

Australian Capital Territory

# **Territory Records (Records Disposal Schedule – Victims Support & Redress Records) Approval 2009 (No 1)**

**Notifiable instrument NI2009—211**

made under the

**Territory Records Act 2002, s 19 (Approval of schedules for the disposal of records)**

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## **1. Name of Instrument**

This instrument is the Territory Records (Records Disposal Schedule – Victims Support & Redress Records) Approval 2009 (No 1)

## **2. Approval**

I approve the Records Disposal Schedule – Victims Support & Redress Records.

## **3. Commencement**

This instrument commences on the day after notification.

David Wardle  
Director of Territory Records  
1 May 2009



# **Records Disposal Schedule Victims Support & Redress Records**

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## **INTRODUCTION**

The *Records Disposal Schedule - Records* is the official authority for the disposal of records relating to Records.

It is one of a series of Records Disposal Schedules authorised by the Director of Territory Records in accordance with the provisions of the *Territory Records Act 2002*. It is used in conjunction with the *Territory Administrative Records Disposal Schedule (TARDiS)*.

## **PURPOSE**

The purpose of this Records Disposal Schedule is to provide for the authorised disposal of records created or maintained by ACT Government Agencies.

## **SCOPE**

This Records Disposal Schedule applies to records created or maintained by ACT Government Agencies. It applies to records in any format, including electronic records.

## **AUTHORITY**

The Director of Territory Records, in consultation with stakeholders and the Territory Records Advisory Council, has approved this Records Disposal Schedule for use. The schedule does not take effect until it has been incorporated into an agency's Records Management Program that has been signed off by the Principal Officer of the agency.

Even so, officers using this Records Disposal Schedule should apply it with caution. They should be aware that the authorisations for disposal are given in terms of the *Territory Records Act 2002* only. Officers must not dispose of records in contravention of this Records Disposal Schedule or other requirements.

This Records Disposal Schedule will remain in force until a new schedule supersedes it or the Director of Territory Records withdraws it from use.

## **STRUCTURE AND RELATIONSHIP TO THE TERRITORY VERSION OF KEYWORD AAA**

A Records Disposal Schedule generally specifies retention periods. That is, how long records are to be retained by the agency before being destroyed or retained as Territory Archives.

Retention periods set down in this schedule are minimum periods only and an agency may keep records for a longer period if considered necessary for business requirements. Reasons for longer retention could include legal requirements, administrative need or agency directives. **An agency must not dispose of any**

**records where it is aware of possible legal action for which the records may be required as evidence.**

The *Records Disposal Schedule - Records* has a hierarchical structure that reflects its arrangements according to functions and activities, rather than by subject, and this also reflects a close relationship to the Territory Version of Keyword AAA. The Records Disposal Schedule is designed to be applicable to all records regardless of titling conventions used, so that records, which have not been titled using the terminology represented by this Records Disposal Schedule, may still be sentenced with relative ease.

### ***Territory Version of Keyword AAA***

The Territory Version of Keyword AAA is the general administrative thesaurus produced by the Territory Records Office. The structure and terms used in this Records Disposal Schedule are closely related to those used in the Territory Version of Keyword AAA, which is based on functional analysis of business activity. This methodology (i.e., the analysis of business activity) produces a hierarchical model of an organisation's business activity. The hierarchical model also represents a classification scheme for the records that document functions, activities and transactions.

The disposal actions listed in this Records Disposal Schedule were determined through the process of appraisal in accordance with *Territory Records Office Standard for Records Management No.2 - Appraisal*. Appraisal is based upon the same type of analysis of business activity employed in the classification scheme used in the Territory Version of Keyword AAA. Essentially, appraisal involves attaching record retention periods and disposal decisions (and even records creation requirements and rules) to the same classification scheme.

## **GUIDELINES FOR USE**

### ***Coverage of authority***

The Records Disposal Schedule - Records:

- covers all records;
- is intended to be used in conjunction with TARDiS;
- specifies the minimum period records should be kept (retention periods)
- specifies whether, upon the expiry of the retention periods, the records may be destroyed or are required as Territory Archives; and
- is applicable to records created and maintained in any format, including electronic or formats such as microfiche.

