Australian Capital Territory

Territory Records (Records Disposal Schedule – Territory Administrative Records Disposal Schedules - Community Relations Records) Approval 2011 (No 1)

Notifiable instrument NI2011—84

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 – Territory Administrative Records Disposal Schedules - Community Relations Records) Approval 2011 (No 1)

2. Approval

I approve the Records Disposal Schedule – Territory Administrative Records Disposal Schedules - Community Relations Records.

3. Commencement

This instrument commences on the day after notification.

4. Revocation

I revoke Notifiable Instrument NI2009-358 notified 10 September 2009.

David Wardle
Director of Territory Records
28 February 2011

TARDiS

Territory Administrative Records Disposal Schedules

Community Relations Records

Disposal schedules for records of common administrative functions linked to the Territory Version of Keyword AAA.

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Background

The Territory Administrative Records Disposal Schedules (TARDiS) authorise the disposal of records, in whatever format, relating to common administrative functions carried out by most Territory agencies. The Schedules are issued in accordance with Section 19 of the *Territory Records Act 2002*. The Schedules have been developed using the methodologies of the Australian Standard AS IS0 15489, *Records Management,* and their functional structure is based on the business classification scheme *Keyword AAA: A Thesaurus of General Terms* produced by the State Records Authority of NSW**.** In 2001 the Territory Records Office purchased a whole-of-government licence for the Thesaurus for free distribution to all Territory agencies. The relationship between the Thesaurus and the Schedules is explained in this introduction.

In compliance with the requirements of the *Territory Records Act 2002*, the TARDiS was reviewed in 2008/2009 and modified to reflect the results of the review and to support the whole-of-government paradigm. Modifications were made to the business classification scheme, to better suit the Territory environment, by adding or removing functions and/or activities and varying scope notes of some activities and functions. The updated business classification scheme is presented at the end of this introduction.

Best Practice in Territory Recordkeeping

The Australian Standard on Records Management AS ISO 15489 has been adopted as the model for best practice recordkeeping. It promotes consistent management of records and sets out strategies, procedures and practices to ensure that records which provide evidence of business, legal and fiscal activities are captured and managed in an efficient and accountable manner. The Territory Records Office has produced guidelines and standards based on AS ISO 15489 to assist agencies to implement these recordkeeping strategies. While AS ISO 15489 provides a strategic direction in Territory recordkeeping, the *Territory Records Act 2002,* and other key pieces of legislation, provides a legal framework for consistent and accountable recordkeeping practices.

Territory records and the law

The *Territory Records Act 2002* applies to all records owned by the Territory. Territory records are defined in Section 9 of the *Territory Records Act 2002* as being:

> 'a record, in written, electronic or any other form, under the control of the 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 are created and kept as evidence of agencies functions, activities and transactions and can be stored and managed in any format (e.g. paper, video, photograph, microfilm, on computer). Under Section 23 (1) of the *Territory Records Act 2002* it is illegal to abandon or dispose of a record, transfer, damage a record or

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neglect a record in a way that causes, or is likely to cause, damage to a Territory record. However, an agency does not contravene this section by doing:

- anything in accordance with the agency's normal administrative practice;
- anything authorised or required to be done under this Act, or a provision of another Act, or a subordinate law, prescribed under the regulations;
- anything with the written approval of the Director of Territory Records or in accordance with a practice or procedure approved by the Director;
- anything in accordance with a resolution of the Legislative Assembly; or
- anything in accordance with an order or decision of a court or tribunal

The *Territory Records Act 2002* also grants a right of free public access to records which survive for more than 20 years. Some records may not be open for public access if they contain material that is still sensitive. As well as the *Territory Records Act 2002*, other general legislation which also applies to keeping and using Territory records such as the *Freedom of Information Act 1989*. The access section of the *Territory Records Act 2002* came into affect on 1 July 2008.

The *Freedom of Information Act 1989 provides* a right of public access to, and correction of, Territory records. The *Freedom of Information Act 1989* sets out procedures and principles controlling the granting of this access. It states when and how records may be made available, corrected, updated or annotated. If a request for access under the *Freedom of Information Act 1989 has* been lodged, all files relevant to the request must be identified and preserved until action on the request, and on any subsequent reviews, is completed.

Purpose and Scope of the Territory Administrative Records Disposal Schedules

Purpose

These Records Disposal Schedules allow the disposal of Territory records as required by Section 19 of the *Territory Records Act 2002* and are issued for use across the Territory.

Scope

These Records Disposal Schedules cover the records relating to the common administrative functions performed by the Territory and its agencies. It applies to all records regardless of format. It covers the following 16 common administrative functions, listed by their identifying number, based on the *Territory Version of Keyword AAA* business classification scheme:

1. COMMUNITY RELATIONS
2. COMPENSATION
3. EQUIPMENT & STORES
4. ESTABLISHMENT
5. FINANCIAL MANAGEMENT
6. FLEET MANAGEMENT
7. GOVERNMENT RELATIONS

8.   INDUSTRIAL RELATIONS
9.   INFORMATION MANAGEMENT
10. LEGAL SERVICES
11. OCCUPATIONAL HEALTH & SAFETY (OH&S)
12. PERSONNEL
13. PROPERTY MANAGEMENT
14. PUBLICATION
16. STRATEGIC MANAGEMENT
17. TECHNOLOGY & TELECOMMUNICATIONS

More information on the 16 common administrative functions and the activities which relate to them is provided in the section on the Business Classification Schemes.

Methodology

These Records Disposal Schedules were produced after a detailed analysis of each administrative function carried out in the Territory. This included examining relevant legislation, regulations and directives from agencies which have 'lead agency' responsibilities for administering functions across portfolios. Consultations with stakeholders assisted in identifying recordkeeping requirements and risk analysis was used to assess how long the records should be retained. The appraisal also identified which records should be "Retained as Territory Archives" based on the objectives and criteria set out in *Territory Records Office Standard for Records Management No.002 – Appraisal.*

Some functions and activities covered in these Records Disposal Schedules will also be part of an agency's core functions. In these circumstances agencies may use the Schedule whose functional term best describes their own administrative responsibility where it meets their business needs.

Records already sentenced under old disposal schedules

After 1 July 2003, sentencing activities undertaken by an agency must use these Records Disposal Schedules for disposing of all common administrative records. If records have already been sentenced for destruction before the issue of these Records Disposal Schedules, the sentences may remain and agencies need not re-sentence those records.

Agency Specific Records Disposal Schedules

Operational-specific Records Disposal Schedules must be developed for records relating to business activities carried out by agencies to support core functional responsibilities not covered by these Schedules.

