

Records Disposal  
Authority

**Repatriation  
Commission -  
Benefits function**

Job no 2004/00336830

25 June 2004



**Australian Government**

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**National Archives of Australia**

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## **CONTENTS**

<b><u>INTRODUCTION</u></b>	<b>5</b>
Disposal authorisation	5
Purpose of this authority	5
Using this authority	5
Amendment of this authority	6
<b><u>CONTACT INFORMATION</u></b>	<b>6</b>
<b><u>AUTHORISATION</u></b>	<b>7</b>
<b><u>CLASSES</u></b>	<b>9</b>
Benefits	9

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## INTRODUCTION

### **Disposal authorisation**

Under Section 24 of the Archives Act 1983 a person must not engage in conduct that results in the destruction or other disposal of a Commonwealth record; or the transfer of the custody or ownership of a Commonwealth record; or damage to or alteration of a Commonwealth record; unless the action of disposal is positively required by law, or takes place with the permission of the Archives or in accordance with a normal administrative practice of which the Archives does not disapprove.

Advice on the provisions of the Archives Act may be obtained from any National Archives office.

Where required, the Archives gives its permission for the destruction or other disposal of Commonwealth records by issuing disposal authorities. The Archives also uses disposal authorities to identify classes of records that have been appraised as requiring retention as national archives, or to modify or withdraw its permission for disposal.

Disposal authorities may be issued to a particular agency or agencies, or may be of general application within the Commonwealth.

### **Purpose of this authority**

This authority authorises the destruction or other disposal of Commonwealth records as required by the Archives Act. It may also contain descriptions of records to be retained as national archives.

The requirements to retain records are based on business needs, broader organisational accountability and community expectations. This authority takes into consideration the interest of all stakeholders including the agency and its administrative needs in discharging its functional responsibilities, as well the Archives' stakeholders' interests in the selection and preservation of records as national archives. For information on the Archives' appraisal objectives and the selection of records as national archives, see the Archives' publication *Why Records are Kept, Directions in Appraisal*.

### **Using this authority**

This authority applies only to the records or classes of records described in the authority. The destruction or other disposal of records can be made only in accordance with the specific requirements set out in this authority.

This authority is to be used to sentence records. Sentencing involves the examination of records in order to identify the individual disposal class to which they belong. This process enables the sentencing officer to determine the appropriate disposal action for the records. Advice on sentencing can be obtained from your nearest National Archives office.

Where the method of recording the information changes (eg from a manual card system to an electronic system, or when information is migrated from one system to a new system) this authority can still be used to sentence the records created, providing the records document the same function and activity. The information must be accessible for the period of time prescribed in the authority. Agencies will need to ensure that any software, hardware or documentation required to enable continuing access to the data is available for the periods prescribed.

The authority may include specific requirements to destroy records but generally retention requirements indicate a minimum period for retention. The agency may extend minimum retention periods if it considers that there is an administrative need to do so. Where an agency believes that its accountability will be substantially compromised because a retention period or periods are not adequate, the agency should contact the National Archives for review of the retention period.

This authority should be used in conjunction with the Administrative Functions Disposal Authority (AFDA) issued by the Archives to cover housekeeping and other administrative records common to most Commonwealth agencies. For certain agencies, it is not appropriate to use all the disposal coverage in AFDA because some of the activities as described, or retention requirements identified, do not meet the agencies' needs. If this is the case, alternative disposal arrangements may be included in this authority or may have already been included in an earlier records disposal authority.

Records already sentenced as 'retain permanently' using previous Records Disposal Authorities (RDAs) and which fall within the date range of the function(s) scoped in this authority should now be re-sentenced.

From time to time the National Archives places 'freezes' on the disposal of some groups of records, which places a moratorium on the destruction of these records. If you require further information about disposal freezes and whether they affect the application of this Records Disposal Authority, please contact the National Archives at [recordkeeping@naa.gov.au](mailto:recordkeeping@naa.gov.au)

Appropriate arrangements need to be made with the National Archives when records are to be transferred into custody. The National Archives accepts for transfer only those records designated as national archives.

#### **Amendment of this authority**

The National Archives must approve all amendments or variations to the classes in this authority. Officers who have difficulty using the authority should approach the agency Records Manager. If there are problems with the application of the authority that cannot be resolved by the agency, the Records Manager should contact the National Archives.

