



RECORDS MANAGEMENT FOR INJURY MATTERS

Injury Matters is a not-for-profit organisation that has led the way in preventing injury and supporting recovery by providing programs and services that enable Western Australians to live long and healthy lives for over 25 years. Injury Matters achieves this by influencing individuals, agencies and decision makers that injury prevention and the support of recovery is a priority.

Striving to achieve great efficiency, Injury Matters identified room for improvement with regards to their records management. They had a number of network drives and numerous folders and files in each and minimal structure within the drives and almost no consistency with folder or file naming conventions. Injury Matters lacked the expertise and resources to improve the situation and reached out to Volunteering WA to connect them with a skilled volunteer who could assist.

Sherrie Beckingsale, Principal, Technical Training Operational Readiness at BHP had over 10 years administrative experience working within Safety, Training and Human Resources. Sherrie had previously encountered this situation a number of times and had put solutions in place to simplify records management structures. She was also keen to do something good for the community and, therefore, a perfect match for this project.

The project kicked off with a visit to the Injury Matters office in Leederville where Sherrie learned about Injury Matters and its organisational structure. Sherrie then reviewed the existing drives and folder structures before completing an analysis and proposing a new folder structure and file naming convention.

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**Injury Matters
spokesperson**



Benefits of volunteering

For the volunteer:

- Improved sense of well-being / happiness
- Greater awareness of wider social issues
- Improved business awareness
- Increased motivation

For the community organisation:

- Access to expertise not already available
- Increased capacity / capability
- Assistance for their staff

Injury Matters reported that Sherrie's guidance on improving in the filing structure resulted in a reduction of duplication and confusion and an increase in efficiency. Injury Matters valued having the input of an external person with a 'systems' background and reported that the project deliverables met with their expectations. The Injury Matters spokesperson added,

“The volunteer was really approachable and interested to learn more about the organisation and how she could best use her skills.”

Likewise, Sherrie reported that she would happily take part in skills-based volunteering again and that she is extremely likely to recommend skills-based volunteering to a colleague. When asked what she would say to a colleague who was considering skilled volunteering, Sherrie replied,

“[Skills-based volunteering is] well worth the time and effort just to be able to help others”.

Sherrie, well done on your contribution to this project!