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

Notifiable instrument NI2009—211

made under the

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

### 1. Name of Instrument

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

### 2. Approval

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

### 3. Commencement

This instrument commences on the day after notification.

David Wardle Director of Territory Records 1 May 2009



# Records Disposal Schedule Victims Support & Redress Records

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### INTRODUCTION

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

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

### **PURPOSE**

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

### **SCOPE**

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

### **AUTHORITY**

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

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

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

# STRUCTURE AND RELATIONSHIP TO THE TERRITORY VERSION OF KEYWORD AAA

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

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

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

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

### Territory Version of Keyword AAA

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

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

### **GUIDELINES FOR USE**

### Coverage of authority

The Records Disposal Schedule - Records:

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

### Layout of the schedule

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

### Function.

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

### Activity.

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

### Entry No.

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

### **Description of Records.**

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

### **Disposal Action.**

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

### FORMAT OF RECORD

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

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

### Electronic records

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

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

### DESTRUCTION OF RECORDS

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

### UPDATING THE RECORDS DISPOSAL SCHEDULE

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

# ASSISTANCE IN USING THE RECORDS DISPOSAL SCHEDULE

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

### RELATED LEGISLATION

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

Legislation Act 2001

Administrative Appeals Tribunal Act 1989

Health Records (Privacy and Access) Act 1997

Crimes (Restorative Justice) Act 2004

Evidence Act 1971

Financial Management Act 1996

Freedom of Information Act 1989

Children and Young People Act 1999

Crimes (Sentencing) Act 2005

Crimes (Sentence Administration) Act 2005

Privacy Act 1988 (Cwlth)

Victims of Crime (Financial Assistance) Act 1983

Victims of Crime Act 1994

Limitation Act 1985

Health Professional Act 2004

Domestic Violence Agencies Act 1986

Public Sector Management Act 1994

Spent Convictions Act 2000

### **DEFINITIONS**

### Agency

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

### **Appraisal**

The process of evaluating business activities to:

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

### **Business Classification Scheme**

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

### Principal Officer

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

### Records

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

### Records of an Agency

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

### Records Disposal Schedule

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

### Records Management Program

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

### Recordkeeping Systems

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

### Scope Note

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

### **Sentencing**

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

### **Territory Archives**

Records preserved for the benefit of present and future generations.

# **BUSINESS CLASSIFICATION SCHEME**

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

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

### Accreditation

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

### Addresses (presentations)

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

### Advice

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

### Agreements

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

### Appeals (decisions)

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

### Appointments (statutory / official)

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

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

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

### Authorisation

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

### Case Management

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

### **Committees**

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

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

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### Community Education

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

### **Compliance**

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

### Contracting out

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

### **Customer Service**

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

### **Enquiries**

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

### **Evaluation**

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

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### Fees and Charges Determination

The activities associated with determining fees and charges.

### Investigation

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

### Joint Ventures

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

### Liaison

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

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

### 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.

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

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

### **Public Reaction**

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

### Registration

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

### Reporting

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

### Representatives

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

### Research

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

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

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### Reviewing

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

### Reviews (decisions)

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

### **Submissions**

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

### **Tendering**

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

### **Training Services**

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

# RECORDS DISPOSAL SCHEDULE

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

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

### Accreditation

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

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

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

### Addresses (presentations)

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

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

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

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

### Advice

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

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

### Agreements

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

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

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

### 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
175.009.001	Records documenting appeals by a client to the Administrative Appeals Tribunal against decisions regarding eligibility for victim's services.  [For records of review by the Eligibility Review Committee, use VICTIMS SUPPORT & REDRESS - Reviews (decisions).]	Destroy 12 years after last action or when person turns 25, whichever is longer
175.009.002	Records documenting appeals by an approved service provider to the Administrative Appeals Tribunal against decisions made by the Victims Assistance Board in relation to an approved service provider where the decision is varied or revoked.	
175.009.003	Records documenting appeals by an approved service provider to the Administrative Appeals Tribunal against decisions made by the Victims Assistance Board in relation to the approved service provider where the decision is confirmed.	

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

### Appointments (statutory / official)

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

[Use: PERSONNEL for appointment of persons employed under the Public Sector Management Act 1994.]

