Territory Records (Records Disposal Schedule – Disability Services Records) Approval 2016 (No 1)

Notifiable instrument NI2016 — 121

made under the

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

1 Name of instrument

This instrument is the Territory Records (Records Disposal Schedule – Disability Services Records) Approval 2016 (No 1)

2 Approval

I approve the Records Disposal Schedule – Disability Services Records.

3 Commencement

This instrument commences on the day after notification.

4 Revocation

This instrument revokes Territory Records (Records Disposal Schedule - Disability, Housing and Community Services Records) Approval 2005 (No 1) NI2005-94.

Danielle Wickman Director of Territory Records 26 February 2016



Records Disposal Schedule

Disability Services Records

Table of Contents

INTRODUCTION	5
PURPOSE	5
SCOPE	
AUTHORITY	
STRUCTURE AND RELATIONSHIP TO THE TERRITORY VERSION (
KEYWORD AAA	
Whole of Government Thesaurus	
GUIDELINES FOR USE	
Coverage of authority	
Layout of the schedule	
FORMAT OF RECORD	
Electronic records	
DESTRUCTION OF RECORDS	
UPDATING THE RECORDS DISPOSAL SCHEDULE	
ASSISTANCE IN USING THE RECORDS DISPOSAL SCHEDULE	
RELATED LEGISLATION	9
DEFINITIONS	10
Agency	10
Appraisal	
Business Classification Scheme	
Principal Officer	
Records	
Records of an Agency	
Records Disposal Schedule	
Records Management ProgramRecordkeeping Systems	
Scope Note	
Sentencing	
Territory Archives	
BUSINESS CLASSIFICATION SCHEME	12
DISABILITY SERVICES	
RECORDS DISPOSAL SCHEDULE	
DISABILITY SERVICES	
Addresses (presentations)	
Advice	
Agreements	
Appeals (decisions)	
Audit	22
Authorisation	
Case Management	
Case Management (Continued)	
Committees	
Committees (Continued)	
Computative	∠∪

v	S	
Contracting	g out	27
Enquiries		27
Evaluation.		27
Evaluation ((Continued)	28
Functions (s	social)	28
Grant Fund	ling	28
Grant Fund	ling (Continued)	29
<i>Implementa</i>	tion	29
•		
	res	
Leasing		32
	٠	
•		
U		
•		
	ction	
1	tives	
*		
	S	
	· · · · · · · · · · · · · · · · · · ·	
00		
O		
O	ERRITORY ARCHIVES	
	SERVICES	
	presentations)	
	S	
* *	ecisions)	
	S	
	res	
•		
	ction	
	S	
00	S	
Tendering		53

INTRODUCTION

The *Records Disposal Schedule - Disability Services Records* is the official authority for the disposal of these ACT Government records.

It is one of a series of Whole of Government Records Disposal Schedules authorised by the Director of Territory Records in accordance with the provisions of the *Territory Records Act* 2002. It is used in conjunction with other Territory Records Disposal Schedules.

PURPOSE

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

SCOPE

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

AUTHORITY

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

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

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

STRUCTURE AND RELATIONSHIP TO THE TERRITORY VERSION OF KEYWORD AAA

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

Retention periods set down in this schedule are minimum periods only and an agency may keep records for a longer period if considered necessary for business requirements. Reasons for longer retention could include legal requirements, administrative need or agency directives. An agency must take all reasonable steps to ensure that no legal action is contemplated in relation to its records and must not dispose of any records where it is aware of possible legal action for which the records may be required as evidence or if there is a current records disposal freeze in effect.

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

Whole of Government Thesaurus

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

The Whole of Government Thesaurus has been developed on the basis of the Territory Version of Keyword AAA (TVKAAA) (2010), a thesaurus incorporating 16 common Functions. All other Functions within the Whole of Government Thesaurus are considered Functions performed by the ACT Government and have been included following consultation with agencies and after consideration by the Territory Records Office (TRO) via a formal approval process.

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

The disposal actions listed in this Records Disposal Schedule were determined through the process of appraisal in accordance with *Territory Records 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 - Disability Services Records:

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

Layout of the schedule

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

Function.

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

Activity.

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

Entry No.

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

Description of Records.

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

Disposal Action.

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

FORMAT OF RECORD

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

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

Electronic records

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

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

DESTRUCTION OF RECORDS

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

UPDATING THE RECORDS DISPOSAL SCHEDULE

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

ASSISTANCE IN USING THE RECORDS DISPOSAL SCHEDULE

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

RELATED LEGISLATION

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

ACT Civil and Administrative Tribunal Act 2008

Administrative Decisions (Judicial Review) Act 1989

Children and Young People Act 2008

Disability Discrimination Act 1992 (C'wlth)

Disability Services Act 1991

Discrimination Act 1991

Evidence Act 1971

Evidence (Miscellaneous Provisions) Act 1991

Financial Management Act 1996

Freedom of Information Act 1989

Government Procurement Act 2001

Guardianship and Management of Property Act 1991

Health Records (Privacy and Access) Act 1997

Housing Assistance Act 1987

Information Privacy Act 2014

Lifetime Care and Support (Catastrophic Injuries) Act 2014

Medical Treatment (Health Directions) Act 2006

Mental Health (Treatment and Care) Act 1994

Powers of Attorney Act 2006

Privacy Act 1998 (C'wth)

Public Interest Disclosure Act 1994

Public Sector Management Act 1994

Residential Tenancies Act 1997

Territory Records Act 2002

Unclaimed Moneys Act 1997

Work Health and Safety Act 2011

Working with Vulnerable People (Background Checking) Act 2011

DEFINITIONS

Agency

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

Appraisal

The process of evaluating business activities to:

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

Business Classification Scheme

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

Principal Officer

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

Records

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

Records of an Agency

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

Records Disposal Schedule

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

Records Management Program

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

Recordkeeping Systems

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

Scope Note

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

Sentencing

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

Territory Archives

Records preserved for the benefit of present and future generations.

BUSINESS CLASSIFICATION SCHEME

DISABILITY SERVICES

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

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

Addresses (presentations)

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

Advice

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

Agreements

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

Appeals (decisions)

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

Audit

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

Authorisation

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

Case Management

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

Committees

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

Compliance

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

Conferences

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

Contracting out

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

Enquiries

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

Evaluation

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

Functions (social)

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

Grant Funding

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

Implementation

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

Inquiries

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

Joint ventures

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

Leasing

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

Leasing out

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

Liaison

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

Marketing

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

Meetings

The activities associated with regular or ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the function. Includes staff meetings, arrangements, agenda, taking of minutes, etc. Excludes committee meetings.

Planning

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

Policy

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

Procedures

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

Public Reaction

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

Reporting

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

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

Representatives

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

Research

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

Reviewing

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

Standards

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

Submissions

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

Suggestions

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

Tendering

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

Training

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

RECORDS DISPOSAL SCHEDULE

DISABILITY SERVICES

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

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

Addresses (presentations)

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

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

Advice

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

[For the provision of advice to the Minister or Chief Minister, use GOVERNMENT RELATIONS - Advice.

For legal advice, use LEGAL SERVICES - Advice.]

Entry No.	Description of Records	Disposal Action
018.005.001	Records documenting advice provided to the Minister or the Assembly relating to the provision of disability services.	Retain as Territory Archives
018.005.002	Records documenting the receipt or provision of all other advice relating to the provision of disability services. Includes providing advice to:	<u> </u>

- other agencies;
- members of the public;
- industry organisations;
- community groups;
- internal and external services providers.

Agreements

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

[For agreements with other governments, including international governments, use GOVERNMENT RELATIONS - Agreements.]

