

Territory Records (Records Disposal Schedule – Disability Services Records) Approval 2017 (No 1)

Notifiable instrument NI2017 —603

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 – Disability Services Records) Approval 2017 (No 1)

2 Approval

I approve the Records Disposal Schedule – Disability Services Records.

3 Commencement

This instrument commences on the day after notification.

4 Revocation

This instrument revokes Territory Records (Records Disposal Schedule - Disability Services Records) Approval 2016 (No 1) NI2016-121.

Danielle Wickman
Director of Territory Records
14 November 2017



Records Disposal Schedule

Disability Services Records

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INTRODUCTION

The *Records Disposal Schedule - Disability Services 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 Disability Services records created or maintained by ACT Government Agencies.

SCOPE

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

AUTHORITY

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

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

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

STRUCTURE AND RELATIONSHIP TO THE TERRITORY VERSION OF KEYWORD AAA

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

Retention periods set down in this schedule are minimum periods only and an agency may keep records for a longer period if considered necessary for business requirements. Reasons for longer retention could include legal requirements, administrative need or agency directives. **An agency must 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 - Disability Services Records* has a hierarchical structure that reflects its arrangements according to functions and activities, rather than by subject, and this also reflects a close relationship to the Territory Version of Keyword AAA. The Records Disposal Schedule is designed to be applicable to all Disability Services records regardless of titling conventions used, so that records, which have not been titled using the terminology represented by this Records Disposal Schedule, may still be sentenced with relative ease.

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 Territory Version of Keyword AAA (TVKAAA) (2010), a thesaurus incorporating 16 common Functions. All other Functions within the Whole of Government Thesaurus are considered Functions performed by the ACT Government and have been included following consultation with 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 their classifying and titling of 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 Territory Version of Keyword AAA. Essentially, appraisal involves attaching record retention periods and disposal decisions (and even records creation requirements and rules) to the same classification scheme.

GUIDELINES FOR USE

Coverage of authority

The *Records Disposal Schedule - Disability Services Records*:

- covers all records related to the function;
- is intended to be used in conjunction with other Territory 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 (C'wlth)
Disability Services Act 1991
Discrimination Act 1991
Evidence Act 1971
Evidence (Miscellaneous Provisions) Act 1991
Financial Management Act 1996
Freedom of Information Act 1989
Government Procurement Act 2001
Guardianship and Management of Property Act 1991
Health Records (Privacy and Access) Act 1997
Housing Assistance Act 1987
Information Privacy Act 2014
Lifetime Care and Support (Catastrophic Injuries) Act 2014
Medical Treatment (Health Directions) Act 2006
Mental Health (Treatment and Care) Act 1994
Powers of Attorney Act 2006
Privacy Act 1998 (C'wth)
Public Interest Disclosure Act 1994
Public Sector Management Act 1994
Residential Tenancies Act 1997
Territory Records Act 2002
Unclaimed Moneys Act 1997
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 transition of business. This recorded information must be maintained or managed by the agency to provide evidence of their business activities. Records can be in written, electronic or any other form.

Records of an Agency

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

Records Disposal Schedule

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

Records Management Program

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

Recordkeeping Systems

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

Scope Note

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

Sentencing

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

Territory Archives

Records preserved for the benefit of present and future generations.

BUSINESS CLASSIFICATION SCHEME

DISABILITY SERVICES

The function of providing support and professional allied health services such as supported accommodation, respite care services, complex case coordination, occupational therapy, speech pathology, physiotherapy, social work, clinical psychology, and services that are designed to develop learning and life skills, and provide recreational and leisure pursuits to people who have a range of disabilities including physical, intellectual, communication and other functional difficulties.

In addition to direct support services it includes information, intake and referral services, assessing needs, conducting community consultations and education, providing Consulting Services and in-service training to external organisations. Also includes establishing agreements, developing policy, programs and procedures, preparing submissions, managing the performance of external service providers and liaison with other professionals in related fields, administering funding to external service providers and managing joint ventures with public and private sector organisations, centre-based respite services, and providing formal reports and preparing submissions.

Addresses (presentations)

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

Advice

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

Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements. Includes records associated with preparing agreements/contracts and settling those agreements/contracts. Includes contracts, memoranda of understanding (MOU), deeds, leases, licences and mortgages.

