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<b>Service Stream</b>	Families and Young People Services	<b>Category</b>	Residential Care and Transition Services
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## Scope

This procedure applies to all employees, volunteers and contractors engaged within Residential Care and Transition Services (RCaTS) programs across Mercy Community (MC) – Families and Young People Services (FYPS).

## Procedure

### 1. Overview

- 1.1 As all RCaTS programs operated by MC are funded by the Department, records produced that relate to a person we support in the care of The Department can become public records. For this reason, robust records management processes are required to be maintained.
- 1.2 Records validate the accuracy and completeness of all reports and other information MC provide to the Department.
- 1.3 Record keeping provisions for each element of service delivery are outlined in specific program procedures.
- 1.4 This Procedure is to be read in line with *GOV SOP Records Management and Archiving*.

### 2. Administration process for newly entered people we support

- 2.1 Where a request for service is received, the Care Team Leader (CTL)/Team Manager (TM)/ will create/reactivate a Client Profile within CTARS to record all information regarding the person we support.
- 2.2 The Business Support Team will run a CTARS report once a week to identify any new people we support that have entered an RCaTS program.
- 2.3 The Business Support Team will then create a MC client number by removing the last letters from the Departmental ID number. This MC client number is recorded on the *MC FS RES Client Code Spreadsheet* on the Shared Drive (S Drive). Using this new MC client number, the Business Support Team will:
  - Advise the *MCS Finance Credit Cards Mailbox* of the person we support's entry and their MC client number; and
  - Update the relevant program's *Petty Cash Template* with the MC client number.
- 2.4 For people we support who reside in a MC placement for more than two (2) weeks, and who are under sixteen (16) years of age, the Business Support team will notify Centrelink of their placement.
- 2.5 Where people we support are returning to MC after previously being exited, their MC client number will remain the same in this instance.

### 3. Client Files – electronic (CTARS)

- 3.1 All people we support accepted by MC will have an electronic client file utilising the CTARS Client Management System (CMS).
- 3.2 Various permissions and securities are attached to this file structure.
- 3.3 It is the responsibility of the CTL/TM to maintain the accuracy of the CTARS Client Profile.

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## 4. Unit Files – electronic (S Drive)

- 4.1 Every RCaTS program will have an electronic service folder structure. While these folders may contain different things depending on the program, each must have information regarding house administration, such as finances and maintenance.
- 4.2 Any documents containing personal information about people we support must be placed in their CTARS Client Profile, and not within the electronic S Drive.
- 4.3 Existing documents containing personal information about people we support can still be accessed within the electronic S Drive, however, this will involve “read-only” access. New information/documents can no longer be uploaded to the S Drive.

## 5. Client Files – paper

- 5.1 Hard copy paper client files are no longer used.
- 5.2 Basic information/profile summaries will be recorded within an On-call Report each week and printed out to be accessed within hard copy form in the On-call Folder. This will be supplemented by a hard copy of each person we support’s *FS FORM RCaTS Positive Behaviour Support Plan* and/or *FS FORM RCaTS Safety Plan*.
- 5.3 Each week, this will be updated and replaced, with the previous copy being securely destroyed.

## 6. Administration process for people we support exiting

- 6.1 The Business Support Team will run a CTARS report once a week to identify any people we support that have exited an RCaTS program.
- 6.2 Within 72 hours, the CTL/TM will deactivate the person we support’s CTARS Client Profile.
- 6.3 Within the next month, the Business Support Team will:
  - Remove the person we support from the *MC FS RES Client Code Spreadsheet*;
  - Advise the *MCS Finance Credit Cards Mailbox* of the person we supports exit; and
  - Remove the person we support from the relevant program’s *Petty Cash Template*.
- 6.4 As soon as possible, the Business Support Team will notify Centrelink of the person we support’s departure.
- 6.5 As soon as practicable following the person we support exit, the Business Support Team will send a copy of the client file to Department’s Records Management Team via the secure Axway Portal. The transfer of files will be coordinated with Department’s Records Management Team via email communication (RecordkeepingSupport@cyjma.qld.gov.au).

## 7. Data collection

- 7.1 CTARS contains information on all people we support currently within RCaTS programs. This information is updated whenever a person we support enters or exits the program, or wherever there is a change that requires an amendment.
- 7.2 CTARS enables efficient point in time data collection. This may include, but is not limited to, client numbers, bed nights and referral numbers to inform reporting.

## 8. Recordkeeping away from the office

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- 8.1 Where paper copies of client information may be transported outside of the office or residential home, this information will be transported using a lockable document bag.

## Definitions

### Care Team Leader/Clinician/Team Manager/Program Coordinator

Employees tasked with client care planning and care management oversight with the general MC Residential Care program.

### Record

A source of information, written or recorded, which are a chronological record of interactions, observations and actions relating to a particular client. Records may be required in the future for data collection, review, or legal purposes. Record keeping obligations apply to all records, including emails, assessments, referrals, case notes, meeting minutes, consents, and plans.

## Related Documents

FS FORM RCaTS Positive Behaviour Support Plan  
 FS FORM RCaTS Safety Plan  
 FS PP RCaTS CTARS Therapeutic Programming Guide  
 FS PROC RCaTS Referral and Suitability Matching  
 FS PROC RCaTS Transition and Exit  
 GOV SOP Records Management and Archiving

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