Entry No.	Description of Records	Disposal Action
018.006.001	Records documenting inter-government agreements, including negotiations, establishment, maintenance and review of agreements, e.g. bilateral agreements between the Commonwealth and the ACT relating to the provision of disability services.	Retain as Territory Archives
018.006.002	Records documenting other agreements made to support the provision of disability services. Includes funding agreements, service contracts, negotiations, establishment, maintenance and review of agreements relating to the provision of disability services.	• •

Appeals (decisions)

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

Entry No.	Description of Records	Disposal Action
018.009.001	Records documenting appeals lodged by clients against decisions made by the agency where the outcome resulted in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services function.	Retain as Territory Archives
018.009.002	Records documenting appeals lodged with the agency by clients against decisions made by the agency, where the outcome did not result in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services function.	Destroy 15 years after last action
018.009.003	Records documenting appeals lodged with external review committees or tribunals under the provision of disability services function. Includes appeals by the agency.	Destroy 10 years after last action
018.009.004	Records documenting appeals relating to the provision of disability services function that are withdrawn or not proceeded with.	Destroy 2 years after last action

Audit

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

Entry No.	Description of Records	Disposal Action
018.013.001	Final audit reports relating to the provision of disability services function.	Destroy 10 years after last action
018.013.002	Records documenting the planning and conduct of audits relating to the provision of disability services function. Includes:	Destroy 5 years after last action
	• minutes of meetings;	

- notes taken at opening and exit interviews;
- report;
- comments.

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
018.014.001	Records documenting the authorisation of delegations of authority or power to staff in order to carry out actions relating to the provision of disability services function, includes requests for delegations or permission to undertake a particular action.	Destroy 10 years after delegation expires or is superseded

Case Management

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

Entry No. 018.016.001

Description of Records

Disposal Action

Records documenting services and treatments Destroy 75 years after provided to clients under the provision of long date of birth or 7 years term disability and therapy services. Includes: after last action, whichever is later

- assessment reports;
- health professional services;
- individual plans;
- progress reports;
- incident reports;
- medication and medical treatment records;
- training;
- education;
- communication books and diaries;
- employment services;
- accommodation, (e.g. group houses).

[For records relating to the assessment of clients who received one off services, requiring short term services who subsequently ceased therapy services, use class 018.16.002.]

018.016.002

Records relating to the assessment of clients requiring short term services who subsequently cease Therapy services or receive one off services. Records include applications for services, Intake records, Drop in clinic reports, assessment reports, short term loan deeds and associated correspondence.

Destroy 7 years after last action

Case Management (Continued)

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

Entry No. 018.016.003

Description of Records

Records documenting the management of client's finances and daily spending monies under the provision of disability services where the agency has accepted responsibility for managing the client's finances or where the client's finances are under an order of the Public Trustee. Includes:

- cash books and balance sheets;
- reconciliations;
- receipts of client expenditure, etc.

Disposal Action

Destroy 7 years after last action

Committees

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

[For audit committees, use STRATEGIC MANAGEMENT - Committees.

For the establishment of advisory councils or governing boards with decision making responsibility for agency policy and/or planning, use STRATEGIC MANAGEMENT - Committees.]

Entry No. 018.020.001

Description of Records

Records of inter-government committees formed to consider matters relating to the provision of disability services where the agency is a member. Includes:

Disposal Action

Retain as Territory Archives

- documents establishing the committee;
- appointment of members;
- minutes;
- supporting documents such as briefing papers and discussion papers.

Committees (Continued)

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

[For audit committees, use STRATEGIC MANAGEMENT - Committees.

For the establishment of advisory councils or governing boards with decision making responsibility for agency policy and/or planning, use STRATEGIC MANAGEMENT - Committees.]

Entry No. 018.020.002

Description of Records

Records of internal agency committees Destroy 10 years after formed to consider specific matters relating to last action the provision of disability services. Includes:

- documents establishing the committee;
- final versions of minutes;
- reports;
- recommendations;
- supporting documents such as briefing papers and discussion papers.

