

INFORMATION MANAGEMENT POLICY

VERSION:	4.1
TITLE OF AUTHOR:	Director
NAME OF RESPONSIBLE DIRECTOR:	Shannon Spence
EFFECTIVE DATE:	November 2024
NEXT REVIEW DATE:	November 2027

1. PURPOSE

This Policy has been created to ensure records of people using Shannon Spence and Associates services contain all the information that is needed for their care, contain accurate information, don't include information that is not needed and are stored and managed in ways that protect people's privacy and meet Shannon Spence and Associates' legal obligations.

2. SCOPE

The principles and procedures in this Policy apply to all people who work within the Shannon Spence and Associates entities including Directors; employees (whether full time, part time, casual, permanent or temporary); and volunteers, contractors and consultants.

3. POLICY STATEMENT

The following guiding principles govern Shannon Spence and Associates Information Management Policy:

1. Shannon Spence and Associates will make sure people's records are collected, managed and accessed in ways that support their care, protect their privacy and meet Shannon Spence and Associates' legal obligations.
2. Shannon Spence and Associates staff will only record information in a person's file if it is necessary for the person's care, now or in the future, and only if the person agrees.
3. The only other information Shannon Spence and Associates staff will record is information about any incident that happens, which Shannon Spence and Associates must keep for legal reasons.
4. Shannon Spence and Associates staff will tell a person who uses a Shannon Spence and Associates service what information they are collecting and why.
5. Shannon Spence and Associates staff will make sure all information recorded is accurate and factual and will make it clear if anything they record is based on opinion or hearsay.
6. Shannon Spence and Associates staff will keep case notes including observation about people's progress how much they participate in activities and enjoy them, any changes in behaviour, any incidents and contacts with other services, and also file relevant correspondence or reports.
7. Shannon Spence and Associates staff will make sure the language used in people's files uses past tense and is easy to understand, their writing is legible and notes are as brief as possible.
8. Shannon Spence and Associates staff will sign and date all information they record on a person's file.
9. If Shannon Spence and Associates staff share private information about a person for any reason, they must record in the person's file, what information they shared, why and whether they had the person's permission.
10. People who use Shannon Spence and Associates services, or their guardians, will know where their file is kept and can see it if they want to.
11. Shannon Spence and Associates staff will provide any support a person needs to access their own file and will explain the information written there if the person wants them to.
12. People who use Shannon Spence and Associates services, or their guardians, can have information changed in their files if it is wrong.
13. Shannon Spence and Associates staff will keep files secure, in a locked cabinet, and will make sure only staff who need the files to support the person are able to see them.
14. Shannon Spence and Associates staff will not allow any third party to access a person's file unless the person agrees, and the Director must authorise access.
15. Shannon Spence and Associates staff will only pass on information for research or reporting if people have agreed, and they will remove names and make sure people cannot be identified.
16. Shannon Spence and Associates staff will not pass on files to any other service provider, because the files belong to Shannon Spence and Associates – but if a person is changing to another provider and want Shannon Spence and Associates to pass on important information for their care, Shannon Spence and Associates staff will provide a copy of the information in the file.

17. When a file is full, Shannon Spence and Associates staff will make sure a new one is created, any recent information that needs to be moved from the old file to the new one is moved across to stay accessible (including health care and maintenance), and the old file is stored securely.
18. Shannon Spence and Associates staff will securely store records about people who have used Shannon Spence and Associates services.
19. Shannon Spence and associates will use electronic information management system such as Galaxy, whose server is based in Australia and complies with relevant regulations and laws in place for digital information management protocols.

4. DEFINITIONS

Shannon Spence and Associates

Is the registered company name of this business.

Employee

Any person performing work for Shannon Spence and Associates regardless of whether it is paid or voluntary. All Partners, Employees, Volunteers, Contractors and Consultants are workers for the purposes of this Policy to the extent that they contribute to work interests.

Participant

A person with a disability receiving a service and/or support from Shannon Spence and Associates.

5. ROLES AND RESPONSIBILITIES

Director

The Director is responsible for ensuring Shannon Spence and Associates and Shannon Spence and Associates staff are compliant with this Policy.

Employee

All Shannon Spence and Associates employees are responsible for carrying out this Policy.

6. KEY RELATED POLICIES AND DOCUMENTS

The following are a list of related policies and documents that support Information Management Policy in Shannon Spence and Associates:

- Community Inclusion Support Policy
- Complex Communications Needs Policy
- Decision Making and Choice Policy
- Duty of Care Policy
- Natural Support Networks Policy
- My Plan
- Person Centred Approach policy
- Positive Behaviour Support Policy
- Relationships Policy

- Rights and Responsibilities Policy
- Support Planning Policy

7. AUTHORITY

This Policy is approved by the Directors of Shannon Spence and Associates.