Relationship of the Records Disposal Schedule to the Thesaurus

The whole-of-government functional analysis approach cuts across departments and organisational structures, with functions not just seen as belonging to those agencies and areas in an agency which may have prime responsibility for their administration. For example, training may be managed at an organisational level by the Human

Resource area of an agency, but it is probable that most business areas would carry out activities to support the planning of staff training and development requirements for their own employees. Other agencies may also have an operational responsibility to provide training and can use the activity term Training in their own classification schemes.

The outcome of the functional analysis is the business classification scheme which is hierarchical and based on the following three levels:

1. The business function.
2. The activities constituting the function.
3. Further refinements of the activities or groups of transactions which take place within each activity.

According to the classification model of the *Territory Version of Keyword AAA*:

- functions represent broad business functions of an agency;
- activity descriptors describe the more specific activities taking place within those functions; and
- subject descriptors are added as a means of describing the more specific subjects or topics relating to the matter to be documented within an activity

In these Records Disposal Schedules the first two levels of the *Territory Version of Keyword AAA* structure have been used: the function and activity levels. The records description covers the third level transactions if they have been identified in the analysis of the function. The class description comprises four components: the function and the activity with their scope notes, the description of the records and the disposal action.

Diagram 1 shows this relationship.
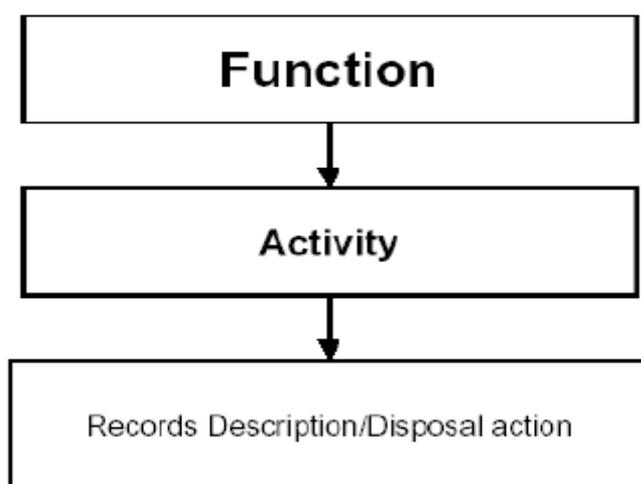
Diagram 1 – Class description

Diagram 2 shows the relationship between the different disposal classes. Each unique function/activity pair can have one or many records descriptions and disposal actions.
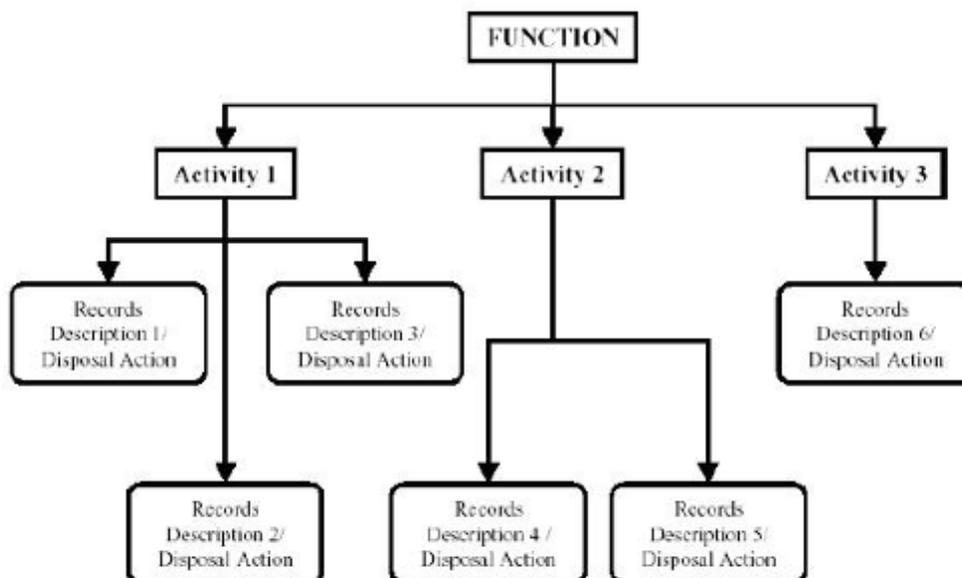
Diagram 2 - Model of disposal classes

Sometimes one class description can look the same as another but have a different retention period. This is because a record's value depends on the context of the functions and activity. For example, the activity 'Policy' in FLEET MANAGEMENT is less important than 'Policy' in STRATEGIC MANAGEMENT.

Layout of the schedules

These Records Disposal Schedules are divided into sections. They begin with an introduction incorporating a glossary and the business classification scheme. Then the function and activity disposal sets or 'disposal classes' relating to one of the 16 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. Specific directions relating to Territory use of a function have occasionally been added to the *Territory Version of Keyword AAA* scope note.
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 this activity. Activities can relate to many functions with the scope notes covering all of these relationships (e.g. the activity 'Distribution' is linked to the functions EQUIPMENT & STORES,

	INFORMATION MANAGEMENT and PUBLICATION). 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.
'For' Statements	'For' statements provide guidance on the inter-related links to other function and activity sets. 'For' statements positioned under the activity scope note belong to the particular function/activity set and all the records descriptions. The 'For' statements underneath a particular description relate to that record description alone.

How to Sentence Records Using the Schedules

Sentencing is the process of identifying and classifying records according to a Records Disposal Schedule and applying the disposal action specified in it. In Diagram 2 an overview is presented of sentencing procedures that can be used for:

- records titled using the *Territory Version of Keyword AAA* terms and sentenced from creation using this linked Territory Administrative Records Disposal Schedules;
- records titled using the *Territory Version of Keyword AAA* terms but not sentenced from creation; and
- records where the *Territory Version of Keyword AAA* terms have not been used

These Records Disposal Schedules can be used on all active and inactive records.

Sentencing from creation is the process of allocating a disposal action at the point of creating a record. This means adding the disposal class number to a paper file or to the metadata attached to an electronic record. If you plan to introduce sentencing from creation in your agency you will also need strategies to manage this process. For example, you will need to resolve who will be responsible for making the disposal decisions, either a central records management unit or action officers. If it is to be the individual action officers, the agency will need to consider training requirements and make sure that responsibilities are clearly defined and allocated. Training should include familiarisation with the scope notes of the 16 functions detailed in theses Schedules (see the Business Classification Schemes). Diagram 3 shows steps that can be followed to sentence all records using these Schedules.

