

RECORDS MANAGEMENT POLICY

Records Management System Policy

Statement of Purpose/Scope

Activ8 Mind is committed to providing comprehensive, accurate and accessible records pertaining to all clients, staff, and business operations. It is recognised that in maintaining a thorough records management system, data can be validated and upheld as required.

Policy Statement

Activ8 Mind commit to ensuring that the security of records that are stored meet the appropriate legislative requirements of the jurisdiction.

Procedures

Client/ participant information is stored and maintained on proprietary software. Information kept on client files is accessible to clients upon request as per the Freedom of Information Act. Accuracy of information is maintained through robust internal procedures in the areas of administration and service delivery which are further reinforced and monitored through team meeting communications, supervision, quality checks and internal reporting.

Worker/practitioner records are maintained through electronic and hard copy files. Records include copies of identification, qualifications, transcripts, licenses and police and other required clearances, relevant training and signed agreement of policies.

Activ8 Mind recognise the significance in ensuring that records are stored in a secure manner, either on or off premise.

All electronic data within the organisation is securely stored in the cloud with two factor authentication and daily backups/

Closed client / participant files are maintained for 7 years and in the case of children , retained to 25 years.. Hard copy information pertaining to these files is copied electronically and then securely destroyed, shredded, or removed via confidential bin.

Records Management System Policy cont.

Security of Information

Activ8 Mind will take all reasonable steps to protect the security of all personal information it holds from misuse and loss from unauthorised access, modification, or disclosure. The organisation respects the privacy of individuals through ensuring the security of personal information that is held. The following measures are maintained:

- Computers should not be left with documents relating to a client open on the screen when not in use
- Computer access is password protected and the computer system is firewall protected
- Employees should not inspect any files unless they are currently working on that file or a related matter
- Closed files are only accessible to authorised staff
- Filing cabinets should be kept closed when not in use
- Files that are taken from the office and to offsite locations (worksite visit purposes) will always remain with the worker/ practitioner and will be returned as soon as practicable

Activ8 Mind uses the Internet as part of its normal business practises. Clients should be aware that no transmission of information to and from a website is ever completely secure. Activ8 Mind uses a range of security measures, including password access and anti-virus protection to services available on the internet and the Activ8 Mind website.

Activ8 Mind website contains links to other sites, which are not subject to our privacy standards, policies, and procedures. Clients will need to view those websites directly to ascertain their privacy policies and procedures. Documents that contain personal information but do not form part of a file will be destroyed when they are no longer needed. They will be placed in the 'Confidential Papers Bin' or put through a shredder.

Digital Copy

- When a file is closed, the computer record will be transferred to "Closed Files" on the database and retained for a minimum of 7 years to enable quick reference if required.

Hard Copy File

- When a file is closed, the hard copy file will be cross checked with the electronic file and all/any additional information not saved to file will be electronically copied
- The hard copy file is then either destroyed or securely removed via confidential bin.
- Files are kept for a minimum of 7 years. Currently the organisation keeps an electronic copy of all historic files and will continue to maintain this practice.

Data Collection

Accurate and comprehensive data collection in an allied healthcare setting is crucial for delivering high-quality, evidence-based care. Capturing essential client information—such as medical history, assessment results, treatment progress, and outcome measures—enables practitioners to make informed decisions, tailor interventions, and monitor effectiveness over time.

Beyond individual care, well-structured data collection supports service quality and performance evaluation. It allows for trend analysis, identification of gaps in service delivery, and continuous improvement initiatives. Reliable data also ensures compliance with regulatory standards, enhances risk management, and facilitates interdisciplinary collaboration.

Moreover, data-driven insights help organizations allocate resources effectively, optimize workflows, and improve client satisfaction. It can also contribute to research and the development of best practices within the industry. By prioritizing systematic data collection, allied health providers not only enhance client outcomes but also strengthen the overall efficiency and accountability of their services.