Appeals (decisions)

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

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.

Authorisation

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

Case Management

The activity of managing an incident, person, organisation or client on a case basis. Case management incorporates the process of assessment, planning, facilitation and advocacy for options and services to meet an individual's, 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.

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.

Compliance

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

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.

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.

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.

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.

Inquiries

The activities associated with liaising with bodies carrying out inquiries and participating in them. Inquiries are investigations carried out by people or bodies that have been empowered to inquire and report on a subject, such as Royal Commissions, Judicial Commissions, Boards of Inquiry, Legislative Assembly and Ombudsman's inquiries. Includes the agency's participation in the inquiry by providing evidence in the form of records submissions or staff.

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. Includes private sector ventures with public sector organisations, and co-research or collaboration between inter-departmental units, departments or agencies.

Leasing

The activities involved in leasing items, equipment, accommodation, premises or real estate. Includes the process of chartering.

Leasing out

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

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.

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.

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.

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.

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.

Standards

The process of implementing industry or agency specific benchmarks for services and processes to enhance quality and efficiency of an organisation.

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.

Training

The activities associated with all aspects of the provision of training and development (external/internal).

RECORDS DISPOSAL SCHEDULE

DISABILITY SERVICES

The function of providing support and professional allied health services such as supported accommodation, respite care services, complex case coordination, occupational therapy, speech pathology, physiotherapy, social work, clinical psychology, and services that are designed to develop learning and life skills, and provide recreational and leisure pursuits to people who have a range of disabilities including physical, intellectual, communication and other functional difficulties.

In addition to direct support services it includes information, intake and referral services, assessing needs, conducting community consultations and education, providing Consulting Services and in-service training to external organisations. Also includes establishing agreements, developing policy, programs and procedures, preparing submissions, managing the performance of external service providers and liaison with other professionals in related fields, administering funding to external service providers and managing joint ventures with public and private sector organisations, centre-based respite services, and providing formal reports and preparing submissions.

Addresses (presentations)

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.004.001 ■■■■■■■■■■■■■■■■■■■■	Final versions of addresses delivered by the portfolio minister or senior agency officers at public and other important events relating to the provision of disability services.	Retain as Territory Archives
018.004.002 ■■■■■■■■■■■■■■■■■■■■	Final versions of addresses delivered by agency staff other than senior officers at public and other important events relating to the provision of disability services.	Destroy 5 years after last action
018.004.003 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting the development of all addresses, including drafts, for public and other events relating to the provision of disability services.	Destroy 6 months after last action

Advice

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

[For the provision of advice to the Chief Minister, use GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters.

For legal advice, use SOLICITOR & LEGAL SERVICES - Advice.]

Entry No.	Description of Records	Disposal Action
018.005.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting advice provided to the Minister or the Assembly relating to the provision of disability services.	Retain as Territory Archives
018.005.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the receipt or provision of all other advice relating to the provision of disability services. Includes providing advice to: <ul style="list-style-type: none"> ● other agencies; ● members of the public; ● industry organisations; ● community groups; ● internal and external services providers. 	Destroy 7 years after last action

Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements. Includes records associated with preparing agreements/contracts and settling those agreements/contracts. Includes contracts, memoranda of understanding (MOU), deeds, leases, licences and mortgages.

[For agreements with other governments, including international governments, use GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters.]

Entry No.	Description of Records	Disposal Action
018.006.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting inter-government agreements, including negotiations, establishment, maintenance and review of agreements, e.g. bilateral agreements between the Commonwealth and the ACT relating to the provision of disability services.	Retain as Territory Archives
018.006.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting other agreements made to for the provision of disability services. Includes funding agreements, service contracts, negotiations, establishment, maintenance and review of agreements relating to the provision of disability services.	Destroy 7 years after expiry or other termination of agreement

Case Management (Continued)

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.016.003 ■■■■■■■■■■■■■■■■■■■■	Records documenting the general management and control of Disability Group Houses. Includes communication books and diaries. Also includes client's training, education and employment services needs as well as finances and daily spending monies under the provision of disability services where the agency has accepted responsibility for managing the client's finances or where the client's finances are under an order of the Public Trustee. Includes: <ul style="list-style-type: none">• cash books and balance sheets;• reconciliations;• receipts of client expenditure, etc.	Destroy 7 years after last action

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.

