



**Australian Government**

**National Archives of Australia**

**Records Authority**

**Social Security Appeals Tribunal**

Job no 2006/00118635

June 2008

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## INTRODUCTION

The Social Security Appeals Tribunal (SSAT) and the National Archives of Australia have developed this Records Authority to set out the requirements for the retention or destruction of records for the function of Tribunal Management. It represents a significant commitment on behalf of the SSAT to understand, create and manage the records of its activities.

This Authority uses a classification scheme based on an analysis of the business of the agency. It takes into account the SSAT's legal and organisational recordkeeping requirements, and the interests of stakeholders of both the SSAT and the National Archives. It provides a framework that may be used as a guide when creating and managing records that document these functions.

This Authority gives the SSAT the permission, required under the Archives Act, for the disposal of the records described. The Authority sets out those records that need to be retained as national archives and the minimum length of time that other classes of records need to be kept. Retention periods are based on an assessment of business needs, broader organisational accountability requirements and community expectations.

The SSAT can use the following tools to dispose of their records:

- this Records Authority covering the SSAT's agency specific records;
- general disposal authorities, such as the Administrative Functions Disposal Authority (AFDA), that covers functions and records common to every Commonwealth agency; and
- normal administrative practice (NAP) which allows for the destruction of records where the records are duplicated, unimportant or for short-term use only.

As changes in circumstances may affect future recordkeeping requirements, the periodic review of this Authority is recommended. All amendments must be approved by the National Archives.

Advice on using this Authority and other recordkeeping matters is available from the National Archives' website at [www.naa.gov.au](http://www.naa.gov.au) or by contacting the Agency Service Centre at [recordkeeping@naa.gov.au](mailto:recordkeeping@naa.gov.au) or (02) 6212 3610.

**AUTHORISATION**

**RECORDS AUTHORITY**

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

Executive Director  
Social Security Appeals Tribunal  
628 Bourke Street  
Melbourne VIC 3001

**Purpose:**

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

**Application:**

All records for the function of Tribunal Management

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**

**Date of issue:**



19 June 2008.

Ross Gibbs  
Director-General  
National Archives of Australia

## APPLICATION OF THIS AUTHORITY

1. The classes in this Records Authority supersede those in Records Disposal Authority (RDA) 719 and Records Disposal Authority (RDA) 754.
2. Records Disposal Authority (RDA) 719 and Records Disposal Authority (RDA) 754 are hereby terminated and cannot be used to destroy or dispose of records created on or after date of issue of this Authority.
3. This Authority should be used in conjunction with the Administrative Functions Disposal Authority (AFDA) issued by the National Archives to cover administrative records common to most Commonwealth agencies.
4. This Authority should be used in conjunction with general disposal authorities issued by the National Archives that cover other types of records that may be created by the Social Security Appeals Tribunal (SSAT) such as encrypted records and source records that have been copied.
5. 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 sentencers to determine the appropriate disposal action for the records. Advice on sentencing is available from the National Archives.
6. Records already sentenced under RDA 719 and RDA 754 do not need to be resentenced:
  - provided they are retained for the minimum periods set out in the relevant superseding classes, or
  - unless they are already sentenced as ‘retain permanently’ using the previous RDA and fall within the scope of this Authority
7. Where the method of recording information changes (for example from a manual 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 this Authority. The SSAT will need to ensure that any software, hardware or documentation required to enable continuing access to the data is available for the periods prescribed.
8. In general, retention requirements indicate a minimum period for retention. The SSAT may extend minimum retention periods if it considers that there is an administrative need to do so. Where the SSAT believes that its accountability will be substantially compromised because a retention period or periods are not adequate, it should contact the National Archives for review of the retention period.
9. The SSAT may destroy certain records without the formal authorisation as a normal administrative practice. This usually occurs where the records are duplicated, unimportant or for short-term use only. It does not replace the records disposal arrangements agreed to in authorities. Advice and guidance on destroying records as a normal administrative practice is available from the National Archives’ website at [www.naa.gov.au](http://www.naa.gov.au)
10. 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 Authority, please contact the National Archives.

