



Policy Statement

Information Management

Helping Hand is committed to creating and maintaining systems and services that enable the organisation to deliver safe quality care for residents and clients, and a safe and effective workplace for employees, students and volunteers.

Helping Hand values information as a core strategic asset and will govern and manage it accordingly throughout its lifecycle. Effective information management ensures that the right information is available to the right person, in the right format and medium, at the right time. Information that enables Helping Hand to perform its core functions is considered an asset.

Helping Hand's information is vital for ongoing operations and also in providing valuable evidence of business decisions, activities, transactions and services.

Through the Information Management Policy, Helping Hand endorses the following commitments:

- We will create and keep accurate and reliable information.
- We will manage information throughout the information lifecycle in accordance with relevant laws and regulations.
- Information with historic, permanent or long-term value will be archived or preserved, and not destroyed.
- Information that is of high risk or high value will be maintained in a safe and secure manner and will not be destroyed without proper authorisation.
- Appropriate custodian and stewardship roles and responsibilities will be assigned to information assets.
- IT Systems will support the strategic aims of the organisation, be user friendly and intuitive, have appropriate support and resources made available for continuous improvement, have hardware that meets or exceeds performance requirements, software and security levels maintained to minimise risk, and appropriate backup and business continuity processes in place.
- All users of information systems will be supported to maintain the knowledge and skills necessary to use the systems effectively.
- Simple and systematic approaches to the collection, distribution, storage, archiving and destruction of all information will be designed in line with relevant legislative requirements.
- All staff will be expected and encouraged to take a role in identifying needs to use the information systems appropriately and to ensure the security of the systems.

Links to Quality Standards

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance