

Policy and Procedure

This policy and procedure will provide Horizon Community Services with the relevant information on the development and continued maintenance of documentation and records, as well as ensuring to clarify the responsibilities of Horizon Community Services. This information will apply to all workers, Managers and documents that relate to the company; ensuring it meets all relevant legislation, regulations and standards.

The objective of this policy and procedure will ensure that all the information provided to Horizon Community Services are accurate, reliable and functional, providing clear evidence of decisions and transactions, that promote business operations and formulate policies and methods. The goal is to ensure Horizon Community Services meets requirements and expectations of the community.

Information and documentation created for Horizon Community Services' records and information created or developed in all formats, including:

- Paper documents.
- Emails.
- Text signals.
- Audio image equipment.
- Business system data.

All systems used to generate, maintain and store information and records, including:

- Participant and economic administration systems.
- Email correspondence.
- Websites.
- Social media.
- Databases.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Information Management	Is the collection and management of information from one or more sources.
Information	Facts provided or learned by something or someone.
Records Management	A method for monitoring the production, collection, maintenance use and storage of documents, this includes procedures for how the Horizon Community Services conducts their record keeping, as well as business details and transactions.
Retention and disposal schedules	This is the recordkeeping produced and maintained by Horizon Community Services, as well as ensuring proper means for discarding the record appropriately.
Record	A record is a thing comprising of evidence about the past, it is an account kept in writing or another permanent form.



Policy

A well-maintained records Management system supports the production of quality services to participants. Horizon Community Services is committed to the development and maintenance of data and record management methods that satisfy the needs of the company, legislative requirements and compliance standards.

Horizon Community Services information and records are resources which are vital for ongoing procedures and valuable evidence of business choices, operations and transactions. For Horizon Community Services to efficiently and effectively develop and maintain their business, data creation and maintained must follow all phases of the data life cycle. The cycle begins with the creation of the record, which is the initial development. The cycle then continues into storing and using; this involves the appropriate methods for storage are being followed, as well as the correct means of use, including confidentiality and security. The next stage of the cycle is archiving, this is when inactive documents are stored for their required time before the final stage of the cycle is implemented. The final stage is the disposing of records, destroying correctly archived documents.

Procedures

Horizon Community Services utilises and implements the Records and Information Policy and Procedure to ensure all important documentation and resources are stored and achieved in a safe and effective manner.

Any work-related data must remain in the Horizon Community Services unless permission is granted by the CEO/Director. Any data generated by Horizon Community Services workers during their employment, or obtained by workers from information development by Horizon Community Services, is the property of Horizon Community Services, including but not limited to:

- Equipment-based.
- Paper.
- Electronic.
- Or any other format.