



Policy Name	Information Management Policy and Procedure.
Related Policies, Procedures & Documents	File Note Spreadsheet Blue Bay Support Coordination Policies and Procedure Blue Bay Support Coordination and NDIS Forms Sharepoint Internal Audit Policy and Procedure
Version 1.1 Version 2.0	1.1 Approved Version 2.0 Add Brevity as the file note system – remove sharepoint as file note system. Added Data Breach policy.
Date Approved	Oct 2021
Reviewed Review	Aug 23
Approved by	S. and A. Mansfield

Policy Statement

The purpose of the Information Management Policy is to ensure that full and accurate records of all activities and decisions of Blue Bay Support Coordination, are managed and retained or disposed of appropriately, and in accordance with relevant legislation. This will enable Blue Bay Support Coordination to achieve information accessibility, business enhancement and improvement. It will also meet its obligations for accountability while ensuring that it protects the rights and interests of participants and the community.

Objectives of the Information Management Policy

An Information Management Policy is a planned, co-ordinated set of procedures, people, systems and activities that are required to manage records.

Blue Bay Support Coordination Information Management Policy seeks to ensure that:

- it has the records it needs to support and enhance ongoing business and participant service, meet accountability requirements and community expectations,
- these records are managed efficiently and can be easily accessed and used for as long as they are required,
- records are stored as cost-effectively as possible and when no longer required they are disposed of in a timely and efficient manner,
- Blue Bay Support Coordination complies with all requirements concerning records and records management practices
- Digital records are maintained in an authentic and accessible form for as long as they are required using Australian On-shore provider Microsoft SharePoint and Brevity.

Procedure

Creation and capture

All Blue Bay Support Coordination workers must ensure that they create official records of all decisions and actions made in the course of their work using the cloud based file management system on Sharepoint and Brevity.

Blue Bay Support Coordination requires records be kept that fully and accurately document their work, this includes;

- All written documents
- Emails
- Texts
- Telephone Calls

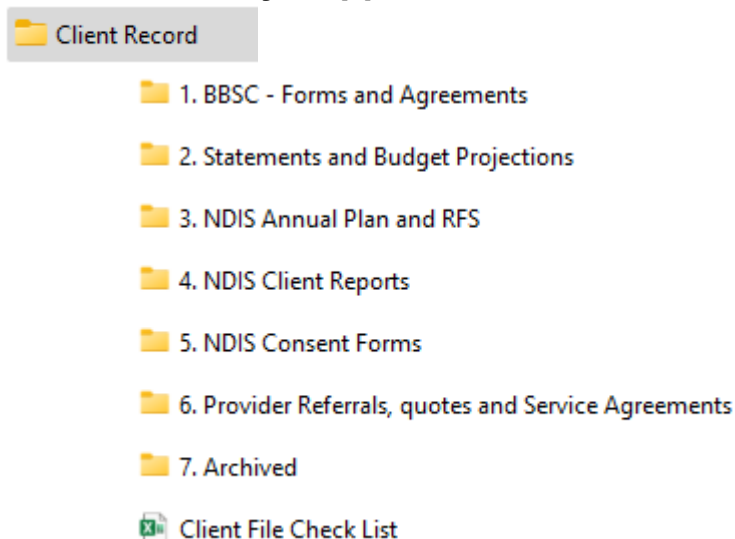
Access

- Blue Bay Support Coordination Directors (Office Manager and Practice Manager) have access to all levels of Sharepoint and Brevity.
- COS/Psycho-Social Coaches have access only to the Blue Bay Support Coordination COS – Shared Folder and have limited (restricted) access to the Brevity system.
- Admin only has access to the Blue Bay Support Coordination COS-Shared Folder and Brevity systems for the purposes of participant file administration.

Sharepoint - Cloud Based File Management Structure

Blue Bay Support Coordination COS – Shared Folder Structure

Blue Bay Support Coordination – Master file structure



Sub-folders:

- 1. BBSC - Forms and Agreements

Any Blue Bay branded forms, document including the Service Agreements.
Eg.
BBSC Service Agreements
BBSC Annual NDIS participant plan
BBSC Home Visit Risk assessment

BBSC Incident report
BBSC Risk assessment
Copy of welcome pack email.

📁 Archive

📁 2. Statements and Budget Projections

📁 Budget Projection

Budget Projection Template

📁 Monthly Financial Statements

All financial statements from plan managers, saved by date and year.
Saved into the appropriate years folder.

📁 Archive

📁 3. NDIS Annual Plan and RFS

Contains the Participants NDIS issued Plan, any Referral for service (RFS) from NDIS.

