Monash University

Faculty of Information Technology

FIT5107 Recordkeeping Informatics

ASSIGNMENT 4: RECORDKEEPING IN

The Burmese Welfare Association of Victoria (BWAV)

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Contents

Introduction

The Burmese Welfare Association of Victoria (BWAV) is a charitable organization dedicated to improving the welfare and well-being of the Burmese community in Victoria. BWAV's activities include community engagement, social support services, emergency crisis management, and cultural learning programs. This report analyses BWAV's organizational structure with respect to recordkeeping, information culture, and mandates. It also outlines the necessary recordkeeping processes to support these activities, provides retention and disposal guidelines based on best practices, evaluates key recordkeeping risks, and offers recommendations to enhance the organization's capabilities.

Analysis of the Organization

Aims and Activities

The Burmese Welfare Association of Victoria is a charitable organization located in Victoria to Promote Welfare and Well-Being for Burmese communities in Victoria by providing assistance and support for the broader Burmese Communities (Burmese Welfare Association of Victoria [BWAV],2021).

The main functions and activities are listed below (Burmese Welfare Association of Victoria [BWAV],2021a):

Community Engagement
- Burmese Diaspora Cultural Festival
- Launch Banquet Dinner
- Community Centre Establishment
- Platform for Anglo-Burmese Engagement

Social Support Services:

- Elderly Welfare and Support Programs
- Youth Development Programs
- Assistance for New Migrants
- Employment Support

Emergency Crisis Management

- Emergency and relief support for Myanmar

Cultural Learning Services

- Intercultural learning
- THANCHAT: traditional folk verse performance

Information Culture

The organizations target is to reach out to 22,844 Burmese people in Victoria (Victorian Government, 2024). Hence the organization considers the multifaceted characteristic of residents for the information culture.

Media

The organization delivers information using various media:

1. Regular posting of events with graphics and caption on social media platforms in both English and Burmese language (Burmese Welfare Association of Victoria, n.d.).
2. Event clips and videos are uploaded and shared via YouTube (Burmese Diaspora Community Victoria, n.d.)
3. Event updates via organization websites (Burmese Welfare Association of Victoria [BWAV],2021a).
4. Physical Pamphlets of organization distributed in the events.

Services

The council has a community centre to help members retain information in their preferred languages. The council also provides language training and has worked with Department of Education Victoria to add Burmese as part of Victorian School of Languages for the 2024 School term (Burmese Welfare Association of Victoria, 2023). This is because 48.8% of the Burmese population in Victoria does not speak English very well (Burmese Welfare Association of Victoria, n.d.).

Elected Representatives

The 5 elected board of director and the 5 executive committee are from a similar Burmese background. Quick surf on the internet gives us various results of the executive members active involvement in various charity and events related to Myanmar such as Kind Heart Foundation by acting chairperson (Kind Heart Foundation Inc., n.d.). Also, the involvement of Dr. Nang Si Si Win who has moved from Burma to Fiji to Australia and has been involved in healthcare. Most representatives are active via the social media platforms (Watts, 2022).

Mandates

The Burmese Welfare Association of Victoria (BWAV) operates under mandates to support the welfare of the Burmese community, including community development, youth programs, employment assistance, cultural preservation, intercultural learning, and crisis support (Burmese Welfare Association of Victoria [BWAV],2021a). Legally, BWAV must comply with ACNC requirements (Australian Charities and Not-for-profits Commission, n.d.). These mandates ensure BWAV effectively addresses community needs, fosters cultural exchange, and maintains legal and financial accountability, ultimately enhancing the well-being and integration of the Burmese community in Victoria.

Discussion of Recordkeeping

Records

The organization keeps various set of records:

- Images from events are kept as evidence and shared with members
- Videos and clips from events are also kept as events and shared as memories to the members.
- Financial records and grant compliance reports for all events
- Membership records and logs
- All meeting minutes record and annual reports
- ACNC requirement and compliance records
- Program Documentations and record of services offered across the organization

Recordkeeping processes

Non profitable charity organization typically follows a structured recordkeeping process to ensure compliance with ACNC and efficiency (Australian Charities and Not-for-profits Commission, n.d.-a). Similar organizations usually store images and videos in Google drive or Dropbox for easy access and sharing. YouTube is also used for sharing video content with members, serving both as a recordkeeping and engagement tool. Financial records, Grant records and membership logs are managed through either CRM systems or financial software (Foundation Group, 2023). Important documents, including paper-based records, are increasingly stored in cloud storage solutions to ensure their security and accessibility. Regulatory and compliance records are kept digitally to facilitate timely submissions and to protect the records from unauthorized access. This ensures the organization remains compliant with ACNC requirements, which include maintaining accurate records of all financial transactions and organizational activities (ACNC-b, n.d.).

