information on business conducted within and by PlayAbility remains confidential and must not be disclosed to anyone outside of the organisation.

Work mobiles

PlayAbility provides mobile phones to staff (as determined by the CEO). Staff should ensure that:

- the phones are used only for business use, except in emergencies.
- data usage is kept to the included amount on the plan.

Document Review

Version number 3	Last reviewed and approved: February 2022

6.6 Building Security

- The telephone line should be kept open.
- It is the responsibility of the last person leaving the centres to ensure that:
    - the front and back doors, gates and windows are locked and secure.
    - all lights, air conditioning and heating are turned off.
    - no other person is in the building.

Document Review

Version number 3	Last reviewed and approved: February 2022

6.7 Cleaning

- All staff will ensure the cleanliness of their own personal workspaces.
- A professional cleaner will clean the centres once a week.
- Staff shall take responsibility for ensuring that dirty plates, cups, and cutlery are washed daily.
- All communal areas should be cleaned after use and ready for the next staff to use the area.

Document Review

Version number 4	Last reviewed and approved: February 2022

6.8 Document Handling

Procedure

PlayAbility is committed to establishing and maintaining information and records in well described, stored in known locations and accessible to staff and clients when needed.

Document Creation

Templates enable you to create professional documents that are unified in appearance. Templates are available for staff to use in Central Files›General Administration›Forms. This includes forms such as PlayAbility Letterhead, Fax Header and With Compliments form.

A new document can be created by opening the appropriate form from central files. Selecting File and Save as and saving your document in your selected location with an appropriate filename. The template is then ready for you to edit.

Document Version Control

Document version control is a system that records changes to a file or set of files over time so that you can recall specific versions later. It is a method of managing changes to PlayAbility's documents, primarily Policies and Procedures. When documents are being edited it is important to record the version. Changes are usually identified by a number, known as the "version number". For example, an initial set of files is "Version 1". When the first change is made, the resulting set is "Version 2", and so on. When a version of a document requires review and approval, a document history table is placed at the end of the document and should be updated to reflect any revisions made to the document. See the example below.

Document Review

Version number 5	Last reviewed and approved: February 2022

To avoid having multiple versions the document should be kept in one central location and not multiple versions in different users' folders.

Policies and procedures

Playability's policies and procedures are recorded and monitored in the Document Control Register tab within the Compliance Register. For more information about developing or making changes to policy and procedure documentation refer to [policy 3.8 Performance and Quality Management.](#)

File Locations and Folder Structure

Central Files on One Drive is PlayAbility's central location for storing all electronic documents. Some folders have restricted permissions applied and can only be accessed by certain staff due to confidentiality or the sensitivity of the content contained in the file/s. Central Files is backed up to a separate hard drive each night and can be restored if necessary.

The following principles should be followed when naming sub folders:
- Sub folders should be named by Playability's business units e.g., Administration.
- Categorise further sub folders by business activity e.g., forms, newsletters

Hardcopy (paper) documents are to be stored according to their sensitivity/content e.g., files regarding employment agreements and salaries are locked in a filing cabinet with access only by the CEO and Operations Manager.

Naming Conventions

When it comes to managing hardcopy files and folders, best practices are followed to ensure that documents are properly filed to make retrieval simple. The same principle needs to be followed for naming electronic documents.

The following principles should be followed when naming files and folders:

- Avoid extra-long folder names and complex structures but use information-rich filenames instead.
- Put enough elements in the structure for easy retrieval and identification.
- Capitalize the first letter of each word e.g., PlayAbility Policy
- As much as possible, order the filename from general to specific detail of importance
  e.g., PlayAbility Membership Application
- Personal names within a filename should have the family name first followed by first names or initials.
- Abbreviate the filename whenever possible. Abbreviating helps create concise file names that are easier to read and recognise.
  e.g., TPV Response instead of Third-Party Verification Response

- Establish a structured file naming convention for each activity e.g., General Administration – Forms – General Admin – PlayAbility Letter Head

Emailing Documents

Documents that are received as email attachments should be properly named, stored, and made accessible to other staff members if applicable. The staff member receiving an email containing an attachment will need to either forward the email or file these documents in the appropriate place so that other staff can access them.

Backups

PlayAbility uses online cloud-based software platforms that store all data securely off site.

Archiving

Data is archived when not actively in use anymore. Typically, archiving occurs when the work is done e.g., at the end of the project. Archiving includes both hard and soft copy documents. The data that should be archived is stored in a safe place.

- Financial records are to be stored for a minimum of 7 years.
- Client records are to be stored for a minimum of 21 years.
- Safety records including incident reports are to be stored for a minimum of 5 years.
- Worker Screening records for a minimum of 7 years.

Disposal of documents

Use the shredder for the destruction of confidential hard copy documents before removing to recycling bins.

Data Breach

A data breach is either:

- unauthorised access or disclosure of information that a reasonable person would conclude is likely to result in serious harm to any individuals to whom the information relates; or
- information that is lost in circumstances where unauthorised access or disclosure of information is likely to occur, and it can be concluded that such an outcome would result in serious harm to any of the individuals to whom the information relates.

If any staff in PlayAbility suspect, there has been a data breach but is not aware of the circumstances or whether it is an eligible data breach then the staff member must inform management who will carry out a reasonable and expeditious assessment within 30 days of becoming aware of the breach. If there are reasonable grounds to believe there has been an eligible data breach, then PlayAbility management will notify the OAIC and the individuals whose data was affected or individuals who are at risk with:

- a description of what occurred
- the kinds of information concerned; and
- the recommended next steps that individuals affected should take in response to the data breach.

If action is taken in response to the breach before any disclosure or serious harm occurs, then the Act provides that it may not be an eligible data breach and you do not need to go through the notification steps.

Failure to abide by the investigation and notification regime will be an interference with an individual's privacy and therefore a breach of the Privacy Act. The OAIC may investigate, make a determination and pursue civil penalties against PlayAbility for such a breach.

To minimise the risk of a data breach PlayAbility will:

- Complete a review of ICT (Information and Communications Technology) security systems to ensure that they are sufficient to protect against the unauthorised release or disclosure of personal information
- Review and update relevant internal policies and procedures
- Educate staff on privacy requirements

Document Review

Version number 5	Last reviewed and approved: February 2022

6.9 Hire of rooms and buildings

Rooms, spaces and buildings can be rented on a one off or regular basis.

An agreement to rent a building, room or space can occur when:

- The use of the space aligns with the values and purpose of PlayAbility
- The use of the space does not impede delivery of PlayAbility services
- A current public liability insurance certificate is provided by the potential tenant
- When a person or organisation is seeking the use of the room or building for a regular period a hire agreement will signed by both parties stating the terms of the agreement

Document Review

Version number 1	Last reviewed and approved: February 2024

Appendix 1: Further Information

Office of Australian Information Commissioner

Workplace Privacy