Entry No. 175.403.001	Description of Records  Legislative instruments made by the minister to appoint a person to a statutory or official position. Includes instruments made to suspend or revoke an appointment.	Disposal Action Retain as Territory Archives
175.403.002	Instruments made by a person other than the minister to appoint a person to a statutory or official position. Includes instruments made to suspend or revoke an appointment.	Destroy 8 years after appointment has ceased
175.403.003	Working papers associated with the appointment of a person to a statutory or official position.	Destroy 2 years after appointment has ceased

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

### Authorisation

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

Entry No.	Description of Records	Disposal Action
175.014.001	Delegations of powers to agency staff to	Destroy 8 years after
	undertake activities involved in the victims	delegation expires or
	support and redress function.	is superseded

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

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

### Case Management

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

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

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

175.194.001

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

after last action or when person turns longer

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

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

### 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 of applications; authorisations and approvals; the establishment of a client; developing, implementing and monitoring case plans; the ongoing delivery and provision of services; finalisation of services and reviews of service delivery.

[For appeals of decisions, use Appeals (decisions)

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

175.194.002

Restorative justice case files held by the case convenor. Files include referral after la documentation, eligibility and suitability assessment documents, case notes, offence details, conference documentation, restorative justice agreements, compliance reports, referring entity reports, correspondence and client surveys.

Destroy 12 years after last action or when person turns 25, whichever is longer

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

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

### **Committees**

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

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

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

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

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

Entry No.	Description of Records	Disposal Action
175.020.001	Final versions of minutes of meetings of the Victims Assistance Board and the Domestic Violence Prevention Council.	Retain as Territory Archives
175.020.002	Records documenting administration of other committees related to the function. Includes:	Destroy 8 years after last action

- documents establishing the committee,
- notice of meetings,
- final versions of minutes,
- agenda

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

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

### Committees (Continued)

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

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

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

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

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

# 175.020.003

Working papers documenting administration of the Victims Assistance Board, Eligibility Review Committee and the Domestic Violence Prevention Council. Includes:

Destroy 4 years after last action

- notice of meetings,
- draft minutes,
- agenda

175.020.004

Records documenting nomination, appointment and resignation and/or termination of persons to committees related to the function.

Destroy 3 years after appointment has ceased

[For appointments to statutory positions associated with a committee, use VICTIMS SUPPORT & REDRESS - Appointments (statutory / official).]

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

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

### **Community Education**

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

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

### **Compliance**

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

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

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

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

### 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.* 175.025.001

### Description of Records

**Disposal Action** 

Records documenting ongoing management of Destroy 7 years after approved service providers for the Victims approval ceases Services Scheme. Includes records assessing ongoing eligibility against criteria.

[For records documenting approval, suspension and cancellation of approved service providers, use VICTIMS SUPPORT & REDRESS - Accreditation.]

# 175.025.002

Records documenting ongoing management of Destroy 7 years after approved independent arbitrators. approval ceases

### Includes records:

- assessing ongoing eligibility against criteria;
- selecting arbitrator in relation to a particular matter;
- documenting the payment of fees and charges to arbitrators.

[For records documenting approval, suspension and cancellation of independent arbitrators, use VICTIMS SUPPORT & REDRESS - Accreditation.]

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

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

### Contracting out (Continued)

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.

175.025.003

Records documenting contract management relating to the victims support and redress function. Includes:

Destroy 7 years after completion or termination of contract

- minutes of meetings with main stakeholders
- performance and evaluation reports
- annual review
- assets register
- dispute resolution

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

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

### **Customer Service**

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

Entry No. 175.030.001	Description of Records  Records documenting the planning, monitoring and evaluation of customer services provided to the agency's public clients.	Disposal Action Destroy 4 years after action completed
	[For evaluation of the Victims Services Scheme made by the Victims Assistance Board use VICTIMS SUPPORT & REDRESS - Evaluation.]	
175.030.002	Records documenting the development of service charters and directives relating to the provision of services to the agency's public clients. Includes copies of internal directives and charters.	Destroy 4 years after superseded
	[For the production of a service charter, use PUBLICATION - Planning and PUBLICATION – Production.]	
175.030.003	Records documenting the management of specific customer services provided to the public e.g. managing an enquiry desk, a telephone information service or interpreter service. Includes planning, monitoring and evaluation of services e.g. carrying out	Destroy 4 years after action completed

customer surveys.

