

Information Management Policy & Procedure PP3

Records & Information Management Policy statement

The purpose of the records and information management policy is to ensure that full and accurate records of all activities and decisions of Grow Support Services Inc. (GROW) are created, managed and retained or disposed of appropriately.

This will enable the Management Committee and GROW staff to achieve information accessibility, service improvement. This will also meet its obligations for accountability while ensuring that it protects the rights and interests of the organisation, the Management Committee, staff, and participants

Scope

All staff, Management Committee members and participants must comply with this policy, and associated records management procedures, in their conduct of services for GROW

This policy applies to records in all formats, including electronic records.

GROW recognises that records are a vital asset to facilitate information accessibility and enhance GROW services by supporting staff and management to work effectively with participants.

These documents also provide evidence of activities, actions, consultations and decisions and precedents for funding bodies. This can also provide evidence of actions and decisions and precedents for future decision making such as the GROW continuous improvement planning.

The organisations records and information management systems also deliver relevant information to staff in an efficient, fair and equitable manner; and protect the rights and interests of participants.

This policy is owned by the GROW Management Committee.

Records & Information Management Policy

This section of the document contains the scope of the relevant policy, principles, definitions, linked policies and relevant legislation and service standards.

GROW has developed a records management system that is a planned, co-ordinated set of policies, procedures and activities that are required to manage our records.

Our records management system seeks to ensure that: GROW has the physical and electronic records it needs to support and enhance ongoing participant services,

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meet funding body accountability requirements, service standards and community expectations.

GROW records are managed efficiently and can be easily accessed and used for as long as they are required. These records are stored as cost-effectively as possible and when no longer required they are disposed of in a timely and efficient manner.

GROW complies with all requirements concerning records management practices to ensure compliance with GROWs constitution and NDIS standards.

Staff should ensure that they create and store records of all decisions and actions made whilst undertaking their duties.

Consent from the participant or advocate is sought prior to GROW gathering or storing information obtained in order to provide its services.

All records defined by GROW as important to create are to be entered into recordkeeping systems such as the relevant registers so they can be managed appropriately.

All incoming electronic records should be stored in the relevant electronic folder on the GROW computer system.

Where appropriate, some electronic records may need to be printed and assigned to Management Committee members or the Operations Manager for further action.

Whenever new registers or databases and automated systems are being designed, the Operations Manager should be consulted to determine what records should be created and captured by the system and the recordkeeping rules and tools that need to be accommodated.

Electronic records may either be retained online on cloud servers or offline on backup hard drives. Records of short-term value will be disposed of at suitable intervals. Records of long term or archival value should be retained online wherever possible and managed in accordance with good records management practice.

Physical records should be stored in appropriately marked files and folders within secure filing cabinets to ensure easy access by GROW staff and the Management Committee.

The location of each record needs to be recorded and updated at every movement of the record. This ensures that all records can be accounted for.

The Operations Manager is responsible for ensuring that records and environmental conditions are monitored regularly to protect the viability of all records.

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When any maintenance of electronic records is undertaken migration of data and backups can be completed.

The official disposal or destruction of any records relating to GROW's core functions, activities, contracts and responsibilities including financial and personnel records must be approved by the Management Committee in the first instance.

The Operations Manager is responsible for archiving of records shall be conducted in line with good management practice.

Records must be available to all authorised staff and Management Committee members that require access to them for to effectively carry out their roles.

All records created by contractors performing work on behalf of GROW belong to GROW. This includes the records of contract staff working on the premises as well as external service providers.

Contracts should clearly state that ownership of records resides with GROW, and instructions regarding creation, management, and access to the records created. The Operations Manager should be consulted during the formulation of any such contract, with approval provided by the Management Committee.

Records & Information Management Procedures

This section of the document contains the scope of the relevant procedure, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

The GROW Management Committee:

- Ensures oversight of GROW's records and information policy and practices to support activities and services
- Complies with other legislation relating to records management and recordkeeping including financial records.
- Approves the disposal or destruction of documents at appropriate intervals.
- Ensures maintenance of GROW's document management policy.

