



## **Client Records**

April 2008

### **Policy**

Client records (hard copy and electronic) will be maintained and made available in a manner which meets the requirements of relevant legislation. They will only be used to promote effective service delivery to clients.

All client information kept by the service is recorded, maintained, stored and made available in ways that respect client's rights to privacy, dignity and confidentiality. Except in cases of emergency the client's consent is obtained before information is sought or released.

Information from client's records is only provided with the consent of the client or his or her "person responsible" and in a manner which ensures confidentiality and security of the information except in an emergency situation, or where there is an overriding duty of care.

Information is only disclosed against the wishes of the client in certain specified circumstances. Such circumstances include any situation that poses a serious threat to the life and health of any individual or other legal and legislative requirements.

Records are stored in a secure area. Only factual and objective information will be recorded. Each entry will include the date and name of the person adding the information. Records will be kept for the duration of service and then archived as required. Only staff who need to have access to client records will do so. Volunteers do not have access to client records and only information specifically required for an instance of service delivery in which they are engaged will be supplied to them. Access or use for any other purpose is not authorized. Any breach of confidentiality is to be reported to a supervisor or manager.

Their own records will be available to clients on request to the manager, unless there are legal or specific circumstances for withholding information eg there are other public interest or duty of care concerns.

### **Complaints**

Anyone who believes that personal information has not been appropriately handled under this policy has recourse through the procedures established in the Client Complaints policy.

#### Related Policies:

Personal Information and Privacy for Clients

Client Complaints

Signed

A handwritten signature in black ink, appearing to read 'By Sarah', written over a horizontal line.

Chief Executive Officer

Effective Date: 30 April 2008  
Approved: Executive Committee 30 April 2008  
Date for Review: April 2010