



Care Systems ISMS

Information Security Statement

Version 2.2

July 2024

Care Systems ISMS - Information Security Statement

Organisational Context

Care Systems has operated as a provider of financial and operational management solutions to the Australian Health and Aged Care Industry since 1984. Care Systems provides a range of cloud hosted and on-premises computer software and hardware solutions and associated professional services to these industries. The Care Systems team are solely Australian based, and all information stored and managed by our business for or on behalf of our clients resides in Australia. The secure management of our clients' sensitive information, including personal details of their staff, consumers, and other stakeholders, is central to the purpose of our information management activities.

Organisation Leadership

Care Systems' senior management team are highly invested in overseeing and supporting the information security management system (ISMS) implemented by the business. Care Systems maintains security policies for its internal staff and external contractors and has clearly defined roles and responsibilities for managing such data.

Information Security Planning

Care Systems' ISMS is designed based on our risk assessment and treatment plan which align with our primary goal to protect the sensitive information which our products store and manage on behalf of our clients.

Our ISMS covers the following areas: -

- Maintaining comprehensive Information security policies, including mobile devices and teleworking.
- Managing & organising information security activities, allocation of roles and responsibilities for internal and external stakeholders.
- Human resource security – candidate screening, terms of employment, ongoing training, management of ISMS responsibilities, and processes relating to change or termination of employment.
- Asset management – inventory and management of all assets including during change or termination of employment.
- Access control – policies and procedures for managing access to all internal and external environments and systems, based on best-practice individual access control.
- Cryptography – specific policies and procedures for managing cryptographic keys and associated artefacts.
- Physical and environmental security – policies and procedures relating to the physical security of organisational and client owned data. All Care Systems managed systems are hosted in secure Australian based Tier 3+ data centres.
- Operations security – ongoing management of operations, system changes, maintaining system capacity, protection from external threats, monitoring, logging, control and audit of critical systems.
- Communications security – policies and procedures relating to network design and segregation of network access, and management of electronic communication platforms including email and other channels.
- System acquisition, development and maintenance – procedures relating to the procurement, testing and implementation of new systems, management of test data, ensuring appropriate access control is implemented on new or changed systems.
- Supplier relationships – standard supplier agreements for all suppliers, and specific agreements and procedures in place for suppliers involved in ISMS activities.
- Information security incident management – incident management procedures are in place.

- Information security aspects of business continuity management - Disaster Recovery plan is in place and maintained to ensure business continuity for our customers in the event of system failure or outage.
- Compliance – external partners are engaged to provide external oversight, assessment and compliance to industry standards and other requirements.

Supporting & Resourcing ISMS activities

Care Systems utilise internal staff and trusted external partners to resource and maintain sufficient expertise to complete our information management activities. Required roles, skills and responsibilities are registered and regularly reviewed. Our ISMS team is supported by the broader Care Systems technical and development team as required to ensure security and business continuity activities are always sufficiently resourced.

Impact on Operations

Care Systems conducts extensive internal training regarding the correct implementation of our ISMS policies and procedures, for both ISMS specific roles and our entire staff. Care Systems also regularly communicates with our clients and other external stakeholders regarding security & business continuity matters.

Ongoing Evaluation

Since 2018, Care Systems has been assessed under of the Australian Taxation Office Operational Framework, which incorporates assessment using the ISO27001 standard processes and controls, and other requirements.

This external review forms part of our annual review of all aspects of our ISMS.

Care Systems have engaged Interactive Pty Ltd (<https://www.interactive.com.au/company/>) to provide ongoing external oversight and assessment of information management and cyber security risks. Phase one of this process was completed in early 2024.

Future Improvement

With oversight from Interactive Pty Ltd, Care Systems plans to complete external accreditation under the ISO27001 and SOC standards.

Details of key security features utilized by Care Systems

With oversight from Interactive Pty Ltd, Care Systems plans to complete external accreditation under the ISO27001 and SOC standards.

Multi-factor authentication

Audit Logging

Data Hosting

Encryption Key Management

Encryption at Rest

Encryption in Transit

Third Party Entity Validation

Personnel Security

Third Party Certification and Testing

Other Supporting Documentation available on request in writing

- Business Insurance Certificate of Currency, Public and Product Liability
- Australian Taxation Office Digital Service Provider Operational Security Framework – Letter of Confirmation
- ISO/IEC 27001:2013 Certificate of Approval for our technology partner for provision of data centre facilities
- Annual External Penetration Testing Certification