

## Policy: Client Information Management

Information regarding a client is collected only for the purpose of creating and maintaining up to date client and case records in order to:

- Document a record of the client’s needs, contacts and the services provided to the client;
- Promote continuity of care over time, settings, program and service types;
- Maintain an accountable record of key decisions made in respect of the client and the rationale upon which those decisions were made; and
- Document a history of Territory Families’ contact with the client, which enables the quality of the contact and services provided to the clients to be monitored and evaluated.

In addition the [Information Act](#) requires Territory Families to keep full and accurate records of its activities and operations, and articulate the parameters in which records are to be maintained.

In Territory Families, client information is managed and maintained in two ways:

- Hard copy file kept in the various offices; and
- Electronic record in the Community Care Information System (CCIS).

The hard copy and electronic records are complementary. Together, they provide the complete, integrated client record. The electronic record is the primary method of recording client information and case records.

The legal requirements in regard to how client information is maintained and shared are prescribed by legislation including the [Information Act](#), [the Care and Protection of Children Act](#) and [the Public Sector Employment and Management Act](#). All staff must comply with this legislation.

Client information must be maintained in such a way as to uphold the principle of client confidentiality.

### Legislative Basis

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

[Information Act 2003](#)

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

### Standards

[Standards of Professional Practice](#)

Authorised by:

<b>Executive Director, Service Development and Policy on:</b>	16/03/2015	<b>Active from:</b>	16/03/2015
<b>Version 1.0</b>	To inform Case Managers of the requirement and purpose of maintaining client records.		

Current Version V 1.1

<b>Active from:</b>	6/02/2017	<b>Authorised by:</b>	Director, Policy
<b>Update:</b>	Rebranded, internal links reset, Caseworker to Case Manager		
<b>Review due:</b>	March 19	<b>Maintenance:</b>	Policy TF.Policy@nt.gov.au