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| **Policies and Procedures** |  |

**Use of Digital Media**

**Company logo**

As a registered trademark and logo of Fields Accountancy, neither the company name nor logo may be varied in any aspect (for example: ratio, typeface or colour).

**Hard Page Layout**

Where a document is to be printed only A4 paper is to be used for Fields Accountancy documents. The page margins must be as follows:

* All margins (left, right, top and bottom) 2.54cm
* Header or footer 1.27cm from margin line.
* Headers and footers
* Headers are used for all documents of more than one page. They contain the title of the document and the title of the current section (if applicable).
* Footers are used for all documents (except for letters and emails) and must contain the file name, the version of the document, the date and the page number.
* Appearance
* The standard font for all Fields Accountancy documents is Arial 12pt. Headings should be bolded with Heading 1 in 16pt bold and Heading 2 in 14pt bold.

**Digital media**

PowerPoint slides may be developed using any sans serif font or size.

Websites and social media may be developed using any sans serif font or size.

**Filing**

All documents must be filed in the appropriate folder on Fields Accountancy computer network system.

Current folders are:

**Finance**

* Invoicing
* Correspondence
* Purchase orders
* Reports

**Marketing**

* Advertising

**Customer correspondence**

* Folder formed for each client

**Staffing**

* Staff files
* Human resources policies and procedures

**General Policies and Procedures**

* Record keeping policies and procedure
* Complaints handling policy and procedures
* Supporting forms and templates

If there is no relevant folder, staff should speak with the Office Manager and request the creation of a new folder to deal with the issue.

**Privacy**

Fields Accountancy complies with the Privacy Act 1988 and the Australian Privacy Principles.

When providing services, Fields Accountancy will usually collect personal information including the client’s name, address and contact details and information specific to the service being delivered.

Fields Accountancy will treat all client personal information confidentially and will not disclose any details to another person or organisation.

Access to information is restricted to the relevant authorised staff.