

# CLASSES

## COMMUNITY RELATIONS

The function of establishing rapport with the community and raising and maintaining the organisation's broad public profile. Includes marketing, advertising, media liaison, exhibitions, celebrations, ceremonies, speeches, official representation at functions and participation in community activities. Also includes relationships with professional bodies and industry, the management of customer services, handling reactions to those services, customer consultation and feedback.

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### Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

Class No	Description of Records	Disposal Action
N/A	<i>[For the acquisition of goods and services required to support the community relations function where there is no tender or contracting out process, use PROCUREMENT – Acquisition.]</i>	N/A

### Addresses (presentations)

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

*For papers presented by staff at conferences supporting the community relations function, use COMMUNITY RELATIONS - Conferences.*

Class No	Description of records	Disposal action
20921 ■■■■■■■■■■	Final versions of addresses made by the portfolio Minister, members of the governing body, advisory body or senior agency officers at major public occasions.  <i>[For addresses delivered by the portfolio Minister or senior agency officers at government occasions, use GOVERNMENT RELATIONS - Addresses.]</i>	Retain as national archives
1003 ■■■■■■■■■■	Final versions of other addresses delivered in the routine promotion of the agency's service or products.	Destroy 2 years after last presentation
1004 ■■■■■■■■■■	Working papers documenting the development of addresses, including drafts.	Destroy when reference ceases

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### Arrangements

The activities involved in arranging for a journey or trip. Includes preparing travel itineraries, authorisations, entitlements, etc. Also includes arrangements made for delivery of equipment or goods and the usage made of facilities, vehicles, equipment and space.

Class No	Description of records	Disposal action
1005 ■■■■■■■■	Records detailing arrangements carried out to support the community relations function. Includes arrangements for guest speakers.	Destroy 1 year after event
	<i>[For arrangements made to support events hosted by the agency, use COMMUNITY RELATIONS – Functions (social); COMMUNITY RELATIONS - Celebrations and/or COMMUNITY RELATIONS - Ceremonies.</i>	
	<i>[For making travel arrangements for staff to attend promotional activities supporting the community relations function, use PERSONNEL - Arrangements.]</i>	

### Celebrations

The activities associated with arranging and managing festivities to honour a particular event.

*For addresses made at celebrations, use COMMUNITY RELATIONS - Addresses.*

*For managing financial transactions supporting celebrations activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.*

Class No	Description of records	Disposal action
1006 ■■■■■■■■	Programs, invitations, guest lists and photographs relating to celebratory festivities held to honour an event of major importance to an agency (eg a significant anniversary).	Retain as national archives
1007 ■■■■■■■■	Records documenting routine arrangements supporting celebrations to honour an event of major importance to an agency. Includes catering, venue bookings and entertainment.	Destroy 2 years after action completed
1008 ■■■■■■■■	Records documenting all arrangements for other celebrations of lesser significance. Includes programs, invitations, guest lists, catering, venue bookings and entertainment.	Destroy 2 years after action completed

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### Ceremonies

The activities associated with arranging and managing a formal act performed for a special occasion.

*For addresses made at ceremonies, use COMMUNITY RELATIONS - Addresses.*

*For managing financial transactions supporting ceremonies, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.*

Class No	Description of records	Disposal action
1009 ■■■■■■■■	Programs, invitations, guest lists and photographs relating to ceremonies held to mark a special occasion (eg the opening of a building or major facility, or the conferring of special community awards promoted by the agency).	Retain as national archives
1010 ■■■■■■■■	Records documenting routine arrangements supporting ceremonies to mark special occasions. Includes catering, venue bookings and entertainment.	Destroy 2 years after action completed
1011 ■■■■■■■■	Records documenting all arrangements for other ceremonies of lesser significance. Includes programs, invitations, guest lists, catering, venue bookings and entertainment.	Destroy 2 years after action completed

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### Committees

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

Class No	Description of records	Disposal action
1012 ■■■■■■■■■■	Records of internal and external committees formed to consider matters relating to the community relations function. Includes: <ul style="list-style-type: none"> <li>• documents establishing the committee;</li> <li>• final versions of minutes;</li> <li>• reports;</li> <li>• recommendations; and</li> <li>• supporting documents such as briefing papers and discussion papers.</li> </ul>	Destroy 3 years after action completed
1013 ■■■■■■■■■■	Working papers documenting the conduct and administration of committees which consider matters relating to the community relations function. Includes: <ul style="list-style-type: none"> <li>• agenda;</li> <li>• notices of meetings; and</li> <li>• draft minutes.</li> </ul>	Destroy when reference ceases

