



Australian Government

National Archives of Australia

Records Authority

Department of Veterans' Affairs

Job no 2007/00025460

12 December 2007

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INTRODUCTION

The Department of Veterans' Affairs 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 key functions of the agency. It represents a significant commitment on behalf of the Department of Veterans' Affairs 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 Department of Veterans' Affairs' legal and organisational recordkeeping requirements, and the interests of stakeholders of both the Department of Veterans' Affairs 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 Department of Veterans' Affairs 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 Department of Veterans' Affairs can use the following tools to dispose of their records:

- this Records Authority covering the Department of Veterans' Affairs 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 or by contacting the Agency Service Centre at recordkeeping@naa.gov.au or (02) 6212 3610.

APPLICATION OF THIS AUTHORITY

1. This Authority applies to core business records of the Department of Veterans' Affairs. It should be used in conjunction with the following Records Authority which also applies to core business records of the Department of Veterans' Affairs:

- Repatriation Commission & Department of Veterans' Affairs - Veterans' Affairs (Boer War) function and Benefits function Records Authority, Job No. 2007/00404051.

The above Records Authorities supersede previous Records Authorities issued to the Department of Veterans' Affairs. Previously issued Records Authorities should not be used to sentence core business records, except where there is a gap in disposal coverage in the above Records Authorities and it is appropriate to apply previously issued Records Authorities.

2. 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.

3. 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 Department of Veterans' Affairs such as encrypted records and source records that have been copied.

4. 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.

5. 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 Department of Veterans' Affairs will need to ensure that any software, hardware or documentation required to enable continuing access to the data is available for the periods prescribed.

6. In general, retention requirements indicate a minimum period for retention. The Department of Veterans' Affairs may extend minimum retention periods if it considers that there is an administrative need to do so. Where the Department of Veterans' Affairs 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.

7. The Department of Veterans' Affairs may destroy certain records without 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.

8. 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.

9. Records in the care of the Department of Veterans' Affairs should be appropriately stored and preserved. The Department of Veterans' Affairs 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.

10. 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.

11. Advice on how to use this Authority is available from the Department of Veterans' Affairs' 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
Website: www.naa.gov.au

AUTHORISATION

RECORDS AUTHORITY

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

The Secretary
Department of Veterans' Affairs
Lovett Tower
13 Keltie Street
Phillip ACT 2606

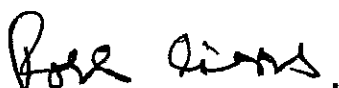
Purpose:

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

Application:

All functional records excluding records relating to Veterans' Affairs
(Boer War)

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

Ross Gibbs
Director-General
National Archives of Australia

Date of issue:

12 December 2007

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COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

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.

For agreements and contracts with providers for the supply of goods or services, use COMMEMORATION - Agreements.

For the acquisition of goods and services through a tender process, use COMMEMORATION - Tendering.

For management of contracted out services, use COMMEMORATION - Contracting-out.

For the management of financial transactions to support acquisitions, use AFDA FINANCIAL MANAGEMENT - Accounting.

For payments made to support acquisitions, use AFDA FINANCIAL MANAGEMENT - Payments.

Entry	Description of records	Disposal action
Class no. 16166	Records documenting the acquisition of goods and services relating to the commemoration function where there is no tender or contracting-out process, such as acquisition of materials for war graves. Includes: <ul style="list-style-type: none"> • copies of invoices • purchase orders • correspondence relating to the acquisition. 	Destroy 7 years after last action

Addresses (presentations)

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

Entry	Description of records	Disposal action
Class no. 16171	Final versions of speeches presented by prominent public persons, such as the Prime Minister or portfolio Minister, at significant events relating to the commemoration function, such as memorial dedications or major anniversaries, e.g. 60th anniversary of the end of World War II.	Retain as national archives
Class no. 16172	Final versions of prologues prepared by the agency or its New Zealand counterpart and presented at Anzac Day ceremonies at Gallipoli.	Destroy 10 years after last action

COMMEMORATION

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For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Addresses (presentations) - Continued

Entry	Description of records	Disposal action
Class no. 16173	Final versions of speeches prepared by the agency and presented at commemorative functions such as wartime anniversaries. Excludes speeches presented at memorial dedications, major anniversaries and Gallipoli Anzac Day ceremonies.	Destroy 10 years after last action
Class no. 16175	Working papers documenting the development of addresses relating to the commemoration function. Includes drafts, comments and research information.	Destroy 10 years after last action

Advice

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

For legal advice, use AFDA LEGAL SERVICES - Advice.

Entry	Description of records	Disposal action
Class no. 16178	Records documenting advice to high level officials such as the Minister, members of the Repatriation Commission or Military Rehabilitation Compensation Commission, or Secretary, on major or significant commemorative events, such as memorial dedications and major anniversaries of conflicts. Includes briefings.	Destroy 25 years after last action
Class no. 16180	Records documenting the receipt and provision of other advice relating to the commemoration function.	Destroy 7 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Agency Liaison

The activities associated with maintaining regular general contact between the agency and other agencies, stakeholders and interest groups. Includes sharing informal information and discussions and co-operating on projects that are not joint ventures.

For the management of formal agreements, use COMMEMORATION - Agreements.

For the management of projects which are joint ventures, use COMMEMORATION - Joint Ventures.

Entry	Description of records	Disposal action
Class no. 16181	Records documenting liaison activities undertaken with other governments, departments, groups, organisations or individuals and relating to the commemoration function. Includes: <ul style="list-style-type: none">• contact lists/registers• meeting notes• exchanged information, such as notification of events, protocols, newsletters, copies of reports, issue papers• routine correspondence.	Destroy 10 years after last action

Agreements

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

For the management of contracts to provide goods and services, use COMMEMORATION - Contracting-out.

For agreements relating to joint ventures, use COMMEMORATION - Joint Ventures.

