



Paper files - Dismantle

This procedure will take you through the steps on what action to take when a paper file is no longer needed and needs to be dismantled.

The definition of a paper file is a collection of documents relating to a client or case held together in a paper folder.

This process will be carried out by maintenance, enforcement, complaints and employer caseworkers.

1. Determine if you need to take any action regarding the information provided within the file
 - Business action is required; take the required action referring to the appropriate procedure.
 - Business action is not required, go to **step 2**.
2. Should the file be dismantled?
 - No, place the file in BF and once the BF expires return to step 1 to determine if action needs to be taken.
 - Yes, go to **step 3**.
3. Examine each document in the file and decide if it should be:
 - Sent to the client\client representative. For more information refer to correspondence (inbound) – receive original in related items and update the document system record if needed.
 - Sent to an organisation other than the client. For more information refer to correspondence (inbound) – receive original in related items and update the document system record if needed.
 - Scanned locally and sent to Xerox so it can be associated with the case. For more information refer to Scanning – local in related items.
 - The document can be destroyed;
 - If yes, go to **step 4**.
 - If no, go to **step 5**.
4. Place it in the confidential waste according to local guidance and update the document system record if needed.
5. Send the document to local storage and update the document system record if needed.

Related Items

[Correspondence \(Inbound\) – Receive Originals](#)

[Scanning – Local](#)