# **INFORMATION MANAGEMENT –** **STANDARD AND SPIEL**

## STANDARD

Information Management Standard (extract from NDIS Practice Standards: Core Module – 2 Provider Governance and Operational Management Standard).

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Management of each participant’s information ensures that it is identifiable, accurately recorded, current and confidential. Each participant’s information is easily accessible to the participant and appropriately utilised by relevant workers. |
| **To achieve this outcome, the following indicators should be demonstrated:**   * Each participant’s consent is obtained to collect, use and retain their information or to disclose their information (including assessments) to other parties, including details of the purpose of collection, use and disclosure. Each participant is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law. * Each participant is informed of how their information is stored and used, and when and how each participant can access or correct their information, and withdraw or amend their prior consent. * An information management system is maintained that is relevant and proportionate to the size and scale of the organisation and records each participant’s information in an accurate and timely manner. * Documents are stored with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes relevant and proportionate to the scope and complexity of supports delivered |

## SPIEL

## Your explanation to the auditors of how you meet the above section of the Provider Governance and Operational Management Standard.

## For you to read, adapt and then insert into your NDIS Commission On-line Application

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| Management of information and privacy is supported by *XXX’s Privacy/ confidentiality and Privacy and Information Management* and *Consent Policies*. This covers:   * Obtaining consent for the collection and sharing of relevant information when the initial assessment is conducted and when the *NDIS Service Agreement* is signed * How information will be handled and disposed of.   Consent is also requested for participants to be involved in quality activities (including external audits) (refer to Service Agreement) and that confidentiality is maintained during quality activities through de-identifying participants in reports and datasheets.  Participants are informed of our Privacy Policy and their right to withdraw or change consent at any time at the time of making their Service Agreement.  Systems exist to ensure participant information is collected, current, used, accessed/shared, stored, secured, audited and destroyed appropriately  Only information required to perform services effectively and safely is collected.  Processes are in place to assist to maintain the accuracy and currency of information held in the Participant Record.  A unique numbering system of Participant Records is in place to avoid duplication of information or error.  Mitigation strategies are also outlined in the Risk Management Register and includes participant information is stored in a secure electronic file, that is password protected and has appropriate firewall protection.  Systems are in place to ensure participant information is destroyed appropriately after the relevant time period  Appropriate technology is provided to enable participant’s information to be recorded in a timely manner by AHP’s working in the community and in rooms.  Security measures are in place to minimise risk of loss of information or non-consented access to information.  *Please refer to related documents already provided*   * *Privacy and Information Management Policy* * *Consent Policy* * *Participant’s Service Agreement Audit* * *NDIS Service Agreement* * *Risk Management Register* |