#### **CONTACT INFORMATION**

**1. For requests to change this authority contact the Canberra Office of the National Archives of Australia**

Queen Victoria Terrace  
Parkes ACT 2600  
PO Box 7425  
Canberra Mail Centre ACT 2610

Tel: (02) 6212 3610  
Fax: (02) 6212 3989  
Email: [recordkeeping@naa.gov.au](mailto:recordkeeping@naa.gov.au)  
Website: [www.naa.gov.au](http://www.naa.gov.au)T

**2. For sentencing advice contact your local office of the National Archives.**

The address and phone number of your local office can be found at the National Archives website address above.

RDA Job No 2004/00336830

**AUTHORISATION**

**RECORDS DISPOSAL AUTHORITY**

**Person to whom notice of authorisation is given:**

President of the Repatriation Commission,  
Lovett Tower,  
13 Keltie Street,  
Phillip, ACT, 2606

**Purpose:**

AUTHORISES ARRANGEMENTS FOR THE DISPOSAL OF RECORDS IN ACCORDANCE WITH SECTION 24(2)(b) OF THE ARCHIVES ACT 1983

**Application:**

Benefits function – All functional records

This authorisation applies to only the disposal of the records described on the authority in accordance with the disposal action specified on the authority. The authority will apply only if disposal takes place with the consent of the agency that is responsible at the time of disposal for the functions documented in the records concerned.

**Authorising Officer**  
National Archives of Australia



Venetia Beale  
Director  
Recordkeeping Implementation

**Date of issue:**  
25 June 2004

**Date of amendment:**

**Expiry date:**

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Agreements**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8628	Final versions of agreements with other agencies or organisations to provide services. Includes Memoranda of Understanding. (Date range: 1997 - )	Destroy 7 years after expiry or other termination of agreement
Class no. 8629	Records documenting negotiations, establishment, maintenance and review of agreement. (Date range: 1997 - )	Destroy 7 years after expiry or other termination of agreement

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### **Appeals (Decisions)**

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

*For appeals made to the agency to review eligibility determinations and for reviews of the determined rate of entitlement, use BENEFITS - Review of Determination.*

*For re-assessment of entitlements for eligible persons, use BENEFITS - Entitlement Determination.*

*For policy and policy advice emanating from legal advice obtained during the appeals process, use BENEFITS – Policy Development and Administration.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8630	Records documenting appeal decisions relating to disability compensation claims. Includes appeal lodgement documents, new evidence arising from the appeals process, the index of documents from reports of evidence compiled by the agency, records documenting the withdrawal of an appeal, reasons for decisions, and the outcome of the appeal. (Date range: 1918 - )	Destroy 130 years after the claimant's date of birth
Class no. 8631	Records documenting appeal decisions relating to income support claims. Includes appeal lodgement documents, new evidence arising from the appeals process, the index of documents from reports of evidence compiled by the agency, records documenting the withdrawal of an appeal, reasons for decisions, and the outcome of the appeal. (Date range: 1918 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown

## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Appeals (Decisions) - Continued**

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

*For appeals made to the agency to review eligibility determinations and for reviews of the determined rate of entitlement, use BENEFITS - Review of Determination.*

*For re-assessment of entitlements for eligible persons, use BENEFITS - Entitlement Determination.*

*For policy and policy advice emanating from legal advice obtained during the appeals process, use BENEFITS – Policy Development and Administration.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8632	Records documenting appeal decisions relating to claims made under the agency's children's education schemes. Includes appeal lodgement documents, new evidence arising from the appeals process, the index of documents from reports of evidence compiled by the agency, records documenting the withdrawal of an appeal, reasons for decisions, and the outcome of the appeal. (Date range: 1921 - )	Destroy 5 years after eligibility ceases
Class no. 8633	Records documenting reports of evidence and other submissions for external appeal bodies that consist of copies of documents originally used by the agency or the repatriation agency to make the determination being appealed. Includes reports, such as those compiled to meet legislative reporting requirements where copies of the records used in the appealed (original) determination are compiled into a report of evidence. (Date range: 1918 - )	Destroy 27 months after action completed or after all appeal rights have lapsed, whichever is later
Class no. 8634	Records documenting the agency's arrangements for participating in external appeals. Includes records documenting travel arrangements, arrangements or requests made for obtaining evidence, arrangements for participants' attendance at hearings and negotiations for legal representation. (Date range: 1918 - )	Destroy 1 year from the date of the external appeal body's final order or decision

