

# General retention and disposal schedule (GRDS)

An authorisation under s.26 of the *Public Records Act 2002* for the disposal of common and administrative public records created by all Queensland Government agencies

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The Queensland Government (For Government) website should always be referred to  
for the current, authorised version.

## Using this schedule

The General retention and disposal schedule (GRDS) authorises the disposal of common and administrative records created by all Queensland Government agencies. It applies to records created in any format, unless otherwise specified in the class description. The schedule also includes transitory and short term records that are created as part of routine transactional business practices and are only required to be kept for a short period of time. Classes within the GRDS can be combined with classes from the GRDS Lite.

The GRDS should be used in conjunction with an agency's core business or sector schedule. Record classes in the Common activities section can be applied to any function undertaken by the agency, provided the retention period meets all of the agency's specific regulatory requirements and there are no exclusions listed. Where a disposal action in this schedule is inconsistent with a disposal action approved in an agency's core business or sector schedule, the core business or sector schedule takes precedence (provided that the schedule is current and up-to-date). Schedules should be reviewed at least every 5 years.

Any references to repealed legislation may be taken as a reference to current legislation if the context permits.

This schedule will regularly be amended with the addition of new classes or changes to class descriptions or disposal actions. Agencies will be notified of any changes and the information will also be published on the Recordkeeping section of the [Queensland Government \(For Government\) website](#). Always refer to the [website](#) for the most recent version of this schedule.

Any previously authorised retention and disposal schedule covering record classes described in this schedule is now superseded and previous versions should be removed from use. Refer to Queensland Government (For Government) website for a listing of [superseded schedules](#). It is the agency's responsibility to maintain the current approved schedule within their business practices and systems.

## When this schedule should **not** be used

It is an offence under the *Criminal Code Act 1899* (s.129) '*for a person, who knowing something is or may be needed in evidence in a judicial proceeding, damages it with intent to stop it being used in evidence*'. A duty of care exists for agencies to ensure records that may be needed in evidence in a judicial proceeding, including any legal action or a Commission of Inquiry, are not disposed of. Internal processes should be implemented to meet this obligation, which may include consultation with your legal or Right to Information area or issuing an internal records disposal freeze if it is reasonably expected that a judicial proceeding may occur e.g. retaining property files that may contain information on the use of asbestos in buildings.

Additionally, any group of records covered by a disposal freeze issued by the State Archivist cannot be disposed of while the freeze is in place. Disposal freezes generally relate to a particular topic or event which has gained prominence or provokes controversy. Further information about current disposal freezes and whether they affect the use of this schedule is available from the [Queensland Government \(For Government\) website](#) under Destroy records.

Records which are subject to a request for access under the *Right to Information Act 2009*, the *Information Privacy Act 2009* or any other relevant Act must not be destroyed until the action, and any applicable appeal period, has been completed.

## Schedule layout

A Common activities section has been introduced which combines activities used in multiple functions into a single section at the beginning of the schedule. This section provides the broadest possible disposal coverage of records which are common across the Queensland government and removes inconsistencies that arise when all the common activities are listed under many individual functions and schedules. The 12 remaining schedule functions, containing record classes which are specific to each function, then follow on in alphabetical order.

Transitory and short term records are included in the schedule. These records are not required to support the ongoing business functions of an agency, and have little or no value to the agency or community. Examples of transitory and short term records are provided within this schedule but this list is not exhaustive and agencies are free to customise their own list of example records.

Each class has been allocated a disposal authorisation number to aid with the disposal of records. Further implementation information is available on the [Queensland Government \(For Government\) website](#).

## Disposal

Authorisation for the disposal of public records is given under s.26 of the [Public Records Act 2002](#). No further authorisation is required from the State Archivist for the records disposed of under this schedule. However, disposal must be appropriately documented in accordance with [Information Standard 31: Retention and Disposal of Public Records](#). Approval from your CEO or authorised delegate is also required prior to disposal.

Transitory and short term records are not required to be captured into a recordkeeping application and do not require formal destruction documentation. See the [Transitory and short term](#) function for further information on disposing of these records.

Any disposal of public records without authorisation from the State Archivist may be a breach of the [Public Records Act 2002](#) (s.13).

## How we can help?

More information on implementing schedules is available on the Recordkeeping section of the [Queensland Government \(For Government\) website](#). Any enquiries about this schedule or recordkeeping should be directed in the first instance to your records manager. If further information is required, please contact Queensland State Archives on (07) 3037 6630 or via the [Queensland Government \(For Government\) website](#).

**Approved by State Archivist: Mike Summerell**

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## COMMON ACTIVITIES

*Records of activities common to many government agencies. Each common record class from this section can be combined with any function undertaken by an agency, except where an exemption is indicated.*

*Note: If an agency is unsure as to whether any classes can be used to sentence core business records, please contact QSA for further assistance.*

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>ADVICE</b> <i>Offering of opinions or recommendations as to an action or judgement. Excludes advice or briefings provided to a Minister.</i> <i>See EXTERNAL RELATIONS:</i> <ul style="list-style-type: none"> <li><i><u>Enquiries and Reactions</u> for records relating to enquiries from members of the community</i></li> <li><i><u>Submissions</u> for records relating to Ministerial briefings.</i></li> </ul> <i>See LEGAL SERVICES – <u>Legal Advice</u> for records relating to legal advice provided to the agency by internal or external legal service providers.</i> <i>See TRANSITORY AND SHORT TERM – <u>Routine Communication</u> for records relating to advice provided or received by the agency that relates to general operational or administrative matters.</i>			
1000	<b>Advice – significant</b> Records relating to significant high-level advice provided or received by the agency on substantial aspects of agency functions, responsibilities, obligations and liabilities. Significant advice may include, but is not limited to: <ul style="list-style-type: none"> <li>having far-reaching social, economic and/or national implications</li> <li>result in a reversal of a government decision and/or changes to government/agency policy</li> <li>generates substantial public interest and debate.</li> </ul> Includes formal briefings provided to Mayors, Councillors and senior agency officials, e.g. Director-General. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>briefing notes</li> <li>development of advice</li> <li>advice to other agencies.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1001	<p><b>Advice – other</b></p> <p>Records relating to advice provided or received by the agency that relates to the functions of the agency that is not considered to be significant.</p> <p>Includes provision of advice on legislation formulated by other agencies.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• briefing notes</li> <li>• advice to and from other agencies.</li> </ul>	7 years after business action completed.	1 September 2016
<p><b>AGREEMENTS</b></p> <p><i>Establishing and managing binding arrangements, established for any purpose. Includes agreements, contracts, leases, mandates, tenders, memoranda of understanding and/or memoranda of agreement. Agreements include the provision of services by an external contractor or consultant as well as by using external services (outsourcing). Also includes managing partnerships and joint ventures between the agency and other agencies, both government and private, where there is a contract, joint contribution of funds and/or time, and co-research or collaboration between inter-departmental units, departments or agencies.</i></p> <p><i>Excludes agreements which have additional evidential requirements beyond the statute of limitations (e.g. where an external contractor is engaged to remove asbestos from agency buildings and has not provided a final report/clearance certificate).</i></p> <p>See <b>LEGAL SERVICES</b>:</p> <ul style="list-style-type: none"> <li>• <u>Intellectual Property</u> for records relating to the administration of intellectual property licences</li> <li>• <u>Litigation and Prosecutions</u> for records relating to litigation arising from contractual disputes.</li> </ul> <p>See <b>PROPERTY MANAGEMENT – Waste Management</b> for records relating to the services carried out by suppliers that are contracted out.</p>			
1002	<p><b>Agreements and contracts – significant</b></p> <p>Records relating to agreements and contracts, including joint ventures and public-private partnerships, which are of major significance to the agency and the State or which have created major public interest or controversy.</p> <p>Includes significant agreements that do not proceed.</p> <p>Significant agreements and contracts may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• all agreements and contracts with the Commonwealth or other States (e.g. national partnership agreements) that have State significance</li> <li>• large scale projects or programs requiring Ministerial approval</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• transfer of government or agency responsibilities, functions, obligations or liabilities (e.g. machinery-of-government changes)</li> <li>• major liabilities or obligations for the agency</li> <li>• sale, outsourcing or long-term leasing of government functions</li> <li>• Aboriginal and Torres Strait Islander rights (e.g. Indigenous land use agreements)</li> <li>• claims or matters that are precedent setting</li> <li>• significant industrial and workplace agreements, awards and enterprise bargaining.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• contract negotiations</li> <li>• drafts containing significant changes/alterations or formally circulated for comment</li> <li>• final, approved versions of agreements</li> <li>• service level agreements</li> <li>• lease agreements</li> <li>• reviews of agreements</li> <li>• correspondence with stakeholders</li> <li>• responding to tenders.</li> </ul> <p><i>See INDUSTRIAL RELATIONS – <u>Workplace agreements and awards-standard</u> for records relating to standard workplace agreements.</i></p>		
1003	<p><b>Agreements and contracts – under seal</b></p> <p>Records relating to agreements and contracts which have been approved under seal (speciality contracts).</p> <p>Excludes significant agreements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• contract negotiations</li> <li>• drafts containing significant changes/alterations or formally circulated for comment</li> <li>• final, approved versions of agreements, memoranda of understanding and/or</li> </ul>	12 years after the expiry or termination of the agreement or contract.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>memoranda of agreement</p> <ul style="list-style-type: none"> <li>• reviews of agreements</li> <li>• correspondence with stakeholders</li> <li>• responding to tenders.</li> </ul> <p>See COMMON ACTIVITIES – <u>Agreements and contracts-significant</u> for speciality contracts that are considered significant.</p> <p>See INDUSTRIAL RELATIONS – <u>Workplace agreements and awards-standard</u> for records relating to standard workplace agreements.</p>		
1004	<p><b>Agreements and contracts – not under seal</b></p> <p>Records relating to agreements and contracts which are approved and are not under seal. Includes joint venture projects, superannuation trustee agreements, insurance policies, service level agreements, lease agreements and intellectual property licences.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• contract negotiations</li> <li>• drafts containing significant changes/alterations or formally circulated for comment</li> <li>• final, approved versions of agreements, memoranda of understanding and/or memoranda of agreement</li> <li>• reviews of agreements</li> <li>• correspondence with stakeholders</li> <li>• responding to tenders</li> <li>• the purchase order</li> <li>• any specifications.</li> </ul> <p>See COMMON ACTIVITIES – <u>Agreements and contracts-significant</u> for contracts that are not under seal that are considered significant.</p> <p>See INDUSTRIAL RELATIONS – <u>Workplace agreements and awards-standard</u> for records relating to standard workplace agreements.</p>	7 years after the expiry or termination of the agreement or contract.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1005	<p><b><i>Agreements and contracts not proceeded with</i></b>  Records relating to agreements and contracts that have not been successfully negotiated and approved.  Excludes significant agreements that do not proceed.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• draft agreements</li> <li>• draft memorandum of understanding</li> <li>• draft negotiation papers</li> <li>• withdrawn offers</li> <li>• proposals.</li> </ul> <p>See COMMON ACTIVITIES – <u>Agreements and contracts-significant</u> for agreements that do not proceed that would have been considered significant.</p>	2 years after business action completed.	1 September 2016
1006	<p><b><i>Agreements and contracts register</i></b>  Entries in the agreements and/or contracts register.</p> <p>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to the management of the agency's financial commitments for future expenditure, which are not yet formalised in a contract.</p> <p>See INFORMATION MANAGEMENT – <u>Control</u> for records relating to master control records for contractual records.</p>	12 years after the expiry or termination of the agreement or contract.	1 September 2016
<p><b>AUDIT</b>  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 for a specified period.  Audits may include, but are not limited to: compliance, financial, operational, recordkeeping, skills, health and safety, systems and quality assurance.  Excludes the core business records of the Queensland Audit Office.  See COMMON ACTIVITIES:</p> <ul style="list-style-type: none"> <li>• <u>Compliance</u> for records relating to managing compliance with quality management processes and compliance inspections</li> </ul>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <u>Evaluating and Reviewing</u> for records relating to re-evaluating or re-examining in order to determine success or effectiveness.</li> </ul> <p>See <i>PROPERTY MANAGEMENT</i> – <u>Building and energy management-monitoring</u> for records relating to energy management audit reports.</p> <p>See <i>WORKFORCE MANAGEMENT</i> – <u>Training</u> for records relating to performance monitoring records and auditing of agencies with Registered Training Organisation (RTO) status.</p>		
1007	<p><b>Audits – significant</b></p> <p>Records relating to significant audits which cross functions, examine core functions or measure agency performance or compliance at a strategic level, and which:</p> <ul style="list-style-type: none"> <li>• involve contentious or litigious matters and/or set a precedent</li> <li>• lead to a major change in policies</li> <li>• involve major public interest or controversy</li> <li>• are presented to Parliament.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• draft versions of audit reports containing significant changes/alterations or formally circulated for comment</li> <li>• final, approved versions of audit reports</li> <li>• records of remedial action</li> <li>• planning and conduct of audits.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1008	<p><b>Audits – other</b></p> <p>Records relating to audits which are not significant.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• draft versions of audit reports containing significant changes/alterations or formally circulated for comment</li> <li>• final, approved versions of audit reports</li> <li>• records of remedial action</li> <li>• planning and conduct of audits.</li> </ul>	7 years after business action completed.	1 September 2016
<p><b>AUTHORISATIONS</b></p> <p><i>Authorisation or permission to perform certain actions.</i></p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p><i>Excludes the delegations records held by a Minister or Assistant Minister's Office.</i></p> <p><i>See FINANCIAL MANAGEMENT – <a href="#">Authorisation</a> for records relating to client authorisations to conduct financial transactions and statutory body financial approvals.</i></p> <p><i>See <a href="#">Office of a Minister of the Crown &amp; Parliamentary Secretaries Retention &amp; Disposal Schedule</a> (QDAN328) for records relating to Ministerial delegations and authorisations that are managed by the Ministerial Office.</i></p>			
1010	<p><b><i>Delegations – Chief Executive Officers and statutory office holders</i></b></p> <p>Records relating to delegations of authority issued:</p> <ul style="list-style-type: none"> <li>• by a Minister as described in the <i>Queensland Ministerial Handbook-Governing Queensland</i> where the records of delegation are managed by the department</li> <li>• to a Chief Executive Officer (or equivalent)</li> <li>• to a statutory office holder.</li> </ul> <p>Includes financial delegations and international travel authorisations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• authorisations</li> <li>• delegation conditions</li> <li>• delegations register</li> <li>• instrument of delegations.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1011	<p><b><i>Delegations – other staff</i></b></p> <p>Records relating to delegations of authority issued to all other agency staff.</p> <p>Includes financial delegations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• authorisations</li> <li>• delegation conditions</li> <li>• delegations register</li> <li>• instrument of delegations.</li> </ul>	7 years after authorisation ceases.	1 September 2016
1012	<p><b><i>Vehicle authorisations</i></b></p> <p>Records relating to authorisation requests to use agency vehicles.</p>	7 years after business action	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Includes authorisations for private use, to carry passengers that are not agency employees or home garage agency vehicles. Also includes the use of private vehicles for official business. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• requests</li> <li>• approvals</li> <li>• refusals.</li> </ul>	completed.	
1263	<p><b><i>Travel authorisations/approvals</i></b></p> <p>Records relating to applications, approvals and authorisations for employees travelling for work related proposes.</p> <p>Includes interstate travel.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• applications</li> <li>• approvals.</li> </ul> <p>See <i>EXTERNAL RELATIONS</i> – <u>Submissions</u> for records relating to Ministerial briefings approving overseas travel.</p> <p>See <i>FINANCIAL MANAGEMENT</i> – <u>Asset and money management</u> for records relating to payments of employee travel and non-cash business benefits relating to frequent flyer points.</p> <p>See <i>TRANSITORY AND SHORT TERM</i> – <u>Administrative Arrangements</u> for records relating to travel arrangements.</p>	7 years after business action completed.	1 September 2016

## COMMITTEES

*Managing formally established committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, agendas, reports etc.*

See *COMMON ACTIVITIES* – Routine meetings for records relating to non-committee meetings.

See *FINANCIAL MANAGEMENT* – Superannuation Fund Management for records relating to superannuation committees.

See *GOVERNING BODIES* for records relating to Board management.

See *WORK HEALTH AND SAFETY* – Committees for records relating to workplace health & safety committees.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1013	<p><b>Advisory bodies</b></p> <p>Records relating to external advisory bodies that provide support for policy development, decision making and service delivery of agencies by providing informed and independent advice.</p> <p>Includes the nomination and appointment of advisory board members.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records establishing the advisory body</li> <li>• nomination and appointment of members</li> <li>• correspondence</li> <li>• agendas, minutes and related papers.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1014	<p><b>High-level committees</b></p> <p>Records relating to high-level committees that have overall responsibility for making major policy and planning decisions for agencies.</p> <p>Includes the nomination and appointment of committee members.</p> <p>High-level committees include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• internal committees established to implement major agency programs</li> <li>• external and inter-agency committees where the agency provides the secretariat.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records establishing the committee</li> <li>• nomination and appointment of members</li> <li>• minutes</li> <li>• reports</li> <li>• recommendations</li> <li>• supporting documentation, e.g. briefing papers, working papers.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1015	<p><b>Committees – other</b></p> <p>Records relating to all other committees including:</p> <ul style="list-style-type: none"> <li>• internal committees formed to consider specific matters, e.g. audit committee,</li> </ul>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>operational finance committees and ad hoc committees</p> <ul style="list-style-type: none"> <li>external and inter-agency committees where the agency is a member and does not provide the secretariat.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>records establishing the committee</li> <li>nomination and appointment of members</li> <li>minutes</li> <li>reports</li> <li>recommendations</li> <li>supporting documentation, e.g. briefing papers, working papers.</li> </ul>		
<p><b>COMPENSATION</b></p> <p><i>Providing compensation for:</i></p> <ul style="list-style-type: none"> <li>employees injured while proceeding to or from work, injured during the working hours of the agency and the rehabilitation of these employees</li> <li>visitors in which the agency is found liable and damage to property in which the agency has claimed responsibility</li> <li>claims for professional indemnity and public liability</li> <li>compulsory acquisition of private property.</li> </ul> <p><i>This section includes the requirements of the Workers' Compensation and Rehabilitation Act 2003.</i></p> <p><i>Excludes the core business records of WorkCover Queensland.</i></p> <p><i>See WORK HEALTH AND SAFETY – <a href="#">Accidents and Incidents</a> for records relating to accidents and incidents that occur in the workplace.</i></p> <p><i>See WORKFORCE MANAGEMENT:</i></p> <ul style="list-style-type: none"> <li><a href="#">Employee service history</a> and <a href="#">Service history-contractors, volunteers and work placements</a> for records relating to employee service histories</li> <li><a href="#">Rehabilitation programs</a> for records relating to employee rehabilitation.</li> </ul> <p><i>See <a href="#">WorkCover Queensland Retention and Disposal Schedule</a> (QDAN484) for records relating to the core business records of WorkCover Queensland.</i></p>			
1156	<p><b>Claims – significant</b></p> <p>Records relating to compensation claims which are of significance to the agency and/or to the wider community.</p> <p>Includes claims which go to appeal.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Significant compensation claims may include, but are not limited to those that:</p> <ul style="list-style-type: none"> <li>• have whole-of-government implications</li> <li>• set precedents or have potential significance for decision-making</li> <li>• require significant changes to an agency's policies or operations</li> <li>• require a significant level of coordination or cooperation between different agencies</li> <li>• specify the size of the claim made by or against the State</li> <li>• are heard in the High Court</li> <li>• involve matters that raise legal, political or policy issues which are sensitive for the State</li> <li>• attract or is likely to attract major public interest or controversy.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• accident reports</li> <li>• agreements</li> <li>• appeal records including appeals to the Queensland Civil and Administrative Tribunal (QCAT) or Queensland Industrial Relations Commission</li> <li>• appointment of a case manager or rehabilitation provider</li> <li>• assessment reports</li> <li>• claims</li> <li>• claim reviews</li> <li>• correspondence and notes on meetings or conversations with claimants</li> <li>• determinations</li> <li>• legal advice</li> <li>• medical reports and certificates</li> <li>• progress reports</li> <li>• return to work plans</li> <li>• witness statements.</li> </ul>		

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1264	<p><b><i>Claims – hazardous substance conditions</i></b></p> <p>Records relating to compensation claims submitted on behalf of a claimant who has been exposed or potentially exposed to a hazardous substance, e.g. asbestos.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• claim records</li> <li>• reports – accident/incident, assessment, medical, etc.</li> <li>• settlement agreements</li> <li>• correspondence with insurers and/or claimants</li> <li>• notifications</li> <li>• payment details</li> <li>• witness statements.</li> </ul> <p>See <i>WORK HEALTH AND SAFETY – <u>Workplace monitoring-hazardous substances and dangerous goods</u></i> for records relating to the monitoring of hazardous substances and dangerous goods in the workplace.</p>	100 years after business action completed.	1 September 2016
1157	<p><b><i>Claims – self-insurance scheme</i></b></p> <p>Records relating to workers' compensation claims processed by an agency that is licensed as a self-insurer and not sent to WorkCover Queensland.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• accident reports</li> <li>• agreements</li> <li>• appeal records including appeals to the Queensland Civil and Administrative Tribunal (QCAT)</li> <li>• appointment of a case manager or rehabilitation provider</li> <li>• assessment reports</li> <li>• claims</li> <li>• claim reviews</li> <li>• correspondence and notes on meetings or conversations with claimants</li> </ul>	55 years after settlement of claim.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• determinations</li> <li>• legal advice</li> <li>• medical reports and certificates</li> <li>• progress reports</li> <li>• witness statements.</li> </ul> <p>See <i>COMMON ACTIVITIES</i> – <u><a href="#">Claims-other</a></u> for workers' compensation claims submitted to WorkCover Queensland.</p>		
1158	<p><b><i>Claims – involving minors</i></b></p> <p>Records relating to compensation claims submitted on behalf of a claimant who was a minor at the time of the incident.</p> <p>Includes claims made by members of the public, work experience students and volunteers.</p> <p>Claims may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• personal injury</li> <li>• property damage</li> <li>• motor vehicle damage</li> <li>• other insurance claims.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• accident/incident reports</li> <li>• agreements</li> <li>• assessment reports</li> <li>• claim records</li> <li>• correspondence with insurers</li> <li>• medical certificates/reports</li> <li>• notifications</li> <li>• payment details</li> <li>• witness statements.</li> </ul>	When child reaches 27 years of age.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1159	<p><b><i>Claims – other</i></b> Records relating to all other compensation and/or insurance claims submitted or received by the agency. Claims include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• personal injury</li> <li>• property damage</li> <li>• compulsory acquisition of private property</li> <li>• motor vehicle damage</li> <li>• workers' compensation – submitted to the agency responsible for implementing the statutory workers' compensation scheme (e.g. WorkCover Queensland)</li> <li>• pay and working conditions</li> <li>• all other insurance claims.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• claim forms and registers</li> <li>• reports – accident/incident, assessment, medical, etc.</li> <li>• correspondence with insurers and/or claimants</li> <li>• medical certificates</li> <li>• payment details</li> <li>• witness statements</li> <li>• settlement agreements</li> <li>• claim outcome.</li> </ul>	7 years after settlement of claim.	1 September 2016

**COMPLIANCE**

*Compliance with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the agency is subject. Includes the handling of breaches of standards, requirements or legislation; lodgements of agency publications under s.201 of the Copyright Act 1968; allocation of ISBN, ISSN, barcodes and URL addresses; the attachment of privacy statements to websites and the use of official symbols and internet domain names.*

*Excludes compliance enforcement activities undertaken by an agency as part of its statutory responsibilities; compliance records captured as part of*

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>another business activity, e.g. compliance with court instructions is captured as part of Litigation and Prosecutions.</p> <p>See COMMON ACTIVITIES:</p> <ul style="list-style-type: none"> <li>• <u>Reporting</u> for records relating to reporting on compliance to other agencies, or compliance with reporting requirements, e.g. submission of annual reports and other formal reports</li> <li>• <u>Surveillance &amp; Monitoring</u> for records relating to footage taken for the detection of crime, public safety, traffic control or to enhance the protection and security of people or property.</li> </ul> <p>See INFORMATION MANAGEMENT – <u>Information Privacy &amp; Access</u> for records relating to compliance with the Right to Information Act 2009 and Information Privacy Act 2009.</p> <p>See PROPERTY MANAGEMENT:</p> <ul style="list-style-type: none"> <li>• <u>Building and Land Management</u> for records relating to inspections of agency property and property inspections</li> <li>• <u>Waste Management</u> for records relating to inspections of hazardous waste.</li> </ul> <p>See WORK HEALTH AND SAFETY:</p> <ul style="list-style-type: none"> <li>• <u>Workplace monitoring-hazardous substances and dangerous goods</u> for records relating to employee handling of hazardous substances and associated health and safety measures</li> <li>• <u>Safety data sheets</u> (SDS) for usage of hazardous substances.</li> </ul>		
1016	<p><b>Compliance breaches – significant</b></p> <p>Records relating to significant breaches of legislative requirements by the agency.</p> <p>Significant breaches may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• contentious or litigious matters and/or set a precedent</li> <li>• lead to a major change in policies</li> <li>• matters of major public interest or controversy</li> <li>• matters presented to Parliament.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• breach notices</li> <li>• fines</li> <li>• remedial action.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>See COMMON ACTIVITIES – <u>Security</u> for records relating to security breaches.</p> <p>See INFORMATION MANAGEMENT – <u>Information Privacy &amp; Access</u> for records relating to investigations into alleged privacy breaches.</p> <p>See LEGAL ADVICE – <u>Litigation &amp; Prosecutions</u> for records relating to prosecution of the agency for breaches of compliance requirements.</p>		
1017	<p><b>Compliance breaches – other</b></p> <p>Records relating to breaches of legislative requirements by the agency that are not considered significant.</p> <p>Compliance breaches may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• industrial relations breaches</li> <li>• privacy breaches</li> <li>• work health and safety breaches.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• breach notices</li> <li>• fines</li> <li>• remedial action.</li> </ul> <p>See COMMON ACTIVITIES – <u>Security</u> for records relating to security breaches.</p> <p>See INFORMATION MANAGEMENT – <u>Information Privacy &amp; Access</u> for records relating to privacy applications.</p> <p>See LEGAL ADVICE – <u>Litigation &amp; Prosecutions</u> for records relating to prosecution of the agency for breaches of compliance requirements.</p>	7 years after business action completed.	1 September 2016
1018	<p><b>Compliance exemptions</b></p> <p>Records relating to agency exemptions from compliance with specific legislative provisions. Exemptions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• <i>Anti-Money Laundering and Counter Terrorism Financing Act 2006</i></li> </ul>	7 years after expiry or refusal of exemption.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <i>Financial and Performance Management Standard 2009.</i></li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• applications to and correspondence with the Treasurer</li> <li>• application for exemption</li> <li>• decision notice from AUSTRAC</li> <li>• legal advice received by the agency relating to grounds for exemption.</li> </ul> <p>See <i>COMMON ACTIVITIES</i>:</p> <ul style="list-style-type: none"> <li>• <u><i>Corruption Prevention and Detection</i></u> for records relating to cases of fraud or corruption</li> <li>• <u><i>Procedures</i></u> for records relating to procedural controls to prevent fraud</li> <li>• <u><i>Reporting</i></u> for records relating to the agency's reporting requirements</li> <li>• <u><i>Risk Management</i></u> for records relating to the prevention of fraud.</li> </ul> <p>See <i>FINANCIAL MANAGEMENT</i> – <u><i>Taxation</i></u> for records relating to taxation-related exemptions.</p>		
1019	<p><b><i>Compliance with legislation and/or standards</i></b></p> <p>Records relating to initiatives at an agency-wide or program-specific level to measure and improve the agency's operations in order to be compliant with mandatory or optional standards.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records of assessments of requirements with which the agency needs to comply</li> <li>• background research into existing levels of compliance and breaches</li> <li>• records of development of initiatives to improve compliance.</li> </ul> <p>See <i>COMMON ACTIVITIES</i>:</p> <ul style="list-style-type: none"> <li>• <u><i>Compliance breaches-significant</i></u> for records relating to significant breaches of legislative requirements</li> <li>• <u><i>Compliance breaches-other</i></u> for records relating to non-significant breaches of legislative requirements.</li> </ul> <p>See <i>LEGAL ADVICE</i> – <u><i>Litigation and Prosecutions</i></u> for records relating to prosecution of the</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<i>agency for breaches of compliance requirements.</i>		
1020	<p><b><i>Compliance inspections and quality assurance</i></b></p> <p>Records relating to compliance inspections, and quality assurance initiatives, designed to measure the agency's compliance with mandatory or optional standards.</p> <p>Compliance includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• inspections of agency records by an external regulator</li> <li>• assessment and certification of the agency's systems by an external organisation.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• inspection reports</li> <li>• records of assessments of requirements with which the agency needs to comply</li> <li>• certificates</li> <li>• recommendations.</li> </ul> <p>See <i>COMMON ACTIVITIES</i>:</p> <ul style="list-style-type: none"> <li>• <u><i>Audit</i></u> for records relating to formal internal or external audits against compliance requirements</li> <li>• <u><i>Compliance breaches-significant</i></u> for records relating to significant breaches of legislative requirements</li> <li>• <u><i>Compliance breaches-other</i></u> for records relating to non-significant breaches of legislative requirements.</li> </ul> <p>See <i>INFORMATION MANAGEMENT</i> – <u><i>Copyright Administration</i></u> for copyright declaration forms.</p> <p>See <i>PROPERTY MANAGEMENT</i> – <u><i>Agency property - inspections</i></u> for records relating to property inspections.</p>	7 years after business action completed.	1 September 2016
<p><b>CORRUPTION PREVENTION AND DETECTION</b></p> <p><i>The disclosure of corruption and strategies for the prevention of corruption. Includes involvement in corruption prevention projects undertaken by the Crime and Corruption Commission and the education of employees about corruption prevention disclosures.</i></p> <p><i>Excludes core business records of the Crime and Corruption Commission.</i></p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p>See <i>COMMON ACTIVITIES</i>:</p> <ul style="list-style-type: none"> <li>• <u>Compliance</u> for records relating to mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements</li> <li>• <u>Risk Management</u> for records relating to agency-wide risk management strategies.</li> </ul> <p>See <i>WORKFORCE MANAGEMENT</i> – <u>Employee Misconduct</u> for records relating to investigations into individual employees and the resulting disciplinary action.</p>			
1021	<p><b><i>Corruption cases – significant</i></b></p> <p>Records relating to significant cases of agency misappropriation, fraud, theft or negligence. Significant corruption cases may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• have significant public interest</li> <li>• identify significant systemic issues resulting in major changes to the structure, policies and/or procedures of the agency</li> <li>• proceed to a Royal Commission or Parliamentary Inquiry</li> <li>• result in changes to legislation or the implementation of new corruption prevention systems within the agency</li> <li>• result in the dismissal of an employee.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• investigation records</li> <li>• records of liaison with external agencies</li> <li>• reports.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1022	<p><b><i>Corruption cases – other</i></b></p> <p>Records relating to cases of agency misappropriation, fraud, theft or negligence that are not considered significant.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• investigation records</li> <li>• records of liaison with external agencies</li> <li>• reports.</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p><b>EVALUATING AND REVIEWING</b></p> <p><i>Assessing the suitability, success or effectiveness of potential or existing facilities, programs, services, systems or equipment. Includes recommendations and advice resulting from these activities.</i></p> <p><i>See ASSET MANAGEMENT – <u>Moveable assets-business/software applications</u> for records relating to the evaluation of software applications and goods and services to be purchased.</i></p> <p><i>See COMMON ACTIVITIES:</i></p> <ul style="list-style-type: none"> <li>• <u>Audit</u> for records relating to formal audits of systems or processes</li> <li>• <u>Planning</u> for records relating to the review of plans</li> <li>• <u>Policy</u> for records relating to the review of policies</li> <li>• <u>Procedures</u> for records relating to the review of procedures.</li> </ul> <p><i>See LEGAL SERVICES – <u>Legislative drafting</u> for records relating to the review of legislation and regulations concerning the operations and functional responsibilities of the agency.</i></p> <p><i>See STRATEGIC MANAGEMENT:</i></p> <ul style="list-style-type: none"> <li>• <u>Performance Management</u> for records relating to the evaluation of performance management programs</li> <li>• <u>Restructuring</u> for records relating to evaluations and reviews that are done during the restructure of an agency.</li> </ul> <p><i>See WORKFORCE MANAGEMENT – <u>Position/role creation and evaluation</u> for records relating to the evaluation of positions, roles and duties of employees.</i></p>		
1023	<p><b><i>Evaluations and reviews – significant</i></b></p> <p>Records relating to significant evaluations or reviews of potential or existing agency functions, programs, services and systems.</p> <p>Significant evaluations and reviews may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• strategic-level evaluations of agency programs and services and systems</li> <li>• involve contentious or litigious matters and/or set a precedent</li> <li>• result in major changes to policy and standards</li> <li>• involve major public interest or controversy</li> <li>• matters presented to Parliament.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records establishing the evaluation or review</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>background research including questionnaires, surveys/checklists, and interviews</li> <li>modelling</li> <li>business cases for new programs/initiatives</li> <li>draft versions of reports containing significant changes/alterations or formally circulated for comment</li> <li>final, approved versions of reports, project or action plans.</li> </ul>		
1024	<p><b><i>Evaluations and reviews – other</i></b></p> <p>Records relating to other evaluations or reviews of potential or existing agency functions, programs, services and systems.</p> <p>Includes operational-level evaluations and reviews.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>records establishing the evaluation or review</li> <li>background research including questionnaires, surveys/checklists, and interviews</li> <li>modelling</li> <li>business cases for new programs/initiatives</li> <li>draft versions of reports containing significant changes/alterations or formally circulated for comment</li> <li>final, approved versions of reports, project or action plans.</li> </ul>	5 years after business action completed.	1 September 2016

