

Australian Capital Territory

# **Territory Records (Records Disposal Schedule – Home Loan Portfolio Administration Records) Approval 2009 (No 1)**

**Notifiable instrument NI2009—631**

made under the

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

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## **1. Name of Instrument**

This instrument is the Territory Records (Records Disposal Schedule – Home Loan Portfolio Administration Records) Approval 2009 (No 1)

## **2. Approval**

I approve the Records Disposal Schedule – Home Loan Portfolio Administration Records.

## **3. Commencement**

This instrument commences on the day after notification.

## **4. Revocation**

I revoke Notifiable Instrument NI2006-138 notified 20 April 2006.

David Wardle  
Director of Territory Records  
7 December 2009



# **Records Disposal Schedule**

## **Home Loan Portfolio Administration Records**

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## **INTRODUCTION**

The *Records Disposal Schedule – Home Loan Portfolio Administration Records* is the official authority for the disposal of records relating to government home loan administration in the Territory.

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 to be used in conjunction with the *Territory Administrative Records Disposal Schedules (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 – Home Loan Portfolio Administration 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
- 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 record classes covered by this Records Disposal Schedule:

*Debits Tax Act 1997*

*Financial Management Act 1996*

*First Home Owner Grant Act 2000*

*First Home Owner Grant Amendment Act 2003*

*Planning and Land Act 2002*

*Privacy Act 1988*



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

### *Business Classification Scheme*

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

### *Principal Officer*

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

### *Records*

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

### *Records of an Agency*

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

### *Records Disposal Schedule*

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

***Records Management Program***

A document which 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 which 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 which 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**

## ***HOME LOAN PORTFOLIO ADMINISTRATION***

The function of administering home loans granted to assist low income households in achieving home ownership. Includes activities associated with collecting and accounting for mortgagor payments, arrears management, the preparation of biannual loan account statements, responding to mortgagor information requests and processing mortgage discharges. Also includes the development of policies and strategies for the management of home loans.

### ***Advice***

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

### ***Agreements***

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

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

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

### ***Authorisation***

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

### ***Forecasting***

The activities involved in predicting a future event or action and providing an opinion on such an event.

### ***Loan Administration***

The activities associated with monitoring the terms and conditions of assistance given to a person including applications for deferred assistance and assessments for set payment rates.

### ***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.

***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.

# **RECORDS DISPOSAL SCHEDULE**

## ***HOME LOAN PORTFOLIO ADMINISTRATION***

The function of administering home loans granted to assist low income households in achieving home ownership. Includes activities associated with collecting and accounting for mortgagor payments, arrears management, the preparation of biannual loan account statements, responding to mortgagor information requests and processing mortgage discharges. Also includes the development of policies and strategies for the management of home loans.

*For the maintenance of electronic information systems, use TELECOMMUNICATIONS & TECHNOLOGY.*

### ***Advice***

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

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
4.1.1 ■■■■■■■■■■	The receipt and provision of general advice to agency managers and employees.	Destroy 5 years after last action

### ***Agreements***

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

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
4.2.1 ■■■■■■■■■■	Final versions of significant agreements with government bodies.	Destroy 7 years after completion or other termination of contract
4.2.2 ■■■■■■■■■■	Negotiations, establishment, maintenance and review of significant agreements.	Destroy 7 years after expiry or other termination of contract
4.2.3 ■■■■■■■■■■	Final versions of other agreements.	Destroy 7 years after expiry or other termination of contract

**Appeals (decisions)**

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

<b>Entry No.</b>	<b>Description of Records</b>	<b>Disposal Action</b>
4.3.1 ■■■■■■■■■■	Appeals on decisions made in relation to the administration of housing assistance loans.	Destroy 5 years after last action

**Authorisation**

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

<b>Entry No.</b>	<b>Description of Records</b>	<b>Disposal Action</b>
4.4.1 ■■■■■■■■■■	Forecasts on the economic and/or financial conditions of home loans in the Territory.	Destroy 7 years after last action
4.4.2 ■■■■■■■■■■	Certificates of title and memorandum of mortgage.	Transfer to client after loan is paid in full

**Forecasting**

The activities involved in predicting a future event or action and providing an opinion on such an event.

<b>Entry No.</b>	<b>Description of Records</b>	<b>Disposal Action</b>
4.5.1 ■■■■■■■■■■	Forecasts on the economic and/or financial conditions of home loans in the Territory.	Destroy 7 years after last action

**Loan Administration**

The activities associated with monitoring the terms and conditions of assistance given to a person including applications for deferred assistance and assessments for set payment rates.

