

Providing information to children & young people when they enter care or change placement

Child-sensitive records – a checklist for workers



This checklist can help you and your agency ensure that case records and reports produced about a child or young person are child-centred and child-sensitive.

This checklist is based on what young people have told the South Australian Office of the Guardian for Children and Young People about what information should be recorded and how it should be recorded.

DO you keep information about me private?



We have a confidentiality policy protecting information about children and young people. Children can be confident that personal information is not shared without good reason.

We have a policy and procedure that allows a child or young person to access records and reports written about them. Children and young people, with consideration to age and developmental capacity, are informed of our policy and procedure.

We have a policy and procedure to securely store case records and reports regarding children and young people.

All staff members receive an induction on these policies and procedures.

Sensitive information such as a child's name, address, date of birth, family members, and reason for contact with us is kept private.

Information about, and records of, children and young people are accessed by and shared only with those who have authority and reason to have access.

DO you respect me as an individual?



We express values that promote a child-centred approach in our work.

We have recorded only the information relevant to the presenting issue and/or mandate of our agency.

The case record or report demonstrates that the child or young person has been respected and treated as an individual, for example:

- › The child or young person's strengths, abilities and interests are identified and included.
- › The child or young person's needs, including cultural identity, belonging and maintenance, are identified and communicated to those who need to know.
- › Consideration has been given to whether the child or young person requires specific support to express their views.

Information about the child or young person is written with consideration that the child or young person may in the future read the case record or report.

HAVE you asked me?



The child or young person has been asked for their views on matters relevant to our work with them.

The child or young person is involved to the full extent of their capacity in decisions being made about them.

The case record or report contains the expressed views of the child or young person.

If it occurs, the case record or report includes a sound reason why our recommendations do not agree with the child or young person's views.



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DO you communicate with me?



We maintain regular communication with the child or young person and keep them informed on the work we are doing with, and for, them.

Where appropriate we obtain the permission of the child or young person to exchange information with other services and this is documented on the case record. Where permission is not sought, a reason is documented on the case record.

The child or young person is given the opportunity to contribute to their case record or report, by for example:

- › The child or young person can add notes or drawings to their case record or report.
- › The child or young person has the opportunity to include their view on information they believe to be inaccurate or incomplete.

To the full extent of their capacity, the child or young person is aware of, and understands any reports about them prepared by us, including recommendations.

The child or young person knows why certain information contained in their case record, or the report cannot be shared with them, for example if it is about another person.

WILL I understand the information?



We have spoken with the child or young person about what information about them is contained in records and who has access to those records, and for what reason.

Our case records and reports are written in plain language and in a culturally appropriate manner.

The child or young person can provide comments on their interactions with us.

Where a child has done so, the comments are included on their case record.

The record or report contains only factual information. If not, we have identified where it is an opinion.

For further information contact the Office of the Guardian for Children and Young People on (08) 8226 8570

