

Quality Assurance Systems must acknowledge and include a “Reference Library”. The need and the location of your Reference Library may be in your Records Management Policy and system.

A Reference Library is a collection of documents with an index whereby personnel can find particular documents and resources easily. There should also be a system to ensure that the documents remain up to date, should they be superseded. Bear in mind that ‘quick retrieval’ should be the ultimate goal.

First of all, ensure that your filing system is up to date. Folders should be clearly labelled and filed in a way that suites your business. Most businesses will have filing cabinets with hanging files. Each hanging file will be labelled. Now, create an index for that entire filing cabinet. A typical index may look like this:

Cabinet 1 – located in the Manager’s Office  
Drawer 1 - Staff Files  
Drawer 2 - Grants, Funding  
Drawer 3 - General Filing A to M  
Drawer 4 - General Filing N to Z

Secondly, there will be specific documents and resources as well as general resources which will be used by your organisation. The location of the Reference Library should be publicised in your staff manual. It should have its own index and it is highly recommended that documents that expire (such as compliance certificates) should show the expiry date on the index. It could be helpful to put certain dates in your computer diary such as Outlook. Examples of what will be in your Reference Library may be:

- Site plans.
- Building plans.
- Compliance Certificates.
- Policy and Procedure Manual.
- Student Manual.
- Dictionary
- Manuals and operating instructions for the business’s equipment such a telephones, etc.
- A page with the internet links to your local and federal websites. This could include Worksafe, Industrial Relations, Working With Children, Australian Federal Police, etc.

It is recommended that you do not download and print legislation. This is because the legislation may change and your copy will be outdated. If you want to print these types of documents it is recommended that your organisation include a policy which states that printed material (you can be specific) will be considered an outdated version.