

The Junction Clubhouse Cairns Ltd		
Policy: Information Management		
Policy number: JQS.P1.8		Date adopted: 22/08/2018
Authorised by: The Board		
Date last reviewed: 21/10/2020	Reviewed by: Quality Review Panel	Date of next review: 22/10/2022

Related Documents:	
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	<ul style="list-style-type: none"> • Privacy & Confidentiality policy • Polices & Procedures Manual • Documents Register • CAN Register • Complaints Register • Risk Register • Employees files • Member Files • Volunteer Files • Incident Register • Archive Files • Archive Register • Forms Register
Other standards	<ul style="list-style-type: none"> • National Mental Health Standards • The International Standards for Clubhouse programs • Human Services Quality Standards • NDIS Practice standards

Legislation or other requirements	<ul style="list-style-type: none"> • The Privacy Act 1988 http://www.privacy.gov.au/act/index.html • The Information Privacy Act 2009 (not mandatory for NGOs) http://www.rti.qld.gov.au • Freedom of Information Act 1982 http://www.oaic.gov.au/freedom-of-information/foi-act • Human Rights Act 2019 (QLD)
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1. Purpose:

The purpose of this policy is to provide an effective and high-quality service and to maintain appropriate accountability, through maintaining documentation, which demonstrates regulatory compliance, guides our service delivery and management practices, and records the work we do with members. Some documentation is generated by us, other parties, such as contracts, come from others. This policy guides our management of information, both papers based and electronic, to meet our accountability and compliance requirements, and ensure efficiency and business continuity.

2. Scope

This policy applies to all employees, members, contractors, volunteers and visitors involved in the operations of The Junction.

3. Policy statement: Our commitment

The Junction is committed to maintaining clear and accountable information systems to support and record our management and quality processes and service delivery to members, and which protect rights of employees and members regarding privacy and confidentiality.

Specifically, we will:

- Communicate effectively with employees, members and stakeholders through meetings, reporting processes, training, newsletters, email and letters
- Maintain up to date Policies and Procedures which are accessible to Board members, members, employees and volunteers
- Collect Board member, member and employee information in accordance with the Privacy Act and securely store that information (*refer to Privacy and Confidentiality policy*)
- Maintain up to date information regarding Board members, members and employees and securely store that information

- Archive information securely for the relevant timeframes, then dispose of information/documentation in an appropriate manner
- Securely store and regularly back up electronic records, including service delivery information and maintain the computer systems
- Maintain responsible controls over Board member, member, employees and volunteer use of the internet, email and social media to both access information and to distribute information (refer to *Internet, Email and Social Media policy*)
- Regularly audit and review information management systems and processes to identify improvements on an ongoing basis.

4. Procedures

4.1 Communication Strategies

Underpinning the management of information in the Junction are the following communication strategies that may be used:

- Regular and structured meetings that involve all employees and members
- Regular reporting to the Board
- Training for Board members, members and employees in relevant policies, procedures and work practices
- Involvement of employees and members in the continuous improvement process
- Involvement of employees, members and stakeholders in the planning process
- Emails, letters, notices and memos to members and employees as required
- Provision of current information (brochures or handbook, etc) to relevant parties
- Reporting/participation in service networks or collaborative groups
- Website, social media, email networks
- Advertising in print media, television, radio.

4.2 Policies and Procedures

The Junction Policies and Procedures include the following components:

- i. The Policies Manual, which is maintained electronically. A master electronic copy will be maintained on the computer system in a folder named "**Master Policies and Procedures**" or similar. This folder will be a read only, with only selected employees having editing rights. This ensures that these "master" documents are correct and cannot be altered unintentionally. A copy of the Policies Manual will be made available to all Board members, members and employees either via a read only folder of the computer system.
- ii. Forms: Master forms relating to sections of the Policies Manual are stored in a folder "Forms" within the "**Master Policies and Procedures**" Folder. Individual Policies list related forms and documents at the beginning of the document. Forms relating to

the Policies Manual will be made available to all Board members, members and employees either via a read only folder of the computer system.

- iii. How To Task Lists: Master How To Task Lists relating to sections of the Policies Manual are stored in a folder "How To Task Lists" within the "**Master Policies and Procedures**" Folder. Individual Policies list related How To Task Lists at the beginning of the document. How To Task Lists relating to the Policies Manual will be made available to all Board members, members and employees either via a read only folder of the computer system.