### ***Layout of the schedule***

This Records Disposal Schedule begins with an introduction incorporating definitions and the business classification scheme. Then each of the functions and activity disposal sets or 'disposal classes' relating to the functions are described. These are followed by a composite list of classes designated 'Retain as Territory Archives'. The functions and activity disposal sets show the following details:

#### **Function.**

This is the broad level business function and is displayed in bold capital letters at the top of each page. It is the highest level in the business classification scheme. It is followed by the scope note, which provides definitions of the function and a collective view of the business activities that make that function unique.

#### **Activity.**

Activities are the processes or operations that make up the business function. They are set in bold and italics below the function statement. This is the second level of the business classification scheme. The scope of the activity encompasses all of the transactions that take place in relation to the activity. Activities can relate to many functions with the scope notes covering all of these relationships (e.g., the activity 'Policy' is linked to all of the functions). However, each function and activity set represents a unique unit.

#### **Entry No.**

This is the disposal class number allocated based on the function and activity set and the class number of the record. The barcode is the same as the Entry No. and may be used in an automated recordkeeping system.

#### **Description of Records.**

This is the description of the records documenting the business function, activity and transactions. The descriptions can relate to one record such as a register or a group of records documenting a particular set of transactions.

#### **Disposal Action.**

This is the minimum period a record must be kept for and is the trigger event from which the disposal date can be calculated.

## **FORMAT OF RECORD**

This Records Disposal Schedule is applicable to any record that performs the function prescribed, irrespective of format. Records may include:

- cards;
- registers;
- files;
- microfilm;
- COM (computer output microfiche);
- electronic records, including various electronic media, and
- any other formats.

### ***Electronic records***

Refers to records created, communicated and maintained by means of electronic equipment. Information could be maintained/stored in a number of ways - on the database (the main database, or a special archives database); on magnetic media; on optical disks; or on separate hardcopy (paper, COM).

Electronic records must be readily accessible for the length of the specified retention period. Routine treatment (such as wiping, updating, alterations or re-recording) does not constitute disposal.

## **DESTRUCTION OF RECORDS**

When the approved disposal date for the destruction of records has been reached, appropriate arrangements for their destruction should be made. It is the responsibility of each agency to ensure that its records are destroyed in a secure and appropriate manner as indicated in the agency Records Management Program.

## **UPDATING THE RECORDS DISPOSAL SCHEDULE**

Records Disposal Schedules are reviewed and updated from time to time. For suggested amendments or alterations to this schedule please contact the Director of Territory Records.

## **ASSISTANCE IN USING THE RECORDS DISPOSAL SCHEDULE**

Agencies requiring any assistance in the interpretation or implementation of any Records Disposal Schedule are encouraged to contact the Director of Territory Records.



## **RELATED LEGISLATION**

The following legislation is related to the records classes covered by this Records Disposal Schedule:

*Legislation Act 2001*  
*Administrative Appeals Tribunal Act 1989*  
*Health Records (Privacy and Access) Act 1997*  
*Crimes (Restorative Justice) Act 2004*  
*Evidence Act 1971*  
*Financial Management Act 1996*  
*Freedom of Information Act 1989*  
*Children and Young People Act 1999*  
*Crimes (Sentencing) Act 2005*  
*Crimes (Sentence Administration) Act 2005*  
*Privacy Act 1988 (Cwlth)*  
*Victims of Crime (Financial Assistance) Act 1983*  
*Victims of Crime Act 1994*  
*Limitation Act 1985*  
*Health Professional Act 2004*  
*Domestic Violence Agencies Act 1986*  
*Public Sector Management Act 1994*  
*Spent Convictions Act 2000*

## **DEFINITIONS**

### ***Agency***

The Executive, an ACT Court, the Legislative Assembly Secretariat, an administrative unit, a Board of Inquiry, a Judicial or Royal Commission, any other prescribed authority, or an entity declared under the regulations of the *Territory Records Act 2002* to be an agency.

### ***Appraisal***

The process of evaluating business activities to:

- determine which records need to be captured;
- determine how long the records need to be kept to meet business needs; and
- meet the requirements of organisational accountability and community expectations.

### ***Business Classification Scheme***

A hierarchical scheme for identifying and defining the functions, activities and transactions an agency performs in the conduct of its business, and the relationships between them.

