

# Protecting hardcopy records

## Recordkeeping fact sheet 4

### Maintaining security

Protect hardcopy records by ensuring that they are not:

- attached to the wrong file
- left on or near printers/photocopiers especially if the records are confidential
- shown or discussed in public areas such as on trains or trams.

### Taking hardcopy records offsite

Staff must not take departmental records offsite without approval from their manager.

Records must be transported in a suitable container, such as a zipped satchel or opaque envelope, to prevent any damage or disclosure.

Records must remain with the responsible person at all times, unless stored in a locked container.

Records must not be visible at any time when in transit and must never be left unattended in a vehicle, even if locked in a boot.

### Transferring records

When **transferring** records between departmental locations or to external organisations:

- Ensure the records are placed in a transfer satchel or a secure courier envelope and sealed to prevent tampering.
- Use only approved means of delivery such as internal mail or a department-endorsed courier.
- Ensure the location and recipient details are updated in TRIM to reflect that the records are in transit (contact your local Records Management Unit if you require assistance)

When **receiving** transferred records it is essential that you:

- Check the satchel or envelope has not been tampered with. If tampering is evident, immediately notify the sender and your manager.
- Ensure the record's location details are updated in TRIM (contact your local Records Management Unit if you require assistance).

For client file transfers, contact the Records Service Centre for assistance.

### Transfers to external organisations

Original records must not be transferred to external organisations unless there is a legal requirement to provide original hardcopy records.

### Clear desk policy

Staff must ensure confidential information is secured when work areas are unattended (both in and outside working hours). Sensitive documents and files should be locked away when not in use.

### Storage of records

All departmental records must be stored appropriately to ensure they are secure from loss, theft and damage. Records that are no longer active should be promptly sent to a records storage repository. Contact your local Records Management Unit for assistance.

### Disposal of furniture and property

Prior to the disposal of any office furniture, vehicle, equipment or property, a physical check must be conducted of all spaces where documents and other records may be inadvertently concealed.

## Further information

For further assistance, please contact the:

Records Service Centre: 9096 8999

Email: [RecordsService.Centre@dhhs.vic.gov.au](mailto:RecordsService.Centre@dhhs.vic.gov.au)

or your local Records Management unit:

Records Unit East Division: 9843 6090

Records Unit North Division: 9412 5427

Records Unit South Division: 8765 7164

Records Unit West Division: 5333 6088

Records Unit West Division: 5333 6088

To receive this publication in an accessible format phone 9096 8999, using the National Relay Service 13 36 77 if required, or email [RecordsService.Centre@dhhs.vic.gov.au](mailto:RecordsService.Centre@dhhs.vic.gov.au)