018.020.003

Records of external industry or inter-agency committees formed to consider matters relating to the provision of disability services where the agency is a member. Includes:

Destroy 5 years after last action

Disposal Action

- documents establishing the committee;
- appointment of members;
- minutes;
- supporting documents such as briefing papers and discussion papers.

018.020.004

Working papers documenting the conduct and Destroy 6 months after administration of all committees that consider last action matters relating to the provision of disability services. Includes:

- agenda;
- notice of minutes;
- draft of minutes.

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. 018.021.001

Description of Records

Disposal Action

Records documenting agency compliance with mandatory or optional standards or with

Destroy 5 years after last action

statutory requirements relating to the provision of disability services.

Conferences

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

Entry No. 018.022.001

Description of Records

Disposal Action

last action

Destroy 3 years after

Records documenting the attendance of staff at conferences relating to the provision of

disability services including program development, arranging speakers, promotion, managing registrations and venue bookings and reports assessing the conduct of agency

conferences, completed conference

registration forms, programs and conference promotion material. Also includes

participants' reports on conferences arranged

by other organisations.

018.022.002

Copies of unpublished proceedings, reports, Destroy 6 speeches and papers from agency conferences last action relating to the provision of disability services.

Destroy 6 months after

[For the printing and publication of agency conference proceedings and reports, use PUBLICATION.

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

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. 018.025.001	Description of Records Records documenting contract management relating to the provision of disability services that involves significant litigation or complaint.	Disposal Action Destroy 15 years after last action
018.025.002	Records documenting contract management relating to the provision of disability services that does not involve significant litigation or complaint.	Destroy 7 years after last action

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
018.040.001	Records documenting the handling of public enquiries about agency programs, products and services relating to the provision of disability services.	Destroy 2 years after last action

Evaluation

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

Entry No.	Description of Records	Disposal Action
018.042.001	Records documenting the evaluation of potential or existing programs and services relating to the provision of disability services, including systems analysis and ongoing monitoring of programs and services that resulted in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services.	Retain as Territory Archives

Evaluation (Continued)

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

Entry No.	Description of Records	Disposal Action
018.042.002	Records documenting the routine evaluation	Destroy 7 years after
	of potential or existing programs and services	last action

relating to the provision of disability services, including systems analysis and ongoing monitoring of programs and services.

Functions (social)

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

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

Grant Funding

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

Entry No.	Description of Records	Disposal Action
018.049.001	Records documenting successful funding	Destroy 7 years after
	applications made by the agency, external	last action
	organisations and individuals to implement	
	agency programs and services that relate to	
	the provision of disability services. Includes:	

- advertising notices;
- funding proposals;
- funding submissions;
- acknowledgement letters;
- funding criteria;
- copies of funding agreements;
- performance reports;
- milestone reports;
- breaches of conditions;
- funding acquittals.

Grant Funding (Continued)

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

Entry No.
018.049.002

Description of Records

Records documenting unsuccessful funding applications made by the agency, external organisations and individuals to implement agency programs and services that relate to the provision of disability services. Includes:

Disposal Action

Destroy 2 years after last action

- funding proposals;
- funding submissions;
- funding criteria;
- acknowledgement letters.

Implementation

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

Entry No.	Description of Records	Disposal Action
018.053.001	Records documenting the implementation of government responses, frameworks, policies, plans and strategies relating to the provision of disability services.	5 5
018.053.002	Records documenting the implementation of agency plans, policies, programs, procedures, and systems relating to the provision of disability services.	• •

Inquiries

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

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

Entry No. 018.056.001

Description of Records

Disposal Action

Records documenting the agency's Retain as Territory contribution and involvement in inquiries, e.g. Archives Coronial inquiries, relating to the provision of disability services. Includes:

- agency statements and submissions;
- responses to final reports;
- transcripts of oral evidence given by agency officers;
- client information where the inquiry is conducted by the ACT Coroner;
- working papers.