Naming convention – whole date of plan eg “16.08.22-15.08.23 NDIS plan”

📁 11.10.22 - 11.10.23 National Disability Insurance Scheme Provider - Request for Service Form

📁 11.10.22 - 11.10.23 NDIS PLAN

📁 4. NDIS Client Reports

📁 NDIS Communication

NDIS communication - copies of email dialogue with NDIS and copies of NDIS Web

📁 NDIS Reports

Contains any documents that are NDIS templates, eg.

NDIS template Annual COS plan review Report.

NDIS Change of situation form

NDIS quarterly reports (aged care)

NDIS Home and living document.


NDIS Home Access form


NDIS review of a decision form.

📁 Archive

📁 5. NDIS Consent Forms

Contains all consent related information – signed NDIS consent to share and consent to act forms. Eg.

 Consent to Act - Donna C - signed


 consent to share


6. Provider Referrals, quotes and Service Agreements


All service provider related information including the key contact info for participant document. This includes quotes and copies of service agreements for each individual provider You will need to add the folder for each provider.


Eg.


 Archive


 cleaners


 gardner


 Home mods ramp


 Lismore home mods ramp and bathroom oct 22

 OT Michelle Stock Dec 22

 psychology sessions

 sistability

 Key contact information for participant

 support worker and supports weekly schedule 2023

Brevity – Cloud based client file note/management system

Brevity is used to record all client file notes.

Training will be provided by Directors.

Blue Bay Support Coordination Directors Folder Structure

- 2021 Audit
- Blue Bay Support Coordination Registration Folder
- Master Blue Bay Support Coordination Forms and Templates
- Master Blue Bay Support Coordination Policy Procedure
- NDIA invoices
- Personnel Sub contractors file

- **Risk and compliance**
- **Strategy and Business Planning**
- **Team Meetings**

Procedure for the saving of all participant related emails to Brevity

(NB: you will be entering this data live into SharePoint and will therefore need to ensure you are connected to the internet either via wifi or your phone hotspot)

All emails relating to the work for participants must be saved in Brevity using the following process:

1. Select the email to be saved and or use cut and paste function to copy email to the CRM Brevity
2. Use the Save As function and or cut and / or paste the email into the CRM Brevity
3. You are required to title the email and date it, so that it is easy to track against subject matter and date. E.g re JD email is an example of what is not acceptable. JD OT Referral is a suitable way to record the email into the CRM Brevity
4. Ensure File notes record the existence of the email to enable easy cross referencing.

How to store other documents

All other documents, such as quotes, referral forms, external service agreement copies are to be stored in the relevant folder in the participants plan year folder and file noted into the CRM Brevity. Other documents can be stored in the individual participants Sharepoint folder.

When to use forms and templates

Documents	When	By whom	
Service Agreement	Before commencement of work	Office Manager (OM) creates COS gets signed at first meeting	
Home Visit Risk Assessment	Before first visit	By COS and either Operations Manager	
Includes Consent	At first meeting	By COS	
Participant Risk	After first meeting	By COS	
Mental Health Risk Assessment	After first meeting if required	By COS	
Disaster Management assessment	During first 2 weeks	By COS	
NDIS Consent to share plan	At first meeting	By COS	
NDIS Third Party Form	At first meeting	By COS	
Annual BBSC Plan	During first 2 weeks	By COS	
Supervision Form	Every supervision	By OM and COS	
NDIS Plan Review Report	Annually 4 weeks prior to review date	By COS	
NDIS Change of Circumstances	As required	By COS	
NDIS quarterly and 6 monthly progress reports	As per the NDIS plan schedule detailed in the RFS	By COS	
NDIS request for unscheduled review	As required	By COS	
External Referrals	As required	By COS	
Monthly Team Meeting Template	Monthly	By PM/OM	

Version Control

All original Blue Bay Support Coordination forms and policies and procedures are kept in the Directors Folder and are listed via a simple version control system.

All Blue Bay Support Coordination workers are required to use only the forms provided in the COS-Shared Folder. Feedback on policy, procedure and forms is welcomed and is to be provided to the Office Manager via email.

Forms are listed as V1.1

- Changes to forms are undertaken by Office Manager and/or Practice Manager only and will be updated in the master forms folder and controls listed. E.g.V1.2
- OM/PM will then remove the old form from the COS Shared Folder and replace with the new version.

Policies have version control tables on each policy and procedure.

- Each policy states the date of creation, when review is due and who approved it
- As each policy and procedure is updated it will be saved as a new version and dates updated as required. The old version will be placed in the Old Policies Folder.