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┌─────────────────────────────────────────┐
│   Determine appropriate function/activity. │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ Determine most likely disposal class from the Territory │
│  Administrative Records Disposal Schedule. │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ • Identify probable date of disposal trigger event │
│   and calculate review date from that point. │
│                   OR                      │
│ • Identify records to be retained as      │
│ Territory Archives and determine review date. │
└─────────────────────────────────────────┘
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On review date

Has the disposal trigger event occurred?

Yes — • Confirm disposal decision • Update control records

No — Revise probable trigger date and recalculate review date

Handle in accordance with destruction guidelines

Diagram 3 - Procedures for Sentencing

Determine the appropriate administrative function/activity.

- *Using the Territory Version of Keyword AAA and/or these Records Disposal Schedules, determine the appropriate administrative function and activity* either to sentence a record from creation, or to link the terms to a record created not using these tools. The Index can also assist in identifying the correct function and activity set.

- *Read the scope notes thoroughly* rather than just depend on what is considered to be an appropriate term based on the title of the function and activity.

- Note that most *activities are generic and can be linked to many functions*, with the scope notes reflecting this multi-function relationship and functions providing the context of the activities. For example, the scope note for the activity 'Arrangements' reads:

  > '*The activities involved in arranging for a journey or trip or for the delivery of equipment or goods and the usage made of facilities, vehicles, equipment and space. Includes preparing travel itineraries, authorisations, entitlements, etc.*'

  This activity descriptor is linked to the functions COMMUNITY RELATIONS; EQUIPMENT AND STORES; FLEET MANAGEMENT; PERSONNEL and PROPERTY MANAGEMENT. The activity scope note uses words relating to the different aspects of each function.

- There are occasions when the activity scope note describes a transaction which is also raised to the level of an independent activity in the Business Classification Scheme. For example, the scope note for the activity 'Customer Service' reads *'The activities associated with the planning, monitoring and evaluation of services provided to customers by the agency'* but Planning' and 'Evaluation' are also both separate activity terms in the scheme. In such instances the individual activities 'Planning' and 'Evaluation' should not be used for records documenting the 'Customer Service' activity. As a general rule, where there is overlap in activity boundaries, *sentencing should be done on the whole activity rather than components of the activity scope*.

- If records to be sentenced have not been titled using the *Territory Version of Keyword AAA* but an agency uses a classification scheme, then *a mapping exercise may assist in linking the agency's terms to the 16 functional terms*. For example, 'People Management' could be linked to 'Personnel Management'; and 'Human Resource Management' may be linked to 'PERSONNEL' 'and 'COMPENSATION'.

- *Free text titling will usually have a word(s) that should give some indication of the function.* For example, in the free text title 'Request for Purchase of Laptops', 'purchase' indicates the activity 'Acquisition' and 'laptops' the 'TECHNOLOGY' & TELECOMMUNICATIONS function.

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Determine the most likely disposal class in the Territory Administrative Records Disposal Schedules

- *Examine the activities and the classes* available in the Schedules under the relevant function.

  To assist with good file management, records documenting the same set of transactions have often been divided into two classes: the key documents, and the general working and administrative records. Often the two classes will have the same retention period, which indicates that the supporting documentation is expected to provide important contextual information to manage the business activity. In such instances it is still recommended that the records be kept on two files (either 'paper' files or electronic 'containers') to facilitate retrieval. If an agency decides to raise only one file containing all records, the highest retention period should be used. Agencies may also wish to place all records relating to a function/activity set on one file rather than break them into transaction sets reflected in the 'Description of Records'. Again, if this decision is made, the highest retention period should be allocated and the appropriate entry number used.

- In sentencing records not titled according to the *Territory Version of Keyword AAA*, or where the initial classification is no longer appropriate, many functions and activities may be found on the one record. In such instances records should not be culled or rearranged; rather, *nominate the highest retention period for all functions and activities included*.

Identify probable date of a disposal trigger event and calculate review date from that point. Or identify records to be retained as Territory Archives and determine a review date.

- A trigger is *the point from which the disposal action is calculated.*
  Some trigger dates may be easily identified (e.g. date of separation), but others will be more complex, and it may be necessary to consult the action area or creating officer for advice (e.g. 'destroy 5 years after policy is superseded' or 'destroy when action completed'). The consultation may provide you with a likely trigger date or assist with a risk assessment to determine a reasonable period. Some of the triggers in the Schedules include:

  - ♦ when action is completed
  - ♦ the last action
  - ♦ the last entry
  - ♦ the date the next risk assessment occurs
  - ♦ an event (e.g. when property is sold; when separation occurs)

- *A review date should be added to the record and noted in the control system* (e.g. 017.010.004 R2013 to note that disposal class entry number 017.010.004 has been allocated to this record and that it should be reviewed in 2013).

- *Where sentencing is carried out from creation*, an agency may choose to *allocate a review period for all records* and not attempt to determine a review date for each record at the time of creation (e.g. review all records after 5 years). In such cases the disposal class entry number (e.g. 017.010.004 R2013) should be noted on the record and the control system.

- When the review is undertaken, the event or date the trigger is based on may have passed. If this has occurred, the disposal action may be implemented.

- For some inactive records this step may finalise the process, as the trigger date may have been met and the calculated disposal date passed. If this is the case then *the final disposal date can be entered on the record* and the control records (e.g. 017.010.004 D2013 where D refers to the final disposal date).

- It should be noted *that the retention periods in the Schedules are only minimum requirements*.

  If these periods are too short to meet an agency's particular business requirements, they should be adjusted accordingly.

On the review date, examine records asking the question: 'Has the disposal trigger event occurred?'

- For a sentence allocated from creation this may be some years hence, or it may be a shorter time frame for records already in existence.

If the answer is NO, revise probable trigger date and recalculate a review date

- If on review it is determined that the trigger point has not occurred, then the review date should be recalculated and altered on the record and control system.

If the answer is YES, confirm the disposal decision and update the control records

- If on review it is determined that the trigger point has been reached, *the disposal decision should be confirmed*, taking into account any change that may have occurred in the nature of the record since the allocation of the review date. The disposal date should then be entered on the record and in the control system (e.g. 017.010.004, D2013). If the nature of the record has changed, *the record should be re-sentenced* with a new review date.

- Records which relate to any exempt clauses under Section 28 of the *Territory Records Act 2002*, or are subject to a request for access under the *Freedom of Information Act 1989*, the *Territory Records Act 2002* or any other Act should not be destroyed until the action has been completed.

