

Policy Title	Client Information
Policy Category	Operational
Number & Version	SVC-MSO-PO-096-01
Policy Owner	Manager Community Services
Approval by	CEO
Effective date	
Date for review	September 2021

1. STRATEGIC PURPOSE

Snowy Valleys Council (Council) is committed to complying with all legislative requirements relating to Privacy and Access to Information when collecting information for the implementation of community services. This includes fulfilling its duty of care to clients, volunteers and employees in all aspects of the service's operation.

2. POLICY STATEMENT

The Council's Multi Service Outlet (MSO) is committed to providing a system of recording client information that is necessary to assess the need to provide a service in a safe and secure manner.

3. DEFINITIONS

Multi Service Outlet (MSO) A council run initiative providing services to the elderly, their carers and people with disabilities in the local government area.

My Aged Care (MAC): My Aged Care is a government-funded aged care service aimed at assisting older Australians, their families and carers to get the help and support they need.

Duty of Care: The responsibility of all workers to avoid injury to another person or damage to property as a result of actions or inactions

Employee: A person employed by Council on a permanent, temporary or casual basis, that provides direct or indirect support to a person who is in receipt of services and / or support from the MSO.

Objective: Objective records are based on facts and observations without influence from personal feelings or opinions.

4. CONTENT

The MSO recognises that client information should be recorded and utilised in a professional manner which increases the consistency and value of the service to the clients.

1. Purpose of client files:

- a. To help facilitate consistent service provision.
- b. A method of recording contact between worker and client.
- c. An aid to planning and reviewing the client's Case Plan and the support he / she has received.
- d. A means to demonstrate observance of the MSO's Duty of Care obligation.
- e. A means of summarising and organising information.
- f. A safe place to keep information about clients in a confidential manner.

2. Content of client files:

- a. All client records will be recorded in an objective format.
- b. Client records will include:
 - i. Referrals into the service
 - ii. Assessment details
 - iii. Individual Service Agreement / My Aged Care Record (MAC)
 - iv. Contact with Clients
 - v. Correspondence
 - vi. Disclosure Form
 - vii. Exit Plan
 - viii. Forwarding address
 - ix. Record of complaints (see *Complaints Management Policy*)
 - x. Any other information pertaining to clients.

3. When to record information

- a. All formal contacts will be documented as soon after the appointment as possible.
- b. All significant informal contacts will be documented immediately.
- c. Whenever possible, an Individual Service Agreement should be completed in conjunction with the client at the start of service.

4. File storage:

- a. Files are to be stored in accordance with the *Records Management Policy*.
- b. Client files are to be kept in a locked cabinet in the MSO Office; clients will be informed of this at assessment.

5. Access to clients files:

- a. Approximately 24 hours' notice should be given to the Coordinator if the client wishes to view their file.
- b. Clients are informed at assessment of their right to view their files, with assistance of a worker.
- c. The file must be accessed in the office where it is kept.

5. ASSOCIATED LEGISLATION

Privacy and Personal Information Protection Act (1998)

Government Information (Public Access) Act (1998)

Charter of Aged Care Rights (2019)

6. ASSOCIATED COUNCIL DOCUMENTS

Records Management Policy - SVC-GOV-PO-062-01

Complaints Management Policy - SVC-COR-PO-037-01

Code of Conduct - SVC-RP-STY-001-02

7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
	Superseded	Client Information Policy	TSC-MSO-PO-012-0 (Former Tumbarumba Shire Council)		