

COMPENSATION

The function of providing compensation to personnel and visitors injured while proceeding to or from work, during working hours or on the organisation's premises. Includes the rehabilitation of injured workers and compensation for damage to property where such damage is claimed as the organisation's responsibility. This function excludes Defence military personnel.

Note: Records of all current and finalised asbestos-related claims for compensation must be transferred to the central agency with legislative responsibility for the management of asbestos liability in the Commonwealth (currently Comcare) under the *Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005*.

Accidents

The activities involved in dealing with mishaps causing injury or damage. Includes damage or injury to the organisation's property or member of staff incurred while coming to, at, or leaving work, or to the general public or visitors whilst on the organisation's premises. Also includes measures to prevent accidents occurring.

Class No	Description of Records	Disposal Action
N/A	<i>[For accident reports sent to Comcare covering deaths, serious personal injury, incapacity and dangerous occurrences for both employees and members of the public, use OH&S - Accidents.</i>	N/A
	<i>For accident reports submitted where an employee also submits a compensation claim, use COMPENSATION - Cases.</i>	
	<i>For accidents where a compensation claim is made by a governing body member, use GOVERNING BODIES.</i>	
	<i>For accident reports submitted by an employee but where there is no compensation claim submitted, use PERSONNEL - Accidents.</i>	
	<i>For accident reports submitted by members of the public where a compensation claim is lodged, use COMPENSATION - Claims.</i>	
	<i>For accident reports submitted by members of the public where there is no claim made for compensation, use OH&S - Accidents.]</i>	

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 compensation function where there is no tender or contracting out process, use PROCUREMENT – Acquisition.]</i>	N/A

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Advice

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

Class No	Description of records	Disposal action
1090 ■■■■■■■■	Records documenting the receipt and provision of general advice to agency managers and employees on the compensation function. Includes the distribution of advice received from the lead agency responsible for the compensation function in the Commonwealth (currently Comcare).	Destroy 2 years after action completed

[For the provision of advice to an employee relating to a specific compensation case, use COMPENSATION - Cases.

For legal advice obtained on the management of specific cases, use LEGAL SERVICES - Advice.]

Agreements

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

Class No	Description of Records	Disposal Action
N/A	<i>[For the process of forming a return to work plan agreement, use COMPENSATION - Cases.</i>	N/A

For the legal process of establishing deeds of release and deeds of indemnity and other like agreements relating to the settlement of compensation cases, use LEGAL SERVICES - Agreements.

For agreements relating to the procurement of equipment, goods and services in support of the compensation function, use PROCUREMENT - Agreements.]

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Authorisation

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

Class No	Description of records	Disposal action
1091 ■■■■■■■■■■	Records documenting the delegation of power to the agency to make determinations on compensation claims.	Destroy 2 years after delegation expires
1092 ■■■■■■■■■■	Delegations of power to agency staff to authorise administrative action relating to the compensation function.	Destroy 7 years after delegation expires
1093 ■■■■■■■■■■	Authorisations for administrative action supporting the compensation function.	Destroy 7 years after action completed
1094 ■■■■■■■■■■	Records documenting the granting of licences to agencies to self-insure and/or manage their workers' compensation liabilities.	Destroy 1 year after licence expires

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Cases

This activity descriptor should be used where there is a need to keep a number of activities together on one file, for legislative or operational reasons. Case files relate to particular incidents, persons, organisations or clients.

Class No	Description of records	Disposal action
20926 ■■■■■■■■■■	<p>Cases where a compensation claim has been submitted for personal injury, death, or loss or damage to personal property of the employee. Covers claims made under safety, rehabilitation and compensation legislation. Includes:</p> <ul style="list-style-type: none"> • Accident reports and associated papers such as witness statements; • Claims; • Determinations; • Correspondence and notes of meeting and conversations with the lead agency (currently Comcare); • Correspondence and notes on meetings or conversations with claimant; • Appointment of a case manager or rehabilitation provider; • Return to work plan; • Progress reports; • Assessment reports; • Medical reports and certificates; • Claim reviews; • Appeal records (including reconsideration and appeals to Administrative Appeals Tribunal); • Agreements entered into by the parties; and • Legal records documenting any legal advice received and action taken in relation to the case. 	<p>Destroy 75 years after date of birth of employee or 7 years after last action, whichever is longest. If date of birth is unknown assume the person was 15 at the time of the accident</p>

[For records relating to claims made by public visitors, use COMPENSATION - Claims.

For records relating to claims made by governing body members, use GOVERNING BODIES.

For all asbestos-related claims relating to the Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005, transfer records to the central agency with legislative responsibility for the management of asbestos liability in the Commonwealth (currently Comcare).]

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Claims

The process of administering and managing payments demanded in accordance with an insurance policy as compensation for injury, death, or denial of rights of a person, or damage to or destruction of property. Includes disputes over rights and ownership, and recompense sought for stolen or lost property.

