

Policy Statement

Information management relates to the way we utilise and maintain accurate, secure and accessible data and records to make good decisions for our clients and business delivery. We aim to be an ethical custodian and data steward for the information we manage on behalf of clients and stakeholders.

The purpose of this policy is to describe our information management approach, which includes to:

- gather the right information about our clients, staff, business, sector and the community
- enable authorised access to timely and accurate data for effective collaboration
- maintain secure information systems and procedures for authorised users to collect, store, share and dispose of information (electronic and hard copy)
- provide clients with access to up to date, accurate and complete information about services they have received
- ensure we retain, manage and dispose of comprehensive, relevant, useful, accurate and timely information, in accordance with legal and contractual obligations and records management practices.

We rely on client-informed consent to record and report on the work we do with clients and guide our service delivery and management practices. Our approach is to create, collect, store and disclose personal and sensitive information via secure platforms and systems, which are designed to meet legislative and contractual privacy and information security requirements. We implement and manage contemporary, secure, and fit-for-purpose client record systems to record up-to-date, complete and accurate information for each client. Retention, archiving, and destruction of records is done in accordance with relevant legislative requirements and any further instructions from funding agencies or regulatory authorities.

Our Information Governance Committee is authorised to guide and oversee all aspects of information management. They maintain a data glossary to define a common language and promote consistent information sharing and use across our systems and data platforms.

We comply with information security and data protection requirements through our secure ICT platforms and data centre arrangements. We maintain a Privacy Officer role to provide advice on the use and disclosure of personal and sensitive information, and adhere to the National Data Privacy Breach Notification Scheme requirements.

Related Documents

Further guidance on our approach to information management can be found in the documents listed below and other policy guidelines:

- Knowledge Management Policy Statement
- Privacy and Confidentiality Policy Guideline
- ICT Acceptable Use Policy Guideline
- Policy Centre Management Guideline
- Data Classification & Protection Standard
- Other documents about client databases and records management.