

**NOW...everyone can
believe there is a
'Filing Fairy'**



**FILEforce will take away your
Records and Information Management
PROBLEMS**

FOREVER



To Quote one long-term client

"We simply do not have to worry about our records when accreditation comes around. FILEforce has it covered"

FILEforce is a Quality Assured specialist in
RECORDS MANAGEMENT LOGISTICS for the CARE INDUSTRY

CARE INDUSTRY include

- AGED CARE, HEALTH CARE & WELFARE
- CHILD CARE & EDUCATION.

FILEforce provides the LOGISTICS support for managing the explosion of paper work brought about by accreditation.

COMPLIANCE

Compliance regulations and legislation are becoming more rigorous worldwide. FILEforce is quality assured company (ISO 9002-2000), and all work performed is compliant with International Standard on Records Management ISO 15489

SIZE DOES NOT MATTER

Although we have some large government and public listed companies in our portfolio, we actually specialise in working with LOTS of smaller customers. We take great pains to make our service to you both personal and effective.

LOCATION DOES NOT MATTER

No matter where you are in Australia, we can provide the logistics support necessary to ensure that you always comply with your accreditation requirements.

YOU MAY HAVE IT UNDER CONTROL

That's fine, for now, but in the future we may be able to supplement or assist with your growth.

YOU HAVE A CURRENT SUPPLIER

We are not a stationery, software or storage supplier. FILEforce provides a SERVICE... we have the people who do the stuff that you do not want to do, or where you do not have the records expertise to process and sentence old records. FILEforce specialise in the creation, management and final disposition process of all records in the CARE INDUSTRY.

SAVINGS

The service provided will over time save you lots of storage, retrieval & compliance costs as FILEforce provides a full service, managing your old records for you.

FILEforce CARE - YOU JUST KNOW IT IS RIGHT



WHAT SERVICES DO FILEforce PROVIDE?

SYSTEM DESIGN

Because of our experience in providing services to the likes of ABC Learning Centres, Department of Child Safety, Department of Disability Services, Wesley Mission, Centacare and Life Without Barriers we have accumulated a vast knowledge of the CARE INDUSTRY. We are fortunate enough to possibly know more about your record keeping and Litigation avoidance needs than you may do internally.

EXPERIENCE

FILEforce is backed by Harry Haxton BEcon, AFAIM, FRMA who has been in the Records and Information Management industries for over 40 years, written several books and many articles on the subject and is the force behind one of the most comprehensive RDS (Retention and Disposal Schedule) available. In particular, our schedules, are the most comprehensive in the CARE INDUSTRY.

FILEforce experience shows:-

- Most on-site archive facilities contain **TWICE** as much material as needed
- Most off-site commercial (Recall, Ausdoc, Grace etc), holdings can be culled and **reduced by 50% or more**, saving your precious dollars.
- Most archive listings are lost overtime with upgrades in computers and changes of staff
- Most listings are inadequate with descriptions such as "Miscellaneous" or "CEO's files" or "1996 Patients"
- Records are destroyed and there is no **AUDIT TRAIL** for this destruction, in consequence people look for records that do not exist
- Most on-site archive facilities do **not comply with OHS requirements**
- Most organisations do not have a Records Retention Schedule defining how long files are to be retained for legislative or legal reasons.

CONSUMABLES

FILEforce will assist you in the selection and use of the most appropriate consumables for your long-term benefit.

ARCHIVE PROCESSING

Archive processing is an extremely complex and specialised task for any company or agency. FILEforce has developed this to a point where it is now a **PRODUCTION LINE** process that readily identifies both the records that should be retained, and for how long. More importantly, our processing identifies the records that do not have to be kept, which the average (well meaning amateur) will retain for many years. Expanding your archive holdings by a factor of two in most instances and adding to your costs.

PREPARATION

Because we are dealing with these records all the time, we can readily identify all records in our selected area of expertise, the CARE INDUSTRY.

You do not have to do any preparation.



**NO RECORD IS DESTROYED
WITHOUT YOUR WRITTEN CONSENT**

THE PROCESSING CENTRE IN BRIEF

- You pack old records into boxes (any boxes).
- FILEforce collect the boxes (OR you deliver by courier)
- FILEforce sort and pack the records by destruction/ review date
- Records for destruction
 - Pack unto heavy duty boxes
 - Appropriate lists and backups made
 - Signed off by your CEO or Manager
 - Security Destroyed
 - Certificates obtained
- Records for retention
 - Are fully catalogued so they can be found when required
 - Packed by destruction/review date
 - Only full boxes are stored
 - Catalogues are sent to you and copies retained on our web accessible server.
- Off-site storage is arranged
 - FILEforce has master agreements with both Recall and GRACE Records Management for the storage of your records. They are the professionals in the field.
 - You benefit from the bulk buying power provided by many clients being stored under one master FILEforce contract.
 - You are provided with a detailed account of your holdings each month
 - FILEforce charges a small (10%) service fee to cover our management expenses.
- Retrieval
 - You call FILEforce and we do the rest.
 - FILEforce locate the box
 - Lodge the retrieval request from the service provider.
 - Organise delivery
 - Complete boxes
 - Single Files (either (a) paper or (b) Scanned copies)
- Holding Management
 - FILEforce manage your holding, advising when records can be destroyed
 - FILEforce then arrange, obtain releases, and obtain certification of destruction.

ANNUAL / PERIODIC LODGEMENTS

Subject to your needs we will then come out each year or half year to pick up those records that are ready for lodgement.

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SCANNING AND DATA WAREHOUSING COMPLIANCE SOLUTIONS

Compliance regulations and legislation are becoming more rigorous worldwide. With this comes tougher penalties for the directors and officers of businesses that do not comply.

The regulations for each state may differ, but the two key factors are the same; retention and discovery. Businesses are responsible for retaining all forms of information and documents and must be able to produce them in the case of litigation or audit.

At the same time as legislation is becoming stricter, the volume of information businesses must retain and manage is increasing.

It is impossible to satisfactorily meet these compliance responsibilities without the assistance of technology specifically designed to help you manage your information.

FILEforce delivers solutions that make compliance simple. A simple content keyword search ensures you locate every piece of information you require.

SCAN and DESTROY

Replace boxes and boxes of paper with a CD or DVD containing all your records. This is ideal for those compliance records for which you have to keep back copies.

- Compliance Records
- Quality Manuals
- Accounting Records
- Personnel Records
- Workplace Health and Safety
- Training Records

WE DO IT ALL FOR YOU!

Much time is spent in setting up scanning but once the capture is complete the equipment sits idle. People who are trained as "power users" leave and it becomes an under utilised expensive asset.

No capital investment costs

If you value speedy retrieval and the convenience of scanned or stored documents BUT don't have the capital to invest. FILEforce has the answer. No more submissions for capital equipment, our ASP (Application Service Provider) model solves all your problems.

No equipment

FILEforce has the equipment for scanning A4 and A3 documents. High-speed scanners working multiple shifts, 7 days a week 24 hours a day if required.

No software or power users required

RedMAP software is our primary tool. This includes the complete Capture Point, Manage Point and Manage Anywhere - web based browser.

Kodak provides our scanners and we are capable of working with any required software, including Adobe PDF.

All you have to do is browse

Because FILEforce provides all the services, you do not need to constantly upgrade with new releases. All you have to do is browse, through our secure Internet Site. Just logon to our secure site, enter you login and password, and access your coded database.

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