Entry	Description of records	Disposal action
Class no. 16184	Final versions of agreements with other agencies or organisations to provide services. Includes: <ul style="list-style-type: none">• Memoranda of Understanding (MOU).	Destroy 7 years after expiry or other termination of agreement
Class no. 16188	Records documenting negotiations, establishment, maintenance and review of agreements.	Destroy 7 years after expiry or other termination of agreement

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

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.

For the management of official missions, excluding travel and accommodation arrangements, use COMMEMORATION - Missions.

For the booking and delivery of equipment and goods for events organised by the agency, use COMMEMORATION - Event Management.

For arranging visits to external organisations or by overseas guests, use COMMEMORATION - Visits.

For travel arrangements for staff attending events, missions, etc, use AFDA PERSONNEL - Arrangements.

Entry	Description of records	Disposal action
Class no. 16190	Final versions of travel itineraries for official missions.	Disposal not authorised
Class no. 16193	Records documenting travel and accommodation arrangements and bookings for journeys and trips associated with the commemoration function, such as official missions.	Destroy 7 years after last action

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. 16194	Final versions of external and internal audit reports relating to the commemoration function.	Destroy 7 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Audit - Continued

Entry	Description of records	Disposal action
Class no. 16202	Records documenting the planning and conduct of internal and external audits relating to the commemoration function. Includes: <ul style="list-style-type: none"> liaison with auditing body minutes of meetings notes taken at opening and exit interviews draft reports comments. 	Destroy 7 years after last action

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. 16204	Records documenting delegations of power to the agency's staff to authorise administrative action relating to the commemoration function.	Destroy 7 years after delegation is superseded or revoked
Class no. 16206	Records documenting authorisations for administrative action relating to the commemoration function, such as authorisation for commemorative events or missions.	Destroy 7 years after action completed
Class no. 16208	Records documenting authorisations to use relevant service emblems on private memorials.	Destroy 2 years after last action
Class no. 16209	Records documenting authorisations to conduct privately organised services or commemoration events at gardens of remembrance and war cemeteries.	Destroy 1 year after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

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. 16210	Records of international committees relating to the commemoration function, such as United Nations Memorial Cemetery Committee and Commonwealth War Graves Commission, where the agency is not the Australian representative. Includes: <ul style="list-style-type: none"> • copies of records establishing the committee • copies of minutes • copies of reports • copies of recommendations • supporting documents such as briefing and discussion papers. 	Disposal not authorised
Class no. 16211	Records of internal and external committees formed to consider matters relating to the commemoration function, including advisory committees for specific commemorative events. Excludes international committees. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • supporting documents such as briefing and discussion papers. 	Destroy 25 years after committee ceases or is terminated

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.

Entry	Description of records	Disposal action
Class no. 16212	Records documenting administrative arrangements for conferences hosted by the agency and relating to the commemoration function. Includes: <ul style="list-style-type: none"> • conference details and arrangements • attendance and registration details • copies of promotional material • speakers' details and briefs • report on outcome of conference. 	Destroy 7 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Conferences - Continued

Entry	Description of records	Disposal action
Class no. 16214	Master sets of unpublished proceedings, reports, speeches and papers from the agency's conferences. <i>[For published proceedings, reports, speeches and papers, use AFDA PUBLICATION - Production.]</i>	Destroy 2 years after last action
Class no. 16221	Participants' report on conferences arranged by other organisations.	Destroy 2 years after action completed
Class no. 16226	Records documenting the attendance of the agency's staff at internal and external conferences relating to the commemoration function.	Destroy when reference ceases
Class no. 16228	Copies of published conference proceedings and official reports received at conferences arranged by other organisations.	Destroy when reference ceases

Construction

The process of making or building something.

For the design of memorials or other commemorative construction, use COMMEMORATION - Design.

For the maintenance of memorials or other commemorative constructions, use COMMEMORATION - Maintenance.

For the tendering of work to support construction activities, use COMMEMORATION - Tendering.

For legal disputes relating to construction, use AFDA LEGAL SERVICES - Litigation.

Entry	Description of records	Disposal action
Class no. 16232	Records documenting the construction activities for war memorials, war cemeteries and gardens of remembrance. Includes: <ul style="list-style-type: none"> • records of consultations (for example, with owners and local authorities) • specifications • building plans • photographs • construction management records. 	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

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 the negotiation, establishment, maintenance and review of agreements relating to the contracting-out process, use COMMEMORATION - Agreements.

Entry	Description of records	Disposal action
Class no. 16234	Records documenting contract management relating to the commemoration function. Includes: <ul style="list-style-type: none"> minutes of meetings with stakeholders performance and evaluation reports. 	Destroy 7 years after completion or other termination of contract

Design

The activities associated with the design of memorials and other commemorative constructions. Includes the establishment of requirements and the selection of a designer or architect.

For the construction of the built design, use COMMEMORATION - Construction.

Entry	Description of records	Disposal action
Class no. 16237	Records documenting implemented designs of national memorials or commemorative sites where the agency is responsible for the design and construction. Includes: <ul style="list-style-type: none"> design brief design specifications design submission drawings/plans design concept design elements recommendations regarding preferred design negotiations and correspondence with designer final "as built" plans. 	Retain as national archives
Class no. 16240	Records documenting designs of memorials and commemorative sites that were not selected or did not proceed, where the designs were controversial or subject to media scrutiny or a high level of public interest.	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Design - Continued

Entry	Description of records	Disposal action
Class no. 16241	Records documenting designs of memorials and commemorative sites that were not selected or did not proceed, where the designs were not controversial or subject to media scrutiny or a high level of public interest.	Destroy 5 years after last action

Enquiries

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

For enquiries regarding burial locations, use COMMEMORATION - Research.

For enquiries (Ministerials) from the public directed to the Minister seeking a formal response, use AFDA GOVERNMENT RELATIONS - Representations.

Entry	Description of records	Disposal action
Class no. 16242	Records documenting the handling of enquiries relating to the commemoration function.	Destroy when reference ceases

Establishment (sites)

The activities associated with acquiring land for the establishment of permanent burial or memorial sites for individuals and groups of Australians who died as a result of war service or peace operation activities.

For agreements with governments or local authorities to use land for burial or memorial sites, use COMMEMORATION - Agreements.