## LIAISON

*Managing regular general contact between the agency and professional associations, professionals in related fields, other agencies, private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not covered by joint venture agreements.*

See **COMMON ACTIVITIES**:

- Agreements for records relating to joint ventures undertaken with other organisations for the purposes of raising or maintaining the profile of the agency or a particular service or program.
- Audit for records relating to liaison with auditing bodies.

See **EXTERNAL RELATIONS** – Liaison for records relating to contact with lobbyists.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1025	<p><b>Stakeholder engagement</b></p> <p>Records relating to stakeholder consultation and engagement where an ongoing active relationship and two-way flow of information exists.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• reports</li> <li>• related correspondence</li> <li>• identification of stakeholders</li> <li>• stakeholder analysis and engagement plan</li> <li>• stakeholder needs analysis</li> <li>• stakeholder communication plan.</li> </ul> <p>See COMMON ACTIVITIES – <i>Project Management</i> for records relating to stakeholder engagement activities used for projects.</p>	7 years after business action completed.	1 September 2016
1026	<p><b>Client relationship management</b></p> <p>Records relating to the management of client relationships.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• minutes of meetings held with the client</li> <li>• file notes.</li> </ul>	7 years after business action completed.	1 September 2016
1027	<p><b>Liaison</b></p> <p>Records relating to general liaison activities undertaken with professional and industry associations, private sector organisations and community groups.</p> <p>Includes gaining professional membership of associations, liaising for potential donors and industrial relations meetings.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• membership forms</li> <li>• agendas and minutes of meetings</li> <li>• proposals</li> </ul>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>related correspondence.</li> </ul> <p>See <i>FINANCIAL MANAGEMENT - <u>Asset and money management</u></i> for records relating to the payment of membership fees.</p>		
<b>MEETINGS</b> <i>Meetings held to formulate, discuss, update or resolve issues and matters pertaining to the management of the business area, department or agency as a whole. May be used for staff meetings.</i> See <i>COMMON ACTIVITIES</i> : <ul style="list-style-type: none"> <li><i><u>Committees</u></i> for records relating to meetings for formally established committees and advisory bodies</li> <li><i><u>Liaison</u></i> for records relating to meetings held with stakeholders or clients.</li> </ul> See <i>GOVERNING BODIES – <u>Statutory Powers</u></i> for records relating to governing body meetings. See <i>TRANSITORY AND SHORT TERM – <u>Administrative Arrangements</u></i> for records relating to the arrangements of meetings.			
1028	<b><i>Routine meetings</i></b> Records relating to routine meetings of agency employees. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>agenda and minutes</li> <li>related correspondence.</li> </ul>	2 years after business action completed.	1 September 2016
<b>PLANNING</b> <i>Planning to achieve agency or government objectives. Includes determination of services, needs and solutions to those needs.</i> <i>Excludes specific purpose plans relating to core/functional responsibilities (e.g. pollution management plans).</i> See <i>COMMON ACTIVITIES – <u>Risk management</u></i> for records relating to risk assessments and the implementation of measures to reduce risks. See <i>INFORMATION MANAGEMENT – <u>Publication</u></i> for records relating to the publishing and printing of plans. See <i>PROPERTY MANAGEMENT – <u>Building and Land Management</u></i> for records relating to conservation management plans. See <i>STRATEGIC MANAGEMENT – <u>Implementation</u></i> for records relating to agency implementation of plans.			
1029	<b><i>Plans – significant</i></b> Final approved versions of strategic or high-level plans including:	Permanent. Transfer to QSA after business action	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• strategic plans for the agency as a whole</li> <li>• Statement of Corporate Intent</li> <li>• high-level planning of the agency's core business functions, activities, projects, programs and services.</li> </ul> <p>Includes records relating to the development and review of significant agency plans. Excludes specific purpose or operational plans.</p>	completed.	
1030	<p><b><i>Specific purpose plans – final</i></b> Final approved versions of specific purpose plans applying to the agency as a whole. Excludes significant and operational plans. Specific purpose plans include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• risk management</li> <li>• corporate procurement planning</li> <li>• workforce planning</li> <li>• ICT planning</li> <li>• asset strategic planning</li> <li>• property management</li> <li>• disaster recovery</li> <li>• business continuity.</li> </ul>	7 years after plan is superseded.	1 September 2016
1031	<p><b><i>Operational plans – final</i></b> Final approved versions of operational plans and unit level work plans. Excludes significant or specific purpose plans. Operational plans may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• financial operation plans</li> <li>• moveable asset plans</li> <li>• staff plans.</li> </ul>	5 years after plan is superseded.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1032	<p><b>Plan development</b></p> <p>Records relating to the development and review of agency plans. Excludes development of significant plans. Records include, but are not limited to:</p> <ul style="list-style-type: none"> <li>background research</li> <li>draft versions of plans containing significant changes/alterations for formally circulated for comment</li> <li>notes of meetings or reports analysing issues and the outcomes of consultation with employees, unions, stakeholders etc.</li> </ul>	3 years after business action completed.	1 September 2016
<p><b>POLICY</b></p> <p><i>Developing and establishing decisions, directions and precedents, which act as a reference for future decision making, and are the basis from which the agency's operating procedures are determined.</i></p> <p><i>See COMMON ACTIVITIES – <u>Risk management</u> for records relating to risk assessments and the implementation of measures to reduce risks.</i></p> <p><i>See EXTERNAL RELATIONS – <u>Submissions</u> for records relating to submissions by the agency on the development or review of whole-of-government policies.</i></p> <p><i>See INFORMATION MANAGEMENT – <u>Publication</u> for records relating to the publishing and printing of policies.</i></p> <p><i>See STRATEGIC MANAGEMENT – <u>Implementation</u> for records relating to agency implementation of policies.</i></p> <p><i>See WORK HEALTH AND SAFETY – <u>Policy</u> for records relating to hazardous substances, dangerous goods and work health and safety policies.</i></p> <p><i>See TRANSITORY AND SHORT TERM:</i></p> <ul style="list-style-type: none"> <li><i><u>Copies</u> for records relating to copies of policies.</i></li> <li><i><u>Drafts, Working Notes and Calculations</u> for records relating to policies that do not proceed.</i></li> </ul>			
1033	<p><b>Core/functional policy – final</b></p> <p>Final approved versions of strategic or high-level policies, standards and guidelines including:</p> <ul style="list-style-type: none"> <li>core/functional policy, for use by the agency and/or its clients</li> <li>whole-of-government policy – either developed by the agency or where the agency provided substantial/major input</li> <li>high-level policy relating to the administration of the agency (e.g. outsourcing and service provision).</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Includes records relating to the development of core/functional agency policies, standards and guidelines and policies that do not proceed.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• results of consultations</li> <li>• supporting reports</li> <li>• major drafts.</li> </ul>		
1034	<p><b><i>Administrative policy – final</i></b></p> <p>Final version of mid/low-level or operational policies, standards and guidelines relating to the administration of the agency.</p> <p>Includes the development of agency policies, standards and guidelines and policies that do not proceed.</p> <p>Excludes policies relating to the management of heritage properties, core/functional policy and work health and safety policies.</p> <p>Administrative policies may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• financial management</li> <li>• property management</li> <li>• risk management</li> <li>• records management</li> <li>• asset management</li> <li>• human resource management</li> <li>• fleet management</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• results of consultations</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• supporting reports</li> <li>• major drafts.</li> </ul> <p>See <i>PROPERTY MANAGEMENT – <u>Building and Land Management</u></i> for records relating to heritage property policies.</p> <p>See <i>WORK HEALTH AND SAFETY – <u>Policy</u></i> for records relating to risk assessments of dangerous operational environments and staff safety policies.</p>		
<p><b>PROCEDURES</b></p> <p><i>Procedures developed by the agency for core business or administrative purposes. Includes the development of forms.</i></p> <p><i>Excludes the development of procedures that relate to an agency's core statutory responsibilities where there is a high level risk or potential impact to the wider community, e.g. a dam's operating procedures.</i></p> <p>See <i>INFORMATION MANAGEMENT – <u>Publication</u></i> for records relating to the publishing and printing of procedures.</p> <p>See <i>STRATEGIC MANAGEMENT – <u>Implementation</u></i> for records relating to agency implementation of procedures or instructions.</p> <p>See <i>WORKFORCE MANAGEMENT – <u>Training provision</u></i> for records relating to training in procedures.</p> <p>See <i>TRANSITORY AND SHORT TERM:</i></p> <ul style="list-style-type: none"> <li>• <u>Copies</u> for records relating to copies of procedures</li> <li>• <u>Drafts, Working Notes and Calculations</u> for records relating to drafting procedures.</li> </ul>			
1037	<p><b><i>Administrative/operational procedures – final</i></b></p> <p>Final approved versions of manuals, handbooks, etc., detailing procedures developed by the agency which apply to its administration.</p> <p>Includes forms management. Also includes the development and review of the agency's manuals, handbooks, directives, etc.</p> <p>Procedures may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• quality assurance</li> <li>• gifts and benefits</li> <li>• employee complaints</li> <li>• finance.</li> </ul> <p>Records may include, but are not limited to:</p>	3 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• forms</li> <li>• checklists</li> <li>• instructions</li> <li>• flowcharts</li> <li>• background research</li> <li>• draft versions of procedures containing significant changes/alterations or formally circulated for comment</li> <li>• notes of meetings or reports analysing issues and the outcomes of consultation with employees, unions, stakeholders, etc.</li> </ul>		
<p><b>PROJECT MANAGEMENT</b></p> <p><i>Planning, organising and managing of resources to meet project requirements using a combination of techniques, procedures, people and systems. Includes defining, planning, approval, implementation and evaluation of a project.</i></p> <p>See <b>COMMON ACTIVITIES</b>:</p> <ul style="list-style-type: none"> <li>• <u>Agreements</u> for records relating to joint ventures undertaken with other organisations for the purposes of raising or maintaining the profile of the agency or a particular service or program</li> <li>• <u>Committees</u> for records relating to project committees</li> <li>• <u>Procedures</u> for records relating to project templates</li> <li>• <u>Research</u> for records relating to research activities.</li> </ul> <p>See <b>INFORMATION MANAGEMENT</b> – <u>Control</u> for records relating to project registers.</p>			
1039	<p><b>Projects – significant</b></p> <p>Records relating to the development, implementation, review and closure of significant projects, where:</p> <ul style="list-style-type: none"> <li>• the agency has had major input into the project’s planning, development and implementation</li> <li>• the agency is a principal driver of the project and performs secretariat duties for the board/committee responsible for managing project records</li> <li>• the agency is a driver of the project and administers the funding for the project.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Significant projects may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>the project is innovative, unique or precedent setting</li> <li>the project involves buildings, items or property considered to have cultural heritage significance</li> <li>the project is of region-wide or State interest</li> <li>the project generated substantial debate or controversy</li> <li>the project concerns major liabilities or obligations for the agency.</li> </ul> <p>Includes records of significant projects that do not proceed.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>project briefs/project plans/project initiation documents</li> <li>project/progress reports</li> <li>project meeting documentation</li> <li>project schedules/timelines</li> <li>change requests</li> <li>project risk assessments/registers and issues logs</li> <li>project budget documentation</li> <li>project closure/evaluation reports.</li> </ul>		
1040	<p><b><i>Projects – other</i></b></p> <p>Records relating to the development, implementation, review and closure of projects that are not considered significant.</p> <p>Includes the development of a project management methodology and systems for reporting and monitoring of projects.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>project briefs, project plans, project initiation documents</li> <li>project progress reports</li> <li>project meeting documentation</li> <li>project schedules, timelines, dashboards</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• change requests</li> <li>• project risk assessments, registers and issues logs</li> <li>• project budget documentation</li> <li>• project closure, evaluation reports.</li> </ul>		
1265	<p><b><i>Projects that do not proceed</i></b>  Records relating to projects that do not proceed.  Excludes significant projects that do not proceed.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• project plans</li> <li>• project briefs.</li> </ul>	2 years after business action completed.	1 September 2016
<p><b>REPORTING</b>  <i>Initiating or providing a formal response to a situation or request (either internal, external or as a requirement of agency policies), and providing formal statements or findings of the results of the examination or investigation.</i>  <i>Excludes formal reports received by an agency as part of its statutory responsibilities and reports produced as the result of another activity (e.g. reports documenting the results of investigations, research, etc.).</i>  See COMMON ACTIVITIES – <u><a href="#">Audit</a></u> for records relating to the audit reports.  See EXTERNAL RELATIONS – <u><a href="#">Enquiries and Reactions</a></u> for records relating to responding to surveys.  See INFORMATION MANAGEMENT – <u><a href="#">Publication</a></u> for records relating to the design, layout, print etc. of reports, including annual reports.  See WORK HEALTH AND SAFETY – <u><a href="#">Accidents and Incidents</a></u> for records relating to incident/accident reports.  See TRANSITORY AND SHORT TERM:</p> <ul style="list-style-type: none"> <li>• <u><a href="#">Copies</a></u></li> <li>• <u><a href="#">Drafts, Working Notes and Calculations</a></u> for records relating to drafting reports.</li> </ul>			
1042	<p><b><i>Reports – significant</i></b>  Significant reports may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• strategic level reports relating to the agency’s core functions and performance</li> <li>• those with whole-of-government implications.</li> </ul> <p>Includes whole-of-government reporting performed by agencies that have an overview of other</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	agency's compliance with legislation. Also includes both published and unpublished reports. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>• annual reports.</li> </ul>		
1044	<p><b><i>Reports – other</i></b></p> <p>All other reports, both published and unpublished, on the agency's functions and performance including:</p> <ul style="list-style-type: none"> <li>• operational level reports</li> <li>• formal reports provided to external agencies as a statutory obligation</li> <li>• periodic reports required by lead agencies on a regular basis, e.g. right to information, workforce management, etc.</li> <li>• financial reports relating to the monitoring of recurring activities, e.g. statistics and budget forecasts.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• performance reports</li> <li>• periodic reports</li> <li>• key performance indicators (KPIs)</li> <li>• review reports</li> <li>• statistical and survey reports</li> <li>• Chief Finance Officer statements and supporting documentation</li> <li>• notifications of losses.</li> </ul>	7 years after business action completed.	1 September 2016
1045	<p><b><i>Reports development</i></b></p> <p>Records relating to the development and review of agency reports.</p> <p>Reports may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• background research, including raw statistical data</li> <li>• draft versions of procedures containing significant changes/alterations or formally circulated for comment</li> </ul>	3 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>notes of meetings or reports analysing issues and the outcomes of consultation with employees, unions, stakeholders etc.</li> </ul>		
<p><b>RESEARCH</b></p> <p><i>Investigating or enquiring into a subject or an area of interest.</i></p> <p><i>Excludes research undertaken by an agency as part of its core statutory responsibilities (e.g. universities, Queensland Institute of Medical Research, etc.) and research undertaken as part of another business activity (e.g. product research as part of an acquisition process or research undertaken to develop a policy position).</i></p> <p><i>See COMMON ACTIVITIES – <u>Project Management</u> for records relating to projects.</i></p> <p><i>See INFORMATION MANAGEMENT – <u>Publication</u> for records relating to the publishing of research.</i></p> <p><i>See TRANSITORY AND SHORT TERM – <u>Drafts, Working Notes and Calculations</u> for records relating to background research.</i></p>			
1046	<p><b>Research – significant</b></p> <p>Records relating to significant research conducted to support the functions of the agency. Includes research material commissioned by the agency but prepared by an external party. Significant research may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>strategic direction and agency-wide issues</li> <li>core functional activities</li> <li>analysis of trends and research where source material is unique or difficult to obtain</li> <li>original scientific or technical research forming the basis of agency publications.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>scope of research</li> <li>expressions of interest</li> <li>surveys</li> <li>progress reporting</li> <li>statistical data</li> <li>results, e.g. final report, visual representations.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1047	<p><b>Research – other</b></p> <p>Records relating to detailed research conducted to support the functions of the agency.</p>	5 years after business action	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Includes research concerning operational issues and administrative matters. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• scope of research</li> <li>• expressions of interest</li> <li>• surveys</li> <li>• progress reporting</li> <li>• statistical data</li> <li>• results.</li> </ul>	completed.	
1048	<p><b>Research – short term</b> Records relating to short term research conducted in an agency for assessment purposes only. Excludes formal research projects. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• statistics</li> <li>• internal briefing papers.</li> </ul>	2 years after business action completed.	1 September 2016
<p><b>RISK MANAGEMENT</b> <i>Identifying and assessing risks and implementing appropriate practices to reduce the impact of material or economic loss arising from an incident.</i> See <b>COMMON ACTIVITIES</b>:</p> <ul style="list-style-type: none"> <li>• <u>Planning</u> for records relating to risk management, disaster recovery and business continuity plans</li> <li>• <u>Policy</u> for records relating to risk management policies and their development.</li> </ul> <p>See <b>STRATEGIC MANAGEMENT – Implementation</b> for records relating to agency implementation of disaster recovery and business continuity plans. See <b>WORK HEALTH AND SAFETY – Risk management</b> for records relating to work health and safety risk management processes.</p>			
1051	<p><b>Risk assessment and mitigation</b> Records relating to the identification, assessment and monitoring of risks, including the implementation of risk reduction practices and procedures. Includes the management of strategic, financial and property risks. Excludes records relating to work health and safety risk management processes.</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• internal control measures and procedures</li> <li>• assessments and recommendations</li> <li>• action and implementation plans</li> <li>• reports relating to risk mitigation and management.</li> </ul>		
<p><b>SECURITY INVESTIGATIONS</b></p> <p><i>Investigations into security breaches. Includes where there has been either accidental or intentional loss, misuse or damage as well as unauthorised access.</i></p> <p><i>See INFORMATION MANAGEMENT – <u>Security arrangements-handling and storage</u> for records relating to the protection of information resources.</i></p> <p><i>See PROPERTY MANAGEMENT – <u>Property Security</u> for records relating to property access.</i></p> <p><i>See WORKFORCE MANAGEMENT – <u>Employee Misconduct</u> for records relating to disciplinary action against staff for security related breaches involving records and information.</i></p>			
1052	<p><b>Security breaches – significant</b></p> <p>Records relating to significant security breaches, which may result in the laying of charges or where sabotage is strongly suspected:</p> <ul style="list-style-type: none"> <li>• unauthorised access, use, disclosure, disruption, modification, recording/copying or destruction of records and information (e.g. records have been removed from official custody and passed onto a third party, digital information has been hacked, etc.)</li> <li>• break-ins</li> <li>• unauthorised access or entry/trespass</li> <li>• intrusion into restricted areas</li> <li>• terrorism</li> <li>• intentional damage</li> <li>• bomb threats</li> <li>• fires.</li> </ul> <p>Includes referral to law enforcement authorities.</p> <p>Records may include, but are not limited to:</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• investigation reports</li> <li>• liaison with emergency services</li> <li>• reports of breaches or incidents.</li> </ul>		
1053	<p><b>Security breaches – other</b></p> <p>Records relating to security breaches which do not result in the laying of charges or the breach is not considered severe, including:</p> <ul style="list-style-type: none"> <li>• unauthorised access or entry to buildings or restricted areas, including unintentional access</li> <li>• minor damage to premises or vehicles (e.g. scratches, dents, paint damage).</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• investigations reports</li> <li>• reports of breaches or incidents</li> <li>• reports on responses to alarms.</li> </ul>	5 years after business action completed.	1 September 2016
<p><b>SURVEILLANCE AND MONITORING</b></p> <p><i>Capturing and monitoring surveillance of environments, premises and resources for the detection of crime, public safety, traffic control or to enhance the protection and security of people or property.</i></p> <p><i>Excludes footage taken under a surveillance warrant issued by the Crime and Corruption Commission.</i></p> <p><i>See COMMON ACTIVITIES – <u>Compliance</u> for records relating to evidence of breaches of legislation found during an inspection.</i></p> <p><i>See LEGAL SERVICES – <u>Litigation and Prosecutions</u> for records relating to evidence of physical assaults, incidents, noteworthy occurrences, behaviours that may result in a complaint or result in civil litigation.</i></p> <p><i>See WORK HEALTH AND SAFETY – <u>Accidents and Incidents</u> for records relating to personal injuries.</i></p> <p><i>See WORKFORCE MANAGEMENT – <u>Employee Misconduct</u> for records relating to complaints arising from an officer's conduct.</i></p> <p><i>See TRANSITORY AND SHORT TERM – <u>Surveillance and monitoring</u> for records relating to continuous fixed surveillance.</i></p>			
1202	<p><b>Surveillance footage provided to investigative and law enforcement agencies</b></p> <p>Surveillance recordings requested by investigative and law enforcement agencies.</p> <p>Excludes the investigative and law enforcement agencies requests and responses.</p> <p>Records may include, but are not limited to:</p>	1 year after recordings sent to relevant law enforcement agency.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• videos</li> <li>• photographs</li> <li>• other digital images</li> <li>• recorded material using technology such as closed circuit televisions (CCTV), body worn cameras etc.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <u>Enquiries, complaints and suggestions-investigations and legal significance</u></i> for records relating to requests and responses for extracts of security surveillance.</p>		
1284	<p><b><i>Surveillance footage captured for a specific purpose</i></b></p> <p>Records of surveillance and monitoring activities captured for a specific purpose and are not required for investigative purposes or evidence.</p> <p>Excludes continuous surveillance captured for routine purposes.</p> <p>Also excludes extracts of surveillance monitoring records provided to an investigative or law enforcement agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• videos</li> <li>• photographs</li> <li>• other digital images</li> <li>• recorded material using technology such as body worn cameras, e.g. GoPros etc.</li> </ul> <p>NOTE: Retain surveillance footage required by the agency as evidence in accordance with the relevant record class in this schedule or another approved schedule.</p> <p>See <i>TRANSITORY AND SHORT TERM – <u>Routine surveillance and monitoring</u></i> for records relating to surveillance footage taken for routine purposes, e.g. CCTV.</p>	90 days after record created.	1 September 2016



## ASSET MANAGEMENT

*Acquiring, supplying, maintaining, repairing and disposing of moveable assets.*

*Moveable assets may include, but are not limited to: vehicles, machinery, plant, equipment, appliances, implements, tools, furniture, furnishings, clothing, chemicals, hardware (including IT), kitchen/cleaning items, medical supplies, stationery and software.*

*Excludes the management of buildings, structures and land and the management of moveable assets, required for the delivery of core functions, which have specific retention requirements (e.g. firearms).*

*See COMMON ACTIVITIES – [Compensation](#) for records relating to compensation/insurance claims for injuries and/or damage/loss of assets.*

*See FINANCIAL MANAGEMENT – [Accounting](#) for the financial management of moveable assets.*

*See [PROPERTY MANAGEMENT](#) for the management of buildings, structures or land.*

*See WORK HEALTH AND SAFETY – [Accidents and Incidents](#) for records relating to work health and safety accidents and incidents that involve agency assets.*

