

Records Disposal
Authority

**Family & Community
Services**

Job no 2005/56212

20 June 2005



Australian Government

National Archives of Australia

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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

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
Website: www.naa.gov.au

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 2005/56212

AUTHORISATION

RECORDS DISPOSAL AUTHORITY

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

The Secretary
Department of Family and Community
Services
Box 7788, Canberra Mail Centre
ACT 2610

Purpose:

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

Application:

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

Date of issue:
20 June 2005

Ross Gibbs
Director-General



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BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Addresses (presentations)

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

For the publication of addresses, use PUBLICATION – Production.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10871 | Final version of addresses made by portfolio Minister or senior agency officers at significant public and government occasions. (Date range: 1943 -) | Retain as national archives |
| Class no. 10872 | Final version of addresses presented by agency staff other than senior officers at public and government occasions. (Date range: 1943 -) | Destroy 5 years after action completed |
| Class no. 10873 | Final version of addresses delivered in the routine promotion of the agency's activities. (Date range: 1943 -) | Destroy 2 years after action completed |
| Class no. 10874 | Working papers documenting the development of all addresses, including drafts. (Date range: 1943 -) | Destroy after action completed |

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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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|-----------------------------|
| Class no. 10875 | Records documenting the receipt and provision of advice on significant business development issues with far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none"> • briefing notes (includes background briefs and question time briefs); • minutes providing advice to the Minister; • ministerial statements; • Government responses to inquiry recommendations; • policy papers (white and green papers); • minutes providing coordination comments; • advice to other agencies. (Date range: 1943 -) | Retain as national archives |
| Class no. 10876 | Working papers documenting the development of advice concerning significant business development issues with far-reaching social, economic and international implications. (Date range: 1943 -) | Disposal not authorised |

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For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

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Advice – Continued

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10877 | Records documenting the receipt and provision of advice on less significant business development issues with no far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none"> • briefing notes (includes background briefs and question time briefs); • minutes providing advice to the Minister; • minutes providing coordination comments; • advice to other agencies. (Date range: 1943 -) | Destroy 5 years after action completed |
| Class no. 10878 | Working papers documenting the development of advice concerning less significant business development issues with no far-reaching social, economic and international implications. (Date range: 1943 -) | Destroy 5 years after action completed |
| Class no. 10879 | General administrative records documenting the provision of advice. Includes briefing requirements and records documenting the tabling of reports and papers to Parliament. (Date range: 1943 -) | Destroy 2 years after action completed |

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For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Agreements

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

For joint ventures agreements, use BUSINESS DEVELOPMENT – Joint Ventures.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10880 | Records documenting significant agreements, such as business partnership agreements, international agreements and memorandums of understanding, made with other organisations. Includes final version of agreements and records documenting the negotiations, establishment, maintenance and review of these agreements. (Date range: 1943 -) | Retain as national archives |
| Class no. 10881 | Records documenting less significant agreements. Includes final version of agreements and records documenting the negotiation, establishment, maintenance and review of these agreements. (Date range: 1943 -) | Destroy 7 years after agreement expires or is superseded |

BUSINESS DEVELOPMENT

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For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

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For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Authorisation

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10882 | Delegations of power to agency staff to authorise administrative action in support of the business development function. (Date range: 1943 -) | Destroy 10 years after delegation expires or is superseded |
| Class no. 10883 | Authorisations for administrative actions in support of the business development function. (Date range: 1943 -) | Destroy 7 years after authorisation expires or is superseded |

BUSINESS DEVELOPMENT

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For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Bidding

The activities involved in receiving, assessing and responding to requests for tender quotations etc from external organisations for the purchase of services or work. Includes expressions of interest, requests for proposals, requests for quotation, offers made in writing by one party to another to carry out services or work at an inclusive price or uniform rate, final contracts and agreements.

For the provision of consultancy services to external organisations, use BUSINESS DEVELOPMENT – Consultancy Services.

For signed final contracts, use BUSINESS DEVELOPMENT – Agreements.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 10884 | Records documenting the development and issue of successful bids to external organisations for the purchase of agency services. Includes: <ul style="list-style-type: none">• responses to statement of requirements• expressions of interest• requests for proposal• tenders• request for quotation• notification of outcome (Date range: 1998 -) | Destroy 7 years after contract is completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Bidding – Continued

The activities involved in receiving, assessing and responding to requests for tender quotations etc from external organisations for the purchase of services or work. Includes expressions of interest, requests for proposals, requests for quotation, offers made in writing by one party to another to carry out services or work at an inclusive price or uniform rate, final contracts and agreements.

For the provision of consultancy services to external organisations, use BUSINESS DEVELOPMENT – Consultancy Services.

For signed final contracts, use BUSINESS DEVELOPMENT – Agreements.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10885 | Records documenting the development and issue of unsuccessful bids to external organisations for the purchase of agency services. Includes: <ul style="list-style-type: none"> • responses to statement of requirements • expressions of interest • requests for proposal • tenders • request for quotation • notification of outcome (Date range: 1998 -) | Destroy 1 year after notification of outcome |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

For forums and meetings of individuals or groups that are not considered committees, use BUSINESS DEVELOPMENT – Meetings.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 10886 | Records of internal committees with overall responsibility for making decisions in support of the business development function. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • briefing papers • discussion papers (Date range: 1943 -) | Disposal not authorised |
| Class no. 10887 | Records of internal committees formed to consider specific matters in support of the business development function. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • briefing papers • discussion papers (Date range: 1943 -) | Destroy 10 years after action completed |

BUSINESS DEVELOPMENT

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Committees – Continued

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.

For forums and meetings of individuals and groups that are not considered committees, use BUSINESS DEVELOPMENT – Meetings.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10888 | Records of external or inter-agency committees formed to consider business development matters where the agency is a member. Includes: <ul style="list-style-type: none"> • documents establishing the committee • appointment of members • minutes • briefing papers • discussion papers (Date range: 1943 -) | Destroy 5 years after action completed |
| Class no. 10889 | Working papers documenting the conduct and administration of all committees that consider matters relating to the business development function. Includes: <ul style="list-style-type: none"> • agenda • notices of minutes • draft minutes (Date range: 1943 -) | Destroy after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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 addresses given at conferences, use BUSINESS DEVELOPMENT – Addresses (presentations).

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10890 | Records documenting arrangements for agency conferences. Includes: <ul style="list-style-type: none"> • program development • speakers arrangement • promotion • registration management • venue bookings (Date range: 1943 -) | Destroy 3 years after action completed |
| Class no. 10891 | Reports assessing the conduct of conferences arranged by the agency. (Date range: 1943 -) | Destroy 3 years after action completed |
| Class no. 10892 | Agency participants' reports on conferences arranged by other organisations. (Date range: 1943 -) | Destroy 3 years after action completed |

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For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Conferences – Continued

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 addresses given at conferences, use BUSINESS DEVELOPMENT – Addresses (presentations).

| Entry | Description of Records | Disposal Action |
|--------------------|--|-------------------------------|
| Class no. 10893 | Records documenting the attendance of staff at conferences arranged by other organisations. Includes: <ul style="list-style-type: none"> • completed conference registration forms • programs • conference promotion material (Date range: 1943 -) | Destroy when reference ceases |
| Class no. 10894 | Copies of published conference proceedings and official reports received at conferences arranged by other organisations. (Date range: 1943 -) | Destroy when reference ceases |
| Class no. 10895 | Copies of unpublished proceedings, reports, speeches and papers from conferences arranged by the agency. Includes presentations by agency staff. (Date range: 1943 -) | Destroy when reference ceases |

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For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Consultancy Services

The activities involved in providing agency consultancy services to external organisations for which remuneration is paid.

For the establishment of service contracts with external organisations, use BUSINESS DEVELOPMENT – Agreements.

For receiving, assessing and responding to requests for tenders from external organisations use, BUSINESS DEVELOPMENT – Bidding.

For managing joint ventures where there is a contract, and joint contribution of funds and/or time, use BUSINESS DEVELOPMENT – Joint Ventures.

