



Confidential Information

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File and document movement excluding medical records

Custodial Operations Practice Directive

Process Owner: Custodial Operations and Specialist Operations	Security Classification: Official/Public
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1. Human Rights

To ensure corrective services officers act or make decisions in a way that is compatible with human rights, officers must give proper consideration to human rights relevant to the decision including but not limited to:

- a) property rights;
- b) the right to privacy and to reputation; and
- c) protection of families as the fundamental group of society and the protection of children.

2. Limitation of Human Rights

Human rights can be limited if certain conditions are present:

- a) the limit must be provided under law;
- b) the limit must be reasonable;
- c) any imposition on the human rights must be demonstrably justified in a free and democratic society based on human dignity, equality and freedom.

A person's human rights should only be limited to the extent that is reasonably and demonstrably justified.

3. Definitions

"Files", in this context, refers to those files listed in the Appendix R2 File Model Requirements, excluding the prisoner's medical file.

"Documents", in this context, refers to documents stored on those files listed in the Appendix R2 File Model Requirements.

4. General

The appropriate method of moving files and documents between locations is contingent on the following factors:

- a) the security classification of the files and documents;
- b) auxiliary security concerns, and
- c) the reasons for the movement.

Refer also to the Offender File Management Procedure and Offender File Content Appendix.

5. Security Classification and Moving Files

Refer to Attachment D: Information Security Classification and Handling Controls in the Queensland Corrective Services (QCS) Information security classification and handling procedure, and Appendix R3 File Security Classification.

The sending location must ensure that files or documents are forwarded to the requesting location by secure means

Refer to the Records Management Guideline How to send files to a requesting location.





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All documents must be passed over appropriately classified internal networks, with physical file and document movement as per the below:

- Official:** All files classified as Official should be sent via external mail in a sealed opaque envelope.
- Sensitive:** All files classified as Sensitive should be placed in sealed opaque envelopes or packages that do not indicate classification to be sent between locations. Files that are going to the same location may share an envelope or package.
- Protected:** All files classified as Protected being sent between locations should be sent individually in a double envelope and wafer sealed, with the classification of the file marked on the inside envelope or placed in an envelope and then in a lockable container. [REDACTED]

QCS official file covers are labelled as per the above security classifications. The security classification of the documentation placed inside the file cover must correspond to the file cover security classification.

QCS official file covers holding documentation must be recorded in RecFind with file movements tracked via RecFind, as per the Offender File Management Procedure and the RecFind Web Client manual.

6. Moving Documents

When documents, originals or duplicates, are being forwarded through a mail service, consideration of the security risk posed by the documents should inform the method used to move the documents.

Staff should consider the potential harm that release of the information would pose to the community and the agency and use transfer methods which reflect the assessed risk. [REDACTED]

Documents that detail information that is publicly available do not require additional postal security.

Documents should be labelled with appropriate security classification label, to ensure the receiving location handles the information in accordance with the security label.

7. Auxiliary Security Concerns

When moving the files of high risk or high profile prisoners additional security measures should be employed. [REDACTED]

Refer to Attachment D: Information Security Classification and Handling Controls in the QCS Information security classification and handling procedure.

8. Returning Files

When a file is returned to the prisoner's location, it must be packaged and moved in the same method as it was sent.





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9. Reasons for File Movement

Files are moved for three main reasons:

- a) the prisoner transfers to another location;
- b) the file is requested by a business unit such as the Legal Strategy and Services Groups or Right to Information and Privacy Group; or
- c) to send a file to Central Archives to be archived (offender files who have had a custodial episode only).

10. Transfer of Prisoner

When a prisoner is transferred, the movement of active files between locations must be carried out with urgency. Generally, active files must be forwarded to the prisoner's new location within one working day of the transfer, with the file containing all relevant records pertaining to the prisoner.

If the sending location continues to hold filing after the active file has been transferred to the new location, loose offender filing must not be sent through the post. The sending location must create a new offender file part in RecFind, attach the filing, and post the new file parts also to the new location.

11. Request by Business Unit

When an active or inactive file is requested by a business unit, such as the Right to Information and Privacy Group or Legal Strategy and Services Group, unless otherwise specified, the file must be received within five working days of the request. When it is no longer required, the file (unless a digitised version is provided) should be returned in a similar timeframe.

When required, the sending location is to create a Temporary File prior to sending the active file.

12. File Tracking

The movement of files between locations must be registered on RecFind:

- a) before a file leaves a location; and
- b) when it arrives at a new location.

Refer to the QCS Records Management page for details on RecFind use.