Entry	Description of records	Disposal action
Class no. 16243	Records documenting the establishment of sites used for commemoration cemeteries, gardens of remembrance or memorials. Includes liaison and consultation with stakeholders.	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Event Management

The activities associated with arranging and managing commemorative events nationally or overseas.

For official delegations to special anniversaries or events held nationally or overseas, use COMMEMORATION - Missions.

For the production of commemorative books, orders of service, invitations, etc, use AFDA PUBLICATION.

For arrangements associated with booking accommodation and travel to events, use COMMEMORATION - Arrangements.

For the promotion of events, use COMMEMORATION - Marketing.

Entry	Description of records	Disposal action
Class no. 16244	Records documenting commemorative services organised by the agency, such as Anzac Day services at Gallipoli and memorial dedications. Includes: <ul style="list-style-type: none"> • master copy of program • order of service • briefings • invitations • guest list • official photograph album of event. 	Retain as national archives
Class no. 16245	Records documenting the logistic planning and management of commemorative events organised by the agency, including transport access planning, delivery of equipment (for example seating and barricades), security and event schedules.	Destroy 2 years after last action

Grant Funding (outwards)

The activity of providing grants.

For the payment of grants, use AFDA FINANCIAL MANAGEMENT - Payments.

Entry	Description of records	Disposal action
Class no. 16246	Records documenting all applications made to the agency for grants relating to the commemoration function. Includes: <ul style="list-style-type: none"> • applications • supporting documentation • notifications • acceptance forms • acquittal forms. 	Destroy 10 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Grant Funding (outwards) - Continued

Entry	Description of records	Disposal action
Class no. 16247	Records documenting the administration of the grant funding process. Includes: <ul style="list-style-type: none">• advertising• development of guidelines, including eligibility• summary sheets• notification of Minister's or delegates' decisions• correspondence with applications• statistical and management information on grants program.	Destroy 2 years after last action

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.

Entry	Description of records	Disposal action
Class no. 16248	Records documenting the management of joint ventures undertaken to support the commemoration function. Includes records relating to joint venture proposals and to the negotiation, establishment, maintenance and review of joint venture agreements and contracts.	Destroy 7 years after last action
Class no. 16249	Signed joint venture contracts and agreements and supporting documents.	Destroy 7 years after expiry or termination of contract or agreement

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Maintenance

The activities associated with the upkeep, repair, servicing, modification and preservation of internal/external conditions of premises, equipment, vehicles etc.

For the maintenance or improvements to staff or visitor facilities at sites, use AFDA PROPERTY MANAGEMENT - Maintenance.

For the construction of memorials or other commemorative constructions, use COMMEMORATION - Construction.

Entry	Description of records	Disposal action
Class no. 16250	Records documenting the upkeep, repair and maintenance of war cemeteries, plots, individual graves, post-war commemoration and battle exploit memorials.	Destroy 10 years after last action

Marketing

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

For the management of a commemorative event, use COMMEMORATION - Event Management.

For the publication of marketing materials, use AFDA PUBLICATION - Production.

Entry	Description of records	Disposal action
Class no. 16251	Records documenting the promotion of the agency's commemoration activities. Includes: <ul style="list-style-type: none">• advertisements• promotional material, such as photographs• market research results• marketing plans• information kits• evaluation, monitoring and review reports.	Destroy 10 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

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 committee meetings, use COMMEMORATION - Committees.

For meetings associated with contract management, use COMMEMORATION - Contracting-out.

For meetings associated with maintaining contact with other agencies, stakeholders and interest groups, use COMMEMORATION - Agency Liaison.

Entry	Description of records	Disposal action
Class no. 16252	Final versions of minutes and supporting documents tabled at meetings relating to the commemoration function. Includes meetings with external stakeholders and agencies.	Destroy 7 years after last action
Class no. 16264	Working papers documenting the conduct and administration of meetings. Includes: <ul style="list-style-type: none">• agenda• notices of meetings• draft minutes.	Destroy when reference ceases

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Memorial Provision

The activities associated with official commemoration of eligible Australian veterans and civilians in the form of an individual memorial in a cemetery, crematorium or Garden of Remembrance. Includes preparation of memorial plaque and inscriptions.

For approval to use relevant service emblems on privately purchased memorials, use COMMEMORATION - Authorisation.

For registers of official commemorations, use COMMEMORATION - Register Management.

Entry	Description of records	Disposal action
Class no. 16265	Records documenting requests and arrangements for official commemoration of eligible veterans and civilians whose deaths can be attributed to war service. Includes: <ul style="list-style-type: none">• memorial forms• death notifications• advice of eligibility for commemoration• arrangements for plaques• correspondence with stakeholders such as crematorium and cemetery officials and next of kin.	Destroy 5 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Missions

The activities associated with the management of official delegations to mark special anniversaries or events held nationally or overseas. Includes the preparation of proposals for missions, and the assessment, selection and preparation of applicants.

For the management of commemorative events nationally or overseas, use COMMEMORATION - Event Management.

For the production of commemorative books, information kits, orders of service, invitations, etc, use AFDA PUBLICATION - Production.

For accommodation and travel arrangements for missions, use COMMEMORATION - Arrangements.

For the issue of media releases including those relating to the biographies of mission participants, use AFDA COMMUNITY RELATIONS - Media Relations.

For the recommendation of mission participants by committees, use COMMEMORATION - Committees.

For the planning of missions, use COMMEMORATION - Planning.

Entry	Description of records	Disposal action
Class no. 16266	Records documenting applications and supporting documentation (excluding medical/health information) received from veterans or their families, to participate in official missions. Includes: <ul style="list-style-type: none"> • successful and unsuccessful applications • copies of war service records • personal accounts and memoirs of war experiences • personal life history of applicants. 	Retain as national archives
Class no. 16267	Master copy of photo albums prepared and given to official mission participants.	Retain as national archives
Class no. 16268	Health and medical records of official mission applicants and participants.	Destroy 10 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Missions - Continued

Entry	Description of records	Disposal action
Class no. 16269	Records documenting the administration of official missions. Includes: <ul style="list-style-type: none"> • proposal • minister's/Prime Minister's decision • nomination and selection guidelines • invitations to organisations to attend or submit applications • registration and acknowledgment of applications • notice of successful and unsuccessful applicants • notification to applicants and sponsors • development of information kits and biographies • debriefing reports. 	Destroy 10 years after last action

Nominal Roll Management

The activities associated with compiling and maintaining a list of all Australians who participated in a specific conflict.

