CORNERSTONE HOUSING LTD

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Information Management and Record Keeping Policy

Purpose

This policy is applicable to the operations of Cornerstone Housing Ltd. (Cornerstone) as a provider of National Disability Insurance Scheme (NDIS) Specialist Disability Accommodation (SDA) Services and applies while Cornerstone maintains registration as a NDIS registered provider of SDA.

The NDIS Standard Conditions of Registration, Practice Standards and Terms of Business specify that the following policy and practice shall apply, and Cornerstone shall comply with all requirements, as applicable.

Policy Statement

Maintaining Records

A Registered Provider must keep full and accurate accounts and financial records of the supports delivered to NDIS participants, along with records of service agreements.

The accounts and financial records must be maintained on a regular basis and in such detail that the National Disability Insurance Agency (Agency) is able to accurately ascertain the quantity, type and duration of support delivered.

Financial records and accounts are to be retained by a Registered Provider for a period of no less than 5 years from the date of issue.

In addition to these requirements, the retention of all records must also comply with all relevant statutes, regulations, by-laws and requirements of any Commonwealth, State, Territory or Local Authority.

Provision of Information

A Registered Provider will be required to recommit to the Terms of Business as in force on an annual basis. The Provider Portal will auto-generate a notice to renew the agreement to the Terms of Business. Failure to do so will result in the provider being unable to request payment until compliance is achieved.

If requested by the Agency, a Registered Provider must provide to the Agency within 30 days from the date of the request or within the time specified in the request, any of the following documentation:

Inspection of Records

Registered Providers may be reviewed by the Agency in relation to supports funded for a NDIS participant. Registered Providers must cooperate fully with the Agency officers who are undertaking review activities.

As part of any review, or as otherwise reasonably requested by the Agency in carrying out its rights and obligations under law, a Registered Provider must give the Agency or persons authorised by the Agency (‘those permitted’) access to premises where accounts and records associated with the provision of services to participants are stored and allow those permitted to inspect and copy all records associated with the provision of services to participants.

A Registered Provider must provide all reasonable assistance requested by those permitted including making available all accounts and records relating to the provision of services to participants at the Registered Provider’s registered office or the Registered Provider’s principal place of business or other place as agreed. The rights referred to above are subject to:

- the provision of reasonable prior notice by those permitted (except where those permitted believe there is an actual or apprehended breach of the law)
- the Registered Provider's reasonable security procedures

The requirement for access as specified above does not in any way reduce a Registered Provider's responsibility to perform its obligations in accordance with any agreement related to the provision of services to participants. A Registered Provider must ensure that any subcontract entered into for the purposes of providing services to participants allows those permitted to have access to accounts and records associated with the provision of services to participants.

Where a decision by the NDIA is the subject of a merits review or complaint, the Registered Provider is required to cooperate in providing any documents or other information requested. Pursuant to section 6C of the Freedom of Information Act 1982 (FOI Act), the Registered Provider must provide all documents to the Agency that are relevant to a request made under the FOI Act within 7 days' receipt of a request from the Agency.

Acceptance

I

have read and understood this policy and its associated documents.

Information

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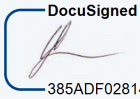
Signed	DocuSigned by:  385ADF028145424...
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