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### Conferences

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

*For managing financial transactions supporting conference activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.*

Class No	Description of records	Disposal action
1014 ■■■■■■■■	Records documenting arrangements for agency conferences including program development, arranging speakers, promotion, managing registrations and venue bookings.	Destroy 3 years after action completed
1015 ■■■■■■■■	Reports assessing the conduct of agency conferences.	Destroy 3 years after action completed
1016 ■■■■■■■■	Copies of unpublished proceedings, reports, speeches and papers from agency conferences. Includes presentations by agency staff.	Destroy when reference ceases
	<i>[For the printing and publication of agency conference proceedings and reports, use PUBLICATION - Production.]</i>	
20922 ■■■■■■■■	Records documenting the attendance of staff or members of the governing or advisory body at conferences arranged by other organisations. Includes the completed conference registration forms, programs and conference promotion material.	Destroy when reference ceases
1018 ■■■■■■■■	Copies of published conference proceedings and official reports received at conferences arranged by other organisations.	Destroy when reference ceases
1019 ■■■■■■■■	Participants' reports on conferences arranged by other organisations.	Destroy 3 years after action completed

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### Contracting-out

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

*For information on records issues relating to outsourcing and contracting-out see General Disposal Authority 25.*

<b>Class No</b>	<b>Description of Records</b>	<b>Disposal Action</b>
N/A	<i>[For records documenting contract management relating to the community relations function, use PROCUREMENT – Contracting-out.</i>	N/A

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### Customer Service

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

*This function/activity set should not be used by agencies which have an extensive customer service role. In these instances coverage should be included in the agency's own functional Records Authority.*

*For services provided to government, use GOVERNMENT RELATIONS - Customer Service.*

*For complaints from the public about customer services, use COMMUNITY RELATIONS – Public Reaction.*

*For suggestions from the public about customer services, use COMMUNITY RELATIONS – Suggestions.*

Class No	Description of records	Disposal action
1021 ■■■■■■■■	Records documenting the planning, monitoring and evaluation of customer services provided to the agency's public clients.	Destroy 3 years after action completed
1022 ■■■■■■■■	Records documenting the development of service charters and directives relating to the provision of services to the agency's public clients. Includes copies of internal directives and charters.	Destroy 3 years after superseded
	<i>[For the production of a service charter, use PUBLICATION - Planning and PUBLICATION - Production.]</i>	
1023 ■■■■■■■■	Records documenting the management of specific customer services provided to the public (eg managing an enquiry desk, a telephone information service or interpreter service). Includes planning, monitoring and evaluation of services (eg carrying out customer surveys).	Destroy 3 years after action completed

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### Donations

The activities associated with managing money, items, artefacts or property donated to the organisation, or by the organisation and or its staff to charities etc. Includes managing unsolicited donations.

*This function/activity set should not be used by agencies where public donations provide major support for core functions (eg National Library of Australia and the National Museum of Australia). In these instances coverage should be included in the agency's own functional Records Authority.*

*For managing financial transactions associated with donations received or made by the agency, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.*

*For the general management of monetary donations received or given by the agency, use FINANCIAL MANAGEMENT - Donations.*

Class No	Description of records	Disposal action
1024 ■■■■■■■■	Records documenting donations of money and items, artefacts or property that are of long-term value or ongoing benefit to the nation.	Retain as national archives
1025 ■■■■■■■■	Records documenting all other donations of money that are of little public interest (ie small amounts).	Destroy 7 years after donation received
1026 ■■■■■■■■	Records documenting all other donations of items, artefacts or property that are of little public interest.	Destroy 7 years after disposal of item
1027 ■■■■■■■■	Records documenting donations of money and items made by the agency to public organisations and groups, including charities.	Destroy 7 years after donation was made



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### Enquiries

The activities associated with handling requests for information about the organisation and its services by the general public, agency employees or another organisation.