[See also GOVERNMENT RELATIONS - Inquiries.]

Joint ventures

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

[For formal advising, use Advice.

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

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

Entry No. 018.062.001

Description of Records

Final signed version of joint venture Retain as agreements or contracts of major significance to the agency and the Territory relating to the provision of disability services. Includes:

Disposal Action

Retain as Territory Archives

- policies and procedures applying to the whole of government;
- changes to the performance of statutory functions;
- those with implications for major liabilities or obligations for the agency;
- joint ventures with indigenous groups;
- working papers relating to the establishment and negotiations and management of significant joint venture agreements or contracts.

018.062.002

Final versions of other joint venture agreements or contracts relating to the provision of disability services. Includes working papers relating to the establishment, negotiations and management of other joint venture agreements or contracts.

Destroy 7 years after completion or other termination of agreement or contract

Leasing

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

Entry No. 018.063.001

Description of Records

Records documenting the leasing of Destroy 7 years after accommodation, (i.e. where the agency is the lease expires or is lessee, e.g. group houses), equipment or other terminated items to support the provision of disability services. Includes:

- space and accommodation assessments;
- negotiations;
- cost-benefit analysis;
- assessments:
- signed leases;
- records documenting the on-going management of leases.

[See also PROPERTY MANAGEMENT -Leasing.]

Leasing out

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

Entry No.
018.064.001

Description of Records

Arrangements for the leasing-out of agency equipment to other bodies under the provision lease expires or is of disability services. Includes signed leases.

Disposal Action

Disposal Action

Destroy 7 years after terminated

Liaison

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

Entry No.	Description of Records	Disposal Action
018.067.001	Records documenting liaison activities relating to the provision of disability services undertaken with Aboriginal People and Torres Strait Islander People community groups. Includes collaboration on projects and exchange of information.	Retain as Territory Archives
018.067.002	Records documenting liaison activities relating to the provision of disability services undertaken with other professional associations, private sector organisations and community groups. Includes collaboration on projects and exchange of information.	Destroy 3 years after last action

Marketing

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

Entry No.	Description of Records	Disposal Action
018.070.001	Records documenting the marketing of Disability Programs Management activities. Includes records covering arrangements for advertising campaigns and promotional photographs.	Destroy 3 years after last action
	[For the development of a marketing plan, us COMMUNITY RELATIONS - Planning	e

For media releases relating to marketing activities, use COMMUNITY RELATIONS - Media Relations.]

Meetings

The activities associated with regular or ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the function. Includes staff meetings, arrangements, agenda, taking of minutes, etc. Excludes committee meetings.

Entry No.	Description of Records	Disposal Action
018.072.001	Final version of minutes and supporting documents tabled at workplace meetings held in support of the provision of disability services.	Destroy 3 years after last action
018.072.002	Working papers documenting the conduct and administration of all workplace meetings in support of the provision of disability services.	Destroy 6 months after last action

Planning

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

Entry No. 018.079.001	Description of Records Final version of plans relating to the provision of disability services that support key government initiatives and impact on crossportfolio administration and/or have far reaching social and economic implications.	Disposal Action Retain as Territory Archives
018.079.002	Final versions of plans relating to the provision of disability services that support government initiatives and have no impact on cross-portfolio administration and/or have no far-reaching social and economic implications.	Destroy 6 years after last action
018.079.003	Working papers created in the development of all plans relating to the provision of disability services. Includes:	

- draft plans;
- working reports;
- internal agency comments.

Policy

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

Entry No. 018.080.001

Description of Records

Records documenting the development and establishment of the agency's major policies relating to the operation of the provision of disability services. Includes:

Disposal Action

Retain as Territory Archives

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

[Tip: Major policies are usually developed at the highest levels of the organisation or business area responsible for the function relating to the policies. See also STRATEGIC MANAGEMENT - Policy for policies relating to the operations of the organisation and developed on an organisation wide basis.]