### ***Principal Officer***

The Chief Executive of an administrative unit, or its equivalent in other types of agencies.

### ***Records***

Information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transition of business. This recorded information must be maintained or managed by the agency to provide evidence of their business activities. Records can be in written, electronic or any other form.

### ***Records of an Agency***

Records, in writing, electronic or any other form, under the control of an agency or to which it is entitled to control, kept as a record of its activities, whether it was created or received by the agency.

### ***Records Disposal Schedule***

A document approved by the Director of Territory Records, which sets out the types of records an agency must make and how long they must be kept.

### ***Records Management Program***

A document that complies with Section 16 of the *Territory Records Act 2002* by setting out the means by which an agency will manage its records, and is approved by the agency's Principal Officer.

### ***Recordkeeping Systems***

Information systems that capture, maintain and provide access to records over time. While the term is often associated with computer software, Recordkeeping Systems also encompass policies, procedures, practices and resources that are applied within an agency to ensure that full and accurate records of business activity are made and kept.

### ***Scope Note***

An explanation of terms used in describing the records and the context in which they were made and used.

### ***Sentencing***

The process of applying appraisal decisions to individual records by determining the part of a Records Disposal Schedule that applies to the record and assigning a retention period consistent with that part.

### ***Territory Archives***

Records preserved for the benefit of present and future generations.

# **BUSINESS CLASSIFICATION SCHEME**

## ***VICTIMS SUPPORT & REDRESS***

The function of improving victim rights and recovery within the administration of justice. Includes providing support and services to victims of crime to assist in their recovery and the exercise of their rights, the facilitation and promotion of access to service providers and restorative and natural justice. Also includes addressing systemic victim rights issues in the ACT justice system, strategies to reduce victimisation and activities aimed at addressing systemic offender or perpetrator issues to reduce incidents of crime and recidivism.

Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Accreditation***

The activities associated with the granting of authoritative permission, approval, consent, accreditation, to undertake specific tasks, after the required standards have been met. Includes the accreditation of individuals, groups or corporations.

### ***Addresses (presentations)***

The activity of giving addresses for training, professional, community relations or sales purposes. Includes speeches and multi-media presentations.

### ***Advice***

The activities associated with offering opinions as to an action or judgement. Includes the process of advising.

### ***Agreements***

The processes associated with the establishment, maintenance, review and negotiation of agreements.

### ***Appeals (decisions)***

The activities involved in the process of appeals against decisions by application to a higher authority.

### ***Appointments (statutory / official)***

The activities associated with the making of statutory or official appointments. Includes the termination/suspension etc of statutory or official appointments.

## ***VICTIMS SUPPORT & REDRESS***

The function of improving victim rights and recovery within the administration of justice. Includes providing support and services to victims of crime to assist in their recovery and the exercise of their rights, the facilitation and promotion of access to service providers and restorative and natural justice. Also includes addressing systemic victim rights issues in the ACT justice system, strategies to reduce victimisation and activities aimed at addressing systemic offender or perpetrator issues to reduce incidents of crime and recidivism.

Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Authorisation***

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

### ***Case Management***

The activity of managing an incident, person, organisation or client, on a case basis. Case management incorporates the process of assessment, planning, facilitation and advocacy for options and services to meet an individual's, organisations, or client's needs or outcomes. Includes processing of applications; authorisations and approvals; the establishment of a client; developing, implementing and monitoring case plans; the ongoing delivery and provision of services; finalisation of services and reviews of service delivery.

### ***Committees***

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

## ***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Community Education***

The activities associated with all aspects of public education and community awareness programs. Includes the development, planning and delivery of programs.

### ***Compliance***

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

### ***Contracting out***

The activities involved in managing the performance of work or the provision of goods and services by an external contractor, vendor or consultant, or by using external bureau services. Includes outsourcing.

### ***Customer Service***

The activities associated with the planning, monitoring and evaluation of services provided to customers by the agency.

### ***Enquiries***

The activities associated with handling requests for information about the agency and its services, programs and activities.

### ***Evaluation***

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

## ***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Fees and Charges Determination***

The activities associated with determining fees and charges.

