



Consult or Decision Record Procedure

1. Purpose

This procedure explains the process for recording case consultations and key case decisions using the Consult or Decision Record note type in the Connected Client and Case Management System (C3MS).

2. Scope

This procedure applies to all Department for Child Protection (DCP) staff who use C3MS and engage in consultation or decision making about a case involving children, young people, families and carers.

3. Authority

3.1 Legislative context

Children and Young People (Safety) Act 2017:

- section 10, Principles of intervention
- section 12, Aboriginal and Torres Strait Islander Child Placement Principle
- section 152, Sharing of information between certain persons and bodies
- section 164, Confidentiality.

3.2 Whole of Government requirements

Not applicable.

3.3 DCP requirements

The Consult or Decision Record note should be used to reflect significant consultations or decisions about a case. Examples where the Consult or Decision Record note should be used include (but are not limited to):

- case consultation with a supervisor, Principal Aboriginal Consultant, Practice Lead Multicultural Services practice leader, psychologist or other specialist consultant
- decisions to remove a child or young person
- complex case planning, including investigation planning
- decisions about case direction such as court action or deciding to pursue or not to pursue reunification
- complex placement decision making (including decisions about the approval, termination or change of placements and the application of the Aboriginal and Torres Strait Islander Child Placement Principle or Culturally and linguistically diverse child placement Policy
- reflecting critical case decisions
- reviewable decisions (for example, contact determinations)
- case closures.

4. Procedure requirements

A C3MS Consult or Decision Record note must be created to record case consultations and/or case key decisions. Please refer to the [Practice and cultural consultation Practice Paper](#), the [Decision making Practice](#)



[Paper](#) and [Supporting the participation of children and young people in decision making Practice Paper](#) for more information about consultation and decision making processes.

The C3MS Consult or Decision Record is a note type that can be created in any C3MS case, phase or component (such as meetings, service provisions, etc.) The note functions in the same way as standard C3MS notes including the ability to save to an individual child or multiple children and print the note. The Consult or Decision Record note also has the following additional fields:

- Current situation
- Assessment and discussion
- Decisions and actions
- People involved in decision.

All sections of a Consult or Decision record note should be completed by the DCP case worker. It is important to provide as much detail as is necessary to be clear about the information that was considered, the views held by all involved in the consult or decision and the rationale for the advice provided or decision that was made.

It is best practice for the DCP case worker to prepare for a consultation or decision making meeting by completing the 'Current situation' note section prior to the consultation or meeting and share the note with DCP staff involved in the discussions. This will assist those involved to adequately prepare by understanding the current situation and relevant details. It may be helpful to include a summary of the child protection history as well as issues that are pertinent to the current situation. The note can be shared with other DCP staff via the note Action functionality or accessed through the child or young person's case and note summary.

Where there are different views held, this should be reflected in the 'Assessment and discussion' section. The rationale for the decision, particularly where there are differing recommendations, must be clearly captured in the 'Decisions and actions' section and where relevant reflect who is the delegated authority who made the decision. Refer to the [Delegations and Authorisations](#) Intranet page for further information about who has the appropriate delegation to make decisions.

It is recommended the note be titled "Consult or Decision record - ..." with further detail as relevant to the case. An example title could be "*Consult or decision record – Decision to pursue reunification of Emma (child) with Jody & Greg (parents)*".

Where the decision is recognised as a key decision, this should be recorded in C3MS by checking the key decision checkbox. Key decisions may include (but are not limited to):

- a change in case direction
- implementing a safety plan
- closing a child protection case, including case closures for high-risk cases
- removal of a child or young person
- seeking court orders
- reunification of a child or young person
- complex decisions about a child or young person's contact arrangements
- complex placement decision making, including decisions about the approval, termination or change of placements and the application of the [Aboriginal and Torres Strait Islander Child Placement Principle](#) and the [Culturally and linguistically diverse child placement Policy](#)
- issuing or withdrawing written directions



- significant decisions for a child or young person under long-term orders including pursuing Long-term Guardianship to a Specified Person orders or change of name.

The Consult or Decision Record note should be electronically reviewed by DCP staff involved in the decision. The note should be actioned to involved parties to 'review' via the C3MS workflow. A person's electronic review reflects that they agree with accuracy of information recorded, even if they do not agree with the decision.

5. Compliance, monitoring and evaluation

DCP case workers are responsible for ensuring that the Consult or Decision Record note is accurately recorded in C3MS and within 24 hours of the consult or decision occurring.

Related documents

Related documents, forms and templates
Aboriginal and Torres Strait Islander Child Placement Principle Practice Paper
Culturally and linguistically diverse child placement Policy
Case recording Procedure
C3MS Fact Sheet – Notes – Consult or Decision Record Notes
Decision making Practice Paper
Practice and cultural consultation Practice Paper
Supporting the participation of children and young people in decision making Practice Paper

6. Glossary

Term	Meaning
C3MS	Connected Client and Case Management System
CYPS Act	Children and Young People (Safety) Act 2017



Document control

Reference No./ File No.			
Document Owner		Lead Writer (position)	
Directorate/Unit: Quality and Practice		Practice Leader, Quality and Practice	
Accountable Director: Director			
Commencement date	14 October 2027	Review date	4 October 2027
Risk rating	Consequence Rating	Likelihood	Risk Rating
Risk Assessment Matrix	Minor	Unlikely	Low

REVISION RECORD		
Approval Date	Version	Revision description
13/02/2019	1.0	Final/approved
05/11/2021	1.1	<ul style="list-style-type: none"> Reviewed content Changed from practice guidance to procedure
28/05/2024	1.2	<ul style="list-style-type: none"> Reviewed content and minor changes Amended 4.1 Consultation – referred to Practice and Consultation Practice Paper Amended 4.2 Decisions – referred to Decision Making Practice Paper
4 October 2024	2.0	<ul style="list-style-type: none"> Review as per policy review cycle, including minor amendments to language to ensure accuracy and ease of reading.