

## AL9. SERVICE MANAGEMENT - INFORMATION

|             |   |
|-------------|---|
| Content:    | Illawarra Aboriginal Corporation Policies and Procedures      |
| Version:    | 1.0   |
| Section:    | Ability Links   |
| Applies To: | Board, Management and Staff of all IAC Ability Links Services |
| Date:       | August 2014 (Review August 2017)                              |

### Background and Purpose

The IAC's Ability Links policies articulate our aims, goals and philosophies in providing services for people with disability, their families and their carers. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that people with disability, their families and their carers are afforded the best and most appropriate care and that we meet all of the requirements of Family and Community Services - Ageing Disability and Home Care.

### Principle

The IAC recognises and understands that good record keeping practices underpin accountability and are essential to meet legal and financial requirements and that confidentiality is essential and access to personal information should be on a 'need to know' basis.

The IAC also recognises that complaints are an important source of feedback and can help to improve service delivery.

The IAC is committed to working with ADHC in an open and positive manner to ensure that record keeping systems in relation to clients, families, carers and staff are thorough, confidential and reflect due process and procedural fairness.

### Our Commitment

*The IAC will:*

- maintain comprehensive records for each client, carer, staff member and volunteer
- ensure that the employee records include details of the rationale for authorisation or employment, personal details, the details of any allegations or complaints against the person and other information relevant to the engagement of the person
- maintain personal information including assessments and plans about clients, families, carers and staff in a secure and confidential manner
- ensure that clients, families, carers and staff have access to the information held on file about them
- protect identifying information about clients, families, carers and staff from release
- provide clients, families, carers and staff with a process to make complaints and have issues resolved
- provide clients, families, carers and staff with information about organisations or individuals able to assist them with grievance or complaint procedures
- ensure that clients, families, carers and staff are referred for independent advice and support where required

---

### COMPLIANCE

*This policy complies with:*

- Disability Services Act 1993
- National Standards for Disability Services
- Community Care Common Standards

---

### REFERENCES

*This policy should be read with:*

- National Standards for Disability Services- Standard 4– Feedback and Complaints
- National Standards for Disability Services- Standard 6– Service Management
- Community Care Common Standards - Standard 1 - Effective Management - 1.3 Information Management Systems
- All Financial policies
- All Human Resources policies