11. Records in the care of the SSAT should be appropriately stored and preserved. The SSAT needs to meet this obligation to ensure that the records remain authentic and accessible over time. Under section 31 of the Archives Act 1983, access arrangements are required for records that become available to the public after thirty years.
12. Appropriate arrangements should 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.
13. Advice on how to use this Authority is available from the SSAT's records manager. If there are problems with the application of the authority that cannot be resolved, please contact the National Archives.

## CONTACT INFORMATION

For assistance with this Authority or for advice on other recordkeeping matters, please contact National Archives' Agency Service Centre.

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

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

## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Acquisition**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15666	Records documenting the acquisition of equipment and/or services for the tribunal management function where there is no tender or contracting out process. Includes: <ul style="list-style-type: none"> <li>• formal requests for quotes</li> <li>• orders</li> <li>• handover reports</li> <li>• correspondence relating to the acquisition.</li> </ul>	Destroy 7 years after action completed
Class no. 15667	Records documenting investigations into the acquisition of equipment/services not proceeded with, including information from vendors for equipment/services that support the tribunal management function.	Destroy 1 year after action completed

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### **Addresses (presentations)**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15668	Final versions of addresses delivered in the promotion of the tribunal's service or products.	Destroy 7 years after last presentation
Class no. 15669	Working papers documenting the development of addresses, including drafts.	Destroy when reference ceases

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### Agreements

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 16045	Final versions of agreements with stakeholders made to support the tribunal management function. Includes negotiations, establishment, maintenance and review of agreements.	Destroy 7 years after expiry or other termination of agreement

### Appeal Hearings

The processes involved in hearing the appeal. Includes application receipt, allocating a case manager, corresponding with relevant parties, assigning an interpreter, conducting the hearing and making a decision.

For arranging hearing times and venues, use TRIBUNAL MANAGEMENT – Rostering.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

For policy decisions on panel membership for appeals hearings, use TRIBUNAL MANAGEMENT – Policy.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15965	Records documenting the decision, and reasons for the decision, to an appeal hearing.	Destroy 7 years after appeal is finalised
	<i>Note that in some cases finalisation of the appeal may depend on resolution by a higher authority ie Federal Magistrates Court, Administrative Appeals Tribunal.</i>	
Class no. 15966	Records supporting an applicant's appeal. Includes: <ul style="list-style-type: none"> <li>• all forms used by staff, members and applicants to progress an appeal</li> <li>• correspondence with parties to the appeal</li> <li>• notification of withdrawal or dismissal of application</li> <li>• adjournment of a hearing</li> </ul>	Destroy 1 year after appeal is finalised
Class no. 15967	Copies of documentation received or created during the appeal process.	Destroy 1 year after appeal is finalised

## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### Arrangements

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15840	Records documenting arrangements for a staff or tribunal member to undertake a journey or trip to support the tribunal management function.	Destroy 7 years after action completed

*For financial records, use FINANCIAL MANAGEMENT – Accounting.*

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### 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.

*For the management of financial records use FINANCIAL MANAGEMENT – Audit.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15968	Final internal and external audit reports relating to the tribunal management function.	Destroy 3 years after action completed
Class no. 15969	Records documenting the planning and conduct of internal and external audits relating to the tribunal management function. Includes minutes of meetings, notes of interviews, drafts and comments.	Destroy 1 year after action completed

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## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **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 audit committees, use STRATEGIC MANAGEMENT – Committees.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15849	Records of high-level internal or inter-agency committees formed to consider strategic or operational issues relating to the tribunal management function. Includes agenda, minutes of meetings, supporting documentation, reports and recommendations.	Retain as national archives
Class no. 15850	Records of internal and external committees formed to consider routine matters relating to the tribunal management function. Includes agenda, minutes of meetings, supporting documentation, reports and recommendations.	Destroy 7 years after action completed
Class no. 15854	Working papers documenting the conduct and administration of committees which consider matters relating to the tribunal management function. Includes agenda, notices of meetings and draft minutes.	Destroy when reference ceases