### ***Investigation***

Where a formal investigation commences in relation to a breach following an accident, incident, complaint, observation, or claim to entitlement. Contains all evidence collected, such as documents, photographs, statements, notes, etc.

### ***Joint Ventures***

The activities involved in managing joint operations between the agency and other agencies, or with the government, where there is a contract, joint contribution of funds and/or time. Also includes private sector ventures with public sector organisations, and co-research or collaboration between inter-departmental units, departments or agencies.

### ***Liaison***

The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.



## ***VICTIMS SUPPORT & REDRESS***

The function of improving victim rights and recovery within the administration of justice. Includes providing support and services to victims of crime to assist in their recovery and the exercise of their rights, the facilitation and promotion of access to service providers and restorative and natural justice. Also includes addressing systemic victim rights issues in the ACT justice system, strategies to reduce victimisation and activities aimed at addressing systemic offender or perpetrator issues to reduce incidents of crime and recidivism.

Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Media Relations***

The activities associated with establishing a relationship with the media. Includes cultivating media contacts, coordinating access to the media, authorising and issuing press releases and briefings, and organising media interviews.

### ***Meetings***

The activities associated with regular or ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the function. Includes staff meetings, arrangements, agenda, taking of minutes etc. Excludes committee meetings.

### ***Planning***

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

### ***Policy***

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the agency's operating procedures are determined.

### ***Procedures***

Standard methods of operating laid down by the agency according to formulated policy.

## ***VICTIMS SUPPORT & REDRESS***

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### ***Public Reaction***

The process of handling public reaction to an agency's policies or services. Includes anonymous letters, letters of complaint and letters of congratulations or appreciation received from the public.

### ***Registration***

The activities to record, catalogue, inventory or list. The establishment and maintenance of registers containing information required by legislation.

### ***Reporting***

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies, regulation, or legislation, e.g. Annual Report). Includes statistics and returns.

### ***Representatives***

The activities associated with the nomination, appointment or resignation of individuals or groups of personnel appointed by the organisation or their co-workers as official representatives to organisations, offices, unions, workers participation committees, councils or groups. Includes organisational legal representatives.

### ***Research***

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. Used to support development of projects, standards, guidelines, etc. and business activities in general. Includes following up enquiries relating to programs, projects, working papers, literature searches, etc.

## ***VICTIMS SUPPORT & REDRESS***

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### ***Reviewing***

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

### ***Reviews (decisions)***

The activities involved in the process of reviewing actions both by an agency, or an external body. Includes reviews of promotion decisions.

### ***Submissions***

The preparation and submission of a formal statement (e.g. report, statistics, etc) supporting a case or opinion held by the agency which is submitted to another agency, or within the agency, for the purpose of either gain or support.

### ***Tendering***

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

### ***Training Services***

The activities associated with providing training services to external agencies and entities. Includes designing, developing, implementing and evaluating customised training programs. Tip: Add the name of the external agency or entity as free text in the file title.

# **RECORDS DISPOSAL SCHEDULE**

## **VICTIMS SUPPORT & REDRESS**

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### **Accreditation**

The activities associated with the granting of authoritative permission, approval, consent, accreditation, to undertake specific tasks, after the required standards have been met. Includes the accreditation of individuals, groups or corporations.

<b>Entry No.</b>	<b>Description of Records</b>	<b>Disposal Action</b>
175.135.001 ■■■■■■■■■■■■■■■■■■■■	Instrument approving an organisation as a domestic violence crisis support organisation.	Retain as Territory Archives
175.135.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the approval of a Domestic Violence Crisis Support Organisation.	Destroy 8 years after accreditation ceases
175.135.003 ■■■■■■■■■■■■■■■■■■■■	Records documenting the approval of service providers for the Victims Services Scheme. Includes documentation submitted to support suitability against assessment criteria. Also includes records documenting suspension and cancellation of approval.	Destroy 7 years after approval ceases
175.135.004 ■■■■■■■■■■■■■■■■■■■■	Records documenting the approval of independent arbitrators for the provision of services to victims under the Victims Services Scheme. Also includes records documenting suspension and cancellation of approval.	Destroy 7 years after approval ceases