For receiving and assessing tenders from potential external consultants for services prior to the contract agreement, use BUSINESS DEVELOPMENT – Tendering.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 10896 | Records documenting the provision of consultancy services by the agency to external organisations. Includes: <ul style="list-style-type: none">• minutes of meetings with clients;• progress reports;• notes taken at project briefing interviews;• development of strategies and related project material;• working papers developed to support the provision of consultancy services. (Date range: 1998 -) | Destroy 7 years after the completion or other termination of contract |

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For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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 receiving and assessing tenders from potential external consultants for services prior to the contract agreement, use BUSINESS DEVELOPMENT – Tendering.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 10897 | Records documenting contract management that involves significant litigation or complaint. (Date range: 1995 -) | Destroy 15 years after dispute resolved or action completed |
| Class no. 10898 | Records documenting contract management that does not involve significant litigation or complaint. (Date range: 1995 -) | Destroy 7 years after action completed |

Enquiries

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10899 | Records documenting the handling of public enquiries about the agency and its programs, products and services in support of the business development function. (Date range: 1943 -) | Destroy 2 years after action completed |

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

For testing and evaluating models of systems, use BUSINESS DEVELOPMENT – Modelling.

For re-evaluating processes after implementation and monitoring, use BUSINESS DEVELOPMENT – Reviewing.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10900 | Records documenting the evaluation of the agency's policies, projects and programs in support of the business development function. (Date range: 1943 -) | Destroy 5 years after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

For establishing and maintaining agreements not related to joint ventures, use BUSINESS DEVELOPMENT – Agreements.

For collaborating on projects that do not involve joint contributions of time and/or funding, use BUSINESS DEVELOPMENT – Liaison.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10901 | Records documenting the establishment, negotiation and management of important joint ventures, such as those between the agency and non-government business development organisations. Includes final signed agreements and working papers. (Date range: 1998 -) | Retain as national archives |
| Class no. 10902 | Records documenting the establishment, negotiation and management of less important joint ventures. Includes final signed versions of agreements and working papers. (Date range: 1998 -) | Destroy 7 years after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

For collaboration with organisations that involves contracts, joint contributions of time and/or funding, use BUSINESS DEVELOPMENT – Joint Ventures.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10903 | Records documenting liaison with non-government stakeholders. Includes: <ul style="list-style-type: none">• collaboration on projects• exchange of information• all the activities as a member of the organisation (Date range: 1943 -) | Destroy 5 years after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Marketing

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

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10904 | Records documenting the marketing of the agency's business development activities. Includes: <ul style="list-style-type: none">• market research• sales forecasting• advertising• media releases• promotion• pricing• product assessment (Date range: 1943 -) | Destroy 3 years after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Meetings

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

For meetings of committees and task forces, use BUSINESS DEVELOPMENT – Committees.

For meetings at conferences, use BUSINESS DEVELOPMENT – Conferences.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10905 | Final version of minutes and attachments tabled at meetings held in support of the business development function. (Date range: 1943 -) | Destroy 5 years after action completed |
| Class no. 10906 | Working papers documenting the conduct and administration of all meetings in support of the business development function. (Date range: 1943 -) | Destroy after minutes finalised |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Modelling

The processes involved in designing, testing and evaluating sample model profiles of systems under analysis.

For the evaluation of programs, items of equipment, systems or services that do not involve modelling, use BUSINESS DEVELOPMENT – Evaluation.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10907 | Records documenting the development of business or technical model types or prototypes used in support of the business development function. Includes testing and evaluating of models. (Date range: 1943 -) | Destroy 7 years after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Planning

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

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 10908 | Final version of significant plans supporting the business development function, such as plans supporting key initiatives that impact on the whole-of-government or cross-portfolio administration. (Date range: 1943 -) | Destroy 20 years after plan is superseded |
| Class no. 10909 | Final version of other, less significant plans supporting the business development function, such as plans supporting initiatives that have little or no impact the on whole-of-government or cross-portfolio administration. (Date range: 1943 -) | Destroy 6 years after plan is superseded |
| Class no. 10910 | Working papers created in the development of all plans. Includes: <ul style="list-style-type: none"> • draft plans • working reports • internal agency comments (Date range: 1943 -) | Destroy 1 year after adoption of the final plan |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10911 | Records documenting the development and establishment of significant business development policies such as those impacting on the whole-of-government or cross-portfolio administration and/or having far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • significant drafts • final policy documents • national policy statements (Date range: 1943 -) | Retain as national archives |
| Class no. 10912 | Records documenting the development and establishment of less significant business development policies such as those having little or no impact on the whole-of-government or cross-portfolio administration and/or having no far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • significant drafts • final policy documents • national policy statements (Date range: 1943 -) | Destroy 3 years after promulgation of new policy |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Policy – Continued

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10913 | Working papers and records documenting comments made on the development of all business development policy. (Date range: 1943 -) | Destroy 3 years after promulgation of new policy |
| Class no. 10914 | Copies of policy documents and supporting papers. (Date range: 1943 -) | Destroy after action completed |

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|-------------------------|
| Class no. 10915 | Final version of formal reports that support the business development function. (Date range: 1943 -) | Disposal not authorised |
| Class no. 10916 | Working papers documenting the development of formal reports in support of the business development function. (Date range: 1943 -) | Disposal not authorised |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Reporting - Continued

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10917 | Final version of periodic internal reports on general administrative matters used to monitor and document recurring activities in support of the business development function. Includes work progress reports against business and work plans and unit level performance reporting. (Date range: 1943 -) | Destroy 7 years after action completed |
| Class no. 10918 | Working papers documenting the development of periodic internal reports on general administrative matters used to monitor and document recurring activities in support of the business development function. Includes work progress reports against business and work plans and unit level performance reporting. (Date range: 1943 -) | Destroy 2 years after action completed |
| Class no. 10919 | Responses to requests for comments on reports of external agencies in support of the business development function. (Date range: 1943 -) | Destroy 3 years after action completed |
| Class no. 10920 | Copies of reports that support the business development function. (Date range: 1943 -) | Destroy when reference ceases |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

For market research, use BUSINESS DEVELOPMENT – Marketing.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10921 | Records documenting significant detailed research supporting the business development function such as research carried out in support of key government initiatives and programs impacting on whole-of-government or cross-portfolio administration. Excludes market research. (Date range: 1943 -) | Destroy 7 years after action completed |
| Class no. 10922 | Records documenting routine research supporting the business development function such as research carried out in support of government initiatives and programs with little or no impact on whole-of-government or cross-portfolio administration. Excludes market research. (Date range: 1943 -) | Destroy 1 year after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Reviewing

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

For evaluation and monitoring of potential or existing programs, equipment, systems or services, use BUSINESS DEVELOPMENT – Evaluation.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 10923 | Records documenting reviews of agency programs and operations in support of the business development function. Includes: <ul style="list-style-type: none"> • documents establishing the review • final report • action plan (Date range: 1943 -) | Destroy 10 years after action completed |
| Class no. 10924 | Working papers documenting reviews of agency programs and operations in support of the business development function. (Date range: 1943 -) | Destroy 3 years after action completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use BUSINESS DEVELOPMENT – Contracting-out.

For responding to requests for tenders with the aim of obtaining consultancies for which remuneration is paid to the agency, use BUSINESS DEVELOPMENT – Consultancy Services.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10925 | Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none"> • statement of requirements • request for proposals • expression of interest • request for tenders • draft contract (Date range: 1995 -) | Destroy 7 years after tender process completed |
| Class no. 10926 | Assessment of tenders received against selection criteria. Includes: <ul style="list-style-type: none"> • arrangements for carrying out the assessment process • assessment report • recommendations • final report • public notices (Date range: 1995 -) | Destroy 7 years after tender process completed |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Tendering – Continued

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use BUSINESS DEVELOPMENT – Contracting-out.

