

# Quality Assurance Matters



## Quality Assurance & Documentation

The Quality Assurance Committee is appointed by the NLCSW Board of Directors. One of its' activities is to promote high practice standards in social work to ensure ethical, professional and high-quality service delivery in the public interest.

In keeping with the [2024 CASW Code of Ethics](#) and [NLCSW Standards of Practice](#), the QA Matters series has been designed to place a spotlight on practice standards social workers must adhere to in professional practice. This release focuses on documentation.

Documentation is an **essential** component of social work practice, and it **imperative** that social workers document their work and interventions with clients in a **timely** manner. The primary purpose of social work recording is to provide a clear statement of social work assessment, intervention, and professional decision-making.

Access NLCSW's full range of documentation resources at [Documentation/Recording - NLCSW](#). The committee encourages social workers to review these resources and keep an eye to monthly Updates for new documents that are released. Reviewing these resources can be claimed as continuing professional education (CPE) credits as per [NLCSW's CPE Policy](#).

## Documentation Standards

Social workers must :

- Maintain timely, accurate and legible records of social work intervention(s) for each client.
- Ensure that social work records reflect the service provided which includes a clear assessment, intervention strategy and termination plan.
- Document all information that is clinically relevant and significant to service delivery.
- Comply with legislative and organizational policies regarding the documentation of client information.
- Complete recordings following the intervention or as soon as reasonably possible thereafter.
- Include their name and professional designation in client notes.