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### **Contracting Out**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15857	Records documenting contract management relating to the tribunal management function. Includes minutes of meetings with stakeholders and performance and evaluation reports.	Destroy 7 years after completion or other termination of contract

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Customer Service**

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

*For enquiries regarding the organisation and its services, use TRIBUNAL MANAGEMENT – Enquiries.*

*For maintaining regular general contact with other tribunals, community groups, key government stakeholders etc, use TRIBUNAL MANAGEMENT – Stakeholder Liaison.*

*For feedback from the public, use TRIBUNAL MANAGEMENT – Feedback.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15860	Records documenting the planning, monitoring and evaluation of customer services provided to the tribunal's applicants.	Destroy 7 years after action completed
Class no. 15867	Records documenting the development of workshops held to determine applicant, member and staff feedback of tribunal processes. Includes: <ul style="list-style-type: none"> <li>• workshop and/or survey content</li> <li>• responses from applicants, members and staff</li> <li>• analysis of responses</li> <li>• action plans developed as a result of the feedback.</li> </ul>	Destroy 7 years after action completed
Class no. 15870	Records documenting the development of service charters and directives relating to the provision of services to the tribunal's applicants. Includes copies of internal directives and charters.	Destroy 3 years after service charter or directive is superseded

*For the production of a service charter, use PUBLICATION – Production.*

## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Enquiries**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15873	Records documenting the handling of public enquiries about the tribunal and its services.	Destroy 2 years after action completed

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### **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 the evaluation of services provided to applicants by the organisation, use TRIBUNAL MANAGEMENT – Customer Service.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15875	Records documenting the evaluation and ongoing monitoring of the tribunal's policies, projects and programs in support of the tribunal management function.	Destroy 5 years after action completed

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## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Events Management**

The activities associated with coordinating official occasions such as conferences, seminars and other forums held to improve tribunal services. Includes inviting attendees, arranging speakers and topics and managing the administrative arrangements such as registrations, venue bookings and catering.

*For organising workshops to discuss and evaluate applicant feedback, use TRIBUNAL MANAGEMENT – Customer Service.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15879	Records documenting the arrangements for tribunal events, including program development, arranging speakers, promotion, managing registrations, catering and venue booking.	Destroy 3 years after action completed
Class no. 15881	Reports assessing the success of tribunal events.	Destroy 3 years after action completed

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### **Feedback**

The process of handling feedback from the applicant, potential applicant or a third party to the hearing application. Includes compliments, complaints, or suggestions relating to the appeal process.

*For organising workshops to discuss and evaluate applicant feedback, use TRIBUNAL MANAGEMENT – Customer Service.*

*For feedback to or from tribunals, community groups, or key government stakeholders, use TRIBUNAL MANAGEMENT – Stakeholder Liaison.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15883	Records documenting the handling of all feedback. Includes complaints and resolutions, compliments etc.	Destroy 7 years after action completed

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## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Implementation**

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

*For the implementation of standards, use TRIBUNAL MANAGEMENT – Standards.*

*For the development of performance benchmarks and standards for tribunal services and standards, use TRIBUNAL MANAGEMENT – Performance Indicator Development.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15885	Records documenting the implementation of policies, plans, strategies, or other instructions formulated to support the tribunal management function. Includes monitoring the implementation activities.	Destroy 3 years after action completed

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## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Meetings**

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

*For meetings with government stakeholders and community groups, use TRIBUNAL MANAGEMENT – Stakeholder Liaison.*

*For member conferences, use STAFF DEVELOPMENT – Conferences.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15887	Final version of minutes and supporting documents tabled at meetings held to support the tribunal management function.	Destroy 3 years after action completed
Class no. 15890	Working papers documenting the conduct and administration of meetings held to support the tribunal management function. Includes notice of meeting, agenda and draft minutes.	Destroy when reference ceases