For the publication of a nominal roll, use AFDA PUBLICATION.

For registration of war dead and post-war commemorative deaths, use COMMEMORATION - Register Management.

Entry	Description of records	Disposal action
Class no. 16270	Master records of nominal rolls that include details of Australians who served in a specific conflict or Australian participants in British atomic tests conducted in Australia.	Retain as national archives
Class no. 16271	Records documenting requests from veterans to suppress their names from inclusion in published nominal rolls and departmental action.	Disposal not authorised
Class no. 16272	Records documenting requests to amend information on nominal rolls and departmental decision or action. Includes supporting documentation, such as copies of birth certificates.	Disposal not authorised
Class no. 16273	Records documenting the administration associated with compiling and maintaining nominal rolls, including advertising and quality checking.	Destroy 7 years after action completed

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Planning

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

For project management plans of commemoration constructions such as memorials, use COMMEMORATION - Construction.

For planning of internal and external audits, use COMMEMORATION - Audit.

For planning associated with commemorative events, use COMMEMORATION - Event Management.

Entry	Description of records	Disposal action
Class no. 16274	Final versions of plans relating to the commemoration function. Includes: <ul style="list-style-type: none"> yearly plans plans for missions. 	Destroy 10 years after last action
Class no. 16275	Working papers used to develop plans relating to the commemoration function. Includes: <ul style="list-style-type: none"> reports analysing issues drafts comments. 	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.

Entry	Description of records	Disposal action
Class no. 16276	Records documenting the development and establishment of policies relating to the commemoration function. Includes: <ul style="list-style-type: none"> policy proposals research papers results of consultations supporting reports major drafts containing significant or substantial changes or annotations comments final policy documents. 	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Policy - Continued

Entry	Description of records	Disposal action
Class no. 16277	Working papers documenting the development of policy relating to the commemoration function. Includes: <ul style="list-style-type: none"> • minor preliminary drafts of a routine nature. 	Destroy when reference ceases

Procedures

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

Entry	Description of records	Disposal action
Class no. 16278	Master set of the agency's manuals, handbooks and directives detailing procedures relating to the commemoration function.	Destroy 10 years after procedures are superseded
Class no. 16279	Records documenting the development of the agency's procedures relating to the commemoration function.	Destroy 1 year after procedures are promulgated

Program Management

The development, implementation and administration of programs and projects to achieve formulated objectives.

For project management of commemoration constructions such as memorials, use COMMEMORATION - Construction.

Entry	Description of records	Disposal action
Class no. 16280	Records documenting the administration of commemorative programs that are initiated by the Australian government and support government priorities and policies, such as Their Service Our Heritage and Saluting Their Service programs. Includes: <ul style="list-style-type: none"> • program scope • schedules • liaison with stakeholders • progress reports • acquittal report. 	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Program Management - Continued

Entry	Description of records	Disposal action
Class no. 16281	Records documenting the administration of individual sub-programs and projects of commemorative programs initiated by the Australian government, such as Valuing Our Veterans and Memories and Memorabilia (sub-programs of the commemorative program). Includes state, regional or community sub-programs. Includes: <ul style="list-style-type: none"> • program scope • schedules • liaison with stakeholders • progress reports • acquittal report. 	Destroy 7 years after program or project is terminated

Protection of the Word Anzac

The activities associated with protecting the word 'Anzac' from unauthorised use. Includes handling applications to use the word, approval to import goods bearing the word and managing complaints regarding the use of the word.

Entry	Description of records	Disposal action
Class no. 16282	Records documenting all applications to use the word 'Anzac'. Includes: <ul style="list-style-type: none"> • applications and decisions • supporting documentation • responses. 	Retain as national archives
Class no. 16283	Records documenting applications to import goods bearing the name 'Anzac'. Includes: <ul style="list-style-type: none"> • application and decisions • supporting documentation • response. 	Retain as national archives
Class no. 16284	Records documenting public notifications or complaints regarding the use of the word 'Anzac' and agency responses.	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Register Management

The activities associated with maintaining registers and indexes to official graves and memorials of service personnel and civilians whose deaths were considered to be war-caused.

For management of a nominal roll list of all Australians who participated in a specific conflict, use COMMEMORATION - Nominal Roll Management.

Entry	Description of records	Disposal action
Class no. 16285	Registers of official commemoration such as registers of war dead and post-war commemorative deaths. Includes: <ul style="list-style-type: none"> • notifications of marked graves • omissions and corrections • data collected from service dossiers, Department of Defence records etc. 	Disposal not authorised

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 research reports, use COMMEMORATION - Research.

For reports by international committees where the agency is not the Australian representative, use COMMEMORATION - Committees.

For internal and external audit reports, use COMMEMORATION - Audits.

For unpublished reports from conferences, use COMMEMORATION - Conferences.

For reports evaluating marketing materials or products, use COMMEMORATION - Marketing.

For debriefing reports from official delegations to special anniversaries or events held nationally or overseas, use COMMEMORATION - Missions.

For progress and acquittal reports relating to the management of commemoration programs, use COMMEMORATION - Program Management.

For reports evaluating tenders, use COMMEMORATION - Tendering.

Entry	Description of records	Disposal action
Class no. 16286	Final versions of reports relating to the commemoration function.	Destroy 10 years after last action

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Reporting - Continued

Entry	Description of records	Disposal action
Class no. 16287	Working papers documenting the development of reports relating to the commemoration function. Includes: <ul style="list-style-type: none"> • draft reports • stakeholder feedback • copies of reports. 	Destroy when reference ceases

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 responses to general enquiries, use COMMEMORATION - Enquiries.