***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

***Addresses (presentations)***

The activity of giving addresses for training, professional, community relations or sales purposes. Includes speeches and multi-media presentations.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.004.001 ■■■■■■■■■■■■■■■■■■■■	Final version of addresses made by the Chief Minister or portfolio Minister or senior agency officers at major public occasions.	Retain as Territory Archives
175.004.002 ■■■■■■■■■■■■■■■■■■■■	Final versions of other addresses delivered in the routine conduct of the agency's functions.	Destroy 4 years after last action
175.004.003 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting the development of addresses, including drafts.	Destroy 6 months after last action

## **VICTIMS SUPPORT & REDRESS**

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### **Advice**

The activities associated with offering opinions as to an action or judgement. Includes the process of advising.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.005.001 ■■■■■■■■■■■■■■■■■■■■	Advice relating to the function, created or received, that resulted in a major change to the organisation, its policies, procedures or environment. Includes advice provided by consultants.	Retain as Territory Archives
175.005.002 ■■■■■■■■■■■■■■■■■■■■	All other advice created and received by the organisation.	Destroy 8 years after action completed
175.005.003 ■■■■■■■■■■■■■■■■■■■■	Work papers documenting development of advice.	Destroy 2 years after action completed

### **Agreements**

The processes associated with the establishment, maintenance, review and negotiation of agreements.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.006.001 ■■■■■■■■■■■■■■■■■■■■	Final version of agreements made to support the function.	Destroy 7 years after agreement expires or is terminated
175.006.002 ■■■■■■■■■■■■■■■■■■■■	Working papers supporting the development of agreements.	Destroy 2 years after last action

***VICTIMS SUPPORT & REDRESS***

The function of improving victim rights and recovery within the administration of justice. Includes providing support and services to victims of crime to assist in their recovery and the exercise of their rights, the facilitation and promotion of access to service providers and restorative and natural justice. Also includes addressing systemic victim rights issues in the ACT justice system, strategies to reduce victimisation and activities aimed at addressing systemic offender or perpetrator issues to reduce incidents of crime and recidivism.

Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

***Appeals (decisions)***

The activities involved in the process of appeals against decisions by application to a higher authority.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.009.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting appeals by a client to the Administrative Appeals Tribunal against decisions regarding eligibility for victim's services.  <i>[For records of review by the Eligibility Review Committee, use VICTIMS SUPPORT &amp; REDRESS - Reviews (decisions).]</i>	Destroy 12 years after last action or when person turns 25, whichever is longer
175.009.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting appeals by an approved service provider to the Administrative Appeals Tribunal against decisions made by the Victims Assistance Board in relation to an approved service provider where the decision is varied or revoked.	Destroy 7 years after appeal decision
175.009.003 ■■■■■■■■■■■■■■■■■■■■	Records documenting appeals by an approved service provider to the Administrative Appeals Tribunal against decisions made by the Victims Assistance Board in relation to the approved service provider where the decision is confirmed.	Destroy 4 years after appeal decision







## ***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Case Management***

The activity of managing an incident, person, organisation or client, on a case basis. Case management incorporates the process of assessment, planning, facilitation and advocacy for options and services to meet an individual's, organisation's or client's needs or outcomes. Includes processing of applications; authorisations and approvals; the establishment of a client; developing, implementing and monitoring case plans; the ongoing delivery and provision of services; finalisation of services and reviews of service delivery.

*[For appeals of decisions, use Appeals (decisions)]*

*[For reviews of actions taken by the agency, use Reviews (decisions).]*

175.194.001 Client files for victims provided services under the Victims Services Scheme and justice advocacy. Files include referral statements, initial client evaluation, care plans, case notes, progress reports, closure reports and reviews of care plans by independent arbitrators. Also includes documentation of advocacy services provided such as assistance with court process, representation and support applications process. These records may also relate victims who are not provided services under the Victims Services Scheme because they are assessed as ineligible for the scheme. Destroy 12 years after last action or when person turns 25, whichever is longer





## **VICTIMS SUPPORT & REDRESS**

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Committees (Continued)***

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

*[Use: GOVERNMENT RELATIONS - Committees for records documenting agency involvement in inter-government (both State/Territory and overseas) or inter-agency committees.*

