

Loreto Sisters

Guidance on Case Management Records

Case management records should provide a complete account of involvement in order to provide evidence of all allegations and actions taken to safeguard children, to assess and manage risk and to monitor practice.

All recorded information should be typed, accurate, factual and concise. It is important to state opinion, assessment or judgement, as distinct from facts.

The records are in relation to a Loreto Sister against whom a suspicion, concern or allegation has been reported, and therefore should be catalogued as such.

Each file should contain:

1) File index

This section should give a detailed list of all of the contents of the file as they are received.

2) Case summary information sheet

This section includes an overview of the case to allow the reader to become familiar at a glance with the details of the complainant and respondent, as well as the roles of key personnel in the safeguarding structure who are involved with the case. An annual summary is suggested if the case is active.

3) Case record narrative

This section is the account of all actions taken and contact made with all relevant personnel. It should detail all contacts in relation to the case in list format, including by telephone, email, by letter and in person.

4) Copy of child protection referral form

This section should include a copy of the completed referral form that was sent to the statutory authorities.

5) Assessment reports

This section should include hard copies of any assessment reports relating to the respondent, including, for example, psychological assessments, credibility assessments, copies of preliminary investigations, etc.

6) Minutes of meetings

This section should include hard copies of written records of any internal meetings about the case – **which can be shared with the respondent** – with dates of any meetings held with the advisor and any relevant child safeguarding information.

7) Third-party information

This section should include hard copies of written records relating to information – **which must be kept confidential from the respondent** – such as the initial statement from the complainant, legal advice to the province leader, correspondence and voti sent to the Congregation for Institutes of Consecrated Life and Societies of Apostolic Life (CICLS), and dates of any meetings held between the support person and complainant, including relevant child safeguarding information.

8) Correspondence in chronological order

The chronology referenced in this section acts as an aid to assessing risk and to reviewing action taken.

The file should be sectioned as detailed by Points 1– 8, with reference to all information logged in the index sheet and referred to in the narrative account. Third-party and confidential information must be securely placed in the appropriate sections, so they can be easily removed if access to the records is requested by someone who is deemed to have a bona fide interest in the case file.

All record-keeping must be compliant with data protection legislation, and must be stored confidentially.

