

Records Management Policy Statement

Records Management

Information for Associated Providers

Churches of Christ in Queensland (COFC) is committed to managing records and information in a way that supports safe, high-quality aged care, protects privacy, and meets legal and regulatory obligations.

This statement explains how records are managed by COFC and what is expected of Associated Providers who deliver services on behalf of, or in partnership with, COFC.

Our Commitment to Records Management

COFC considers records and information to be a critical organisational asset. Records are created, maintained and protected to ensure they are accurate, secure and available when needed.

COFC and Associated Providers must manage records in a way that:

- Supports safe, person-centred care
- Protects personal and sensitive information
- Meets legislative, contractual and aged care requirements
- Maintains trust, transparency and accountability

What Are Records?

Records include any information created or received as evidence of care, decisions or operations. This can include:

- Care records and assessments
- Personal and health information
- Case notes, reports and correspondence
- Electronic records (such as emails, databases and documents)
- Physical records (paper files, forms and signed documents)

Records may be digital or physical and must be managed throughout their full lifecycle.

Creating and Storing Records

COFC requires records to be:

- Accurate, complete and factual
- Stored in approved information management systems
- Protected from unauthorised access or misuse

Associated Providers must:

- Create records that clearly reflect care, services and decisions
- Store records only in systems approved by COFC or agreed under service arrangements
- Not store official records on personal devices or unapproved systems

Privacy, Security and Confidentiality

Records often contain personal and sensitive information. COFC takes reasonable steps to protect records from loss, misuse or unauthorised access.

Associated Providers are expected to:

- Limit access to records to authorised workers only
- Protect records through appropriate physical and electronic safeguards
- Handle records in line with privacy and information security requirements
- Report any loss, breach or misuse of records promptly
- These responsibilities support the privacy and dignity rights of individuals under aged care law.

Retention and Disposal of Records

Records are retained only for as long as required by law, funding arrangements and operational needs. When records are no longer required, they are disposed of securely.

COFC determines retention periods and authorised disposal processes.

Associated Providers must:

- Follow COFC retention and disposal directions
- Not destroy or delete records without authorisation
- Preserve records where legal, audit or investigation requirements apply

Individual Rights and Access to Records

Under the Aged Care Act 2024, individuals have the right to:

- Have their records managed securely
- Access information about their care and services
- Request correction of inaccurate information
- Raise concerns without fear of disadvantage

COFC manages access and correction requests and may work with Associated Providers to respond appropriately.

Shared Responsibilities

Records management is a shared responsibility.

COFC provides governance, policies, approved systems, retention rules and oversight.

Associated Providers create and manage records in line with COFC requirements, contractual arrangements and the law.

Together, we ensure records are managed in a way that supports safety, quality, accountability and trust.

Questions or Concerns

If there are questions or concerns about records or information handling, Associated Providers should contact COFC through their usual governance or contract management channels.