[For audit committees, use STRATEGY & GOVERNANCE - Audit.

For the establishment of advisory councils or governing boards with decision making responsibility for agency policy and/or planning, use STRATEGY & GOVERNANCE - Planning.]

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.020.001 ■■■■■■■■■■■■■■■■■■■■	Records of inter-government committees formed to consider matters relating to the provision of disability services where the agency is a member. Includes: <ul style="list-style-type: none">• documents establishing the committee;• appointment of members;• minutes;• supporting documents such as briefing papers and discussion papers.	Retain as Territory Archives

Compliance

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

Entry No.	Description of Records	Disposal Action
018.021.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting agency compliance with mandatory or optional standards or with statutory requirements relating to the provision of disability services.	Destroy 5 years after last action

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.

Entry No.	Description of Records	Disposal Action
018.022.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the attendance of staff at conferences relating to the provision of disability services including program development, arranging speakers, promotion, managing registrations and venue bookings and reports assessing the conduct of agency conferences, completed conference registration forms, programs and conference promotion material. Also includes participants' reports on conferences arranged by other organisations.	Destroy 3 years after last action
018.022.002 ■■■■■■■■■■■■■■■■■■■■	Copies of unpublished proceedings, reports, speeches and papers from agency conferences relating to the provision of disability services.	Destroy 6 months after last action

[For the printing and publication of agency conference proceedings and reports, use GOVERNMENT & STAKEHOLDER RELATIONS - Marketing & Publication.

For presentations by agency staff at conferences, use DISABILITY SERVICES - Addresses (presentations).]

Evaluation (Continued)

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.042.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the routine evaluation of potential or existing programs and services relating to the provision of disability services, including systems analysis and ongoing monitoring of programs and services.	Destroy 7 years after last action

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.048.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the organisation and management of an official or formal social occasion relating to the provision of disability services. Includes venue bookings, guest lists, invitations and catering.	Destroy 2 years after last action

Grant Funding

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.049.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting successful funding applications made by the agency, external organisations and individuals to implement agency programs and services that relate to the provision of disability services. Includes: <ul style="list-style-type: none"> ● advertising notices; ● funding proposals; ● funding submissions; ● acknowledgement letters; ● funding criteria; ● copies of funding agreements; ● performance reports; ● milestone reports; ● breaches of conditions; ● funding acquittals. 	Destroy 7 years after last action

Grant Funding (Continued)

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.049.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting unsuccessful funding applications made by the agency, external organisations and individuals to implement agency programs and services that relate to the provision of disability services. Includes: <ul style="list-style-type: none">• funding proposals;• funding submissions;• funding criteria;• acknowledgement letters.	Destroy 2 years 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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.053.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the implementation of government responses, frameworks, policies, plans and strategies relating to the provision of disability services.	Destroy 10 years after last action
018.053.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the implementation of agency plans, policies, programs, procedures, and systems relating to the provision of disability services.	Destroy 7 years after last action

Inquiries

The activities associated with liaising with bodies carrying out inquiries and participating in them. Inquiries are investigations carried out by people or bodies that have been empowered to inquire and report on a subject, such as Royal Commissions, Judicial Commissions, Boards of Inquiry, Legislative Assembly and Ombudsman's inquiries. Includes the agency's participation in the inquiry by providing evidence in the form of records submissions or staff.

[For legal support or opinions provided during an investigation, use SOLICITOR & LEGAL SERVICES - Advice.]

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.056.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the agency's contribution and involvement in inquiries, e.g. Coronial inquiries, relating to the provision of disability services. Includes: <ul style="list-style-type: none">• agency statements and submissions;• responses to final reports;• transcripts of oral evidence given by agency officers;• client information where the inquiry is conducted by the ACT Coroner;• working papers.	Retain as Territory Archives

[See also GOVERNMENT & STAKEHOLDER RELATIONS.]

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. Includes private sector ventures with public sector organisations, and co-research or collaboration between inter-departmental units, departments or agencies.