018.080.002

Records documenting the development and establishment of the agency's minor policies relating to the operation of the provision of disability services. Includes:

Destroy 5 years after policy is superseded

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

018.080.003

Working papers documenting the development of all policies relating to the operation of the provision of disability services, including comments made on the development of government-wide policies.

Destroy 1 year after promulgation of new policy

Procedures

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

Entry No.	Description of Records	Disposal Action
018.082.001	Master set of agency manuals, handbooks, directives, etc. relating to the provision of disability services.	Retain as Territory Archives
018.082.002	Records documenting the development of agency procedures relating to the provision of disability services.	Destroy 1 year after production of procedures

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. 018.084.001	Description of Records Records documenting investigations into complaints or allegations relating to the provision of disability services that result in new or significant changes to policies or procedures, or result in a precedent or generate significant public and political interest.	Disposal Action Retain as Territory Archives
018.084.002	Records documenting investigations into all other complaints or allegations, letters of appreciation or thanks and complaints or allegations relating to the provision of disability services not proceeded with.	Destroy 6 years after last action

Reporting

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

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

[For the Annual Report drafting process, use PUBLICATIONS - Drafting.

For submissions of annual reports to the Portfolio Minister, use GOVERNMENT RELATIONS - Compliance.]

Entry No. 018.088.001	Description of Records Final version of internal formal reports and reports made to external agencies in relation to the provision of disability services.	Disposal Action Destroy 5 years after last action
018.088.002	Responses to surveys carried out to support the provision of disability services.	Destroy 3 years after last action
018.088.003	Working papers documenting the development of all reports relating to the provision of disability services. Includes drafts and comments received.	Destroy 6 months after last action

Representatives

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

[For legal advice furnished to the organisation by internal or external sources, use LEGAL SERVICES - Advice.]

Entry No.	Description of Records	Disposal Action
018.090.001	Records documenting the nomination, appointment resignation and/or termination of	Destroy 3 years after end of appointment
	staff members on inter-governmental and non-government organisations, forums,	
	working parties, etc. relating to the provision	
	of disability services.	

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
018.091.001	Records documenting detailed research relating to the provision of disability services.	Retain as Territory Archives
018.091.002	Records documenting routine research relating to the provision of disability services.	Destroy 6 months after last action

Reviewing

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

Entry No.	Description of Records	Disposal Action
018.093.001	Records documenting reviews of agency programs and operations relating to the provision of disability services. Includes:	Retain as Territory Archives
	documents establishing the review;final report;action plan.	
018.093.002	Working papers documenting reviews of agency programs and operations relating to the provision of disability services.	Destroy 3 years after last action

Standards

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

Entry No.	Description of Records	Disposal Action
018.100.001	Records documenting the implementation of	Destroy 7 years after
	industry and agency standards relating to the	standard is
	provision of disability services.	implemented

Submissions

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

[For Cabinet submissions, use GOVERNMENT RELATIONS - Submissions.

For the development of submissions on the proposals of new legislation or the amendment of existing legislation, use STRATEGIC MANAGEMENT - Legislation.]

Entry No. 018.102.001

Description of Records

Records documenting the development of submissions (other than Cabinet submissions) Archives made to the Chief Minister, Minister, government bodies or community organisations relating to the provision of disability services that were controversial with far reaching social, economic or national implications or were the subject of significant public or political interest or debate. Includes working papers.

018.102.002

Records documenting the development of Destroy 10 years after submissions (other than Cabinet submissions) last action made to the Chief Minister, Minister, government bodies relating to the provision of disability services that were not controversial and had no far reaching social, economic or national implications or were not the subject of significant public or political interest or debate. Includes working papers.

018.102.003

Records documenting the development of submissions (other than Cabinet submissions) last action made to community organisations, including successful and unsuccessful agency submissions, that were not controversial and had no far reaching social, economic or national implications or were not the subject of significant public or political interest or debate. Includes working papers.