Recordkeeping Roles

The 5 board members will facilitate the decisions within the organizations including higher level compliance of records. However, they would not be involved in maintaining the records directly.

George Zeya Oo - Acting Chairperson is likely to be responsible all records related to strategic decision documentations. Ideally, he would be the person to ensure and oversee the accuracy of all records and ensure they are aligned to organizations aims and regulatory requirements.

Robert Lintun-General Secretary would manage administrative records, meeting agendas and minutes. He would ensure the documentation of all meetings and maintain proper communication logs for administrative operation.

Peter Cinzah - Community Liaison Officer will be responsible for records related to events and community engagement. This will include membership records, community feedback and engagement metrics documentation records. He would also be the person responsible for media records such as images and videos of the event.

Kyaw Myo Htet - Project Coordinator will look after records related to project plans and outcomes. The project coordinator will Ensure that All project documentation and assessments records are maintained

Kevin Anderson - Project Treasurer will be responsible for all financial records, funcding and grants. They will also be responsible for compliance with ACNC to ensure that everything is recorded and is in line with financial standards and regulatory requirements for non-profit charitable organizations.

Part time Volunteers are responsible for collecting paper-based records from events or digitally recorded records and feedback from members which will then be re assessed by the liaison officer or Project Coordinator.

The organisation will ideally elect a representative that will set protocols for recordkeeping. Ideally the secretary would be the person responsible for creating and managing such protocols and the acting chairperson will enforce these protocols.

Set of Retention and Disposal guidelines based on Best Practice

The functions activities I will be choosing are listed below:

1. Burmese Diaspora Cultural Festival as my activity under the function Community Engagement.
2. Intercultural learning as my activity under the function Cultural Learning

Retention and Disposal guidelines

No	Function/Activity	Description	Status	Disposal Action

COMMUNITY ENGAGEMENT - Burmese Diaspora Cultural Festival

No	Function/Activity	Description	Status	Disposal Action
1.	**COMMUNITY ENGAGEMENT**	The activities associated with the community engagement designed to foster cultural identity, support social integration ,address and enhance the wellbeing of the Burmese community in Victoria		

1.1	**Burmese Diaspora Cultural Festival**	Yearly Cultural festival to showcase the cultural heritage of the Burmese community by including traditional music, dance, food and arts.		
1.1.1		Records relating to event planning including event Runsheet, Expression of Interest forms, event meeting minutes and event proposals.	Temporary	Destroy 7 years after action completed
1.1.2		Records relating to events license obtained from respective council, necessary permissions from authorities.	Temporary	Destroy 7 years after license has expired.
1.1.3		Records documenting agreement with vendors providing services or supplying products, Event Volunteer information, contact details, Cultural performance participants contact details and agreement documents.	Temporary	Destroy 7 years after action completed
1.1.4		Records of Financial statements related to the festival's budget, expenses, charity	Permanent	Retain as archives indefinitely

No	Function/Activity	Description	Status	Disposal Action
		received and revenues		
1.1.5		Records of visual documentation of the festival activities, including photos and videos	Permanent	Retain as archives indefinitely
1.1.6		Records relating to event feedback, complaints	Temporary	Destroy 3 years after action completed

No	Function/Activity	Description	Status	Disposal Action

CULTURAL LEARNING – Intercultural Learning

No	Function/Activity	Description	Status	Disposal Action
2.	**CULTURAL LEARNING**	The activities associated with engaging members of the community to understand and appreciate the cultural practices, beliefs and teaching them values withing the Burmese Community and wider Victorian Society.		
2.1	Intercultural Learning	This activity targets development of skills and knowledge necessary to navigate and contribute to multicultural society by promoting awareness of cultural difference in socio economic context among its members, enhancing cross culture communication skills.		
2.1.1		Records of participants who attended the intercultural learning workshops	Temporary	Destroy 7 years after action completed
2.1.2		Records documenting agreement with tutors or organizations such as Victorian Curriculum Authority collaborating for the intercultural learning programs	Permanent	Retain as archives

2.1.3		Records of financial agreements and budget planning	Permanent	Retain as archives
2.1.4		Records of compliance and intercultural capability document as per Victorian curriculum standards. (Victorian Curriculum and Assessment Authority, n.d.)	Permanent	Retain as archives indefinitely
2.1.5		Records relating to surveys and feedback from workshop participants.	Temporary	Destroy 3 years after action completed

Best Practices and Justification

Function: COMMUNITY ENGAGEMENT
Activity: Burmese Diaspora Cultural Festival
A description of the record type:

- o Records relating to event planning including event Runsheet, Expression of Interest forms, event meeting minutes and event proposals.

