

# Core Module Manual

Full Care Lifetime

## INFORMATION MANAGEMENT POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure Full Care Lifetime has effective management of information and records.

### Definitions

**Information** – knowledge communicated or received. It is the result of processing, gathering, manipulating and organising data in a way that adds to the knowledge of the receiver.

**Information management** – a system for creating, producing, collecting, organising, storing, retrieving and disseminating information that may be in any format and available from internal or external sources.

**Record** – recorded information in any form (including data in a computer system) that is required to be kept as evidence of the activities or operations of the organisation.

**Records management** – the efficient and systematic control of the creation, receipt, maintenance, use and disposal of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.

## POLICY

Full Care Lifetime is committed to having an effective records management system to support its participant services operations. Good recordkeeping practices underpins Full Care Lifetime's day-to-day business operations.

Full Care Lifetime is committed to establishing and maintaining information and records management practices that meet its business needs, legislative and accountability requirements and stakeholder expectations. Full Care Lifetime is committed to protecting against loss or misuse of the personal information and data.

## PROCEDURES

- Participant's information is filled in form\_20 (Intake form), in which collecting information about them with their signature.
- Staff have access to participant information held in files on a 'need to know' basis, and only for the purposes for which it was provided such as to provide disability or aged care services to an individual.
- Access to information should be provided to authorised staff for legitimate business purposes only e.g., where the information is necessary for staff to perform their role.
- Information is to be treated in the strictest of confidence and is not to be divulged unless for legitimate and legally permissible purposes, in accordance with relevant legislation and standards.
- Use of records by staff is monitored and file audits are undertaken to ensure files are complete, up-to-date, and procedures are being followed.
- Information or any form of media relating to Full Care Lifetime's work cannot be taken from the premises without the prior permission of the Management Team.
- Electronic records are stored securely with back up and disaster recovery systems in place. The greatest level of care is taken for participant-related records.
- Full Care Lifetime's electronic data, including email data, is securely stored on a cloud server, which is protected and backed up.

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- Full Care Lifetime uses electronic participant management and financial management systems for the capture and storage of specific information and records.
- Participant management and financial management systems are password protected and restricted to approved personnel.
- Corporate records must not be maintained in email folders, shared folders, personal drives or external storage media as these lacks the necessary functionality to protect business information.
- Where required, records should be moved securely in a non-transparent container.
- Digital copies of files/forms are kept in locked Cloud drives on secure platforms, with access limited only to authorised staff.
- Hard copy files are kept in secure location that are regularly maintained and cleaned.
- Staff are expected to lock unattended computers and maintain a 'clean desk' policy.
- Regular physical access and digital access internal audits will be undertaken.
- Full Care Lifetime will retain records relating to the provision of aged care services in accordance with the Record Principles 2014.
- When information is no longer needed for the purpose for which it was obtained, Full Care Lifetime must take reasonable steps to destroy or permanently de-identify it.
- As a registered NDIS provider, Full Care Lifetime must keep records relating to service delivery for 7 years from the date they were created.
- Once information can be destroyed it is placed in a secure bag to be collected by a secure destruction service provider for shredding.
- Staff must maintain the physical privacy of personal information and organisational records in accordance with state and Commonwealth legislation.
- The use and storage of consent and release forms must be used the collection and release of information.
- Company will provide participants and government agencies access to records in accordance with any applicable legislation, including Freedom of Information legislation.
- Full Care Lifetime will comply with The Notifiable Data Breaches (NDB) Scheme, which requires entities to notify affected individuals and the Commissioner of certain data breaches.
- We use your personal information for service administration, billing (via NDIS or plan manager), and to ensure quality care. Information may be shared with NDIS, relevant government agencies, health professionals, and other providers (with consent) to deliver services and support.
- Full Care Lifetime may also disclose information to other organizations as listed on the Form18(Consent form) necessary to maintain quality services.

### Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.

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