

Spirometry Learning Australia

Information & Document Management Policy

1. Purpose and Scope

Information management encompasses all the systems and processes within Spirometry Learning Australia (SLA) for the creation and use of information.

This policy provides guidance in recordkeeping and information coordination for staff, clients and external stakeholders.

2. Definitions

- Information is codified knowledge which is transferred and stored by means of documents, records, publications, databases, tools, images, plans, sound/video recordings, etc.
- Document refers to any of the forms in which information is carried.
- Information management includes the creation, collection, storage, access, use and disposal of information assets.
- Identifiable information refers to individual records containing age, sex and statistical components that could enable an individual's identity to be reasonably ascertained.

3. Principles

- Consistent, accurate, coordinated information is essential for effective program support and to prevent duplication of employee efforts.
- Information management contributes to timely and relevant decisions, and to compliance with laws, regulations, policies, standards and accreditation requirements.
- The SLA framework for information management covers the following areas: description; ownership; security; compliance; sharing; quality and records.

4. Outcomes

- Information management systems enhance SLA's ability to meet its strategic goals
- Information management systems foster the organisation's ability to build and maintain external relationships and are understood and used by all SLA staff.

5. Risk Management

Mechanisms are in place to ensure that information management is effective and regularly monitored.

All SLA staff are made aware of this policy during orientation.

Staff is provided with ongoing support and to assist them to effectively manage information

5.1 Ownership

SLA staff and managers recognise their responsibilities in relation to documents and records. There is an up-to-date list of authorised custodians of key information assets and records.

- SLA requires employees to return all the organisation's information assets when their employment is terminated.
- SLA's intellectual property rights are protected. Where appropriate, copyright will be asserted, monitored and enforced.

All employees adhere to copyright owned by others.

5.2 Classification

The SLA Program Manager ensures there are consistent practices in naming, filing and describing documents; a standard classification system is used across the organisation.

When updated versions of documents are complete, the SLA Program Manager archives old versions of documents and informs all staff.

This ensures that documents consulted are the correct and up-to-date versions.

5.3 Accuracy

SLA aims to ensure information it collects, uses or discloses is accurate and complete at the time it is collected.

In the event that clients wish to correct errors in their information, corrections will be made where it is reasonable to do so. However, it may not be possible to correct information which has been de-identified. In such instances, service users will be informed of why the information cannot be corrected or changed.

5.4 Accessibility, Security and Storage

All participant details and information required for registration purposes on the MOODLE LMS website is stored, protected and backed-up on SA Government, SA Health and Southern Adelaide Local Health Network networks and servers (see the 'SLM CMW PRIVACY & CONFIDENTIALITY POLICY' and 'SLM CMW PRIVACY POLICY FOR CONSUMERS').

SLA aims to store corporate information electronically to increase information accessibility and minimise unnecessary use of paper.

Where paper files need to be kept (e.g. original documents with signatures) the same information management responsibilities apply.

Confidential documents and records are classified consistently and are protected, with access available to authorised staff only.

Preserving information with long term or historical value may be required for evidential or legal purposes.

5.5 Information Coordination

SLA shares and re-uses information and information systems subject to law and policy requirements. Re-usable information is made widely available across the organisation to avoid redundancy and duplication of effort and is organised and described in a way that makes it visible and easily re-used.

5.5.1 Information Coordination – external stakeholders

Spirometry Learning Australia provides information to its external stakeholders through the following:

- Website
- Emails
- Social Media
- Workshops
- Webinars

Participation in relevant external forums, groups, workshops and meetings.

A list of external stakeholder contacts is collated in a password protected cloud-based storage facility. All staff members are responsible for entering and removing relevant contacts into this distribution list.

5.5.2 Information Coordination – internal

SLA may host advisory/reference group meetings as part of course development and review.

A record of these meetings (e.g. agenda, minutes and accompanying documents) is to be kept electronically in an appropriate folder in the cloud-based storage.

5.6 Quality

Staff members are to refer to the SLA Business Manager before transferring information externally if they are unsure if the information is confidential or commercially sensitive.

5.7 Records

Records generated by the SLA are authentic, reliable, have integrity and are usable.

Managing information to meet SLA's operational and legal requirements includes:

- Managing records throughout their life cycle
- Documenting activities and decisions
- Filing, securing and storing information
- Documenting, protecting and preserving information critical to business systems.

5.8 Client Information

SLA collects and provides information to and about service users through communication mechanisms such as (but not limited to):

- telephone calls
- emails
- individual and group meetings
- team and management sessions
- website notifications

5.9 Client Data Collection and Management

Client data are used only for the purposes for which they are collected, unless data have been de-identified or consent has been obtained to use the data for other purposes.

Information about clients, including data collected by SLA is maintained, reviewed, retained, secured and disposed.

6. References

Legislation

Privacy Act 1988 (Commonwealth)

Resources

National Archives of Australia: Record Management webpage

<http://www.naa.gov.au/records-management/index.aspx>

Keenan, M. and Lambe, P, (2006), *Guidelines for Developing an Information and Records Management Policy*. Viewed 6 September 2010,

<http://www.greenchameleon.com/uploads/KRIM_Policy_development_guidelines.pdf>.