Class No	Description of records	Disposal action
1028 ■■■■■■■■	Records documenting the handling of public enquiries about the agency and its programs, products and services.	Destroy 2 years after action completed

### Evaluation

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

Class No	Description of records	Disposal action
1029 ■■■■■■■■	Records documenting the evaluation and ongoing monitoring of community relations programs and services.	Destroy 5 years after action completed

*[For the evaluation of goods and services being considered for procurement in support of the community relations function, use PROCUREMENT – Evaluation.]*

### Exhibitions

The activities associated with using organisational material in mounted displays for the purpose of informing or educating the viewer, or promoting the activities, services, projects or programs of the organisation.

*This function/activity set should not be used by agencies which mount exhibitions as a core function (eg the National Gallery of Australia and the Australian National Maritime Museum). In these instances coverage should be included in the agency's own functional Records Authority.*

*For exhibition openings, use COMMUNITY RELATIONS - Functions (Social).*

*For managing financial transactions supporting the organisation of an exhibition, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.*

Class No	Description of records	Disposal action
1030 ■■■■■■■■	Records documenting the mounting of displays. Includes exhibition brief and design, and arrangements for setting up a display.	Destroy 3 years after action completed

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### Functions (social)

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

*For addresses made at functions, use COMMUNITY RELATIONS - Addresses.*

*For managing financial transactions supporting functions, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.*

Class No	Description of records	Disposal action
1031 ■■■■■■■■	Records documenting the organisation and management of an official or formal social occasion. Includes venue bookings, guest lists, invitations and catering.	Destroy 2 years after action completed

### Grant Funding

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

*This function/activity set should not be used by an agency who as part of their core functions manage the distribution of grant funding to the community, or by an agency making an application for a grant from a community based organisation to support a core function. In such cases specific coverage should be included in the agency's own functional Records Authority.*

*For managing corporate strategies for seeking grant funding, use STRATEGIC MANAGEMENT - Grant Funding.*

Class No	Description of records	Disposal action
1032 ■■■■■■■■	Records documenting successful applications made by the agency for grant funding from a non-government source.	Destroy 7 years after action completed
	<i>[For the management of grant money received by the agency, use FINANCIAL MANAGEMENT - Grant Funding.]</i>	
1033 ■■■■■■■■	Records documenting unsuccessful applications made by the agency for grant funding from a non-government source.	Destroy 2 years after last action

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### Greetings

The activities associated with preparing, sending and receiving letters of appreciation or condolences. Includes mailing lists for Christmas cards.

Class No	Description of records	Disposal action
1034 ■■■■■■■■	Records documenting the preparation, dispatch and receipt of letters of introduction, appreciation, condolence and greetings cards. Includes mailing lists.	Destroy when reference ceases

### Implementation

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

Class No	Description of records	Disposal action
1035 ■■■■■■■■	Records documenting the implementation of plans, policies and procedures developed to support the community relations function.	Destroy 3 years after action completed

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### Joint Ventures

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

*This function/activity set should not be used for joint venture arrangements which support core functions of the agency. In these instances coverage should be included in the agency's own functional Records Authority.*

Class No	Description of records	Disposal action
1036 ■■■■■■■■■■	Records documenting the management of joint ventures undertaken to support the community relations function. Includes records relating to the establishment, maintenance and review of joint venture agreements and contracts.	Destroy 7 years after termination of arrangement
20923 ■■■■■■■■■■	Signed joint venture contracts under seal prior to 15 November 2005 and supporting records: Western Australia.	Destroy 21 years after completion or other termination of contract
20924 ■■■■■■■■■■	Signed joint venture contracts under seal and supporting records: Victoria and South Australia.	Destroy 15 years after completion or other termination of contract
20925 ■■■■■■■■■■	Signed joint venture contacts under seal and supporting records: New South Wales, Western Australia (from 15 November 2005), Queensland, Australian Capital Territory, Northern Territory and Tasmania.	Destroy 12 years after completion or other termination of contract
1040 ■■■■■■■■■■	Signed simple joint venture contracts and agreements and supporting records.	Destroy 7 years after completion or other termination of contract

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### Liaison

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

Class No	Description of records	Disposal action
1041 ■■■■■■■■	Records documenting liaison activities undertaken with professional associations, private sector organisations and community groups. Includes collaboration on projects, exchange of information and all the activities of a member of an organisation.	Destroy 3 years after action completed

*[For subscriptions to publications of professional bodies where the subscriber does not have to be a member of a organisation, use PROCUREMENT - Acquisition.]*

### Marketing

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

Class No	Description of records	Disposal action
1042 ■■■■■■■■	Records documenting the marketing of an agency's community relations activities. Includes records covering arrangements for advertising campaigns and promotional photographs.	Destroy 3 years after action completed

