

Policy Statement

Information management is the way we create, use, and maintain accurate, secure and accessible data and records to make good decisions for our clients and effective business delivery. We are committed to handling information responsibly, ethically, respectfully, and in ways that uphold the dignity of our clients, carers, employees, and stakeholders.

Our commitment:

- We maintain respectful, factual, and objective records that are accurate, relevant, and free from bias or assumptions.
- We protect information through secure systems and practices that ensure authorised access only.
- We comply with all legal, contractual, and regulatory obligations regarding privacy, security, and records management.
- We are a child safe organisation and uphold relevant child safety standards nationally.

Our Approach

We will:

- gather accurate and relevant information about our clients, employees, business, sector and the community
- enable timely, authorised access to accurate information for effective collaboration and service delivery
- maintain secure systems and processes for authorised users to collect, store, share and dispose of information (electronic and hard copy)
- provide clients with access to up-to-date, accurate and complete information about services they receive or have received
- retain, manage and dispose of records in accordance with legal, contractual and records management obligations.

We rely on client-informed consent to record and report on our work. Personal and sensitive information is collected, stored, and disclosed only through secure platforms that comply with legislative and contractual requirements for privacy and information security.

We use secure, modern, and fit-for-purpose client information systems to ensure client information is current, complete, and accurate. The retention, archiving, and destruction of records is done in accordance with relevant legislative requirements and any further instructions from funding agencies or regulatory authorities.

Governance and Oversight

- The Information Governance Committee oversees information management and maintains a data glossary to support consistent language and sharing.
- We comply with information security and data protection requirements through secure ICT platforms and data centres.
- A Privacy Officer advises on the collection, use, and disclosure of personal and sensitive information, and ensures compliance with the National Data Breach Notification Scheme.

Commitment to Child Safety

We affirm our unwavering commitment to being a child safe organisation by upholding the National Principles for Child Safe Organisations and embedding the Universal Principle, which affirms the right of Aboriginal and Torres Strait Islander children to feel culturally safe, respected and included in our operations. We actively align with the legislated or endorsed Child Safe Standards across all Australian jurisdictions, including:

- Qld – Child Safe Organisations Act 2024 and Universal Principle
- Vic – 11 Child Safe Standards
- NSW – Child Safe Standards and Code of Practice
- Tas – Child and Youth Safe Standards
- SA – Child Safe Environments Program
- WA – Commitment to the National Principles
- ACT – Mandatory Child Safe Standards
- NT – Endorsement of the National Principles with mandatory reporting obligations.

Our policies, practices and culture reflect a nationally consistent yet locally responsive approach to child safety, ensuring the wellbeing, inclusion and protection of all children and young people in our care.

Related Documents

Further guidance on our approach to information management can be found in the documents listed below and other policy guidelines:

- Knowledge Management Policy Statement
- Privacy and Confidentiality Policy Guideline
- ICT Acceptable Use Policy Guideline
- Policy Management Policy Guideline
- Information Governance Policy Guideline
- Information Governance - Information Handling Guide
- Privacy Data Breach Response Plan Policy Guideline
- GenAI Policy Guideline
- Other documents about client databases and records management.