

Record Keeping Policy

Introduction

Beanies Family Support Pty Ltd, based in Huon Valley, Tasmania, is dedicated to providing high-quality services to children, young people, and their families. Our services include Child and Young Person Advocacy, NDIS Application Support, NDIS Support Coordination, Youth Coaching, Early Intervention Support, Early Childhood Service Consulting, Counselling, and Community Event Support. This Record Keeping Policy outlines the standards and procedures for maintaining accurate and secure records to ensure consistency, quality, and compliance in our service delivery.

Purpose

The purpose of this policy is to:

- Define the standards for record keeping within Beanies Family Support Pty Ltd.
- Ensure accuracy, completeness, and security of records.
- Outline the responsibilities of staff, volunteers, and contractors regarding record keeping.
- Establish procedures for creating, maintaining, accessing, and disposing of records.
- Ensure compliance with relevant legislation and best practices.

Scope

This policy applies to all Beanies Family Support Pty Ltd staff, volunteers, contractors, and Board members involved in the creation, management, and disposal of records.

Record Keeping Principles

1. Accuracy and Completeness

All records must be accurate, complete, and reliable. Records should be created at the time of the event or as soon as possible thereafter. Staff are responsible for ensuring that records contain sufficient detail to provide a clear and accurate account of the activity or decision.

2. Confidentiality and Security

Records containing personal, sensitive, or confidential information must be protected from unauthorised access, alteration, or disclosure. Beanies Family Support Pty Ltd implements

physical and electronic security measures to safeguard records and ensures that only authorised personnel have access.

3. Compliance and Legal Requirements

All records must be managed in compliance with relevant legislation, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and other applicable laws and regulations. Beanies Family Support Pty Ltd ensures that record keeping practices align with industry standards and best practices.

4. Accessibility and Retrieval

Records must be organised and stored in a manner that allows for easy access and retrieval by authorised personnel. Beanies Family Support Pty Ltd maintains systems for both physical and electronic records to ensure that information can be accessed promptly when needed.

5. Retention and Disposal

Records must be retained for the appropriate period as determined by legal, regulatory, and operational requirements. Beanies Family Support Pty Ltd has established retention schedules and procedures for the secure disposal of records that are no longer needed.

Responsibilities

1. Board of Directors

The Board of Directors is responsible for overseeing the implementation of this Record Keeping Policy and ensuring compliance with relevant legislation and standards.

2. Executive Director

The Executive Director is responsible for ensuring that effective record keeping systems and procedures are in place and that staff are trained in their responsibilities.

3. Records Manager

The Records Manager is responsible for the day-to-day management of records, including the creation, maintenance, storage, retrieval, and disposal of records. The Records Manager ensures that records are managed in accordance with this policy and relevant legislation.

4. Staff and Volunteers

All staff and volunteers are responsible for creating and maintaining accurate and complete records in accordance with this policy. They must ensure that records are stored securely and that confidentiality is maintained at all times.

Procedures

1. Creating Records

- Documentation: Records should be created at the time of the event or as soon as possible thereafter. This includes documenting client interactions, service delivery activities, and administrative decisions.
- Standard Forms and Templates: Standard forms and templates should be used where available to ensure consistency and completeness of records.

2. Maintaining Records

- Storage Systems: Records should be stored in designated physical or electronic storage systems that are secure and accessible to authorised personnel.
- Indexing and Categorization: Records should be indexed and categorised in a manner that facilitates easy retrieval and ensures that related records are grouped together.

3. Accessing Records

- Access Controls: Access to records should be restricted to authorised personnel only. Access controls should be in place to prevent unauthorised access, alteration, or disclosure.
- Retrieval Procedures: Procedures should be established for the retrieval of records to ensure that information can be accessed promptly and efficiently when needed.

4. Retaining and Disposing of Records

- Retention Schedules: Records should be retained for the period specified in the retention schedules, which are based on legal, regulatory, and operational requirements.
- Secure Disposal: Records that are no longer needed should be disposed of securely to prevent unauthorised access or disclosure. This includes shredding physical records and permanently deleting electronic records.

5. Training and Awareness

- Staff Training: All staff and volunteers should receive training on their responsibilities under this Record Keeping Policy, including how to create, maintain, access, and dispose of records securely.
- Ongoing Awareness: Regular reminders and updates should be provided to staff and volunteers to ensure ongoing compliance with record keeping practices.

6. Monitoring and Compliance

- Regular Audits: Regular audits should be conducted to ensure compliance with this Record Keeping Policy and relevant legislation. Audits should review the accuracy, completeness, and security of records.
- Corrective Actions: Any issues identified during audits should be addressed promptly, and corrective actions should be implemented to prevent recurrence.

Implementation and Review

This Record Keeping Policy will be reviewed annually or as required by changes in legislation or organisational needs. The Board of Directors and senior management are responsible for ensuring the policy is effectively implemented and adhered to by all staff and volunteers.

Conclusion

Beanies Family Support Pty Ltd is committed to maintaining the highest standards of record keeping to support the delivery of high-quality services. By adhering to the principles and procedures outlined in this Record Keeping Policy, we aim to ensure the accuracy, completeness, and security of our records, enabling us to provide consistent and reliable services to our clients and the community in Huon Valley.