

Bethany Care Ltd

Document Control

Policy & Procedure 15

Document Review Details	
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Reviewed by	Brian Lynch (Quality Assurance)
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Document Control Procedure

1. Object & Field of Application

- Document creation, editing & (Part 1) - This document details the process and procedure Bethany Care Ltd (BCL) uses to create, amend, edit, and dispose of the documents it uses.
- Document Removal (Part 2) – The process and procedure used to remove outdated and non-current documents
- Document Archiving (Part 3) – The process and procedure used to archive outdated and non-current documents.
- Password Protection (Part 4) - The process and procedure used to for the creation of strong passwords, password protection, and the frequency of change.
- Document Virus Scanning (Part 5) – The process and procedure used to ensure its electronic documentation has appropriate and effective defence against computer viruses.

2. Legislation

- The Privacy Act 1988 (Commonwealth)
- Freedom of Information Act 1985 (Commonwealth)
- Information Privacy Act 2009 (Queensland)
- Right to Information Act 2009 (Queensland)

3. Policies

(1) Document Control Register Policy & Procedure

1.1 Document Creation & Editing

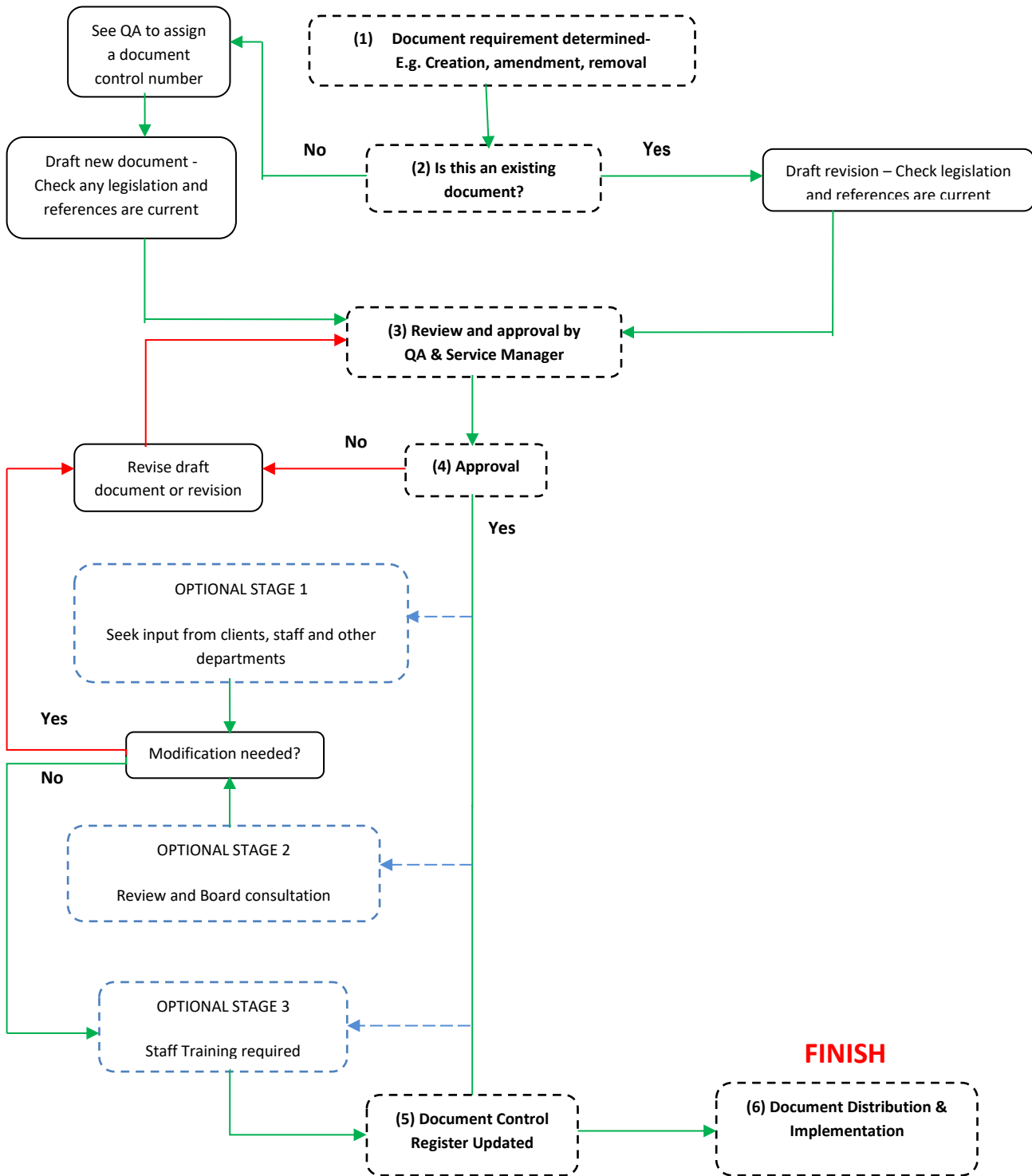
- Please see the document control flowchart for a step by step explanation of the procedure to be followed,
- All documents used by Bethany Care must have a unique document control number (e.g., DCR1007) to enable tracking and assist effective version control. DCR numbers will appear in the footer on each document.
- To ensure consistency of document numbering the QA is responsible for designating these control numbers.
- The QA officer should be informed of any documents created or modified by the Service Manager, Assistant Manager, or House Coordinator to ensure they are properly managed and controlled in the document control register.
- Successive revisions to existing documents will be assigned successive letters to denote the most current version. For example DCR1007 next version will be DCR1007A, then DCR1007B etc.

