Conditions of Use AGREEMENT

By logging on to the Client Information Management System (CIMS) you agree to the following Conditions of Use

Acceptable use: Access to CIMS is provided solely to authorised users (see definition below) for the purposes of:

- recording information regarding individuals and families seeking and receiving support in the homelessness services sector and/or
- generating reports to assist in managing service delivery and to provide information to the Australian Institute of Health and Welfare (AIHW)

within the permission levels authorised by an agency's CIMS Administrator and in accordance with all legal and ethical obligations. By accepting the Conditions of Use, you agree to use CIMS solely for these purposes.

Authorised users: FACS has supplied the CIMS host, Infoxchange Australia, with a list of agency IDs and one contact name for each agency (the CIMS Administrator). Authorisation for agency staff to access CIMS is managed by the CIMS Administrator within that agency. The CIMS Administrator assigns a unique username and initial password to each user and sets permissions to view or alter client information.

By accepting the Conditions of Use, you agree that:

- you have been authorised to access CIMS by your agency's CIMS Administrator
- you will use the system within the parameters of your permission level
- you will not attempt to access client information for which you have no legitimate business requirement to access
- you will protect your password and not share it with anyone else or make CIMS available to anyone else
- you will inform your CIMS Administrator immediately if you believe you have seen client information that you were not authorised to see
- you will comply with the Health Records Information Privacy Act 2002 (NSW) and the Privacy and Personal Information Protection Act 1998 (NSW)
- you will maintain client confidentiality

Virus protection: All computers used to access CIMS must have up to date virus protection software installed and active.

System monitoring: As described in the [Privacy and security of client information held in the Client Information Management System (CIMS)](#) document, all access to the system is logged and monitored. The system host, Infoxchange Australia, also monitors intrusion attempts and periodically tests CIMS for safety from viruses and unauthorised access.

By accepting the Conditions of Use, you affirm that you understand and agree that your access and use of CIMS will be monitored and may be reported to YOUR AGENCY OR EXTERNALLY TO AUTHORITIES if such access and use does not comply with these Conditions of Use.

Consequences of non-compliance: CIMS contains personal information that may also be sensitive in nature. Civil protections and criminal sanctions apply to wrongful disclosure of this type of information. Penalties for breach of these Conditions of Use will depend upon the type and severity of the breach. Without limitation, penalties for misuse of CIMS information may include loss or restriction of access to CIMS, civil proceedings, reporting to external authorities and/or criminal penalties such as fines and/or imprisonment.

By logging on to this application you accept the Conditions of Use and, **you affirm (as above) that you understand** that penalties (including serious civil and criminal penalties) may apply for misuse of CIMS and the information it contains.