

Information Management Policy

Business Confidentiality

All information used or generated by In Balance Physio and Fitness (IBPF) is deemed confidential and is not to be shared in any manner to any person or agency external to IBPF. All IBPF employees will read and sign a Business confidentiality form (included in their contract of employment). Client information and IBPF information relevant to employees will be accessible to them. Sensitive and confidential business information will be stored in a locked cabinet or password protected on the computer system. Breach of IBPF Business Confidentiality Policy is grounds for termination of employment contracts.

Policy and Processes Development

Director and General Manager are responsible for discussing, documenting and revising all company policies and processes.

IBPF policies are endorsed as the business' standards and expectations. IBPF policies are to be accessible to the Director, employees and clients. IBPF processes are updated regularly as requirements and systems change.

Filing

IBPF complies with the Privacy Act requirements (2003) for all client records. Clients are provided with information required under the Privacy Act and sign their consent to sharing of information as required for their service provision and duty of care by IBPF.

Every year in January, a clean out of files will be undertaken, to ensure full and accurate details are maintained for clients and projects. Employees of IBPF regularly communicate with clients to ensure up to date details are maintained. All non-essential information is destroyed as per confidentiality requirements.

Computers

The computers at IBPF are networked for the office site only. They are protected from threat or invasion with automatic updated virus software that is constantly reviewed to ensure it meets requirement. A fire-wall is in place with office network accessibility only.

Communication

Communication is an essential element of IBPF progress and is highly valued. Directors & Team Leaders are responsible for clear communication using both verbal and written mediums to give regular feedback and updates to employees.

Regular Staff meetings assist in communication requirements, and employees are expected to meet with their Team Leader regularly. All staff and employees must take an active role in the communication process both in providing and receiving information.

INBALANCE

Computer and telephone access at IBPF is provided to promote use of effective and efficient communication strategies.