For responding to requests for tenders with the aim of obtaining consultancies for which remuneration is paid to the agency, use BUSINESS DEVELOPMENT – Consultancy Services.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 10927 | Records documenting post-offer negotiations and due diligence checks. (Date range: 1995 -) | Destroy 7 years after tender process completed |
| Class no. 10928 | Records of unsuccessful tenders or a tender process where there has been no suitable bidder or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> • submissions • notification of outcome • reports on debriefing sessions (Date range: 1995 -) | Destroy 2 years after tender process completed or decision made not to continue with the tender process |
| Class no. 10929 | Tender register. (Date range: 1995 -) | Destroy 7 years after last entry |

BUSINESS DEVELOPMENT

The function of developing and establishing business and partnership relationships with community and service delivery organisations, academics, business leaders, consumer representatives and officials from three levels of government to help implement the delivery of the organisation's policies and programs to the community. Includes establishing, maintaining and reviewing business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements. Also includes conducting market research and analysis, receiving and responding to tenders with the aim of obtaining international consultancies for which remuneration is paid to the organisation.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For preparation of final documents following negotiations, manual or electronic production of business partnership agreements and schedules, use PUBLICATION.

For the development of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE DEVELOPMENT.

For the implementation of the agency's policies and programs concerning social welfare, use SOCIAL WELFARE SERVICES.

For the administration of grants to community organisations, use SOCIAL WELFARE SERVICES – Grant Administration.

Tendering – Continued

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use BUSINESS DEVELOPMENT – Contracting-out.

For responding to requests for tenders with the aim of obtaining consultancies for which remuneration is paid to the agency, use BUSINESS DEVELOPMENT – Consultancy Services.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10930 | Signed contracts under seal resulting from tenders and supporting records: Western Australia. (Date range: 1995 -) | Destroy 20 years after completion or other termination of contract |
| Class no. 10931 | Signed contracts under seal resulting from tenders and supporting records: Victoria and South Australia. (Date range: 1995 -) | Destroy 15 years after completion or other termination of contract |
| Class no. 10932 | Signed contracts under seal resulting from tenders and supporting records: New South Wales, Queensland, Tasmania, Australian Capital Territory, Northern Territory. (Date range: 1995 -) | Destroy 12 years after completion or other termination of contract |
| Class no. 10933 | Signed simple contracts and agreements resulting from tenders and supporting records. (Date range: 1995 -) | Destroy 7 years after completion or other termination of contract |
| Class no. 10934 | Contract register. (Date range: 1995 -) | Destroy 7 years after last entry |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Addresses (presentations)

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

For the publication of addresses, use PUBLICATION.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10935 | Final versions of significant addresses made by the portfolio Minister or senior agency officers at public or government occasions. (Date range: 1939 -) | Retain as national archives |
| Class no. 10936 | Final versions of less important addresses presented by agency staff other than senior officers at public or government occasions. (Date range: 1939 -) | Destroy 5 years after action completed |
| Class no. 10937 | Final versions of addresses delivered in the routine promotion of the agency's activities. (Date range: 1939 -) | Destroy 2 years after action completed |
| Class no. 10938 | Working papers documenting the development of all addresses, including drafts. (Date range: 1939 -) | Destroy after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Advice

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10939 | Records documenting the receipt and provision of advice on significant welfare issues with far-reaching social, economic or international policy implications. Includes: <ul style="list-style-type: none"> • briefing notes (includes background briefs and question time briefs); • minutes providing advice to the Minister; • ministerial statements • Government responses to inquiry recommendations; • policy papers (white and green papers); • minutes providing coordination comments; • advice to other agencies. (Date range: 1939 -) | Retain as national archives |
| Class no. 10940 | Working papers documenting the development of advice concerning significant welfare issues with far-reaching social, economic and international policy implications. (Date range: 1939 -) | Retain as national archives |
| Class no. 10941 | Records documenting the receipt and provision of advice on less significant welfare issues with no far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none"> • briefing notes (includes background briefs and question time briefs); • minutes providing advice to the Minister; • minutes providing coordination comments; • advice to other agencies. (Date range: 1939 -) | Destroy 5 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Advice – Continued

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

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10942 | Working papers documenting the development of advice concerning less significant welfare issues with no far-reaching social, economic and international implications. (Date range: 1939 -) | Destroy 5 years after action completed |
| Class no. 10943 | General administrative records documenting the provision of advice. Includes briefing requirements and records documenting the tabling of reports and papers to Parliament. (Date range: 1939 -) | Destroy 2 years after action completed |

Analysing

The activities associated with systematically applying statistical and logical techniques to describe, summarise and compare data and/or information collected. Includes the process of analysis.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10944 | Records documenting all analysis. Includes the systematic application of statistical and logical techniques to compare, describe and summarise data or information collected in support of the social welfare development function. (Date range: 1939 -) | Destroy 5 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 10945 | Records of high-level agency or inter-agency committees with overall responsibility for making policy decisions in support of the social welfare development function. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • briefing papers • discussion papers (Date range: 1939 -) | Retain as national archives |
| Class no. 10946 | Records of internal committees formed to consider specific matters in support of the social welfare development function, excluding high-level or inter-agency committees with responsibility for making policy decisions. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • briefing papers • discussion papers (Date range: 1939 -) | Destroy 10 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Committees – Continued

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10947 | Records of external or inter-agency committees formed to consider social welfare development matters where the agency is a member. Includes: <ul style="list-style-type: none">• documents establishing the committee• appointment of members• terms of appointments• minutes• briefing papers• discussion papers• funding/expenditure details (Date range: 1939 -) | Destroy 5 years after action completed |
| Class no. 10948 | Working papers documenting the conduct and administration of all committees that consider matters in support of the social welfare development function. Includes: <ul style="list-style-type: none">• agenda• notices of minutes• draft minutes (Date range: 1939 -) | Destroy after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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 the development of addresses given at conferences by agency employees, use SOCIAL WELFARE DEVELOPMENT – Addresses (presentations).

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10949 | Records documenting arrangements for agency conferences. Includes: <ul style="list-style-type: none"> • program development • funding/expenditure details • attendees details • arranging speakers • promotion • managing registrations • venue bookings (Date range: 1939 -) | Destroy 3 years after action completed |
| Class no. 10950 | Agency participants' reports on conferences arranged by other organisations. (Date range: 1939 -) | Destroy 3 years after action completed |
| Class no. 10951 | Reports assessing the conduct of conferences arranged by the agency. (Date range: 1939 -) | Destroy 3 years after action completed |
| Class no. 10952 | Records documenting the attendance of staff at conferences arranged by other organisations. Includes: <ul style="list-style-type: none"> • completed conference registration forms • programs • conference promotion material (Date range: 1939 -) | Destroy after completion of conference |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Conferences – Continued

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 the development of addresses given at conferences by agency employees, use SOCIAL WELFARE DEVELOPMENT – Addresses (presentations).

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10953 | Copies of unpublished proceedings, reports, speeches and papers from conferences arranged by the agency. Includes presentations by agency staff. (Date range: 1939 -) | Destroy after completion of conference |
| Class no. 10954 | Copies of published conference proceedings and official reports received at conferences arranged by other organisations. (Date range: 1939 -) | Destroy after completion of conference |

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 receiving and assessing tenders from potential external consultants for services prior to the contract agreement, use SOCIAL WELFARE DEVELOPMENT – Tendering.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 10955 | Records documenting contract management that involves significant litigation or complaint. (Date range: 1939 -) | Destroy 15 years after dispute resolved or action completed |
| Class no. 10956 | Records documenting contract management that does not involve significant litigation or complaint. (Date range: 1939 -) | Destroy 7 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Costing

The activities associated with estimating the cost of implementing policy proposals.

For determining the suitability of potential or existing programs, systems or services, use SOCIAL WELFARE DEVELOPMENT – Evaluation.

For the development of policy, use SOCIAL WELFARE DEVELOPMENT – Policy.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10957 | Records documenting costing estimates of social welfare development policy proposals. (Date range: 1939 -) | Destroy 7 years after action completed |

Enquiries

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10958 | Records documenting the handling of public enquiries about the agency and its programs, products and services in support of the social welfare development function. (Date range: 1939 -) | Destroy 2 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

For estimating the cost of implementing the agency's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT – Costing.