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### Claims Registration

The activity of receiving and registering applications and claims received by the agency. Includes notarising valuable personal documents and returning the originals to the applicant or claimant, and passing the application or claim to the relevant area for processing.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8635	Master index of claimants and the registers recording claims for benefits and assistance. Includes master indexes, claims registers, client control records, client index cards, client registration system records and claims management system records containing information about formal and informal claims for income support, disability compensation, and applications made under the agency's children's education schemes. Also includes registers and indexes containing information about income support, disability compensation, and children's education scheme clients and claimants who lodge claims that do not meet the requirements of a formal claim. (Date range: 1914 - )	Retain as national archives
Class no. 8636	Records documenting formal applications for disability compensation benefits. Includes applications and supporting documentation submitted in accordance with the <i>Veterans' Entitlements Act 1986</i> , or other applicable legislation. Also includes minutes acknowledging the application lodgement. (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth
Class no. 8637	Records documenting formal applications for income support benefits. Includes applications with supporting documentation submitted in accordance with the <i>Veterans' Entitlements Act 1986</i> , or other applicable legislation. Also includes minutes acknowledging the application lodgement. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8638	Records documenting a formal application for benefits under the agency's children's education schemes. Includes applications and supporting documentation submitted in accordance with the <i>Veterans' Entitlements Act 1986</i> , or other applicable legislation. Also includes minutes acknowledging the application lodgement. (Date range: 1921 - )	Destroy 5 years after eligibility ceases

## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Claims Registration - Continued**

The activity of receiving and registering applications and claims received by the agency. Includes notarising valuable personal documents and returning the originals to the applicant or claimant, and passing the application or claim to the relevant area for processing.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8639	Applications that contain service documents, do not meet the requirements of a formal claim, and do not progress to the determination stage. Includes informal and query applications with relevant service details. Also includes records documenting matters that do not progress beyond initial registration, such as an application that did not constitute a formal claim because it was not made on an appropriate form, did not request specific benefits, or because it did not make a specific formal claim. (Date range: 1914 - )	Destroy 100 years after the claimant's date of birth
Class no. 8640	Applications that do not meet the requirements of a formal claim, do not progress to the determination process, and do not contain relevant service documents. Includes informal and query that have no service details. Also includes records documenting matters that do not progress beyond initial registration, such as an application that did not constitute a formal claim because it was not made on an appropriate form, did not request specific benefits, or because it did not make a specific formal claim. (Date range: 1914 - )	Destroy 2 years after initial contact
Class no. 8641	Workflow papers used to assist the process of (but not used in) determining a claim. Includes claim control sheets; minutes detailing forms sent out and received back or requests for additional information; claims assessor allocation sheets; and file transfer requests. (Date range: 1914 - )	Destroy after determination finalised

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Client Communication**

The activity of exchanging (receiving or supplying) information with individual clients, which is not related to claims under consideration of the agency.

*For information and advice specifically relating to claims under the agency's consideration, use BENEFITS - Eligibility Determination.*

*For information and advice specifically relating to claims under the agency's consideration, use BENEFITS - Entitlement Determination.*

*For information and advice specifically relating to claims under the agency's consideration, use BENEFITS - Review of Determination.*

*For information and advice specifically relating to claims under the agency's consideration, use BENEFITS - Implementation of Determination.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8642	Records documenting a disability compensation client's request(s) for specific information or advice on issues that are not related to claims the client has under the agency's consideration. Includes any response from the agency. (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth
Class no. 8643	Records documenting an income support client's request(s) for specific information or advice on issues that are not related to claims the client has under the agency's consideration. Includes any response from the agency. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8644	Records documenting a children's education scheme client's request(s) for specific information or advice on issues that are not related to claims the client has under the agency's consideration. Also includes any response from the agency. (Date range: 1921 - )	Destroy 5 years after eligibility ceases
Class no. 8645	Records documenting other general inquiries, requests for previously supplied advices, fact sheets and information, and responses from the agency. Includes requests for application forms where there was no formal or informal claim being made, and change of address notices where there was no affect on the client's entitlements. (Date range: 1914 - )	Destroy 6 months after action, after the internal / section quality audit period has elapsed

## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **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.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8646	Records documenting contract management relating to the benefits function. Includes: <ul style="list-style-type: none"> <li>• minutes of meetings with stakeholders</li> <li>• Performance and evaluation reports</li> </ul> (Date range: 1997 - )	Destroy 7 years after last entry
Class no. 8647	Contract register (Date range: 1997 - )	Destroy 7 years after last entry

### **Data Matching Investigations**

The activity associated with investigating and verifying client income and identification details highlighted by legislated data matching exercises.

