



INFORMATION MANAGEMENT POLICY

Wide Bay Respite Services



Information Management Policy and Procedure

PURPOSE

To ensure Wide Bay Respite operates effective communication processes and information management systems

To maintain information systems and practices in accordance with legislative, regulatory compliance and organisational standards

SCOPE

It is the policy of Wide Bay Respite that all Participants, Support Staff, Volunteers and Contractors of Wide Bay Respite will have records established upon entry to the service and maintained whilst active at Wide Bay Respite

POLICY

Wide Bay Respite will maintain effective information management systems that keep appropriate controls of privacy and confidentiality for stakeholders

The involvement of all support staff is encouraged to ensure Wide Bay Respite's Policies and Procedures reflect practice and to foster ownership and familiarity with the material.

A copy of each form used by our organisation is maintained in the shared drive.

All support staff can access the Policies and Procedures at Wide Bay Respite's Office in a paper-based format only.

Policies and procedures are reviewed every year, or as required.

All superseded policies and procedures are deleted.

PROCEDURES

Wide Bay Respite Information Management System

Participant Documentation Procedure

Confidentiality of participant's records is maintained.

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All Wide Bay Respite's support staff and volunteers responsible for providing, directing or coordinating Participant support, must document their activities.

Participant's files will provide accurate information regarding their services and support and will contain, but is not limited to:

- Participant's personal details.
- Referral information.
- Support plans.
- Participant's reviews.
- Details regarding service responses.

Original participant documentation will be stored in the participant's file.

All Wide Bay Respite's support staff are required to document the activities relating to support of participants will be appropriately trained in documentation and record-keeping.

Individuals are not permitted to document on behalf of another person.

Participant records will be stored in a safe and secure location with access available to authorised persons only.

Support Staff must only use information collected from a participant for the purpose for which it was collected.

Participants should be advised that data which has been collected but which does not identify any participant may be used by the organisation for the purposes of a service promotion, planning and evaluation.

Participants, family and advocates have a right to access any of their personal information that has been collected. Support Staff will support such persons to access their personal information as requested.

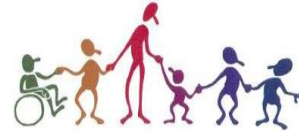
Entering Wide Bay Respite's Service

Create a Participant file which will hold all of the Participant's service information. This will only contain material relevant to the management of services or support needs, including but not limited to:

- Copy of signed agreement
- Support Plan
- Relevant Communication

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Consent Information

Collect initial information using Wide Bay Respite's Participant (Individual) Plan.

Collect only personal information necessary to assess and manage the participant's support needs.

Wide Bay Respite's Manager or delegate will work with the Participant, their advocates(s) and any other family or service providers/individuals to develop and document an Individual Plan for the Participant.

Ongoing Documentation Procedures

Maintain participant information in the electronic "Participant Management System" in accordance with system practices.

Document participant's information and service activities.

Clearly document:

The outcomes of all ongoing participant's assessments and reassessment if required.

Changes or redevelopment of Participant's Individual Plans, including preferences.

Any critical incidents or significant changes in the participant's health or well-being.

Activities associated with the participant's admission and exit, including referrals.

Setting up and Maintaining Files for Participants

Once the file for the participants has been established, staff must maintain that file to ensure that all information is accurate, up-to-date and complete.

Support Staff must document in the Individual Plan, significant issues and events that arise during their work with the participants as those events and problems occur & an updated copy of the Individual Plan will be put into the file.

As information in the personal file becomes non-current (that is, information that no longer has any bearing on the services being provided to the participant), will be progressively culled.

Files of participants will be reviewed to ensure that:

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- The file is up to date.
- All forms are being used appropriately.
- Non-current information is being culled as necessary.
- Documents are factual, accurate, complete and in chronological order.
- When a participant leaves the service, his/her personal file are to be stored in a secure place such as a locked area, or password-protected computer; all under the control of Wide Bay Respite.

Participant's file formats in hard copy

The files of Participants will be established and maintained in the following format:

There will be a physical file for each participant and a file held in a secure electronic format with a password accessed computer.

The forms must be based on the current formats which have been approved by Wide Bay Respite.

Security of Files and Participant information

All current hard copy files for participants must be kept in a secure area, such as a lockable filing cabinet at the service to ensure that only authorised personnel can gain access to personal information of a participant.

Authorised personnel include Wide Bay Respite's Support staff who are employed to provide support to the participants.

All electronic files must be on password protected computers to ensure confidentiality and security.

Non-current files should not be removed from the service.

Staff must not undertake any of the following actions without the express approval of the Manager or delegate:

Photocopy any confidential document, form or record.

Convey any confidential data to any unauthorised staff member or to any other person(s).

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Access to Participant's Files

Participants and/or their guardians must have access to their own records on request – the Manager or delegate should approve and control the way participants access their files to ensure that the security of other non-related information is maintained.

Access to the participant's files is the direct responsibility of the Manager or delegate. When access is requested by anyone other than staff employed by Wide Bay Respite it will only be granted when the Manager or delegate is satisfied with that the policies and procedures of Wide Bay Respite has been followed, and access to the file is in the best interest of the participant. Such access will only be granted when consent has been given by the appropriate person.

All the participant's files are the property of Wide Bay Respite and, although participants and their guardians can access the file, it cannot be taken by the participants or their guardian or be transferred to any service external to Wide Bay Respite without permission of the Manager.

The proper procedure for releasing information about participants to persons or services that are external to Wide Bay Respite is to proceed with consent.

Staff Records

Staff files are kept in a lockable filing cabinet, the filing cabinet is locked when the office is unattended.

Minutes of Meetings

Minutes of meetings are maintained on the shared drive and in a physical file in a lockable filing cabinet.



Other Administrative Information

Individual staff are responsible for organising and maintaining the filing of general information in accordance with their job descriptions.

Staff who work in our organisation are required to ensure the privacy and confidentiality of the organisation's information and the privacy and confidentiality of the participant's information. Staff must not access inappropriate information or share any information related to their work through social media sites

Monitoring Information Management Processes and Systems

Information management processes and systems are regularly reviewed. Staff, Participants and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

Archival and Storage

All records after their active time must be kept in archive files for an additional period. This retention period is determined by regulatory, statutory, legislative requirements and /or defined by Wide Bay Respite as best practice. Expired documents will be shredded before disposal.

Ratified by the Board of Management:

Date/...../.....

Circulated to staff:

Date/...../.....

To be reviewed:

Date/...../.....

Signed

Manager

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Signed

President