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

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

### **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
175.040.001	Records documenting the handling of	Destroy 4 years after
	enquiries concerning victims of crime and	action completed
	related programs, products and services.	

### **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
175.042.001	Final versions of evaluation reports for new programs, items of equipment, systems or services related to the victims support and redress function.	Retain as Territory Archives
175.042.003	Supporting papers documenting the evaluation of new programs, items of equipment, systems or services related to the victims support and redress function.	• •

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

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

### Fees and Charges Determination

The activities associated with determining fees and charges.

Entry No.	Description of Records	Disposal Action
175.201.001	Final versions of fees determinations for the Victims Services Scheme.	Retain as Territory Archives
175.201.002	Records documenting development of schedules of fees for the Victims Services Scheme.	Destroy 7 years after determination superseded

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

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

# Investigation

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

Entry No. 175.202.001	Description of Records Final reports provided to the Minister following a full investigation conducted by the Victims of Crime Coordinator into victim rights in the administration of justice.	Disposal Action Retain as Territory Archives
175.202.002	Records documenting the conduct of a full investigation by the Victims of Crime Coordinator into victim rights in the administration of justice.	Destroy 8 years after action completed
175.202.003	Records documenting an investigation by the Victims of Crime Coordinator where preliminary enquiries commenced but a full investigation did not occur.	Destroy 4 years after action completed

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

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

### 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.

Entry No.	Description of Records	Disposal Action
175.062.001	Final versions of joint venture agreements and contracts undertaken to support the victim support and redress function.	Destroy 7 years after agreement is superseded or terminated
175.062.002	Records documenting the management of joint ventures undertaken to support the function. Includes records relating to the establishment, maintenance and review of joint venture agreements and contracts.	Destroy 7 years after last action

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

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

# 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.

[For the management of joint operations between the agency and other entities, use VICTIMS SUPPORT & REDRESS - Joint Ventures.]

Entry No.

Description of Records

Liaison activities undertaken with
organisations and community groups. Includes action completed
collaboration on projects, exchange of
information and all the activities of a member
organisation.

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

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

### Media Relations

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

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

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

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

# 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.

[For meetings of the Victims Assistance Board, use: VICTIMS SUPPORT & REDRESS - Committees.]

Entry No. 175.075.001	Description of Records Final version of minutes and supporting documents tabled at meetings held to support the function. Includes meetings with external agencies.	Disposal Action Destroy 4 years after action completed
175.075.002	Working papers documenting the conduct and administration of meetings held to support function. Includes agenda, notices of meetings and draft minutes.	Destroy 6 months after last action

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

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

# **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
175.079.001	Final version of agency-wide plans relating to the function.	Retain as Territory Archives
	[For strategic, corporate or business plans, use: STRATEGIC MANAGEMENT - Planning.]	
175.079.002	Working papers used to develop all victims support and redress plans. Includes draft plans, reports analysing issues, and comments received from other areas of the agency.	Destroy 8 years after adoption of the final plan

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

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

# **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
175.080.001	Final versions of policies supporting the function. Includes guidelines made under legislation.	Retain as Territory Archives
175.080.002	Records documenting the development and establishment of policies relating to the function. Includes:  • policy proposals • research papers • results of consultations • supporting reports • major drafts	Destroy 8 years after policy expires or is superseded
175.080.003	Working papers related to the development of policies relating to the function.	Destroy 1 year after promulgation of new policy
175.080.004	Copies of policy documents and supporting papers.	Destroy 6 months after last action

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

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

# **Procedures**

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

Entry No.	Description of Records	Disposal Action
175.082.001	Final versions of procedures related to the collection and standardisation of statistics.	Retain as Territory Archives
175.082.002	Master set of agency manuals, handbooks, directives etc. detailing procedures supporting the function.	Destroy 8 years after procedures are superseded
175.082.003	Records documenting the development of agency procedures supporting the function.	Destroy 2 years after procedures are superseded
175.082.004	Copies of procedures and supporting papers.	Destroy after reference ceases

### **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
175.084.001	Records documenting public reaction and	Destroy 4 years after
	agency responses.	action completed