<b>Entry No.</b>	<b>Description of Records</b>	<b>Disposal Action</b>
4.6.1 ■■■■■■■■■■	Loan packets for discharge mortgages.	Retain as Territory Archives



***Loan Administration (Continued)***

The activities associated with monitoring the terms and conditions of assistance given to a person including applications for deferred assistance and assessments for set payment rates.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
4.6.2 ■■■■■■■■■■	Registers of home loans granted.	Retain as Territory Archives
4.6.3 ■■■■■■■■■■	Certificates of title and memorandum of mortgage.	Transfer to client after loan is paid in full

***Planning***

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

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
4.7.1 ■■■■■■■■■■	Final versions of home loan portfolio administration plans.	Destroy 3 years after plan is superseded
4.7.2 ■■■■■■■■■■	Working papers used to develop all home loan portfolio administration plans. Includes: <ul style="list-style-type: none"> <li>• draft plans</li> <li>• reports analysing issues</li> <li>• comments received from other areas of the agency.</li> </ul>	Destroy 1 year after adoption of final plan

### *Policy*

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
4.8.1 ■■■■■■■■■■	Development and establishment of the home loan portfolio administration policies. Includes: <ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• results of consultations</li> <li>• supporting reports, major drafts, final policy documents.</li> </ul>	Destroy 5 years after policy is superseded
4.8.2 ■■■■■■■■■■	Comments made on the development of government-wide home loan portfolio administration policies.	Destroy 1 year after promulgation of the new policy
4.8.3 ■■■■■■■■■■	Working papers documenting the development of all home loan portfolio administration policies.	Destroy 1 year after promulgation of final policy

### *Procedures*

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

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
4.9.1 ■■■■■■■■■■	Master set of agency manuals, handbooks, directives etc detailing procedures supporting the home loan portfolio administration function.	Destroy 7 years after procedures are superseded
4.9.2 ■■■■■■■■■■	Development of agency procedures supporting the home loan portfolio administration function.	Destroy 1 year after procedures are superseded

## 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.

<i>Entry No.</i>	<i>Description of Records</i>	<i>Disposal Action</i>
4.10.1 ■■■■■■■■■■■■■■■■■■■■	Final version of internal formal reports and reports made to external agencies relating to the home loan portfolio administration function.	Destroy 5 years after last action
4.10.2 ■■■■■■■■■■■■■■■■■■■■	Final versions of periodic internal reports on general administrative matters used to monitor and document recurring activities to support the home loan portfolio administration. Includes the collection and reporting of statistical information relating to visits and monthly reports.	Destroy 3 years after last action
4.10.3 ■■■■■■■■■■■■■■■■■■■■	Responses to surveys carried out to support the home loan portfolio administration function.	Destroy 3 years after last action
4.10.4 ■■■■■■■■■■■■■■■■■■■■	Working papers documenting the development of all reports. Includes drafts and comments received.	Destroy 6 months after last action

**RETAIN AS TERRITORY ARCHIVES**

## ***HOME LOAN PORTFOLIO ADMINISTRATION***

The function of administering home loans granted to assist low income households in achieving home ownership. Includes activities associated with collecting and accounting for mortgagor payments, arrears management, the preparation of biannual loan account statements, responding to mortgagor information requests and processing mortgage discharges. Also includes the development of policies and strategies for the management of home loans.

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### ***Loan Administration***

The activities associated with monitoring the terms and conditions of assistance given to a person including applications for deferred assistance and assessments for set payment rates.

<b><i>Entry No.</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
4.6.1 ■■■■■■■■■■	Loan packets for discharge mortgages.	Retain as Territory Archives
4.6.2 ■■■■■■■■■■	Registers of home loans granted.	Retain as Territory Archives

***SCHEDULE OF AMENDMENTS – this information is provided for the assistance of users but does not form part of the Notifiable Instrument.***

**Amendments to the Home Loan Portfolio Administration Records Disposal Schedule**      **Dated November 2009**

The scope notes of the activities listed below, in all instances that they appear within this revision of the Home Loan Portfolio Administration Records Disposal Schedule, have been amended to reflect modifications made to the *Territory Version of Keyword AAA (TVKAAA)* thesaurus as part of the 2009 *Territory Administrative Records Disposal Schedules (TARDiS)* review:

- Advice
- Agreements
- Policy
- Reporting

**Function (Amendments)**

The HOME LOAN PORTFOLIO ADMINISTRATION function separated from NI2006-138 Treasury Management Records

All classification and sentencing guidelines amended

**New Features (Amendments and Insertions)**

Activity	Entry no.	Description
Appeals (decisions)	4.3.1	Class description amended
Reporting	4.10.2	Class description amended
Reporting	4.10.3	Class description amended