*[For the development of a marketing plan, use COMMUNITY RELATIONS - Planning.]*

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

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### Media Relations

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

Class No	Description of records	Disposal action
1043 ■■■■■■■■	Master set of agency media releases.	Retain as national archives
1044 ■■■■■■■■	Records documenting administrative arrangements with the media. Includes the issuing of media releases, organising interviews and providing information and assistance to support media coverage of an event or promotion of the agency's services or products.	Destroy 2 years after action completed
1045 ■■■■■■■■	Copies of media items specifically relating to the agency's operations. Includes newscuttings, transcripts and electronic items.	Destroy when reference ceases

*[For the acquisition of media items through a media monitoring service, use PROCUREMENT - Acquisition.]*

### Meetings

The activities associated with ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the management of the section, department, or organisation as a whole. Includes arrangements, agenda, taking of minutes etc. Excludes committee meetings.

Class No	Description of records	Disposal action
1046 ■■■■■■■■	Final version of minutes and supporting documents tabled at meetings held to support the community relations function. Includes meetings with external agencies.	Destroy 3 years after action completed
1047 ■■■■■■■■	Working papers documenting the conduct and administration of meetings held to support the community relations function. Includes agenda, notices of meetings and draft minutes.	Destroy when reference ceases

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### Planning

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

Class No	Description of records	Disposal action
1048 ■■■■■■■■	Final version of agency-wide community relations plans.	Destroy 3 years after plan is superseded
1049 ■■■■■■■■	Final version of community relations plans at business unit, state, regional or overseas office level.	Destroy 2 years after plan is superseded
1050 ■■■■■■■■	Working papers used to develop all community relations plans. Includes draft plans, reports analysing issues, and comments received from other areas of the agency.	Destroy 1 year after adoption of the final plan
1051 ■■■■■■■■	Copies of community relations plans.	Destroy when reference ceases

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### Policy

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

Class No	Description of records	Disposal action
1052 ■■■■■■■■	Records documenting the development and establishment of the agency's community relations policies. Includes: <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; and</li> <li>• final policy documents.</li> </ul>	Destroy 5 years after policy is superseded
1053 ■■■■■■■■	Records documenting comments made on the development of government-wide community relations policies.	Destroy 1 year after promulgation of the new policy
1054 ■■■■■■■■	Working papers documenting the development of all community relations policies.	Destroy 1 year after promulgation of the new policy
1055 ■■■■■■■■	Copies of policy documents and supporting papers.	Destroy when reference ceases



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### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Class No	Description of records	Disposal action
1056 ■■■■■■■■	Master set of agency manuals, handbooks, directives etc detailing procedures supporting the community relations function.	Destroy when procedures are superseded
1057 ■■■■■■■■	Records documenting the development of agency procedures supporting the community relations function.	Destroy 1 year after production of procedures
1058 ■■■■■■■■	Copies of manuals, handbooks, directives etc.	Destroy when reference ceases

### Public Reaction

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

Class No	Description of records	Disposal action
1059 ■■■■■■■■	Records documenting public reaction and agency responses.	Destroy 6 years after action completed

*[For suggestions received from the public, use COMMUNITY RELATIONS - Suggestions.]*

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### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Class No	Description of records	Disposal action
1060 ■■■■■■■■■■	Final version of internal formal reports and reports made to external agencies relating to the community relations function.	Destroy 5 years after action completed
1061 ■■■■■■■■■■	Final versions of periodic internal reports on general administrative matters used to monitor and document recurring activities to support the community relations function. Includes the collection and reporting of statistical information relating to visits.	Destroy 3 years after action completed
1062 ■■■■■■■■■■	Working papers documenting the development of all reports. Includes drafts and comments received.	Destroy when reference ceases
1063 ■■■■■■■■■■	Copies of community relations reports.	Destroy when reference ceases
1064 ■■■■■■■■■■	Responses to surveys carried out to support the community relations function.	Destroy 3 years after action completed

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### Representatives

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

Class No	Description of records	Disposal action
1065 ■■■■■■■■	Records documenting the nomination, appointment and resignation from and/or termination of agency representatives in community organisations.	Destroy 3 years after last action

*[For the management of agency representatives on government bodies, use GOVERNMENT RELATIONS - Representatives.]*