*For records documenting legislated Data Matching Program exercises, other than records incorporated into review systems, records selected for further investigation or statistical aggregations of data in non-identifiable form, use General Disposal Authority 24.*

*For re-assessments and reviews conducted outside legislated data matching exercises, use BENEFITS - Eligibility Determination.*

*For re-assessments and reviews conducted outside legislated data matching exercises, use BENEFITS - Entitlement Determination.*

*For re-assessments and reviews conducted outside legislated data matching exercises, use BENEFITS - Review of Determination, BENEFITS - Quality Assurance.*

*For re-assessment of eligibility or entitlements as a consequence of a data matching investigation, use BENEFITS - Eligibility Determination or BENEFITS - Entitlement Determination.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8648	Information that has been added to or changed in an individual disability compensation client's records, as a result of that client or their claim(s) being investigated in a data matching exercise. (Date range: 1990 - )	Destroy 130 years after the claimant's date of birth

## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Data Matching Investigations - Continued**

The activity associated with investigating and verifying client income and identification details highlighted by legislated data matching exercises.

*For records documenting legislated Data Matching Program exercises, other than records incorporated into review systems, records selected for further investigation or statistical aggregations of data in non-identifiable form, use General Disposal Authority 24.*

*For re-assessments and reviews conducted outside legislated data matching exercises, use BENEFITS - Eligibility Determination.*

*For re-assessments and reviews conducted outside legislated data matching exercises, use BENEFITS - Entitlement Determination.*

*For re-assessments and reviews conducted outside legislated data matching exercises, use BENEFITS - Review of Determination, BENEFITS - Quality Assurance.*

*For re-assessment of eligibility or entitlements as a consequence of a data matching investigation, use BENEFITS - Eligibility Determination or BENEFITS - Entitlement Determination.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8649	Information that has been added to or changed in an individual income support client's records, as a result of that client or their claim(s) being investigated in a data matching exercise. (Date range: 1990 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8650	Information that has been added to or changed in an individual children's education scheme client's records, as a result of that client or their claim(s) being investigated in a data matching exercise. (Date range: 1990 - )	Destroy 5 years after eligibility ceases

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Debt Recovery**

The activity of recovering monies that have been overpaid or incorrectly paid.

*For records documenting the financial management of debt recovery, use FINANCIAL MANAGEMENT – Accounting.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8651	Records documenting client or claim related information gathered during the recovery of debt related to an individual disability compensation claim. Includes information created or received during the debt recovery process that could be used in future assessments, investigations, and reviews of eligibility and/or entitlements. (Date range: 1963 - )	Destroy 130 years after the claimant's date of birth
Class no. 8652	Records documenting client or claim related information gathered during the recovery of debt related to an individual income support claim. Includes information created or received during the debt recovery process that could be used in future assessments, investigations, and reviews of eligibility and/or entitlements. (Date range: 1963 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8653	Records documenting client or claim related information gathered during recovery of debt related to an individual children's education scheme claim. Includes information created or received during the debt recovery process that could be used in future assessments, investigations, and reviews of eligibility and/or entitlements. (Date range: 1963 - )	Destroy 5 years after eligibility ceases

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Eligibility Determination**

The activity of ascertaining an applicant's eligibility for benefits. Includes reviewing the service of the member or ex-member and the applicant's personal circumstances. Also includes re-assessment of eligibility when new information about the client becomes available or when the eligibility criteria change.

*For determination of entitlements, use BENEFITS - Entitlement Determination.*

*For review of determinations for eligibility, use BENEFITS - Review of Determination.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8654	Records documenting the determination of eligibility for an individual's disability compensation claim. Includes determinations, determination advice (notification of the outcome of the determination), reasons for the determination, and supporting information used to make the decision. Also includes remedial action taken as a result of quality assurance checks. Also includes records documenting medical evidence and assessments, details of war and warlike service, and details of the veteran's personal circumstances. (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth
Class no. 8655	Records documenting the determination of eligibility for an individual's income support claim. Includes determinations, determination advice (notification of the outcome of the determination), reasons for the determination, and supporting information used to make the decision. Also includes remedial action taken as a result of quality assurance checks. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8656	Records documenting the determination of eligibility for a claim made under the agency's children's education scheme. Includes determinations, determination advice (notification of the outcome of the determination), reasons for the determination, and supporting information used to make the decision. Also includes remedial action taken as a result of quality assurance checks. (Date range: 1921 - )	Destroy 5 years after eligibility ceases
Class no. 8657	Workflow papers used to assist the process of (but not used in) determining the eligibility of an applicant. Includes file transfer requests, claim control sheets, minutes detailing forms sent out and received back, requests for additional information, and claims assessor allocation sheets. (Date range: 1914 - )	Destroy after determination finalised

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Entitlement Determination**

The activity of determining the entitlements of eligible persons. Includes re-assessment of the claimant's entitlements when new information about the client has become available or when the entitlement criteria change.