[For formal advising, use Advice.

For establishing, maintaining, reviewing and negotiating agreements, use Agreements.

For other collaboration between organisations that is not considered joint ventures, use Liaison.]

Entry No.	Description of Records	Disposal Action
018.062.001 ■■■■■■■■■■■■■■■■■■■■	Final signed version of joint venture agreements or contracts of major significance to the agency and the Territory relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • policies and procedures applying to the whole of government; • changes to the performance of statutory functions; • those with implications for major liabilities or obligations for the agency; • joint ventures with indigenous groups; • working papers relating to the establishment and negotiations and management of significant joint venture agreements or contracts. 	Retain as Territory Archives
018.062.002 ■■■■■■■■■■■■■■■■■■■■	Final versions of other joint venture agreements or contracts relating to the provision of disability services. Includes working papers relating to the establishment, negotiations and management of other joint venture agreements or contracts.	Destroy 7 years after completion or other termination of agreement or contract

Leasing

The activities involved in leasing items, equipment, accommodation, premises or real estate. Includes the process of chartering.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.063.001 ■■■■■■■■■■■■■■■■■■■■	<p>Records documenting the leasing of accommodation, (i.e. where the agency is the lessee, e.g. group houses), equipment or other items to provide disability services. Includes:</p> <ul style="list-style-type: none"> • space and accommodation assessments; • negotiations; • cost-benefit analysis; • assessments; • signed leases; • records documenting the on-going management of leases. 	Destroy 7 years after lease expires or is terminated

[See also PROPERTY EQUIPMENT & FLEET - Acquisition.]

Leasing out

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.064.001 ■■■■■■■■■■■■■■■■■■■■	Arrangements for the leasing-out of agency equipment to other bodies under the provision of disability services. Includes signed leases.	Destroy 7 years after lease expires or is terminated

Liaison

The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, other private sector organisations, community groups and members of the community. 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
018.067.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting liaison activities relating to the provision of disability services undertaken with Aboriginal People and Torres Strait Islander People community groups. Includes collaboration on projects and exchange of information.	Retain as Territory Archives
018.067.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting liaison activities relating to the provision of disability services undertaken with other professional associations, private sector organisations and community groups. Includes collaboration on projects and exchange of information.	Destroy 3 years after last action

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
018.070.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the marketing of Disability Programs Management activities. Includes records covering arrangements for advertising campaigns and promotional photographs. <i>[For the development of a marketing plan, use GOVERNMENT & STAKEHOLDER RELATIONS - Planning. For media releases relating to marketing activities, use GOVERNMENT & STAKEHOLDER RELATIONS - Media Relations.]</i>	Destroy 3 years 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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.072.001 ■■■■■■■■■■■■■■■■■■■■	Final version of minutes and supporting documents tabled at workplace meetings relating to the provision of disability services.	Destroy 3 years after last action
018.072.002 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting the conduct and administration of all workplace meetings relating to the provision of disability services.	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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.079.001 ■■■■■■■■■■■■■■■■■■■■	Final version of plans relating to the provision of disability services for key government initiatives and that impact on cross-portfolio administration and/or have far reaching social and economic implications.	Retain as Territory Archives
018.079.002 ■■■■■■■■■■■■■■■■■■■■	Final versions of plans relating to the provision of disability services for government initiatives and that have no impact on cross-portfolio administration and/or have no far-reaching social and economic implications.	Destroy 6 years after last action
018.079.003 ■■■■■■■■■■■■■■■■■■■■	Working papers created in the development of all plans relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • draft plans; • working reports; • internal agency comments. 	Destroy 1 year after adoption of final plan

Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making.

Entry No.	Description of Records	Disposal Action
018.080.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development and establishment of the agency's major policies relating to the operation of the provision of disability services. Includes: <ul style="list-style-type: none"> ● policy proposals; ● research papers; ● results of consultations; ● reports; ● major drafts; ● final policy documents. <i>[Tip: Major policies are usually developed at the highest levels of the organisation or business area responsible for the function relating to the policies. See also STRATEGY & GOVERNANCE - Policies & Procedures for policies relating to the operations of the organisation and developed on an organisation wide basis.]</i>	Retain as Territory Archives
018.080.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development and establishment of the agency's minor policies relating to the operation of the provision of disability services. Includes: <ul style="list-style-type: none"> ● policy proposals; ● research papers; ● results of consultations; ● reports; ● major drafts; ● final policy documents. 	Destroy 5 years after policy is superseded
018.080.003 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting the development of all policies relating to the operation of the provision of disability services, including comments made on the development of government-wide policies.	Destroy 1 year after promulgation of new policy

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.