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p><b>MOVEABLE ASSETS</b></p> <p><i>Acquiring, monitoring, assessing, managing and disposing of an agency's moveable assets. Includes the evaluation, installation and allocation of moveable assets as well as monitoring to ensure the implementation goes according to schedule and is to an acceptable standard. Disposal includes the sale, transfer, termination of lease, auction, donation, exchange, return or destruction of the moveable asset.</i></p> <p><i>See COMMON ACTIVITIES:</i></p> <ul style="list-style-type: none"> <li><i><a href="#">Agreements</a> for records relating to the leasing of moveable assets (e.g. vehicles)</i></li> <li><i><a href="#">Planning</a> for disaster recovery plans.</i></li> </ul> <p><i>See <a href="#">FINANCIAL MANAGEMENT</a> for financial records relating to moveable assets.</i></p> <p><i>See INFORMATION MANAGEMENT – <a href="#">Database Administration</a> for records relating to system migration and specialised digital preservation treatments</i></p> <p><i>See PROPERTY MANAGEMENT – <a href="#">Building and Land Management</a> for records relating to the installation of moveable assets where structural changes are required (e.g. the installation of cabling for communications networks from a network hub).</i></p> <p><i>See TRANSITORY AND SHORT TERM – <a href="#">Routine Computer Operations</a> for records relating to requests for system access.</i></p> <p><i>See WORKFORCE MANAGEMENT – <a href="#">Training provision</a> for records relating to training provided to employees as part of the implementation of new equipment and systems.</i></p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1174	<p><b><i>Moveable assets – hazardous substances</i></b></p> <p>Records relating to the acquisition, storage and handling of hazardous substances for agency use.</p> <p>Includes radioactive materials and radiation equipment (e.g. x-ray equipment), laboratory chemicals and pesticides.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• hazardous chemicals register</li> <li>• hazardous chemicals stocktake form</li> <li>• chemical task risk assessment worksheet</li> <li>• storage and handling risk assessment</li> <li>• low risk spills-response checklist.</li> </ul> <p>See <i>PROPERTY MANAGEMENT – <u>Waste Management</u></i> for records relating to the inspection, removal and disposal of hazardous substances, including radioactive material.</p> <p>See <i>WORK HEALTH AND SAFETY</i>:</p> <ul style="list-style-type: none"> <li>• <i><u>Workplace monitoring-hazardous substances and dangerous goods</u></i> for records relating to employee handling of hazardous substances and associated health and safety measures</li> <li>• <i><u>Safety data sheets</u></i> (SDS) for usage of hazardous substances.</li> </ul>	100 years after business action completed.	1 September 2016
1175	<p><b><i>Moveable assets – business/software applications</i></b></p> <p>Non-financial records relating to the development, modification, configuration and/or disposal of specific applications or interactive apps to meet business needs which go into production.</p> <p>Excludes the acquisition and/or disposal of specific applications or interactive apps which are acquired ‘off-the-shelf’ or through the acquisition of software as a service (i.e. cloud), and which do not require customisation. Also excludes contractual records, data quality and integrity, control mechanisms, data migrations and specialised digital preservation treatments.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• final versions of application documentation – includes user and technical manuals, application specific data dictionaries, business rules, user requirements, system</li> </ul>	7 years after application is closed, discontinued or superseded (through upgrade or major modification).	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>specifications</p> <ul style="list-style-type: none"> <li>• feasibility and pilot studies</li> <li>• user testing</li> <li>• customisation and requests for system changes</li> <li>• final sign-offs by all parties.</li> </ul> <p>NOTE: Before the transfer of any permanent application data, contact Queensland State Archives to determine what application documentation is required to facilitate ongoing access to and preservation of these permanent records.</p> <p>See ASSET MANAGEMENT:</p> <ul style="list-style-type: none"> <li>• <u>Moveable asset installation</u> for records relating to the installation and commissioning of software products and applications.</li> <li>• <u>Acquisitions not proceeded with</u> for records relating to business/software applications which do not go into production.</li> </ul> <p>See INFORMATION MANAGEMENT – <u>Data Administration</u> for records relating to data recovery and migration, digital preservation, application logs and control mechanisms.</p> <p>See TRANSITORY AND SHORT TERM – <u>Routine Computer Operations</u> for records of organisational data dictionaries.</p> <p>See <u>Migrating digital records</u> and the <u>General Retention and Disposal Schedule for Digital Source Records</u> (QDAN678) for further information on managing digital source records.</p>		
1180	<p><b>Moveable assets – other</b></p> <p>Non-financial records relating to the acquisition or hire, maintenance and disposal of other moveable assets.</p> <p>Other moveable assets include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• specific applications or interactive apps which are ‘off-the-shelf’ and do not require customisation</li> <li>• office equipment</li> <li>• desktop computers</li> <li>• agency vehicles.</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Excludes records relating to radioactive materials/equipment, registered plant and the sanitisation of technology equipment. Also excludes contractual records, data quality and integrity, control mechanisms, data migrations, vehicle maintenance, specialised digital preservation treatments and development/disposal documentation for business/software applications.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• acquisition – business requirements (e.g. business and system analysis); specification development (i.e. statements of requirements, proposal requests, expressions of interest and business cases, initial pilot testing); evaluation of commercial off-the-shelf products and services and whole of government solutions (including shared systems suites and endorsed suppliers) against business requirements; feasibility assessments for outsourcing; consultation with employees, stakeholders, etc., decisions and/or approvals, formal requests for quotes, orders, handover reports, routine forms, correspondence, independent valuation certificates for vehicles</li> <li>• maintenance – maintenance requests; maintenance plans, schedules and inspections; integrity testing; defect/fault reports; certificates of calibration and servicing</li> <li>• disposal – handover reports; written quotes; auction, sale or transfer records; independent valuation certificates verifying work undertaken on assets prior to valuation; destruction details; correspondence to/from leasing companies regarding return of equipment and stores.</li> </ul> <p>See <i>ASSET MANAGEMENT – <u>Moveable asset installation</u></i> for records relating to the installation and commissioning of software products and applications.</p> <p>See <i>COLLECTION MANAGEMENT</i> for records relating to the acquisition and disposal of library and cultural materials.</p> <p>See <i>COMMON ACTIVITIES</i>:</p> <ul style="list-style-type: none"> <li>• <u>Agreements</u> for records relating to the acquisition, hire etc. of moveable assets</li> <li>• <u>Authorisation</u> for records relating to specific authorisations for the use of agency vehicles.</li> </ul> <p>See <i>INFORMATION MANAGEMENT – <u>Data Administration</u></i> for records relating to data recovery and migration, digital preservation and control mechanisms.</p>		

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>See <i>PROPERTY MANAGEMENT – <u>Building and Land Management</u></i> for records relating to the modification and fit-outs of significant buildings and structures.</p> <p>See <i>TRANSITORY AND SHORT TERM</i>:</p> <ul style="list-style-type: none"> <li>• <i><u>Routine Computer Operations</u></i> for records of the sanitisation of technology equipment</li> <li>• <i><u>Moveable Assets (Allocation, Distribution and Use)</u></i> for records relating to vehicle booking forms.</li> </ul>		
1179	<p><b><i>Moveable assets – registered plant</i></b></p> <p>Records relating to the management of registered plant kept in accordance with the <i>Work Health and Safety Regulation 2011</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• development/issue of specifications</li> <li>• registration</li> <li>• testing</li> <li>• inspections</li> <li>• maintenance</li> <li>• calibrations</li> <li>• commissioning/decommissioning</li> <li>• dismantling</li> <li>• alterations.</li> </ul>	7 years after the plant has been scrapped or ownership transferred.	1 September 2016
1181	<p><b><i>Moveable assets installation</i></b></p> <p>Records relating to installing and configuring moveable assets, including off-the-shelf software products and the commissioning of internally developed applications.</p> <p>Excludes asset installations that involve structural changes to premises or installation sites.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• consultation with employees, stakeholders etc.</li> <li>• implementation strategies (e.g. for ICT installations this includes direct changeover, parallel running, phased implementation and running pilots)</li> </ul>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>implementation testing</li> <li>monitoring of implementation.</li> </ul> <p>See <i>PROPERTY MANAGEMENT – <a href="#">Building and Land Management</a></i> for records relating to the installation of moveable assets that involves structural changes to premises or installation sites.</p>		
1183	<p><b>Acquisitions not proceeded with</b> Records relating to acquisitions that are not proceeded with. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>research and investigation.</li> </ul>	2 years after business action completed.	1 September 2016
1186	<p><b>Warranties and guarantees</b> Records relating to warranties and guarantees for all moveable assets.</p>	Until expiry or until item is disposed of, whichever is sooner.	1 September 2016
1187	<p><b>Agency operating manuals</b> Operating manuals and instructions developed by the agency for operating all forms of equipment. Excludes manuals for software applications.</p> <p>See <i>ASSET MANAGEMENT – <a href="#">Moveable assets-business/software applications</a></i> for records relating to operating manuals for software applications. See <i>COMMON ACTIVITIES – <a href="#">Procedures</a></i> for records relating to internal usage instructions. See <i>TRANSITORY AND SHORT TERM – <a href="#">Copies</a></i> for operating manuals supplied to the agency.</p>	While equipment remains with the agency OR until superseded.	1 September 2016
<p><b>VEHICLES</b> Registration, maintenance and booking of agency vehicles. See <i>ASSET MANAGEMENT – <a href="#">Moveable assets-other</a></i> for records relating to the acquisition and disposal of agency vehicles.</p>			
1178	<b>Moveable assets – vehicles (maintenance)</b>	Transfer to new owner	1 September

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records relating to the maintenance, repair and modification of agency vehicles. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• maintenance logbooks</li> <li>• vehicle service history log books.</li> </ul>	after sale or retain for 1 year after disposal of vehicle.	2016
1184	<p><b>Vehicle registrations</b> Records relating to the registration of agency vehicles, including roadworthy inspections and registration renewals. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• registration notice</li> <li>• roadworthy certificates.</li> </ul>	1 year after expiry of registration.	1 September 2016
1317	<p><b>Vehicle bookings</b> Records relating to staff use of agency vehicles. Excludes records required under the <i>Fringe Benefits Tax (FBT) Assessment Act 1986</i>. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• vehicle log books</li> <li>• vehicle booking logs.</li> </ul> <p>See <i>FINANCIAL SERVICES – Taxation</i> for records relating to fringe benefits tax. See <i>LEGAL SERVICES – Infringements</i> for records relating to traffic infringements. See <i>TRANSITORY AND SHORT TERM – Moveable Assets (Allocation, Distribution and Use)</i> for records relating to the allocation, distribution and use of other moveable assets.</p>	1 year after business action completed.	1 September 2016

## COLLECTION MANAGEMENT

*Acquiring, organising and processing the collection of a library and/or information centre, museum, art gallery, theatre etc. Includes those collections that support agency functions and which are not their core business, e.g. school libraries. Also includes the selection, ordering, accessioning, acquisition, cataloguing, index, evaluation of collection material, and preserving of collection material and use of the collection.*

*Excludes agencies where collection management is a core function.*

See [ASSET MANAGEMENT](#) for records relating to the acquisition, maintenance and disposal of hardware, internet services, software and telecommunications equipment.

See COMMON ACTIVITIES:

- [Policy](#)
- [Planning](#)
- [Procedures](#)
- [Risk Management](#)

See EXTERNAL RELATIONS:

- [Donations](#) for records relating to gifts, benefits and bequests
- [Exhibitions](#) for records relating to exhibitions
- [Program and Event Management](#) for records relating to programs and events presented or hosted by a cultural institution or library.

See INFORMATION MANAGEMENT – [Copyright Administration](#) for records relating to copyright.

See [PROPERTY MANAGEMENT](#) for records relating to library, museum, art gallery, theatre, etc. buildings.

See [WORKFORCE MANAGEMENT](#) for records relating to employing staff.

See TRANSITORY AND SHORT TERM:

- [Collections-Control and Management](#) for records relating to the control and management of general collections
- [Moveable Assets Controls and Stocktakes](#) for records relating to collection stocktakes
- [Reference and Lending Services](#) for records relating to services provided by staff
- [Space Management](#) records relating to the assessment and management of storage space.



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>COLLECTION PRESERVATION</b> <i>Preserving, protecting, maintaining, restoring and enhancing collections.</i>			
1063	<p><b>Preventive conservation</b></p> <p>Records relating to preventive conservation activities applied to the whole collection of a library, art gallery, museum or other special collection including:</p> <ul style="list-style-type: none"> <li>• monitoring the condition of the collection</li> <li>• rehousing of items</li> <li>• temperature, pest and humidity control and monitoring</li> <li>• pest control management activities.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• pest inspection reports.</li> </ul> <p>See <i>INFORMATION MANAGEMENT – <a href="#">Preservation</a></i> for records relating to preservation treatments for public records and information resources.</p>	5 years after business action completed.	1 September 2016
<b>CULTURAL COLLECTION MANAGEMENT</b> <i>Managing cultural collections which include museums, art galleries, theatres, archives and rare book collections. Includes libraries that have a dedicated cultural collection (e.g. rare books).</i> <i>Excludes the core business records of the State Library of Queensland and Queensland Museum.</i> <i>See <a href="#">State Library of Queensland Retention and Disposal Schedule</a> (QDAN195) for records relating to the core business records of the State Library of Queensland.</i> <i>See <a href="#">Queensland Museum Retention and Disposal Schedule</a> (QDAN697) for records relating to the core business records created by the Queensland Museum Network.</i>			
1054	<p><b>Cultural collections – development and management</b></p> <p>Records relating to the development and management of cultural collections including:</p> <ul style="list-style-type: none"> <li>• selection and appraisal</li> <li>• acquisition by purchase, donation or transfer</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>accessioning and cataloguing</li> <li>preservation, including any chemical or physical treatments</li> <li>deaccessioning and disposal via sale, transfer, auction, destruction or repatriation.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>selection assessments, appraisals and justifications including statements of significance</li> <li>acquisition details including valuations, purchase details, transfer of ownership papers, permits, donation and bequest documentation, deposit conditions and access conditions</li> <li>catalogues and descriptive information including authority files, classification schemes, thesauri, and finding aids</li> <li>condition and preservation reports</li> <li>deaccessioning and disposal decisions including notifications to owners of items and destruction logs.</li> </ul> <p>See <i>TRANSITORY AND SHORT TERM</i>:</p> <ul style="list-style-type: none"> <li><u><i>Collections-Control and Management</i></u> for records relating to the control and management of general collections</li> <li><u><i>Space Management</i></u> records relating to the assessment and management of storage space.</li> </ul>		
1055	<p><b><i>Loan arrangements</i></b></p> <p>Records relating to the formal loan of collection items to other agencies and the borrowing of items by the agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>facilities report.</li> </ul> <p>See <i>COMMON ACTIVITIES</i> – <u><i>Agreements</i></u> for records relating to loan agreements.</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1056	<p><b><i>Acquisitions not proceeded with</i></b>  Records relating to acquisitions that do not proceed.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• documentation on donations and bequests</li> <li>• research and investigation</li> <li>• decisions not to proceed.</li> </ul>	7 years after business action completed.	1 September 2016
<p><b>GENERAL COLLECTION MANAGEMENT</b>  <i>Managing general collections which may include library collections and/or information centres. Includes the management of artefact replicas. Excludes rare book collections, museum collections and art galleries. Also excludes records relating to the donation of library materials.</i>  See TRANSITORY AND SHORT TERM – <u>Reference and Lending Services</u> for records relating to services provided by staff.</p>			
1060	<p><b><i>Collections – acquisitions and disposals</i></b>  Records relating to the acquisition and disposal of general resources including:</p> <ul style="list-style-type: none"> <li>• selection and acquisition</li> <li>• disposal, including via sale, donation or recycling</li> <li>• acquisitions that do not proceed.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• acquisition orders and subscriptions</li> <li>• disposal justifications and decisions</li> <li>• disposal logs.</li> </ul> <p>See COMMON ACTIVITIES – <u>Agreements</u> for records relating to online subscriptions.  See EXTERNAL RELATIONS – <u>Donations</u> for records relating to the receiving of donations.  See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to payment of invoices.  See TRANSITORY AND SHORT TERM:</p> <ul style="list-style-type: none"> <li>• <u>Collections-Control and Management</u> for records relating to the cataloguing of acquisitions and disposals</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <u>Space Management</u> records relating to the assessment and management of storage space.</li> </ul>		
1280	<p><b>Parent/guardian permissions</b></p> <p>Records relating to parent/guardianship permissions to allow children to borrow library material, use the internet and be responsible for any fines or infringements of copyright. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• parent/guardian permission form.</li> </ul> <p>See TRANSITORY AND SHORT TERM – <u>Reference and Lending Services</u> for records relating to other library services.</p>	When child reaches 18 years of age.	1 September 2016

## EXTERNAL RELATIONS

*Managing relationships with external bodies. Includes the agency's relationship with community groups; Ministers and Members of Parliament and the political processes of government; liaison with bodies carrying out investigations and participating in formal inquiries and investigations such as Royal Commissions, Commissions of Inquiry and inquiries by Parliamentary Committees and the Ombudsman; and relationships with other local, state, Commonwealth or overseas governments. Also includes relationships with professional bodies and industry, the management of customer services, handling reactions to those services, customer consultation and feedback.*

Reference should be made to the [Queensland Cabinet Handbook](#) for guidance in the management, maintenance and disposal of Cabinet records.

See COMMON ACTIVITIES:

- [Advice](#) for records relating to advice provided or received by an agency
- [Agreements](#) for records relating to contracts, joint ventures and public-private partnerships
- [Audit](#) for records relating to planning and conduct of audits
- [Committees](#) for records relating to the appointment of agency representatives to external committees
- [Liaison](#) for records relating to general contact with professional associations, professionals in related fields, other agencies, private sector organisations and community groups
- [Reporting](#) for records relating to a formal response to a situation or request.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>ADDRESSES, PRESENTATIONS OR SPEECHES</b> <i>Addresses, presentations or speeches given at government or community occasions and conferences.</i> See WORKFORCE MANAGEMENT – <a href="#">Training provision</a> for records relating to staff training presentations. See TRANSITORY AND SHORT TERM: <ul style="list-style-type: none"> <li>• <a href="#">Administrative Arrangements</a> for records relating to conducting addresses and applications, approvals and authorisations for employees travelling for work related celebrations</li> <li>• <a href="#">Drafts, Working Notes and Calculations</a> for records relating to draft versions of addresses, presentations or speeches</li> <li>• <a href="#">Routine Communication</a> for records relating to media releases regarding addresses.</li> </ul>			
1065	<b>Addresses, presentations or speeches – significant</b> Records relating to final versions of addresses that: <ul style="list-style-type: none"> <li>• are made by the Premier, portfolio Minister, Mayors, Councillors or senior agency</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>officers at major public or government occasions</p> <ul style="list-style-type: none"> <li>• generate substantial public interest or controversy</li> <li>• are of cultural significance, e.g. Mabo Oration.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• final presentation and speaking notes</li> <li>• invitations</li> <li>• letters of thanks</li> <li>• official photographs of the event</li> <li>• audio or video recordings.</li> </ul>		
1066	<p><b><i>Addresses, presentations or speeches – other</i></b></p> <p>Records relating to final versions of other addresses delivered in the routine promotion of the agency's services or products.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• final speech</li> <li>• notes</li> <li>• invitations</li> <li>• letters of thanks</li> <li>• background research</li> <li>• official photographs of the event</li> <li>• audio or video recordings.</li> </ul>	2 years after business action completed.	1 September 2016
<p><b>CUSTOMER SERVICE</b></p> <p><i>Planning, monitoring and evaluation of services provided to customers by the agency.</i></p> <p>See <b>EXTERNAL RELATIONS</b> – <i><u>Enquiries and Reactions</u></i> for complaints from the public about customer services.</p> <p>See <b>TRANSITORY AND SHORT TERM</b>:</p> <ul style="list-style-type: none"> <li>• <i><u>Contact centre recordings</u></i> for records relating to recording of customer and client calls created/maintained to support the provision of customer services and the monitoring of service standards and quality</li> </ul>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<ul style="list-style-type: none"> <li><i><u>Routine Communication</u> for records relating to the handling of general enquiries concerning services, such as opening hours.</i></li> </ul>			
1067	<p><b>Management of customer services</b></p> <p>Records relating to the development, management and monitoring of specific customer services provided to the public (e.g. managing an enquiry desk, a telephone information service or interpreter service).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>planning</li> <li>surveys of client satisfaction and needs</li> <li>responses</li> <li>reports.</li> </ul> <p><i>See TRANSITORY AND SHORT TERM – <u>Reference and Lending Services</u> for records relating to services provided by libraries, museums, art galleries etc.</i></p>	5 years after business action completed.	1 September 2016
1068	<p><b>Service charters and directives – development</b></p> <p>Records relating to the development of service charters and directives relating to the provision of services to the agency's clients.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>background research</li> <li>draft versions containing significant changes/alterations or formally circulated for comment</li> <li>reports analysing issues and the outcomes of consultation with employees and/or stakeholders.</li> </ul> <p><i>See COMMON ACTIVITIES:</i></p> <ul style="list-style-type: none"> <li><i><u>Policy</u> for records relating to the development of policy</i></li> <li><i><u>Procedures</u> for records relating to the development of procedures, manuals, directives, etc.</i></li> </ul> <p><i>See INFORMATION MANAGEMENT – <u>Production process</u> for records relating to the</i></p>	3 years after superseded.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<i>publication of the service charter.</i>		
<b>DONATIONS</b> <i>Managing items, artefacts or property donated to the agency, or by the agency and/or its staff to charities, etc. Includes managing unsolicited donations. Includes refused gifts, donations and bequests.</i> <i>NOTE: This activity should not be used by agencies where public donations provide major support for core functions. In these instances, coverage should be included in the agency's own core function schedule.</i> <i>See FINANCIAL MANAGEMENT – <a href="#">Asset and money management</a> for records relating to financial transactions involving gifts and benefits.</i>			
1070	<p><b><i>Gifts, donations and bequests – significant</i></b></p> <p>Records relating to gifts, donations or bequests that have been made to or by the agency which are of cultural or historical significance.</p> <p>Includes gifts, donations and bequests that are received as part of fundraising events and activities.</p> <p>Significant gifts, donations and bequests include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander artefacts</li> <li>• limited edition or custom items</li> <li>• rare/significant items from the environment</li> <li>• rare books/documents</li> <li>• gifts reflective to a culture or emblem</li> <li>• memorabilia from major projects/events such as G20 or the Commonwealth Games.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• requests for gifts, donations or bequests</li> <li>• letters of appreciation.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1071	<p><b><i>Gifts, donations and bequests – other</i></b></p> <p>Records relating to all other gifts, donations or bequests that have been made to or by the agency.</p> <p>Includes gifts, donations and bequests that are offered as part of fundraising events and</p>	7 years after business action completed or until terms of the donation/gift have been fulfilled.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>activities and records relating to the refusal of proposed donations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• requests for gifts, donations or bequests</li> <li>• terms of the donation/gift.</li> </ul> <p>See TRANSITORY AND SHORT TERM – <u>Routine Communication</u> for records relating to letters of appreciation.</p>		
<p><b>EXHIBITIONS</b></p> <p><i>Arranging, management or attendance of exhibitions. Includes exhibitions of both cultural and general institutions.</i></p> <p>See <u>COLLECTION MANAGEMENT</u> for records relating to the management of collections.</p> <p>See EXTERNAL RELATIONS:</p> <ul style="list-style-type: none"> <li>• <u>Marketing</u> for records relating to the promotion and advertising of exhibitions</li> <li>• <u>Program and Event Management</u> for records relating to the management or attendance at celebrations, ceremonies, functions, conferences and events.</li> </ul> <p>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to payments made for and ticket sales of exhibitions.</p> <p>See TRANSITORY AND SHORT TERM – <u>Administrative Arrangements</u> for records relating to the organisation of exhibitions.</p>			
1058	<p><b><i>Exhibitions organised by an agency or with input from an agency – significant</i></b></p> <p>Records relating to the management of exhibitions organised by the agency or with input from the agency, which have major significance to the State.</p> <p>Includes records of the planning and development, production and design of the exhibition/display.</p> <p>Significant exhibitions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• those that generates/involves substantial community or public interest, debate or controversy</li> <li>• involves innovative, unique or precedent-setting practices, techniques or methods.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• background research</li> </ul>	<p>Permanent.</p> <p>Transfer to QSA after business action completed.</p>	<p>1 September 2016</p>

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• exhibition briefs and designs</li> <li>• construction records</li> <li>• copies of records, information or research used as part of the exhibition</li> <li>• exhibition catalogues</li> <li>• reports</li> <li>• film, video or photographs.</li> </ul>		
1059	<p><b><i>Exhibitions organised by an agency or with input from an agency – other</i></b></p> <p>Records relating to the management of all other exhibitions organised by the agency or with input from the agency.</p> <p>Includes records of the planning and development, production and design of the exhibition/display.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• background research</li> <li>• exhibition briefs and designs</li> <li>• construction records</li> <li>• copies of records, information or research used as part of the exhibition</li> <li>• exhibition catalogues</li> <li>• reports</li> <li>• film, video or photographs.</li> </ul>	3 years after business action completed.	1 September 2016

## ENQUIRIES AND REACTIONS

*Handling of enquiries and reactions to an agency's core functions, policies or services. Includes correspondence of appreciation, complaints and suggestions from members of the public or clients of the agency. Also includes responding to external surveys.*

*Excludes enquiries received by Ministers and Assistant Ministers from members of the public and private organisations.*

*See the [Office of a Minister of the Crown & Parliamentary Secretaries retention and disposal schedule](#) (QDAN328) for records of enquiries received by Ministers and Assistant Ministers from members of the public and private organisations.*