*For assessment of an applicant's eligibility, use BENEFITS - Eligibility Determination.*

*For reviews of the correctness of decisions, use BENEFITS - Review of Determination.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8659	Records documenting the determination of entitlements for a disability compensation claimant. Includes information provided or gathered as supporting evidence for the determination of the entitlement; the determination advice (notification of the outcome of the determination), which outlines the reasons for decisions, and the obligation advices that outline the obligations of the agency and the client in relation to the entitlement. Also includes details of personal circumstances, relationship details, medical information; and reassessments, such as those triggered by the results of a quality assurance check. (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth
Class no. 8660	Records documenting the determination of entitlements for an income support claimant. Includes information provided or gathered as supporting evidence for the determination of the entitlement; the determination advice (notification of the outcome of the determination), which outlines the reasons for decisions, and the obligation advices that outline the obligations of the agency and the client in relation to the entitlement. Also includes details of personal circumstances, relationship details, medical information, and reassessments, such as those triggered by the results of a quality assurance check. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8661	Records documenting the determination of entitlements for a claim for benefits made under the agency children's education scheme. Includes information provided or gathered as supporting evidence for the determination of the entitlement; the determination advice (notification of the outcome of the determination), which outlines the reasons for decisions, and the obligation advices that outline the obligations of the agency and the client in relation to the entitlement. Also includes details of personal circumstances, relationship details, and reassessments, such as those triggered by the results of a quality assurance check. (Date range: 1921 - )	Destroy 5 years after eligibility ceases

## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### ***Entitlement Determination - Continued***

The activity of determining the entitlements of eligible persons. Includes re-assessment of the claimant's entitlements when new information about the client has become available or when the entitlement criteria change.

*For assessment of an applicant's eligibility, use BENEFITS - Eligibility Determination.*

*For reviews of the correctness of decisions, use BENEFITS - Review of Determination.*

<b><i>Entry</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
Class no. 8662	Records documenting the workflow of claims assessment and the tools used to obtain additional information for the claim. Includes claim control sheets, file minutes detailing forms sent out and received back from clients, requests for additional information, file transfer schedules, file transfer requests, and claims assessor allocation sheets. (Date range: 1914 - )	Destroy 6 months after the claim has been finalised and after the internal / section quality audit period has elapsed

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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.

<b><i>Entry</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
Class no. 8658	Records documenting the handling of enquires supporting the benefits function. (Date range: 1914 - )	Destroy 7 years after last action

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## BENEFITS

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **External Support Program Delivery**

The activity of providing support, including training and resources, to external organisations (primarily ex-service organisations) which assist and advise veterans, war widows and widowers, and veterans' dependants in relation to their claims and welfare.

*For the payment of External Support Program expenses and accounts, use FINANCIAL MANAGEMENT– Payments.*

*For grants provided under an external support program, use BENEFITS – Grant Funding (Outwards).*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8663	Records documenting arrangements for financial assistance provided under, or relating to, the support programs. (Date range: 1914 - )  <i>[For the payment of External Support Program expenses and accounts, use FINANCIAL MANAGEMENT– Payments.]</i>	Destroy 7 years after last action
Class no. 8664	Records documenting the management and co-ordination of individual external support programs and particular program rounds. Includes applications, notes to applicants, and correspondence with providers of external support programs, course statistics and feedback, and program reports. (Date range: 1914 - )	Destroy 5 years after action completed

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **External Support Program Development**

The activity of developing support programs and mechanisms (including training and allocation of resources) for external organisations (primarily ex-service organisations) to assist and advise veterans, war widows, war widowers, and veterans' dependants regarding entitlement to and eligibility for benefits and other welfare matters.