  - Disposal Action: Temporary - Destroy 7 years after action completed
  - Justification:
    - According to Public Records Office Victoria records related to administrative and operational activities should be retained until for the period they are useful (PROV, 2009).
    - For Burmese Welfare Association of Victoria this period ensures that these records are available for future planning and any potential reviews and reports.
- o Records relating to events license obtained from respective council, budget planning, necessary permissions from authorities.
  - Disposal Action: Temporary- Destroy 7 years after license has expired.
  - Justification
    - According to PROV standards records related to licensing has to be destroyed 7 years after the license has expired which we can see in Authority number: PROS 07/01 VAR 8 No 19.14.1 (PROV, 2009).
    - The organization will not require the license although this can also work as evidence for event venue booking or possible neighbourhood complaint precautions
- o Records documenting agreement with vendors providing services or supplying products, Event Volunteer information, contact details, Cultural performance participants contact details and agreement documents.
  - Disposal Action: Temporary-Destroy 7 years after action completed
  - Justification
    - According to PROV guideline for all external contractor records should be destroyed 7 years after contract expires. This is in line with No 3.2.1(PROV, 2009).

- For the organization they would have to constantly hire contractors as it is a no profit organization. Thus monitoring will be required and records should properly be handled and removed after expiry to avoid overflow.
  - ○ Records of Financial statements related to the festival's budget, expenses, charity received and revenues
    - ▪ Disposal Action: Permanent-Retain as archives indefinitely
    - ▪ Justification
      - According to PROV these records are retained permanently as they would have to use this as evidence during audits as per the No 5.6.1 (PROV, 2009).
      - Moreover as a new organization it would be crucial to have these financial planning to better facilitate the organizations mission by providing comprehensive financial history of significant events.
  - ○ Records of visual documentation of the festival activities, including photos and videos.
    - ▪ Disposal Action: Permanent-Retain as archives indefinitely
    - ▪ Justification
      - According to the PROV the images and videos from events will work as evidence of organization activities. Moreover these recorded media are to retained so that there is clear evidence of the type of event the organization does. This is in line with No 15.1.1 (PROV, 2009).
  - ○ Records relating to event feedback, complaints
    - ▪ Disposal Action: Temporary-Destroy 3 years after action completed
    - ▪ Justification
      - According to PROV no 2.3.4 the complaint should be destroyed 2 years however since the organization is new the recommended three years disposal will allow the organization to take appropriate measures while referring back to the original complain (PROV, 2009).

Function: CULTURAL LEARNING
Activity: Intercultural Learning
A description of the record type:

- ○ Records of participants who attended the intercultural learning workshops
  - ▪ Disposal Action: Temporary-Destroy 7 years after action completed
  - ▪ Justification
    - Participants records are to be recorded and retained till the end of workshop period. Can only be destroyed end of workshop period.For organizational context this means that organization will have enough information on the participants and to keep track of there progress
- ○ Records documenting agreement with tutors or organizations such as Victorian Curriculum Authority collaborating for the intercultural learning programs
  - ▪ Disposal Action: Permanent - Retain as archives
  - ▪ Justification

- Summary records must be retained permanently as er the prov under no 3.3. This is essential in order to maintain cross organization collaborations and providing historical reference(PROV, 2009).
  o Records of financial agreements and budget planning
    ▪ Disposal Action: Permanent - Retain as archives
    ▪ Justification
      - According to PROV Financial agreements and planning documents are key financial records as they would have to use this as evidence during audits and used for accountability as per the No 5.6.1 (PROV, 2009).
      - For the organization this is essential as it maintains proper financial integrity and can be used for reviews
  o Records of compliance and intercultural capability document as per Victorian curriculum standards. (Victorian Curriculum and Assessment Authority, n.d.)
    ▪ Disposal Action: Permanent - Retain as archives indefinitely
    ▪ Justification
      - According to no 10.4.1 these records are important to be retained permanently as they work as references for legal actions and guides(PROV, 2009).
      - As the organization was established in 2021 it is essential to comply in line with these documents while providing intercultural learning. This will allow the organization to refer back to these records for any possible legal issues.
  o Records relating to surveys and feedback from workshop participants.
    ▪ Temporary-Destroy 3 years after action completed
    ▪ Justification
      - According to PROV no 2.5.1 surveys and feedback should be destroyed 2 years after action completed however since the organization is new these recommendation can work as a baseline to develop until the organization has finally established defined protocols.Hence these records will be destroyed 3 years after action complete (PROV, 2009).