Disposal Action

Retain as Territory

Destroy 7 years after last action

Suggestions

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

Entry No. Description of Records Disposal Action

018.103.001

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

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

018.103.002

Suggestions received from the public relating Destroy 2 years after to the provision of disability services, services last action or products that do not result in significant savings or efficiencies in agency business or result in changes to policies or procedures.

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

Tendering

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

Entry No.

Description of Records

Disposal Action

018.104.001

Final versions of signed contracts under seal with government bodies or private organisations that

Retain as Territory Archives

- have major significance to the agency;
- have implications for major liabilities or obligations for the agency;
- establish a precedent;
- involved significant political or public interest.

018.104.002

Final versions of signed contracts under seal resulting from tenders that do not:

Destroy 12 years after last action

- have major significance to the agency;
- have implications for major liabilities or obligations for the agency;
- establish a precedent;
- involved significant political or public interest.

018.104.003

Records documenting the development, issue Destroy 7 years after and evaluation of tenders, including simple contracts and agreements, unsuccessful tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Records may include:

last action

- draft contract;
- due diligence checks;
- evaluation and final reports;
- Expression of Interest;
- post-offer negotiations;
- public notices;
- recommendations:
- Request for Proposals;
- Request for Tender (RFT);
- Statement of Requirements.

018.104.004 Contract and Tender registers

Destroy 7 years after last action

Training

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

[For internal and external training courses attended by staff, use PERSONNEL - Training.

For conferences attended by staff, use PERSONNEL - Conferences.]

Entry No. 018.105.001

Description of Records

Master set of training material for courses provided by the agency relating to the provision of disability services. Includes:

- training programs;
- workbooks;
- handouts:
- presentation aids.

018.105.002

Records detailing the administrative arrangements supporting training courses provided by the agency relating to the provision of disability services. Includes:

Destroy 2 years after last action

Disposal Action

longer relevant

Destroy after course is

training material is no

superseded or when

- requests for service;
- venue bookings;
- hire of training equipment catering.

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

018.105.003

Working papers documenting the development of training programs provided by the agency relating to the provision of disability services. Includes:

Destroy 1 year after last action

- promotional flyers;
- notes;
- course evaluation forms.

RETAIN AS TERRITORY ARCHIVES

DISABILITY SERVICES

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

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

Addresses (presentations)

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

Entry No.	Description of Records	Disposal Action
018.004.001	Final versions of addresses delivered by the portfolio minister or senior agency officers at	•
	public and other important events relating to	
	the provision of disability services.	

Advice

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

[For the provision of advice to the Minister or Chief Minister, use GOVERNMENT RELATIONS - Advice.

For legal advice, use LEGAL SERVICES - Advice.]

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

Agreements

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

[For agreements with other governments, including international governments, use GOVERNMENT RELATIONS - Agreements.]

Entry No. 018.006.001

Description of Records

Records documenting inter-government agreements, including negotiations, establishment, maintenance and review of agreements, e.g. bilateral agreements between the Commonwealth and the ACT relating to the provision of disability services.

Disposal Action

Retain as Territory

Archives

Appeals (decisions)

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

Entry No. 018.009.001

Description of Records

Records documenting appeals lodged by clients against decisions made by the agency where the outcome resulted in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services function.

Disposal Action

Committees

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

[For audit committees, use STRATEGIC MANAGEMENT - Committees.

For the establishment of advisory councils or governing boards with decision making responsibility for agency policy and/or planning, use STRATEGIC MANAGEMENT - Committees.]

Entry No. 018.020.001

Description of Records

Records of inter-government committees formed to consider matters relating to the provision of disability services where the agency is a member. Includes:

Disposal Action

Retain as Territory Archives

- documents establishing the committee;
- appointment of members;
- minutes;
- supporting documents such as briefing papers and discussion papers.