Special notes to the schedules

Establishment and personnel records

A number of agencies manage their establishment structures and employ staff under their own enabling legislation rather than the *Public Sector Management Act 1994*. Such agencies are not excluded from using the sections of the Schedules relating to the ESTABLISHMENT and PERSONNEL functions, but before doing so should check their own enabling legislation and other regulatory directives for major variations in scope and requirements. In cases where the variations are great, these Schedules are not applicable. Coverage in such circumstances must be included under operational Records Disposal Schedules. Where there is doubt if these schedules cover ESTABLISHMENT or PERSONNEL records contact the Territory Records Office for advice.

Normal administrative practice (NAP)

Some records may be destroyed without records disposal coverage under the 'normal administrative practice' (NAP) provisions of the *Territory Records Act 2002*. Records can be disposed of as a normal administrative practice if they are:

- duplicate (e.g. an information copy)
- obviously unimportant (e.g. telephone message slips)
- of short term facilitative value (e.g. compliment slips)
- a combination of these

The guiding principle is that agencies should always be sure that destroying the record will not destroy evidence that might be needed. Records that have been captured into a recordkeeping system should not be destroyed as NAP unless the reason for their destruction is recorded in full on the relevant control records. NAP can apply to electronic records as well as paper records (e.g. information on word processing systems where a hard copy has been captured into a recordkeeping system). It is designed to allow for sensible business practices. Further information on NAP can be obtained from the *Territory Records Office Records Advice No.002- Normal administrative practice (NAP).*

BUSINESS CLASSIFICATION SCHEME

COMMUNITY RELATIONS

The function of establishing rapport with the community and raising and maintaining the Territory's or agency's broad public profile. Includes marketing and promoting the Territory government, advertising, competitions, media liaison, exhibitions, celebrations, ceremonies, speeches, official representation at functions and participation in community activities. Also includes relationships with professional bodies and industry, consultation and feedback.

Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

Addresses (presentations)

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

Arrangements

The activities involved in arranging for a journey or trip or for the delivery of equipment or goods and the usage made of facilities, vehicles, equipment and space. Includes preparing travel itineraries, authorisations, entitlements, etc.

Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of an agency, company or other organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Celebrations

The activities associated with arranging and managing festivities to honour a particular activity.

Ceremonies

The activities associated with arranging and managing a formal act performed for a special occasion.

Committees

The activities associated with the establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc. of committees and task forces.

Conferences

The activities involved in arranging or attending conferences held either by the agency or by other agencies or organisations. Includes registrations, publicity, and reports of participants, etc.

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.

Donations

The activities associated with managing money, items, artifacts or property donated to the agency, or by the agency and or its staff to charities etc Includes managing unsolicited donations.

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.

Events

The activities relating to the arranging and staging of events. Includes support for local suppliers and organisations to attend, display or promote (e.g. trade displays, Christmas pageants, Canberra Show). Also includes events arranged and staged by agencies (e.g. open days, land sales, Floriade).

Exhibitions

The activities associated with using agency material in displays for the purpose of informing or educating the target audience, or promoting the activities, services, projects or programs of the agency.

Functions (social)

The process of organising and managing an official social occasion conducted by the agency to enhance its internal and external relationships, or to promote its services and image.

Grant Funding

The activities associated with the application for and receipt of grants.

Greetings

The activities associated with preparing, sending and receiving letters of appreciation or condolences. Includes mailing lists for Christmas cards.

Implementation

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met.

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.

Marketing

The process of analysing, creating and selling products and services. Includes market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.

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.

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.

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.

Reviewing

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

Security

The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.

Submissions

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

Suggestions

The process of using suggestions from personnel and the public to improve the services and processes of the agency.

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.

Visits

The activities involved in arranging visits by other agencies, the public and students to the agency, with a view to inform, educate or promote the services, operation and role of the organisation. Includes arranging visits by staff to other agencies, organisations, etc.

RECORDS DISPOSAL SCHEDULE

COMMUNITY RELATIONS

The function of establishing rapport with the community and raising and maintaining the Territory's or agency's broad public profile. Includes marketing and promoting the Territory government, advertising, competitions, media liaison, exhibitions, celebrations, ceremonies, speeches, official representation at functions and participation in community activities. Also includes relationships with professional bodies and industry, consultation and feedback.

Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

Entry No.	*Description of Records*	*Disposal Action*
001.003.001 |||||||||||||||||||||||	Records documenting the acquisition of goods and services (e.g. catering services) required to support the community relations function where there is no tender or contracting out process, i.e. where the cost of the acquisition is below the threshold for tendering or where a purchase is made against a period contract.	Destroy 7 years after action completed

[For the acquisition of community relations goods and services through a tender process, use COMMUNITY RELATIONS - Tendering.

For the management of contracted out services, use COMMUNITY RELATIONS – Contracting out.

For managing financial transactions supporting acquisition activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Addresses (presentations)

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

[For papers presented by staff at conferences supporting the community relations function, use COMMUNITY RELATIONS - Conferences.]

Entry No.	Description of Records	Disposal Action
001.004.001	Final version of addresses made by the Chief Minister or portfolio Minister or senior agency officers at major public occasions. *[For addresses delivered by the Chief Minister or portfolio Minister or senior agency officers at government occasions, use GOVERNMENT RELATIONS - Addresses (presentations).]*	Retain as Territory Archives
001.004.002	Final versions of other addresses delivered in the routine promotion of the agency's service or products.	Destroy 2 years after last presentation
001.004.003	Working papers documenting the development of addresses, including drafts.	Destroy 6 months after last action

Arrangements

The activities involved in arranging for a journey or trip or for the delivery of equipment or goods and the usage made of facilities, vehicles, equipment and space. Includes preparing travel itineraries, authorisations, entitlements, etc.

Entry No.	*Description of Records*	*Disposal Action*
001.011.001 |||||||||||||||||||	Records detailing arrangements carried out to support the community relations function. Includes arrangements for guest speakers.	Destroy 1 year after event
	[For arrangements made to support events hosted by the agency, use COMMUNITY RELATIONS - Functions (social); COMMUNITY RELATIONS - Celebrations and/or COMMUNITY RELATIONS - Ceremonies.	
	For making travel arrangements for staff to attend promotional activities supporting the community relations function, use PERSONNEL - Arrangements.]	

Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of an agency, company or other organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry No.	*Description of Records*	*Disposal Action*
001.013.001 |||||||||||||||||||	Final internal and external audit reports relating to the community relations function. Includes the final reports from audits conducted by the ACT Auditor General's Office.	Destroy 5 years after action completed

Audit (Continued)

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of an agency, company or other organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry No.	*Description of Records*	*Disposal Action*
001.013.002 |||||||||||||||||||	Records documenting the planning and conduct of internal and external audits relating to the community relations function. Includes: • liaison with the auditing body • notes taken at opening and exit interviews • draft reports • comments.	Destroy 5 years after action completed

Celebrations

The activities associated with arranging and managing festivities to honour a particular activity.

[For addresses made at celebrations, use COMMUNITY RELATIONS - Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	*Description of Records*	*Disposal Action*
001.017.001 |||||||||||||||||||	Programs, invitations, guest lists and photographs relating to celebratory festivities held to honour an event of major importance to an agency (e.g. a significant anniversary).	Retain as Territory Archives

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Celebrations (Continued)

The activities associated with arranging and managing festivities to honour a particular activity.

[For addresses made at celebrations, use COMMUNITY RELATIONS - Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	Description of Records	Disposal Action
001.017.002 ||||||||||||||||||	Records documenting routine arrangements supporting celebrations. Includes: • programs • invitations • guest lists • catering • venue bookings • entertainment.	Destroy 2 years after action completed

Ceremonies

The activities associated with arranging and managing a formal act performed for a special occasion.

[For addresses made at ceremonies use COMMUNITY RELATIONS - Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	Description of Records	Disposal Action
001.018.001 ||||||||||||||||||	Programs, invitations, guest lists and photographs relating to ceremonies held to mark a special occasion (e.g. the opening of a building or major facility, or the conferring of special community awards promoted by the agency).	Retain as Territory Archives

Ceremonies (Continued)

The activities associated with arranging and managing a formal act performed for a special occasion.

[For addresses made at ceremonies use COMMUNITY RELATIONS - Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	Description of Records	Disposal Action
001.018.002 |||||||||||||||||	Records documenting routine arrangements supporting ceremonies. Includes: • programs • invitations • guest lists • catering • venue bookings • entertainment.	Destroy 2 years after action completed

Committees

The activities associated with the establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc. of committees and task forces.

Entry No.	Description of Records	Disposal Action
001.020.001 |||||||||||||||||	Records of external high level inter-government (both State/Territory and overseas) or inter-agency committees where the agency provides the Secretariat, is the Territory's main representative, or plays a significant role. Includes: • documents establishing the committee • agendas • minutes • reports • recommendations • supporting documents such as briefing and discussion papers.	Retain as Territory Archives

Committees (Continued)

The activities associated with the establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc. of committees and task forces.

Entry No.	*Description of Records*	*Disposal Action*
001.020.002	Records of other internal and external committees formed to consider matters relating to the community relations function. Includes:	Destroy 3 years after action completed

- documents establishing the committee
- agendas
- minutes
- reports
- recommendations
- supporting documents such as briefing and discussion papers.

001.020.003	Working papers documenting the conduct and administration of committees which consider matters relating to the community relations function. Includes:	Destroy 6 months after last action

- agendas
- notices of meetings
- draft minutes.

Conferences

The activities involved in arranging or attending conferences held either by the agency or by other agencies or organisations. Includes registrations, publicity, and reports of participants, etc.

[For addresses made at ceremonies use, COMMUNITY RELATIONS - Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	*Description of Records*	*Disposal Action*
001.022.001	Records documenting arrangements for agency conferences. Includes: • program development • arranging speakers • promotion • managing registrations • venue bookings.	Destroy 3 years after action completed
001.022.002	Reports assessing the conduct of agency conferences.	Destroy 3 years after action completed
001.022.003	Participants' reports on conferences arranged by other organisations.	Destroy 3 years after action completed
001.022.004	Copies of unpublished proceedings, reports, speeches and papers from agency conferences. Includes presentations by agency staff. *[For the printing and publication of agency conference proceedings and reports, use PUBLICATION - Production.]*	Destroy 6 months after last action
001.022.005	Records documenting the attendance of staff at conferences arranged by other organisations. Includes: • completed conference registration forms • programs • conference promotion material.	Destroy 6 months after last action

Conferences (Continued)

The activities involved in arranging or attending conferences held either by the agency or by other agencies or organisations. Includes registrations, publicity, and reports of participants, etc.

[For addresses made at ceremonies use, COMMUNITY RELATIONS - Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	*Description of Records*	*Disposal Action*
001.022.006 *||||||||||||||||||||*	Copies of published conference proceedings and official reports received at conferences arranged by other organisations.	Destroy 6 months after last action

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.

Entry No.	*Description of Records*	*Disposal Action*
001.025.001 *||||||||||||||||||||*	Records documenting contract management relating to the community relations function. Includes: • minutes of meetings with main stakeholders • performance and evaluation reports.	Destroy 7 years after completion or other termination of agreement or contract

Donations

The activities associated with managing money, items, artifacts or property donated to the agency, or by the agency and or its staff to charities, etc. Includes managing unsolicited donations.

Note: This function/activity set should not be used by agencies where public donations provide major support for core functions (e.g. the Cultural Facilities Corporation). In these instances coverage should be included in an appropriate Records Disposal Schedule.

[For managing financial transactions associated with donations received or made by the agency, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.

For the general management of monetary donations received or given by the agency, use FINANCIAL MANAGEMENT - Donations.]

Entry No.	Description of Records	Disposal Action
001.037.001	Records documenting donations of money and items, artefacts or property that are of long-term value or ongoing benefit to the Territory or the nation.	Retain as Territory Archives
001.037.002	Records documenting all donations of money that are of little public interest, i.e. small amounts.	Destroy 7 years after donation received
001.037.003	Records documenting all donations of items, artefacts or property that are of little public interest.	Destroy 7 years after disposal of item
001.037.004	Records documenting donations of money and items made by the agency to public organisations and groups, including charities.	Destroy 7 years after donation was made

Enquiries

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

Entry No.	Description of Records	Disposal Action
001.040.001	Records documenting the handling of public enquiries about the agency and its programs, products and services.	Destroy 2 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.

Entry No.	Description of Records	Disposal Action
001.042.001	Records documenting the evaluation of community relations programs and services the result in significant changes.	Retain as Territory Archives
001.042.002	Records documenting the evaluation and ongoing monitoring of community relations programs and services.	Destroy 5 years after action completed

Events

The activities relating to the arranging and staging of events. Includes support for local suppliers and organisations to attend, display or promote (e.g. trade displays, Christmas pageants, Canberra Show). Also includes events arranged and staged by agencies (e.g. open days, land sales, Floriade).