*For financial records of the external support programs, use FINANCIAL MANAGEMENT - Accounting.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8665	Records documenting the development of external support programs and the records that relate to particular program rounds. Includes records showing the development of program ideas; trends in applications and programs offered; research conducted to develop programs; minutes of stakeholder consultation; and input from other organisations. (Date range: 1914 - )	Destroy 5 years after last action
Class no. 8666	Master sets of training manuals and handbooks, specific course and program manuals, and course information for external support programs. Includes course programs, lecture notes, manuals, handbooks, videos, handouts, and calendars. (Date range: 1914 - )	Destroy 5 years after material is superseded, or when training / program material is no longer relevant

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Grant Funding (Outwards)**

The activity of providing grants.

*For non-Benefits related grants, use HEALTH CARE and VETERANS' COMMUNITY RELATIONS, as appropriate.*

*For financial records documenting monies provided under grant funding programs, acquittals for those grants, and any debt recovery action related to the grant funding, use FINANCIAL MANAGEMENT - Accounting.*

*For records documenting the development of grants provided under the external support programs, use BENEFITS – External Support Program Development.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8667	Records documenting grant recipients and their compliance with the obligations, rules, and requirements applicable to the grants they receive. (Date range: 1914 - )	Destroy 7 years after last action
Class no. 8668	Records documenting the development and review of grant funding programs. Includes records documenting the development of budgets, advertising, and advertisements; reviews of programs; and progress (or success) of individual grant funding rounds. (Date range: 1914 - )	Destroy 5 years after last action
Class no. 8669	Records documenting individual grant funding rounds. Includes promotion of the funding round, applications for funding, ministerial correspondence, funding approvals, and summary information of grants awarded under individual funding rounds. Also includes summary records of grant recipients and their compliance with the obligations, rules and requirements applicable to the grant received. (Date range: 1914 - )	Destroy 2 years after last action

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Implementation of Determination**

The activity of implementing the decisions and outcomes resulting from assessments, reviews, and re-assessments of claims for eligibility and/or entitlement determination and of providing claim specific advice to clients.

*For assessment of an applicant's eligibility use BENEFITS – Eligibility Determination.*

*For assessment of an applicant's entitlement use BENEFITS – Entitlement Determination.*

*For the payment of benefits, use FINANCIAL MANAGEMENT – Payments.*

*For the development, design, and layout of eligibility and entitlement cards and other associated materials, use PUBLICATION - Production.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8670	Records documenting the implementation and processing of determinations related to an individual's disability compensation claim(s). Includes clearances, notification (advice) of the outcome of the determination, evidence of (notices showing) provision of benefits, assessment histories, and claim-related queries and responses. Also includes records documenting the provision of benefits other than payments, such as disability compensation entitlement cards. (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth
Class no. 8671	Records documenting the implementation and processing of determinations related to an individual's income support claim(s). Includes clearances, notification (advice) of the outcome of the determination, evidence of (notices showing) provision of benefits, the agency's statements documenting its knowledge of the client's income and asset holdings, assessment histories, and claim-related queries and responses. Also includes records documenting the provision of income support benefits other than payments, such as entitlement cards. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8672	Records documenting the implementation and processing of determinations related to an individual's claim for assistance under the agency's children's education scheme. Includes notification (advice) of the outcome of the determination, evidence of (notices showing) provision of benefits, assessment histories, and claim-related queries and responses. Also includes records documenting the provision of benefits other than payments for children's education scheme clients, such as vocational guidance, referrals for tutoring (arrangements with providers), and entitlement cards. (Date range: 1921 - )	Destroy 5 years after eligibility ceases

## **BENEFITS**

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### ***Implementation of Determination - Continued***

The activity of implementing the decisions and outcomes resulting from assessments, reviews, and re-assessments of claims for eligibility and/or entitlement determination and of providing claim specific advice to clients.

*For assessment of an applicant's eligibility use BENEFITS – Eligibility Determination.*

*For assessment of an applicant's entitlement use BENEFITS – Entitlement Determination.*

*For the payment of benefits, use FINANCIAL MANAGEMENT – Payments.*

*For the development, design, and layout of eligibility and entitlement cards and other associated materials, use PUBLICATION - Production.*

<b><i>Entry</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
Class no. 8673	Workflow papers used to assist the process of (but not used in) implementing the determination made for a claimant's eligibility or entitlement. Includes the papers used to obtain information for the provision of benefits; file transfer requests; claim control sheets; minutes of forms sent and received back or requests for additional information; and claims assessor allocation sheets. (Date range: 1914 - )	Destroy after determination finalised

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## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Policy Development & Administration**

The activity of developing and establishing decisions, directions, and precedents which act as a reference for future decision making and the basis from which the agency's operating procedures are determined. Includes developing, promulgating, reviewing, and administering internal, individual, and external policy.