The Operations Manager:

- Ensures that the records management procedure is adequately resourced.
- Represents records management interests with the Management Committee.
- Has day to day ownership of the records management policy and system and procedures.
- Ensures that all staff are aware of their recordkeeping responsibilities.
- Ensures the preservation of digital records is addressed in policy, planning and implementation of GROW's records management system.
- Ensures that the essential characteristics of digital records are identified prior to any preservation process taking place.
- Reports to the Management Committee on the records management system.

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GROW administration staff must:

- Comply with records and information management policy and standards in relation to all aspects of records management.
- Monitor compliance with the records management policy, system and procedures and makes recommendations to the Operations Manager for improvement or modification of practices.
- Advises on recordkeeping systems.
- Maintains the records management system, software and file register.
- Arranges for the disposal or destruction of records, in line with approved procedures.
- Develops operational plans for the records management system.
- Formulates and maintains vital records lists and disaster recovery plans.
- Responsible for the conduct of day-to-day records management operations.

All staff must:

- Comply with records and information management policy and procedures
- Create full and accurate records of GROWS's participants support services and other related activities.
- Manage records that they create on behalf of GROW according to the terms of their contract and in accordance with this policy.

GROW has developed a range of policy & procedures that ensures participant records are accurate, consistent and in line with service operational purposes.

The organisation only keeps only the information necessary to implement the support and provisions of individual services to the Participant.

Participant computer records are securely stored on the GROW computer systems, and backup copies of the information are externally maintained. Emergency contact information and community access files are maintained in hardcopy format as well as electronic format for easy access when out in the community

The organisations Incident Report records (Incident Register) are completed and stored securely with the Operations Manager. Access to the electronic record keeping system is only available where the person has the need and responsibility to input or review data.

Participants receiving support from GROW are able to access their personal records at any time and upon request using the approved processes. (Participant Request to Access Personal Information Form C13)

This includes both electronic and hardcopy information. Participants will be provided with appropriate assistance to understand the content of their records



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Information contained within participant files data is only to be used for the purposes that it was obtained. Non-identifying data may be used for purposes such as our service planning, review and evaluation.

Participant's records whole individual files will not be removed from the GROW premises or deleted or copied.

When a participant ceases support with GROW their personal information and records are closed and archived. The status of their electronic files will be changed from active to inactive. Records will be kept for a period of seven years before being destroyed.

GROW staff can access participant's records without consent if information is required for emergency situations or where legal authority dictates.

Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Relevant documents

- Code of Conduct HR12
- Participant Request to Access Personal Information Form C13
- Participant Consent Form C11

Relevant legislation and standards

- Standard 1. Rights & Responsibilities
- Standard 2. Provider Governance & Operational Management

Participants Rights & Responsibilities Policy statement

Grow Support Inc. (GROW) strives to provide excellent, respectful and caring services to all participants accessing our service. Our service facilitates self-determination and encourages all participants to develop to achieve their goals and reach their full potential.

In providing support services we always seek to demonstrate our belief that the participants rights and responsibilities is a key part of this process. We respect all participants' differences, individuality and dignity. We develop and implement processes that support our staff to demonstrate their understanding of and support for undertaking their duties. The continued communication of participants rights and responsibilities is central to GROW's approach to service delivery.

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Scope

GROW has put in place policies and procedures that provides all participants with clearly defined rights and responsibilities whilst accessing GROW services. These rights and responsibilities are outlined within the NDIS Code of Conduct HR5 and Code of Conduct Policy Procedure and Participant Rights & Responsibilities Statement C15.

Participants Rights & Responsibilities Policy

This section of the document contains the scope of the relevant policy, principles, definitions, linked policies and relevant legislation and service standards.

Participant Rights

- Participants have the right to provide feedback, make a complaint, or raise concerns about their support services without fear of reduced services or any other ramifications
- Participants will be treated in a professional, courteous, and caring manner that is respectful and taking into account differences in race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
- Participants have the right to be informed about other services that are available and suit their current needs
- Individual personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Participants have a right to be assessed and receive support services without discrimination
- GROW will provide participants with a safe environment
- Participants have the right to refuse or end any supports or services provided by GROW and will be informed that should they do so this decision will not risk any future requests to access these services
- Participants will receive prompt support services and GROW will provide the best possible service.
- Participants have the right to access personal information kept about them by GROW.
- Participants will have the complete attention of our support worker(s) and avoid interruptions during support service delivery.
- Participants have the right to make use of an advocate of their choice.
- GROW will ensure participants receive accurate and relevant information in a timely manner.
- Participants can request transfer to another staff member for support services
- Participants can make a request to have an interpreter service and or receive information in a suitable and appropriate type that is appropriate for their needs.

