POLICY NUMBER: NDIS GOV 13

INTENT

The purpose of this policy is to ensure there is a process for the creation, management and disposal of information within the Service. Real Living Options Association Inc. is committed to maintaining practices that meet the needs of the Participants, Service, relevant legislation and regulatory requirements, standards, best practice and stakeholder expectations.

DEFINITION

***Information**: any information held in electronic or hard copy (files, folders, brochures, etc).*

POLICY STATEMENTS

- Real Living Options Association Inc will maintain information systems required to meet service provision responsibilities that ensure the efficient and effective operation of the Association which meets Legislative and Regulatory requirements.
- Real Living Options Association Inc. is committed to best practice record keeping and will develop records management systems consistent with the Australian Standard for Records Management (AS ISO 15489.2-2002), National Disability Insurance Act 2013, NDIS Rules and Operational Guidelines and the Privacy Act 1988 in relation to information handling.
- As far as practicable, full and accurate records of personal information, supports and Service Agreements delivered to NDIS Participants will be maintained.
- As far as practicable, full and accurate records will be maintained for all staff and volunteers.
- Participants are informed of how their information is stored and used, and how to access or correct their information, and withdraw or amend their consent.
- A system will be maintained to ensure that all electronic data is kept securely offsite, password protected and data is backed up periodically to ensure risks of loss of data is reduced. The Service is accountable for all information it collects, processes, stores and distributes.

PROCEDURES

- A system will be used to collect, process, store and distribute information.
- A filing system for general administration, financial records, Participants, staff and volunteer records will be maintained.
- All identifiable and confidential hard copy files relating to Participants, staff and volunteers of Real Living Options Association Inc. must be kept in a secure, lockable cupboard or filing cabinet accessible only to authorised personnel.
- A system will be maintained for the creation, implementation and review of all record keeping practices.
- Information collected must be current and accurate.
- Information collected in regard to Participants, staff and volunteers will be in accordance with the Privacy Principles and NDIS Operational Guidelines.
- The General Manager will authorise all Service Documents required for record keeping to ensure as far as practicable current information is captured relating to service practices.
- A system will be kept for recording the issue of keys to staff and/or Management Committee.

Electronic Information Management

- All data is stored on Microsoft OneDrive.
- All electronic files will be password protected to ensure confidentiality and security.
- Log in credentials are assigned by the General Manager.
- All computer data is stored in the cloud on an external server based in Australia.
- An IT Support management plan and agreement is maintained with a reputable offsite IT Company.

Archival and Storage of Records

- All records will be stored as per the relevant legislation. A register will be maintained for the archiving and disposal of records.
- Archived records must be stored and identified in a way that allows for easy access and retrieval when required.

Destruction of Records

- A locked secure document destruction bin will be maintained for the disposal of confidential documents, which will be processed securely off-site.

- Confidential electronic records will be deleted from the network/cloud.

DELEGATIONS

General Manager

- Authorisation of computer access and log in credentials for all staff.
- Authorisation of all service documents required for record keeping.
- Oversee the upkeep of all Registers.
- Maintenance of information on the website.

All Staff

- Maintain records and information in accordance with the Role and Responsibilities of their position in live with relevant policy.

RELATED DOCUMENTATION

Policy NDIS GOV 22 Business Practices Under the NDIS.
Policy NDIS SER DEL 7 Privacy, Dignity & Confidentiality.
Policy NDIS GOV 25 Media Relations.
All Real Living Options Association Inc. documents, registers and file notes.

REFERENCES

Disability Services Act 2006 (Qld).
Australian Standard for Records Management (AS ISO 15489.2-2002).
National Privacy Principles 1988.
National Disability Insurance Act 2013.
Operational Guidelines on Information Management.
NDIS Terms of Business for Service Providers.
NDIS Practice Standards and Quality Indicators.

AMENDMENTS/REVIEWS

Amended 13/09/2012.
Amended 22/02/2018.
Amended 25/06/2020.

Amended 01/06/2023.

Amended 21/05/2026.