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

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

# Registration

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

Entry No.	Description of Records	Disposal Action
175.155.001	Register of approved service providers for the Victims Services Scheme.	Retain as Territory Archives
175.155.002	Register of approved independent arbitrators for the Victims Services Scheme.	Retain as Territory Archives
175.155.003	Register of services to victims made available by the Victims of Crime Coordinator.	Retain as Territory Archives
175.155.004	Restorative justice database.	Retain as Territory Archives
175.155.005	Records documenting ongoing contact with approved service providers and independent arbitrators for the purpose of maintaining registers required under the <i>Victims of Crime Act 1994</i> .	Destroy 2 years after last action

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

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

# 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.

Entry No.	Description of Records	Disposal Action
175.088.001	Final version of internal formal reports and reports made to external agencies relating to the function.	Retain as Territory Archives
175.088.003	Statements provided to victims of crime in support of an application made in the Magistrates Court for special financial assistance.	Retain as Territory Archives
175.088.004	Final versions of periodic internal reports on general administrative matters used to monitor and document recurring activities to support the function. Includes the reporting of statistical information relating to the function.	Destroy 4 years after action completed
175.088.005	Working papers documenting the development of reports. Includes drafts and comments received.	Destroy 6 months after report is published

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

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

# 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.
175.090.001

# Description of Records

Records documenting the nomination, appointment and resignation and/or termination of members on government, industry or community bodies relating to the function.

# Disposal Action

Destroy 4 years after appointment has ceased

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

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

# Research

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

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

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

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

# 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. 175.093.001	Description of Records  Records documenting a major review of programs and operations supporting the function, for example, major review required by legislation. Includes documents establishing the review, final report and action plan.	Disposal Action Retain as Territory Archives
175.093.002	Records documenting ongoing review of the Victims Services Scheme by the Victims Assistance Board.	Destroy 8 years after action completed
175.093.004	Working papers documenting a review of agency programs and operations supporting the function.	Destroy 3 years after action completed

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

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

# Reviews (decisions)

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

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

# **Submissions**

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

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

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

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

# **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. 175.104.001	Description of Records Signed contracts under seal resulting from tenders and supporting records.	Disposal Action  Destroy 12 years after completion or other termination of agreement or contract
175.104.002	Evaluation of tenders received against selection criteria. Includes records documenting arrangements for carrying out the evaluation process, evaluation report, recommendations, final report and public notices.	Destroy 7 years after tender process e completed
175.104.003	Records documenting post-offer negotiations and due diligence checks.	Destroy 7 years after tender process completed
175.104.004	Contract register.	Destroy 7 years after last entry

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

# 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. 175.104.005	<b>Description of Records</b> Tender register.	<b>Disposal Action</b> Destroy 7 years after
		last entry
175.104.006	Records documenting the development and issue of tender documentation. Includes Statement of Requirements, Request for Proposals, Expression of Interest, Request for Tender (RFT) and draft contract.	Destroy 7 years after tender process completed
175.104.007	Signed simple contracts and agreements resulting from tenders and supporting records.	Destroy 7 years after completion or other termination of agreement or contract
175.104.008	Records of unsuccessful tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes submissions, notification of outcome and reports on debriefing sessions.	Destroy 2 years after tender process completed or decision made not to continue with the tender

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

# **Training Services**

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

Entry No.
175.105.001

# **Description of Records**

Records documenting the delivery of training internal or through an external provider to service provider. Includes:

- records of attendance,
- training assessment outcomes (if applicable)

### 175.105.002

Master set of training material for courses run Destroy 7 years after internally by the agency (e.g. induction courses, graduate training and training of volunteers). Includes:

- programs
- lecture notes
- hand-outs
- films and videos

[For publishing training material, use: PUBLICATION - Production.]

# Disposal Action

Destroy 7 years after appointment has ceased

action completed

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

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

# Training Services (Continued)

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

# 175.105.003

Records detailing administrative arrangements Destroy 3 years after supporting the conduct of training courses run action completed internally by the agency. Includes:

- venue bookings
- hire of equipment
- catering
- copies of financial records

[For the payment of accounts supporting the running of internal courses, use: FINANCIAL MANAGEMENT - Accounting or FINANCIAL MANAGEMENT - Payments.]

### 175.105.004

Records documenting assessments of internally and externally conducted courses. Includes course evaluations made by persons after attending courses.