*See EXTERNAL RELATIONS:*

- [Liaison](#) for records relating to contact with lobbyists

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<ul style="list-style-type: none"> <li><i><u>Inquiries</u> for records relating to any public interest disclosures that are made.</i></li> </ul> <i>See INFORMATION MANAGEMENT – <u>Information Privacy and Access</u> records relating to compliance with the Right to Information Act 2009 and Information Privacy Act 2009.</i>			
1072	<p><b><i>Enquiries, complaints and suggestions – significant</i></b></p> <p>Records relating to the management of enquiries, complaints or suggestions including those that:</p> <ul style="list-style-type: none"> <li>create a precedent</li> <li>lead to major changes of policies and procedures.</li> </ul> <p>Includes Ministerial authorisations (directions, recommendations, approvals).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>statements</li> <li>investigations and responses</li> <li>correspondence.</li> </ul> <p><i>See EXTERNAL RELATIONS – <u>Submissions</u> for records relating to the Ministerial briefings.</i></p>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1073	<p><b><i>Enquiries, complaints and suggestions – investigations or legal significance</i></b></p> <p>Records relating to the management of enquiries, verbal or written threats to employees, complaints, requests for information or suggestions that require investigation and/or a specific response.</p> <p>Includes the provision of detailed information or advice to clients, which may have legal significance.</p> <p>Also includes requests for information from other government agencies that have collecting power under relevant legislation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>correspondence</li> <li>investigations and responses.</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	See <i>INFORMATION MANAGEMENT – <a href="#">Information Privacy and Access</a></i> for records relating to investigations into alleged privacy breaches.		
1074	<p><b>Complaints – routine</b></p> <p>Records relating to the management of complaints that are not significant or do not have policy or legal significance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• complaint forms</li> <li>• responses.</li> </ul> <p>See <i>INFORMATION MANAGEMENT – <a href="#">Information Privacy and Access</a></i> for records relating to requests or access to, or correction of, personal information.</p> <p>See <i>TRANSITORY AND SHORT TERM – <a href="#">Routine Communication</a></i> for routine enquiries and suggestions, including anonymous letters.</p>	2 years after business action completed.	1 September 2016
<p><b>INQUIRIES</b></p> <p><i>Liaison 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, Commissions of Inquiry, Parliamentary and Ombudsman's inquiries, and investigations by the Crime and Corruption Commission and the Queensland Audit Office. Includes the agency's participation in the inquiry through the provision of evidence and implementation of recommendations.</i></p> <p>See the <a href="#">Commissions of Inquiry Retention and Disposal Schedule</a> (QDAN676) for records relating to Commissions of Inquiry.</p>			
1075	<p><b>Inquiries – directly related</b></p> <p>Records relating to an agency's contribution and involvement in an Inquiry or investigation that is directly related to its functions or business.</p> <p>Includes the implementation of any findings or recommendations of the Inquiry.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• agency statements and submissions</li> <li>• final reports and responses</li> <li>• transcripts of oral evidence given by agency officers</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• implementation records</li> <li>• index of records provided as part of a submission</li> <li>• legal advice.</li> </ul> <p>See EXTERNAL RELATIONS – <u>Inquiries-not directly related</u> for records relating to an agency's contribution to an inquiry that is not directly related to their function or business.</p> <p>See LEGAL SERVICES – <u>Litigation and Prosecutions</u> for records relating to discovery orders, summons, subpoenas and warrants.</p> <p>See TRANSITORY AND SHORT TERM – <u>Copies</u> for records provided as part of a submission that may be retained for administrative purposes by the agency.</p>		
1076	<p><b><i>Inquiries – not directly related</i></b></p> <p>Records relating to an agency's contribution and involvement in an Inquiry or investigation not directly related to its functions or business.</p> <p>Includes the implementation of any findings or recommendations of the Inquiry.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• agency statements and submissions</li> <li>• final reports and responses</li> <li>• transcripts of oral evidence given by agency officers</li> <li>• implementation records</li> <li>• index of records provided as part of a submission</li> <li>• legal advice.</li> </ul> <p>See EXTERNAL RELATIONS – <u>Inquiries-directly related</u> for records relating to inquiries that are conducted on an agency's function or business.</p> <p>See LEGAL SERVICES – <u>Litigation and Prosecutions</u> for records relating to discovery orders, summons, subpoenas and warrants.</p> <p>See TRANSITORY AND SHORT TERM – <u>Copies</u> for records provided as part of a submission that may be retained for administrative purposes by the agency.</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1077	<p><b>Public interest disclosures – substantiated</b></p> <p>Records relating to substantiated public interest disclosure (PID) investigations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>names of any people who witnessed the wrongdoing or who may be able to verify the allegations or events</li> <li>correspondence or other supporting documents</li> <li>a diary of events and conversations, or file notes</li> <li>dates and times when the wrongdoing occurred</li> <li>investigation reports.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <a href="#">Enquiries and Reactions</a></i> for records relating to disclosers that lodge a complaint against a PID decision.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1078	<p><b>Public interest disclosures – unsubstantiated</b></p> <p>Records relating to unsubstantiated public interest disclosures (PID) investigations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>names of any people who witnessed the wrongdoing or who may be able to verify the allegations or events</li> <li>correspondence or other supporting documents</li> <li>diaries of events and conversations, or file notes</li> <li>dates and times when the wrongdoing occurred</li> <li>investigation reports.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <a href="#">Enquiries and Reactions</a></i> for records relating to disclosers that lodge a complaint against a PID decision.</p>	10 years after business action completed.	1 September 2016
1079	<p><b>Public interest disclosures – no action required</b></p> <p>Records relating to public interest disclosures (PID) that do not warrant an investigation by the agency as outlined in section 30 of the <i>Public Interest Disclosure Act 2010</i>.</p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	Records may include, but are not limited to: <ul style="list-style-type: none"> <li>names of any people who witnessed the wrongdoing or who may be able to verify the allegations or events</li> <li>correspondence or other supporting documents</li> <li>diaries of events and conversations, or file notes</li> <li>dates and times when the wrongdoing occurred.</li> </ul>		
1759	<b><i>Investigation records deemed irrelevant</i></b> Records gathered during an inquiry or public interest disclosure (PID) investigation which are subsequently deemed irrelevant. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>documentary evidence that is irrelevant to the allegation or the broader investigation</li> <li>background research.</li> </ul>	Until the investigation is finalised and the conclusion of any subsequent appeals or legal action.	26 April 2017
1080	<b><i>Judicial reviews</i></b> Records relating to judicial reviews of administrative decisions made by an agency. Excludes the official records held by the Supreme Court. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>application for a statutory order of review</li> <li>statements of reasons</li> <li>applications for review</li> <li>report of review.</li> </ul>	7 years after business action completed.	1 September 2016
<b>LIAISON</b> <i>Managing general contact between the agency and lobbyists.</i> <i>See COMMON ACTIVITIES – <a href="#">Liaison</a> for records relating to general contact with other entities.</i>			
1081	<b><i>Contact with lobbyists</i></b> Records relating to the contact between the agency and registered lobbyists as defined under	10 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>s.42 of the <i>Integrity Act 2009</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records of telephone, email or written contact</li> <li>• meeting reports</li> <li>• entries in a contact with lobbyist register.</li> </ul>		
<p><b>MARKETING</b></p> <p><i>Marketing of the agency and its business, services and products.</i></p> <p>See <b>COMMON ACTIVITIES</b>:</p> <ul style="list-style-type: none"> <li>• <u>Agreements</u> for records relating to the establishment, negotiation, maintenance and review of sponsorship agreements and agreements regarding the use of corporate logos and media releases issued by the agency</li> <li>• <u>Liaison</u> for records relating to stakeholder engagement.</li> </ul> <p>See <b>EXTERNAL RELATIONS</b>:</p> <ul style="list-style-type: none"> <li>• <u>Donations</u> for records relating to donations or bequests of items, artefacts or property donated to the agency</li> <li>• <u>Media Relations</u> for records relating to media releases</li> <li>• <u>Program and Event Management</u> for records relating to functions organised to launch a service, product or program, etc. and for published programs for events.</li> </ul> <p>See <b>FINANCIAL MANAGEMENT</b> – <u>Asset and money management</u> for records relating to financial transactions of exhibition payments.</p> <p>See <b>INFORMATION MANAGEMENT</b> – <u>Production process</u> for records relating to the production and distribution process.</p>			
1082	<p><b>Marketing campaigns – significant</b></p> <p>Records relating to the planning and management of major marketing campaigns developed to promote significant agency achievements, activities or events.</p> <p>Significant marketing campaigns include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• marking major anniversaries</li> <li>• opening of landmark structures and/or buildings</li> <li>• launch of innovative or new programs (e.g. health, tourism, public safety, etc.)</li> <li>• major agency occasions</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>those which generate substantial public interest and debate.</li> </ul> Records may include, but are not limited to: <ul style="list-style-type: none"> <li>marketing plans</li> <li>publicity records regarding campaigns/advertising including brochures, flyers and posters</li> <li>promotional photographs, films and social media posts</li> <li>market research.</li> </ul>		
1083	<p><b>Marketing campaigns – other</b></p> Records relating to the planning and management of routine marketing campaigns to raise publicity for events or services organised by the agency. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>marketing plans</li> <li>publicity records regarding campaigns/advertising including brochures, flyers and posters</li> <li>promotional photographs and negatives, films and social media posts</li> <li>market research.</li> </ul>	5 years after business action completed.	1 September 2016
<p><b>MEDIA RELATIONS</b></p> <p><i>Preparing and issuing media releases.</i></p> <p><i>Excludes media statements maintained on the Ministerial Media Statements website.</i></p> <p><i>See TRANSITORY AND SHORT TERM:</i></p> <ul style="list-style-type: none"> <li><i><u>Administrative Arrangements</u> for records relating to liaising with the media</i></li> <li><i><u>Routine Communication</u> for records relating to social media posts that require no further action.</i></li> </ul>			
1084	<p><b>Master set of agency media releases</b></p> Master set of media releases issued by the agency and approved by the Chief Executive Officer or agency head (e.g. Commissioner, Mayor, etc.). Excludes media releases which have been retained as part of the Department of the Premier and Cabinet's ministerial media statements solution.	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p><b>PROGRAM AND EVENT MANAGEMENT</b></p> <p><i>Arranging, managing or attending celebrations, ceremonies, receptions, education programs, functions, conferences and events. Includes attendance at events and programs organised by another agency or organisation.</i></p> <p><i>See COMMON ACTIVITIES – <u>Compensation</u> for records relating to claims lodged due to an incident at an agency event.</i></p> <p><i>See EXTERNAL RELATIONS – <u>Exhibitions</u> for records relating to exhibitions organised by or which have input by the agency.</i></p> <p><i>See FINANCIAL MANAGEMENT – <u>Grant Funding and Sponsorships</u> for records relating to sponsorships.</i></p> <p><i>See TRANSITORY AND SHORT TERM – <u>Administrative Arrangements</u> for records relating to managing programs and events.</i></p>			
1085	<p><b><i>Programs and events – significant</i></b></p> <p>Records relating to programs and events which are organised by the agency, or with input from the agency, and are of major importance to the agency, broader community or the State.</p> <p>Significant programs and events include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• major anniversaries of significant structures or events</li> <li>• opening of landmark structures and/or buildings</li> <li>• launch of innovative or new programs</li> <li>• historically significant agency conferences</li> <li>• international sporting events.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• programs</li> <li>• guest lists</li> <li>• invitations</li> <li>• official photographs of the event</li> <li>• reports.</li> </ul> <p><i>See COMMON ACTIVITIES – <u>Agreements</u> for records relating to contracts entered into to present a program or event.</i></p> <p><i>See EXTERNAL RELATIONS – <u>Addresses, presentations or speeches-significant</u> for records relating to presentations given.</i></p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1086	<p><b><i>Programs and events – other</i></b></p> <p>Records relating to all other programs and events which are organised by the agency, or with input from the agency, and external conferences.</p> <p>Includes education programs and resources aimed at increasing the understanding of agency activities.</p> <p>Programs and events include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• end of year celebrations</li> <li>• receptions</li> <li>• openings</li> <li>• education programs.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• programs</li> <li>• guest lists</li> <li>• school booking forms</li> <li>• invitations</li> <li>• official photographs of the event</li> <li>• reports</li> <li>• winning raffle ticket stubs.</li> </ul> <p>See COMMON ACTIVITIES – <u>Agreements</u> for records relating to contracts entered into to present a program or event.</p> <p>See EXTERNAL RELATIONS – <u>Addresses, presentations or speeches-other</u> for records relating to presentations given.</p> <p>See LEGAL SERVICES – <u>Litigation and Prosecutions</u> for records relating to incidents that involve minors.</p> <p>See TRANSITORY AND SHORT TERM:</p> <ul style="list-style-type: none"> <li>• <u>Administrative Arrangements</u> for non-winning raffle ticket stubs</li> </ul>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li><i><u>Routine Communication</u> for marketing materials.</i></li> </ul>		
1088	<p><b><i>Honours, awards and prizes – significant</i></b>  Records relating to significant honours, awards and prizes successfully received, or distributed, by the agency.  Significant honours, awards and prizes may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>those of State, Government or agency significance, e.g. that recognise the agency's leadership in a particular field of endeavour such as architecture</li> <li>substantial honours or awards conferred on the agency for distinction or notable achievement</li> <li>substantial honours or awards presented by the agency.</li> </ul> <p>Excludes internal honours, awards and prizes presented to individuals and teams.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>certificates of awards</li> <li>nominations</li> <li>registers</li> <li>correspondence concerning receipt of awards and presentation ceremonies.</li> </ul> <p><i>See FINANCIAL MANAGEMENT – <u>Grant Funding and Sponsorships</u> for financial records relating to monies involved with any awards or prizes.</i>  <i>See WORKFORCE MANAGEMENT – <u>Employee awards, honours and prizes</u> for records relating to awards, honours and prizes received for individuals and teams.</i></p>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1089	<p><b><i>Honours, awards and prizes – other</i></b>  Records relating to all other honours, awards and prizes successfully received, or distributed, by the agency.  Includes unsuccessful submissions for honours, awards and prizes.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>certificate of awards</li> </ul>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• nominations</li> <li>• registers</li> <li>• correspondence concerning receipt of awards and presentation ceremonies.</li> </ul> <p>See FINANCIAL MANAGEMENT – <u>Grant Funding and Sponsorships</u> for financial records relating to monies involved with any awards or prizes.</p> <p>See WORKFORCE MANAGEMENT – <u>Employee awards, honours and prizes</u> for records relating to awards, honours and prizes received for individuals and teams.</p>		
<b>SUBMISSIONS</b> <i>Preparing submissions 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, to gain support.</i>			
1090	<p><b>Ministerial briefings – significant</b></p> <p>Records relating to Ministerial briefings on significant issues including those that:</p> <ul style="list-style-type: none"> <li>• generate substantial public interest and debate</li> <li>• set government policy direction or make changes to an agency</li> <li>• cover whole-of-government policy or procedures.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• background research</li> <li>• consultation records</li> <li>• draft and final versions of briefings/briefing notes/submissions</li> <li>• ministerial speech notes</li> <li>• responses to ministerial enquiries.</li> </ul> <p>See EXTERNAL RELATIONS – <u>Enquiries and Reactions</u> for records relating to enquiries from members of the public directed to the Minister where information is provided by an agency to formulate the response.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1091	<p><b>Ministerial briefings – other</b></p> <p>Records relating to Ministerial briefings of a routine nature (e.g. approvals for interstate travel or conference attendance).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• background research</li> <li>• consultation records</li> <li>• draft and final versions of briefings/briefing notes/submissions</li> <li>• ministerial speech notes</li> <li>• responses to ministerial enquiries.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <a href="#">Enquiries and Reactions</a></i> for records relating to enquiries from members of the public directed to the Minister where information is provided by an agency to formulate the response.</p>	8 years after business action completed.	1 September 2016
1092	<p><b>Submissions – development and drafting</b></p> <p>Records relating to the development and drafting of submissions to the Federal Government and Queensland Cabinet.</p> <p>Excludes any records which must be returned to the Cabinet Secretariat in accordance with the <i>Queensland Cabinet Handbook</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• approval drafts</li> <li>• comments and input from other Queensland Government bodies</li> <li>• draft and final submissions</li> <li>• related correspondence</li> <li>• supporting research documentation.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <a href="#">Enquiries and Reactions</a></i> for records relating to agency input into another agency's submissions or briefings.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1093	<p><b>Executive Council Minutes – approved prior to 2010</b></p> <p>Executive Council Minutes (approved prior to 2010) returned to an agency for implementation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• explanatory memorandum</li> <li>• supporting documentation.</li> </ul> <p>See <i>EXTERNAL RELATIONS – Submissions-development and drafting</i> for records relating to cabinet submissions that are included with an Executive Council Minute.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1094	<p><b>Executive Council Minutes – approved from 2010 onwards</b></p> <p>Executive Council Minutes (approved from 2010 onwards) returned to an agency for implementation.</p> <p>Excludes final approved minutes of the Executive Council held by the Department of the Premier and Cabinet.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• explanatory memorandum</li> <li>• supporting documentation.</li> </ul> <p>See <i>EXTERNAL RELATIONS – Submissions-development and drafting</i> for records relating to cabinet submissions that are included with an Executive Council Minute.</p>	8 years after business action completed.	1 September 2016

## VISITS

Arranging visits to or by other organisations, important dignitaries, the public and students to the agency, with a view to inform, educate or promote the services, operation and role of the agency. Includes arranging visits by staff to other agencies, organisations, etc.

See the *Office of a Minister of the Crown & Parliamentary Secretaries Retention and Disposal Schedule* (QDAN328) for records of visits held by Ministers or Assistant Ministers.

See *EXTERNAL RELATIONS*:

- *Addresses, Presentations or Speeches* for records relating to addresses made by agency representatives on visits to other organisations
- *Donations* for records regarding the receiving or presenting of gifts and benefits for official visits.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>See <i>PROPERTY MANAGEMENT</i> – <u>Property access controls</u> for records relating to security arrangements made for visits to the agency.</b>			
1095	<p><b>Visits – official major delegations</b></p> <p>Records relating to the coordination and arrangement of official visits made to and by important dignitaries or official major delegations to the agency.</p> <p>Significant visits may include, but are not limited to visits by the:</p> <ul style="list-style-type: none"> <li>• Heads of State</li> <li>• Chief Executive Officer/President of a multinational company</li> <li>• International aid organisation delegations</li> <li>• Governor</li> <li>• Premier</li> <li>• Mayor</li> <li>• Councillors.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• final itineraries</li> <li>• official visit program booklets</li> <li>• visitor books</li> <li>• correspondence with stakeholders, including office of dignitary, Queensland Police, etc.</li> <li>• VIP biographical data and related research notes</li> <li>• security coordination file notes</li> <li>• funding details.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1096	<p><b>Visits – other</b></p> <p>Records relating to the coordination and arrangement of visits made to and by the agency employees to other organisations and visits from members of the public and other organisations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• final itineraries</li> </ul>	3 years after business action completed.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"><li>• visit program booklets</li><li>• visitor books</li><li>• visit reports.</li></ul>		

## FINANCIAL MANAGEMENT

*Managing an agency's financial resources.*

See **COMMON ACTIVITIES** – [Risk assessment and mitigation](#) for records relating to the identification and assessment of financial risks.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>ACCOUNTING</b> <i>Collecting, recording, classifying, summarising and analysing of information on financial transactions to provide the financial position of the agency.</i>			
1097	<p><b><i>Accounts – banking, loans and investments</i></b></p> <p>Records relating to the establishment and ongoing management of accounts for general banking, loans and investments.</p> <p>Includes records documenting the closure of the accounts.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• applications</li> <li>• approvals.</li> </ul> <p>See <b>FINANCIAL MANAGEMENT</b> – <a href="#">Asset and money management</a> for records relating to account transactions.</p>	7 years after account closed.	1 September 2016
1098	<p><b><i>Financial records of Government Owned Corporations</i></b></p> <p>Financial records of Government Owned Corporations retained in accordance with s.286 of the <i>Corporations Act 2001</i> (Cwlth) that:</p> <ul style="list-style-type: none"> <li>• correctly document and explain the transactions, financial position and performance of the Government Owned Corporation</li> <li>• would enable true and fair financial statements to be prepared and audited.</li> </ul>	7 years after the transactions covered by the records are completed.	1 September 2016
1099	<p><b><i>Asset and money management</i></b></p> <p>Records relating to the payment or receipt of money and the financial management of the agency's assets.</p> <p>Includes records, which document the agency's financial and bank transactions, as well as the management of trusts.</p>	7 years after the financial year to which the records relate.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• accounting – cash books, ledgers, journals, bank statements, reconciliations, receipt and revenue records, requisition/purchase orders</li> <li>• annual and periodic financial statements including: <ul style="list-style-type: none"> <li>○ certified financial statements prepared for abolished agencies in accordance with s.47 and s.48 of the Financial and Performance Management Standard 2009</li> <li>○ certified financial statements prepared for newly formed agencies in accordance with s.44 of the Financial and Performance Management Standard 2009.</li> </ul> </li> <li>• asset/equity management – approvals, asset identification, depreciation, evaluation, losses and write-offs, revaluations, transfers, valuations and verifications</li> <li>• banking activities – banking accounts, investment and dividend statements, deposit/withdrawal records, electronic funds transfer (EFT) and international money transfers (IMT) transaction records</li> <li>• contingent assets and liabilities – quarterly reports</li> <li>• credit card usage, including special purpose facilities such as fuel cards and purchase cards – credit card applications, arrangements (e.g. credit limits, payment terms, benefits, security, etc.) and statements</li> <li>• debts, overpayments and material losses – includes debt recovery and write-offs</li> <li>• donations – approvals, notifications, terms &amp; conditions</li> <li>• fundraising – winning raffle tickets</li> <li>• non-cash business benefits received by agency staff (e.g. frequent flyer points) – applications and statements</li> <li>• payment records – includes invoices, cheques and special payments such as ex gratia payments, extra-contractual payments, out of court settlements, court ordered damages and payments requiring Governor-in-Council approval</li> <li>• user fee setting – approvals, schedule of fees</li> <li>• receipt of royalty payments</li> <li>• trust management</li> </ul>		

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>rewards, e.g. reporting vandalism committed on or to agency property</li> <li>client authorisations to conduct financial transactions on behalf of clients, e.g. credit card/direct debit authorisations, includes amendments.</li> </ul> <p>See COMMON ACTIVITIES – <u>Audit</u> for records relating to financial audits.</p> <p>See EXTERNAL RELATIONS – <u>Donations</u> for records relating to the non-financial management of gifts and bequests.</p> <p>See LEGAL SERVICES – <u>Intellectual Property Administration</u> for records relating to management of patents, trademarks and designs.</p>		
1100	<p><b>Taxation</b></p> <p>Records relating to taxation matters of the agency.</p> <p>Excludes records of Government Owned Corporations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>business activity statements (BAS)</li> <li>certificates (includes electronic interface certificates)</li> <li>correspondence with Australian Tax Office (ATO) and Treasury</li> <li>exemptions</li> <li>external tax advice</li> <li>fringe benefits tax (FBT) records</li> <li>goods and services tax (GST) records</li> <li>payroll tax records</li> <li>tax payment records (including Pay as You Go (PAYG) withholding tax).</li> </ul> <p>See ASSET MANAGEMENT – <u>Vehicle bookings</u> for records relating to agency vehicle use by employees.</p> <p>See FINANCIAL MANAGEMENT:</p> <ul style="list-style-type: none"> <li><u>Financial records of Government Owned Corporations</u></li> </ul>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <u>Asset and money management</u> for records relating to the payment of salaries</li> <li>• <u>Salary and wage supporting documentation</u> for records relating to employee taxation records.</li> </ul>		
1101	<p><b>Accountable forms</b></p> <p>Records relating to the management of accountable forms including vouchers, cheques, money forms, etc.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• acquisition orders</li> <li>• cab charge vouchers</li> <li>• issue receipts.</li> </ul> <p>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to the processing of financial forms.</p> <p>See TRANSITORY AND SHORT TERM – <u>Administrative Arrangements</u> for disposal of surplus accountable forms including blank and obsolete forms.</p>	3 years after the financial year to which the records relate.	1 September 2016
<b>AUTHORISATION</b> <i>Authorisation or permission to perform certain actions.</i>			
1105	<p><b>Statutory body financial approvals</b></p> <p>Records relating to applications submitted by statutory bodies, including local governments, to the Treasurer for approval to exercise a power under the <i>Statutory Bodies Financial Arrangements Act 1982</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• applications</li> <li>• approvals</li> <li>• supporting documentation.</li> </ul> <p>See FINANCIAL MANAGEMENT:</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <u>Asset and money management</u> for records relating to payments that require special approval</li> <li>• <u>Budget records</u> for records relating to budget-related approvals.</li> </ul>		
<b>BUDGETING</b> <i>Managing the income and expenditure over a specified period.</i> <i>Excludes state budget and fiscal management records held by Queensland Treasury.</i>			
1106	<p><b>Budget</b></p> <p>Records relating to the development and approval of the agency's operating budget. Includes estimates, requests and allocations prepared for external approval by the relevant Minister, governing department, Council or Committee.</p> <p>Also includes records relating to the allocation of funds, including restrictions and variations, to individual agency units following budget requests.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• approvals</li> <li>• briefings</li> <li>• budget statements</li> <li>• calculations and costings</li> <li>• forecasts</li> <li>• submissions</li> <li>• working papers.</li> </ul> <p>See FINANCIAL MANAGEMENT – <u>Authorisations</u> for records relating to statutory body financial approvals.</p>	7 years after the financial year to which the records relate.	1 September 2016
1107	<p><b>Budget progress</b></p> <p>Records relating to the spending progress or revenue collection against allocations within the budget estimates.</p> <p>Records may include, but are not limited to:</p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>progress reports</li> <li>working papers.</li> </ul>		
<b>FUNDS MANAGEMENT</b> <i>Managing the funds of an agency in an efficient and economical manner. Includes investments and loans.</i> <i>See FINANCIAL MANAGEMENT:</i> <ul style="list-style-type: none"> <li><u>Accounts-banking, loans and investments</u> for records relating to the establishment of loans and investment accounts</li> <li><u>Asset and money management</u> for records relating to the management of trusts.</li> </ul>			
1110	<b>Trusts – establishment</b> Records relating to the establishment of trusts. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>general correspondence relating to the establishment of the trust</li> <li>instrument/deed of trust</li> <li>valuations.</li> </ul>	7 years after the disbursement of all assets/funds.	1 September 2016
1112	<b>Loans, investments and trusts that do not proceed</b> Records relating to loans, investments and trusts that do not proceed. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>proposals.</li> </ul>	2 years after business action completed.	1 September 2016
<b>GRANT FUNDING AND SPONSORSHIPS</b> <i>Managing the grants funding processes where the agency either receives or administers grants and sponsorships.</i> <i>Excludes grants, subsidies or sponsorships that are the core business of your agency.</i> <i>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to the receipt or payment of money.</i>			
1113	<b>Grant funds, subsidies and sponsorships – successful</b> Records relating to the receipt and distribution of grant funds, subsidies and sponsorships successfully received, or distributed, by the agency. Includes successful applications following an appeal or review of the original decision.	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• agreements</li> <li>• approvals</li> <li>• appeal or review application</li> <li>• notifications</li> <li>• progress reports</li> <li>• successful applications.</li> </ul>		
1114	<p><b><i>Grant funds, subsidies and sponsorships – unsuccessful</i></b></p> <p>Records relating to unsuccessful applications for grant funding, subsidies or sponsorships submitted or to be received by the agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• appeal or review application</li> <li>• unsuccessful confirmations.</li> </ul>	2 years after business action completed.	1 September 2016
<b>PAYROLL</b> <i>Managing wages and salaries of employees.</i>			
1251	<p><b><i>Payroll authorisations</i></b></p> <p>Records relating to employee authorisations to deduct or amend wage and salary payments.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• authorisation amendments</li> <li>• payroll deduction authorisations</li> <li>• requests to distribute salary or wages to financial institutions</li> <li>• salary sacrifice authorisations</li> <li>• superannuation contribution authorisations.</li> </ul>	7 years after authorisation superseded or cancelled.	1 September 2016
1252	<p><b><i>Salary and wage records</i></b></p> <p>Records that document the payment of salaries and wages to employees.</p>	6 years after the financial year to which the records relate.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• claims forms for allowances and overtime</li> <li>• employer superannuation contribution records</li> <li>• overpayment and recovery records</li> <li>• pay histories</li> <li>• payroll adjustments</li> <li>• records of financial assistance provided to employees, e.g. Study and Research Assistance Scheme (SARAS)</li> <li>• salary advice, alterations and variations</li> <li>• unpaid salary sheets.</li> </ul> <p>See <i>FINANCIAL MANAGEMENT – <u>Asset and money management</u></i> for records of financial transactions of salaries and wages payments.</p> <p>See <i>WORKFORCE MANAGEMENT – <u>Employment History</u></i> for records relating to superannuation contribution summaries.</p>		
1253	<p><b><i>Salary and wage supporting documentation</i></b></p> <p>Records that support the payment of wages and salaries to employees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• payment summaries, e.g. group certificates</li> <li>• payroll distribution records</li> <li>• records used to process and update payroll system information</li> <li>• requests for information</li> <li>• tax file number declarations.</li> </ul> <p>See <i>FINANCIAL MANAGEMENT – <u>Taxation</u></i> for records relating to taxation matters.</p>	2 years after business action completed.	1 September 2016
<p><b>REGISTRATION</b></p> <p><i>The process of becoming registered to perform a function or activity.</i></p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1116	<p><b>Financial registration</b></p> <p>Records relating to the agency's compliance with financial registration requirements. Includes records relating to registration changes and de-registration.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• ASTRAC</li> <li>• Australian business number (ABN)</li> <li>• Australian company number (ACN)</li> <li>• data universal numbering system number (DUNS)</li> <li>• tax file number (TFN).</li> </ul>	7 years after registration lapses or is superseded.	1 September 2016
<p><b>SUPERANNUATION FUND MANAGEMENT</b></p> <p><i>Managing superannuation funds subject to regulation under the terms of the Superannuation Industry (Supervision) Act 1993 (Cwlth) where an agency has self-funded superannuation but this is not the core business of the agency.</i></p> <p><i>Excludes designated super funds.</i></p> <p>See COMMON ACTIVITIES:</p> <ul style="list-style-type: none"> <li>• <u>Agreements</u> for records relating to negotiation and management of agreements with fund trustees for the management of the superannuation fund</li> <li>• <u>Audit</u> for records relating to audits of the superannuation fund.</li> </ul>			
1117	<p><b>Superannuation fund establishment</b></p> <p>Records relating to the establishment of a superannuation fund.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• deed of covenant.</li> </ul>	7 years after superannuation fund ceases.	1 September 2016
1118	<p><b>Appointment of trustees</b></p> <p>Records relating to the appointment or changes to the appointment of trustees of a superannuation fund.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• appointment records</li> </ul>	10 years after appointment ceases.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>cessation records</li> <li>terms of appointment.</li> </ul>		
1119	<p><b>Superannuation committees</b></p> <p>Records of proceedings of superannuation trustee committees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>minutes of trustee meetings</li> <li>statements</li> <li>member/beneficiary reports of the superannuation fund.</li> </ul>	10 years after business action completed.	1 September 2016
<p><b>LEGACY FINANCIAL RECORDS</b></p> <p><i>Covers legacy records created under the repealed Financial Management Standard 1997 (this was repealed by the Financial Management and Performance Standard 2009).</i></p> <p>See INFORMATION MANAGEMENT:</p> <ul style="list-style-type: none"> <li><u>Control</u> where this register forms part of the master control record</li> <li><u>Record destruction documentation</u> for records relating to the disposal of public records in accordance with Information Standard 31: Retention and disposal of public records.</li> </ul>			
1108	<p><b>Register of destroyed financial information</b></p> <p>Register of destroyed financial information kept in accordance with s.57 of the repealed Financial Management Standard 1997.</p>	7 years after business action completed.	1 September 2016
1109	<p><b>Register of reproduced financial information</b></p> <p>Register of financial information reproduced in another form maintained under s.57 of the repealed Financial Management Standard 1997.</p>	3 years after business action completed.	1 September 2016

## GOVERNING BODIES

*Managing and administering governing bodies, such as boards, trusts, and councils that oversee or provide a framework for the direction and control of an agency.*

*Excludes records relating to cross-border governing bodies, local government councils and the nomination and appointment of candidates to boards and statutory bodies managed by the Department of the Premier and Cabinet and/or Ministerial Offices.*

See **COMMON ACTIVITIES**:

- Audit for records relating to audits that are carried out on governing bodies
- Authorisations for records relating to the management of delegations
- Committees for records relating to the management of non-governing body (e.g. advisory or standing) committees
- Reporting for records relating to statutory reporting required by governing bodies.

See **EXTERNAL RELATIONS** – Enquiries and Reactions for records relating to Ministerial directions and complaints handling.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>BOARD MANAGEMENT</b> <i>Managing the composition and operations of a governing body. Includes the nomination, appointment and separation of members and the determination of remuneration fees.</i>			
1279	<p><b>Governing body appointments and separations - not managed by the Department of the Premier and Cabinet</b></p> <p>Records relating to the appointment and separation of members to governing bodies, where this process is not managed by the Department of the Premier and Cabinet.</p> <p>Includes staff successfully elected to governing bodies and disclosures of pecuniary interests.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• appointment nominations</li> <li>• letters of appointment, resignation, retirement, redundancy or termination</li> <li>• instruments of appointment</li> <li>• terms and condition of appointment</li> <li>• leave history</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• signed codes of conduct</li> <li>• conflict of interest registers</li> <li>• registers of related party transactions</li> <li>• registration of personal interests form</li> <li>• notification of appointment to regulatory bodies</li> <li>• separation notice</li> <li>• gazettal notices</li> <li>• reporting.</li> </ul> <p>See <i>WORKFORCE MANAGEMENT – <u>Employment screening</u></i> for records relating to criminal history checks.</p>		
1120	<p><b>Governing body appointments and separations - other</b></p> <p>Records relating to all other appointment and separation of members to governing bodies including those where the Department of the Premier and Cabinet manages the appointments and separations process.</p> <p>Includes staff successfully elected to governing bodies and disclosures of pecuniary interests.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• appointment nominations</li> <li>• letters of appointment, resignation, retirement, redundancy or termination</li> <li>• instruments of appointment</li> <li>• terms and condition of appointment</li> <li>• leave history</li> <li>• signed codes of conduct</li> <li>• induction checklist</li> <li>• conflict of interest registers</li> <li>• registers of related party transactions</li> </ul>	80 years from date of birth or 7 years from date of separation, whichever is later.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• registration of personal interests form</li> <li>• notification of appointment to regulatory bodies</li> <li>• separation notice</li> <li>• gazettal notices</li> <li>• reporting.</li> </ul> <p>See <i>WORKFORCE MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <u>Employment screening</u> for records relating to criminal history checks</li> <li>• <u>Employee service history</u> records relating to employees that are appointed to a governing body.</li> </ul>		
1121	<p><b>Fees and allowances</b></p> <p>Records relating to the determination and approval of payment of members of governing bodies as remuneration for the performance of their duties.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• list of scheduled members fees and approvals</li> <li>• special remuneration packaging arrangements</li> <li>• negotiation of remuneration</li> <li>• performance evaluations by the Minister or other relevant authority.</li> </ul> <p>See <i>FINANCIAL MANAGEMENT</i> – <u>Asset and money management</u> for records relating to payment of fees and allowances.</p> <p>See <i>TRANSITORY AND SHORT TERM</i> – <u>Administrative Arrangements</u> for records relating to allocation or reimbursement of fees and allowances.</p>	7 years after separation of member from governing body.	1 September 2016
1266	<p><b>Unsuccessful nominations</b></p> <p>Records relating to nominees that are not appointed to a governing body.</p> <p>Includes unsuccessful staff nominees.</p> <p>Records may include, but are not limited to:</p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• nomination</li> <li>• letter of unsuccessful appointment.</li> </ul>		
1278	<p><b>Staff elections</b></p> <p>Records relating to the election of staff to governing bodies.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• ballot papers</li> <li>• notices</li> <li>• results</li> <li>• tally sheets</li> <li>• rolls.</li> </ul> <p><i>See GOVERNING BODIES – <u>Appointments and separations (other)</u> and <u>Unsuccessful nominations</u> for records relating to individual staff results.</i></p>	1 year after declaration of election result.	1 September 2016
<p><b>STATUTORY POWERS</b></p> <p><i>Activities involved in carrying out a statutory power vested in a governing body under relevant legislation.</i></p>			
1122	<p><b>Governing bodies – establishment, alteration and operation</b></p> <p>Records relating to the establishment, alteration, and operation of governing bodies. Includes formal instruments of authority establishing the governing body and records of meetings.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records establishing the governing body</li> <li>• agenda and minutes</li> <li>• supporting documentation – advice, briefing papers, submissions and reports</li> <li>• recommendations and resolutions</li> <li>• correspondence arising from business discussed or resolutions passed</li> <li>• agency decisions referred to the governing body for review.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>See <i>LEGAL SERVICES</i>:</p> <ul style="list-style-type: none"> <li>• <u>Legal Advice</u> for records relating to legal advice from internal or external legal providers</li> <li>• <u>Litigation and Prosecutions</u> for records relating to prosecution of the governing body for breaches of compliance requirements.</li> </ul> <p>See <i>TRANSITORY AND SHORT TERM</i> – <u>Administration Arrangements</u> for records relating to organisation for meetings.</p>		



## INDUSTRIAL RELATIONS

*Establishing formal relations with the agency's employees and their representatives to achieve a harmonious workplace. Includes negotiations conducted to obtain determinations, agreements or awards, industrial disputes settled within the agency or by an external arbiter and reports of industrial relations within the agency.*

See **COMMON ACTIVITIES**:

- Agreements for records relating to significant workplace agreements and awards
- Meetings for records relating to meetings with unions and employee representative groups for industrial relation matters.