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Participant Responsibilities

- Participants must be respectful of others, including GROW staff, and other participants.
- Take care of GROW property.
- Assist GROW to provide the agreed support services by keeping appointments, informing us of any changes to medication and any other changes in circumstances that may require changes to their support plan.
- Attend GROW support services service in a fit state and not under the influence of drugs or alcohol
- Provide GROW with clear information about how they want their agreed supports to be delivered in order to meet their needs.
- Participate in agreed support services in a positive manner to maximise benefits
- Provide GROW with the required period of notice when cancelling a service.
- Participants should maintain confidentiality regarding information about other participants.
- Provide accurate information in order to receive the best possible support services.
- Follow strategies and activities as set out in the agreed support plans.

The Operations Manager is responsible for ensuring that all GROW staff and Management Committee members are aware of, and follow the rights & responsibilities guidelines set out within this policy & procedure.

Definitions

Human rights are often defined in different ways. The Australian Human Rights Commission defines human rights as:

- the recognition and respect of peoples dignity
- a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living
- the basic standards by which we can identify and measure inequality and fairness
- those rights associated with the Universal Declaration of Human Rights.

Participants Rights & Responsibilities Procedures

This section of the document contains the scope of the relevant procedure, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

All GROW participants will be informed in a supportive way about their rights and responsibilities both verbally and in writing at their initial intake assessment meeting and any future reviews. This process will also take place should a participant make an informal or formal complaint.

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Participants rights & responsibilities will be set out in the GROW Participants Rights & Responsibilities Statement C15 which is given to all participants and their advocates at their initial meeting. A copy of this policy & procedure is also made available to participants if requested.

All staff and Management Committee members will have participant rights and responsibilities covered during initial induction, training and support activities.

Participants Rights & Responsibilities Continuity of Supports

The Operations Manager supervises and directs staff and support services provided by GROW. GROW will develop and implement a range of strategies to ensure that our services are managed in an efficient and effective way to avoid disruption and ensure continuity of supports for all our participants.

These strategies include:

1. Ongoing staff training and direct supervision
2. Cross training staff
3. Maintaining a reserve of a small number of qualified and experienced casual staff
- 4 Including continuity of support as a key part of our Continuous Improvement Plan and the Annual Service Review.

If staff members are not available to work with their regular participants due to ill health, being on leave, staff training or no longer working for GROW a suitably qualified and or experienced staff member will be rostered on to fill this role.

The Operations Manager will support the participant's transition to a new support relationship by:

1. Attending and introducing the worker to the participant
2. Providing the participant and their advocate / family members with relevant information on why the staffing change has been made and.....
3. Providing an initial onsite supervision period to ensure a settled transition.

This process will ensure that the staff member and participant are secure with the new support relationship.

The Operations Manager or delegated staff member will inform the participants advocate or family of any changes to staffing before they occur where possible.

Participant's supports are planned and documented within the individual Support Plan. This is plan developed in cooperation with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to staff prior to commencing work with each participant. This information may also be included within participant file notes, Daily Sheets, Communication Book and any individual participant's plans (such as a Behaviour Management Plan)

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This will ensure each individual participant's support provision is consistent with the agreed supports.

GROW aims to ensure continuity of the agreed support and services during transitions and routines, so that each participant feels safe, secure and supported and can engage in all the activities set out within their individual Support Plan.

Where GROW experiences changes or interruptions to our support activities the Operations Manager will work with staff to develop and implement interim processes that take into account available resources, identified risks and work with any individual participants that may be impacted to:

- 1, Explain the circumstances
2. Provide options
3. Confirm and record choices
- 4 Supervise and review the new arrangements
5. Communicate with participants when normal services are back online

GROW risk management planning will incorporate how the organisation will prepare for potential significant events that would impact on participants supports. These events may include significant storm damage, power outage, technology failures, building fires or staff shortages due to unplanned absences.

The Management Committee and Operations Manager will develop and document basic strategies so they are in place to enable continuation of participant supports.

