

Client Information Management

Policy

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Version	Active from	Author	Changes made
1.0	16/03/2015	Operational Policy	To inform Case Managers of the requirement and purpose of maintaining client records.
1.1	21/07/2017	Operational Policy	Minor amendments.
1.2	22/04/2018	Operational Policy	Revised to highlight specific reference to emails regarding clients.
1.3	14/02/2022	Operational Policy	Rebrand and updated links.

Acronyms	Full form
CMS	Refers to Community Care Information System (CCIS)
Department	Department of Territory Families Housing and Communities
IOMS	Integrated Offender Management System

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1. Policy Purpose

To advise staff of their accountability regarding client information management including the responsibility to ensure client information remains confidential, is treated with courtesy, consideration and sensitivity, regardless of whether it is provided verbally, on paper or electronically.

2. Policy Statement

The Department's staff will only collect client information for the purpose of creating and maintaining current, accurate, client and case files in order to:

- Record client and related contact details across the range of required domains;
- Document client needs, and services provided to address these needs;
- Facilitate continuity of care across care settings, programs and provided services;
- Maintain a clear record of the key decisions including rationale for those decisions and the participants contributing to those decisions; and
- Record a history of the Department's contact to enable the quality of the interaction and services provided to clients to be monitored and evaluated.

2.1. Recording and Maintaining Information

The Department's recorded client information will provide a complete, integrated client record using complementary ways of recording:

- Hard copy file, managed and maintained in the various offices; and
- Electronic records in the CMS, IOMs and/or SupportLink.

The electronic record is the primary method of recording client information and case records and must be kept up to date accordingly. All client information must be maintained securely to ensure client confidentiality.

2.2. E-mails as electronic records

E-mails are electronic records and as such are covered by the Information Act. The Department insists upon the same courtesy, consideration and thoughtfulness required when dealing with clients directly to be evident in e-mail records regarding those clients.

3. Legislative Basis

[Care and Protection of Children Act 2007](#)

[Information Act 2003](#)

[Public Sector Employment and Management Act 1993](#)