



# **Information Management Policies & Procedures**

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# INFORMATION MANAGEMENT

## Scope

This Policy applies to all Participants and staff members.

## Commitment

123 Support Services' commitment is to ensure that full and accurate records of all activities and decisions are created, managed, and retained or disposed of appropriately, and in accordance with good management practice. This will enable the director and staff of 123 Support Services 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 the organisation and the Director, staff, and Participants of 123 Support Services.

## Records as a Resource

123 Support Services recognises that records are a vital asset to:

- facilitate information accessibility and enhance 123 Support Services' business by supporting management and administration;
- provide evidence of activities, actions, consultations and decisions and precedents to funding bodies;
- provide evidence of actions and decisions and precedents for future decision-making;
- deliver relevant information in an efficient, fair and equitable manner; and
- protect the rights and interests of 123 Support Services, the Director, 123 Support Services staff and its Participants.

## Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: [admin@123supports.com](mailto:admin@123supports.com)

## Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.