Where possible GROW will implement rosters and staffing arrangements which provide participants and their families with familiar staff with whom they can develop supportive and trusting relationships during the period of their Service Agreement.

The Operations Manager regularly reminds staff about the importance of maintaining continuity of participant supports and how they should communicate and manage any risks to the type and quality of supports being provided.

Throughout any potential interruptions or impacts on the effective delivery of participants support needs the Operations Manager will supervise relevant staff to ensure where possible that routines and transitions have the flexibility to accommodate each participant's needs.

Relevant Documents

- Participant Rights & Responsibilities Statement C15
- Behaviour Support Plan
- Participant Support Plan
- Service Agreement
- Continuous Improvement Plan

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Relevant legislation and standards

- Practice Standard 1. Rights & Responsibilities
- Practice Standard 3. Provision of Supports
- Practice Standard 4. Support Provision Environment

Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Confidentiality Policy Statement

Grow Support Inc. (GROW) is committed to protecting and maintaining the privacy of participants, Management Committee members, staff and representatives of agencies and organisations with which we deal. GROW maintains the confidentiality of the personal, health and sensitive information we hold about our participants.

Scope

As a small community service provider, GROW has a special obligation to protect and uphold the right to privacy and confidentiality of our participants. This policy applies to staff, including full-time, part-time and Management Committee members.

This policy applies to all personal, health or sensitive information about participants, collected, used, stored, disclosed, shared and destroyed by GROW. This policy applies regardless of the format of the information. This policy also applies to organisational information which is not to be used or disclosed by Management Committee members or staff.

Confidentiality Policy

This section of the document contains the scope of the relevant policy, principles, definitions, linked policies and relevant legislation and service standards.

GROW protects the personal information of the participants we support. We only collect personal information for purposes directly related to our services.

Where possible we collect personal information directly from the participant or their advocate using our services. We always obtain consent to collect personal information. The participants we support may choose to remain anonymous with

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feedback and complaints although this may limit the services then available to support them.

We will only use personal information for the purpose for which it was provided to us, for related purposes or as required or permitted by law.

Our staff should take appropriate care and actions to ensure that information is not able to be accessed by unauthorised persons. This includes ensuring relevant conversations are private, ensuring computer screens are locked when not in use and not leaving confidential information in public areas.

All staff are informed of their obligations under this policy and must declare that they understand and abide by this policy by signing the Code of Conduct Form as part of their orientation.

GROW staff are expected to return materials containing confidential information at the time of separation from employment or end of service. The staff member's obligation of confidentiality will continue after the end of their employment.

Definitions

Confidentiality

Confidentiality applies to information given to a person or organisation under an obligation not to disclose that information to others unless there is a statutory requirement or duty of care obligation to do so. Confidentiality also applies to organisational information which is not to be used or disclosed by Management Committee members, and staff.

Privacy

Keeping personal information free from public knowledge and having control over its disclosure and use.

Personal information

This applies to information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether or not recorded in a material form.

Sensitive information

This applies to types of personal information an opinion about a participant's race or ethnicity, political opinions and associations, religious beliefs or affiliations, philosophical beliefs, sexual preferences, trade or professional associations, union membership, criminal record, health or genetic information.



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Confidential information

The names, details and information relating to participants; matters of financial information; strategic and business plans; and other information which GROW informs a staff member or volunteer is confidential.

Types of personal information GROW collects and holds

GROW will collect and use such information we need to deliver the agreed services. This includes names, addresses, email addresses, phone numbers, date of birth, payment details, occupation, qualifications, personal and health information other information to assist us in carrying out the agreed services and activities.

We also collect information required in the normal course of human resource management and the operation of a community service organisation. This includes recruitment information for staff and Management Committee members.

Confidentiality Procedures

This section of the document contains the scope of the relevant procedure, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

How GROW collects information

GROW will only collect personal information by legal and fair means. We usually collect personal information from face-to-face meetings, interviews and telephone calls, memberships, registration, application forms, consent forms,

This includes using a consent form to use a participants name and photo in our publications, electronic communications (e-mails and attachments, forms filled out by participants or staff, including as part of acquiring a service from us; or third parties

Information Use and disclosure

We will only use or disclose participants sensitive information for the purpose for which it was initially collected or for a directly related purpose, as required or permitted by law, or where participants or their advocates consent to the use or disclosure.