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. 018.042.001

Description of Records

Records documenting the evaluation of potential or existing programs and services relating to the provision of disability services, including systems analysis and ongoing monitoring of programs and services that resulted in a precedent, significant change to policies or procedures or new policies or procedures for the provision of disability services.

Disposal Action

Inquiries

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

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

Entry No. 018.056.001

Description of Records

Disposal Action

Retain as Territory
e.g. Archives

Records documenting the agency's Retain as contribution and involvement in inquiries, e.g. Archives Coronial inquiries, relating to the provision of disability services. Includes:

- agency statements and submissions;
- responses to final reports;
- transcripts of oral evidence given by agency officers;
- client information where the inquiry is conducted by the ACT Coroner;
- working papers.

[See also GOVERNMENT RELATIONS - Inquiries.]

Joint ventures

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

[For formal advising, use Advice.

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

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

Entry No. 018.062.001

Description of Records

Final signed version of joint venture Retain as agreements or contracts of major significance to the agency and the Territory relating to the provision of disability services. Includes:

Disposal Action

- policies and procedures applying to the whole of government;
- changes to the performance of statutory functions;
- those with implications for major liabilities or obligations for the agency;
- joint ventures with indigenous groups
- working papers relating to the establishment and negotiations and management of significant joint venture agreements or contracts.

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.

Entry No. Description of Records Disposal Action

018.067.001 Records documenting liaison activities Retain as Territory relating to the provision of disability services Archives

undertaken with Aboriginal People and Torres Strait Islander People community groups. Includes collaboration on projects and

exchange of information.

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

018.079.001 Final version of plans relating to the provision Retain as Territory of disability services that support key Archives

of disability services that support key government initiatives and impact on crossportfolio administration and/or have far reaching social and economic implications.

Policy

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

Entry No. 018.080.001

Description of Records

Records documenting the development and establishment of the agency's major policies relating to the operation of the provision of disability services. Includes:

Disposal Action

Retain as Territory Archives

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

[Tip: Major policies are usually developed at the highest levels of the organisation or business area responsible for the function relating to the policies. See also STRATEGIC MANAGEMENT - Policy for policies relating to the operations of the organisation and developed on an organisation wide basis.]

Procedures

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

Entry No.
018.082.001

Description of Records

Master set of agency manuals, handbooks, directives, etc. relating to the provision of disability services.

Disposal Action

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. 018.084.001

Description of Records

Records documenting investigations into complaints or allegations relating to the provision of disability services that result in new or significant changes to policies or procedures, or result in a precedent or generate significant public and political interest.

Disposal Action

Retain as Territory Archives

Research

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

Entry No. Description of Records Disposal Action

018.091.001 Records documenting detailed research relating to the provision of disability services. 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. 018.093.001

Description of Records

Records documenting reviews of agency programs and operations relating to the provision of disability services. Includes:

Disposal Action

- documents establishing the review;
- final report;
- action plan.

Submissions

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

[For Cabinet submissions, use GOVERNMENT RELATIONS - Submissions.

For the development of submissions on the proposals of new legislation or the amendment of existing legislation, use STRATEGIC MANAGEMENT - Legislation.]

Disposal Action

Disposal Action

Retain as Territory

Entry No. 018.102.001

Description of Records

Records documenting the development of submissions (other than Cabinet submissions) Archives made to the Chief Minister, Minister, government bodies or community organisations relating to the provision of disability services that were controversial with far reaching social, economic or national implications or were the subject of significant public or political interest or debate. Includes working papers.

Suggestions

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

Entry No. 018.103.001

Description of Records

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

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

Tendering

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

Entry No. 018.104.001

Description of Records

Final versions of signed contracts under seal with government bodies or private organisations that

Disposal Action

- have major significance to the agency;
- have implications for major liabilities or obligations for the agency;
- establish a precedent;
- involved significant political or public interest.