



Records Management POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: January 2022



Records Management Policy & Procedure

Policy Statement

The Winton Shire Council (WSC) Human Services Quality Framework team is committed to maintaining an effective Records Management System that ensures business continuity, accountability, privacy and confidentiality, and assists the Community Care Services team through decision making and performing their role effectively.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the care and services provided by our Community Care Services team.

Scope

This Human Services Quality Framework (HSQF) policy and procedure applies to Council's HSQF team members, Service Providers and Volunteers.

Council's HSQF services include:

- Youth / Sports / Recreation
- 60 & Better
- Family Support

This policy and procedure applies also to Council's Clients who use the HSQF services provided by the HSQF team members, volunteers and other Council Service Providers.

Human Services Quality Standards:

The Human Services Quality Framework (HSQF) is underpinned by a commitment to efficient and effective business operations that result in quality outcomes for clients. The framework contains six Human Services Quality Standards:

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles.

Respecting human rights — services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.

Social inclusion — services are planned and delivered to promote opportunities for people to be included in their community.

Participation — people using services are included in decision-making about the service they receive.

Choice — people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.



https://www.qld.gov.au/_data/assets/pdf_file/0017/55214/human-services-quality-standards.pdf

Definitions

Client – A person who receives approved services from a service provider

Council – Winton Shire Council

HSQF – Human Services Quality Framework

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

Procedure

General Responsibilities

Management shall ensure that the HSQF team adopt a Client decision-making approach in relation to the services they provide. Management shall ensure the establishment and delivery of safe service outcomes to all Clients, by trained and experienced HSQF team members. Management shall ensure that each Client is provided services that are:

- Best practice
- Tailored to the Client's needs
- Optimises the Clients health and well-being

The HSQF team shall follow the requirements of this policy/procedure and where possible, participate in development opportunities, and deliver safe services that address the Client's HSQF needs.

Council encourages Clients to provide input into and feedback on the Council HSQF services they utilise.

Council Database (InfoXpert)

Council's main record management system (Database) is infoXpert. Information relevant to Council is stored in an electronic form within document libraries in the Database system.

Other record systems are also utilised across the various Council departments, i.e. Financial Department **Practical** system, Community Care Services **e-Tools** system.

Emails form a significant part of our information system. They are Council's main form of correspondence, records of conversations, requests and actions. Emails, both sent and received through the Council's Information Technology (IT) managed system are the property of the WSC. Council reserves the right to access and review all emails.

Refer: WSC-IT-POL-001 Information Technology

Council's management team is responsible for maintaining the Database. The database system records the following information:

- Date the document is created or entered into the system
- Name of Employee who created or entered the document
- File name
- File contents
- File number (allocated by the system)
- Archive date



For privacy reasons, access to the various document libraries within the database is set by the Administrator.

All Council information is to be entered into the Database, placed into the correct document library within infoXpert and maintained accordingly.

Managing Client Records and Information

Client information is managed by the relevant HSQF team member - 60 & Better Coordinator, Family Support Officer, or the Youth/Sport/Recreation Officer.

All Client information shall be stored securely in a lockable cabinet and/or on the Council databases.

The HSQF team is responsible for protecting the privacy and confidentiality of Client information. The following records management process shall be followed:

- Ensure all administrative records for Client's are stored in a secure place, i.e. within the HSQF office (locked) and/or stored on the Council database (InfoXpert – password access).
- Discussions about Client needs, and handover of information is conducted in a private area.
- Ensure the Client's preferences about information privacy are followed.
- Ensure that passwords for electronic databases are not shared.

Client Request and Access to HSQF Records

HSQF Clients have the right to request access to their personal information – without providing a reason. Clients shall be granted access to their personal information and make corrections if they consider the information is not accurate, complete or up to date.

Granting Client access to their personal information can only be made by the Client. Access and amendment requests are to be made through the Council Neighbourhood Centre. Client request shall be actioned within 7 days.

Clients shall be made aware of their right to request and access their personal information during the initial signing-up of the HSQF service. Refer to the *Right to Information Act 2009*.

The Right to Information website [Right to Information and Information Privacy \(rti.qld.gov.au\)](http://Right to Information and Information Privacy (rti.qld.gov.au)) can also be utilised to access personal information held by service providers.

Note: It is an offence under the Criminal Code Act 1899 (s.129) to damage evidence with intent, 'for a person, who knowing something is or may be needed in evidence in a judicial proceeding, damages it with intent to stop it being used in evidence'.

Document Retention and Disposal Process

Council follows the Queensland State Archives General Retention and Disposal Schedule for Administrative Records, authorised under Section 26 of the *Public Records Act 2002*, and shall be used by the HSQF team.

All records must be protected, maintained and made accessible for their entire retention period.

When the expiration of records is due, they shall be disposed of as per the *Public Records Act 2002*. Processes that Council use to dispose of records include:

- Deletion or destruction.
- Migration of records between record keeping systems.
- Transfer of custody or ownership of the record.



Refer to the **General Retention and Disposal Schedule (GRDS)** for retention timeframes for the various types (class description) of records created by all Queensland Government agencies.

Communication

- Council's HSQF team shall have access to this policy/procedure, and shall be provided with opportunities to be involved in the review of this document.
- All relevant employees shall read and understand this policy/procedure at the time of their employment and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant HSQF team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

Related Council Documentation

- Service Collaboration Policy WSC-HSQF-POL-005
- Feedback and Complaints Policy and Procedure WSC-HSQF-POL-006
- Client Privacy and Confidentiality Policy WSC-HSQF-POL-012
- Information Technology WSC-IT-POL-001

Legislation, Recognised Authorities and Other Sources

- *Anti-Discrimination Act 1991*
- Aged Care Quality Standards
- *Aged Care Act 1997*
- *Criminal Code Act 1899 (Qld)*
- Department of Communities, Child Safety and Disability Services Central Unit
- Human Services Quality Framework (HSQF) Standards
- *Human Rights Act 2019 (Qld)*
- *Information Privacy Act 2009 (Qld)*
- Information Privacy Principles (IPPs) Queensland
- National Disability Insurance Scheme (NDIS) Practice Standards
- *Privacy Act 1988 (Federal)*
- *Right to Information Act 2009 (Qld)*

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

Review of Policy

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.



RECORD OF AMENDMENTS and ADOPTIONS

DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
January 2022	V1.0	Preparation for Council Adoption	17 February 2022