

Record Keeping

Policy

All information pertaining to clients is to be kept secure and confidential at all times. In keeping with Lions Emergency Accommodation Centre Inc. (LEAC) philosophy and value system, workers will maximise transparency with clients in relation to their records held by the service.

Procedure

On intake, clients are informed of the record keeping policy of LEAC and are advised that with their consent, written records are kept by the service.

Service records include :

- case notes
- assessments
- support plans
- National Data Collection Agency (NDCA) entries
- day book entries
- emergency relief records
- worker diaries.

Workers will record information impartially and accurately. When writing case notes, workers will take care to:

- Report only essential and relevant details pertaining to case management
- Where possible, use the client's words
- Refrain from using emotive and derogatory language, using strength based wording reflective of the organisation's framework for practice
- Acknowledge the basis of subjective opinions
- Protect the client's privacy and that of others involved in the situation.

Clients must be informed of the purpose for the collection of information by workers.

Workers should always seek to share written documentation with the client where this does not compromise the safety of any person.

Clients are advised that in some circumstances LEAC records may be subpoenaed. If the Service is requested to release records to the relevant authorities, clients are to be notified of this action.

Clients are advised that they are able to have access to their records held by LEAC upon request. If access to records is requested, workers are to inform clients that they may have copies of documents that relate to them and that all original documentation will remain on their file in a secure location.

Clients are to be advised that all team members have access to client records and are bound by the confidentiality policy of LEAC.

Client Services

On exit from the Service, clients are to be encouraged to take a copy of their case notes or other documentation for their future reference.

All client files are to be kept secure in lockable cabinets in the Co-ordinator's office. Any paperwork with identifying information must be kept secure at all times.

All computer systems are to be kept secure and regularly maintained. If computer documents created by workers or clients contain identifying information, these must be stored on disks and kept with other client information in the lockable cabinet. Client information cannot be stored on the hard drives of computers.

Workers must ensure that their diaries are kept secure at all times.

Operational and financial records must be archived for a period of seven (7) years in a secure and confidential manner. After the archive period has lapsed, records will be destroyed by shredding.