

Information Management

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.

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 • Related organisation registers • Employee, member and volunteer files • Archived Files
Other standards	<ul style="list-style-type: none"> • National Mental Health Standards • The International Standards for Clubhouse programs • NDIS Practice Standards • Human Services Quality Standards
Legislation or other requirements	<ul style="list-style-type: none"> • Human Rights Act 2019 (QLD) • Corporations Act 2001 • Freedom of Information Act 1982 • Privacy Act 1988

2. Scope

This policy applies to all employees, members, Board members, contractors, volunteers and visitors of The Junction Clubhouse ("The Junction").

3. Policy Statement

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

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- 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

The following communication strategies may be used within The Junction Clubhouse:

- Regular and structured meetings involving all employees and members
- Regular reporting to the Board
- Training for employees, member and volunteers in relevant policies, procedures and work practices
- Involvement of employees, volunteers and members in continuous improvement and planning processes
- Emails, letters, notices and memos disseminated to employees, volunteers and members 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:

- Electronic maintenance of a read-only document register (with select employees having editing rights) which outlines the review requirements of all organisational policies, forms, documents and "how-to task lists"
- The Director is responsible for ensuring completeness of Policy content/information and will delegate the regular review, maintenance & update of these documents to select employee/s
- Employees will be able to access organisational policies electronically (e.g. via The Junction website)
- Policies, procedures and other organisational documents will be updated as the need arises and per the following situations:
 - When changes are made to legislation or regulations
 - Where changes in funding or funding guidelines and requirements occur
 - At the point of designated review timeframes
 - Where feedback received requires update to documents
 - Upon management, Board, or QRP direction, and/or via Corrective Action Notices
 - When changes are made to organisation size, structure or service delivery
 - Following audit reviews

When the need for major change to documentation, policies or processes is identified it is discussed with the Director (or nominated delegate) who will ensure these changes are appropriately recorded and reviewed by the QRP and, where required, the Board prior to implementation.

4.3 Member information

The storage of member information is subject to organisational policy and legislative requirements. Dissemination of this information is at the discretion of the named member

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and only in accordance with applicable policies and procedures. At no time should personal information of The Junction members be communicated to another party without the consent of that member.

4.4 Employee, contractor, and volunteer information

The storage of employee, contractor and volunteer information is subject to organisational policy and legislative requirements. Electronic files will be kept within the HR section of The Junction drive. The Director (and/or delegated employees such as the Compliance Officer) will be the only authorised person who can access and/or amend the detail within the files. At no time will personal information of The Junction employees, volunteers or contractors be communicated to another party without the consent of that person. Should an employee, volunteer or contractor request access to the contents of their personnel file, prior to granting access, The Director will refer to and be guided by organisational Privacy & Confidentiality procedures and relevant legislation.

4.5 Meeting minutes

Meeting minutes are maintained on the main drive at *13. Meetings* [and the relevant year, then specific meeting title].

Minutes are documents that are required to be kept and signed under the Corporations Act and may be kept and signed electronically in the same way as other documents under the Act. They are not required to be signed with a 'wet signature'.

Under s 251A of the Corporations Act, a company must keep minute books in which it records, within one month, the proceedings and resolutions of directors' meetings (including meetings of a committee of directors). The minutes of the previous Junction Board meeting are formally approved at the subsequent Board meeting. The minutes must be signed by the chair of the meeting — it can be the chair of either the previous meeting or the current meeting before which the minutes have been tabled. When the Board authorises the chair to sign the minutes of the previous meeting as an accurate record of that meeting, the last page of the minutes should be properly structured to record that fact.

For example, a statement might indicate that the minutes have been signed as a true and correct record of the meeting and that the chair is authorised to sign them (including the chair's name) on the appropriate date.

To demonstrate compliance with section 251A (2), which requires minutes of meetings to be signed, the company should retain proof of the authorisation of the individual who signs the minutes to the affixing of their signature. While the authorisation could be oral, it is preferable that there is a written record of this, for example through an email from the chair authorising the affixing of their electronic signature. It may, as a matter of good governance, also be appropriate to ask the Board to pass a resolution noting and agreeing that the minutes will be (or have been) signed electronically.

4.6 Document retention

Information is retained for specific timelines depending on the classification of the information and legislation related to same. For example,

- Employee, contractor, volunteer and member information is retained for seven years from the date of exit as per Fair Work Ombudsman (FWO) requirements

Financial and other relevant business information is retained for five (5) years after the records are created as per Australian Taxation Office (ATO) requirements

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Information to be archived (e.g., for storage but not current use) is done electronically with limited access provided to the Director and relevant employees only. Following the retention of the information for the minimum periods stated above and/or as guided by relevant legislation, the information will be deleted from the electronic system and any physical copies of same will be destroyed using the confidential shredding system.

4.7 Electronic data

- Computers are available for shared use by members within the communal staff & member computer area
- Staff computers are only for use by staff members (unless permission is sought and granted by the staff member for someone else to use it)
- No personal data should be stored on the computers unless it relates to organisational requirements (e.g., employee records)
- Installation of new programs or software will be at the discretion of the Director of Operations and completed by the external IT technician
- Data backup will be undertaken by the external IT technician and stored to the cloud
- Unless it is for communal use, computer passwords will not be communicated between staff and members. The external IT technician will issue (and, where required, reset) passwords for all computers within The Junction
- Technical support requests are to be approved by the Director and completed by the external IT technician

The Junction Clubhouse Cairns Ltd (The Junction) – Information Management		
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