For developing sample models to aid policy, use SOCIAL WELFARE DEVELOPMENT – Modelling.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10959 | Records documenting the evaluation of social welfare policies and programs. (Date range: 1939 -) | Retain as national archives |
| Class no. 10960 | Records documenting systems analysis and ongoing monitoring. (Date range: 1939 -) | Destroy 5 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

For collaboration with organisations that is not a joint venture, use SOCIAL WELFARE DEVELOPMENT – Liaison.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 10961 | Records documenting establishment, negotiation and management of important joint venture agreements between the agency and government or non-government organisations. Includes final signed version of agreement and working papers. (Date range: 1939 -) | Destroy 10 years after action completed |
| Class no. 10962 | Records documenting establishment, negotiation and management of less important joint venture agreements. Includes final signed version of agreement and working papers. (Date range: 1939 -) | Destroy 7 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

For collaboration with organisations that involves contracts, joint contributions of time and/or funding, use SOCIAL WELFARE DEVELOPMENT – Joint Ventures.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10963 | Records documenting liaison with non-government stakeholders and professional organisations. Includes: <ul style="list-style-type: none">• collaboration on projects• exchange of information• all the activities as a member of the organisation (Date range: 1939 -) | Destroy 5 years after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10964 | Master set of agency media releases. (Date range: 1939 -) | Retain as national archives |
| Class no. 10965 | Records documenting administrative arrangements with the media. Includes: <ul style="list-style-type: none"> • issuing of media releases; • organising interviews; • providing information and assistance to support media coverage of an event or promotion of the agency's services or products. (Date range: 1939 -) | Destroy 2 years after action completed |
| Class no. 10966 | Copies of media items specifically relating to the agency's operations. Includes: <ul style="list-style-type: none"> • news cuttings • transcripts • electronic items (Date range: 1939 -) | Destroy when reference ceases |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Meetings

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

For meetings of committees and task forces, use SOCIAL WELFARE DEVELOPMENT – Committees.

For meetings at conferences, use SOCIAL WELFARE DEVELOPMENT – Conferences.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10967 | Final version of minutes and attachments tabled at meetings held in support of the social welfare development function. (Date range: 1939 -) | Destroy 5 years after action completed |
| Class no. 10968 | Working papers documenting the conduct and administration of all meetings in support of the social welfare development function. (Date range: 1939 -) | Destroy after minutes finalised |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Planning

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

For overall planning to achieve corporate objectives, use STRATEGIC MANAGEMENT – Planning.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10969 | Final version of significant plans in support of the social welfare development function such as plans supporting key initiatives that impact on the whole-of-government or cross-portfolio administration and/or have far-reaching social, economic or international implications. (Date range: 1939 -) | Retain as national archives |
| Class no. 10970 | Final version of less significant plans in support of the social welfare development function, such as plans supporting initiatives that have little or no impact on the whole-of-government or cross-portfolio administration and/or have no far-reaching social, economic or international implications. (Date range: 1939 -) | Destroy 6 years after plan is superseded |
| Class no. 10971 | Working papers created in the development of all plans. Includes: <ul style="list-style-type: none"> • draft plans • working reports • internal agency comments (Date range: 1939 -) | Destroy 1 year after plan finalised |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

For estimating the cost of implementing new policy proposals, use SOCIAL WELFARE DEVELOPMENT – Costing.

For developing sample models to aid policy development, use SOCIAL WELFARE DEVELOPMENT – Modelling.

| Entry | Description of Records | Disposal Action |
|--------------------|---|-----------------------------|
| Class no. 10972 | Records documenting the development and establishment of whole-of-government social welfare policies, or policies that have far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none">• policy proposals• research papers• results of consultations• supporting reports• significant drafts• final policy documents• national policy statements• guides to the interpretation• implementation of legislation administered by the agency• working papers (Date range: 1939 -) | Retain as national archives |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Policy – Continued

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.

For estimating the cost of implementing new policy proposals, use SOCIAL WELFARE DEVELOPMENT – Costing.

For developing sample models to aid policy development, use SOCIAL WELFARE DEVELOPMENT – Modelling.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10973 | Records documenting the development and establishment of social welfare policies that have no far-reaching social, economic or international implications. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • significant drafts • final policy documents • national policy statements • guides to the interpretation • implementation of legislation administered by the agency (Date range: 1939 -) | Destroy 5 years after promulgation of new policy |
| Class no. 10974 | Working papers and records documenting comments made on the development of social welfare policies that have no far-reaching social, economic or international implications. (Date range: 1939 -) | Destroy 3 years after promulgation of new policy |
| Class no. 10975 | Copies of policy documents and supporting papers. (Date range: 1939 -) | Destroy after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Procedures

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

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 10976 | Master set of agency manuals, handbooks, directives etc in support of the social welfare development function. (Date range: 1939 -) | Destroy when procedures are superseded |
| Class no. 10977 | Records documenting the development of agency procedures in support of the social welfare development function. (Date range: 1939 -) | Destroy 1 year after production of procedures |
| Class no. 10978 | Copies of manuals, handbooks, directives etc. (Date range: 1939 -) | 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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|-------------------------|
| Class no. 10979 | Final version of formal internal reports and reports made to external agencies in support of the social welfare development function. (Date range: 1939 -) | Disposal not authorised |
| Class no. 10980 | Working papers documenting the development of formal internal reports and reports made to external agencies in support of the social welfare development function. (Date range: 1939 -) | Disposal not authorised |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Reporting – Continued

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 10981 | Final version of periodic internal reports on general administrative matters used to monitor and document recurring activities in support of the social welfare development function. Includes work progress reports against business and work plans and unit level performance reporting. (Date range: 1939 -) | Destroy 7 years after action completed |
| Class no. 10982 | Working papers documenting the development of periodic internal reports on general administrative matters used to monitor and document recurring activities in support of the social welfare development function. Includes work progress reports against business and work plans, and unit level performance reporting. (Date range: 1939 -) | Destroy 2 years after action completed |
| Class no. 10983 | Responses to requests for comments on reports of external agencies relating to the social welfare development function. (Date range: 1939 -) | Destroy 2 years after action completed |
| Class no. 10984 | Copies of reports. (Date range: 1939 -) | Destroy when reference ceases |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10985 | Records documenting the nomination, appointment, resignation and/or termination of agency representatives on inter-governmental forums and non-government organisations, forums, working parties etc. (Date range: 1939 -) | Destroy 3 years after action completed |
| Class no. 10986 | Records documenting the nomination, appointment, resignation, and/or termination of staff members on inter-governmental and non-government organisations, forums, working parties etc. (Date range: 1939 -) | Destroy 3 years after end of appointment |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---------------------------------------|
| Class no. 10987 | Records documenting significant detailed research carried out in support of the social welfare development function such as research supporting key government policy and program initiatives impacting on whole-of-government or cross-portfolio administration and/or with far-reaching social, economic or international implications. (Date range: 1939 -) | Retain as national archives |
| Class no. 10988 | Records documenting less significant or routine research carried out in support of the social welfare development function such as research supporting government initiatives with little or no impact on whole-of-government or cross-portfolio administration and/or with no far-reaching social, economic or international implications. (Date range: 1939 -) | Destroy 1 year after action completed |
| Class no. 11088 | Working papers generated during the research process carried out in support of the social welfare development function. (Date range: 1939 -) | Destroy 1 year after action completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use SOCIAL WELFARE DEVELOPMENT – Contracting-out.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10989 | Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none">• statement of requirements• request for proposals• expression of interest• request for tender• draft contract• draft funding agreements (Date range: 1985 -) | Destroy 7 years after tender process completed |
| Class no. 10990 | Assessment of tenders received against selection criteria. Includes records documenting arrangements for carrying out the assessment process, assessment report, recommendations, final report and public notices. (Date range: 1985 -) | Destroy 7 years after tender process completed |
| Class no. 10991 | Records documenting post-offer negotiations and due diligence checks. (Date range: 1985 -) | Destroy 7 years after tender process completed |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Tendering - continued