1.2 Flowchart Notes

- The blue boxes refer to optional stages that may be appropriate for specific business critical documents e.g., key policies and procedure, mission statement revisions and strategic plans.
- All general documents must be approved by the Service Manager and QA. Business critical documents must be approved by the Board and other stakeholders as deemed appropriate.

1.3 Document Control Flowchart

START



(2) Document Removal

- 2.1 When a document becomes outdated, it should be immediately taken out of circulation and replaced with the current version. This prevents outdated forms being used. The Administration and QA officers have the responsibility of removing outdated documents from circulation. Revised version numbers should appear on each document to aid tracking.
- 2.2 Staff can check they have the most recent version by either (1) checking the contents page of the "Forms Master Copies" folder or (2) consulting the Document Control Register. The Document Control Register can be viewed either electronically or in hard copy. Speak to the QA for assistance.

(3) Hope Cottage Document Control

- 3.1. To promote the correct use of current documents, the QA officer will compile a list of the most up-to-date forms staff are likely to use at Hope Cottage. Z:\Admin Office\Quality Assurance\TO DO\Current Documents
- 3.2. The Assistant Manager will be responsible for placing these updated forms on the Hope Church computer every month. They will be located in a folder called "Current Documents".
- 3.3. Any obsolete documents found will be placed in a newly created folder called "Archive"
- 3.4. This reoccurring task will appear in the QA Perpetual Online Calendar to ensure the procedure is consistently carried out.
- 3.5. Staff submitting older versions of current forms will be asked to resubmit them using the correct documents.

(4) Document Archiving

- 4.1. To show continuity, significant document revisions should be archived.
- 4.2. The preferred method for archive is soft copy on CD ROM. QA is responsible for this task.

(5) Password Protection Policy

- 5.1. Passwords are an important part of Bethany Care's computer security. They form the front line of protection for client records and accounts. A poorly chosen password may result in the compromise of the Bethany Care network. As such, all employees (including contractors with access to Bethany Care systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.
- 5.2. It is recommended that all system-level passwords (e.g., MYOB, Client database etc.) be changed at least once per quarter.
- 5.3. **General Protocols**
 - It is recommended that all user-level passwords (e.g., desktop computer, etc.) must be changed at least once every six months.
 - Passwords should not be inserted into email messages or other forms of electronic communication.
 - All user-level and system-level passwords must conform to the following guidelines.

5.4. **Password Construction Guidelines** - As a poorly chosen password may result in the compromise of the Bethany Care network, all staff should be aware of how to select strong passwords.

5.5. **Strong passwords** have the following characteristics:

- Contain both upper and lower case characters (e.g., a-z, A-Z)
- Have digits and punctuation characters as well as letters e.g., 0-9, !@#\$\$%^&*()
- Are not words in any language, slang, dialect, jargon, etc.
- Are not based on personal information, names of family, etc.
- Passwords should never be written down or stored on-line. Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the phrase might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation.

5.6. **Password Protection Don'ts** - All passwords are to be treated as sensitive, Confidential Bethany Care information. Here is a list of "don't's":

- Don't reveal a password over the phone to ANYONE
- Don't reveal a password in an email message
- Don't talk about a password in front of others
- Don't hint at the format of a password (e.g., "my family name")
- Don't reveal a password on questionnaires or security forms
- Don't share a password with family members
- Don't reveal a password to co-workers while on vacation

5.7. **Enforcement** - Any employee found to have violated this policy may be subject to disciplinary action.

(6) Computer Virus Scan Policy

6.1. This policy requires any computer used on the Bethany Care network or at Hope Cottage to have antivirus software installed and updated.

6.2. Computer viruses can occur regularly. All Bethany Care computers on should have anti-virus software installed. Anti-virus software should be updated regularly (daily) to ensure continued protection and should be set for automatic updates. Acceptable virus software may include AVG, Norton, CA Anti-virus, and McAfee.

(7) Document Control Register Database

- 7.1. All current documents should be recorded in the Document Control database (Z:\Admin Office\Quality Assurance\PART 6 - Document Control Register\Document Control Register.accdb). This database has been designed to help manage version control, document review, document location, and document archiving.
- 7.2. Documents will be scheduled for review based predominately on their document title. For example, documents starting with A or B will be reviewed in January etc. Please see the full Document Review Schedule table outlined below.
- 7.3. From time to time reviews will take place as the need arises, in addition to scheduled reviews.

Document Review Schedule Table

Jan	Document Review	A-B
Feb	Document Review	C-D
Mar	Document Review	E-F
Apr	Document Review	G-H
May	Document Review	I-J
Jun	Document Review	K-L
Jul	Document Review	M-N
Aug	Document Review	O-P
Sep	Document Review	Q-R
Oct	Document Review	S-T
Nov	Document Review	U-V-W
Dec	Document Review	X-Y-Z

(8) Policy Review

- 8.1. Policy documents should be reviewed using the same review schedule above, i.e. the complaints policy should be reviewed in Feb.
- 8.2. Most policy documents at Bethany will have specific document information on its cover page which must be updated after each review. Details regarding document creation, review date, reviewed by whom, and next review date should be noted.
- 8.3. From time to time reviews will take place as the need arises, for example, where policy needs to be changed due to legislation.
- 8.4. Each policy review should include an legislation reference check to ensure only the most current legislation is quoted in the document.

8.5. The QA is responsible to ensure that current policies are uploaded to the Bethany website after they are reviewed (www.bethanycare.org). All stakeholders e.g. employees, clients and families, should access Bethany policy documentation using this method.

(9) Board Review

9.1. Board level policy documents should be reviewed using the same review schedule, i.e. Complaints, Human Rights policy should be reviewed in Feb.

END