

Record Keeping Policy Template

Purpose: To ensure accurate, comprehensive, and secure records are maintained, stored, and accessible to support accountability, quality care, and compliance with the Aged Care Quality Standards and legislative requirements.

Policy Statement

The organisation is committed to maintaining proper records that document the care and services provided, ensuring privacy, integrity, and availability of information. All records must be factual, timely, and securely stored in accordance with applicable laws, especially those relating to the Privacy Act 1988 (Cth) and the Aged Care Quality Standards.

Scope

This policy applies to all employees, contractors, and volunteers who create, access, manage, or store organisational or consumer records, including clinical, administrative, financial, and personnel documents.

Objectives

- Ensure accurate and consistent documentation of care and services.
- Protect the confidentiality and integrity of all records.
- Support effective decision-making, communication, and audit processes.
- Comply with Aged Care Quality Standard 2.7 – Information Management.
- Enable timely retrieval and lawful sharing of information when required.

Procedures

1. **Record Creation:** Staff must document all relevant events, actions, and communications promptly and objectively.
2. **Storage and Security:** All records must be stored securely, whether in physical or electronic form, with access restricted to authorised staff only.

3. **Retention and Disposal:** Records are to be retained in accordance with legal retention periods and securely destroyed when no longer required.
4. **Access and Amendments:** Consumers or their authorised representatives have the right to access or request correction of their records.
5. **Review and Audit:** The organisation will regularly audit record-keeping practices to ensure accuracy, security, and compliance.

Roles and Responsibilities

Role	Responsibility
Governing Body / Board	Ensure governance systems support effective and compliant record management processes.
Facility Manager	Oversee the implementation of this policy, ensure secure storage, and facilitate audits.
Staff and Contractors	Accurately record care and service data and maintain record confidentiality and integrity.
Quality and Compliance Officer	Monitor adherence to record-keeping requirements and recommend improvements.

Supporting Policies and Procedures

- Privacy and Confidentiality Policy
- Information Management Policy
- Open Disclosure Policy
- Delegation of Authority & Responsibilities Policy

Disclaimer: This document is intended as a framework and guideline only. It does not constitute legal advice or a finished organizational policy. Your final policy should be customized to your specific needs and must undergo a formal review and approval process by your organization's leadership or legal department.

- Governance and Accountability Framework

Evidence of Compliance

Evidence Type	Examples
Records	Signed care plans, incident logs, staff training records, and correspondence files.
System Reports	Audit logs from electronic systems showing user access and modifications.
Training and Monitoring	Staff training completion records on documentation standards and data privacy.

Status and Review

Item	Details
Status	Draft / Active (select as applicable)
Effective Date	[Insert Date]
Next Review Date	[Insert Date, typically 12 months from effective date]

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Approved By	[Facility Manager / Governing Body]
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