

**Document Control and Handling Policy**  
CSE Consulting Queensland  
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Prepared by:



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## 1. Purpose

The purpose of this policy is to establish a framework for the consistent and effective management of documents within CSE Consulting Queensland. It aims to ensure the integrity, accessibility, and security of documents throughout their lifecycle.

## 2. Scope

This policy applies to all employees, contractors, and third-party partners who create, handle, or manage documents related to CSE Consulting Queensland's operations.

## 3. Definitions

- 🔗 **Document:** Any recorded information or data, in any format, including paper, electronic files, emails, and photographs.
- 🔗 **Document Control:** The process of managing documents to ensure they are accurate, available, and secure.
- 🔗 **Document Lifecycle:** The stages through which a document passes, from creation to disposal.

## 4. Roles and Responsibilities

### 4.1 Document Owner

- 🔗 Responsible for the creation, maintenance, and update of documents.
- 🔗 Ensures documents comply with regulatory and organizational requirements.

### 4.2 Document Controller

- 🔗 Manages the document control system.
- 🔗 Ensures documents are correctly filed, tracked, and accessible.

### 4.3 Employees

- 🔗 Comply with document control policies and procedures.
- 🔗 Report any document-related issues to the Document Controller.

### 4.4 IT Department

- 🔗 Provides and maintains systems for electronic document management.



- ↻ Ensures security and backup of electronic documents.

## 5. Document Creation and Revision

### 5.1 Creation

- ↻ All new documents must be approved by the Document Owner.
- ↻ Each document should have a unique identifier and version control.

### 5.2 Revision

- ↻ Changes to documents must be reviewed and approved by the Document Owner.
- ↻ Revisions should be documented, and previous versions archived.

## 6. Document Storage

### 6.1 Physical Documents

- ↻ Store in secure, accessible locations.
- ↻ Use locked cabinets or restricted access areas for sensitive documents.

### 6.2 Electronic Documents

- ↻ Store in designated electronic document management systems.
- ↻ Ensure appropriate access controls and encryption for sensitive information.

## 7. Document Retrieval and Access

- ↻ Only authorized personnel may access documents.
- ↻ Requests for document access must be logged and approved by the Document Owner.

## 8. Document Distribution

- ↻ Distribute documents to relevant parties using secure methods.
- ↻ Ensure recipients are authorized and need the information for legitimate purposes.

## 9. Document Disposal

- ↻ Dispose of documents according to their retention schedule.



- 🔄 Use secure methods for the disposal of sensitive or confidential documents, such as shredding or secure deletion.

## 10. Security and Confidentiality

- 🔄 Protect documents from unauthorized access, alteration, or destruction.
- 🔄 Implement security measures such as passwords, encryption, and access controls.

## 11. Compliance and Auditing

- 🔄 Regularly audit document control processes to ensure compliance with this policy.
- 🔄 Address any non-compliance issues promptly.

## 12. Training

- 🔄 Provide training to employees on document control procedures and responsibilities.
- 🔄 Update training materials as policies and procedures change.

## 13. Review and Updates

- 🔄 This policy will be reviewed annually and updated as necessary.
- 🔄 Changes to the policy must be approved by senior management.

## 14. Contact Information

For questions or concerns regarding this policy, contact the Document Controller or CSE Consulting Queensland.