[For Cabinet submissions, use GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters.

For the development of submissions on the proposals of new legislation or the amendment of existing legislation, use STRATEGY & GOVERNANCE - Legislation.]

Entry No.	Description of Records	Disposal Action
018.102.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development of submissions (other than Cabinet submissions) made to the Chief Minister, Minister, government bodies or community organisations relating to the provision of disability services that were controversial with far reaching social, economic or national implications or were the subject of significant public or political interest or debate. Includes working papers.	Retain as Territory Archives
018.102.002 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development of submissions (other than Cabinet submissions) made to the Chief Minister, Minister, government bodies relating to the provision of disability services that were not controversial and had no far reaching social, economic or national implications or were not the subject of significant public or political interest or debate. Includes working papers.	Destroy 10 years after last action
018.102.003 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development of submissions (other than Cabinet submissions) made to community organisations, including successful and unsuccessful agency submissions, that were not controversial and had no far reaching social, economic or national implications or were not the subject of significant public or political interest or debate. Includes working papers.	Destroy 7 years after last action

Training

The activities associated with all aspects of the provision of training and development (external/internal).

[For internal and external training courses attended by staff, use HUMAN RESOURCES - Training & Development.

[For conferences attended by staff, use GOVERNMENT & STAKEHOLDER RELATIONS - Events.]

Entry No.	Description of Records	Disposal Action
018.105.001 ■■■■■■■■■■■■■■■■■■■■	Master set of training material for courses provided by the agency relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • training programs; • workbooks; • handouts; • presentation aids. 	Destroy after course is superseded or when training material is no longer relevant
018.105.002 ■■■■■■■■■■■■■■■■■■■■	Records detailing the administrative arrangements for the provision of training courses provided by the agency relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • requests for service; • venue bookings; • hire of training equipment; • catering. <p><i>[For the payment of accounts supporting the running of internal courses, use FINANCE & TREASURY MANAGEMENT - Accounting.]</i></p>	Destroy 2 years after last action
018.105.003 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting the development of training programs provided by the agency relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • promotional flyers; • notes; • course evaluation forms. 	Destroy 1 year after last action

RETAIN AS TERRITORY ARCHIVES

DISABILITY SERVICES

The function of providing support and professional allied health services such as supported accommodation, respite care services, complex case coordination, occupational therapy, speech pathology, physiotherapy, social work, clinical psychology, and services that are designed to develop learning and life skills, and provide recreational and leisure pursuits to people who have a range of disabilities including physical, intellectual, communication and other functional difficulties.

In addition to direct support services it includes information, intake and referral services, assessing needs, conducting community consultations and education, providing Consulting Services and in-service training to external organisations. Also includes establishing agreements, developing policy, programs and procedures, preparing submissions, managing the performance of external service providers and liaison with other professionals in related fields, administering funding to external service providers and managing joint ventures with public and private sector organisations, centre-based respite services, and providing formal reports and preparing submissions.

Addresses (presentations)

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.004.001 ■■■■■■■■■■■■■■■■■■■■	Final versions of addresses delivered by the portfolio minister or senior agency officers at public and other important events relating to the provision of disability services.	Retain as Territory Archives

Advice

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

[For the provision of advice to the Chief Minister, use GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters.

For legal advice, use SOLICITOR & LEGAL SERVICES - Advice.]

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.005.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting advice provided to the Minister or the Assembly relating to the provision of disability services.	Retain as Territory Archives

Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements. Includes records associated with preparing agreements/contracts and settling those agreements/contracts. Includes contracts, memoranda of understanding (MOU), deeds, leases, licences and mortgages.

[For agreements with other governments, including international governments, use GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters.]