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use SOCIAL WELFARE DEVELOPMENT – Contracting-out.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 10992 | Records of unsuccessful tenders or a tender process where there has been no suitable bidder, or where the tendering process has been discontinued. Includes: <ul style="list-style-type: none"> • submissions • notification of outcome • reports on debriefing sessions (Date range: 1985 -) | Destroy 2 years after tender process completed or decision made not to continue with the tender process |
| Class no. 10993 | Tender register. (Date range: 1985 -) | Destroy 7 years after last entry |
| Class no. 10994 | Signed contracts under seal resulting from tenders and supporting records: Western Australia. (Date range: 1995 -) | Destroy 20 years after completion or other termination of contract |
| Class no. 10995 | Signed contracts under seal resulting from tenders and supporting records: Victoria and South Australia. (Date range: 1995 -) | Destroy 15 years after completion or other termination of contract |
| Class no. 10996 | Signed contracts under seal resulting from tenders and supporting records: New South Wales, Queensland, Tasmania, Australian Capital Territory, Northern Territory. (Date range: 1995 -) | Destroy 12 years after completion or other termination of contract |

SOCIAL WELFARE DEVELOPMENT

The function of developing social welfare policies, programs and projects that are relevant to family and community functioning, economic and social participation. Includes providing advice, conducting research and evaluation activities, working with public and private sectors on joint ventures and hosting visits from international organisations. Also includes contracting-out research projects to external organisations.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For matters relating to formulating and amending legislation that provides the legislative basis for the agency, use STRATEGIC MANAGEMENT – Legislation.

Tendering – Continued

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use SOCIAL WELFARE DEVELOPMENT – Contracting-out.

| <i>Entry</i> | <i>Description of Records</i> | <i>Disposal Action</i> |
|---------------------|--|---|
| Class no. 10997 | Signed simple contracts and agreements resulting from tenders and supporting records. (Date range: 1985 -) | Destroy 7 years after completion or other termination of contract |
| Class no. 10998 | Contract register. (Date range: 1985 -) | Destroy 7 years after last entry |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Addresses (presentations)

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

For the publication of addresses, use PUBLICATION.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 10999 | Final version of addresses made by the portfolio Minister or senior agency officers at public and government occasions. (Date range: 1908 -) | Retain as national archives |
| Class no. 11000 | Final version of addresses presented by agency staff other than senior officers at public and government occasions. (Date range: 1908 -) | Destroy 5 years after action completed |
| Class no. 11001 | Final version of other addresses delivered in the routine promotion of the agency's activities. (Date range: 1939 -) | Destroy 2 years after action completed |
| Class no. 11002 | Working papers documenting the development of all addresses, including drafts. (Date range: 1908 -) | Destroy after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Advice

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

For formal advice given to welfare claimants and recipients by specialists such as social workers, occupational psychologists, disability and financial service officers, use SOCIAL WELFARE SERVICES – Counselling Services.

For responding to questions from the public for information about available welfare payments and related services, use SOCIAL WELFARE SERVICES – Enquiries.

For referring welfare claimants to external community and welfare organisations for counselling and support, and/or programs offered by other government organisations, use SOCIAL WELFARE SERVICES – Referring.

| Entry | Description of Records | Disposal Action |
|--------------------|--|-----------------------------|
| Class no. 11003 | Records documenting the receipt and provision of important advice by the agency, such as advice that leads to the formulation of policy, or advice on issues that are controversial, attract media or parliamentary scrutiny or require ministerial involvement. Includes: <ul style="list-style-type: none"> • briefing notes (includes background briefs and question time briefs); • minutes providing advice to the Minister; • ministerial statements; • Government responses to inquiry recommendations; • policy papers (white and green papers); • minutes providing coordination comments; • advice to other agencies. (Date range: 1908 -) | Retain as national archives |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Advice – Continued

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

For formal advice given to welfare claimants and recipients by specialists such as social workers, occupational psychologists, disability and financial service officers, use SOCIAL WELFARE SERVICES – Counselling Services.

For responding to questions from the public for information about available welfare payments and related services, use SOCIAL WELFARE SERVICES – Enquiries.

For referring welfare claimants to external community and welfare organisations for counselling and support, and/or programs offered by other government organisations, use SOCIAL WELFARE SERVICES – Referring.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11004 | Records documenting the receipt and provision of sensitive advice of a specific nature that is not considered routine. (Date range: 1908 -) | Destroy 15 years after action completed |
| Class no. 11005 | Records documenting the receipt and provision of routine advice. (Date range: 1908 -) | Destroy 6 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Appeals (decisions)

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

For reviewing a recipient's entitlements, use SOCIAL WELFARE SERVICES – Reviewing (entitlements).

For reviewing decisions concerning a claimant's welfare entitlement and recovery of debt, use SOCIAL WELFARE SERVICES – Reviewing (decisions).

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11006 | Records documenting appeals lodged by claimants or recipients in receipt of entitlements against a decision made by the agency where the outcome resulted in new policies or procedures. (Date range: 1972 -) | Retain as national archives |
| Class no. 11007 | Records documenting appeals lodged with the Commonwealth, State or Territory court that have been resolved. Includes appeals lodged by either recipients in receipt of entitlements or the agency. (Date range: 1972 -) | Destroy 15 years after action completed |
| Class no. 11008 | Records documenting appeals lodged with the administrative appeals tribunals that have been resolved. Includes appeals lodged by either recipients in receipt of entitlements or the agency. (Date range: 1972 -) | Destroy 10 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Audit

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11009 | Final internal or external audit reports. (Date range: 1908 -) | Destroy 10 years after action completed |
| Class no. 11010 | Records documenting the planning and conduct of internal and external audits. Includes: <ul style="list-style-type: none"> • liaison with the auditing body • minutes of meetings • notes taken at opening and exit interviews • draft report • comments (Date range: 1908 -) | Destroy 5 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11011 | Records of internal committees formed to consider matters in support of the social welfare services function. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • briefing papers • discussion papers (Date range: 1908 -) | Destroy 10 years after action completed |
| Class no. 11012 | Records documenting external or inter-agency committees formed to consider social welfare services matters where the agency is a member. Includes: <ul style="list-style-type: none"> • documents establishing the committee • appointment of members • minutes • briefing papers • discussion papers (Date range: 1908 -) | Destroy 5 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Committees – Continued

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--------------------------------|
| Class no. 11013 | Working papers documenting the conduct and administration of all committees that consider matters in support of the social welfare services function. Includes: <ul style="list-style-type: none">• agenda• notices of minutes• draft minutes (Date range: 1908 -) | Destroy after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

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 receiving and assessing tenders from potential external consultants for services prior to the contract agreement, use SOCIAL WELFARE SERVICES – Tendering.

For managing the performance of work and services by an external contractor, vendor or consultant regarding market research and analysis, use BUSINESS DEVELOPMENT – Contracting-out.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11014 | Records documenting contract management that involves significant litigation or complaint. (Date range: 1985 -) | Destroy 15 years after dispute resolved or action completed |
| Class no. 11015 | Records documenting contract management that does not involve significant litigation or complaint. (Date range: 1985 -) | Destroy 7 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Counselling Services

The activities associated with offering support and guidance by specialists such as social workers, occupational psychologists, disability and financial information service officers etc, to help prospective claimants and recipients with difficult personal, family, career objectives and financial circumstances.

For formal advice given by multicultural and indigenous officers, use SOCIAL WELFARE SERVICES – Advice.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11016 | Records documenting counselling of individuals on sensitive matters. (Date range: 1908 -) | Destroy 7 years after action completed |
| Class no. 11017 | Records documenting counselling of individuals on routine matters. (Date range: 1908 -) | Destroy 3 year after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Debt Management

The processes involved in managing the recovery of legally recoverable debts such as welfare security, family and advance payments, compensation, assurance of support, student assistance and all supplement, childcare and family assistance, paid to eligible recipients. Includes identifying, calculating, raising recovering and writing off debts.

