

# Discussion sheet 11: Record keeping

The current SRS regulatory scheme is being updated. Changes are proposed to the existing scheme to enhance protection for people living in SRS and to ensure the scheme is contemporary and provides flexibility to meet the needs of the industry into the future.

**Enhanced requirements for keeping records on a range of matters will bring SRS businesses into line with community standards in this area.**

## What we know

There are important reasons for retaining records. They are essential for providing continuity of service to residents and to good business practice. In the event of investigations or disputes records can protect residents, staff and proprietors from falsehoods. They are also essential for providing evidence of compliance with the requirements of this legislation.

The current regulatory scheme requires SRS proprietors to keep specified records of residents and staff employed in the facility. Records must be kept in English and by means of an effective records management system. Proprietors must keep records on:

- staff details and rosters
- resident details
- resident transfers
- community visitors
- complaints
- accidents/injuries
- prescribed and non-prescribed medicine.

Many of these records are required to be kept for a period of seven years.

In addition, the *Health Services Act 1988* requires proprietors to give formal notifications to the next of kin and/or the department of certain events such as when a sick resident is unable to get to a health practitioner. Some proprietors are unclear about whether these notifications need to be kept for seven years.

In the department's experience of the scheme it has also become evident that some proprietors are unclear about which records should be kept on site. These and other like matters should be addressed in the context of updating the legislation.

## New directions – proposal for legislative reform

Specifying document requirements will allow for greater transparency and accountability in record keeping for proprietors and will aid the department in monitoring case and care issues.

### Proposal: To clarify what information and records must be retained by proprietors for what period and whether they are to be kept on site.

The proposal recommends that the following records be retained for a seven-year period:

- residential and services agreements
- care plans
- medication administration records
- complaints and complaints management records
- staff details and rosters
- formal notice requirements:
  - notification to the Secretary of sick residents/serious incidences
  - notification to next of kin
  - resident accidents/incidents
  - reportable transactions
  - money management of residents.

Only current copies of these documents need to be kept on site.

### What’s new?

The table below summarises the requirements that will be retained from the current regulatory scheme and the new requirements being introduced.

Status	Requirement
Retained	Proprietors must keep records for: <ul style="list-style-type: none"> <li>• all residents and the care they receive</li> <li>• all staff employed at the facility.</li> </ul> Records must be retained in English and by means of an effective records management system. <i>Anticipated date of effect: current, and to be incorporated in the new legislation.</i>
New	The following records must be retained: <ul style="list-style-type: none"> <li>• residential and services agreements</li> <li>• care plans</li> <li>• medication administration records</li> <li>• complaints and compliant management records</li> <li>• staff details, rosters and qualifications.</li> </ul> Formal notice requirements: <ul style="list-style-type: none"> <li>• notification to the Secretary of sick residents/critical incidences</li> </ul>

	<ul style="list-style-type: none"> <li>• notification of next of kin</li> <li>• resident accidents/incidents</li> <li>• reportable transactions</li> <li>• money of residents.</li> </ul> <p><i>Anticipated date of effect: immediately after the legislation is passed.</i></p>
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## Implementation

Training and an information sheet will be provided to proprietors to ensure they are aware of their responsibilities in this area.

## Frequently asked questions

### Q.1 What records must a proprietor retain?

**A.** In addition to the current records proprietors are required to keep under the legislation, the following records will also need to be retained:

- residential services agreements
- care plans
- medication administration records
- complaints information
- staff details, rosters, qualifications
- formal notice requirements.

### Q.2 How long must records be kept for?

**A.** Records must be retained for a period of seven years; however, only current copies of records need to be kept on-site at the facility.