Entry No.	Description of Records	Disposal Action
018.006.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting inter-government agreements, including negotiations, establishment, maintenance and review of agreements, e.g. bilateral agreements between the Commonwealth and the ACT relating to the provision of disability services.	Retain as Territory Archives

Appeals (decisions)

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

Entry No.	Description of Records	Disposal Action
018.009.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting appeals lodged by clients against decisions made by the agency where the outcome resulted in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services function.	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.

[For audit committees, use STRATEGY & GOVERNANCE - Audit.

For the establishment of advisory councils or governing boards with decision making responsibility for agency policy and/or planning, use STRATEGY & GOVERNANCE - Planning.]

Entry No.	Description of Records	Disposal Action
018.020.001 ■■■■■■■■■■■■■■■■■■■■	Records of inter-government committees formed to consider matters relating to the provision of disability services where the agency is a member. Includes: <ul style="list-style-type: none"> • documents establishing the committee; • appointment of members; • minutes; • supporting documents such as briefing papers and discussion papers. 	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
018.042.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the evaluation of potential or existing programs and services relating to the provision of disability services, including systems analysis and ongoing monitoring of programs and services that resulted in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services.	Retain as Territory Archives

Inquiries

The activities associated with liaising with bodies carrying out inquiries and participating in them. Inquiries are investigations carried out by people or bodies that have been empowered to inquire and report on a subject, such as Royal Commissions, Judicial Commissions, Boards of Inquiry, Legislative Assembly and Ombudsman's inquiries. Includes the agency's participation in the inquiry by providing evidence in the form of records submissions or staff.

[For legal support or opinions provided during an investigation, use SOLICITOR & LEGAL SERVICES - Advice.]

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.056.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the agency's contribution and involvement in inquiries, e.g. Coronial inquiries, relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • agency statements and submissions; • responses to final reports; • transcripts of oral evidence given by agency officers; • client information where the inquiry is conducted by the ACT Coroner; • working papers. <p><i>[See also GOVERNMENT & STAKEHOLDER RELATIONS.]</i></p>	Retain as Territory Archives

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.067.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting liaison activities relating to the provision of disability services undertaken with Aboriginal People and Torres Strait Islander People community groups. Includes collaboration on projects and exchange of information.	Retain as Territory Archives

Planning

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.079.001 ■■■■■■■■■■■■■■■■■■■■	Final version of plans relating to the provision of disability services for key government initiatives and impact on cross-portfolio administration and/or have far reaching social and economic implications.	Retain as Territory Archives

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.084.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting investigations into complaints or allegations relating to the provision of disability services that result in new or significant changes to policies or procedures, or result in a precedent or generate significant public and political interest.	Retain as Territory Archives

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.091.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting detailed research relating to the provision of disability services.	Retain as Territory Archives

Reviewing

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.093.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting reviews of agency programs and operations relating to the provision of disability services. Includes: <ul style="list-style-type: none"> • documents establishing the review; • final report; • action plan. 	Retain as Territory Archives

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.

[For Cabinet submissions, use GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters.

For the development of submissions on the proposals of new legislation or the amendment of existing legislation, use STRATEGY & GOVERNANCE - Legislation.]

Entry No.	Description of Records	Disposal Action
018.102.001 ■■■■■■■■■■■■■■■■■■■■	Records documenting the development of submissions (other than Cabinet submissions) made to the Chief Minister, Minister, government bodies or community organisations relating to the provision of disability services that were controversial with far reaching social, economic or national implications or were the subject of significant public or political interest or debate. Includes working papers.	Retain as Territory Archives

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
018.103.001 ■■■■■■■■■■■■■■■■■■■■	Suggestions received from the public relating to the provision of disability services, services or products that result in significant savings or efficiencies in agency business or result in changes to policies or procedures.	Retain as Territory Archives

[For feedback received from the public, use DISABILITY SERVICES - Public Reaction.]

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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
018.104.001 	Final versions of signed contracts under seal with government bodies or private organisations that <ul style="list-style-type: none"> • have major significance to the agency; • have implications for major liabilities or obligations for the agency; • establish a precedent; • involved significant political or public interest. 	Retain as Territory Archives