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### **Performance Indicator Development**

The process of developing organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the implementation of tribunal performance standards, use TRIBUNAL MANAGEMENT – Standards.*

*For the implementation of plans, policies, procedures, or instructions relating to the tribunal management function, use TRIBUNAL MANAGEMENT – Implementation.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15892	Records documenting the development of industry and tribunal standards to support the tribunal management function.	Destroy 7 years after action completed

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## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### *Planning*

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

<i>Entry</i>	<i>Description of Records</i>	<i>Disposal Action</i>
Class no. 15893	Final version of tribunal management plans, including outreach strategies.	Destroy 3 years after plan is superseded
Class no. 15896	Working papers used to develop tribunal management plans. Includes drafts and feedback from internal and external stakeholders.	Destroy 1 year after adoption of the final plan
Class no. 15899	Copies of tribunal management plans.	Destroy when reference ceases

### *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.

<i>Entry</i>	<i>Description of Records</i>	<i>Disposal Action</i>
Class no. 15901	Final version of policy documents supporting the tribunal management function. Includes policy decisions on panel membership for appeals hearings.	Retain as national archives
Class no. 15903	Records documenting the development and establishment of the agency's tribunal management policies. Includes policy proposals, research papers, major drafts and responses from stakeholders consulted during the drafting process.	Destroy 1 year after policy is superseded
Class no. 15905	Copies of tribunal management policies.	Destroy when reference ceases

## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Procedures**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15907	Master set of tribunal manuals, handbooks, directives etc detailing procedures developed to support the tribunal management function.	Destroy 10 years after procedures are superseded
Class no. 15908	Records documenting the development of agency's procedures supporting the tribunal management function.	Destroy 1 year after production of procedures
Class no. 15909	Copies of procedures that support the tribunal management function.	Destroy when reference ceases

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### **Reporting**

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

For reporting to government on agency's operations, use GOVERNMENT RELATIONS – Reporting.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15910	Final versions of internal and corporate reports supporting the tribunal management function.	Destroy 3 years after action completed
Class no. 15913	Working papers used to develop tribunal management reports. Includes drafts and feedback from internal and external stakeholders.	Destroy 1 year after action completed
Class no. 15915	Copies of reports that support the tribunal management function.	Destroy when reference ceases

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## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Reviewing**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15917	Records documenting a review of tribunal programs and processes supporting the tribunal management function. Includes objectives, assessments and recommendations.	Destroy 3 years after action completed
Class no. 15920	Working papers documenting a review of tribunal programs and processes supporting the tribunal management function.	Destroy 1 year after action completed

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### **Rostering**

The activity of allocating panel members to hear applications. Also includes arranging hearing times and venues for the panel members and applicants.

*For conducting the hearing and making a decision, use TRIBUNAL MANAGEMENT – Appeal Hearings.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15922	Records documenting the scheduling of panel members for tribunal hearings. Includes allocating dates, times and venues.	Destroy 2 years after date of hearing

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## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Stakeholder Liaison**

The activities associated with maintaining regular general contact between the organisation and other tribunals, community groups, and key government stakeholders in order to develop and strengthen professional relationships. Includes sharing informal advice and discussions, holding meetings and providing general feedback. Excludes liaising with applicants or other parties to a hearing.

*For liaising with applicants or related parties regarding the hearing process, use TRIBUNAL MANAGEMENT – Appeal Hearings.*

*For feedback received from applicants or related parties, use TRIBUNAL MANAGEMENT – Feedback.*

*For organising workshops to discuss and evaluate applicant feedback, use TRIBUNAL MANAGEMENT – Customer Service.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15924	Records documenting liaison activities with other tribunals, community groups and key government stakeholders. Includes meetings, exchanges of information and collaboration on projects.	Destroy 5 years after action completed

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### **Standards**

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the development of performance benchmarks and standards for tribunal services and standards, use TRIBUNAL MANAGEMENT – Performance Indicator Development.*

*For the implementation and monitoring of plans, policies, procedures, or instructions relating to the tribunal management function, use TRIBUNAL MANAGEMENT – Implementation.*

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15926	Records documenting the implementation of standards developed to support the tribunal management function.	Destroy 3 years after action completed

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## TRIBUNAL MANAGEMENT

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For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### **Submissions**

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15928	Final version of submissions relating to the tribunal management function made to stakeholder organisations.	Destroy 7 years after action completed
Class no. 15931	Working papers documenting the development of submissions. Includes objectives, drafts and responses from both internal and external stakeholders consulted during the drafting process.	Destroy 1 year after action completed

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### **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.