Destroy 3 years after action completed

### 175.105.005

Working papers documenting the development Destroy 1 year after of training material for courses run internally by the agency.

training material is produced

# RETAIN AS TERRITORY ARCHIVES

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

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

### Accreditation

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

Entry No.	Description of Records	Disposal Action
175.135.001	Instrument approving an organisation as a	Retain as Territory
	domestic violence crisis support organisation.	Archives

# Addresses (presentations)

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

Entry No.	Description of Records	Disposal Action
175.004.001	Final version of addresses made by the Chief	•
	Minister or portfolio Minister or senior agency	Archives
	officers at major public occasions.	

### Advice

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

Entry No.	Description of Records	Disposal Action
175.005.001	Advice relating to the function, created or	Retain as Territory
	received, that resulted in a major change to the	Archives
	organisation, its policies, procedures or	
	environment. Includes advice provided by	
	consultants.	

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# Appointments (statutory / official)

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

[For appointment of persons employed under the Public Sector Management Act 1994, use PERSONNEL.]

Entry No.	Description of Records	Disposal Action
175.403.001	Legislative instruments made by the minister to appoint a person to a statutory or official position. Includes instruments made to suspend or revoke an appointment.	Retain as Territory Archives

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

### **Committees**

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

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

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

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

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

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

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

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

# **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
175.042.001	Final versions of evaluation reports for new programs, items of equipment, systems or services related to the victims support and redress function.	Retain as Territory Archives

# Fees and Charges Determination

The activities associated with determining fees and charges.

Entry No.	Description of Records	Disposal Action
175.201.001	Final versions of fees determinations for the	Retain as Territory
	Victims Services Scheme.	Archives

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

# Investigation

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

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

Entry No. Description of Records Disposal Action
175.202.001 Final reports provided to the Minister Retain as Territory

following a full investigation conducted by the Archives

Victims of Crime Coordinator into victim rights in the administration of justice.

### 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

175.071.001 Master set of agency media releases. Retain as Territory
Archives

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

# **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	
175.079.001	Final version of agency-wide plans relating to the function.	to Retain as Territory Archives	
	[For strategic, corporate or business plans, use: STRATEGIC MANAGEMENT - Planning.]		

# **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
175.080.001	Final versions of policies supporting the	Retain as Territory
	function. Includes guidelines made under	Archives
	legislation.	

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

# **Procedures**

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

Entry No.	Description of Records	Disposal Action
175.082.001	Final versions of procedures related to the collection and standardisation of statistics.	Retain as Territory Archives

# Registration

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

Entry No. 175.155.001	Description of Records  Register of approved service providers for the Victims Services Scheme.	<b>Disposal Action</b> Retain as Territory Archives
175.155.002	Register of approved independent arbitrators for the Victims Services Scheme.	Retain as Territory Archives
175.155.003	Register of services to victims made available by the Victims of Crime Coordinator.	Retain as Territory Archives
175.155.004	Restorative justice database.	Retain as Territory Archives

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

# 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.

Entry No.	Description of Records	Disposal Action
175.088.001	Final version of internal formal reports and reports made to external agencies relating to the function.	Retain as Territory Archives
175.088.002	Final reports provided to the Minister following a full investigation conducted by the Victims of Crime Coordinator into victim rights in the administration of justice.	Retain as Territory Archives
175.088.003	Statements provided to victims of crime in support of an application made in the Magistrates Court for special financial assistance.	Retain as Territory Archives

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

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

# Research

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

Entry No.	Description of Records	Disposal Action
175.091.001	Statistical data collected to enable research, analysis monitoring and evaluation of activities associated with the victims support and redress function and of issues related to victims support and redress in the Territory.	Retain as Territory Archives
175.091.002	Records documenting detailed research carried out to support the function.	Retain as Territory Archives

### 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
175.093.001	Records documenting a major review of programs and operations supporting the function, for example, major review required by legislation. Includes documents establishing the review, final report and action plan.	Retain as Territory Archives

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### **Submissions**

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

Entry No.	Description of Records
175.102.001	Records documenting su
	Cabinet submissions) m

submissions (other than Retain as Territory nade to the Chief Minister, Minister, and government bodies on issues directly relating to the function, concerning issues with far reaching social, economic or international implications.

# Disposal Action

Archives