Entry	Description of records	Disposal action
Class no. 16288	Records documenting research and investigation into gravesites. Includes: <ul style="list-style-type: none"> • photographs • forensic evidence • copies of military records • witness statements • research reports. 	Retain as national archives
Class no. 16289	Records documenting historical research into commemorative sites, regions and events. Includes: <ul style="list-style-type: none"> • source material • literature searches • interview notes • photographs • maps • drafts • comments/feedback • final paper • research reports. 	Retain as national archives

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Research - Continued

Entry	Description of records	Disposal action
Class no. 16290	Records documenting the handling of requests for information on burial locations of people who died in wartime. Includes: <ul style="list-style-type: none"> • requests • research information • arrangements for photographs of site • routine correspondence relating to research. 	Destroy 2 years after last action

Reviewing

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

Entry	Description of records	Disposal action
Class no. 17304	Records documenting significant reviews of the commemoration function that result in major changes in direction of administration of programs of operations, or result in major changes to policies and procedures or have far reaching social or economic implications. Includes: <ul style="list-style-type: none"> • documents establishing the review • final report • action plan. 	Retain as national archives
Class no. 17305	Records documenting reviews of the commemoration function that do not result in major changes in direction or administration of programs or operations, do not result in major changes to policies and procedures and do not have far reaching social or economic implications. Includes: <ul style="list-style-type: none"> • documents establishing the review • final report • action plan. 	Destroy 7 years after last action
Class no. 17306	Working papers documenting the review process. Includes: <ul style="list-style-type: none"> • drafts • comments • consultation notes. 	Destroy 1 year after report is finalised

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

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 the acquisition of goods or services where a tendering process is not used, use COMMEMORATION - Acquisitions.

For all agreement and contracts resulting from tendering process, use COMMEMORATION - Agreements.

Entry	Description of records	Disposal action
Class no. 16291	Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none"> • statement of requirements • request for proposals • expressions of interest • request for tender • draft contract. 	Destroy 7 years after tender process completed
Class no. 16292	Records documenting evaluation of tenders received against the selection criteria. Includes: <ul style="list-style-type: none"> • records documenting arrangements for carrying out evaluation process • evaluation reports • recommendations • final report • public notices. 	Destroy 7 years after tender process completed
Class no. 16293	Records documenting post-offer negotiations and due diligence checks.	Destroy 7 years after tender process completed
Class no. 16294	Tender and contract registers.	Destroy 7 years after last entry
Class no. 16295	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"> • submissions • notification of outcome • reports on debriefing sessions. 	Destroy 2 years after the tender process completed or decision made not to continue with the tender

COMMEMORATION

The function of commemoration of the service and sacrifice of veterans and those who served in wars, conflicts and peace operations. Includes managing official missions, funding commemorative projects, compiling and maintaining nominal rolls, constructing and maintaining battle exploit memorials, war cemeteries and individual war graves in Australia and overseas, promoting community awareness of commemoration programs and events, and protection of the word 'Anzac'.

For construction and maintenance of visitor and staff facilities adjacent to memorials and war cemeteries, use AFDA PROPERTY MANAGEMENT.

For the publication of commemorative booklets, brochures, guides, education resources etc use AFDA PUBLICATION.

For the provision of security at memorials, cemeteries and war graves, use AFDA PROPERTY MANAGEMENT - Security.

For letters of complaint or congratulations regarding the agency's policies or services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Visits

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

For official delegations to special anniversaries or events held nationally or overseas, use COMMEMORATION - Missions.

For the management of commemorative events by the agency, use COMMEMORATION - Event Management

Entry	Description of records	Disposal action
Class no. 16296	Records documenting visits by overseas guests, including foreign dignitaries, to Australia to participate in commemoration activities. Includes invitations, confirmation of visits, itineraries and bookings.	Destroy 10 years after last action
Class no. 16297	Records documenting promotional visits to external organisations and groups relating to the commemoration function. Includes: <ul style="list-style-type: none">• confirmation of visits• itineraries.	Destroy 3 years after last action

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

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.

*For the acquisition of land for development and subdivision for housing construction, use **HOUSING ASSISTANCE - Land Development**.*

*For agreements and contracts with providers for the supply of goods or services, use **HOUSING ASSISTANCE - Agreements**.*

*For the acquisition of goods and services through a tender process, use **HOUSING ASSISTANCE - Tendering**.*

*For the management of contracted out services, use **HOUSING ASSISTANCE - Contracting-out**.*

*For the management of financial transactions to support acquisitions, use **AFDA FINANCIAL MANAGEMENT - Accounting**.*

*For payments made to support acquisitions, use **AFDA FINANCIAL MANAGEMENT - Payments**.*

Entry	Description of records	Disposal action
Class no. 16298	Records documenting the acquisition of equipment, goods and services required to support the housing assistance function where there is no tender or contracting-out process (i.e. where the cost of the acquisition is below the threshold for tendering or where a purchase is made against a period contract.) Includes: <ul style="list-style-type: none">• copies of invoices• purchase orders• correspondence relating to the acquisition.	Destroy 7 years after last action

Advice

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

*For legal advice, use **AFDA LEGAL SERVICES - Advice**.*

Entry	Description of records	Disposal action
Class no. 16299	Records documenting the provision of significant advice to the Minister regarding controversial issues or issues that have gained media or public interest relating to the housing assistance function.	Retain as national archives

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

Advice - Continued

Entry	Description of records	Disposal action
Class no. 16300	Records documenting the receipt and provision of advice on policies, procedures and requirements relating to the housing assistance function.	Destroy 7 years after last action

Agency Liaison

The activities associated with maintaining regular general contact between the agency and other agencies, stakeholders and interest groups. Includes sharing informal information and discussions and co-operating on projects that are not joint ventures.