Class No	Description of records	Disposal action
1096 ■■■■■■■■	Records documenting claims for compensation submitted by members of the public managed by an external insurance provider. <i>[For accident reports detailing accident/incidents by members of the public, use OH&S - Accidents. For a claim submitted for compensation by an employee, use COMPENSATION - Cases. For all asbestos-related claims relating to the Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005, transfer records to the central agency with legislative responsibility for the management of asbestos liability in the Commonwealth (currently Comcare).]</i>	Destroy 7 years after finalisation of the claim
1097 ■■■■■■■■	Copies of claim reports submitted to the agency's central office for action or where claims are determined by the lead agency and are held separately to the agency case file.	Destroy when reference ceases

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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
1098 ■■■■■■■■	Records of internal and external committees formed to consider matters relating to the compensation function. Includes: <ul style="list-style-type: none"> • documents establishing the committee; • final versions of minutes; • reports; • recommendations; and • supporting documents such as briefing papers and discussion papers. 	Destroy 3 years after action completed
1099 ■■■■■■■■	Working papers documenting the conduct and administration of committees which consider matters relating to the compensation function. Includes: <ul style="list-style-type: none"> • agenda; • notices of meetings; and • draft minutes. 	Destroy when reference ceases

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Compliance

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

Other activities within this function may also be relevant to the Compliance activity.

Class No	Description of records	Disposal action
1100 ■■■■■■■■	Records documenting agency compliance with mandatory or optional standards or with statutory requirements relating to the compensation function.	Destroy 7 years after action completed

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.

Class No	Description of Records	Disposal Action
N/A	[For records documenting contract management relating to the compensation function, use PROCUREMENT – Contracting-out.]	N/A

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Insurance

The process of taking out premiums to cover loss or damage to property or premises, and to cover customers and staff against injury or death resulting from incidents on the organisation's premises or whilst engaged during employment.

For compensation claims made by employees, use COMPENSATION - Cases.

For compensation claims made by members of governing bodies, use GOVERNING BODIES

For compensation claims made by members of the public, use COMPENSATION - Claims.

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

Class No	Description of records	Disposal action
20927 ■■■■■■■■■■	Compensation insurance policies.	Destroy 7 years after policy expires
1103 ■■■■■■■■■■	Records documenting annual renewals and the management of premium payments. Includes salary statements, advice on premiums payable and any review of premiums levied by an insurance provider (eg Comcare and/or Comcover).	Destroy 10 years after action completed
20928 ■■■■■■■■■■	Records relating to obtaining a licence for the agency to self-insure and/or manage its own compensation liabilities. Includes records documenting the application/accreditation process and advice of its outcome.	Destroy 7 years after licence expires

Payments

The activities involved in the preparation and payment of money.

Class No	Description of records	Disposal action
1104 ■■■■■■■■■■	Records documenting the managing of payments for any compensation activity.	Destroy 7 years after action completed

[For managing financial transactions supporting payment activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

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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
20929 ■■■■■■■■	Records documenting the development, establishment and review of the agency's compensation and rehabilitation policies, including an agency's return to work policy. Includes: <ul style="list-style-type: none"> • policy proposals; • research papers; • results of consultations; • supporting reports; • major drafts; and • final policy documents. 	Destroy 5 years after policy is superseded
1106 ■■■■■■■■	Records documenting comments made on the development of government-wide compensation policies.	Destroy 3 years after promulgation of the new policy
1107 ■■■■■■■■	Working papers documenting the development of all compensation policies.	Destroy 3 years after promulgation of the new policy
1108 ■■■■■■■■	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
1109 ■■■■■■■■	Master set of agency manuals, handbooks, directives etc detailing procedures supporting the compensation function. Includes procedures supporting the return to work process.	Destroy 5 years after procedures are superseded
1110 ■■■■■■■■	Records documenting the development of agency procedures supporting the compensation function.	Destroy 1 year after production of procedures
1111 ■■■■■■■■	Copies of manuals, handbooks, directives etc.	Destroy when reference ceases

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
20930 ■■■■■■■■	Final versions of formal internal reports and reports made to external organisations relating to the compensation function.	Destroy 5 years after action completed
20931 ■■■■■■■■	Final versions of periodic internal reports on general administrative matters used to monitor and document recurring activities supporting the compensation function.	Destroy 3 years after action completed
20932 ■■■■■■■■	Working papers documenting the development of all reports. Includes drafts and comments received.	Destroy 1 year after report is completed

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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
1112 ■■■■■■■■	Records documenting a review of agency programs and operations supporting the compensation function. Includes documents establishing the review, final report and action plan.	Destroy 5 years after action completed
1113 ■■■■■■■■	Working papers documenting a review of agency programs and operations supporting the compensation function.	Destroy 2 years after action completed

Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

Class No	Description of records	Disposal action
20933 ■■■■■■■■	Records documenting risk management relating to the compensation function. Includes documentation covering each stage of the process, treatment schedules and action plans.	Destroy 7 years after next risk assessment
20934 ■■■■■■■■	Compensation risk register.	Destroy 7 years after next risk assessment

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	[For the acquisition of goods and services required to support the compensation function via a tender process, use <i>PROCUREMENT - Tendering</i> .]	N/A