Staff may make referrals, with agreement to services external to GROW. Should this happen, GROW must have signed consent or verbal consent from either the participant or their advocate noted and dated in the participant files.

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Keeping personal information secure

GROW takes reasonable steps to protect participant and staff personal information from misuse, interference, loss and unauthorised access, modification and disclosure.

These steps includes physical security over paper-based and electronic data storage and premises; computer and network security measures. This includes the use of firewalls, password access and secure servers; restricting access to participant personal information to staff and those acting on our behalf who are authorised and on a 'need to know' basis; retaining participant personal information for no longer than it is reasonably required, unless GROW are required by law to retain it for longer.

Where GROW is no longer required to hold participants personal information, including where we are no longer required by law to keep records relating to participants, staff will ensure that it is de-identified or destroyed. This may include using confidential waste bins, shredding or deleting electronic files.

Data Breaches

Should there be a data breach GROW will notify participants whose personal information is involved in a data breach that is likely to result in serious harm. This notification must include recommendations about the steps participants or their advocates should take in response to the breach.

Should a data breach occur, GROW will undertake a full assessment of the incident and take steps to mitigate the risk of a data breach happening again in the future. This process will be undertaken by the GROW Operations Manager.

Access

GROW takes special care to ensure that the personal information it holds about participants is accurate and up to date. Participants or their advocates can request access to the personal information GROW holds about them or they can request that GROW change that personal information if it is a demonstrated need. This can be undertaken by completing the Request to Access Personal Information Form C13. Please see the Records & Information Management Policy & Procedure..

GROW will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act 1988, [Freedom of Information Act 1982](#) or other relevant law to withhold the information.

Personal Information can be updated by the GROW Operations Manager.

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Related Documents

- Code of Conduct Form HR5
- Participant Rights & Responsibilities Statement C15
- Request to Access Personal Information Form C13

Relevant legislation

- Privacy Act 1988 (Commonwealth)
- Freedom of Information Act 1982
- Australian Privacy Principles.

Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Related legislation and standards

- Practice Standard 1. Rights & Responsibilities

Participant Information Policy statement

Grow Support Inc. (GROW) complies with relevant legislation, guidelines and contractual requirements regarding data collection and reporting requirements.

GROW only collects personal information about participants that is directly related to the services they are receiving, in order to meet the support planning, data and reporting requirements of relative legislation.

Scope

This policy applies to all staff and Management Committee, current and past.

Participant Information Policy

This section of the document contains the scope of the relevant policy, principles, definitions, linked policies and relevant legislation and service standards.

The GROW participant information policy aims to protect participant confidentiality and privacy and ensure that GROW adheres to all the relevant legislative and NDIS standards in relation to the funding body requirements.

GROW has developed a range of policy & procedures and supporting documentation that provides our staff with clear guidelines on the management of participants money and property. These processes ensure that they are secure and each

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participant uses their own money and property as they choose. This process is overseen by the Operations Manager.

GROW uses this policy to meet all community sector standards regarding participant personal information and provide the best possible service delivery. Whilst sustaining an auditable data storage system.

Participant Information Procedures

This section of the document contains the scope of the relevant procedure, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

The principles of GROW Participant Information Policy:

- GROW does not share confidential participant information without informed consent.
- Prior to a participant providing their consent they must always be notified that their information may be shared with other organisations and why this may be necessary.
- Information that is shared with other organisations without informed consent will be de-identified in order to protect the privacy of the participant.

Information written in regard to contact with participants will be clear and concise with only relevant and useful information recorded. These notes will not include staff member's personal opinions or assumptions unless stated as such.

Notes should include any identified needs and risks, identified resources to mitigate the issues, explanation of services provided; and summary of next steps, if applicable.

Participants may receive multiple services from GROW. Storing of information regarding different services delivered may require different storage locations and access guidelines.

The Operations Manager is responsible to ensure that participants are aware of their rights to access information held about them. Participants are informed how they can access their personal information.

Participants who are not able to communicate effectively are encouraged and supported to use an advocate who can complete this process on their behalf. Participants are to be provided with access to information in their preferred communication method at critical points of contact in service delivery. This includes consent, their rights and critical information about their health and wellbeing.

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Participant files are stored in a lockable cabinet and archived according to the relevant guidelines before shredding. Computerised files are stored on computers with a password access for approved users and computers are locked and password protected when unattended.