For managing the performance of external consultants and/or agents contracted to recover debts, use SOCIAL WELFARE SERVICES – Contracting-out.

For the detection of incorrect payments through data matching activities, manual and periodic reviews, use SOCIAL WELFARE SERVICES – Reviewing (entitlements).

For referring alleged fraudulent cases to the public prosecutions office to be considered for prosecution action, use SOCIAL WELFARE SERVICES – Fraud Investigations.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11018 | Records documenting the management and recovery of legally recoverable debts. Includes debt calculations required as evidence of debt by an external body. (Date range: 1908 -) | Destroy 6 years after debt has been recovered |
| Class no. 11019 | Records documenting arrangements for the recovery of legally recoverable debts that are subsequently waived or written off. Includes debt calculations required as evidence of debt by an external body. (Date range: 1908 -) | Destroy 6 years after debt has been waived or written off |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Enquiries

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

For formal advice given by multicultural and indigenous officers, use SOCIAL WELFARE SERVICES – Advice.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11020 | Records documenting the handling of public enquiries about the agency and its programs, products and services in support of the social welfare services function. (Date range: 1908 -) | Destroy 2 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Fraud Investigations

The activities involved in investigating potential and/or alleged fraudulent offences that relate to identity, criminal activity and payment fraud. Includes investigating cases to establish if an offence has been committed, referring cases that require special investigative expertise to the police, or to the public prosecutions office for consideration of prosecution action. Also includes managing legal proceedings between the organisation and other parties in a court and maintaining an exhibit and document register, and an audiotape movement register.

For investigations of internal misconduct, use PERSONNEL – Discipline.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11021 | Records documenting investigation of fraudulent offences. Includes working papers. (Date range: 1908 -) | Destroy 15 years after investigation has ceased or action completed whichever is later |
| Class no. 11022 | Exhibit and document register. (Date range: 1908 -) | Destroy 15 years after last entry |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Fraud Investigations – Continued

The activities involved in investigating potential and/or alleged fraudulent offences that relate to identity, criminal activity and payment fraud. Includes investigating cases to establish if an offence has been committed, referring cases that require special investigative expertise to the police, or to the public prosecutions office for consideration of prosecution action. Also includes managing legal proceedings between the organisation and other parties in a court and maintaining an exhibit and document register, and an audiotape movement register.

For investigations of internal misconduct, use PERSONNEL – Discipline.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11023 | Recordings movement register, such as audiotape movement register. (Date range: 1908 -) | Destroy 15 years after last entry |
| Class no. 11024 | Recordings of fraud investigation interviews that involve no further prosecution. (Date range: 1908 -) | Destroy 15 year after action completed |
| Class no. 11025 | Recordings of fraud investigation interviews where the case is prosecuted. (Date range: 1908 -) | Destroy 15 years after prosecution and appeal is finalised |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Grant Administration

The process involved in administering grants to non-government organisations. Includes advertising grant programs, receiving and appraising grant submissions, arranging for funds to be released, monitoring the ongoing performance of the grant funding activity, dealing with breaches of grant conditions and acquittal of grant funds.

For formalising grant funding agreements with non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For payment of grant monies to non-government organisations, use FINANCIAL MANAGEMENT – Payments.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11026 | Records documenting the process involved in administering grants to non-government organisations. Includes: <ul style="list-style-type: none"> • advertising grant programs; • receiving and appraising grant applications; • submissions; • notification of outcome; • arranging for funds to be released; • monitoring the ongoing performance of grant funding activity; • dealing with breaches of grant conditions; • acquittal of grant funds. (Date range: 1970 -) | Destroy 7 years after action completed |

SOCIAL WELFARE SERVICES

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For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

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.

For collaboration that is not considered a joint venture, use SOCIAL WELFARE SERVICES – Liaison.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11027 | Records documenting important joint venture agreements between the agency and government or non-government organisations. Includes final signed version of agreement and working papers in support of the establishment, negotiation and management of joint ventures. (Date range: 1939 -) | Destroy 10 years after action completed |
| Class no. 11028 | Records documenting less important joint venture agreements between the agency and government or non-government organisations. Includes final signed version of agreements and working papers in support of the establishment, negotiation and management of joint ventures. (Date range: 1939 -) | Destroy 7 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

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.

For collaboration that involves contracts and joint contributions of time and/or funding, use SOCIAL WELFARE SERVICES – Joint Ventures.

For formal advice, use SOCIAL WELFARE SERVICES – Advice.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11029 | Records documenting liaison with non-government stakeholders. Includes: <ul style="list-style-type: none">• collaboration on projects• exchange of information• all the activities as a member of the organisation (Date range: 1908 -) | Destroy 5 years after action completed |

SOCIAL WELFARE SERVICES

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11030 | Master set of agency media releases. (Date range: 1908 -) | Retain as national archives |
| Class no. 11031 | Records documenting administrative arrangements with the media. Includes: <ul style="list-style-type: none"> • issuing media releases; • organising interviews; • providing information and assistance to support media coverage of an event or promotion of the agency's services or products. (Date range: 1908 -) | Destroy 2 years after action completed |
| Class no. 11032 | Copies of media items specifically relating to the agency's operations. Includes: <ul style="list-style-type: none"> • news cuttings • transcripts • electronic items (Date range: 1908 -) | Destroy when reference ceases |

SOCIAL WELFARE SERVICES

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For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Meetings

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

For meetings of committees and task forces, use SOCIAL WELFARE SERVICES – Committees.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11033 | Final version of minutes and attachments tabled at meetings held in support of the social welfare services function. (Date range: 1908 -) | Destroy 3 years after action completed |
| Class no. 11034 | Working papers documenting the conduct and administration of all meetings held to support the social welfare services function. (Date range: 1908 -) | Destroy after minutes finalised |

SOCIAL WELFARE SERVICES

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For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Outreach Visits

The activities involved in arranging and conducting outreach visits to state, territory and local government organisations, schools, youth refuges, detention centres, community sector youth services, colleges, universities or other organisations by the agency to provide a regular and educative information service on the wide range of organisational programs and services on offer. Includes preparing travel itineraries, authorisations, entitlements, etc.

For support counselling given to welfare claimants and recipients in receipt of entitlements by agency specialists such as social workers, occupational psychologists, use SOCIAL WELFARE SERVICES – Counselling Services.

For giving addresses, use SOCIAL WELFARE SERVICES – Addresses (presentations).

For receiving and assessing a welfare claim, use SOCIAL WELFARE SERVICES – Welfare Claims.

For the preparation and payment of welfare claims, use SOCIAL WELFARE SERVICES – Welfare Payments.

