Working together to build a better future

Q272A	**INFORMATION CONTROL REGISTER**

The Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) Information Control Register is a central repository of all business-critical information that enables such information to be managed in a secure, structured and consistent manner.

The organisation has transitioned from paper-based to a digital record keeping approach in the form of an online filing system and this master registry is located in G:\Administration directory.

Key information must be captured and stored by management and the Operations Team to provide reliable and accurate evidence of business decisions and actions. The register is only used by management and the Operations Team.

Scope

The scope of information retained in the Information Control Register includes, but is not limited to:

- Functional group documents (e.g. reports, operational files)
- General business correspondence (incoming and outgoing) where the content is related to a business request, proposal or decision
- Hard copy correspondence which is scanned and stored in the Register.
- Minutes of governance meetings (i.e. Board, Committees)
- Registers (e.g. Internal Audit, Insurance etc.)
- Quality Management System documentation

Note: Unless a hard copy document is required for legal and/or compliance matters, or where directed by the Chief Executive Officer or a manager to be retained, it is to be shredded or placed in the secure document destruction bin.

Data and information that is not retained in the Information Control Register includes:

- Email files
- Completed forms
- Customer/Client files – retained in CIMS
- Employee files – retained in NAV
- Applications data – retained in various business systems (i.e. payroll, billing)
- Working documents/data – retained in group or individual directories
- Group/team meeting minutes

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Responsibilities

Where employees are responsible for the creation and management of business information they are required to use the Information Control Register when the information is within scope of the tool's control.

Process Control

Step 1 - Preparation

Document authors must ensure the following controls are addressed for each document or file prior to retention in the register:

- A meaningful and searchable title
- Standard footers applied as per the style guide instruction where applicable
- Retain masters – appropriately endorsed and filed as the relevant version in a functional group or individual directory that has a meaningful and searchable title

Step 2 - Add New or Amend Existing Documents to the Register

Document authors are required to insert a hyperlink entry for every new or changed document within the scope as previously stated. The fields to be populated in the register are as follows:

- Document title – meaningful and searchable
- Author name (or the document authorising person where required)
- Original date – when the document was created
- Update date – when the document was updated
- Reason for change – this section can also indicate where a document has been archived or disposed
- Current version
- Hyperlink to the document

Documents that are archived or disposed will not have a hyperlink and will be stored in a functional group's Archive directory. This status must be indicated in the reason for change field.

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Information Access

Where authors have applied meaningful and searchable titles every employee should be able to access required information efficiently.

Consideration should be given to seeking approval depending on the subject of the information, where it contains confidential information or where the information may be referenced in another document.