

DOMESTIC VIOLENCE VICTORIA
CASE NOTE INFORMATION SESSION

CASE NOTES, HASS & THE DV VIC CODE OF PRACTICE

HAS STANDARDS:

SECTION ONE: UPHOLDING & PROMOTING RIGHTS

SECTION 1.4: Privacy & Confidentiality

- 1.4.3 The organisation provides people with written information advising them on how they can access their files or other information the organisation holds about them.
- 1.4.4 The organisation uses a private place for collecting personal information.
- 1.4.5 The organisation informs people about how it will manage information about them.
- 1.4.6 The organisation only releases de-identified personal information for evaluation purposes except where informed consent has been given.

- 1.4.11 The organisation stores all consumer files in a secure manner & gives consumers access to information they are keeping about them. Files are destroyed in a confidential manner.

SECTION THREE: DIRECT SERVICE DELIVERY & CASE MANAGEMENT

SECTION 3.2: Engagement, Assessment & Case Planning

- 3.2.8 People have access to a copy of their support plan.

SECTION 3.5: Documenting Case Work

- 3.5.1 The organisation has a documented system for recording & managing case files.
- 3.5.2 Personal files contain appropriate & adequate information to assist good case management.
- 3.5.3 All case plan entries are accurately documented, signed & dated in a timely manner.

3.5.4 Information recorded about people is written objectively & respectfully.

- 3.5.5 Staff record notes on the case file about critical incidents as soon as practicable to enable debriefing & accountability & to meet any external needs.
- 3.5.6 The organisation regularly audits its client file system to ensure consistency in approach & quality of what is recorded.

DV VIC CODE OF PRACTICE:

SECTION 5 ORGANISATIONAL FRAMEWORK

Section 5.6 Privacy, confidentiality and duty of care

SECTION 6: KEY ELEMENTS OF PRACTICE

Practice implications

Section 6.1.5 Respectful, open and transparent interaction

Section 6.5 Privacy, confidentiality and duty of care

Section 6.9 Case notes, files and data collection

Section 6.8 Collaborative practice

SECTION 10: APPENDIX

Section 10.5.3 Practice implications