*For the management of formal agreements, use **HOUSING ASSISTANCE - Agreements***

Entry	Description of records	Disposal action
Class no. 16301	Records documenting agency liaison processes relating to the housing assistance function. Includes: <ul style="list-style-type: none">• contact lists• meeting notes• exchanged information• routine correspondence.	Destroy 7 years after last action

Agreements

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

*For the management of contracts to provide goods and services, use **HOUSING ASSISTANCE - Contracting-out**.*

Entry	Description of records	Disposal action
Class no. 16302	Final versions of agreements relating to group housing development and construction.	Retain as national archives
Class no. 16303	Final versions of other agreements with individuals, agencies or organisations to provide goods or services, for example Memoranda of Understanding.	Destroy 7 years after expiry or other termination of agreement
Class no. 16304	Records documenting negotiations, establishment, maintenance and review of all agreement. Includes cancellation of agreements due to lack of progress.	Destroy 7 years after expiry or other termination of agreement

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

Appeals (decisions)

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

Entry	Description of records	Disposal action
Class no. 16305	Records documenting appeals against determinations made by the agency relating to the housing assistance function. Includes internal appeals and external appeals through an appeal tribunal. Includes: <ul style="list-style-type: none">• application• notifications of appeal and determination• statements• routine correspondence.	Destroy 7 years after last action

Applications (certificates)

The activities associated with processing applications for certificates of entitlement, certificates of assignment and notices of eligibility, in relation to subsidised loans.

*For applications to the agency for home loans, use **HOUSING ASSISTANCE - Home Loans**.*

*For applications for building or contents insurance, use **HOUSING ASSISTANCE - Insurance Cover**.*

*For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.*

Entry	Description of records	Disposal action
Class no. 16306	Records documenting applications for certificates, excluding those where the eligible person and spouse (if any) are deceased, loan has been closed or subsidy has been cancelled. Includes: <ul style="list-style-type: none">• applications• supporting documents such as copies of court orders, marriage certificates, death certificates, quotes and discharge certificates• service eligibility checks• correspondence• notifications of approval or refusal.	Destroy 7 years after date of issue of certificate or notification of refusal

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Applications (certificates) - Continued

Entry	Description of records	Disposal action
Class no. 16307	Records documenting applications for certificates, where the eligible person and spouse (if any) are deceased, loan has been closed or subsidy has been cancelled. Includes: <ul style="list-style-type: none">• applications• supporting documents such as copies of court orders, marriage certificates, death certificates, quotes and discharge certificates• correspondence• notifications.	Destroy 1 year after date of closure or cancellation of loan or subsidy
Class no. 16308	Records maintained in the loan eligibility system documenting the application and issue of entitlement certificates.	Destroy 1 year after all entitlement has ceased

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. 16309	Final versions of external and internal audit reports relating to the housing assistance function.	Destroy 7 years after last action
Class no. 16310	Records documenting the planning and conduct of internal and external audits relating to the housing assistance function. Includes: <ul style="list-style-type: none">• liaison with auditing body• minutes of meetings• notes taken at interviews• information and data collected for audit• draft reports• working papers• comments.	Destroy 7 years after last action

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

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. 16311	Records documenting delegations of power to the agency's staff to authorise administrative action relating to the housing assistance function. Includes records relating to the upkeep and revocation of delegations.	Destroy 7 years after delegation expires or is superseded

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. 16312	Records of committees relating to housing assistance activities. Includes: <ul style="list-style-type: none">• documents establishing the committee• final versions of minutes• reports• recommendations• supporting documents such as briefing papers and discussion papers.	Destroy 7 years after action completed
Class no. 16313	Working papers documenting the conduct and administration of committees. Includes: <ul style="list-style-type: none">• agenda• notices of meetings• draft minutes.	Destroy when reference ceases

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

Complaints Handling

The process of handling complaints and disputes in relation to services or goods provided by the organisation or its agents. Includes the initial investigation of a complaint, the response and resolution.

*For resolution by higher authority, use **HOUSING ASSISTANCE - Appeals (decisions)**.*

*For records relating to the Dispute Resolution Committee, use **HOUSING ASSISTANCE - Committees**.*

*For complaints made to the Minister, use **AFDA GOVERNMENT RELATIONS - Representations**.*

Entry	Description of records	Disposal action
Class no. 16314	Records documenting the receipt, investigation and response to complaints relating to the housing assistance function. Includes consultation with stakeholders regarding complaint matters.	Destroy 7 years after last action

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 the establishment, negotiations, maintenance and review of agreements relating to the contracting-out process, use **HOUSING ASSISTANCE - Agreements**.*

Entry	Description of records	Disposal action
Class no. 16315	Records documenting contract management relating to the housing assistance function. Includes: <ul style="list-style-type: none">minutes of meetings with stakeholdersperformance and evaluation reports.	Destroy 7 years after completion or other termination of contract

*[For cancellation or termination of agreements due to lack of progress of contracted services, use **HOUSING ASSISTANCE - Agreements**.]*

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Cost Recovery

The activity of recovering monies owed to the organisation or recovering expenses incurred by the organisation. Includes recovering monies that have been overpaid or incorrectly paid.

For financial transactions supporting cost recovery activities, use AFDA FINANCIAL MANAGEMENT - Accounting and/or AFDA FINANCIAL MANAGEMENT - Payments.

Entry	Description of records	Disposal action
Class no. 16316	Records documenting the management of cost recovery relating to the housing assistance function, such as recovering costs incurred due to the cancellation of house building contracts, recovery of mortgages that had gone into arrears or the recovery of outstanding rents. Includes correspondence regarding debt, notices, negotiations and waiver and write-off arrangements.	Destroy 7 years after last action

Enquiries

The activities associated with handling 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. 16317	Records documenting the handling of enquiries relating to the housing assistance function.	Destroy after enquiry has been finalised

Financial Assistance

The activities associated with assessing eligibility for and providing eligible persons with financial assistance.

Entry	Description of records	Disposal action
Class no. 16318	Records documenting successful requests for financial assistance relating to the housing assistance function, such as assistance to pay home loans or insurance fees.	Destroy 7 years after last action
Class no. 16319	Records documenting unsuccessful requests for financial assistance relating to the housing assistance function.	Destroy 2 years after last action.

