Tool 2.6.1 Self-Check Reflective Questions Checklist for Boards and Executive leaders: Information and Knowledge

Self- check question	Comment / Action
1. How safe and secure is our digital information relating to all aspects of the work we do?	
2. What mechanisms have we put in place to ensure confidentiality and privacy of information and how effective are they?	
3. Do we have a comprehensive business continuity plan in place in the event that our information technology, security, and storage fails or is breached so that we can respond without interruption to service delivery?	
4. Do our communication technologies, systems and approaches actually deliver information to our customers in the way that is meaningful to them?	
5. How do we effectively use social media and mobile phone technology to connect with our participants on demand and responsively?	
6. Do our information management systems and processes allow us to cost- effectively process participant information and service delivery so that we can efficiently bill their NDIS plans or bill for fee-for-service offerings?	

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7. Do our information systems and equipment have the capacity to produce evidence-based statistics and outcomes so that we can use that information in our marketing to position the organisation as a preferred supplier?	
8. Does our current information management system meet the needs of interacting effectively in the NDIS environment or do we need to look at upgrading or changing our systems and equipment?	
9. Have we planned and budgeted to replace ineffective communication technology?	
10. What new or different knowledge and skills do our staff and participants need to be able to effectively use modern and changing communication technologies?	
11. What planning have we put in place to ensure that our corporate knowledge is secure within the organisation and does not leave as people leave?	
12. Will our data, financial and knowledge management systems support us to meet compliance and regulatory standards?	