Entry No.	Description of Records	Disposal Action
001.043.001	Records relating to the organisation and staging of events and celebrations of local, state or national significance or those organised to mark major anniversaries of significant people, structures or events, such as: • Australia Day • significant community festivals • significant receptions.	Retain as Territory Archives
001.043.002	Records relating to administrative arrangements, promotion, displays, community liaison, schedules for all other events, including regular events such as: • open days • Community Expo • Second Hand Sunday.	Destroy 5 years after action completed

Events *(Continued)*

The activities relating to the arranging and staging of events. Includes support for local suppliers and organisations to attend, display or promote (e.g. trade displays, Christmas pageants, Canberra Show). Also includes events arranged and staged by agencies (e.g. open days, land sales, Floriade).

Entry No.	Description of Records	Disposal Action
001.043.003 ||||||||||||||||||||	Records relating to the management of regular and routine events organised by agencies including: • story time • music in the city • ranger walks.	Destroy 3 years after action completed

Exhibitions

The activities associated with using agency material in displays for the purpose of informing or educating the target audience, or promoting the activities, services, projects or programs of the agency.

Note: This function/activity set should not be used by agencies where public donations provide major support for core functions (e.g. the Cultural Facilities Corporation). In these instances coverage should be included in an appropriate Records Disposal Schedule.

 [For exhibition openings, use COMMUNITY RELATIONS - Functions (Social).

For managing financial transactions supporting the organisation of an exhibition, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	Description of Records	Disposal Action
001.044.001 ||||||||||||||||||||	Records documenting the mounting of displays. Includes exhibition brief and design, and arrangements for setting up a display.	Destroy 3 years after action completed

Functions (social)

The process of organising and managing an official social occasion conducted by the agency to enhance its internal and external relationships, or to promote its services and image.

[For addresses made at functions, use COMMUNITY RELATIONS - Addresses.

For managing financial transactions supporting functions, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	Description of Records	Disposal Action
001.048.001 ||||||||||||||||||||||	Records documenting the organisation and management of an official or formal social occasion. Includes: • venue bookings • guest lists • invitations • catering.	Destroy 2 years after action completed

Grant Funding

The activities associated with the application for and receipt of grants.

[For the overall management of grant applications made by the agency, use STRATEGIC MANAGEMENT - Grant Funding.

For grant applications made for non-government funding, use COMMUNITY RELATIONS - Grant Funding.

For records documenting the financial arrangements of grant funds, use FINANCIAL MANAGEMENT - Grant Funding.

For the development of strategies for managing processes associated with the agency applying for grants, use STRATEGIC MANAGEMENT - Grant Funding.]

Entry No.	Description of Records	Disposal Action
001.049.001 ||||||||||||||||||||||	Records documenting successful applications for grant funding. *[For the management of grant money received by the agency, use FINANCIAL MANAGEMENT - Grant Funding.]*	Destroy 7 years after action completed
001.049.002 ||||||||||||||||||||||	Records documenting unsuccessful applications for grant funding.	Destroy 2 years after action completed

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Greetings

The activities associated with preparing, sending and receiving letters of appreciation or condolences. Includes mailing lists for Christmas cards.

Entry No.	Description of Records	Disposal Action
001.050.001 |IIIIIIIIIIIIIIIIIIIIIIIIIII|	Records documenting the preparation, dispatch and receipt of letters of: • introduction • appreciation • condolence • greetings cards. Includes mailing lists.	Destroy 6 months after last action

Implementation

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met.

Entry No.	Description of Records	Disposal Action
001.053.001 |IIIIIIIIIIIIIIIIIIIIIIIIIII|	Records documenting the implementation of plans, policies and procedures developed to support the community relations function.	Destroy 3 years after action completed

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.

Note: This function/activity set should not be used for joint venture arrangements which support core functions of an agency. In these instances coverage should be included in an appropriate Records Disposal Schedule.

Entry No.	Description of Records	Disposal Action
001.062.001	Signed joint venture contacts under seal and supporting records.	Destroy 12 years after completion or other termination of agreement or contract
001.062.002	Records documenting the management of joint ventures undertaken to support the community relations function. Includes records relating to the establishment, maintenance and review of joint venture agreements and contracts.	Destroy 7 years after termination of arrangement
001.062.003	Signed simple joint venture contracts and agreements and supporting records.	Destroy 7 years after completion or other termination of agreement or contract

Liaison

The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, other agencies, 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.

Entry No.	Description of Records	Disposal Action
001.067.001 |||||||||||||||||||||	Records documenting liaison activities undertaken with professional associations, private sector organisations and community groups. Includes: • collaboration on projects • exchanges of information • all the activities of a member of an organisation. *[For subscriptions to publications of professional bodies where the subscriber does not have to be a member of an organisation, use INFORMATION MANAGEMENT - Acquisitions.]*	Destroy 3 years after action completed

Marketing

The process of analysing, creating and selling products and services. Includes market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.

Entry No.	Description of Records	Disposal Action
001.070.001 ||||||||||||||||||||	Records documenting the marketing of an agency's community relations activities. Includes records covering arrangements for advertising campaigns and promotional photographs. *[For the development of a marketing plan, use COMMUNITY RELATIONS - Planning.* *For media releases relating to marketing activities, use COMMUNITY RELATIONS - Media Relations.]*	Destroy 3 years after action completed

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.

Entry No.	Description of Records	Disposal Action
001.071.001	Master set of agency media releases.	Retain as Territory Archives
001.071.002	Records documenting administrative arrangements with the media. Includes: • the issuing of media releases • organising interviews • providing information and assistance to support media coverage of an event • promotion of the agency's services or products.	Destroy 2 years after action completed
001.071.003	Copies of media items specifically relating to the agency's operations. Includes: • newscuttings • transcripts • electronic items. *[For the acquisition of media items through a media monitoring service, use INFORMATION MANAGEMENT - Acquisitions.]*	Destroy 6 months after last action

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.

Entry No.	Description of Records	Disposal Action
001.072.001	Final versions of minutes and supporting documents tabled at meetings held to support the community relations function. Includes meetings with external agencies.	Destroy 3 years after action completed

Meetings (Continued)

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.

