

How to transfer paper based files to the department

Step 1: Prepare files to be sent to the department

- Please perform the following tasks to assist in the timely processing of files:
 - Identify the client files that are “closed”.
 - If records are loose and not held in files, place those relating to individuals or family groups securely in their own plain manila file covers.
 - Print all electronic records relevant to the child and attach to the file.
 - Clearly mark file covers with the full name and date of birth of the client and, if known, the departmental client number.
 - For family group files use the family surname and the relevant first names.
 - Do not dismantle files to return some documents, for example in the event that a child is included on a family group file, and no longer receives services from a Non Government Organisation (NGO) Service Provider; The file must remain intact, and with the NGO until the entire family finishes receiving services by the NGO.
 - To transfer the files use a standard sized archive box (see dimensions below) or sturdy postage pack, depending on the volume of files to transfer. The department will supply these on request. Use the contact details below.
 - Files belonging to different clients and families may be placed in the one box.
 - The boxes or packs must be transported ensuring the security of the files is maintained. Do not write any client identifying information on the box or pack.
 - Place a contents list of each box/postage pack along with the files to be transferred. The list must include the details as marked on the file covers. Retain a copy for your records for future reference or retrieval.

Step 2: Send files to the department

- Only send files when contacted and instructed by the department.
- Complete the Records Transfer Form with information on all the boxes/postage packs to be transferred and include it with the files or boxes for transfer to the department.

For more information on this process or to send the survey, please use the contact details below:

NGO Records Officer
Records Management Services
Tel: 3224 7136
Fax: 3405 6753
Email: RMSS_Enquiries@childsafety.qld.gov.au

The standard archive box has the dimensions: 322mmW x 425mmD x 260mmH..