For drafting, manual or electronic production such as design, layout, typesetting or printing, marketing and supply of publications by the agency, use PUBLICATION – Production.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11035 | Records documenting outreach visits by agency staff to state, territory or local government organisations. Includes field notes and reports. (Date range: 1972 -) | Destroy 5 years after action completed |
| Class no. 11036 | Records documenting outreach visits by agency staff to community sector organisations. Includes field notes and reports. (Date range: 1972 -) | Destroy 3 years after action completed |

SOCIAL WELFARE SERVICES

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For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Planning

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

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11037 | Final version of plans that support key initiatives that impact on whole-of-government or cross-portfolio administration and/or have far-reaching social, economic or international implications. (Date range: 1939 -) | Destroy 10 years after action completed |
| Class no. 11038 | Final version of plans that support initiatives that have little or no impact on whole-of-government or cross-portfolio administration and/or have no far-reaching social, economic or international implications. (Date range: 1939 -) | Destroy 4 years after adoption of the final plan |
| Class no. 11039 | Working papers created in the development of all plans. Includes: <ul style="list-style-type: none"> • draft plans • working reports • internal agency comments (Date range: 1939 -) | Destroy 1 year after adoption of the final plan |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Procedures

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

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 11040 | Master set of agency manuals, handbooks, directives etc. (Date range: 1908 -) | Disposal not authorised |
| Class no. 11041 | Records documenting the development of agency procedures supporting the social welfare services function. (Date range: 1908 -) | Destroy 1 year after production of procedures |
| Class no. 11042 | Copies of manuals, handbooks, directives etc. (Date range: 1908 -) | 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.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11043 | Records documenting public reaction and agency responses. (Date range: 1908 -) | Destroy 6 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Referring

The activities associated with identifying prospective welfare claimant and recipients who have additional needs and referring them to external government or community-based organisations.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11044 | Records documenting referrals of welfare claimants and/or recipients with additional needs to specialist government agencies or non-government organisations. (Date range: 1908 -) | Destroy 6 years after action completed |

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|-----------------------------|
| Class no. 11045 | Final version of formal internal reports and reports made to other government agencies and non-government organisations supporting the social welfare services function. (Date range: 1908 -) | Retain as national archives |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Reporting – Continued

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.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11046 | Final version of periodic internal reports on general administrative matters used to monitor and document recurring activities regarding the social welfare services function. Includes work performance and progress reports against business partnership agreements, memorandums of understanding, service level agreements, business and work plans and unit level performance reporting. (Date range: 1908 -) | Destroy 10 years after action completed |
| Class no. 11047 | Working papers documenting the development of all reports supporting the social welfare services function. (Date range: 1908 -) | Destroy 2 years after action completed |
| Class no. 11048 | Copies of reports. (Date range: 1908 -) | Destroy when reference ceases |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Reviewing (decisions)

The activities associated with responding to claimants or recipients requests to internally review an original decision made by the organisation concerning their welfare entitlement and/or recovery of debt. Includes disputed decisions.

For the process of appeals against decisions by application to a higher authority such as the Social Security Appeals Tribunal or the Administrative Appeals Tribunal, use SOCIAL WELFARE SERVICES – Appeals (decisions).

For programs and compliance reviews of recipients in receipt of entitlements, use SOCIAL WELFARE SERVICES – Reviewing (entitlements).

For investigating alleged payment or identity fraud, use SOCIAL WELFARE SERVICES – Fraud Investigations.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 11049 | Records documenting the review of decisions about welfare entitlements and/or debt recoveries. Includes: <ul style="list-style-type: none"> • requests for review • notifications of review • decisions • working papers (Date range: 1908 -) | Destroy 7 years after review or final related recovery action |

SOCIAL WELFARE SERVICES

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For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Reviewing (entitlements)

The processes involved in conducting periodic circumstance and entitlement reviews to ensure payments are correct and that the payment recipient remains eligible for payment. Includes compliance reviews that are selected because there is a justified, documented risk of incorrect payment that is a result of fraud, misrepresentation, error or omission on the part of the recipient, and program reviews that relate to a specific payment type and are generally cyclic or events based. Also includes processing changes when notified to a recipient's circumstances.

For reviewing decisions concerning a claimant's welfare entitlement, use SOCIAL WELFARE SERVICES – Reviewing (decisions).

For investigating alleged payment and identity fraud offences, use SOCIAL WELFARE SERVICES – Fraud Investigations.

For the recovery of legally recoverable income support and compensation debts paid to eligible recipients, use SOCIAL WELFARE SERVICES – Debt Management.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11050 | Records documenting data matching processes where there is a matched record that results in an investigation. Includes additions and alterations to recipients information. (Date range: 1908 -) | Destroy 6 years after action completed |
| Class no. 11051 | Records documenting reviews of recipients entitlements which are referred to an external body for further investigation. (Date range: 1908 -) | Destroy 6 years after action completed |
| Class no. 11052 | Records documenting reviews of recipients entitlements where no further action is taken. (Date range: 1908 -) | Destroy 4 years after action completed |

SOCIAL WELFARE SERVICES

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For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Reviewing (entitlements) – Continued

The processes involved in conducting periodic circumstance and entitlement reviews to ensure payments are correct and that the payment recipient remains eligible for payment. Includes compliance reviews that are selected because there is a justified, documented risk of incorrect payment that is a result of fraud, misrepresentation, error or omission on the part of the recipient, and program reviews that relate to a specific payment type and are generally cyclic or events based. Also includes processing changes when notified to a recipient's circumstances.

For reviewing decisions concerning a claimant's welfare entitlement, use SOCIAL WELFARE SERVICES – Reviewing (decisions).

For investigating alleged payment and identity fraud offences, use SOCIAL WELFARE SERVICES – Fraud Investigations.

For the recovery of legally recoverable income support and compensation debts paid to eligible recipients, use SOCIAL WELFARE SERVICES – Debt Management.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11053 | Records documenting the transfer of data between agencies for the purpose of data matching. Includes: <ul style="list-style-type: none"> • data requests • data destruction reminders • time extension requests (Date range: 1908 -) | Destroy 5 years after action completed |
| Class no. 11054 | Records documenting data matching processes where there is no matched record. (Date range: 1908 -) | Destroy 90 days after action completed |

SOCIAL WELFARE SERVICES

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For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Reviewing (entitlements) – Continued

The processes involved in conducting periodic circumstance and entitlement reviews to ensure payments are correct and that the payment recipient remains eligible for payment. Includes compliance reviews that are selected because there is a justified, documented risk of incorrect payment that is a result of fraud, misrepresentation, error or omission on the part of the recipient, and program reviews that relate to a specific payment type and are generally cyclic or events based. Also includes processing changes when notified to a recipient's circumstances.

For reviewing decisions concerning a claimant's welfare entitlement, use SOCIAL WELFARE SERVICES – Reviewing (decisions).

For investigating alleged payment and identity fraud offences, use SOCIAL WELFARE SERVICES – Fraud Investigations.

For the recovery of legally recoverable income support and compensation debts paid to eligible recipients, use SOCIAL WELFARE SERVICES – Debt Management.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11055 | Records documenting the disclosure of alleged wrongdoing by claimants or recipients where no investigation is undertaken. (Date range: 1908 -) | Destroy 1 year action completed |
| Class no. 11056 | Records documenting the data matching process where there is a matched record that does not result in an investigation. Includes additions and alterations to recipient information. (Date range: 1908 -) | Destroy 14 days after data matching completed or in accordance with extension of time granted by the commissioner for privacy |

SOCIAL WELFARE SERVICES

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For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Reviewing (entitlements) – Continued

The processes involved in conducting periodic circumstance and entitlement reviews to ensure payments are correct and that the payment recipient remains eligible for payment. Includes compliance reviews that are selected because there is a justified, documented risk of incorrect payment that is a result of fraud, misrepresentation, error or omission on the part of the recipient, and program reviews that relate to a specific payment type and are generally cyclic or events based. Also includes processing changes when notified to a recipient's circumstances.

For reviewing decisions concerning a claimant's welfare entitlement, use SOCIAL WELFARE SERVICES – Reviewing (decisions).

For investigating alleged payment and identity fraud offences, use SOCIAL WELFARE SERVICES – Fraud Investigations.