The Director is responsible for ensuring all Policy information is up to date – the involvement of all employees and members is encouraged to ensure policies and procedures reflect practice and to foster ownership and familiarity with the material, however, only the Director or nominated delegate is authorised to amend or create policy files.

All employees can access the Policies and Procedures either through their own (or shared) computer terminal. If employees require a paper copy of procedures these can be requested from their supervisor but once printed are uncontrolled and should only be used as an immediate reference.

4.2.1 Updating Policies and Procedures

Policies and procedures or forms may be updated as the need arises, including in the following situations:

- Changes in legislation or regulations
- Changes in funding or funding guidelines and requirements
- Policy Review frequency timelines
- Feedback
- Management decisions and changes in organisation size, structure, services delivered
- Corrective Action Notices
- Audits and Reviews.

When the need for changes is identified these are discussed with the Director (or nominated delegate). The Director, as Chair of the Quality Review Panel, will collate these changes and provide them when the panel convenes on an annual basis.

4.3 Member Information

Storage and access to member information is detailed in the **Members' Record** policy.

The **Privacy and Confidentiality policy** details procedures for protecting the privacy of information and providing access for members to their personal files.

4.4 Employees and Volunteer Information

Employees and volunteer files will be kept in a secure/locked filing cabinet in the office of The Director. The Director (or nominated delegate) has authority to access and/or make these available to employees and volunteers.

A request is to be made to the Director either verbally or in writing. Conditions will be applied in relation to this access including:

- Only the relevant employees file is accessible
- The file cannot be removed from office. Upon request to the Director, only a copy of certain documents can be removed

Reference should be made to the Privacy and Confidentiality policy for further information in relation to accessing personal information of employees.

4.5 Minutes of Meetings

Minutes of meetings are maintained on the computer system in separate folders named Board Meeting Minutes, Employee Meeting Minutes and Member Meeting Minutes.

Hard copies of board minutes should be maintained and signed by the person chairing the meeting. These are required as part of incorporation reporting and are an important record of decisions made. They may also be required as evidence of authority, such as when setting up bank accounts.

A copy of the signed minutes of Board meetings will be made available to all Board members electronically.

4.6 Other Administrative Information/Other Documents

Other Administrative Information and documents will be kept securely on the computer system with access determined by The Director.

4.7 Archiving

The Director (or nominated delegate) will be responsible for archive management.

Archives are sorted by year and grouped as follows:

- Member records
- Employee records
- Administrative records including financial records

- Policies and Procedures.

All archived information should be entered in an **Archives Index**. The index records the date of archiving, the file contents, the archive box name and number and the file number and date of destruction.

4.8 Timelines for Retention of Documents

- Member and employee information is retained for seven years from the date of exit as per The Fair Work Ombudsman (FWO) requirements <https://www.fairwork.gov.au/>
 - Financial and other relevant business documents are retained for 5 years after the records are created as per The Australian Taxation Office requirements. All records will be archived in secure storage at the Junction.
 - Information and files no longer required after this time are destroyed using confidential shredding equipment.
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4.8 Electronic Data

- Computers are available for shared use. Online services, such as the internet and e-mail services amongst others, are available for staff and members to use
- No personal data other than that related to job search or staff employment records should be stored on the computer system
- Staff and members have authority to add new data/subject folders to the SharePoint as long as it is not of a personal nature as outlined above.
- Installation of new programs or software will be carried out by the Junctions IT contractor at the direction of the Junction Director
- Back up of data will be undertaken by the Junctions IT contractor and stored to cloud to protect against loss in the event of disaster, fire or break-in, for instance.
- The Junction will use anti-virus software such as Norton to protect against viruses
- Clearly documented procedures & guidelines for use is covered in the **computer and electronic communications procedures**
- Staff who require access to the computer system may be required to sign a staff computer use and internet agreement form.
- All staff will be assigned a secure password to log on to allow appropriate levels of access to files. This may include ability to create and edit certain files, read only access to some

files and no access to certain confidential files. Passwords will be administered by the IT contractor and access levels determined by the Director.

- All files are to be saved in the appropriate format (e.g.: Read Only) and if necessary identify staff who should have access.

4.9 Maintaining Computer System and Electronic Data Systems

- Technical support will be provided by an external IT contractor

All requests for technical support must be approved by the Director

5. Review processes

Policy review frequency: 2 yearly	Responsibility for review: The Director
Review process: The Director as Chair of the Quality Review Panel convenes the panel to conduct reviews.	
Documentation and communication: All policy decisions will be documented and communicated through the Quality Review Panel observing the Document Control HTTL. Note: add version number after review.	