See LEGAL SERVICES for records relating to infringements, legal advice received by the agency regarding appeals and disputes, and worker's compensation.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>APPEALS</b> <i>The process of appealing against decisions by application to a higher authority on industrial relations issues.</i>			
1123	<p><b>Appeals – significant</b></p> <p>Records relating to significant appeals made to an external industrial relations arbitration body, e.g. the Queensland Industrial Relations Commission or the Industrial Court of Queensland, against a decision or order where the outcome:</p> <ul style="list-style-type: none"> <li>• impacts on the provision of services to a large extent</li> <li>• impacts on a particular sector or whole-of-government</li> <li>• sets a precedent</li> <li>• results in innovative or significant changes to working conditions.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• decisions</li> <li>• notices</li> <li>• orders</li> <li>• submissions.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1124	<p><b>Appeals – other</b></p> <p>Records relating to other appeals made to an external industrial relations arbitration body,</p>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>e.g. the Queensland Industrial Relations Commission or the Industrial Court of Queensland, against a decision or order.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• decisions</li> <li>• notices</li> <li>• orders</li> <li>• submissions.</li> </ul>		
<b>CLAIMS</b> <i>A legal demand or assertion by a claimant for compensation, payment or reimbursement for a loss under a contract or an injury due to negligence.</i> <i>See COMMON ACTIVITIES – <u>Compensation</u> for records relating to non-industrial relations claims.</i>			
1125	<p><b><i>Pay and working conditions claims</i></b></p> <p>Records relating to claims for pay and working conditions involving the agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• complaint forms.</li> </ul> <p><i>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to any payments made for successful claims.</i></p>	7 years after business action completed.	1 September 2016
<b>DISPUTES</b> <i>The resolution of disputes relating to dissatisfaction about a work situation.</i>			
1126	<p><b><i>Industrial disputes – significant</i></b></p> <p>Records relating to industrial disputes of a significant nature include, but are not limited to, those that:</p> <ul style="list-style-type: none"> <li>• involve the agency as a key party to the negotiations or resolution of the dispute</li> <li>• impact on the provision of services to a large extent</li> <li>• impact on a particular sector or whole-of-government</li> <li>• set a precedent</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• result in innovative or significant changes to working conditions.</li> </ul> Records may include, but are not limited to: <ul style="list-style-type: none"> <li>• notifications to the Minister</li> <li>• records of liaison/communication between parties</li> <li>• records of refusal to attend or perform work</li> <li>• reports.</li> </ul>		
1127	<p><b>Industrial disputes – other</b></p> Records relating to other industrial disputes. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>• notifications to the Minister</li> <li>• records of liaison/communication between parties</li> <li>• records of refusal to attend or perform work</li> <li>• reports</li> <li>• statistical returns.</li> </ul>	7 years after business action completed.	1 September 2016
<p><b>WORKPLACE AGREEMENTS AND AWARDS</b></p> <p><i>The negotiation, approval, maintenance and review of industrial agreements and awards. Including activities associated with enterprise bargaining to establish and implement a workplace agreement.</i></p> <p><i>See COMMON ACTIVITIES – <a href="#">Agreements</a> for records relating to significant workplace agreements, awards and enterprise bargaining.</i></p>			
1128	<p><b>Workplace agreements and awards – standard</b></p> Records relating to the development and negotiation of industrial and workplace agreements and awards that do not generate substantial public interest and debate or set a precedent. Includes enterprise bargaining. Excludes significant workplace agreements and awards. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>• records of consultation, e.g. minutes of meetings</li> </ul>	10 years after expiry of agreement or award.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• draft versions of awards or agreements exchanged between parties</li> <li>• final, approved versions of negotiated awards and agreements.</li> </ul> <p><i>See COMMON ACTIVITIES – <u>Advice</u> for records relating to advice for workplace agreements and awards.</i></p>		
1129	<p><b>No agreement</b></p> <p>Records relating to negotiations regarding conditions and awards, which do not result in an agreement.</p> <p>Includes enterprise bargaining.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• records of consultation, e.g. minutes of meetings</li> <li>• draft versions of awards or agreements exchanged between parties.</li> </ul> <p><i>See COMMON ACTIVITIES – <u>Advice</u> for records relating to advice for workplace agreements and awards.</i></p>	5 years after negotiations cease.	1 September 2016

## INFORMATION MANAGEMENT

*Managing agency records and information, including publications.*

*Excludes core business records of lead agencies in the information management domain, such as Queensland State Archives.*

*See COMMON ACTIVITIES – [Procedures](#) for records relating to the development and implementation of agency forms.*

*See TRANSITORY AND SHORT TERM – [Routine Recordkeeping Operations](#).*

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>CONTROL</b> <i>Creating, maintaining and evaluating control mechanisms for records and information. Includes recordkeeping and business systems, as well as classification, indexing, registration etc.</i> <i>See <a href="#">COLLECTION MANAGEMENT</a> for records relating to the management of a library, museum, art gallery, etc. collections.</i>			
1130	<p><b>Master control records – permanent value records</b></p> <p>Master control records that provide meaning, context and access to permanent value records.</p> <p>Includes data from agency recordkeeping applications and case file registers. Also includes events logged by business/software applications where these are the only source of recordkeeping metadata and they relate to information of permanent value.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• relevant metadata elements (in accordance with Appendix B of the <i>Queensland recordkeeping metadata standard and guideline</i>)</li> <li>• registers and indices giving details of control numbers, titles, date, disposal details</li> <li>• file movement cards (if they also constitute the main control record)</li> <li>• intellectual control tools including business classification schemes, thesauri for record titling, authorised abbreviations.</li> </ul> <p>NOTE: Queensland State Archives can provide assistance in identifying what information in the logs should be retained and possible options for its management. The Archives should also be contacted before the transfer of any related permanent information/records to determine what data from the application logs is required to facilitate ongoing access and support its preservation.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>See <i>COMMON ACTIVITIES – Policy</i> for the development of Information Management policies, guides and procedures and other intellectual control tools, e.g. business classification schemes.</p> <p>See <i>INFORMATION MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <i>Records transferred to Queensland State Archives</i> for records relating to disposal documentation for records, which have been transferred to archival custody</li> <li>• <i>Data Administration</i> for records relating to system control mechanisms, including authentication, version control, encryption and application logs.</li> </ul> <p>See <i>TRANSITORY AND SHORT TERM – Routine Computer Operations</i> for records relating to routine mail registers.</p>		
1282	<p><b>Master control records – temporary value records</b></p> <p>Master control records that provide meaning, context and access to temporary value records.</p> <p>Includes agency recordkeeping applications. Also includes events logged by business/software applications where these are the only source of recordkeeping metadata and they relate to information of temporary value.</p> <p>Excludes the transfer of permanent public records to Queensland State Archives and case file registers.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• relevant metadata elements (in accordance with Appendix B of the <i>Queensland recordkeeping metadata standard and guideline</i>)</li> <li>• registers and indices giving details of control numbers, titles, date, disposal details</li> <li>• file movement cards (if they also constitute the main control record or have been used to record disposal detail)</li> <li>• intellectual control tools including business classification schemes, thesauri for record titling, authorised abbreviations.</li> </ul> <p>See <i>COMMON ACTIVITIES</i>:</p>	For the life of the record.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <i>Agreements</i> for records relating to transfer or machinery of government change agreements</li> <li>• <i>Policy</i> for records relating to the development of Information Management policies, guides and procedures and other intellectual control tools, e.g. business classification schemes.</li> </ul> <p>See INFORMATION MANAGEMENT – <i>Data Administration</i> for records relating to system control mechanisms, including authentication, version control, encryption and application logs.</p> <p>See TRANSITORY AND SHORT TERM – <i>Routine Computer Operations</i> for records relating to routine mail registers.</p>		
1281	<p><b>Records transferred to Queensland State Archives</b></p> <p>Records relating to the transfer of permanent value records to Queensland State Archives. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• transfer proposals</li> <li>• agreed restricted access periods</li> <li>• consignment lists</li> <li>• notifications of receipt of transfer.</li> </ul> <p>NOTE: These records are not required as permanent records by Queensland State Archives. However, they should be retained within an agency so that there is a record of exactly what was transferred and what records the agency continues to be responsible for.</p>	Permanent. Retain in the agency.	1 September 2016
1131	<p><b>Record destruction documentation</b></p> <p>Records relating to the disposal of agency records through destruction. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• relevant metadata elements (in accordance with Appendix D of the <i>Queensland recordkeeping metadata standard and guideline</i>)</li> <li>• approved core business retention and disposal schedules issued by Queensland State Archives to the agency</li> <li>• evidence of destruction</li> </ul>	50 years after the disposal of the related records.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>evidence of compliance with the QSA digitisation disposal policy.</li> </ul> <p>See <i>COMMON ACTIVITIES – <u>Agreements</u></i> for records relating to transfer or machinery of government change agreements.</p> <p>See <i>INFORMATION MANAGEMENT – <u>Master control records-permanent value records</u> and <u>Master control records-temporary value records</u></i> for records relating to the implementation of disposal metadata.</p>		
1132	<p><b>Recovery of lost records</b></p> <p>Records relating to the recovery of records and their return to official custody.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>minutes or notes of meetings and correspondence with the organisation or individual who have custody</li> <li>records of decisions regarding management recovery</li> <li>reports of outcomes.</li> </ul>	7 years after business action completed.	1 September 2016
1133	<p><b>Secure mail processing</b></p> <p>Records relating to the receipt and dispatch of classified and confidential agency mail.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>access registers.</li> </ul>	5 years after business action completed.	1 September 2016
1134	<p><b>Retention and disposal schedule development</b></p> <p>Records relating to the development of retention and disposal schedules for agencies.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>appraisal report</li> <li>background research</li> <li>consultation records.</li> </ul> <p>See <i>INFORMATION MANAGEMENT – <u>Master control records-permanent value records</u> and <u>Master control records-temporary value records</u></i> for records relating to the development</p>	2 years after schedule superseded.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<i>and implementation of an approved business classification scheme.</i>		
<p><b>COPYRIGHT ADMINISTRATION</b>  <i>Management of the agency's copyright material. Includes the use of material where another person or agency owns the copyright.</i>  <i>See COMMON ACTIVITIES – <u>Agreements</u> for records relating to the intellectual property agreements.</i>  <i>See LEGAL SERVICES:</i></p> <ul style="list-style-type: none"> <li>• <i><u>Intellectual Property</u> for records relating to patents, trademarks, designs and royalties</i></li> <li>• <i><u>Legal Advice</u> for records relating to legal advice provided to the agency by internal and external legal service providers on intellectual property issues</i></li> <li>• <i><u>Litigation and Prosecutions</u> for records relating to offences against the Copyright Act 1968 (Cwlth).</i></li> </ul> <p><i>See WORKFORCE MANAGEMENT – <u>Employee service history</u> for records relating to terms of condition of employment that assigns copyright to the agency.</i></p>			
1135	<p><b>Agency copyright</b>  Records relating to agency ownership and/or management of copyright material including:</p> <ul style="list-style-type: none"> <li>• ownership by the agency of Crown copyright</li> <li>• copyright held by the agency for works created by an individual during the course of employment and how the right is to be exercised.</li> </ul>	6 years after expiry of copyright.	1 September 2016
1136	<p><b>Copyright applications</b>  Records relating to the management of copyright applications:</p> <ul style="list-style-type: none"> <li>• made by the agency to reproduce material where another party holds the copyright</li> <li>• received by the agency requesting permission to reproduce material where the agency owns the copyright.</li> </ul> <p>Includes applications made by, or to, the agency regarding the reproduction of portions of copyrighted software and the management of applications which are refused.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• copyright declaration forms</li> <li>• requests</li> <li>• approvals.</li> </ul>	6 years after permission expires or business action completed, whichever is the later.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>See <b>COMMON ACTIVITIES</b>:</p> <ul style="list-style-type: none"> <li>• <u>Agreements</u> for records relating to the purchase of licences to use commercial off-the-shelf solutions.</li> <li>• <u>Compliance</u> for records relating to inspections carried out by copyright owners of declaration forms and other records supporting the administration of copyright in the agency.</li> </ul> <p>See <b>FINANCIAL MANAGEMENT</b> – <u>Asset and money management</u> for records relating to the payment of licences.</p>		
<p><b>DATA ADMINISTRATION</b></p> <p>Maintaining and using the data that is held in a system. Includes the management of data dictionaries, user rules, passwords and monitoring usage and response times.</p> <p>See <b>ASSET MANAGEMENT</b> – <u>Moveable Assets</u> for records relating to the development and maintenance of database applications.</p> <p>See <b>EXTERNAL RELATIONS</b> – <u>Enquiries and Reactions</u> for records relating to requests for information from agency databases required for investigations.</p> <p>See <b>TRANSITORY AND SHORT TERM</b> – <u>Routine Computer Operations</u> for records relating to back-ups and routine enquiries, and transient and intermediate data that assists with the prime functions of an application.</p>			
1137	<p><b>Data quality and integrity validation</b></p> <p>Records relating to the validation of data quality and integrity, involving:</p> <ul style="list-style-type: none"> <li>• high level validations of data quality and integrity</li> <li>• data recovered through formal data recovery projects</li> <li>• data migrations (e.g. transferring data from one format to another)</li> <li>• specialised digital preservation treatments.</li> </ul> <p>Excludes digital source records which have been migrated, routine data recovery processes (e.g. from a back-up tape or where information is restored by the end user) and the moving of data from one storage device to another (e.g. hierarchical storage management).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• high level evidence of processes</li> </ul>	For the life of the record.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>documentation as to whether the data recovery, data migration or digital preservation treatment was successful.</li> </ul> <p>NOTE: Data quality and integrity documentation should be transferred to Queensland State Archives with any related permanent records.</p> <p>See ASSET MANAGEMENT – <i>Moveable assets-business/software applications</i> for records relating to final versions of application documentation, including user and technical manuals.</p> <p>See INFORMATION MANAGEMENT:</p> <ul style="list-style-type: none"> <li><i>Control</i> for records relating to recordkeeping metadata</li> <li><i>Data administration (other)</i> for records relating to the general monitoring of data integrity and all other data migration records.</li> </ul> <p>See TRANSITORY AND SHORT TERM – <i>Routine Computer Operations</i> for records relating to routine data recovery processes and the moving of data from one storage device to another.</p> <p>See <i>General Retention and Disposal Schedule for Digital Source Records</i> (QDAN678) for the disposal of digital source records that have been successfully migrated from one hardware/software configuration to another, or from one generation of computer technology to another.</p>		
1138	<p><b>Control mechanisms</b></p> <p>Records relating to the development and maintenance of application control mechanisms. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>application data dictionaries (e.g. SQL statements)</li> <li>encryption methods or algorithms</li> <li>version control</li> <li>authentication protocols and strategies.</li> </ul> <p>See ASSET MANAGEMENT – <i>Moveable assets-business/software applications</i> for records relating to final versions of application documentation, including user and technical manuals.</p> <p>See INFORMATION MANAGEMENT – <i>Control</i> for records relating to recordkeeping</p>	2 years after application is closed, discontinued or superseded (through upgrade or major modification).	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<i>metadata.</i>		
1139	<p><b>System migration</b></p> <p>Records relating to the process of migrating of records between electronic systems including via:</p> <ul style="list-style-type: none"> <li>• manual data entry</li> <li>• moving disk files from one folder (or computer) to another</li> <li>• database insert queries</li> <li>• developing custom software</li> <li>• media refreshment – one storage device to another.</li> </ul> <p>Excludes digital source records, which have been migrated.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• strategies for migration</li> <li>• quality assurance checks</li> <li>• quality assurance framework.</li> </ul> <p><i>See <u>General Retention and Disposal Schedule for Digital Source Records</u> (QDAN678) for the disposal of digital source records that have been successfully migrated from one hardware/software configuration to another, or from one generation of computer technology to another.</i></p>	1 year after data is either migrated again or destroyed.	1 September 2016
1140	<p><b>Data administration - other</b></p> <p>Records relating to the ongoing administration of data within business/software applications. Includes the general monitoring of data integrity and all other data migration records not covered by reference 1137.</p> <p>Excludes digital source records, which have been migrated.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• application logs (e.g. audit, changes and access logs) – which are not the only source of recordkeeping metadata or which relate to temporary value information</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• migration strategies</li> <li>• data quality testing</li> <li>• data quality framework</li> <li>• post-incident reviews</li> <li>• data quality assessments.</li> </ul> <p>See <i>INFORMATION MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <u>Master control records-permanent value records</u> for records relating to metadata for permanent value records</li> <li>• <u>Master control records-temporary value records</u> for records relating to metadata for temporary value records.</li> </ul> <p>See <i>General Retention and Disposal Schedule for Digital Source Records</i> (QDAN678) for the disposal of digital source records that have been successfully migrated.</p> <p>See <i>TRANSITORY AND SHORT TERM – Routine Computer Operations</i> for records relating to transient and intermediate data that assists with the prime functions of an application.</p>		
<p><b>INFORMATION PRIVACY AND ACCESS</b></p> <p>Management of requests and applications to access agency information in accordance with the <i>Right to Information Act 2009</i> and <i>Information Privacy Act 2009</i>.</p> <p>Excludes core business records of the Office of the Information Commissioner.</p> <p>See <i>ASSET MANAGEMENT – Moveable assets-business/software applications</i> for records relating to the consideration of privacy when developing and managing applications and systems.</p> <p>See <i>COMMON ACTIVITIES</i>:</p> <ul style="list-style-type: none"> <li>• <u>Compliance</u> for records relating to privacy breaches</li> <li>• <u>Planning</u> for records relating to privacy plans for the ongoing protection of personal information</li> <li>• <u>Policy</u> for records relating to the development of agency policies for information privacy</li> <li>• <u>Security Investigations</u> for records relating to security breaches.</li> </ul> <p>See <i>INFORMATION MANAGEMENT – Data Administration</i> for records relating to system control mechanisms to protect the privacy of information (e.g. encryption, authentication etc.).</p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p>See <b>LEGAL SERVICES</b> – <i>Litigation and Prosecutions</i> for records relating to requests that lead to litigation.</p> <p>See <b>TRANSITORY AND SHORT TERM</b> – <i>Routine Communication</i> for records relating to general enquiries and requests for information received by the agency.</p>			
1267	<p><b>Privacy &amp; Right to Information applications</b></p> <p>Records relating to the management of Right to Information and Information Privacy access and amendment applications.</p> <p>Includes applications that are reviewed internally and/or externally and unauthorised or inappropriate disposal of records containing personal information.</p> <p>Also includes applications received and processed as well as those not dealt with because the applications:</p> <ul style="list-style-type: none"> <li>• have been transferred to another agency</li> <li>• are refused by the agency (i.e. there has been a previous application for the same documents, it would be a substantial and unreasonable diversion of agency resources or because the documents are available for access elsewhere)</li> <li>• are non-compliant</li> <li>• are withdrawn.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• application</li> <li>• external review notice</li> <li>• investigation documents</li> <li>• prescribed notice of decision.</li> </ul> <p>NOTE: This does not refer to the original documents, which may be subject to disposal under another class under the GRDS or another schedule approved by the State Archivist. Copies of documents provided to applicants should be maintained with the application file.</p> <p>See <b>EXTERNAL RELATIONS</b> – <i>Enquiries, complaints and suggestions-investigations or legal significance</i> for records relating to the management of client complaints that require an investigation.</p> <p>See <b>LEGAL SERVICES</b> – <i>Legal Advice</i> for records relating to investigations where legal</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p><i>advice may be required.</i></p> <p>See TRANSITORY AND SHORT TERM – <u>Routine Communication</u> for records relating to general privacy advice.</p>		
1318	<p><b>Privacy &amp; Right to Information applications – documents requested</b></p> <p>Original documents subject to an application for access under Right to Information or Information Privacy legislation.</p> <p>NOTE: This class refers to the original documents which may be subject to disposal under another class in a retention and disposal schedule approved by the State Archivist. Copies of documents provided to applicants should be maintained with the application file.</p>	<p>7 years after all appeal processes have been finalised</p> <p>AND</p> <p>For the minimum retention period authorised in a retention and disposal schedule for the original documents.</p> <p>These sentences are to run concurrently.</p>	1 September 2016
1154	<p><b>Administrative release of information</b></p> <p>Records relating to information released under an administrative access scheme.</p> <p>Includes disclosure logs of information previously applied for and/or released under a formal Right to Information application.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• requests for administrative release</li> <li>• disclosure logs</li> <li>• prescribed notice of decision.</li> </ul>	2 years after business action completed.	1 September 2016

## PRESERVATION

*Preserving, protecting, maintaining, restoring and enhancing records and information resources.*

See COLLECTION MANAGEMENT – Preventive conservation for records relating to the preventive conservation activities.

See COMMON ACTIVITIES – Planning for records relating to disaster recovery plans.

See PROPERTY MANAGEMENT – Building and Land Management for records relating to conservation of agency property.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1141	<p><b><i>Specialised preservation – permanent value records</i></b></p> <p>Records relating to conservation treatments and preservation actions that in some way intrinsically change the records, e.g. major repairs, restoration, salvage treatments following an incident or disaster, treatment for pest or mould infestations etc., undertaken on records that have ongoing and permanent value.</p> <p>Includes conservation treatments provided by consultants.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• inspection and condition reports</li> <li>• conservation treatment plans and reports</li> <li>• pest/mould or fumigation certificates</li> <li>• details of changes made to databases during preservation, e.g. addition of views or tables.</li> </ul> <p><i>See INFORMATION MANAGEMENT – <a href="#">Data Administration</a> for records relating to the recovery of data and specialised digital preservation treatments.</i></p>	Permanent. Transfer details to Queensland State Archives when records are transferred.	1 September 2016
1142	<p><b><i>Specialised preservation – temporary value records</i></b></p> <p>Records relating to conservation treatments and preservation actions that in some way intrinsically change the records, e.g. major repairs, salvage treatments following an incident or disaster, treatment for pest or mould infestations etc., undertaken on temporary records.</p> <p>Includes conservation treatments provided by consultants.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• inspection and condition reports</li> <li>• conservation treatment plans and reports</li> <li>• pest/mould or fumigation certificates</li> <li>• details of changes made to databases during preservation, e.g. addition of views or tables.</li> </ul> <p><i>See INFORMATION MANAGEMENT – <a href="#">Data Administration</a> for records relating to the</i></p>	5 years after business action completed.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<i>recovery of data and specialised digital preservation treatments.</i>		
1143	<p><b>Ongoing preservation measures</b></p> <p>Records relating to ongoing preventative preservation measures for the protection of temporary and permanent records.</p> <p>Includes the monitoring of lights, temperature and humidity as well as pest control in storage areas and packaging, etc.</p> <p>Excludes system migration and records of preservation treatments on individual items or series of items.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• environmental monitoring reports</li> <li>• binding and rehousing.</li> </ul> <p>See <b>COMMON ACTIVITIES</b>:</p> <ul style="list-style-type: none"> <li>• <u>Audit</u> for records relating to storage standards audits and review</li> <li>• <u>Planning</u> for records relating to disaster recovery plans.</li> </ul> <p>See <b>INFORMATION MANAGEMENT</b>:</p> <ul style="list-style-type: none"> <li>• <u>Specialised preservation–permanent value records</u> for records relating to measures taken for permanent records</li> <li>• <u>Specialised preservation–temporary value records</u> for records relating to measures taken for temporary records</li> <li>• <u>Data Administration</u> for records relating to the recovery of data and specialised digital preservation treatments.</li> </ul>	5 years after business action completed.	1 September 2016

## PUBLICATION

*Drafting, producing, marketing and distributing agency publications. Includes external publications and leaflets, which aim to promote services and public image and internal publications, which are not produced for public relations reasons. Also includes multi-media publications, CD ROMs, DVDs and online information services.*

NOTE: Agency publications may also be subject to legal deposit requirements under the *Libraries Act 1988* and the *Copyright Act 1968*.

See **COMMON ACTIVITIES**:

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <u>Compliance</u> for records relating to lodgements of agency publications under s.201 of the Copyright Act 1968; allocation of ISBN, ISSN, barcodes and URL addresses; the attachment of privacy statements to websites; notifications to lead agencies of new titles; use of official symbols; Internet domain names and compliance breaches</li> <li>• <u>Evaluation</u> for records relating to determining the suitability of potential or existing programs (e.g. online publishing).</li> </ul> <p>See EXTERNAL RELATIONS:</p> <ul style="list-style-type: none"> <li>• <u>Marketing</u> for records relating to the promotion of the corporate image and marketing campaigns</li> <li>• <u>Program and Event Management</u> for records relating to published reports of programs and events.</li> </ul> <p>See TRANSITORY AND SHORT TERM:</p> <ul style="list-style-type: none"> <li>• <u>Copies</u> for records relating to copies of agency publications</li> <li>• <u>Drafts, Working Copies and Calculations</u> for records relating to draft agency publications.</li> </ul>		
1147	<p><b>Agency publications – significant</b></p> <p>Master copies of all significant agency publications. Includes final version of agency annual report. Significant publications may include those that:</p> <ul style="list-style-type: none"> <li>• define the functions of government relating to the government's jurisdiction and power</li> <li>• have whole of government implications</li> <li>• generate/involve substantial community or public interest, debate or controversy</li> <li>• have social, economic, environmental, cultural, scientific, research or technical significance to the broader community</li> <li>• mark major anniversaries or opening of new landmark structures and/or buildings.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1148	<p><b>Agency publications – other</b></p> <p>Master copies of all other agency publications, including agency contributions to external publications.</p> <p>See TRANSITORY AND SHORT TERM – <u>Routine Communication</u> for records relating to publications, which are of informational value (e.g. promotional, internal newsletters, etc.).</p>	5 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1149	<p><b><i>Production process</i></b></p> <p>Records relating to the production processes to publish agency material. Includes photo consent forms. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• graphic design</li> <li>• indexing</li> <li>• final drafts of publications</li> <li>• proof-reading</li> <li>• printing/binding</li> <li>• assignment of ISBN or ISSN</li> <li>• preparation of source files</li> <li>• marking-up of document, including applying metadata</li> <li>• quality assurance and testing of final HTML files</li> <li>• creation of master version</li> <li>• production of electronic media products</li> <li>• updating and maintaining information and websites</li> <li>• assignment of URL</li> <li>• for films and videos</li> <li>• production scripts</li> <li>• liaison with production companies.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <u>Marketing</u></i> for records relating to the marketing of agency publications. See <i>TRANSITORY AND SHORT TERM – <u>Drafts, working notes and calculations</u></i> for records relating to drafting of agency publications.</p>	3 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>SECURITY</b> <i>Measures taken to protect information resources from accidental or intentional damage or from unauthorised access.</i> <i>See COMMON ACTIVITIES – <a href="#">Security Investigations</a> for records relating to security breaches.</i> <i>See PROPERTY MANAGEMENT – <a href="#">Property Security</a> for records relating to property access.</i>			
1155	<p><b><i>Security arrangements – handling and storage</i></b></p> <p>Records relating to security arrangements for handling and storing records and information including:</p> <ul style="list-style-type: none"> <li>• the use of safes and security equipment</li> <li>• courier and mail handling</li> <li>• offsite storage arrangements.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• general security classification for accessing records</li> <li>• classified document registers</li> <li>• signed employee ICT conditions of use.</li> </ul> <p>See COMMON ACTIVITIES:</p> <ul style="list-style-type: none"> <li>• <a href="#">Agreements</a> for records relating to contracts to use offsite storage facilities</li> <li>• <a href="#">Authorisations</a> for records relating to delegations for security access arrangements.</li> </ul> <p>See INFORMATION MANAGEMENT – <a href="#">Data Administration</a> for records relating to access logs.</p> <p>See PROPERTY MANAGEMENT – <a href="#">Waste Management</a> for the destruction of classified waste.</p> <p>See TRANSITORY AND SHORT TERM – <a href="#">Moveable Assets Controls and Stocktakes</a> for records relating to the provision of safes and security arrangements for access to records.</p>	5 years after arrangements superseded or business action completed, whichever is later.	1 September 2016

## LEGAL SERVICES

*Legal services provided to the agency. Includes the provision of legal advice (from in-house legal teams and external council), the management of intellectual property, the drawing up of legal agreements and legislation, and the handling of legal action, claims and disputes, as well as the provision of compensation.*

*Excludes the core business records of Crown Law and the Courts.*

See **COMMON ACTIVITIES**:

- Agreements for records relating to contracts, tenders, leases etc.
- Compensation for records relating to claims.
- Corruption Prevention and Detection for records relating to the disclosure of corruption and corruption prevention strategies.