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Group Construction

The activities associated with the design and construction of war service homes built under group building programs.

Entry	Description of records	Disposal action
Class no. 16320	Records documenting the design and construction of each group of houses constructed under group building schemes. Includes: <ul style="list-style-type: none">• technical data• construction costs• design• specifications. 1919-1978	Retain as national archives
Class no. 16321	Records documenting the design and construction of individual houses built under the group building schemes. Includes: <ul style="list-style-type: none">• "as built" plans• compliance orders• approvals• project management records. 1919-1978	Retain as national archives
Class no. 16322	Individual files relating to fencing of homes constructed under the group building scheme. 1919-1978	Destroy 45 years after last action

Home Loans

The activities associated with administering home loans to service and ex-service personnel or to other people who meet the eligibility requirements.

For records relating to applications for certificates to apply for subsidised loans from lending authorities, use HOUSING ASSISTANCE - Applications (certificates).

Entry	Description of records	Disposal action
Class no. 16323	Security registers listing all loans granted. 1919-1988	Retain as national archives
Class no. 16324	Home loan card index and registers. 1919-1988	Retain as national archives

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Home Loans - Continued

Entry	Description of records	Disposal action
Class no. 16325	Records documenting the application and granting of loans to assist with the acquisition of houses, excluding loans where the eligible person and spouse (if any) are deceased, loan has been closed or subsidy has been cancelled. Includes: <ul style="list-style-type: none">• loan applications• service details• search of title• house plans• repossession records• routine correspondence• notifications of approval or refusal• notifications of change of address, divorce, death• copies of second mortgages• personal loan cards. 1919-1988	Destroy 6 years after liability has been discharged
Class no. 16326	Records documenting the application and granting of loans to assist with the acquisition of houses where the eligible person and spouse (if any) are deceased, loan has been closed or subsidy has been cancelled. 1919-1988	Destroy 1 year after date of closure or cancellation of loan and/or subsidy

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Insurance Claims

The activities associated with receiving and managing insurance claims. Includes the investigation and assessment of claims, and arranging for repair of property and payment.

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

For complaints arising from rejected insurance claims, use HOUSING ASSISTANCE - Complaints Handling.

Entry	Description of records	Disposal action
Class no. 16327	Records documenting home building insurance claims handled by the agency. Includes: <ul style="list-style-type: none">• notifications• correspondence• claim reports/forms• acceptance of claim letters• repair/replacement authorisations• summary reports, comments and other records maintained in the insurance management systems.	Destroy 7 years after last action
Class no. 16328	Records documenting contents insurance claims where the insurance is handled by another organisation. Includes copies of claim reports/forms.	Destroy 18 months after last action

Insurance Cover

The activities associated with providing insurance cover for buildings and contents to eligible clients. Includes providing insurance quotations and renewals, and processing the cancellation of insurance policies.

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

For managing appeals against the agency's rejection of insurance cover, use HOUSING ASSISTANCE - Appeals (decisions).

For the receipt and management of insurance claims, use HOUSING ASSISTANCE - Insurance Claims.

Entry	Description of records	Disposal action
Class no. 16329	Insurance day-books which document daily insurance transactions and where punch card insurance records are not maintained. 1919-1964	Destroy 50 years after last action

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Insurance Cover - Continued

Entry	Description of records	Disposal action
Class no. 16330	Completed insurance application form.	Destroy 7 years after last action
Class no. 16331	Individual client's building insurance data maintained on insurance management system.	Destroy 7 years after insurance expires or is terminated
Class no. 16332	Records documenting notifications from clients that could affect changes to insurance cover or risk, such as reducing or increasing insured amount, advising of home improvements or advising that home is going to be unoccupied longer than 60 days.	Destroy 7 years after last action
Class no. 16333	Records documenting notifications from clients of routine administrative variations to insurance policy details, for example change of address, change of name, death of partner.	Destroy when insurance management system has been updated

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

Land Development

The activities associated with acquiring, developing and subdividing tracts of land suitable for housing construction.

*For the disposal of excess property, use **AFDA PROPERTY MANAGEMENT - Disposal**.*

*For the acquisition of individual housing allotments that do not require infrastructure development, use **HOUSING ASSISTANCE - Acquisition**.*

Entry	Description of records	Disposal action
Class no. 16334	Records documenting the acquisition and development of tracts of land for sub-division into residential estates. Includes: <ul style="list-style-type: none">• acquisition documentation• land registers• plans of reserves• plans for the provision of services• plans of road making and drainage• sub-division plans• documentation regarding the naming of streets and reserves• valuations. 1919-1975	Retain as national archives

Planning

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

*For planning of internal and external audits, use **HOUSING ASSISTANCE - Audit**.*

Entry	Description of records	Disposal action
Class no. 16335	Final versions of plans relating to the housing assistance function. Includes: <ul style="list-style-type: none">• yearly plans.	Destroy 5 years after release of plan
Class no. 16336	Working papers used to develop plans relating to the housing assistance function. Includes: <ul style="list-style-type: none">• reports analysing issues• drafts• comments.	Destroy when reference ceases

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

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. 16337	Records documenting the development and establishment of policies that have far-reaching social or economic effect or impact significantly on the housing assistance function. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • major drafts • final policy documents. 	Retain as national archives
Class no. 16338	Records documenting the development and establishment of policies that do not have far-reaching social or economic effect and do not impact significantly on the housing assistance function. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • major drafts • final policy documents. 	Destroy 7 years after policy is superseded
Class no. 16339	Working papers documenting the development of policies relating to the housing assistance function. Includes: <ul style="list-style-type: none"> • minor drafts • comments. 	Destroy when reference ceases

Procedures

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

Entry	Description of records	Disposal action
Class no. 16340	Master set of the agency's procedure manuals, handbooks, directives and instructions relating to the housing assistance function.	Destroy 2 years after procedures are superseded

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Procedures - Continued

Entry	Description of records	Disposal action
Class no. 16341	Working papers documenting the development of procedures relating to the housing assistance function. Includes: <ul style="list-style-type: none">• reference information• drafts• comments.	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.