All hardcopy and electronic files are archived for seven years.

The Operations Manager is responsible to ensure that staff are trained and informed about their responsibilities in relation to participant information, property & money.

Key Contact

For further information and support about implementing this policy & procedure please contact the Operations Manager.

Relevant documents

- Request to Access personal Information Form C13
- Consent Form

Relevant legislation and standards

- Practice Standard 2. Provider Governance & Operational Management
- Practice Standard 1. Rights & Responsibilities

Information Exchange & Referral Policy statement

This policy provides information to all people working with Grow Support Inc. (GROW) on how the organisations care and protection of participants relies on shared information and access to up to date and relevant information. This process will assist GROW when working with participants, assessing risk, making decisions and indentifying and delivering relevant and effective supports.

GROW will provide services are developed to meet the needs of each participant that we support, their advocates and family members so that they achieve the best possible outcomes.

This policy supports GROW to meet Standard 3, Provision of Supports

Scope

This policy applies to Management Committee members and all paid staff including permanent and casual employees and contract workers. Anyone working with or for

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GROW expected to be familiar with this policy and use the approved procedures for managing information exchange & referrals.

This policy is owned by the Management Committee.

Information Exchange & Referral Procedures

The Operations Manager will be responsible for maintaining an accurate and updated Referral Register.

During the process of receiving or making a referral a range of authorised information will be exchanged that is required to deliver services and supports that promotes the safety of the participant.

The exchange of information with other services or community groups ensures a consistent approach to how the participant can work towards achieving their goals.

An option for making a referral to another service or community group can include staff providing the participant or advocate with the relevant contact information so that they can undertake initial contact themselves.

Any contact with other services for the purpose of securing or sharing participant information must be undertaken with the consent of the participant and or their advocate. Consent can be in writing, via letter, fax, email or orally over the phone or in person. This consent must be documented as per the relevant policies.

GROW staff that are contacting other service providers or community organisations must:

- Always confirm the identity of the participant that the request relates to.
- If it is not the participant the identity of the persons relationship to the participant such as family members, advocate or carer must be confirmed.
- Clearly layout how the requested information links to the participants safety and well being
- Cover how the information will support GROW with assessments, decision making and planning or manage participant related risks
- Outline details to assist the service provider or community organisation to assist them to meet the request and locate and supply the requested information
- Confirm with the service provider or community organisation that the participant, or advocate has been informed and consents to GROW requesting the stated information
- Provide a realistic timeframe for what information is sought and when it is required, taking into account urgent risk based issues
- A record of contact, contact details and progress notes must be kept on the participants file

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Process for Taking Referrals

When GROW receives a new referral the Operations Manager will create a new file that includes the potential new participants surname, first name and relevant contact details. The file will have the following information added to in as it becomes available:

1. The type of referral, self referral, service provider referral, advocate or family member referral
2. Complete the intake process (as per Policy & Procedure) including Participant details, Carer / emergency contact details, potential service and support needs, general participant information

The Grow Referral Register will be updated and the Operations Manager will continue to complete the referral assessment process.

Process for Making Referrals

GROW can make informal referrals by providing participants with the relevant contact information about other suitable services or community organisations.

The process of making formal referrals should be approved by or undertaken by the Operations Manager and with the consent of the participant and or advocate.

Formal Referral Process

- Relevant information must be recorded in writing
- Any records of participant or other service providers must be documented
- The participants file must be updated to include referral process information
- Confidentiality of the participant is maintained at all times
- Ensure that the participant or advocate understands the services or supports they are seeking via this referral
- The other service provider or community organisation is supplied the relevant information to accurately assess the referral request

Other GROW referral related procedures may include the Operations Manager making contact with a service provider or community organisation on behalf or with participants who are self referring and undertaking a follow-up process with the participant or other service provider / community organisation about the appropriateness and suitability of the referral.

Related Forms & Documents

- Initial Intake Form C1
- Participant Consent Form C11
- Participant Referral Form C14
- Referral Register R2



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- Code of Conduct Form HR5

Related legislation and standards

- Practice Standard 3. Provision of Supports

Approvals

Date of approval: 8th April 2021

Date of review: April 2022

Signature of Operations Manager:

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.