Entry No.	Description of Records	Disposal Action
001.072.002 |||||||||||||||||||	Working papers documenting the conduct and administration of meetings held to support the community relations function. Includes: • agendas • notices of meetings • draft minutes.	Destroy 6 months after last action

Planning

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

Entry No.	Description of Records	Disposal Action
001.079.001 |||||||||||||||||||	Final versions of agency-wide community relations plans.	Destroy 3 years after plan is superseded
001.079.002 |||||||||||||||||||	Final versions of community relations plans at business unit, state or regional level.	Destroy 2 years after plan is superseded
001.079.003 |||||||||||||||||||	Working papers used to develop all community relations plans. Includes: • draft plans • reports analysing issues • comments received from other areas of the agency.	Destroy 1 year after adoption of final plan
001.079.004 |||||||||||||||||||	Copies of community relations plans.	Destroy 6 months after last action

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.

Entry No.	*Description of Records*	*Disposal Action*
001.080.001	Records documenting the development and establishment of government wide community relations policies. Includes: • policy proposals • research papers • results of consultations • supporting reports • major drafts • final policy documents.	Retain as Territory Archives
001.080.002	Records documenting the development and establishment of the agency's community relations policies. Includes: • policy proposals • research papers • results of consultations • supporting reports • major drafts • final policy documents.	Destroy 5 years after policy is superseded
001.080.003	Records documenting comments made on the development of government-wide community relations policies.	Destroy 1 year after promulgation of new policy
001.080.004	Working papers documenting the development of all community relations policies.	Destroy 1 year after promulgation of new policy
001.080.005	Copies of policy documents and supporting papers.	Destroy 6 months after last action

Procedures

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

Entry No.	*Description of Records*	*Disposal Action*
001.082.001 ▍▍▌▍▌▍▍▌▍▌▍▌▍▌▍▌	Records documenting the development of agency procedures supporting the community relations function.	Destroy 1 year after production of procedures
001.082.002 ▍▍▌▍▌▍▍▌▍▌▍▌▍▌▍▌	Copies of manuals, handbooks, directives etc.	Destroy 6 months after last action
001.082.003 ▍▍▌▍▌▍▍▌▍▌▍▌▍▌▍▌	Master set of agency manuals, handbooks, directives etc detailing procedures supporting the community relations function.	Destroy after procedures are superseded

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.

Entry No.	*Description of Records*	*Disposal Action*
001.084.001 ▍▍▌▍▌▍▍▌▍▌▍▌▍▌▍▌	Records documenting public reaction to community relations policies, activities, etc. and agency responses. *[For suggestions received from the public, use COMMUNITY RELATIONS - Suggestions.]*	Destroy 6 years after action completed

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.

Note: Reports resulting from a routine activity (e.g. inspection reports) form part of that activity, i.e. reports resulting from an inspection are part of the inspection and not the activity of Reporting. Reports of these types should be classified as part of the greater activity generating the report.

Entry No.	*Description of Records*	*Disposal Action*
001.088.001	Final versions of internal formal reports and reports made to external agencies relating to the community relations function.	Destroy 5 years after action completed
001.088.002	Final versions of periodic internal reports on general administrative matters used to monitor and document recurring activities relating to the community relations function. Includes the collection and reporting of statistical information relating to visits.	Destroy 3 years after action completed
001.088.003	Responses to surveys carried out on community relations activities.	Destroy 3 years after action completed
001.088.004	Working papers documenting the development of internal formal reports and reports made to external agencies and periodic internal reports Includes drafts and comments received.	Destroy 6 months after last action
001.088.005	Copies of reports relating to community relations activities.	Destroy 6 months after last action

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.

Entry No.	Description of Records	Disposal Action
001.090.001 |IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII|	Records documenting the nomination, appointment and resignation from and/or termination of agency representatives in community organisations. *[For the management of agency representatives on government bodies, use GOVERNMENT RELATIONS - Representatives.]*	Destroy 3 years after action completed

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.

Entry No.	Description of Records	Disposal Action
001.091.001 |IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII|	Records documenting detailed research carried out to support the community relations function.	Destroy 5 years after action completed
001.091.002 |IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII|	Records documenting routine research carried out to support the community relations function.	Destroy 6 months after last action

Reviewing

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

Entry No.	Description of Records	Disposal Action
001.093.001 ‖‖‖‖‖‖‖‖‖‖‖‖‖‖	Records documenting a review of agency programs and operations supporting the community relations function. Includes: • documents establishing the review • final reports • action plans.	Destroy 3 years after action completed
001.093.002 ‖‖‖‖‖‖‖‖‖‖‖‖‖‖	Working papers documenting a review of agency programs and operations supporting the community relations function.	Destroy 1 year after action completed

Security

The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.

Entry No.	Description of Records	Disposal Action
001.097.001 ‖‖‖‖‖‖‖‖‖‖‖‖‖‖	Records documenting security arrangements made for visits to the agency by dignitaries and the general public. *[For general arrangements for visits, use COMMUNITY RELATIONS - Visits.* *For building security arrangements made for a visit, use PROPERTY MANAGEMENT - Security.]*	Destroy 5 years after action completed

Submissions

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

Entry No.	*Description of Records*	*Disposal Action*
001.102.001	Final versions of successful agency submissions made to community organisations for the purpose of raising and maintaining the agency's broad public profile.	Destroy 7 years after action completed
001.102.002	Final versions of unsuccessful agency submissions made to community organisations for the purpose of raising and maintaining the agency's broad public profile.	Destroy 3 years after action completed
001.102.003	Working papers documenting the development of agency submissions for the purpose of raising and maintaining the agency's broad public profile. Includes draft submissions.	Destroy 6 months after last action

Suggestions

The process of using suggestions from personnel and the public to improve the services and processes of the agency.

Entry No.	*Description of Records*	*Disposal Action*
001.103.001	Suggestions received from the public relating to agency services or products.	Destroy 2 years after action completed

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.

Entry No.	Description of Records	Disposal Action
001.104.001	Signed contracts under seal and supporting records resulting from tenders.	Destroy 12 years after completion or other termination of agreement or contract
001.104.002	Records documenting the development and issue of tender documentation. Includes: • statements of requirements • requests for proposals • expressions of interest • requests for tender (RFT) • draft contracts.	Destroy 7 years after tender process completed
001.104.003	Evaluation of tenders received against selection criteria. Includes: • records documenting arrangements for carrying out the evaluation process • evaluation reports • recommendations • final reports • public notices.	Destroy 7 years after tender process completed
001.104.004	Records documenting post-offer negotiations and due diligence checks.	Destroy 7 years after tender process completed
001.104.005	Signed simple contracts, agreements and supporting records resulting from tenders.	Destroy 7 years after completion or other termination of agreement or contract
001.104.006	Tender registers.	Destroy 7 years after last entry

Tendering (Continued)

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.

Entry No.	Description of Records	Disposal Action
001.104.007	Contract registers.	Destroy 7 years after last entry
001.104.008	Records of unsuccessful tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes: • submissions • notifications of outcome • reports on debriefing sessions.	Destroy 2 years after tender process completed or decision made not to continue with the tender

Visits

The activities involved in arranging visits by other agencies, the public and students to the agency, with a view to inform, educate or promote the services, operation and role of the organisation. Includes arranging visits by staff to other agencies, organisations, etc.

[For visits made by representatives of other agencies and interstate and overseas governments, use GOVERNMENT RELATIONS - Visits.

For security arrangements made for the visits to the agency, use COMMUNITY RELATIONS - Security.]

Entry No.	Description of Records	Disposal Action
001.109.001	Records documenting arrangements for visits made to the agency by important community representatives for the purpose of establishing rapport with the agency.	Destroy 5 years after action completed
001.109.002	Public visitor books. *[For visitor books signed by Royalty or Heads of State, use GOVERNMENT RELATIONS - Visits.]*	Destroy 5 years after last entry
001.109.003	Records documenting arrangements for visits or tours to the agency by the general public.	Destroy 2 years after action completed

Visits (Continued)

The activities involved in arranging visits by other agencies, the public and students to the agency, with a view to inform, educate or promote the services, operation and role of the organisation. Includes arranging visits by staff to other agencies, organisations, etc.

[For visits made by representatives of other agencies and interstate and overseas governments, use GOVERNMENT RELATIONS - Visits.

For security arrangements made for the visits to the agency, use COMMUNITY RELATIONS - Security.]

Entry No.	Description of Records	Disposal Action
001.109.004	Records documenting visits by staff to community organisations to promote the image or services of the agency. Includes visit reports.	Destroy 2 years after action completed

RETAIN AS TERRITORY ARCHIVES

COMMUNITY RELATIONS

The function of establishing rapport with the community and raising and maintaining the agency's broad public profile. Includes marketing, advertising, competitions, media liaison, exhibitions, celebrations, ceremonies, speeches, official representation at functions and participation in community activities. Also includes relationships with professional bodies and industry, the management of customer services, handling reactions to those services, customer consultation and feedback.

Addresses (presentations)

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

[For papers presented by staff at conferences supporting the community relations function, use COMMUNITY RELATIONS - Conferences.]

Entry No.	*Description of Records*	*Disposal Action*
001.004.001 ||||||||||||||||||||||	Final version of addresses made by the Chief Minister or portfolio Minister or senior agency officers at major public occasions. *[For addresses delivered by the Chief Minister or portfolio Minister or senior agency officers at government occasions, use GOVERNMENT RELATIONS - Addresses (presentations).]*	Retain as Territory Archives

Celebrations

The activities associated with arranging and managing festivities to honour a particular activity.

[For addresses made at celebrations, use Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	*Description of Records*	*Disposal Action*
001.017.001 ||||||||||||||||||||||	Programs, invitations, guest lists and photographs relating to celebratory festivities held to honour an event of major importance to an agency, (e.g. a significant anniversary).	Retain as Territory Archives

Ceremonies

The activities associated with arranging and managing a formal act performed for a special occasion.

[For addresses made at ceremonies use Addresses (presentations).

For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Entry No.	*Description of Records*	*Disposal Action*
001.018.001 |||||||||||||||||||||	Programs, invitations, guest lists and photographs relating to ceremonies held to mark a special occasion (e.g. the opening of a building or major facility, or the conferring of special community awards promoted by the agency).	Retain as Territory Archives

Committees

The activities associated with the establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc. of committees and task forces.

Entry No.	*Description of Records*	*Disposal Action*
001.020.001 |||||||||||||||||||||	Records of external high level inter-government (both State/Territory and overseas) or inter-agency committees where the agency provides the Secretariat, is the Territory's main representative, or plays a significant role. Includes: • documents establishing the committee • agendas • minutes • reports • recommendations • supporting documents such as briefing and discussion papers.	Retain as Territory Archives

Donations

The activities associated with managing money, items, artifacts or property donated to the agency, or by the agency and or its staff to charities, etc. Includes managing unsolicited donations.

Note: This function/activity set should not be used by agencies where public donations provide major support for core functions (e.g. the Cultural Facilities Corporation). In these instances coverage should be included in an appropriate specific functional Records Disposal Schedule.

 [For managing financial transactions associated with donations received or made by the agency, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.

For the general management of monetary donations received or given by the agency, use FINANCIAL MANAGEMENT - Donations.]

Entry No.	*Description of Records*	*Disposal Action*
001.037.001	Records documenting donations of money and items, artefacts or property that are of long-term value or ongoing benefit to the Territory or the nation.	Retain as Territory Archives

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.

Entry No.	*Description of Records*	*Disposal Action*
001.042.001	Records documenting the evaluation of community relations programs and services the result in significant changes.	Retain as Territory Archives

Events

The activities relating to the arranging and staging of events. Includes support for local suppliers and organisations to attend, display or promote (e.g. trade displays, Christmas pageants, Canberra Show). Also includes events arranged and staged by agencies (e.g. open days, land sales, Floriade).

Entry No.	*Description of Records*	*Disposal Action*
001.043.001 |||||||||||||||||||	Records relating to the organisation and staging of events and celebrations of local, state or national significance or those organised to mark major anniversaries of significant people, structures or events, such as: • Australia Day • significant community festivals • significant receptions.	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.

Entry No.	*Description of Records*	*Disposal Action*
001.071.001 |||||||||||||||||||	Master set of agency media releases.	Retain as Territory Archives

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.

Entry No.	*Description of Records*	*Disposal Action*
001.080.001	Records documenting the development and establishment of government wide community relations policies. Includes:	Retain as Territory Archives

- policy proposals
- research papers
- results of consultations
- supporting reports
- major drafts
- final policy documents.

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| Changes to NI2009-358 | | Dated | 10 September 2009 |

New Features (Insertions)

FUNCTION	Activity	Entry no.	Description

Enhancements (Changes)

FUNCTION	Activity	Entry no.	Description
COMMUNITY RELATIONS	Arrangements	001.11.001	*omit* 001.11.001 *substitute* 001.011.001
	Audit	001.13.001	*omit* 001.13.001 *substitute* 001.013.001
	Audit	001.13.002	*omit* 001.13.002 *substitute* 001.013.002

Corrections (Deletions)

FUNCTION	Activity	Entry no.	Description