

Australian Capital Territory

Territory Records (Records Disposal Schedule – Public & Community Accommodation Records) Approval 2017 (No 1)

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made under the

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

1 Name of instrument

This instrument is the Territory Records (Records Disposal Schedule – Public & Community Accommodation Records) Approval 2017 (No 1)

2 Commencement

This instrument commences on the day after notification.

3 Approval

I approve the Records Disposal Schedule – Public & Community Accommodation Records.

Danielle Wickman
Director of Territory Records
19 July 2017



Records Disposal Schedule

Public & Community Accommodation Records

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INTRODUCTION

The *Records Disposal Schedule - Public & Community Accommodation Records* is the official authority for the disposal of these ACT Government Records.

It is one of a series of Whole of Government 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 other Territory Records Disposal Schedules.

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 WHOLE OF GOVERNMENT THESAURUS

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 take all reasonable steps to ensure that no legal action is contemplated in relation to its records and must not dispose of any records where it is aware of possible legal action for which the records may be required as evidence or if there is a current records disposal freeze in effect.**

The *Records Disposal Schedule - Public & Community Accommodation 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 Whole of Government Thesaurus. The Records Disposal Schedule is designed to be applicable to all records relating to the function described in this schedule regardless of titling conventions used, so that records, which have not been classified and titled using the terminology represented by this Records Disposal Schedule, may still be sentenced with relative ease.

Whole of Government Thesaurus

The Whole of Government Thesaurus is a controlled vocabulary of terms designed for use in the classifying, titling and indexing of records on creation.

The Whole of Government Thesaurus has been developed on the basis of the former Territory Version of Keyword AAA (TVKAAA) (2010). In the Whole of Government Thesaurus all functions are considered to be functions performed by the ACT Government and have been included following consultation with stakeholder agencies and after consideration by the Territory Records Office (TRO) via a formal approval process.

The Whole of Government Thesaurus is mandated by the Director of Territory Records for use by all ACT Government agencies as part of classifying and titling of their paper and electronic records. See also *Records Advice No.28 Functional directories on shared drives*.

The disposal actions listed in this Records Disposal Schedule were determined through the process of appraisal in accordance with *Territory Records (Records, Information and Data) Standard 2016*. Appraisal is based upon the same type of analysis of business activity employed in the classification scheme used in the Whole of Government Thesaurus. 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 - Public & Community Accommodation Records*:

- covers all records related to the function;
- is intended to be used in conjunction with other Territory Whole of Government Records Disposal Schedules;
- 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:

ACT Civil and Administrative Tribunal Act 2008
Administrative Decisions (Judicial Review) Act 1989
Children and Young People Act 2008
Disability Discrimination Act 1992
Disability Services Act 1991
Discrimination Act 1991
Corporations Act 2001 (Cwlth)
Criminal Code 2002
Evidence (Miscellaneous Provisions) Act 1991
Evidence Act 2011
Financial Management Act 1996
Freedom of Information Act 2016
Guardianship and Management of Property Act 1991
Government Procurement Act 2001
Health Records (Privacy and Access) Act 1997
Housing Assistance Act 2007
Information Privacy Act 2014
Lifetime Care and Support (Catastrophic Injuries) Act 2014
Limitations Act 1985
Medical Treatment (Health Directions) Act 2006
Partnership Act 1963
Powers of Attorney Act 2006
Privacy Act 1988 (Cwlth)
Public Interest Disclosure Act 2012
Public Sector Management Act 1994
Residential Tenancies Act 1997
Territory Records Act 2002
Unclaimed Money Act 1950
Work Health and Safety Act 2011
Working with Vulnerable People (Background Checking) Act 2011

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 created and 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 transaction 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

PUBLIC & COMMUNITY ACCOMMODATION

The function of providing services to the community and community groups to facilitate access to government and non-government residential accommodation. The function includes the assessment of applications for housing assistance, the allocation of public rental houses, flats, boarding houses, group homes, hostels, in-home accommodation, and supported transitional accommodation such as emergency or crisis accommodation and subleasing properties for use by community service providers. The function also includes managing the government's public residential tenancies, maintaining tenancy agreements and tenancy register, conducting tenancy inspections, managing unpaid monies and the funding of homelessness services and other forms of housing assistance, including outreach and other support services.

[For managing lawsuits or legal proceedings between the agency and other parties in a court of law or other tribunal, use SOLICITOR & LEGAL SERVICES.

For the fit-out of the agency's office accommodation, use PROPERTY EQUIPMENT & FLEET.