See **WORKFORCE MANAGEMENT** – Employee Misconduct for records relating to investigations into individual employees and the resulting disciplinary action.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>INFRINGEMENTS</b> <i>Handling breaches of rules. Includes driving or traffic, intellectual property and industrial relations infringements.</i> <i>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to the payment of fines.</i> <i>See LEGAL SERVICES – <u>Litigation and Prosecutions</u> for records relating to cases that proceed to litigation and prosecution.</i>			
1163	<p><b><i>Infringements – legislation and statutory regulations</i></b></p> <p>Records relating to infringements or breaches of legislation and statutory regulations by the agency, excluding vehicle infringements.</p> <p>Includes infringements of industrial relations and intellectual property legislation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• complaints</li> <li>• investigations</li> <li>• inspections</li> <li>• notices</li> <li>• recommendations</li> <li>• records of remedial action taken</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• fines.</li> </ul>		
1164	<p><b>Vehicle infringements</b></p> <p>Records relating to infringements of parking/traffic regulations involving vehicles used by the agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• parking fine</li> <li>• penalty infringement notice.</li> </ul>	1 year after business action completed.	1 September 2016
<p><b>INTELLECTUAL PROPERTY</b></p> <p><i>Managing the agency's intellectual property, both published and unpublished, and the use of material held by the agency in which another party owns the intellectual property. Includes management of design, patents, trademarks, royalties and matters of confidentiality, such as trade secrets, which are not available to the public under Right to Information legislation.</i></p> <p>See COMMON ACTIVITIES – <a href="#">Agreements</a> for records relating to intellectual property licences.</p> <p>See INFORMATION MANAGEMENT – <a href="#">Copyright Administration</a> for records relating to copyright.</p> <p>See LEGAL SERVICES – <a href="#">Infringements</a> for records relating to breaches and infringements of intellectual property legislation.</p>			
1165	<p><b>Patents, trademarks and designs</b></p> <p>Records relating to the management of patents, trademarks and designs that are administered by the agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• patent, trademark or design registration.</li> </ul>	7 years after intellectual property expires.	1 September 2016
1167	<p><b>Intellectual property administration</b></p> <p>Records relating to the administration of intellectual property by the agency, including royalties.</p> <p>Includes unsuccessful or abandoned attempts to establish intellectual property rights.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• applications</li> <li>• examinations</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>renewal forms.</li> </ul> <p>See <i>FINANCIAL MANAGEMENT – <u>Asset and money management</u></i> for records relating to the receiving of royalties.</p>		
<p><b>LEGAL ADVICE</b></p> <p><i>The offering of legal opinions by or to the agency. Includes receiving advice from internal or external legal service providers, including Crown Law.</i></p> <p><i>NOTE: For legal advice relating to matters for which the agency maintains a case file, e.g. compensation claims, retain as for the related case file.</i></p> <p>See <i>COMMON ACTIVITIES – <u>Advice</u></i> for records relating to all other advice provided by the agency.</p> <p>See <i>EXTERNAL RELATIONS – <u>Inquiries</u></i> for records relating to legal advice relating to Commissions of Inquiry.</p> <p>See <i>FINANCIAL MANAGEMENT – <u>Asset and money management</u></i> for records relating to costs of legal advice.</p> <p>See <i>LEGAL SERVICES – <u>Litigation and Prosecutions</u></i> for records relating to legal proceedings involving the agency.</p>			
1160	<p><b><i>Legal advice – significant</i></b></p> <p>Records relating to legal advice provided on matters, which are of significance to the agency and/or to the wider community.</p> <p>Includes matters which go to appeal and involve minors that are considered significant.</p> <p>Significant legal advice may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>whole-of-government implications, including: <ul style="list-style-type: none"> <li>set precedents either on a point of law or because of its potential significance for decision-making</li> <li>require significant changes to an agency's policies or operations</li> <li>require a significant level of coordination or cooperation between different agencies</li> <li>exercising of Parliamentary, Ministerial, Cabinet/Executive and Judiciary powers</li> <li>adversely impacting another agency or contradicting a position taken by the State in another matter</li> </ul> </li> <li>the size of the claim made by or against the State</li> <li>matters heard in the High Court</li> <li>involve matters or identify parties that raise legal, political or policy issues, which are</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>sensitive for the State</p> <ul style="list-style-type: none"> <li>• exercise of discretionary powers of statutory office holders including the Governor-General, Attorney-General or Solicitor-General</li> <li>• whether the matter involves, relates to, or gives rise to issues concerning: <ul style="list-style-type: none"> <li>○ inter-governmental or intra-governmental issues or disputes</li> <li>○ the Constitution of Australia or the Constitution of Queensland</li> <li>○ human rights</li> <li>○ native title and land use, management or tenure</li> <li>○ establishing, managing and protecting Crown assets</li> <li>○ cultural heritage</li> <li>○ attracts or is likely to attract major public interest or controversy.</li> </ul> </li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• legal service request</li> <li>• briefs to the legal provider</li> <li>• records of ongoing discussions</li> <li>• revisions/drafts of instructions</li> <li>• legal advice.</li> </ul> <p><i>See EXTERNAL RELATIONS – <u>Submissions</u> for records relating to Cabinet submissions for significant litigation matters.</i></p>		
1161	<p><b>Legal advice – matters involving minors</b></p> <p>Records relating to legal advice provided on potential claims or proceedings involving minors that are not considered significant.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• legal service request</li> <li>• briefs to the legal provider</li> <li>• records of ongoing discussions</li> </ul>	When child reaches 27 years of age.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>revisions/drafts of instructions</li> <li>legal advice.</li> </ul> <p>See <i>LEGAL SERVICES – <a href="#">Legal advice-significant</a></i> for records relating to legal advice that involve minors that are considered to be significant.</p>		
1162	<p><b>Legal advice – other</b></p> <p>Records relating to all other legal advice not covered by 1160 and 1161.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>legal service request</li> <li>briefs to the legal provider</li> <li>records of ongoing discussions</li> <li>revisions/drafts of instructions</li> <li>legal advice.</li> </ul>	10 years after business action completed.	1 September 2016
<p><b>LEGISLATIVE DRAFTING</b></p> <p><i>Drafting new or the amendment of legislation such as Acts, Regulations, Rules, By-laws etc.</i></p>			
1168	<p><b>Legislative drafting</b></p> <p>Records relating to the drafting of new legislation and amendments to existing legislation administered by the agency.</p> <p>Includes the drafting of regulations and of legislative proposals, which do not proceed.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>summary records of consultations and discussions with Office of the Queensland Parliamentary Counsel (OQPC) and stakeholders</li> <li>explanatory notes</li> <li>drafts which document significant amendments</li> <li>submissions – policy, authority to prepare, authority to introduce, authority to forward significant subordinate legislation, regulatory principles checklist, preliminary impact assessment, regulatory assessment statement, significant appointments</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>supporting documentation.</li> </ul> <p>See <i>EXTERNAL RELATIONS – Submissions</i> for records relating to submissions to the portfolio Minister and Cabinet relating to legislation.</p> <p>See <i>LEGAL SERVICES – Legal Advice</i> for records relating to legal advice received on the interpretation of legislation.</p>		
<p><b>LITIGATION AND PROSECUTIONS</b></p> <p><i>Managing lawsuits or legal proceedings between the agency and other parties in a court or other tribunals. Includes briefs for counsel; copies of documents required by or lodged with a court; consultation with other agencies; and records documenting compliance with court instructions, e.g. subpoenas and discovery orders.</i></p> <p>See <i>INDUSTRIAL RELATIONS – Appeals</i> for records relating to appeals made to an external industrial relations arbitration body.</p> <p>See <i>LEGAL SERVICES – Legal Advice</i> for records relating to advice sought for legal proceedings.</p>			
1169	<p><b>Matters – significant</b></p> <p>Records relating to issues, claims or case matters, which are of significance to the agency and/or to the wider community.</p> <p>Includes matters which go to appeal and involve minors that are considered significant.</p> <p>Significant matters may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>whole-of-government implications, including: <ul style="list-style-type: none"> <li>set precedents either on a point of law or because of its potential significance for decision-making</li> <li>require significant changes to an agency's policies or operations</li> <li>require a significant level of coordination or cooperation between different agencies</li> <li>exercising of Parliamentary, Ministerial, Cabinet/Executive and Judiciary powers</li> <li>adversely impacting another agency or contradicting a position taken by the State in another matter</li> </ul> </li> <li>the size of the claim made by or against the State</li> <li>matters heard in the High Court</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>involve matters or identify parties that raise legal, political or policy issues, which are sensitive for the State</li> <li>exercise of discretionary powers of statutory office holders including the Governor-General, Attorney-General or Solicitor-General</li> <li>the matter involves, relates to, or gives rise to issues concerning: <ul style="list-style-type: none"> <li>inter-governmental or intra-governmental issues or disputes</li> <li>the Constitution of Australia or the Constitution of Queensland</li> <li>human rights</li> <li>native title and land use, management or tenure</li> <li>establishing, managing and protecting Crown assets</li> <li>cultural heritage</li> <li>attracts or is likely to attract major public interest or controversy.</li> </ul> </li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>briefs for counsel</li> <li>discovery orders, summons or subpoenas</li> <li>records of consultation with the Attorney General's office or other organisations</li> <li>records documenting compliance with court instructions.</li> </ul> <p>See <i>EXTERNAL RELATIONS</i> – <u><a href="#">Submissions</a></u> for records relating to Cabinet submissions for significant litigation matters.</p> <p>See <i>LEGAL SERVICES</i> – <u><a href="#">Discovery orders, summons, subpoenas and warrants</a></u> for records relating to when agencies are not a party to the litigation.</p>		
1170	<p><b>Matters – involving minors</b></p> <p>Records relating to issues, claims or case matters involving minors where the matter is not significant.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>briefs for counsel</li> <li>discovery orders, summons or subpoenas</li> </ul>	When child reaches 27 years of age.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>records documenting compliance with court instructions.</li> </ul> <p>See <i>LEGAL SERVICES</i>:</p> <ul style="list-style-type: none"> <li><i><u>Infringements</u></i> for records relating to infringements made by a minor, e.g. riding without a helmet</li> <li><i><u>Matters-significant</u></i> for records relating to matters that involve minors that are considered to be significant.</li> </ul>		
1171	<p><b>Matters – other</b></p> <p>Records relating to all other issues, claims or case matters.</p> <p>Includes matters which go to appeal.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>briefs for counsel</li> <li>discovery orders, summons or subpoenas</li> <li>records documenting compliance with court instructions.</li> </ul> <p>See <i>LEGAL SERVICES</i> – <i><u>Discovery orders, summons, subpoenas and warrants</u></i> for records relating to when agencies are not a party to the litigation.</p>	7 years after business action completed.	1 September 2016
1172	<p><b>Discovery orders, summons, subpoenas and warrants</b></p> <p>Records relating to the management of discovery orders, summons, subpoenas and warrants where the agency is not a party to the litigation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>detailed lists and copies of records found.</li> </ul>	3 years after business action completed.	1 September 2016

## PROPERTY MANAGEMENT

*Managing buildings, structures and land owned or leased by an agency (e.g. offices, schools, hospitals, heritage properties, land set aside for proposed building work, etc.).*

*Includes acquiring, constructing, maintaining, and disposing of property as well as the removal of pollutants and hazardous materials or waste. Also includes office relocations.*

*Excludes:*

- *the management of government owned infrastructure (e.g. roads, ports, airports, bridges, etc.)*
- *compliance inspections conducted by an agency as part of its statutory responsibilities (e.g. structural inspections)*
- *the operation of swimming pools*
- *activities undertaken by an agency as part of its core statutory responsibilities (e.g. heritage conservation by the Department of Environment and Heritage Protection).*

See [ASSET MANAGEMENT](#) records relating to the acquisition of equipment, stores, vehicles and technology.

See **COMMON ACTIVITIES**:

- [Agreements](#) for records relating to the procurement or leasing of accommodation, premises or real estate from another organisation or individual (N.B. where leases are kept as part of the acquisition file, retain for the longest relevant retention period)
- [Planning](#) for records relating to property management plans
- [Project Management](#) for records relating to project administration
- [Security Investigations](#) for property breaches.

See [FINANCIAL MANAGEMENT](#) for all financial records relating to the acquisition, maintenance and disposal of property.

See **WORK HEALTH AND SAFETY** – [Compliance](#) for records relating to workplace monitoring of exposure to hazardous materials.

See **TRANSITORY AND SHORT TERM**:

- [Administrative Arrangements](#) for records relating to the use of property
- [Space Management](#) for records relating to assessment and management of storage space.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>BUILDING AND LAND MANAGEMENT</b> <i>Managing agency buildings, structures and land. Includes planning, acquiring, conserving/restoring, constructing, maintaining, inspecting and disposing of agency property.</i>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1188	<p><b><i>Contaminated agency property – restoration</i></b></p> <p>Records relating to the restoration of contaminated agency property in accordance with the <i>Environmental Protection Act 1994</i>.</p> <p>Includes contamination by both pollutants and waste.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• environmental impact statements</li> <li>• records of consultation</li> <li>• records of remedial action</li> <li>• records of environmental monitoring</li> <li>• statutory licences.</li> </ul> <p>See <i>PROPERTY MANAGEMENT – <u>Waste Management</u></i> for records relating to the management of hazardous materials and waste including asbestos.</p>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1189	<p><b><i>Agency property management – significant</i></b></p> <p>Records relating to the management of significant agency property.</p> <p>Includes the acquisition, design, construction, commissioning, conservation, renovation, fit-out, inspection and disposal of significant property as well as heritage property policies and management plans.</p> <p>Also includes:</p> <ul style="list-style-type: none"> <li>• agency property developments, which meet the criteria for significance but do not proceed</li> <li>• buildings which were once heritage listed but have been removed from the register.</li> </ul> <p>Excludes records of routine maintenance, which does not impact on the heritage value.</p> <p>Significant buildings, structures and land may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• recognised heritage value, e.g. included on the local government heritage list, Heritage Register under the <i>Queensland Heritage Act 1992</i>, National Trust list, Australian Heritage Council list under the <i>Australian Heritage Council Act 2003</i>, or with UNESCO on the World Heritage List</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• construction aroused controversy, e.g. public protests on a large scale and/or extensive media attention</li> <li>• environmental value, e.g. unique eco-friendly construction techniques</li> <li>• innovative value, e.g. the structure used or pioneered non-standard construction materials and methods</li> <li>• cultural value, e.g. the structure has strong or special association with the community or has high aesthetic attributes valued by the community</li> <li>• Aboriginal and Torres Strait Islander importance</li> <li>• receipt of an architectural or design award.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• acquisitions – including investigations into and reports on the property, environmental impact statements, budgetary estimates, cost benefit analyses, approvals, bequests, concise written statement of the cultural heritage significance of the place</li> <li>• conservation – including environmental impact statements, applications seeking changes to heritage places, notifications or orders from the Queensland Heritage Register, advice and submissions given to or received from heritage bodies regarding maintenance, repair or adaptation, heritage agreements, records of remedial action, conservation management plans</li> <li>• construction – including consultations, specifications, building plans, project management plans, building and development applications, submissions, tenders and contracts</li> <li>• disposal – assessments and investigations, valuation certificates, details of preparation undertaken before disposal, final, approved versions of contracts of sale</li> <li>• fit-outs – assessment of obligations regarding heritage properties, design briefs, notifications, approvals, certifications, plans, consultations, equipment installation</li> <li>• inspections – technical reports, inspection reports, actions taken to remedy problems</li> <li>• heritage property policies – condition treatment reports, conservation reports, management plans.</li> </ul>		

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1190	<p><b><i>Agency property management – other</i></b>  Records relating to the management of all other agency property.  Includes the acquisition, design, construction, commissioning, conservation, structural renovation and disposal of property.  Excludes restoration of contaminated agency property, routine maintenance work, property inspections and the management of hazardous materials including asbestos.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• acquisitions – including investigations into and reports on the property, environmental impact statements, budgetary estimates, cost benefit analyses, approvals</li> <li>• conservation – including major repairs and unplanned maintenance, which affect the structure of the building</li> <li>• construction – including consultations, specifications, building plans, project management plans, building and development applications, submissions, tenders and contracts</li> <li>• disposal – assessments and investigations, valuation certificates, details of preparation undertaken before disposal, final, approved versions of contracts of sale.</li> </ul> <p>See <i>PROPERTY MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <u><i>Acquisition, construction and maintenance-not proceeded with</i></u> for records relating to properties are that are not proceeded with</li> <li>• <u><i>Maintenance</i></u> for records relating to routine maintenance work</li> <li>• <u><i>Waste Management</i></u> for records relating to the management of hazardous materials.</li> </ul>	12 years after disposal of property.	1 September 2016
1191	<p><b><i>Agency property – equipment and utility installation</i></b>  Records relating to the installation of equipment into agency property.  Includes heating, plumbing, air conditioning, security and surveillance systems, cabling, alarms etc.  Excludes routine maintenance of utilities and installation in significant properties.</p>	7 years after removal of equipment or disposal of property.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• installation arrangements</li> <li>• equipment location details</li> <li>• maps</li> <li>• installation negotiations and approvals.</li> </ul> <p>See <i>PROPERTY MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <u>Agency property management-significant</u> for records relating to maintenance on significant properties.</li> <li>• <u>Maintenance</u> for records relating to the routine maintenance of equipment and utilities.</li> </ul>		
1192	<p><b>Agency property – inspections</b></p> <p>Records relating to inspections of agency property that are not significant. Includes records of agency breaches of regulatory requirements. Excludes inspections of significant agency property. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• inspection certificates</li> <li>• technical and inspection reports</li> <li>• remedial actions</li> <li>• infringement notices</li> <li>• restraint and enforcement orders.</li> </ul> <p>See <i>COMMON ACTIVITIES</i> – <u>Compliance inspections and quality assurance</u> for records relating to compliance inspection to measure the agency's compliance with mandatory or optional standards.</p> <p>See <i>PROPERTY MANAGEMENT</i> – <u>Agency property management-significant</u> for records relating to the inspection of significant properties.</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1193	<p><b><i>Acquisition, construction and maintenance not proceeded with</i></b>  Records relating to property acquisition, construction or maintenance that are not proceeded with.  Excludes records of agency property acquisition or developments which meet the criteria for significance but do not proceed.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• legal advice</li> <li>• investigations into and reports on the property</li> <li>• environmental impact statements</li> <li>• budgetary estimates</li> <li>• cost benefit analyses</li> <li>• consultations</li> <li>• specifications</li> <li>• building plans</li> <li>• project management plans</li> <li>• building and development applications, if applicable</li> <li>• submissions.</li> </ul> <p><i>See PROPERTY MANAGEMENT – <u>Agency property management-significant</u> for records relating to significant agency property acquisitions or developments that do not proceed.</i></p>	7 years after business action completed.	1 September 2016
1194	<p><b><i>Deeds and certificates of title</i></b>  Deeds and certificates of title of property held by an agency.  Excludes land, deed and title registers held by the Titles Registry.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• deed</li> <li>• certificate of title.</li> </ul>	Return to Titles Registry on sale or transfer of property.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>MAINTENANCE</b> <i>Maintaining or repairing agency buildings, structures or land.</i>			
1195	<p><b><i>Utilities – maintenance and repair</i></b></p> <p>Records relating to the maintenance and repair of utilities owned or leased by an agency. Includes air conditioning, lighting, water or gas etc.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• operating and maintenance manuals</li> <li>• test results</li> <li>• service log sheets</li> <li>• inspection reports.</li> </ul> <p><i>See PROPERTY MANAGEMENT – <u>Agency property–equipment and utility installation</u> for records relating to the installation of utilities.</i></p>	7 years after business action completed.	1 September 2016
1196	<p><b><i>Building and energy management – monitoring</i></b></p> <p>Records relating to the monitoring of building and energy management systems. Includes water based fire safety systems.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• energy usage statements</li> <li>• energy management audit reports.</li> </ul>	3 years after business action completed.	1 September 2016
1197	<p><b><i>Routine maintenance</i></b></p> <p>Records relating to planned, routine maintenance and repair work carried out on agency property.</p> <p>Routine maintenance includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• external/internal cleaning</li> <li>• pest control</li> <li>• testing of smoke/fire/security detection equipment/alarms</li> </ul>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>landscaping.</li> </ul> <p>Excludes records relating to maintenance, which will affect the structure of the property, utilities maintenance and office fit outs. Also excludes records relating to the use of hazardous substances.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>applications</li> <li>plans</li> <li>approvals</li> <li>notifications</li> <li>maintenance schedule and logs.</li> </ul> <p>See ASSET MANAGEMENT – <u>Moveable assets-registered plant</u> for records relating to the maintenance of lifts.</p> <p>See PROPERTY MANAGEMENT:</p> <ul style="list-style-type: none"> <li><u>Agency property management-significant</u> and <u>Agency property management-other</u> for records relating to maintenance that affects the structure of the property</li> <li><u>Office fit outs</u> for records relating to the fit out of property that does not affect the structure of a building.</li> </ul> <p>See WORK HEALTH AND SAFETY – <u>Safety data sheets</u> for records relating to safety data sheets (SDS) for usage of hazardous substances.</p>		
<b>OFFICE FACILITIES</b> <i>Maintaining and upgrading agency office/s, including business units, work groups or individuals.</i> <i>See WORKFORCE MANAGEMENT – <u>Relocation expenses</u> for records relating to the expenses for the appointment, transfer or redeployment of an employee.</i>			
1198	<b>Office fit outs</b> <p>Records relating to the fit outs of agency property that do not affect the structure of the building.</p> <p>Includes painting, floor coverings, furnishings, furniture, fittings and equipment.</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Excludes fit outs of significant property. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• design briefs</li> <li>• notifications</li> <li>• approvals</li> <li>• certifications</li> <li>• plans</li> <li>• consultations.</li> </ul> <p>See <i>PROPERTY MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <u>Agency property management-significant</u> for records relating to maintenance of heritage listed properties</li> <li>• <u>Agency property–equipment and utilities installation</u> for records relating to the installation of equipment and utilities</li> <li>• <u>Maintenance</u> for records relating to minor office repairs.</li> </ul>		
1199	<p><b>Office relocation</b> Records relating to the planning and preparation required to relocate an agency's business operations. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• inventories</li> <li>• costings</li> <li>• approvals</li> <li>• arrangements with removalists.</li> </ul> <p>See <i>STRATEGIC MANAGEMENT</i> – <u>Restructuring</u> for records relating to the restructure of an agency.</p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p><b>PROPERTY SECURITY</b></p> <p><i>Managing the security of agency property. Includes the provision of security for staff, equipment, systems and information located within the property. Excludes records relating to security where this is a core function of a law enforcement agency or where the property itself is used for custodial purposes.</i></p> <p><i>See COMMON ACTIVITIES – <a href="#">Security Investigations</a> for records relating to property security breaches.</i></p> <p><i>See INFORMATION MANAGEMENT – <a href="#">Security</a> for records relating to breaches involving information.</i></p> <p><i>See WORKFORCE MANAGEMENT – <a href="#">Employee Complaints Management</a> for records relating to disciplinary action resulting from a breach involving an employee.</i></p>			
1200	<p><b>Property access controls</b></p> <p>Records relating to the management of access controls to secure areas within agency property.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• access registers</li> <li>• security data logs</li> <li>• issue of security passes to visitors</li> <li>• access permits.</li> </ul> <p><i>See TRANSITORY AND SHORT TERM – <a href="#">Moveable Assets Controls and Stocktakes</a> for records relating to safes and key allocations.</i></p>	5 years after arrangements have ceased or been superseded.	1 September 2016
1201	<p><b>Security operations</b></p> <p>Records relating to security operations undertaken on agency property.</p> <p>Includes guard duties and patrol operations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• security reports.</li> </ul> <p><i>See COMMON ACTIVITIES – <a href="#">Surveillance and Monitoring</a> for records relating to surveillance of agency property.</i></p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>WASTE MANAGEMENT</b> <i>Managing the identification, storage, removal and disposal of all waste, materials and substances from agency property.</i>			
1203	<p><b>Hazardous substances – asbestos, lead and radioactive materials</b></p> <p>Records relating to the identification, removal and disposal of hazardous substances (including asbestos, lead and radioactive materials) from agency property.</p> <p>Includes maintenance which requires the use of hazardous materials or substances.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• copies of building plans and design specifications</li> <li>• inspection reports</li> <li>• clearance certificate</li> <li>• asbestos removal control plan.</li> </ul> <p><i>See ASSET MANAGEMENT – <u>Moveable Assets</u> for records relating to the acquisition and storage of hazardous substances and dangerous goods for agency use.</i></p> <p><i>See WORK HEALTH AND SAFETY – <u>Compliance</u> for records relating to employee handling of hazardous substances and associated health and safety measures.</i></p>	100 years after removal or disposal of hazardous substance.	1 September 2016
1204	<p><b>Hazardous waste – excluding asbestos, lead and radioactive materials</b></p> <p>Records relating to the inspection, removal and disposal of hazardous waste from agency property (e.g. explosives, flammable liquids/solids, poisons, toxins, ecotoxins and infectious substances).</p> <p>Excludes the disposal of asbestos, lead and radioactive materials.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• hazardous chemicals stocktake form</li> <li>• chemical task risk assessment worksheet</li> <li>• storage and handling risk assessment</li> <li>• low risk spills-response checklist.</li> </ul>	30 years after removal of waste.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>See ASSET MANAGEMENT – <u>Moveable Assets</u> for records relating to the acquisition and storage of hazardous substances and dangerous goods for agency use.</p> <p>See PROPERTY MANAGEMENT – <u>Hazardous substances – asbestos, lead and radioactive materials</u> for records relating to the disposal of hazardous substances.</p> <p>See WORK HEALTH AND SAFETY – <u>Compliance</u> for records relating to employee handling of hazardous substances and associated health &amp; safety measures.</p>		
1205	<p><b>Rubbish removal and recycling</b></p> <p>Records relating to the removal and/or recycling of non-toxic rubbish including classified waste.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• approvals.</li> </ul> <p>See INFORMATION MANAGEMENT – <u>Record destruction documentation</u> for records relating to the disposal of public records.</p>	2 years after business action completed.	1 September 2016



## STRATEGIC MANAGEMENT

Applying broad systematic management planning for the agency.