For the recovery of legally recoverable income support and compensation debts paid to eligible recipients, use SOCIAL WELFARE SERVICES – Debt Management.

| Entry | Description of Records | Disposal Action |
|--------------------|---|-------------------------------|
| Class no. 11057 | Matched records that are not used to update information on the recipient. Includes documents relating to multiple data-matching processes. (Date range: 1908 -) | Destroy when reference ceases |

SOCIAL WELFARE SERVICES

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For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use SOCIAL WELFARE SERVICES – Contracting-out.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11058 | Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none"> • statement of requirements • request for proposals • expression of interest • request for tender • draft contract (Date range: 1985 -) | Destroy 7 years after tender process completed |
| Class no. 11059 | Assessment of tenders received against selection criteria. Includes records documenting arrangements for carrying out the assessment process, assessment report, recommendations, final report and public notices. (Date range: 1985 -) | Destroy 7 years after tender process completed |
| Class no. 11060 | Records documenting post-offer negotiations and due diligence checks. (Date range: 1985 -) | Destroy 7 years after tender process completed |

SOCIAL WELFARE SERVICES

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For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Tendering – Continued

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use SOCIAL WELFARE SERVICES – Contracting-out.

| Entry | Description of Records | Disposal Action |
|--------------------|--|---|
| Class no. 11061 | Records of unsuccessful tenders or a tender process where there has been no suitable bidder, or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> • submissions • notification of outcome • reports on debriefing sessions (Date range: 1985 -) | Destroy 2 years after tender process completed or decision made not to continue with the tender process |
| Class no. 11062 | Tender register. (Date range: 1985 -) | Destroy 7 years after last entry |
| Class no. 11063 | Signed contracts under seal resulting from tenders and supporting records: Western Australia. (Date range: 1985 -) | Destroy 20 years after completion or other termination of contract |
| Class no. 11064 | Signed contracts under seal resulting from tenders and supporting records: Victoria and South Australia. (Date range: 1985 -) | Destroy 15 years after completion or other termination of contract |

SOCIAL WELFARE SERVICES

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For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Tendering – Continued

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.

For managing the performance of work or the provision of services by an external contractor or consultant, use SOCIAL WELFARE SERVICES – Contracting-out.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11065 | Signed contracts under seal resulting from tenders and supporting records: New South Wales, Queensland, Tasmania, Australian Capital Territory, Northern Territory. (Date range: 1985 -) | Destroy 12 years after completion or other termination of contract |
| Class no. 11066 | Signed simple contracts and agreements resulting from tenders and supporting records. (Date range: 1985 -) | Destroy 7 years after completion or other termination of contract |
| Class no. 11067 | Contract register. (Date range: 1985 -) | Destroy 7 years after last entry |

SOCIAL WELFARE SERVICES

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For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Welfare Claims

The processes involved in assessing claims for payment and other assistance on the basis of current government legislation, policy and guidelines. Includes interviewing claimants to determine eligibility in order that an official value or cost declaration can be made. Also includes new, abridged claims and reclaims and special and/or emergency circumstances, supplementary, miscellaneous and/or concession payments.

For the maintenance of claims including processing updates, changes to a recipient's circumstances and requests for advance and urgent payments, use SOCIAL WELFARE SERVICES – Reviewing (entitlements).

For preparation of payments to eligible claimants, use SOCIAL WELFARE SERVICES – Welfare Payments.

For payments to eligible claimants, use FINANCIAL MANAGEMENT – Payments.

For identifying individuals who have additional needs and referring them to external government and community-based organisations, use SOCIAL WELFARE SERVICES – Referring.

For professional advice, guidance and support provided by agency specialists such as social workers and/or occupational psychologists, use SOCIAL WELFARE SERVICES – Counselling Services.

For formal advice given to prospective claimants by disability, migrant liaison officers, use SOCIAL WELFARE SERVICES – Advice.

For responding to an enquiry for information about rates of payments, use SOCIAL WELFARE SERVICES – Enquiries.

| Entry | Description of Records | Disposal Action |
|--------------------|---|--|
| Class no. 11068 | Records documenting welfare claims or reclaims for payment or other assistance, regardless of outcome, involving debt recovery, investigations or legal actions. (Date range: 1939 -) | Destroy 6 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

For the development of formal service delivery agreements such as business partnership agreements, memorandums of understanding, international social security, service level and grant funding agreements between the organisation, government and non-government organisations, use BUSINESS DEVELOPMENT – Agreements.

For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Welfare Claims - Continued

The processes involved in assessing claims for payment and other assistance on the basis of current government legislation, policy and guidelines. Includes interviewing claimants to determine eligibility in order that an official value or cost declaration can be made. Also includes new, abridged claims and reclaims and special and/or emergency circumstances, supplementary, miscellaneous and/or concession payments.

For the maintenance of claims including processing updates, changes to a recipient's circumstances and requests for advance and urgent payments, use SOCIAL WELFARE SERVICES – Reviewing (entitlements).

For preparation of payments to eligible claimants, use SOCIAL WELFARE SERVICES – Welfare Payments.

For payments to eligible claimants, use FINANCIAL MANAGEMENT – Payments.

For identifying individuals who have additional needs and referring them to external government and community-based organisations, use SOCIAL WELFARE SERVICES – Referring.

For professional advice, guidance and support provided by agency specialists such as social workers and/or occupational psychologists, use SOCIAL WELFARE SERVICES – Counselling Services.

For formal advice given to prospective claimants by disability, migrant liaison officers, use SOCIAL WELFARE SERVICES – Advice.

For responding to an enquiry for information about rates of payments, use SOCIAL WELFARE SERVICES – Enquiries.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11069 | Records documenting successful welfare claims or reclaims for payment or other assistance. Includes supporting documents. (Date range: 1939 -) | Destroy 6 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

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For the development of the organisation's social welfare policies and programs, use SOCIAL WELFARE DEVELOPMENT.

For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Welfare Claims - Continued

The processes involved in assessing claims for payment and other assistance on the basis of current government legislation, policy and guidelines. Includes interviewing claimants to determine eligibility in order that an official value or cost declaration can be made. Also includes new, abridged claims and reclaims and special and/or emergency circumstances, supplementary, miscellaneous and/or concession payments.

For the maintenance of claims including processing updates, changes to a recipient's circumstances and requests for advance and urgent payments, use SOCIAL WELFARE SERVICES – Reviewing (entitlements).

For preparation of payments to eligible claimants, use SOCIAL WELFARE SERVICES – Welfare Payments.

For payments to eligible claimants, use FINANCIAL MANAGEMENT – Payments.

For identifying individuals who have additional needs and referring them to external government and community-based organisations, use SOCIAL WELFARE SERVICES – Referring.

For professional advice, guidance and support provided by agency specialists such as social workers and/or occupational psychologists, use SOCIAL WELFARE SERVICES – Counselling Services.

For formal advice given to prospective claimants by disability, migrant liaison officers, use SOCIAL WELFARE SERVICES – Advice.

For responding to an enquiry for information about rates of payments, use SOCIAL WELFARE SERVICES – Enquiries.

| Entry | Description of Records | Disposal Action |
|--------------------|--|--|
| Class no. 11070 | Records documenting unsuccessful welfare claims or reclaims for payment or other assistance. Includes supporting documents. (Date range: 1939 -) | Destroy 2 years after action completed |

SOCIAL WELFARE SERVICES

The function of providing social welfare services to the Australian community nationally and internationally. Includes the processes involved in assessing claimants' eligibility for welfare entitlements, preparing and paying benefits and allowances to eligible recipients, providing referrals to external bodies and counselling services, and conducting periodic circumstance, compliance and entitlement reviews of payments to recipients. Also includes investigating and identifying criminal activity and payment fraud, managing the processes involved in recovering legally recoverable payment and compensation debts, conducting outreach visits to ensure the community is aware of available welfare payments and related services, and joint ventures where there is a contract or joint contribution of funds and/or time.

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For the management of grant money received by the agency, use FINANCIAL MANAGEMENT – Grant Funding.

For payment of grant monies to community organisations, use FINANCIAL MANAGEMENT – Payments.

For agency applications for grant funding from a public source, use COMMUNITY RELATIONS – Grant Funding.

For the evaluation of services, use COMMUNITY RELATIONS-Customer Service.

Welfare Payments

The activities involved in the preparation of payments for welfare support to eligible claimants.

For assessing person's entitlement to welfare payments, use SOCIAL WELFARE SERVICES – Welfare Claims.

For payments to eligible claimants, use FINANCIAL MANAGEMENT – Payments.

| Entry | Description of Records | Disposal Action |
|--------------------|---|---|
| Class no. 11071 | Records documenting the preparation of payments of welfare entitlements to eligible claimants. Includes notifications from recipients in receipt of entitlements regarding preferred payment option. (Date range: 1908 -) | Destroy 7 years after final payment to claimant |