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15933	Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none"> <li>• statement of requirements</li> <li>• request for proposals</li> <li>• expression of interest</li> <li>• request for tender</li> <li>• draft contract.</li> </ul>	Destroy 7 years after tender process completed
Class no. 15935	Evaluation of tenders received against selection criteria. Includes: <ul style="list-style-type: none"> <li>• arrangements for carrying out the evaluation process</li> <li>• evaluation report</li> <li>• recommendation</li> <li>• final report</li> <li>• public notices.</li> </ul>	Destroy 7 years after tender process completed

## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### *Tendering - Continued*

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

<b>Entry</b>	<b>Description of Records</b>	<b>Disposal Action</b>
Class no. 15936	Records documenting post-offer negotiations and due diligence checks.	Destroy 7 years after tender process completed
Class no. 15937	Records of unsuccessful tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• submissions</li> <li>• notification of outcome</li> <li>• reports on debriefing sessions.</li> </ul>	Destroy 7 years after tender process completed or decision made not to continue with the tender
Class no. 15938	Tender register.	Destroy 7 years after last entry
Class no. 15939	Signed contracts under seal resulting from tenders and supporting records: Western Australia.	Destroy 20 years after completion or other termination of contract
Class no. 15940	Signed contracts under seal resulting from tenders and supporting records: Victoria and South Australia.	Destroy 15 years after completion or other termination of contract
Class no. 15941	Signed contracts under seal resulting from tenders and supporting records: Tasmania, New South Wales, Queensland, Australian Capital Territory, Northern Territory.	Destroy 12 years after completion or other termination of contract
Class no. 15942	Simple signed contracts and agreements resulting from tenders and supporting records.	Destroy 7 years after completion or other termination or contract
Class no. 15943	Contract register.	Destroy 7 years after last entry

## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

### *Visits*

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

<i>Entry</i>	<i>Description of Records</i>	<i>Disposal Action</i>
Class no. 15944	Records documenting arrangements for visits to stakeholder organisations by members or staff. Includes visit reports.	Destroy 3 years after action completed
Class no. 15945	Records documenting arrangements for visits or tours to the tribunal by stakeholder organisations.	Destroy 3 years after last action

*For the visitor register or visitor books, use Property Management – Security.*

## TRIBUNAL MANAGEMENT

The function of conducting merit reviews of administrative decisions and managing the appeals process, including rostering members, conducting appeal hearings and determining cases. Includes administering the relationship with specific government and community stakeholders in the tribunal process to improve service delivery. Also includes the development, monitoring and review of agreements, responding to feedback, developing and implementing policies and procedures, establishing and complying with standards and reporting on decisions.

For the reimbursement of applicant costs, use FINANCIAL MANAGEMENT – Accounting.

## GLOSSARY

<b>Applicant</b>	Applicants are customers / users of the SSAT service. Applicants have legal rights to access review of administrative decisions and rights to personal, efficient and effective services from the SSAT.
<b>Member</b>	Appeal hearings are conducted by both full and part-time members. Members are appointed by the Governor-General for a period of up to three years, on the basis of their specialist knowledge, communication skills, knowledge of the social security system and their understanding of, and commitment to, the principles of administrative review.
<b>Staff</b>	SSAT Staff are responsible for managing, co-ordinating and supporting members in conducting the tribunal's day-to-day business of processing, hearing and deciding appeals. The SSAT has an office in the capital city of every state and the ACT.