See **COMMON ACTIVITIES** for:

- Audit
- Committees
- Compliance
- Evaluating and Reviewing
- Planning
- Policy
- Procedures
- Risk Management

See **LEGAL SERVICES** for records relating to legislation and legal advice.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>IMPLEMENTATION</b> <i>Implementing organisational plans, policies, procedures or instructions. Includes monitoring to ensure the implementation goes according to schedule and that standards are met.</i> <i>Excludes the external implementation of policies developed by the agency for implementation across government and/or the wider community. Also excludes the monitoring of government-wide policy implementation undertaken by the Department of the Premier and Cabinet.</i> See <b>COMMON ACTIVITIES</b> for: <ul style="list-style-type: none"> <li>• <u>Compliance</u></li> <li>• <u>Policy</u></li> <li>• <u>Planning</u></li> <li>• <u>Procedures</u></li> <li>• <u>Risk Management</u></li> </ul>			
1206	<b>Disaster recovery – significant</b> Records relating to the implementation of disaster recovery and business continuity plans following a major disaster or serious incident, e.g. cyclone, floods, etc. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>• action sheets</li> <li>• checklists</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• communication plan</li> <li>• disaster preparedness plan</li> <li>• debriefing reports</li> <li>• maps and diagrams</li> <li>• photographs</li> <li>• requests for assistance</li> <li>• communications with other authorities.</li> </ul>		
1207	<p><b><i>Disaster recovery – other</i></b></p> <p>Records relating to the implementation of disaster recovery and business continuity plans following other incidents, e.g. burst water pipe or minor fire.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• action sheets</li> <li>• checklists</li> <li>• communication plan</li> <li>• disaster preparedness plan</li> <li>• debriefing reports</li> <li>• requests for assistance</li> <li>• communications with other authorities.</li> </ul>	7 years after business action completed.	1 September 2016
1208	<p><b><i>Government-wide policy implementation</i></b></p> <p>Records relating to agency implementation of government-wide corporate policies, standards, guidelines and procedures.</p> <p>Government-wide policies include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• anti-discrimination</li> <li>• equal employment opportunity</li> <li>• right to information</li> <li>• code of conduct.</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>signed employee declarations.</li> </ul> <p><i>See INFORMATION MANAGEMENT – <u>Information Privacy &amp; Access</u> for records relating to the implementation of right to information and information privacy provisions.</i></p>		
1209	<p><b>Agency-wide policy implementation</b></p> <p>Records relating to agency implementation of corporate policies, standards, guidelines and procedures developed by the agency.</p> <p>Excludes the implementation of disaster recovery and risk management policies.</p> <p>Agency-wide policies include, but are not limited to:</p> <ul style="list-style-type: none"> <li>human resources</li> <li>information management</li> <li>financial management</li> <li>records management.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>development plan</li> <li>consultation plan</li> <li>deployment plan</li> <li>development proposal</li> <li>registers</li> <li>communication to stakeholders.</li> </ul>	3 years after business action completed.	1 September 2016
<p><b>PERFORMANCE MANAGEMENT</b></p> <p><i>Identifying and evaluating an agency's performance to ensure goals and objectives are achieved.</i></p> <p><i>See COMMON ACTIVITIES – <u>Reporting</u> for records relating to reports assessing and monitoring agency performance.</i></p> <p><i>See WORKFORCE MANAGEMENT – <u>Performance Management</u> for records relating to identifying, evaluating and developing employee work performance.</i></p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1210	<p><b><i>Performance management</i></b></p> <p>Records relating to the processes of identifying, developing, evaluating, and improving agency performance against strategic measures.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• statement of expectations</li> <li>• statement of intent</li> <li>• final versions of formal performance agreements</li> <li>• documentation of negotiations involved in setting performance expectations, including notes from meetings.</li> </ul>	5 years after business action completed.	1 September 2016
<p><b>RESTRUCTURING</b></p> <p><i>Reassessing agency activities, goals and structures. Includes consideration of staff numbers and position descriptions, as well as the assets required. May also be known as machinery of government changes.</i></p> <p><i>See COMMON ACTIVITIES – <u>Agreements</u> for records relating to transfer agreements, agency agreements, e.g. service level agreements (SLAs), Memorandum of Understanding (MOUs), custody/ownership of records etc. Includes where government functions/enterprises are sold or outsourced.</i></p> <p><i>See PROPERTY MANAGEMENT – <u>Office Facilities</u> for records relating to the fit out or relocation of an agency.</i></p> <p><i>See WORKFORCE MANAGEMENT:</i></p> <ul style="list-style-type: none"> <li>• <i><u>Position/role creation and evaluation</u> for records relating to creation, variation, abolition, transfer, review and evaluation of positions, roles and duties of employees against existing or planned organisational structures</i></li> <li>• <i><u>Separations</u> for records relating to the activities of managing the departure of employees from the agency.</i></li> </ul>			
1211	<p><b><i>Restructures – significant</i></b></p> <p>Records relating to significant reviews and restructures of an entire agency or major functional sections of it.</p> <p>Includes the establishment and development of a new agency structure and the sale or outsourcing of government functions.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• proposals concerning agency changes</li> <li>• copies of instruments giving effect to machinery of government changes, e.g. administrative arrangements orders, departmental arrangements notices, etc.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>final, approved versions of organisational charts resulting from the restructure.</li> </ul>		
1212	<p><b><i>Restructures – transfer arrangements</i></b></p> <p>Records relating to transfer arrangements to move core functions and staff to other agencies as a result of the restructuring process.</p> <p>Includes transfer of equipment, custody/ownership of records, personnel files, etc.</p> <p>Excludes arrangements resulting from outsourcing of functions or sale of government enterprises.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>reports</li> <li>transfer of assets</li> <li>transfer memos.</li> </ul>	7 years after business action completed.	1 September 2016
1213	<p><b><i>Restructures – other</i></b></p> <p>Records relating to minor reviews and restructures affecting only particular sections of the agency and have little effect on the overall function of the agency.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>proposals concerning agency changes</li> <li>final, approved versions of organisational charts resulting from the restructure.</li> </ul>	5 years after business action completed.	1 September 2016

## WORK HEALTH AND SAFETY

*Implementing work health and safety legislation internally throughout the agency. Includes the development and implementation of safety policies and the monitoring of safe work practices, procedures and preventive measures.*

*Excludes the core business records of the Office of Fair and Safe Work.*

*See COMMON ACTIVITIES – [Audit](#) for records relating to work place health and safety audits.*

*See WORKFORCE MANAGEMENT:*

- *[Health and Wellbeing Promotion](#) for records relating to health and wellbeing programs*
- *[Rehabilitation](#) for records relating to the rehabilitation of employees.*

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>ACCIDENTS AND INCIDENTS</b> <i>Dealing with mishaps or hazards causing death or injury on an agency's premises. Includes injury or death to an employee travelling for the purposes of employment (while on duty or official business), or to members of the public, visitors or customers while on the agency's premises. Also includes hazards that may impact on a number of people.</i> <i>See COMMON ACTIVITIES – <a href="#">Compensation</a> for records relating to insurance claims.</i> <i>See WORK HEALTH AND SAFETY – <a href="#">Compliance</a> for hazardous substances and dangerous goods for records relating to asbestos, radiation and other major hazards.</i> <i>See WORKFORCE MANAGEMENT – <a href="#">Employment History</a> for records relating to accident or incident records maintained on employment service history files.</i>			
1214	<b>Notifiable incidents</b> Records relating to notifiable work health and safety accidents, incidents and complaints, which include the death, serious injury or illness of a person or involves a dangerous incident. Includes notifications required under legislation, e.g. <i>Work Health and Safety Act 2011</i> and the <i>Safety in Recreational Water Activities Act 2011</i> . Records may include, but are not limited to: <ul style="list-style-type: none"> <li>• incident records, e.g. incident/accident report forms</li> <li>• inspection records</li> <li>• investigation reports</li> <li>• medical/first aid treatment records</li> </ul>	80 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• notifications.</li> </ul>		
1215	<p><b>Non-notifiable incidents</b></p> <p>Records relating to work health and safety accidents, incidents and complaints that are not notifiable.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• incident records, e.g. incident/accident report forms</li> <li>• inspection records</li> <li>• investigation reports</li> <li>• medical/first aid treatment records.</li> </ul>	7 years after business action completed.	1 September 2016
1216	<p><b>Accidents and incidents registers</b></p> <p>Registers of work health and safety accidents, incidents and complaints.</p>	80 years after business action completed.	1 September 2016
<p><b>COMMITTEES</b></p> <p><i>Managing formally established committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, agendas, reports etc.</i></p> <p>See <b>COMMON ACTIVITIES</b> – <u>Meetings</u> for records relating to non-committee meetings.</p> <p>See <u>GOVERNING BODIES</u> for records relating to Board management.</p>			
1217	<p><b>Work health and safety committees</b></p> <p>Records of proceedings of work health and safety committees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• agendas</li> <li>• minutes</li> <li>• recommendations and resolutions</li> <li>• records of the establishment of the committee</li> <li>• briefing papers</li> <li>• discussion papers.</li> </ul>	10 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>COMPLIANCE</b> <i>Compliance with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the agency is subject.  See COMMON ACTIVITIES – <a href="#">Compliance</a> for general records relating to breaches of work health and safety requirements.</i>			
1218	<p><b>Workplace registers – asbestos, hazardous chemicals and hazardous substances</b></p> <p>Registers that document the use, presence, handling or storage of hazardous substances by the agency.</p> <p>Substances may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>chemicals</li> <li>asbestos</li> <li>lead</li> <li>radioactive materials.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>asbestos registers (including presence and removal of asbestos)</li> <li>hazardous chemicals registers</li> <li>exposure of employees and contractors to hazardous substances registers.</li> </ul> <p><i>See ASSET MANAGEMENT – <a href="#">Moveable Assets</a> for records relating to the acquisition, storage and handling of hazardous substances and dangerous goods for agency use.</i></p>	Permanent. Retain in agency.	1 September 2016
1219	<p><b>Workplace monitoring – hazardous substances and dangerous goods</b></p> <p>Records relating to the monitoring of hazardous substances and dangerous goods in the workplace.</p> <p>Monitoring includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>exposure of individual employees to hazardous substances</li> <li>inspections to check compliance with legislation or standards</li> <li>monitoring of quality and safety procedures against approved plans</li> <li>registration or licensing requirements.</li> </ul> <p>Records may include, but are not limited to:</p>	100 years after business action completed.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• reports</li> <li>• licence applications and renewals</li> <li>• security, transport and emergency management plans.</li> </ul> <p>See ASSET MANAGEMENT – <u>Moveable Assets</u> for records relating to the acquisition, storage and handling of hazardous substances and dangerous goods for agency use.</p> <p>See PROPERTY MANAGEMENT – <u>Waste Management</u> for records relating to the inspection, removal and disposal of hazardous substances, including asbestos from buildings.</p>		
1220	<p><b>Health monitoring – radiation</b></p> <p>Records relating to the personal monitoring of an employee's exposure to radiation in accordance with the <i>Radiation Safety Act 1999</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• results from personal radiation monitoring devices</li> <li>• assessments</li> <li>• information required to be collected and retained under legislation.</li> </ul> <p>See INFORMATION MANAGEMENT – <u>Record destruction documentation</u> for directions issued by the regulator regarding the retention and disposal of personal radiation monitoring records.</p>	75 years from date of birth or 30 years after last assessment, whichever is later.	1 September 2016
1221	<p><b>Health monitoring – asbestos</b></p> <p>Records relating to the ongoing health monitoring of individuals engaged in the use, handling or storage of asbestos in accordance with the <i>Work Health and Safety Regulation 2011</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• health monitoring reports.</li> </ul>	40 years after business action completed.	1 September 2016
1222	<p><b>Health monitoring – hazardous chemicals</b></p> <p>Records relating to the ongoing health monitoring of individuals engaged in the use, handling, generation or storage of hazardous chemicals in accordance with the <i>Work Health and Safety</i></p>	30 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p><i>Regulation 2011.</i></p> <p>Includes health monitoring for lead.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>health monitoring reports.</li> </ul>		
1223	<p><b>Airborne contaminants</b></p> <p>Records relating to monitoring airborne contaminant levels.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>statistics</li> <li>reports.</li> </ul>	30 years after business action completed.	1 September 2016
1224	<p><b>Safety data sheets</b></p> <p>Safety data sheets (SDS) prepared by the manufacturers or importers of hazardous chemicals and covering the properties and uses of substances.</p> <p>Previously known as Material Safety Data Sheet (MSDS).</p>	Until data sheet superseded or until hazardous chemical disposed of.	1 September 2016
<p><b>INSPECTIONS</b></p> <p><i>Official examinations of facilities, equipment and items to ensure compliance with agreed standards and objectives.</i></p>			
1225	<p><b>Routine inspections</b></p> <p>Records relating to routine inspections conducted either internally or externally to identify and monitor work health and safety risks or hazards.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>complaints</li> <li>inspection records</li> <li>liaison records</li> <li>remedial action.</li> </ul> <p>See <i>WORK HEALTH &amp; SAFETY</i>:</p> <ul style="list-style-type: none"> <li><u>Notifiable incidents</u> for records relating to inspections arising from a notifiable incident</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li><u>Workplace monitoring-hazardous substances and dangerous goods</u> for records relating to inspections related to hazardous substances</li> <li><u>Risk management</u> for records relating to risk management.</li> </ul>		
<p><b>POLICY</b></p> <p><i>Developing and establishing decisions, directions and precedents which as a reference for future decision making, are the basis from which the agency's operating procedures are determined.</i></p> <p>See COMMON ACTIVITIES:</p> <ul style="list-style-type: none"> <li><u>Policy</u> for records relating to policy development</li> <li><u>Procedures</u> for records relating to procedure development.</li> </ul>			
1226	<p><b>Hazardous substances and dangerous goods policies</b></p> <p>Records relating to policies for the management of hazardous substances and dangerous goods including their use, presence, handling, monitoring and storage.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>approved policies</li> <li>policy proposals</li> <li>supporting reports</li> <li>major drafts.</li> </ul> <p>See WORK HEALTH &amp; SAFETY – <u>Workplace monitoring-hazardous substances and dangerous goods</u> for other records relating to the monitoring of hazardous substances and dangerous goods.</p>	100 years after business action completed.	1 September 2016
1227	<p><b>Work health and safety policies</b></p> <p>Records relating to work health and safety policies.</p> <p>Excludes policies relating to the management of hazardous substances and dangerous goods.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>approved policies</li> </ul>	80 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• supporting reports</li> <li>• major drafts.</li> </ul> <p><i>See WORK HEALTH &amp; SAFETY – <u>Hazardous substances and dangerous goods policies</u>.</i></p>		
<p><b>RISK MANAGEMENT</b></p> <p><i>The identification of risks and hazards and the implementation of appropriate practices and procedures to reduce the number of incidents and the impact of incidents on the agency.</i></p> <p><i>See COMMON ACTIVITIES – <u>Risk Management</u> for risk assessments not related to work health and safety.</i></p> <p><i>See WORK HEALTH AND SAFETY – <u>Routine inspections</u> for records relating to routine work health and safety inspection records.</i></p>			
1228	<p><b>High risk</b></p> <p>Records relating to risk management of work health and safety hazards where assessments include:</p> <ul style="list-style-type: none"> <li>• a risk to employees</li> <li>• health surveillance and/or monitoring of employees is necessary</li> <li>• the severity of the risk is high.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• assessment documentation</li> <li>• consultation records</li> <li>• decisions</li> <li>• hazard reports</li> <li>• plans</li> <li>• reviews</li> <li>• risk identification records.</li> </ul>	80 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1229	<p><b>Low risk</b></p> <p>Records relating to risk management of work health and safety hazards where assessments indicate:</p> <ul style="list-style-type: none"> <li>• a risk to employees</li> <li>• health surveillance and/or monitoring of employees is necessary</li> <li>• the severity of the risk is low.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• assessment documentation</li> <li>• consultation records</li> <li>• decisions</li> <li>• hazard reports</li> <li>• plans</li> <li>• reviews</li> <li>• risk identification records.</li> </ul>	30 years after business action completed.	1 September 2016
1230	<p><b>No risk</b></p> <p>Records relating to risk management of work health and safety hazards where assessments include:</p> <ul style="list-style-type: none"> <li>• no risk to employees</li> <li>• health surveillance and/or monitoring is not required.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• assessment documentation</li> <li>• consultation records</li> <li>• decisions</li> <li>• hazard reports</li> <li>• plans</li> <li>• reviews</li> <li>• risk identification records.</li> </ul>	7 years after business action completed.	1 September 2016

## WORKFORCE MANAGEMENT

*Hiring and developing employees so that they become more valuable to the agency. An employee is someone directly employed by the agency including permanent, temporary, casual and part-time employees and people working under scholarships, traineeships and apprenticeships.*

See **COMMON ACTIVITIES** – [Planning](#) for records relating to workforce management plans.

See **FINANCIAL MANAGEMENT** – [Payroll](#) for records relating to the payment of wages and salaries to employees.

See **TRANSITORY AND SHORT TERM** – [Routine Communication](#) for records relating to employee suggestions.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>EMPLOYEE COMPLAINTS MANAGEMENT</b> <i>Issues or complaints raised by employees in relation to any work incident, action or decision which directly affects them and which they perceive to be unfair or unreasonable.</i>			
1231	<p><b>Employee complaints</b></p> <p>Records relating to complaints lodged by an employee, either informally or formally, including complaints handled internally, referred to an external body or referred for external review. May be referred to as grievances.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• applications for external review</li> <li>• complaints</li> <li>• decisions</li> <li>• interview transcripts</li> <li>• investigation notes</li> <li>• minutes of meetings</li> <li>• recommendations</li> <li>• reports.</li> </ul>	7 years after business action completed.	1 September 2016
<b>EMPLOYEE MISCONDUCT</b> <i>Actions associated with the handling of employee misconduct. Includes investigations, charges, formal enquiries, findings, appeals and outcomes.</i> See <b>COMMON ACTIVITIES</b> – <a href="#">Corruption Prevention and Detection</a> for records relating to disclosures of corruption. See <b>WORKFORCE MANAGEMENT</b> – <a href="#">Employee Complaints Management</a> for records relating to complaints received about employees.			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1248	<p><b><i>Investigations by external bodies</i></b>  Records relating to investigations of employee misconduct conducted by an external body.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• appeal records</li> <li>• complaints</li> <li>• investigation records</li> <li>• referrals</li> <li>• records of remedial and/or disciplinary action</li> <li>• reviews</li> <li>• written allegations</li> <li>• criminal convictions.</li> </ul>	15 years after business action completed.	1 September 2016
1249	<p><b><i>Internal investigations</i></b>  Records relating to investigations of employee misconduct investigated internally by the agency.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• complaints</li> <li>• appeal records</li> <li>• investigation records</li> <li>• referrals</li> <li>• records of remedial and/or disciplinary action</li> <li>• reviews</li> <li>• written allegations.</li> </ul>	7 years after business action completed.	1 September 2016
1250	<p><b><i>Frivolous or vexatious allegations</i></b>  Records relating to allegations of employee misconduct where no investigation is required, e.g. the allegations are declared frivolous or vexatious.  Records may include, but are not limited to:</p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>complaints</li> <li>declarations of a frivolous or vexatious complainant.</li> </ul>		
<b>EMPLOYMENT HISTORY</b> <i>Managing the general conditions of employment for employees including their appointment, relocation, employment and medical history.</i> <i>See TRANSITORY AND SHORT TERM – <a href="#">Routine Communication</a> for records relating to routine administration of workforce management matters and routine enquiries (e.g. employment conditions, opportunities or programs; workforce management processes; or training opportunities).</i>			
1232	<p><b>Employment history – summaries</b></p> <p>Records that summarise the employment of all employees of an agency.</p> <p>Summary information may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>appointment dates</li> <li>commencement and separation dates</li> <li>date of birth</li> <li>education</li> <li>employment/service dates</li> <li>name</li> <li>positions held</li> <li>qualifications.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>information held in business systems</li> <li>index cards</li> <li>registers</li> <li>summary sheets.</li> </ul>	Permanent. Transfer to QSA after business action completed.	1 September 2016
1233	<p><b>Employee service history</b></p> <p>Records relating to the appointment and consolidated employment history of employees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>appointment records</li> </ul>	80 years from date of birth or 7 years from date of separation, whichever is later.	1 September 2016



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• cessation records</li> <li>• contracts</li> <li>• employment history</li> <li>• leave history/summary</li> <li>• medical reports</li> <li>• outcomes of disciplinary matters</li> <li>• pecuniary interests/declarations of interest</li> <li>• records of training in hazardous substances</li> <li>• successful job applications and resumes</li> <li>• terms of employment.</li> </ul> <p>NOTE: These records may have historically been held on a personnel/personal file.</p> <p>See <u>GOVERING BODIES</u> for records relating to the appointment of Board members.</p> <p>See <u>INFORMATION MANAGEMENT – Control</u> for records relating to indexes or registers of employment service history records or personnel files.</p> <p>See <u>WORKFORCE MANAGEMENT</u>:</p> <ul style="list-style-type: none"> <li>• <u>Employee medical examinations</u> for records relating to medical examinations of employees to determine fitness for duty</li> <li>• <u>Separations</u> for records relating to when employees leave.</li> </ul>		
1234	<p><b>Service history – contractors, volunteers and work placements</b></p> <p>Records relating to contractors and other staff not directly employed by the agency, e.g. staff sourced through an employment/recruitment agency, apprentices supplied by a group training organisation.</p> <p>Includes volunteers and work experience placements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• contracts</li> <li>• job applications and resumes.</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1235	<p><b><i>Employee medical examinations</i></b></p> <p>Records relating to the implementation and administration of medical examinations of employees to determine fitness for duty.</p> <p>Excludes medical examinations for exposure to hazardous substances.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• examination notice.</li> </ul> <p>See COMMON ACTIVITIES – <u>Compensation</u> for records relating to examinations as part of a compensation claim.</p> <p>See WORK HEALTH AND SAFETY – <u>Health monitoring-hazardous chemicals</u> for records relating to ongoing health monitoring of individuals who use and handle hazardous chemicals.</p> <p>See WORKFORCE MANAGEMENT – <u>Employee service history</u> for records relating to medical reports.</p>	10 years after business action completed.	1 September 2016
1236	<p><b><i>Relocation expenses</i></b></p> <p>Records relating to expenses incurred as a result of the appointment, transfer or redeployment of an employee.</p> <p>Includes expenses for the removal, storage or relocation of personal and household effects, travel and temporary accommodation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• agreements</li> <li>• arrangements</li> <li>• payment plans.</li> </ul> <p>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to payment of expenses.</p> <p>See PROPERTY MANAGEMENT – <u>Office Facilities</u> for records relating to the relocation of premises.</p>	7 years after business action completed.	1 September 2016
1238	<b><i>Work diaries – Chief Executive Officer – significant</i></b>	Permanent.	1 September

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Diaries and appointment books of Chief Executive Officers (or equivalent) that document information about significant issues, e.g. decisions and actions that are not recorded elsewhere.</p> <p>Includes electronic diaries and calendars.</p> <p>Excludes private appointments not related to the performance of official duties.</p> <p>Excludes Minister and Assistant Minister diaries and Mayors diaries.</p>	Transfer to QSA after business action completed.	2016
1239	<p><b>Work diaries – Chief Executive Officer – other</b></p> <p>Diaries and appointment books of Chief Executive Officers (or equivalent) not covered by reference number 1238 that document the occurrence of official duties.</p> <p>Includes electronic calendars.</p> <p>Excludes private appointments not related to the performance of official duties.</p> <p>Excludes Local Government Councillors diaries.</p> <p><i>See TRANSITORY AND SHORT TERM – <a href="#">Appointment Diaries, Calendar Entries and Duty Rosters</a> for records relating to appointment diaries for all other staff.</i></p> <p><i>See <a href="#">Local Government Sector Retention and Disposal Schedule (QDAN480)</a> for records relating to Councillors Diaries.</i></p>	7 years after business action completed.	1 September 2016
<p><b>EMPLOYMENT SCREENING</b></p> <p><i>Screening persons to ensure the safety and security of the Queensland community, particularly children, and to maintain public confidence in the integrity of the Queensland public service.</i></p>			
1240	<p><b>Criminal history checks</b></p> <p>Records relating to criminal history checks undertaken on an employee who is performing relevant or prescribed duties to assess their ongoing risk and suitability for a role.</p> <p>Includes criminal history checks of persons an agency proposes to engage or employ to perform relevant or prescribed duties as well as contractors, students and volunteers.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>correspondence with the Queensland Police Service</li> <li>consent form and supporting documentation</li> </ul>	Until assessment of individual is complete.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>criminal history report</li> <li>notices issued under s.170 of the <i>Public Service Act 2008</i>.</li> </ul> <p>NOTE: These records are not to be kept any longer than the disposal action.</p> <p>See <i>WORKFORCE MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li><u>Employment screening assessments</u> for records relating to other assessments</li> <li><u>Criminal history checks registers</u>.</li> </ul>		
1241	<p><b>Employment screening assessments</b></p> <p>Records relating to employment screening undertaken on an employee who is performing relevant or prescribed duties to assess their ongoing risk and suitability for a role.</p> <p>Includes screening of persons an agency proposes to engage or employ to perform relevant or prescribed duties as well as contractors, students and volunteers.</p> <p>Excludes criminal history checks.</p> <p>Includes the following types of employment screening:</p> <ul style="list-style-type: none"> <li>child-related duties (working for children) requests made by an agency</li> <li>past adverse disciplinary action</li> <li>security screening and background checks.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>assessments and determinations</li> <li>consent forms and supporting documentation</li> <li>correspondence with the Queensland Police Service</li> <li>information requests to another State or Federal authority</li> <li>prescribed notice and/or exemption notice applications</li> <li>security check reports.</li> </ul> <p>See <i>WORKFORCE MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li><u>Criminal history checks</u> for records relating to criminal history checks, disclosures,</li> </ul>	7 years after separation.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p><i>reports and decisions</i></p> <ul style="list-style-type: none"> <li>• <i><u>Recruitment and selection</u> for records relating to referee reports as part of the recruitment process.</i></li> </ul>		
1242	<p><b><i>Criminal history check registers</i></b>  Entries made in a criminal history screening register.  Data may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• what role they were being considered for</li> <li>• whether a criminal history check was completed</li> <li>• the date the criminal history check was completed.</li> </ul> <p><i>See WORKFORCE MANAGEMENT – <u>Criminal history checks</u> for records relating to criminal history checks, disclosures, reports and decisions.</i></p>	7 years after separation.	1 September 2016
<p><b>EVALUATION</b>  <i>Determining the suitability of positions, roles and duties of employees.</i>  <i>See STRATEGIC MANAGEMENT – <u>Restructuring</u> for records relating to the restructure of an agency.</i></p>			
1243	<p><b><i>Position/role creation and evaluation</i></b>  Records relating to the creation, variation, abolition, transfer, review and evaluation of positions, roles and duties of employees against existing or planned organisational structures.  Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• proposals and approvals</li> <li>• role/position descriptions and duty statements</li> <li>• role/position description evaluation and review records.</li> </ul>	5 years after business action completed.	1 September 2016
<p><b>HEALTH AND WELLBEING PROMOTION</b>  <i>Promoting agency programs which encourages a healthy and safe work environment.</i></p>			
1244	<p><b><i>Health and wellbeing programs</i></b>  Records relating to the development, promotion and implementation of programs, which</p>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>encourage a healthy and safe work environment and safe work practices. Programs may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• massages</li> <li>• health screening, e.g. blood pressure and cholesterol testing</li> <li>• immunisation</li> <li>• counselling, e.g. bereavement, career, hardship relief, trauma, welfare</li> <li>• professional coaching.</li> </ul> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• advice</li> <li>• appointment records, e.g. first aid officers, safety officers</li> <li>• consent forms/declarations</li> <li>• case files</li> <li>• counselling records.</li> </ul> <p>See <i>COMMON ACTIVITIES – <a href="#">Agreements</a></i> for records relating to contracts and agreements with service providers.</p> <p>See <i>TRANSITORY AND SHORT TERM – <a href="#">Administrative Arrangements</a></i> for records relating to program arrangements.</p>		
<b>LEAVE</b> <i>Administering leave and documenting attendance for employees. Includes unauthorised leave taken by employees.</i>			
1245	<p><b>Attendance</b> Records relating to employee attendance. Includes employee leave requests, approvals and refusals. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• attendance books</li> <li>• clock on/off cards</li> <li>• flexitime sheets</li> </ul>	7 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• overtime sheets</li> <li>• time sheets</li> <li>• approvals</li> <li>• cancellations</li> <li>• leave applications</li> <li>• medical/sick leave certificates</li> <li>• supporting documentation.</li> </ul> <p>See WORKFORCE MANAGEMENT – <u>Employment History</u> for records relating to employee leave history/summary.</p>		
<p><b>PERFORMANCE MANAGEMENT</b></p> <p><i>Identifying, evaluating and developing employee work performance so that the agency's goals and objectives are achieved. Helps benefit employees through recognition, performance feedback, catering for work needs and offering career guidance.</i></p> <p>See STRATEGIC MANAGEMENT – <u>Performance Management</u> for records relating to the performance of an agency.</p> <p>See WORKFORCE MANAGEMENT:</p> <ul style="list-style-type: none"> <li>• <u>Employee Complaints Management</u> for records relating to complaints raised by employees</li> <li>• <u>Employee Misconduct</u> for records relating to investigations relating to employee misconduct.</li> </ul>			
1254	<p><b><i>Employee performance management programs</i></b></p> <p>Records relating to the development, implementation and management of employee performance management programs including reward and recognition schemes.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• approvals</li> <li>• development records</li> <li>• reports</li> <li>• reviews.</li> </ul>	5 years after business action completed.	1 September 2016
1255	<b><i>Employee performance</i></b>	7 years after business	1 September

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records relating to the assessment, evaluation and review of an employee's work performance including annual assessments and performance improvement.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• annual performance and development plans</li> <li>• assessment reports</li> <li>• evaluations</li> <li>• performance agreements</li> <li>• reviews.</li> </ul>	action completed.	2016
1256	<p><b><i>Employee awards, honours and prizes</i></b></p> <p>Records relating to the conferring of awards, honours and prizes, either internally or externally, on individuals, employees and teams in recognition of their achievements or service.</p> <p>Includes awards given as part of reward and recognition programs.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• nominations</li> <li>• outcome the award</li> <li>• registers.</li> </ul> <p>See <i>EXTERNAL RELATIONS – <a href="#">Program and Event Management</a></i> for records relating to awards, honours and prizes received and sponsored by an agency.</p>	5 years after business action completed.	1 September 2016
<p><b>RECRUITMENT</b></p> <p><i>Employing suitable staff to fill vacant agency positions. Includes permanent, temporary, contracted staff and consultants.</i></p> <p>See <i>WORKFORCE MANAGEMENT</i>:</p> <ul style="list-style-type: none"> <li>• <a href="#">Employee service history</a> for records relating to successful applicants</li> <li>• <a href="#">Employment Screening</a> for records relating to criminal history checks or other employment screening activities</li> <li>• <a href="#">Service history-contractors, volunteers and work placements</a> for records relating to recruitment undertaken on behalf of the agency by an external agency.</li> </ul>			



Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1257	<p><b><i>Recruitment and selection</i></b></p> <p>Records relating to the recruitment and selection of employees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• appeal/review records</li> <li>• approvals</li> <li>• competency assessments</li> <li>• interview questions and responses</li> <li>• interview reports and schedules</li> <li>• notifications</li> <li>• panel recommendation reports</li> <li>• records of appeal/review</li> <li>• referee reports</li> <li>• rejected offers</li> <li>• results of aptitude/psychological tests</li> <li>• unsuccessful applications.</li> </ul>	3 years after recruitment finalised.	1 September 2016
1319	<p><b><i>Recruitment/employment schemes</i></b></p> <p>Records relating to the administration of recruitment and employment schemes intended to attract or recruit employees into the workforce including migration schemes, volunteer, apprentice, trainee or work experience programs.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• approvals</li> <li>• correspondence with Commonwealth, State and educational bodies</li> <li>• funding arrangements.</li> </ul> <p>See COMMON ACTIVITIES – <u><i>Agreements and contracts-not under seal</i></u> for records relating to funding agreements.</p> <p>See WORKFORCE MANAGEMENT – <u><i>Employment history</i></u> for records relating to individuals</p>	2 years after business action completed.	1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<i>employed under these schemes.</i>		
<b>REHABILITATION</b> <i>Supporting the return to work of an injured employee to ensure the employee's earliest possible return to work and/or maximise the employee's independent functioning. The process aims to assist the worker to achieve their pre-injury status and includes early intervention with appropriate, adequate and timely services through the use of a rehabilitation and return to work coordinator or other assigned officer.</i>			
1258	<b>Rehabilitation programs</b> Records relating to the workplace rehabilitation of employees following injury or illness. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>correspondence or reports from medical and allied health professionals</li> <li>correspondence with superannuation agencies or workers compensation agencies</li> <li>medical certificates</li> <li>return to work agreements and plans.</li> </ul>	55 years after business action completed.	1 September 2016
<b>SEPARATIONS</b> <i>Managing the departure of employees from the agency due to resignation, retirement, redeployment, redundancy, termination or death.</i>			
1259	<b>Employee separation</b> Records relating to the administration of employee separation schemes including resignation, retirement, redeployment, redundancy (including voluntary redundancy), termination, dismissal, retrenchment and death. Records may include, but are not limited to: <ul style="list-style-type: none"> <li>criteria</li> <li>redundancy expressions of interest</li> <li>redundancy offers.</li> </ul> See <i>WORKFORCE MANAGEMENT – <u>Employment History</u></i> to include leaving date on an employee's service history.	7 years after business action completed.	1 September 2016
<b>TRAINING</b> <i>All types of training to develop the skills and knowledge of agency employees and volunteers.</i>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1262	<p><b>Registered Training Organisation (RTO) status</b></p> <p>Records relating to an agency where they have attained Registered Training Organisation (RTO) status.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• certificates</li> <li>• notices</li> <li>• recognition of vocational placement scheme (including placement registers)</li> <li>• performance monitoring and auditing</li> <li>• compliance assessments against mandated standards conditions.</li> </ul>	30 years after registration ceases.	1 September 2016
1261	<p><b>Training provision</b></p> <p>Records relating to the development and delivery of training programs, seminars and workshops organised by the agency where the agency is not a Registered Training Organisation (RTO).</p> <p>Includes training for employees for Code of Conduct, Fraud and Corruption, Information Privacy and Information Security.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• course material</li> <li>• follow-up actions</li> <li>• handouts</li> <li>• presentations, e.g. employee presented</li> <li>• programs</li> <li>• training material</li> <li>• summary list of attendees.</li> </ul> <p><i>See WORKFORCE MANAGEMENT – <u>Employment History</u> for records relating to the training of staff in the handling and management of hazardous substances.</i></p>	5 years after business action completed.	1 September 2016

