



WHAT HAPPENS TO YOUR INFORMATION?

Nova is committed to the principles outlined in the Privacy Act 1988 and has in place procedures that ensure compliance with this legislation.

CLIENT INFORMATION MANAGEMENT SYSTEM (CIMS)

Nova uses a data base to manage its clients called Client Information Management System (CIMS). CIMS is used for all client record keeping such as your contact details, consents you have signed, assessments, payments made to you, occupancy fees paid by you, case notes, case plans, referrals, documents etc.

CIMS is sealed with an individual password known only to your case worker and her manager. All case notes are locked after 9 days and cannot be altered. All information relating to a client is confidential within the service and will not be disclosed to any other person or organization without your permission except:

- When there is risk of harm to a child (all Nova staff are mandatory reporters), self or others
- When the client may be in danger if key information is withheld
- When there may be a duty to inform a third party such as another service

In these situations duty of care considerations can override confidentiality.

Any paper documents kept for you are kept in a locked filing cabinet.

Permission to share your information will be sought from you when sharing information is necessary to ensure the best service for you. It will be made clear to you what information will be shared, for what purpose and who it will be shared with. You will then sign a Consent to Share Information form.

Part of the information collected on CIMS is used for statistical purposes such as how many women were homeless in any one year. This information is anonymous and is used so the Government can fund homelessness services. Before your information can be used for this you will be asked to sign a Consent that provides Information to the SHS National Data Collection.

Nova is committed to treating all clients with the utmost respect and this includes informing you, asking your permission and keeping your information safe.