*For the implementation of policy, use BENEFITS – Policy Implementation.*

*For the development of procedures, use BENEFITS – Policy Implementation.*

*For matters relating to the preparation and passage of legislation, use GOVERNMENT RELATIONS - Legislation.*

*For proposals for changes to legislation or new legislation, use STRATEGIC MANAGEMENT - Legislation.*

*For submissions to the portfolio Minister or Cabinet relating to legislative proposals, use GOVERNMENT RELATIONS - Submissions.*

*For records documenting outsourcing of policy research, use STRATEGIC MANAGEMENT – Agreements, STRATEGIC MANAGEMENT – Contracting-Out and STRATEGIC MANAGEMENT – Tendering.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8674	Records documenting the establishment and development of the agency's policies. Includes final versions of policy documents, policy proposals, research papers, supporting reports, and the results of stakeholder consultation. (Date range: 1914 - )	Retain as national Archives
Class no. 8675	Records documenting policy direction and interpretation of policy (given for incidents and scenarios, rather than for individuals). Includes advice on policy given in relation to particular conditions or situations, that is, or can be applied to a number of people such as interpretation of the definition of an operational area. (Date range: 1914 - )	Retain permanently in agency
Class no. 8676	Records documenting policy and the interpretation of policy created specifically for an individual disability compensation client. Includes advice on policy (given for or to individual clients). (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth

## BENEFITS

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### ***Policy Development & Administration - Continued***

The activity of developing and establishing decisions, directions, and precedents which act as a reference for future decision making and the basis from which the agency's operating procedures are determined. Includes developing, promulgating, reviewing, and administering internal, individual, and external policy.

*For the implementation of policy, use BENEFITS – Policy Implementation.*

*For the development of procedures, use BENEFITS – Policy Implementation.*

*For matters relating to the preparation and passage of legislation, use GOVERNMENT RELATIONS - Legislation.*

*For proposals for changes to legislation or new legislation, use STRATEGIC MANAGEMENT - Legislation.*

*For submissions to the portfolio Minister or Cabinet relating to legislative proposals, use GOVERNMENT RELATIONS - Submissions.*

*For records documenting outsourcing of policy research, use STRATEGIC MANAGEMENT – Agreements, STRATEGIC MANAGEMENT – Contracting-Out and STRATEGIC MANAGEMENT – Tendering.*

<b><i>Entry</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
Class no. 8677	Records documenting policy and the interpretation of policy created specifically for an individual income support client. Includes advice on policy given for or to individual clients. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8678	Records documenting policy and the interpretation of policy created for an individual client of the agency's children's education schemes. Includes advice on policy (policy advice) given for or to individual clients. (Date range: 1921 - )	Destroy 5 years after eligibility ceases
Class no. 8679	Policy working papers. (Date range: 1914 - )	Destroy 3 years after promulgation of the policy
Class no. 8680	Copies of policy documents and supporting papers. (Date range: 1914 - )	Destroy when reference ceases

## BENEFITS

The function of determining eligibility for, and entitlement to, income support for veterans, war widows, war widowers, and dependants of veterans; of determining eligibility for compensation to veterans in recognition of the effects of war service; and of providing the determined entitlements. Includes processing applications for pensions, allowances, and other entitlements such as income support, disability compensation, and education schemes for veterans' children.

Also includes activities that assist and support persons making claims for eligibility and entitlements.

### ***Policy Implementation***

The activity of implementing policy relating to internal and external issues with the development, carrying out, and putting into action of plans, policies, procedures, or instructions, all of which could be internally or externally driven. Includes local level implementation projects.

*For the development of policy and policy changes, use BENEFITS – Policy Development and Administration.*

*For development, design, and layout of eligibility and entitlement cards and associated materials, use PUBLICATION - Production.*

<b><i>Entry</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
Class no. 8681	Records documenting instructional documentation created to enable or assist implementation of policy. Includes master sets of agency manuals, handbooks, and directives, which detail instructions supporting both strategic and local policy. (Date range: 1914 - )	Destroy when documentation superseded or no longer relevant
Class no. 8682	Records documenting the implementation of policy. Includes implementation of policy at the national and local level; documenting notifications of policy change, implementation strategies, (local) stakeholder consultation, (local) assessment of the impact of the policy, local procedural requirements, and reports on the policy implementation. (Date range: 1914 - )	Destroy 7 years after last action
Class no. 8683	Records documenting the development of implementation instructions. Includes working papers and other records documenting the development of local implementation documentation, such as instructions and reports. (Date range: 1914 - )	Destroy 1 year after production of instructions

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Quality Assurance**

The activity of ensuring the quality and correctness of outcomes and application processing. Includes identifying any required remedial action.