## TRANSITORY AND SHORT TERM

*Transitory and short term records are created as part of routine transactional business practices and are only required to be kept for a short period of time.*

*Agencies remain responsible for:*

- *determining their specific legal obligations for the retention of records relating to their business activities. Where a disposal requirement under this schedule does not meet an agency's specific regulatory requirement, please refer to your agency's core business or sector schedule*
- *ensuring records being disposed of are covered by the classes and not listed in the specific exclusions provided in each record class*
- *determining when 'business use ceases' within its context (i.e. this is when any business, accountability, community or cultural requirements have ceased, or were never evident)*
- *before destroying records, identifying those records that may be required for longer, including where:*
  - *they are or may be required for judicial and litigation proceedings, Commissions of Inquiry, or legal action, whether or not the State is a party to that litigation*
  - *there is any other law or policy requiring the records be retained, for example, a current disposal freeze or retained in accordance with the Evidence Act 1977 and the Criminal Code Act 1899.*

*Transitory and short term records described in this schedule do not require formal destruction documentation as per Principle 2 of Information Standard 31: Retention and disposal of public records (IS31). Depending on your business requirements, they also do not need to be formally captured into an agency's recordkeeping solution (e.g. eDRMS, business application with appropriate recordkeeping functionality). If an agency chooses to capture these records as part of a recordkeeping solution, and wishes to cite the formal authorisation, then the QDAN number is sufficient (QDAN249).*

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>ADMINISTRATIVE ARRANGEMENTS</b> <i>Administrative arrangements undertaken by agencies in the course of daily business.</i> See <b>COMMON ACTIVITIES</b> : <ul style="list-style-type: none"> <li>• <u>Authorisations</u> for records relating to travel authorisations and approvals</li> <li>• <u>Meetings</u> for records relating to routine meetings of agency employees.</li> </ul> See <b>EXTERNAL RELATIONS</b> : <ul style="list-style-type: none"> <li>• <u>Addresses, Presentations or Speeches</u> for records relating to final versions of addresses, presentations or speeches</li> <li>• <u>Exhibitions</u> for records relating to exhibitions organised by the agency</li> </ul>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>• <u>Media Relations</u> for records relating to the issue of media releases</li> <li>• <u>Program and Event Management</u> for records relating to arranging celebrations, ceremonies, receptions, education programs, functions, conferences and events. Includes the retention of winning raffle ticket stubs.</li> </ul> <p>See FINANCIAL MANAGEMENT – <u>Accountable forms</u>.</p> <p>See GOVERNING BODIES:</p> <ul style="list-style-type: none"> <li>• <u>Fees and allowances</u> for records relating to the payment of members of governing bodies</li> <li>• <u>Statutory Powers</u> for records relating to the establishment, alteration and operation of governing bodies.</li> </ul> <p>See PROPERTY MANAGEMENT for records relating to managing buildings, structures and land owned or leased by an agency.</p> <p>See WORKFORCE MANAGEMENT – <u>Health and Wellbeing Promotion</u> for records relating to the promotion, development and implementation of programs.</p>		
1268	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>• committee meeting arrangements</li> <li>• arrangements for staff attendance at training opportunities</li> <li>• invitations</li> <li>• event confirmations/registrations, contact, attendance and guest lists</li> <li>• seating plans</li> <li>• parking arrangements</li> <li>• bookings – venue, catering, photographer, equipment, accommodation, transport, speakers</li> <li>• running sheets and checklists</li> <li>• schedule of hire charges and service fees</li> <li>• lost and found property</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li>• the planning and management of marketing campaigns</li> <li>• financial transactions – e.g. payment of allowances or expenses</li> <li>• travel authorisations for employees, members of governing bodies, etc.</li> <li>• training in hazardous substances</li> <li>• recruitment and employment programs</li> <li>• ministerial submissions requesting travel approval</li> <li>• visit reports</li> <li>• course material for training programs, seminars and workshops</li> <li>• winning tickets and records relating to the winner.</li> </ul>	<p>Until business action completed.</p> <p>1 September 2016</p>

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>losing raffle ticket stubs</li> <li>media liaison – accreditations, organising interviews, distributing media releases and promotional marketing material</li> <li>travel arrangements – including interstate and overseas work related travel (e.g. itineraries, passports, visas, determination of allowances, etc.)</li> <li>moving premises – including inventories, arrangements with removalists, etc.</li> <li>equipment and property booking forms</li> <li>surplus accountable forms including blank and obsolete forms.</li> </ul>		
<b>APPOINTMENT DIARIES, CALENDAR ENTRIES AND DUTY ROSTERS</b> <i>Scheduling meetings and organising and planning work during a given period.</i> <i>See WORKFORCE MANAGEMENT – <a href="#">Employment History</a> for records relating to work diaries of Ministers, Assistant Ministers and Chief Executives.</i>			
1269	<b><i>Examples (Records) may include, but are not limited to:</i></b> <ul style="list-style-type: none"> <li>diaries</li> <li>calendars</li> <li>meeting appointments</li> <li>completed appointment log books</li> <li>duty roster.</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li><i>work diaries of Ministers, Assistant Ministers and Chief Executive Officers (or equivalent)</i></li> <li><i>diaries required for evidence of a particular function (e.g. police notebooks, transport inspector notebooks)</i></li> <li><i>diaries, calendars or rosters required as evidence of attendance.</i></li> </ul>	Until business action completed.  1 September 2016

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<b>CARDHOLDER DATA</b> Cardholder data information captured as part of a financial transaction, including information processed, transmitted or stored in any form. NOTE: If you store these records, it must be in accordance with the <u>Payment Card Industry Data Security Standard (PCI DSS)</u> . See <u>FINANCIAL MANAGEMENT</u> for records relating to payments received, and use of agency credit cards, and client authorisations to conduct financial transactions. See TRANSITORY AND SHORT TERM – <u>Sensitive Authentication Data</u> for records relating to the management of this information when it is received.			
1102	<b>Examples (Records) may include, but are not limited to:</b> <ul style="list-style-type: none"> <li>primary account number (PAN) (rendered unreadable)</li> <li>cardholder name</li> <li>expiration date</li> <li>service code.</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>sensitive authentication data.</li> </ul>	Until business action completed.  1 September 2016
<b>COLLECTIONS – CONTROL AND MANAGEMENT</b> The control and management of general collections including: <ul style="list-style-type: none"> <li>cataloguing</li> <li>inventories and stocktakes</li> <li>item preservation, including book binding and repairs.</li> </ul> See ASSET MANAGEMENT – <u>Moveable Assets</u> for records relating to the acquisition and implementation of library management systems. See COLLECTION MANAGEMENT – <u>Collections-acquisitions and disposals</u> and <u>Cultural collections-development and management</u> for records relating to items that have been disposed of after a stocktake.			
1061	<b>Examples (Records) may include, but are not limited to:</b> <ul style="list-style-type: none"> <li>catalogues</li> <li>authority files of subject headings</li> <li>classification schemes</li> <li>thesauruses created for specialised</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>nil exclusions</li> </ul>	Until business action completed.  1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	use <ul style="list-style-type: none"> <li>shelf listings</li> <li>stocktaking schedules, forms, results, etc.</li> </ul>			
<p><b>ROUTINE COMPUTER OPERATIONS</b></p> <p><i>Covers records supporting the agency's routine operation of computer applications, including:</i></p> <ul style="list-style-type: none"> <li><i>records documenting access to the agency's data and information</i></li> <li><i>application output or input records required for checking, matching and control purposes</i></li> <li><i>moving of data from one storage device to another (e.g. hierarchical storage management)</i></li> <li><i>routine data recovery processes (e.g. from a back-up tape or where information is restored by the end user)</i></li> <li><i>erasing or overwriting data stored on digital media prior to disposal (i.e. sanitisation)</i></li> <li><i>records/data with no requirement for ongoing evidence of actions or decisions</i></li> <li><i>transient and intermediate data that assists with the prime functions of an application, where it:</i> <ul style="list-style-type: none"> <li><i>is derivative in nature, or</i></li> <li><i>has no currency beyond processing need</i></li> </ul> </li> </ul> <p>See ASSET MANAGEMENT:</p> <ul style="list-style-type: none"> <li><i><u>Moveable assets-business/software applications</u> for records relating to the development, modification, configuration and/or disposal of applications</i></li> <li><i><u>Moveable assets-other</u> for records relating to 'off-the-shelf' applications.</i></li> </ul> <p>See INFORMATION MANAGEMENT:</p> <ul style="list-style-type: none"> <li><i><u>Control</u> for records relating to master control records</i></li> <li><i><u>Data administration</u> for records relating to maintaining and using data and system migration and are required for evidence of actions and decisions</i></li> <li><i><u>Information privacy &amp; access</u> for records relating to right to information and privacy applications.</i></li> </ul>				
1270	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>requests for new passwords or</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li><i>master files and databases</i></li> <li><i>records which may be required as</i></li> </ul>	Until business action completed.	1 September 2016



Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	forgotten passwords <ul style="list-style-type: none"> <li>• requests to access or connect to agency networks or applications remotely</li> <li>• organisational data dictionaries</li> <li>• transaction reports used for checking and control purposes</li> <li>• operating systems and server logs which are not used to show a history of access or change to data</li> <li>• superseded or obsolete computing software</li> <li>• test data</li> <li>• back-up tapes</li> <li>• pre-processing, intermediate and transient data created by the application as part of routine operations</li> <li>• data subsets extracted for dissemination</li> </ul>	<i>evidence of actions or decisions (e.g. application logs including audit, access and change logs)</i> <ul style="list-style-type: none"> <li>• records created as part of formal reporting processes</li> <li>• application specific data dictionaries and logs</li> <li>• records accessed through the Right to Information (RTI) process.</li> </ul>		
<b>CONTACT CENTRE RECORDINGS</b> <i>The recording of customer and client calls created/maintained to support the provision of customer services and the monitoring of service standards and quality.</i> <i>See COMMON ACTIVITIES – <a href="#">Advice</a> for records relating to call centre recordings created as the official record of advice provided.</i> <i>See EXTERNAL RELATIONS – <a href="#">Customer Service</a> for records relating to the planning, monitoring and evaluation of customer services.</i>				
1069	<b><i>Examples (Records) may include, but are not limited to:</i></b> <ul style="list-style-type: none"> <li>• call centre recordings, including recordings made for training (or</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>• call centre recordings created as the official record of advice provided.</li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	performance management) purposes			
	<ul style="list-style-type: none"> <li>customer queue management.</li> </ul>			
<p><b>COPIES</b></p> <p><i>Copies, in any format, of a master record where:</i></p> <ul style="list-style-type: none"> <li><i>nothing has been added, annotated, changed or deleted</i></li> <li><i>the copies have been created, distributed, and used only for reference purposes.</i></li> </ul> <p>See <b>ASSET MANAGEMENT</b> – <u><i>Agency operating manuals</i></u> for records relating to equipment operating manuals.</p> <p>See <b>COMMON ACTIVITIES</b>:</p> <ul style="list-style-type: none"> <li><u><i>Policy</i></u> for records relating to final versions of policies</li> <li><u><i>Procedures</i></u> for records relating to final versions of procedures</li> <li><u><i>Reporting</i></u> for records relating to final versions of reports.</li> </ul> <p>See <b>EXTERNAL RELATIONS</b> – <u><i>Inquiries</i></u> for records relating to an agency's contribution in an inquiry or investigation.</p>				
1271	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>where an electronic version is the official record, system printouts, summaries or extracts, that are not part of regular reporting procedures</li> <li>where the paper version is the official record, unaltered electronic copies</li> <li>copies of records already captured into a corporate recordkeeping or business system (e.g. emails or documents in shared drives)</li> <li>reference copies of microfilm, microfiche, film, video etc.</li> <li>copies of personal documents,</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li><i>cabinet papers</i></li> <li><i>copies of records relating to the production, drafting and distribution of agency publications</i></li> <li><i>records for which no master copy exists (e.g. film or video)</i></li> <li><i>carbon copies where the original is given to the client and the carbon copy becomes the department's evidential record</i></li> <li><i>copies of records, created externally to the agency, which have affected decision-making, policy or operations (e.g. whole-of-government directions).</i></li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<p>acquired by the agency, which are not required on a continuing basis as evidence (e.g. copies of birth certificates)</p> <ul style="list-style-type: none"> <li>media reports relating to the agency and its activities.</li> </ul>	<ul style="list-style-type: none"> <li><i>copies created during the migration of public records from one format, software configuration or system to another (e.g. digital copies/migrations of records that are intended to become the official records of the agency).</i></li> </ul>		
<b>CORPORATE STYLE</b> <i>Agency style manuals and guidelines on the use of corporate identity objects, including consistency of written style, graphic design, etc.</i>				
1150	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>style guides</li> <li>agency templates</li> <li>guidelines for agency publications.</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li>agency policies</li> <li>agency procedures.</li> </ul>	Until business action completed.	1 September 2016
<b>DRAFTS, WORKING NOTES AND CALCULATIONS</b> <i>Drafts, of any type of record and in any format, created as preliminary versions or outlines that:</i> <ul style="list-style-type: none"> <li><i>do not contain significant or substantial changes or annotations that provide insight into the evolution of the final version</i></li> <li><i>were created and used only for convenient reference.</i></li> </ul> <p><i>Includes drafts which do not proceed to final records and working notes, calculations and research, which have been incorporated into more substantial drafts or final documents.</i></p> <p><i>See COMMON ACTIVITIES:</i></p> <ul style="list-style-type: none"> <li><i><u>Policy</u> for records relating to final versions of policy documents</i></li> <li><i><u>Procedures</u> for records relating to final versions of agency procedures</i></li> <li><i><u>Research</u> for records relating to final results from research conducted.</i></li> </ul> <p><i>See EXTERNAL RELATIONS – <u>Addresses, Presentations or Speeches</u> for records relating to final versions of addresses, presentations or speeches.</i></p>				
1272	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>drafts, audio recordings and</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li><i>drafts providing evidence of processes and/or significantly more information</i></li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<p>shorthand notes used to prepare other documents</p> <ul style="list-style-type: none"> <li>• drafts which do not proceed and of which no final version is created</li> <li>• calculations, statistics or figures</li> <li>• personal meeting minutes where a formal record exists</li> <li>• editing of spelling and grammar where there are no other significant changes</li> <li>• background research</li> <li>• unused reference material</li> <li>• spreadsheets or word processing documents that have been incorporated into another document.</li> </ul>	<p><i>than final versions (e.g. drafts of policy development; legislation; contracts/agreements)</i></p> <ul style="list-style-type: none"> <li>• <i>working papers/records of a project officer or investigative officer where they are the substantive record of the project or investigation</i></li> <li>• <i>papers in an unofficial filing system, where a full record has not been maintained in a recordkeeping system</i></li> <li>• <i>drafts required as evidence of decisions, reasons, actions or formal approvals</i></li> <li>• <i>research conducted or commissioned by the agency to support its functions</i></li> <li>• <i>records documenting the drafting process of an agency's publications (including annual reports).</i></li> </ul>		
<b>EXTERNAL REFERENCE INFORMATION</b> <i>Solicited and unsolicited information and items received by the agency from external sources and kept solely for reference. Includes responses acknowledging receipt of information/documents.</i>				
1273	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>• advertising, promotional and marketing material offering goods or services</li> <li>• catalogues and price lists</li> <li>• unsolicited applications/resumes for employment</li> <li>• external publications</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li>• <i>documents created externally to the agency, which have affected decision-making, policy or operations or which require further action by the agency.</i></li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>unsolicited email (spam)</li> <li>media reports and press cuttings.</li> </ul>			
<b>MOVEABLE ASSETS (ALLOCATION, DISTRIBUTION AND USE)</b> <i>The delivery, allocation, distribution, usage and storage of moveable assets.</i> <i>Includes the allocation of voicemail facilities, mobile phones, telephone numbers and laptops.</i> <i>See COMMON ACTIVITIES – <a href="#">Authorisations</a> for records relating to specific authorisations for the use of agency vehicles.</i> <i>See FINANCIAL MANAGEMENT – <a href="#">Taxation</a> for records relating to Fringe Benefits Tax (FBT).</i> <i>See INFORMATION MANAGEMENT – <a href="#">Security Investigations</a> for records relating to conditions for access and use.</i> <i>See MOVEABLE ASSETS – <a href="#">Vehicle Bookings</a> for records relating to staff use of agency vehicles.</i>				
1182	<b>Examples (Records) may include, but are not limited to:</b> <ul style="list-style-type: none"> <li>delivery dockets</li> <li>consignment notes</li> <li>requisitions</li> <li>issuing forms</li> <li>user access forms</li> <li>booking records</li> <li>vehicle booking records</li> <li>authorisation checks.</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>records required under the Fringe Benefits Tax (FBT) Assessment Act 1986</li> <li>vehicle booking records.</li> </ul>	Until business action completed.	1 September 2016
<b>MOVEABLE ASSETS CONTROLS AND STOCKTAKES</b> <i>The control and accessibility of moveable assets, including safes and filing cabinets.</i> <i>Includes stocktakes.</i> <i>See INFORMATION MANAGEMENT – <a href="#">Security</a> for records relating to security arrangements for handling and storing records and information.</i> <i>See PROPERTY MANAGEMENT – <a href="#">Property Security</a> for records relating to property access controls.</i>				
1274	<b>Examples (Records) may include, but are not limited to:</b>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>reports of, and investigations into,</li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>stock control records, including stock reconciliations and stocktake reports</li> <li>asset stocktakes</li> <li>collection stocktakes (e.g. library, museum, art gallery, etc.)</li> <li>safe combination registers</li> <li>key allocation registers.</li> </ul>	<p><i>security breaches</i></p> <ul style="list-style-type: none"> <li><i>hazardous chemical stocktakes</i></li> <li><i>installation of security, safes, vaults and equipment.</i></li> </ul>		
<p><b>REFERENCE AND LENDING SERVICES</b></p> <p><i>Reference and lending services provided by staff.</i></p> <p><i>Includes membership of users and facilitating access to collections. Also includes reference and access services for heritage and high-value collections.</i></p> <p><i>See ASSET MANAGEMENT – <a href="#">Moveable assets-business/software applications</a> for records relating to library management systems.</i></p> <p><i>See COLLECTION MANAGEMENT – <a href="#">General Collection Management</a> for records relating to the management of the collection and parent/guardian permissions.</i></p> <p><i>See EXTERNAL RELATIONS – <a href="#">Management of customer services</a> for records relating to development, management and monitoring of specific customer services provided to the public.</i></p> <p><i>See FINANCIAL MANAGEMENT – <a href="#">Asset and money management</a> for payments made for lost membership cards and inter-library loans.</i></p> <p><i>See INFORMATION MANAGEMENT – <a href="#">Copyright Administration</a> for records relating to the photocopying/copyright declarations.</i></p> <p><i>See TRANSITORY AND SHORT TERM:</i></p> <ul style="list-style-type: none"> <li><i><a href="#">Collections-Control and Management</a> for records relating to the cataloguing of acquisitions and disposals</i></li> <li><i><a href="#">Routine Communication</a> for records relating to the handling of general enquiries concerning services, such as opening hours and staff rosters.</i></li> </ul>				
1062	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>applications for membership</li> <li>borrower registration</li> <li>membership details</li> <li>digitisation for online access</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li><i>copyright declaration forms</i></li> <li><i>photocopy forms</i></li> <li><i>parent/guardian permissions.</i></li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>research and access requests</li> <li>loans and item reservations</li> <li>terms and conditions</li> <li>bookings for library computers</li> <li>inter-library loans.</li> </ul>			
<p><b>ROUTINE COMMUNICATION</b></p> <p><i>Routine communication of advice and information that is:</i></p> <ul style="list-style-type: none"> <li><i>readily available to the public</i></li> <li><i>authorised for unlimited public access.</i></li> </ul> <p><i>Includes:</i></p> <ul style="list-style-type: none"> <li><i>routine enquiries and suggestions</i></li> <li><i>circulated information of low importance which requires no action from the recipient</i></li> <li><i>routine promotional addresses made by agency employees regarding services or products</i></li> <li><i>social media and instant messaging communications created for promotional or informational purposes.</i></li> </ul> <p>See <b>COMMON ACTIVITIES</b> – <u>Advice</u> for records relating to advice provided or received by the agency.</p> <p>See <b>EXTERNAL RELATIONS</b>:</p> <ul style="list-style-type: none"> <li><u>Addresses, Presentations or Speeches</u> for records relating to promoting agency addresses, presentations or speeches</li> <li><u>Customer Service</u> for records relating to the management of customer services and service charters</li> <li><u>Donations</u> for records relating to gifts, donations and bequests made to or by the agency</li> <li><u>Complaints-routine</u> for records relating to complaints that require some investigation.</li> <li><u>Media Relations</u> for records relating to the issuing of media releases</li> <li><u>Program and Event Management</u> for records relating to arranging celebrations, ceremonies, receptions, education programs, functions, conferences and events.</li> </ul> <p>See <b>INFORMATION MANAGEMENT</b>:</p> <ul style="list-style-type: none"> <li><u>Information Privacy &amp; Access</u> for records relating to right to information and privacy applications</li> <li><u>Publication</u> for records relating to the publication of routine communication.</li> </ul>				

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
1275	<p><b><i>Examples (Records) may include, but are not limited to:</i></b></p> <ul style="list-style-type: none"> <li>• contact and distribution lists</li> <li>• requests for changes to details (e.g. addresses)</li> <li>• letters of, and responses to, enquiries, congratulations and suggestions</li> <li>• inappropriate referral letters, where no service is provided</li> <li>• letters of appreciation/sympathy</li> <li>• seasonal greetings</li> <li>• social media and instant messaging posts (e.g. blogs and tweets)</li> <li>• requests for promotional material and copies of publications</li> <li>• invitations to sponsor, judge or nominate honours, awards or prizes which are not accepted</li> <li>• transitory messages, (e.g. telephone message slips, with compliments slips, etc.)</li> <li>• listserv messages, emails and discussion threads</li> <li>• provision of routine information (e.g. opening hours)</li> <li>• external survey requests and responses</li> <li>• final speech notes and slides for</li> </ul> <p><b><i>Excludes:</i></b></p> <ul style="list-style-type: none"> <li>• <i>work health and safety accidents, incidents and complaints</i></li> <li>• <i>employee grievance and misconduct complaints</i></li> <li>• <i>enquiries, complaints, or suggestions which have policy or legal significance or require an investigation to be undertaken</i></li> <li>• <i>significant addresses made by Premier, portfolio Minister, Mayor, Councillors or senior agency officers at major occasions</i></li> <li>• <i>addresses which arouse substantial public interest or controversy</i></li> <li>• <i>social media posts requiring further follow up action by the agency or where social media is a formal business channel used for service delivery or consultation</i></li> <li>• <i>documents with a high level of sensitivity or accountability that should be covered in a core function schedule (e.g. cabinet documents)</i></li> <li>• <i>distribution agreements</i></li> <li>• <i>the planning and management of marketing campaigns.</i></li> </ul>	Until business action completed.	1 September 2016



Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	routine addresses/presentations <ul style="list-style-type: none"> <li>• audio or video recordings of employee addresses</li> <li>• development and distribution of promotional marketing materials</li> <li>• internal circulars, team newsletters, bulletins, etc.</li> </ul>			
<b>ROUTINE RECORDKEEPING OPERATIONS</b> <i>Routine operation of the agency's recordkeeping programs and systems, such as mail processing, file storage and retrieval and the maintenance of metadata in electronic systems.</i> <i>Includes secondary control, processing or reference records (in all formats).</i>				
1276	<b><i>Examples (Records) may include, but are not limited to:</i></b> <ul style="list-style-type: none"> <li>• file census sheets</li> <li>• file movement cards or metadata (not showing the ultimate disposal of files)</li> <li>• file transit, location and requisition advice</li> <li>• reference or duplicate control records maintained at sub-registries or other elements of the agency (e.g. branches, sections, employees)</li> <li>• reports generated from master control records</li> <li>• workflow tracking systems, where the related records are captured in a recordkeeping system</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>• <i>master control records, including record destruction documentation</i></li> <li>• <i>intellectual control tools</i></li> <li>• <i>secure document handling</i></li> <li>• <i>relevant metadata elements specified in Appendix B and Appendix D of the Queensland recordkeeping metadata standard and guideline.</i></li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> <li>registered, certified and hand-delivered mail documentation</li> <li>postage stamp, franking machine, postage meter registers or remittances</li> <li>file withdrawals or return to records storage providers or to Queensland State Archives</li> <li>metadata maintenance logs.</li> </ul>			
<p><b>ROUTINE SURVEILLANCE AND MONITORING</b></p> <p><i>Continuous surveillance not required as evidence or requested by investigative and law enforcement agencies.</i></p> <p><i>Excludes footage taken under a surveillance warrant issued by the Crime and Corruption Commission.</i></p> <p><i>See COMMON ACTIVITIES – <u>Compliance</u> for records relating to evidence of breaches of legislation found during an inspection.</i></p> <p><i>See COMMON ACTIVITIES:</i></p> <ul style="list-style-type: none"> <li><i><u>Surveillance footage provided to investigative and law enforcement bodies</u></i></li> <li><i><u>Surveillance footage not required for evidentiary purposes</u> captured for specific purposes.</i></li> </ul> <p><i>See LEGAL SERVICES – <u>Litigation and Prosecutions</u> for records relating to evidence of physical assaults, incidents, noteworthy occurrences, behaviours that may result in a complaint or result in civil litigation.</i></p> <p><i>See WORK HEALTH AND SAFETY – <u>Accidents and Incidents</u> for records relating to personal injuries.</i></p> <p><i>See WORKFORCE MANAGEMENT – <u>Employee Misconduct</u> for records relating to complaints arising from an officer's conduct.</i></p>				
1277	<p><b>Examples (Records) may include, but are not limited to:</b></p> <ul style="list-style-type: none"> <li>security surveillance recordings such as closed circuit television (CCTV) footage. Includes footage not extracted as evidence and which is overwritten as part of normal CCTV system operations.</li> </ul>	<p><b>Excludes:</b></p> <ul style="list-style-type: none"> <li><i>records required for incident investigations</i></li> <li><i>recordings required as a record of advice provided by the agency</i></li> <li><i>response (e.g. email, letter) from the agency to a client in response to their query</i></li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
		<ul style="list-style-type: none"> <li>court recordings</li> <li>recordings of surveillance and monitoring activities captured for specific purposes.</li> </ul>		
<b>SENSITIVE AUTHENTICATION DATA</b> <i>Sensitive authentication data received as part of a financial transaction.</i> <i>See FINANCIAL MANAGEMENT – <u>Asset and money management</u> for records relating to payments received, use of agency credit cards, and client authorisations to conduct financial transactions.</i> <i>See TRANSITORY AND SHORT TERM – <u>Cardholder Data</u> for records relating to cardholder data captured as part of a financial transaction.</i>				
1103	<b>Examples (Records) may include, but are not limited to:</b> <ul style="list-style-type: none"> <li>card verification code or value (CAV2, CID, CVC2 or CVV2), which is the three or four digit number printed on the front or back of a payment card</li> <li>magnetic stripe data, also known as full track data</li> <li>personal information number (PIN)/PIN block.</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>nil exclusions</li> </ul>	Do not store or capture. Destroy received data immediately after transaction authorised.	1 September 2016
<b>SPACE MANAGEMENT</b> <i>The assessment and management of repository storage space and storage needs.</i> <i>See <u>PROPERTY MANAGEMENT</u> for records relating to managing buildings, structures and land owned or leased by an agency.</i>				
1064	<b>Examples (Records) may include, but are not limited to:</b> <ul style="list-style-type: none"> <li>floor plans</li> <li>shelf plans</li> </ul>	<b>Excludes:</b> <ul style="list-style-type: none"> <li>approvals</li> <li>transfer lists.</li> </ul>	Until business action completed.	1 September 2016

Disposal Authorisation	Description of records		Retention period & trigger	Date authorised
	<ul style="list-style-type: none"><li>• mapping</li><li>• calculation documents.</li></ul>			