For the upkeep, repair or upgrade of government owned community facilities, use PROPERTY EQUIPMENT & FLEET.

For the administration of public housing stock, use PROPERTY EQUIPMENT & FLEET.]

Acquisition

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

Advice

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

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 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.

Contract Management

The activities associated with managing the performance of work or the provision of services by external consultants and contractors following their initial engagement. Includes instructions to contracted personnel, progress reports, monitoring of expenditure against budgets, and performance reviews.

Customer Service

The activities associated with providing services of the organisation to meet the needs of customers by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. Includes providing assistance and support, receiving and responding to complaints, enquiries, requests, feedback, suggestions, customer greetings, the preparation of customer service plans and charters and conducting customer research and surveys.

Events

The activities associated with organising, arranging and managing internal or external conferences, exhibitions, functions, celebrations, ceremonies, visits or other events for the purpose of either informing attendees, promoting the activities, services and programs of the organisation or supporting local suppliers and organisations to attend, display or promote at events, (e.g. trade displays, Christmas pageants, Canberra Show). Includes the development of speeches and presentations at events, arrangements such as venue and facility bookings, catering and security arrangements, managing registrations and invitations, and event transcripts, proceedings and photographs.

Funding Administration

The activities associated with administering funding in the form of grants, aid or other funding support to external people and organisations to implement programs and projects or to provide services on behalf of the ACT Government and its organisations. Includes advertising funding programs, receiving and appraising funding proposals, arranging for funds to be released, monitoring the ongoing performance of funding activity, dealing with breaches of funding conditions and acquittal of funds.

Leasing-out

The activities involved in leasing out items, equipment, accommodation, premises or real estate to another agency or person for a specified period and agreed price. Includes formal documentation setting out conditions, rights, responsibilities, etc of both parties. Also includes subleasing.

Partnerships & Collaboration

The activities associated with establishing and managing partnerships, joint ventures or similar collaborative arrangements where there is joint contribution of funds and/or time. Includes private sector ventures with public sector organisations.

Performance Management

The activities associated with the management of employees, services, programs, and organisations to ensure that goals and objectives are achieved efficiently effectively and accountably. Includes identifying, evaluating and developing tools and processes for measuring performance and providing recognition and feedback to employees, workgroups or organisations. Also includes catering for employees work needs and offering career guidance.

Planning

The activities associated with carrying out systematic planning in order to meet strategic, business or operational goals and objectives.

Policies & Procedures

The activities associated with drafting, developing and implementing policies, procedures, and guidelines establishing decisions, directions, precedents and standard methods of operating which act as a reference for future decision making, and maintaining their currency over time. Includes guidelines devised by both internal and external sources of authority, rules and instructions.

Registration

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

RECORDS DISPOSAL SCHEDULE

PUBLIC & COMMUNITY ACCOMMODATION

The function of providing services to the community and community groups to facilitate access to government and non-government residential accommodation. The function includes the assessment of applications for housing assistance, the allocation of public rental houses, flats, boarding houses, group homes, hostels, in-home accommodation, and supported transitional accommodation such as emergency or crisis accommodation and subleasing properties for use by community service providers. The function also includes managing the government's public residential tenancies, maintaining tenancy agreements and tenancy register, conducting tenancy inspections, managing unpaid monies and the funding of homelessness services and other forms of housing assistance, including outreach and other support services.

[For managing lawsuits or legal proceedings between the agency and other parties in a court of law or other tribunal, use SOLICITOR & LEGAL SERVICES.

For the fit-out of the agency's office accommodation, use PROPERTY EQUIPMENT & FLEET.

For the upkeep, repair or upgrade of government owned community facilities, use PROPERTY EQUIPMENT & FLEET.

For the administration of public housing stock, use PROPERTY EQUIPMENT & FLEET.]

Advice

The activities associated with offering formal opinions and advice as to an action, judgement or topic. Includes legal advice, legislative drafting advice, publishing and public access to legislation advice and formal advices required by legislation.

[For responding to questions from the public for information about available accommodation and related services, use PUBLIC & COMMUNITY ACCOMMODATION– Customer Services.

For legal advice, including interpretations of the agency's legislation, use SOLICITOR & LEGAL SERVICES - Advice.]