*For the determination of performance indicators, preparation of performance reports, assessment, evaluation, and monitoring of the process, and any remedial action identified and taken at the procedural level, use STRATEGIC MANAGEMENT – Performance Management.*

*For internal reviews, use BENEFITS - Review of Determination.*

*For re-assessments and remedial action regarding eligibility taken at the individual client level, use BENEFITS - Eligibility Determination.*

*For re-assessments and remedial action regarding entitlements taken at the individual client level, use BENEFITS - Entitlement Determination.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8684	Records identifying remedial action needed for disability compensation cases, for an individual client or claim. Includes details of processing errors and records identifying the need for re-assessment of the claimant's entitlements or eligibility. (Date range: 1991 - )	Destroy 130 years after the claimant's date of birth
Class no. 8685	Records identifying remedial action needed for income support cases, for an individual client or claim. Includes details of processing errors and records identifying the need for re-assessment of the claimant's entitlements or eligibility. (Date range: 1991 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8686	Records identifying remedial action needed for children's education scheme cases, for an individual client or claim. Includes details of processing errors and records identifying the need for re-assessment of the claimant's entitlements or eligibility. (Date range: 1991 - )	Destroy 5 years after eligibility ceases

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### **Review of Determination**

The activity of reviewing determinations for the purpose of assessing the correctness of decisions and of notifying outcomes. Includes reviews of previously determined eligibility for entitlements and / or rate of entitlement conducted on request or following the lodgement of an appeal by a client or claimant.

*For re-assessment of claims where there has been a change in circumstances or change in eligibility criteria use BENEFITS - Eligibility Determination.*

*For re-assessment of claims where there has been a change in circumstances or change in entitlement use BENEFITS - Entitlement Determination.*

*For appeals to external bodies, use BENEFITS – Appeals.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 8687	Records documenting reviews of decisions relating to individual disability compensation clients and claimants, including new evidence and claim related documentation arising from the review process. Also includes information requests and the index of documents for the report of evidence compiled for the review. (Date range: 1914 - )	Destroy 130 years after the claimant's date of birth
Class no. 8688	Records documenting reviews of decisions relating to individual income support clients and claimants, including new evidence and other claim related documentation arising from the review process. Also includes information requests and the index of documents from the report of evidence compiled for the review. (Date range: 1914 - )	Destroy 7 years after the claimant's date of death, or 100 years from date of birth if the date of death is unknown
Class no. 8689	Records documenting reviews of decisions relating to individual agency children's education schemes clients and claimants, including new evidence and claim related information arising from the review process. Includes information requests and the index of documents from the report of evidence compiled for the review claims. (Date range: 1921 - )	Destroy 5 years after eligibility ceases
Class no. 8690	Reports and submissions compiled for reviews, consisting of copies of documents used by the agency to make the determination under review. Includes reports, such as those compiled to meet legislative reporting requirements where copies of the records used in the original determination are compiled into a report of evidence for a review or appeal. (Date range: 1914 - )	Destroy after all appeal rights have lapsed

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Also includes activities that assist and support persons making claims for eligibility and entitlements.

### ***Review of Determination - Continued***

The activity of reviewing determinations for the purpose of assessing the correctness of decisions and of notifying outcomes. Includes reviews of previously determined eligibility for entitlements and / or rate of entitlement conducted on request or following the lodgement of an appeal by a client or claimant.

*For re-assessment of claims where there has been a change in circumstances or change in eligibility criteria use BENEFITS - Eligibility Determination.*

*For re-assessment of claims where there has been a change in circumstances or change in entitlement use BENEFITS - Entitlement Determination.*

*For appeals to external bodies, use BENEFITS – Appeals.*

<b><i>Entry</i></b>	<b><i>Description of Records</i></b>	<b><i>Disposal Action</i></b>
Class no. 8691	Workflow papers used to assist the process of (but not used in) reviewing a determination made with respect to the eligibility or entitlements of a claimant. Includes file transfer requests, claim control sheets, minutes detailing forms sent and received back or requests for additional information, and claims assessor allocation sheets. (Date range: 1914 - )	Destroy after review / determination finalised

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