### Research

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

Class No	Description of records	Disposal action
1066 ■■■■■■■■	Records documenting detailed research carried out to support the community relations function.	Destroy 5 years after action completed
1067 ■■■■■■■■	Records documenting routine research carried out to support the community relations function.	Destroy when reference ceases

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### Reviewing

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

Class No	Description of records	Disposal action
1068 ■■■■■■■■	Records documenting a review of agency programs and operations supporting the community relations function. Includes documents establishing the review, final report and action plan.	Destroy 3 years after action completed
1069 ■■■■■■■■	Working papers documenting a review of agency programs and operations supporting the community relations function.	Destroy 1 year after action completed

### Security

The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.

Class No	Description of records	Disposal action
1070 ■■■■■■■■	Records documenting security arrangements made for visits to the agency by dignitaries and the general public.	Destroy 5 years after last action

*[For general arrangements for visits, use COMMUNITY RELATIONS - Visits.*

*For building security arrangements made for a visit, use PROPERTY MANAGEMENT - Security.]*

## COMMUNITY RELATIONS

The function of establishing rapport with the community and raising and maintaining the organisation's broad public profile. Includes marketing, advertising, media liaison, exhibitions, celebrations, ceremonies, speeches, official representation at functions and participation in community activities. Also includes relationships with professional bodies and industry, the management of customer services, handling reactions to those services, customer consultation and feedback.

Note: Where an agency has specific relationships with professional associations and public clients supporting their core functions these should be covered in the agency's own Records Authority.

### Submissions

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

*For submissions made within government, use GOVERNMENT RELATIONS - Submissions.*

Class No	Description of records	Disposal action
1071 ■■■■■■■■	Final version of successful agency submissions made to community organisations.	Destroy 7 years after action completed
1072 ■■■■■■■■	Final version of unsuccessful agency submissions made to community organisations.	Destroy 3 years after action completed
1073 ■■■■■■■■	Working papers documenting the development of agency submissions. Includes draft submissions.	Destroy when reference ceases

### Suggestions

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

Class No	Description of records	Disposal action
1074 ■■■■■■■■	Suggestions received from the public relating to agency services or products.	Destroy 2 years after action completed

*[For feedback received from the public, use COMMUNITY RELATIONS - Public Reaction.*

*For suggestions received from personnel, use PERSONNEL - Suggestions ]*

### Tendering

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

Class No	Description of Records	Disposal Action
N/A	<i>[For the acquisition of goods and services required to support the community relations function via a tender process, use PROCUREMENT - Tendering.]</i>	N/A

## COMMUNITY RELATIONS

The function of establishing rapport with the community and raising and maintaining the organisation's broad public profile. Includes marketing, advertising, media liaison, exhibitions, celebrations, ceremonies, speeches, official representation at functions and participation in community activities. Also includes relationships with professional bodies and industry, the management of customer services, handling reactions to those services, customer consultation and feedback.

Note: Where an agency has specific relationships with professional associations and public clients supporting their core functions these should be covered in the agency's own Records Authority.

### Visits

The activities involved in arranging visits by other organisations, the public and students to the organisation, with a view to inform, educate or promote the services, operation and role of the organisation. Includes arranging visits by staff to other organisations.

*For visits made by representatives of other agencies and interstate and overseas governments, use GOVERNMENT RELATIONS - Visits.*

*For security arrangements made for the visits to the agency, use COMMUNITY RELATIONS - Security.*

*For keeping statistical information relating to visits, use COMMUNITY RELATIONS - Reporting.*

Class No	Description of records	Disposal action
1085 ■■■■■■■■	Records documenting arrangements for visits or tours to the agency by the general public.	Destroy 2 years after last action
1086 ■■■■■■■■	Records documenting arrangements for visits made to the agency by important community representatives.	Destroy 5 years after action completed
1087 ■■■■■■■■	Records documenting visits by staff to community organisations to promote the image or services of the agency. Includes visit reports.	Destroy 2 years after last action
	<i>[For visits by members of governing bodies to community organisations, use GOVERNING BODIES.</i>	
	<i>[For visits by members of advisory bodies to community organisations, use ADVISORY BODIES]</i>	
1088 ■■■■■■■■	Public visitor books.	Destroy 5 years after last entry
	<i>[For visitor books signed by Royalty or Heads of State, use GOVERNMENT RELATIONS - Visits.]</i>	