Entry No.	Description of Records	Disposal Action
190.005.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the receipt and provision of advice relating to the provision of public and community accommodation services. Includes: <ul style="list-style-type: none"> • advice to other agencies; • minutes providing advice to the Minister; • ministerial statements. 	Destroy 7 years after last 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, organisation's or client's needs or outcomes. Includes processing 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 the receipt and processing of payments made by tenants, including payment authorisation notices, use FINANCE & TREASURY MANAGEMENT– Accounting – Rental payments.

For the recovery of legally recoverable debts such as repayments of rental arrears, sundry debts, prosecution debts through the courts, vacated debts, third party debts, rental bond loans, tenant responsible maintenance, etc., use FINANCE & TREASURY MANAGEMENT– Accounting – Debts.]

Entry No.	Description of Records	Disposal Action
190.016.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting appeals lodged against a public housing decision made by the agency where the outcome resulted in new whole of government policies or procedures.	Retain as Territory Archives

Customer Service (Continued)

The activities associated with providing services of the organisation to meet the needs of customers by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. Includes providing assistance and support, receiving and responding to complaints, enquiries, requests, feedback, suggestions, customer greetings, the preparation of customer service plans and charters and conducting customer research and surveys.

[For evaluating and developing the services provided by an organisation, use STRATEGY & GOVERNANCE – Performance Management.

For customer service policies and procedures, use Policies & Procedures.

For customer service standards, use Standards.

For the provision of information and systems helpdesk and support services, use INFORMATION & COMMUNICATIONS TECHNOLOGY– Operation & Control.

For the provision of helpdesk and support services relating to the management of property, facilities and equipment, use PROPERTY EQUIPMENT & FLEET – Operation & Control.]

Entry No.	Description of Records	Disposal Action
190.030.002 Cont.	<ul style="list-style-type: none"> ● conduct and administration of committees and meetings, including: <ul style="list-style-type: none"> ○ minutes and supporting documents; ○ working papers; ○ agendas; ○ notices of meetings; ○ minutes, and ○ meetings with agencies; ● public reaction to community relations policies, activities, etc. and agency responses; ● internal formal and recurring reports ● monitoring and documenting recurring activities; ● reports made to external agencies; ● the collection and reporting of statistical information relating to visits; ● development and conduct of surveys; ● responses to external surveys; ● agency submissions made to community organisations; ● staff suggestion schemes, and ● working papers. 	Destroy 10 years after action completed

RETAIN AS TERRITORY ARCHIVES

PUBLIC & COMMUNITY ACCOMMODATION

The function of providing services to the community and community groups to facilitate access to government and non-government residential accommodation. The function includes the assessment of applications for housing assistance, the allocation of public rental houses, flats, boarding houses, group homes, hostels, in-home accommodation, and supported transitional accommodation such as emergency or crisis accommodation and subleasing properties for use by community service providers. The function also includes managing the government's public residential tenancies, maintaining tenancy agreements and tenancy register, conducting tenancy inspections, managing unpaid monies and the funding of homelessness services and other forms of housing assistance, including outreach and other support services.

[For managing lawsuits or legal proceedings between the agency and other parties in a court of law or other tribunal, use SOLICITOR & LEGAL SERVICES.

For the fit-out of the agency's office accommodation, use PROPERTY EQUIPMENT & FLEET.

For the upkeep, repair or upgrade of government owned community facilities, use PROPERTY EQUIPMENT & FLEET.

For the administration of public housing stock, use PROPERTY EQUIPMENT & FLEET.]

Planning

The activities associated with carrying out systematic planning in order to meet strategic, business or operational goals and objectives.

[For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.]

Note: Use the relevant activity where strategies and plans are developed to support a more specific process, (e.g. use Maintenance for maintenance plans, or Risk Management & Insurance for risk management plans and strategies.

Entry No.	Description of Records	Disposal Action
190.079.001 ■■■■■■■■■■■■■■■■■■■■	Records of high level inter-government (both State/Territory and overseas) or inter-agency committees established for planning the management of government and non-government residential accommodation where the agency provides the Secretariat, is the Territory's main representative, or plays a significant role. Includes: <ul style="list-style-type: none"> • documents establishing the committee; • agendas; • minutes; • reports; • recommendations; • submissions; • supporting documents such as briefing and discussion papers. 	Retain as Territory Archives

Registration

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

[For detailed statistics on the public housing stock, use FINANCIAL MANAGEMENT – Asset Register.]

Entry No.	Description of Records	Disposal Action
190.155.001 ■■■■■■■■■■■■■■■■■■■■	Tenancy registers for government housing or buildings, including public housing and community organisations tenants.	Retain as Territory Archives