

DOCUMENT CONTROL

POLICY AND PROCEDURE

Policy Statement

This procedure will ensure that all records are maintained appropriately and are easily accessible to all relevant persons. It will also ensure that certain records are maintained in a confidential manner when required and addresses the Privacy Act 1988.

Records relating to the health information of clients and how those records are handled, are covered by the Privacy Act 1988 and the Australian Privacy Principles.

Records relating to the contact details, currency of qualifications and personal indemnity insurance is also covered by the Privacy Act 1988 and the Australian Privacy Principles.

Definitions

Confidential Record or Report - A confidential record or report is one that may contain personal and/or financial information about a worker or client, such as medical certificates or reports.

Personal Information of clients will be requested from the client and with their consent, such as medical information, contact details.

Personal Information of contractors will be requested from the contractor before being assigned work and includes verification of qualifications, training and personal indemnity insurance.

Document Lifecycle: The stages a document undergoes from its creation to its eventual archival or disposal.

Version Control: The method used to track different versions of documents to ensure the latest version is readily identifiable.

Responsibilities

It is the responsibility of the Director to maintain all records. The process may be delegated.

We collect a client's personal information directly from the client and, in some cases, from other people or organisations, with the client's consent. We use the client's personal information to help them provide services to the client.

We collect a contractor's personal information so that we have current contact details and to ensure that all certifications are current. Without the personal information from the staff or contractor, work cannot be assigned.

Only authorized personnel have access to certain sensitive documents. This is maintained using password protection and other digital security measures.

Disposing of sensitive or confidential documents when they are no longer needed is completed ensuring those documents are disposed of securely.

Procedure

- Records are identified as those that are generated from policies and procedures.
- Version Control is in place to ensure different versions of documents are tracked
- Regular backups of information are completed daily, and one version weekly is stored securely long term.
- Archived or stored documents can be re-activated and retrieved if required.
- Information can be collected electronically or in hard copy form, to be saved electronically to the individual's file.
- Personal information of clients is collected to ensure we have the current contact details of clients and their stakeholders.
- Personal information of contractors is collected to verify qualifications and training, currency of personal indemnity insurance.
- Qualifications, training and currency of personal indemnity insurance for contractors is collected and retained to ensure appropriate safeguards are available to provide support to the clients of Mypower Foundations.
- Records are stored for up to seven years and archived as required. Health records must be kept for 30 years.
- Records such as Incident Report Forms, Hazard Report Forms and Workplace Inspection Reports are reviewed by management as required periodically.
- Records are reviewed on an annual basis during the WHS Management System Review.

Relevant Legislation and Policies

- Privacy Act 1988
- Health Records and Information Privacy Act 2002 (NSW)
- Australian Privacy Principles

- State Records Act 1998 (NSW)
- Copyright Act 1968
- Work Health and Safety Act 2011
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities