Communities and Justice

Client Sensitivity Quick Reference Guide

Sensitivity (Restricting access to client files)

What is it

Sensitivity is a setting that can be applied to an entire client file and is used to indicate that access to client data should be restricted.

What does it do

If a client file is marked Sensitive then the client will not be visible in the Statewide search, regardless of existing Consent to Share and record visibility settings.

In addition, marking a client as Sensitive changes the behaviour of the visibility controls for client records as shown in Table 1 below. It is important to understand that changing the Sensitivity status does not immediately change the visibility of existing records, it changes the default setting for new records and modifies the behaviour when saving existing records for clients marked sensitive.

Further details on consent to share can be found in the Client Consent to Share Quick Reference Guide in CIMS.

Further details on record visibility can be found in the Client Record Visibility Quick Reference Guide in CIMS.

Background: Workgroups, Clusters and Visibility

Within CIMS, users access client data via a workgroup (which usually corresponds to a single SHS outlet or service) but the data itself is stored within a cluster. Each workgroup is associated with exactly one cluster, but it is possible for multiple related workgroups to be associated within a single cluster. This minimises duplication of client data and can simplify client management when multiple services (workgroups) provide support to a single client. However, this also means that all the workgroups that are associated within a single cluster are accessing the same client file and a standard client search is a search for clients that exist within the cluster to which the workgroup belongs. Users can control the visibility of specific records within the client file using the 'May be viewed by' control (shown near the bottom of each record update form in CIMS) which allows the visibility of records to be set to Workgroup, Cluster or, in some cases, State.

Table 1: Default access levels for client records

Client Record	Who has access ...	
	When NOT Sensitive [1]	When Sensitive [2]
Person Name and Demographics [3]	State	Cluster
Alias Details	State	Cluster
Relationships	State	Cluster
SHS Support Period	Workgroup	Workgroup
Client Profile	Workgroup	Workgroup
Family Violence Risk Assessment	Workgroup	Workgroup
Housing Application	Workgroup	Workgroup
Needs Assessment	Workgroup	Workgroup
Initial Assessment	State	Workgroup
Accompanying Person Attachment	Workgroup	Workgroup
Addresses	State	Workgroup
eContacts	State	Workgroup
Key Workers	Cluster	Workgroup
Notes	Workgroup	Workgroup
Payments	Workgroup	Workgroup
Accommodation	Workgroup	Workgroup

[1] The access levels shown are the default values, but may be changed at the time that the record is created or on any subsequent update.

[2] The access level cannot be changed when the client record is marked Sensitive and any existing records (except for those marked Cluster) which are not already restricted to workgroup visibility will be changed to workgroup visibility when the record is next saved.

[3] Includes Family Name, Given Name, Date of Birth, Sex, Indigenous Status, Country of Birth, Year of Arrival, Language at Home, Date of Death, Comments (i.e. all the fields that appear on the Edit Primary Details panel on the Client Details page, excluding the extended LGBTQI data).

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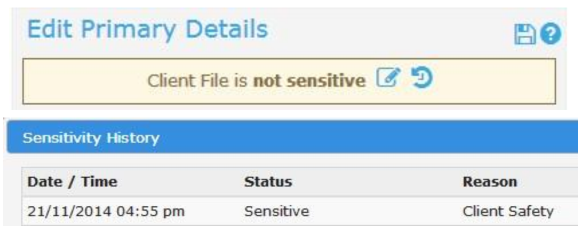
Client Record	Who has access ...	
	When NOT Sensitive [1]	When Sensitive [2]
SHS Status Updates	Workgroup	Workgroup
Alerts	Workgroup	Workgroup
Consent	Workgroup	Workgroup
Referrals	Workgroup	Workgroup
Plans	Workgroup	Workgroup
Tasks	Workgroup	Workgroup
Documents	Workgroup	Workgroup
Memo	Workgroup	Workgroup

Managing Sensitivity

1. **View Sensitivity**

The Edit Primary Details form in the Person/Details tab displays the client's current Sensitivity status at the very top of the form.

Click the icon to display the client's Sensitivity History.



2. **Update Sensitivity**

The Sensitivity status of a client is either Sensitive or Not Sensitive, with Not Sensitive being the default for new clients. Changing the setting to Sensitive modifies the visibility of the client in Statewide search, and of individual client records, as described above.

- Click the icon to display the Update Sensitivity form (shown below). This will show the Sensitivity status of the current client and any related persons.
- Click the icon to select the person to be updated.
- Click the status Not Sensitive button to select a Sensitivity status (noting that the button will be labelled Sensitive if the status is already Sensitive).
- Click the reason Please select... button to select a reason for the change in Sensitivity status.
- Click the Update button to the save the new Sensitivity status, or click the Cancel button to abandon the update.