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| --- |
| Document PurposeThe Document Control Process governs the collection, maintenance, and storage of personal and commercially sensitive information necessary for the effective functioning of the organisation.Instructions for CompletionThis front page is to guide users in creating their document.Please **delete** this table once your document has been approved and finalised. To complete the document:* Update or delete all the green highlighted sections in this document
* Update the document code and/or version number to suit your organisations naming convention
* Include any supporting documents (where relevant)
* Removed QCOSS branding and replaced it with your organisation’s branding
* Updated the header and footer of this document
* Removed this page/table from your final version

**Information Resources**Office of the Information Commissioner Queensland - [Link](https://www.oic.qld.gov.au/)Office of the Australian Information Commissioner - [Link](https://www.oaic.gov.au/) |

Document Control Process

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| **Version No.** | **Author** | **Purpose/ Change** | **Date** |
| (Number) | (Name, Role) | (Notes) | (Date) |
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# Business process map

Insert a Business Process Map or Flowchart summarising the Document Control Process and Procedure

Example

# Policies

(Organisation Name) Policies that are directly relevant to this operational process include:

|  |  |
| --- | --- |
| **Policy** | **Relevance** |
| Access and Exit Policy | Equitable, fair, and transparent access to (program description) |
| Risk Management Policy | Ensure strategies to mitigate potential participant, staff and stakeholder risk are appropriately considered. |
| Privacy and Confidentiality Policy | Appropriate management and use of participant, staff, and stakeholder personal information. |
| Feedback and Complaints Management Policy | Potential participants and their advocates are aware of the appropriate avenue for submitting complaints or feedback, and feedback and complaints are appropriately recorded and responded to by (Organisation Name). |
| Governance Policy | All (Organisation Name) operations are controlled by strong corporate and financial governance processes and are implemented according to the Mission and Vison of (Organisation Name). |
| (Policy) | (Notes) |
| (Policy) | (Notes)  |

# Quality management system (qms)

All Operational Processes are guided by the (Organisation Name) QMS. Specific aspects of the QMS relevant to the implementation of this process are:

* Insert relevant QMS processes and notify of where/ how to accessProcess

## Process Scope

The aim of (Organisation Name) is to (description of organisation purpose).

The aim of the Document Control Process is to collect, maintain and store personal and commercially sensitive information necessary for the effective functioning of (Organisation Name) operations effectively and securely.

This process begins at the initial point of enquiry by a potential customer or external stakeholder and concludes at the end of the defined time for document archiving or destruction.

## Process Outputs

Identify the specific outputs of the process, as described in your Procedure. This may include the type of information collected, used, distributed, stored, maintained, archived or destroyed as well as the result of specific document control practices.

## Process Objectives

Identify SMART Objectives of your document control process. These objectives will align with the aim of the process, as well as your Policies and Quality Management System.

1. (Objective)
2. (Objective)

# Procedure

Procedures include all information required to effectively manage documentation and personal or commercially sensitive information in your workplace. All procedures will document or provide reference to:

* The organisational definition of private or commercially sensitive information
* Alignment with the functions and processes of your specific information management systems including:
	+ Enterprise Resource Planning (ERP) Systems
	+ Content Management Systems (CMS)
	+ Document Management Systems (DMS)
	+ Project Management and Scheduling Systems
	+ File Sharing applications
	+ Word Processing packages
* Version Control Practices
* Data breach identification, remedy and notification to appropriate parties
* Development of specific Work Instructions for completion of more detailed document-controlled processes
* Identify specific documents or resources required to inform or complete the Procedure in the Resource List. This may include fact sheets or links to valid external online sources.

Procedures are required to cover the five key areas of document control

|  |  |  |
| --- | --- | --- |
| **Procedure** | **Responsible Persons** | **Timeframes** |
| **Collection**Collection procedures include:* Approval for the collection or creation of private or commercially sensitive information
* How private or commercially sensitive information is to be collected by the organisation in compliance with current legislation, standards, and contractual requirements
* What information is to be collected, by who and when
* The method for collecting information
* What happens once information is collected.
 | Role Abbreviation | (Text) |
| **Use and Distribution**Use and Distribution procedures include:* Approval for the use or distribution of private or commercially sensitive information
* How private or commercially sensitive information is to be distributed, both internally and externally, by the organisation in compliance with current legislation, standards, and contractual requirements
* How documented information will be used to support organisation operations
* Specific uses for commercially sensitive or personal information
 | Role Abbreviation | (Text) |
| **Storage**Storage procedures include:* Secure and safe storage of physical files or hard copies of personal or commercially sensitive information
* Secure and safe storage of electronic or soft copy files or hard copy information.
 | Role Abbreviation | (Text) |
| **Maintenance**Maintenance procedures include:* Reviewing document content on a regular basis
* Maintaining a register of documents for review
* Maintenance of systems (such as Information Technology systems) used in document control processes.
 | Role Abbreviation | (Text) |
| **Archiving and Destruction**Archiving and Destruction procedures include:* How information is to be archived or destroyed by the organisation in compliance with current legislation, standards, and contractual requirements
* Identification of documents for archive and destruction
* Labelling of archived material
* Storage and retrieval of archived information
* Method of destruction of documents of information
* Approval for archive or destruction of information.
 | Role Abbreviation | (Text) |

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| Critical Actions* (Highlight a critical action that all staff must adhere to in the effective and secure storage of personal or commercially sensitive information)
* (Highlight a critical action that all staff must adhere to in the effective and secure storage of personal information)
* (Highlight a critical action that all staff must adhere to in the effective and secure storage of personal information)
 |

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| Potential Pain Points* *(Highlight a key pain point, barrier, or difficulty in the effective and secure storage of personal information)*
* *(Highlight a key pain point, barrier, or difficulty in the effective and secure storage of personal information)*
* *(Highlight a key pain point, barrier, or difficulty in the effective and secure storage of personal information)*
 |

## Responsible Persons

Persons responsible for carrying out this Procedure are:

|  |  |
| --- | --- |
| EXECUTIVE | * Role Title (Role Abbreviation)
* Role Title (Role Abbreviation)
 |
| OPERATIONS | * Role Title (Role Abbreviation)
* Role Title (Role Abbreviation)
 |

## Work instruction

|  |  |  |
| --- | --- | --- |
| **File Type** | **File Name** | **File Location** |
| Work Instruction | (Document name - the steps to **collect** personal or commercially sensitive information)  | (Electronic Storage location) |
| Work Instruction | **Use and distribution** of personal or commercially sensitive information  | (Electronic Storage location) |
| Work Instruction | Storage of personal or commercially sensitive information  | (Electronic Storage location) |
| Work Instruction | Maintenance of personal or commercially sensitive information  | (Electronic Storage location) |
| Work Instruction | Archiving and destruction of personal or commercially sensitive information  | (Electronic Storage location) |

# Resource list

|  |  |  |
| --- | --- | --- |
| **File Type** | **File Name** | **File Location** |
| Document | (Name) | (Electronic Storage location) |
| Video | (Name) | (Electronic Storage location) |
| Website | (Name) | (Electronic Storage location) |