Recordkeeping risks

Likelihood	Consequence				
	Negligible/ Insignificant 5	Low/ Minor 4	Medium/ Moderate 3	Major/ Very High 2	Catastrophic/ Extreme 1
E (Rare) - 5	25	20	15	10	5
D (Unlikely) - 4	20	16	12	8	4
C (Moderate) - 3	15	12	9	6	3
B (Likely) - 2	10	8	6	4	2
A (Almost Certain) - 1	5	4	3	2	1

The table above will work as a guide to understand the extremity of the recordkeeping risk from green-> yellow -> red with red being the most extreme

1. Lack of recordkeeping accountability
   - Description: The recordkeeping within the organization is unclear. Also different records are maintained by different personnel which might cause problem if they don't have a specific personnel for recordkeeping management. There will be problems related to maintaining and handing over these records to the newer personnels.
   - Likelihood (Likely)
   - Consequence (High): Mismanagement of records, non-compliance with ACNC, operational inefficiencies.
   - This risk has two possible treatments:
     o Avoid the risk by simply assigning a dedicated person for maintaining all records
     o Share the risk with a third-party company that manages records for similar non-profit organizations

2. Inaccurate Records:
   - Description: Due to the nature of how non-profit organizations collect data using both digital and physical copies there might be a lot of inaccurate records. Also transferring from physical copies and registration to digital records might cause human error.
   - Likelihood (Almost Certain)
   - Consequence (Moderate): The consequence is Moderate as the members name might not be as relevant except for keeping track of members. The number of attendees are far more important.
   - This risk has one possible treatment:
     i. Retain/accept the risk after careful consideration as human error is random and cannot be avoided altogether. However, for inaccurate information of members this can be verified and accepted after careful verification

3. Loss of Records:
   - Description: This risk might trigger due to two issues. Lack of any standard storage for records or maintenance. Quality of records deteriorates over time.
   - Likelihood (Moderate)

- Consequence (Very High): The risk is rated very high as very important regulatory document might get lost which might cause compliance issues resulting in fines and reputation damage
- This risk has one possible treatment:
    i. Avoid the risk by keeping proper backup protocols and always updating the records to the latest quality.

4. Unauthorized access to records
    - Description: Since all the records are maintained by different personnel there might be a password leak or unauthorized access to the records.
    - Likelihood (Moderate)
    - Consequence (Extreme): The risk is rated extreme as there will be huge fines, compliance violation and possible privacy of member's concern
    - The risk has two possible treatments:
        i. Avoid the risk by assigning a recordkeeping manager with a background in technology to ensure the records are accessed by proper personnels and all unauthorized access is flagged
        ii. Share the risk with a third party to ensure compliance and security of the organization

Discussion of best practice recommendations in relation to the capabilities of the community organisation

Recordkeeping best practices

As the organization has a target of reaching out to ever growing Burmese population of over 20 thousand resident the organization should ensure that all records are stored in a digitalized system to manage and secure all forms of records.

The roles of record keeping should be clearly defined. Possibly a recordkeeping manager role should be assigned to ensure consistency. Protocols should be created for each role maintaining different records.

Currently the organization meeting minutes are not accessible to public. As the community grows the organization should promote transparency and accessibility of important records that might be relevant to its members in accordance with Office of the Victorian Information Commissioner use and disclosure of public sector information (Office of the Victorian Information Commissioner, n.d.).

Legislation relating to recordkeeping

The organization should comply with the ACNC recordkeeping guidelines for charity organizations (Australian Charities and Not-for-profits Commission, n.d.-b). This will ensure that the organization is in line with all compliance and protocols of recordkeeping in accordance with Australian legislation

All privacy records including information of volunteers, vendors and members of The Burmese Welfare Association of Victoria should follow the Victoria privacy act (Office of the Australian Information Commissioner, n.d.).

All records and RDA guidelines should be properly implemented and maintained in accordance with Public Records Office Victoria (Public Record Office Victoria, n.d.). The RDA guidelines should follow the template above to create the complete RDA and implement it within the organization so that the organization can balance between retaining important records and proper disposal of old records after the defined timeframe.

Conclusion

Effective recordkeeping is crucial for the Burmese Welfare Association of Victoria to fulfill its mission of supporting the Burmese community. By implementing best practices, adopting structured processes, and addressing potential risks, BWAV can boost its operational efficiency, ensure compliance, and manage records accurately and securely. These efforts will not only enhance the organization's current activities but also contribute to its long-term success and sustainability. Following the Retention and Disposal Authority (RAD) guidelines will help BWAV balance the preservation of essential records with the timely disposal of outdated information, promoting both accountability and efficiency in its operations.

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