*Use: VICTIMS SUPPORT & REDRESS - Policy for records documenting the preparation of guidelines by the Victims Assistance Board*

*Use: VICTIMS SUPPORT & REDRESS - Accreditation for approval by the Victims Assistance Board of services providers and independent arbitrators.*

*Use: VICTIMS SUPPORT & REDRESS - Reviews (decisions) for deliberation of client eligibility decisions, including written notice provided to a client.]*

175.020.003 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting administration of the Victims Assistance Board, Eligibility Review Committee and the Domestic Violence Prevention Council. Includes:	Destroy 4 years after last action
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- notice of meetings,
- draft minutes,
- agenda

175.020.004 ■■■■■■■■■■■■■■■■■■■■	Records documenting nomination, appointment and resignation and/or termination of persons to committees related to the function.	Destroy 3 years after appointment has ceased
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*[For appointments to statutory positions associated with a committee, use VICTIMS SUPPORT & REDRESS - Appointments (statutory / official).]*

## **VICTIMS SUPPORT & REDRESS**

The function of improving victim rights and recovery within the administration of justice. Includes providing support and services to victims of crime to assist in their recovery and the exercise of their rights, the facilitation and promotion of access to service providers and restorative and natural justice. Also includes addressing systemic victim rights issues in the ACT justice system, strategies to reduce victimisation and activities aimed at addressing systemic offender or perpetrator issues to reduce incidents of crime and recidivism.

Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Community Education***

The activities associated with all aspects of public education and community awareness programs. Includes the development, planning and delivery of programs.

<i><b>Entry No.</b></i>	<i><b>Description of Records</b></i>	<i><b>Disposal Action</b></i>
175.127.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting community education programs delivered to support the victims support and redress function.	Destroy 4 years after last action

### ***Compliance***

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

<i><b>Entry No.</b></i>	<i><b>Description of Records</b></i>	<i><b>Disposal Action</b></i>
175.021.001 ■■■■■■■■■■■■■■■■■■■■	Records of agency compliance with mandatory or optional standards or with statutory requirements relating to the victims support and redress function.	Destroy 7 years after action completed









## **VICTIMS SUPPORT & REDRESS**

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Enquiries***

The activities associated with handling requests for information about the agency and its services, programs and activities.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.040.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the handling of enquiries concerning victims of crime and related programs, products and services.	Destroy 4 years after action completed

### ***Evaluation***

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.042.001 ■■■■■■■■■■■■■■■■■■■■	Final versions of evaluation reports for new programs, items of equipment, systems or services related to the victims support and redress function.	Retain as Territory Archives
175.042.003 ■■■■■■■■■■■■■■■■■■■■	Supporting papers documenting the evaluation of new programs, items of equipment, systems or services related to the victims support and redress function.	Destroy 8 years after action completed

















**VICTIMS SUPPORT & REDRESS**

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

**Policy**

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the agency's operating procedures are determined.

<b>Entry No.</b>	<b>Description of Records</b>	<b>Disposal Action</b>
175.080.001 ■■■■■■■■■■■■■■■■■■■■	Final versions of policies supporting the function. Includes guidelines made under legislation.	Retain as Territory Archives
175.080.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development and establishment of policies relating to the function. Includes: <ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• results of consultations</li> <li>• supporting reports</li> <li>• major drafts</li> </ul>	Destroy 8 years after policy expires or is superseded
175.080.003 ■■■■■■■■■■■■■■■■■■■■	Working papers related to the development of policies relating to the function.	Destroy 1 year after promulgation of new policy
175.080.004 ■■■■■■■■■■■■■■■■■■■■	Copies of policy documents and supporting papers.	Destroy 6 months after last action







## ***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Representatives***

The activities associated with the nomination, appointment or resignation of individuals or groups of personnel appointed by the organisation or their co-workers as official representatives to organisations, offices, unions, workers participation committees, councils or groups. Includes organisational legal representatives.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.090.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the nomination, appointment and resignation and/or termination of members on government, industry or community bodies relating to the function.	Destroy 4 years after appointment has ceased

## ***VICTIMS SUPPORT & REDRESS***

The function of improving victim rights and recovery within the administration of justice. Includes providing support and services to victims of crime to assist in their recovery and the exercise of their rights, the facilitation and promotion of access to service providers and restorative and natural justice. Also includes addressing systemic victim rights issues in the ACT justice system, strategies to reduce victimisation and activities aimed at addressing systemic offender or perpetrator issues to reduce incidents of crime and recidivism.

Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Research***

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. Used to support development of projects, standards, guidelines, etc. and business activities in general. Includes following up enquiries relating to programs, projects, working papers, literature searches, etc.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.091.001 ■■■■■■■■■■■■■■■■■■■■	Statistical data collected to enable research, analysis monitoring and evaluation of activities associated with the victims support and redress function and of issues related to victims support and redress in the Territory.	Retain as Territory Archives
175.091.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting detailed research carried out to support the function.	Retain as Territory Archives
175.091.003 ■■■■■■■■■■■■■■■■■■■■	Records documenting routine research carried out to support the function.	Destroy 1 year after last action





***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

***Reviews (decisions)***

The activities involved in the process of reviewing actions both by an agency, or an external body. Includes reviews of promotion decisions.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.094.001 ■■■■■■■■■■■■■■■■■■■■	Records of review of victim eligibility decisions either through internal review or by the Eligibility Review Committee.	Destroy 12 years after last action or when person turns 25, whichever is longer

***Submissions***

The preparation and submission of a formal statement (e.g. report, statistics, etc) supporting a case or opinion held by the agency which is submitted to another agency, or within the agency, for the purpose of either gain or support.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.102.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting submissions (other than Cabinet submissions) made to the Chief Minister, Minister, and government bodies on issues directly relating to the function, concerning issues with far reaching social, economic or international implications.	Retain as Territory Archives
175.102.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting submissions (other than Cabinet submissions) relating to other matters of lesser importance.	Destroy 8 years after action completed









**RETAIN AS TERRITORY ARCHIVES**







## **VICTIMS SUPPORT & REDRESS**

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Committees***

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

*[Use: GOVERNMENT RELATIONS - Committees for records documenting agency involvement in inter-government (both State/Territory and overseas) or inter-agency committees.*

*Use: VICTIMS SUPPORT & REDRESS - Policy for records documenting the preparation of guidelines by the Victims Assistance Board*

*Use: VICTIMS SUPPORT & REDRESS - Accreditation for approval by the Victims Assistance Board of services providers and independent arbitrators.*

*Use: VICTIMS SUPPORT & REDRESS - Reviews (decisions) for deliberation of client eligibility decisions, including written notice provided to a client.]*

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.020.001 ■■■■■■■■■■■■■■■■■■■■	Final versions of minutes of meetings of the Victims Assistance Board and the Domestic Violence Prevention Council.	Retain as Territory Archives



## ***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

### ***Investigation***

Where a formal investigation commences in relation to a breach following an accident, incident, complaint, observation, or claim to entitlement. Contains all evidence collected, such as documents, photographs, statements, notes, etc.

Use: VICTIMS SUPPORT & REDRESS - Reporting for final versions of reports produced as the result of an investigation.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.202.001 ■■■■■■■■■■■■■■■■■■■■	Final reports provided to the Minister following a full investigation conducted by the Victims of Crime Coordinator into victim rights in the administration of justice.	Retain as Territory Archives

### ***Media Relations***

The activities associated with establishing a relationship with the media. Includes cultivating media contacts, coordinating access to the media, authorising and issuing press releases and briefings, and organising media interviews.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.071.001 ■■■■■■■■■■■■■■■■■■■■	Master set of agency media releases.	Retain as Territory Archives











***VICTIMS SUPPORT & REDRESS***

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Note: This function does not authorise the disposal of health records as defined in the *Health Records (Privacy and Access) Act 1997*. Health records may be classified under this function but should be retained in accordance with the *Health Records (Privacy and Access) Act 1997*.

***Submissions***

The preparation and submission of a formal statement (e.g. report, statistics, etc) supporting a case or opinion held by the agency which is submitted to another agency, or within the agency, for the purpose of either gain or support.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
175.102.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting submissions (other than Cabinet submissions) made to the Chief Minister, Minister, and government bodies on issues directly relating to the function, concerning issues with far reaching social, economic or international implications.	Retain as Territory Archives