



Central Highlands Association
of Neighbourhood Houses

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Critical Information Management Policy

Document Control

Policy Title:	Critical Information Management		
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** Policy reformatted January 2021, no content changes made*

Relevant standards, legislation and other documents:

- Incorporations Act
- Victorian Human Rights Charter
- DHHS Service Agreement Information Kit

Definitions: (define key terms)	
CHANH	Central Highlands Association of Neighbourhood Houses
DHHS	Department of Health and Human Services
Members	Neighbourhood Houses (represented by managers and committees of management) funded by DHHS within the Central Highlands area
CoM	Individuals representing member houses in CHANH Committee of Management
Staff	Any person employed by CHANH or volunteering at CHANH
Executive Team	CHANH President, Vice President, Treasurer and Secretary

Central Highlands Association of Neighbourhood Houses

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Policy Declaration

An essential component of the CHANH funding guidelines is the ability of our organisation to provide support to neighbourhood houses in, or at risk of, crisis. Houses at risk should feel confident to request guidance and support from the network early, to minimize impacts.

Purpose:

The purpose of this policy is to define the ways by which CHANH responds to member neighbourhood houses in crisis.

Owner:

This policy is the responsibility of the Executive Team and must be ratified by the CoM.

Application:

This policy applies to all member houses and employees and appointed representatives to the CHANH committee.

Policy Rationale

In order to provide a clear and appropriate response, and act in the best interests of our member organisations, CHANH has developed the following strategies to guide the actions of our representatives, as well as protecting the privacy of our member organisations.

Stage 1: Information and Guidance (early intervention)

In the event that the Chair or Manager of a neighbourhood house contacts the network to discuss a concern the networker is permitted to provide appropriate guidance in response to the question, within the training and experience of the networker. Use of the Risk Management Matrix may be appropriate.

Where the networker is insufficiently qualified to provide a response the networker must defer to an appropriate agency or information source. The networker may offer ongoing support to address the concern with the house.

In the event that a member of a house who is not the Chair or the Manager contacts the networker, they may still provide appropriate information, however this must be preceded by the recommendation to discuss with the Chair or Manager (as appropriate), and that the networker will contact the chair or manager to discuss the concern within an appropriate timeframe (up to one week).

Stage 2: Response to issue

Where an issue has emerged in a neighbourhood house and has resulted in a conflict or other negative outcome for the house the networker will respond within the same parameters outlined in Stage 1, however the CHANH President will be informed of the situation and the networker's response.

Stage 3: Unresolved Issue

If the neighbourhood house experiencing an ongoing and unresolved issue the networker will present the problem to the CHANH Executive Team for advice and recommendations.
The CHANH Executive Team may provide support directly or recommend external support.

Stage 4: Escalation to DHHS

If the neighbourhood house is unable to resolve an issue the networker will alert DHHS to the situation. This should be done with the goal of resolving the problem efficiently, effectively and with consideration of the individuals involved, in the best interest of the neighbourhood house.

Where information regarding sensitive issues has been disclosed to the CHANH networker or representatives, every effort will be made to respect the privacy of the organisation and the people involved. Where the networker is required to engage other representatives in the consultation of an issue the Manager and/ or Chair will be advised of this action. Where the disclosure of information to a CHANH representative is inappropriate due to personal or professional relationships an alternative reporting pathway will be established.

In the event that a member is unhappy with the response or actions of the networker or any CHANH representative in relation to the management of an issue they are encouraged to provide feedback as outlined in the Feedback, Compliments and Complaints Policy.

Related Organisational Policies and Procedures:

- Feedback, Compliments and Complaints Policy
- Privacy Policy
- Member Induction Policy

Responsibilities

Executive Team:

- To implement and monitor policy

Members:

- To be informed of the Privacy Policy
- To participate in policy reviews as required

Staff:

- Implementation of policy, as outlined in position descriptions
- Participation in policy review as required

Breach of Policy

A breach of this policy may result in disciplinary action up to and including termination of employment.