For research reports, use HOUSING ASSISTANCE - Research.

For internal and external audit reports, use HOUSING ASSISTANCE - Audits.

For performance and evaluation reports relating to contracted services, use HOUSING ASSISTANCE - Contracting-out.

For reports evaluating tenders, use HOUSING ASSISTANCE - Tendering.

Entry	Description of records	Disposal action
Class no. 16342	Final versions of reports relating to the housing assistance function. Includes statistical returns.	Destroy 5 years after last action
Class no. 16343	Working papers documenting the development of reports relating to the housing assistance function. Includes: <ul style="list-style-type: none">• research information• draft reports• comments.	Destroy when reference ceases

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use **HEALTH CARE AND SUPPORT SERVICES**.

For the acquisition of individual houses and land allotments that do not require development, use **AFDA PROPERTY MANAGEMENT - Acquisition**.

For the disposal of houses and excess land, use **AFDA PROPERTY MANAGEMENT - Disposal**.

For the acquisition, disposal and management of the agency's administrative properties, use **AFDA PROPERTY MANAGEMENT**.

For financial transactions relating to payments and subsidies, use **AFDA FINANCIAL MANAGEMENT**.

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. 16344	Records documenting research results relating to the housing assistance function. Includes: <ul style="list-style-type: none">• data analysis• research findings and reports.	Destroy 3 years after last action
Class no. 16345	Working papers relating to research processes undertaken to support the housing assistance function. Includes: <ul style="list-style-type: none">• research information• completed surveys and interviews• drafts.	Destroy when reference ceases

Reviewing

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

Entry	Description of records	Disposal action
Class no. 17307	Records documenting significant reviews of the housing assistance function that result in major changes in direction or administration of programs or operations, or have far reaching social or economic implications. Includes: <ul style="list-style-type: none">• documents establishing the review• final report• action plan.	Disposal not authorised
Class no. 17308	Records documenting reviews of the housing assistance function that do not result in major changes in direction or administration of programs or operations, do not result in major changes to policies and procedures and do not have far reaching social or economic implications. Includes: <ul style="list-style-type: none">• documents establishing the review• final report• action plan.	Destroy 7 years after last action

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Reviewing - Continued

Entry	Description of records	Disposal action
Class no. 17309	Working papers documenting the review process. Includes: <ul style="list-style-type: none"> • drafts • comments • consultation notes. 	Destroy 1 year after report is finalised

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 the acquisition of goods or services where a tendering process is not used, use HOUSING ASSISTANCE - Acquisitions.

For all agreements and contracts resulting from the tendering process, use HOUSING ASSISTANCE - Agreements.

Entry	Description of records	Disposal action
Class no. 16347	Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none"> • statement of requirements • request for proposals • expressions of interest • request for tender • draft contract. 	Destroy 7 years after tender process completed
Class no. 16348	Records documenting evaluation of tender received against the selection criteria. Includes: <ul style="list-style-type: none"> • records documenting arrangements for carrying out evaluation process • evaluation reports • recommendations • final report • public notices. 	Destroy 7 years after tender process completed
Class no. 16349	Records documenting post-offer negotiations and due diligence checks.	Destroy 7 years after tender process completed
Class no. 16350	Tender and contract registers.	Destroy 7 years after last entry

HOUSING ASSISTANCE

The function of providing assistance for home purchase and repairs, and house and contents insurance for eligible persons. Includes the design, construction and disposal of war service homes, the acquisition of houses and land, the development of land for housing construction and the granting of home loans.

For home care programs designed to enable the veteran community to continue living in their own homes, use HEALTH CARE AND SUPPORT SERVICES.

For the acquisition of individual houses and land allotments that do not require development, use AFDA PROPERTY MANAGEMENT - Acquisition.

For the disposal of houses and excess land, use AFDA PROPERTY MANAGEMENT - Disposal.

For the acquisition, disposal and management of the agency's administrative properties, use AFDA PROPERTY MANAGEMENT.

For financial transactions relating to payments and subsidies, use AFDA FINANCIAL MANAGEMENT.

Tendering - Continued

Entry	Description of records	Disposal action
Class no. 16351	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">• submissions• notification of outcome• reports on debriefing sessions.	Destroy 2 years after the tender process completed or decision made not to continue with the tender

STATUTORY APPOINTMENTS

The function of managing the appointment and terms and conditions of statutory appointees, such as the Director of War Graves. Includes the payment of allowances and remuneration, and the management of leave entitlements, travel arrangements and separation from office.

For the appointment and management of members of the Repatriation Commission, use AFDA GOVERNANCE.

Allowances and Remuneration

The activities associated with managing the payment of fees and allowances for services performed by statutory appointees.

For the payment of allowances and fees, use AFDA FINANCIAL MANAGEMENT - Accounting and/or AFDA FINANCIAL MANAGEMENT - Payments.

Entry	Description of records	Disposal action
Class no. 16352	Records documenting the remuneration of statutory appointees. Includes: <ul style="list-style-type: none">• copies of receipts• claim forms• reimbursement statements.	Destroy 7 years after last action
Class no. 16353	Copies of remuneration rulings from Remuneration Tribunal.	Destroy when reference ceases

Appointments (statutory appointees)

The activities associated with the notification of appointments of statutory appointees and management of the terms and conditions of appointment. Includes appointment to temporarily act as statutory appointee.

Entry	Description of records	Disposal action
Class no. 16354	Records documenting notices of appointment of statutory appointees. Includes: <ul style="list-style-type: none">• copies of acceptance letters• notices of appointment, re-appointments and terminations• notices of temporary appointments• declarations of pecuniary interest• curriculum vitae.	Destroy 7 years after termination of appointment

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.

Entry	Description of records	Disposal action
Class no. 16355	Records documenting arrangements for statutory appointees to undertake a journey or trip for work related reasons. Includes itineraries and bookings.	Destroy 2 years after last action

STATUTORY APPOINTMENTS

The function of managing the appointment and terms and conditions of statutory appointees, such as the Director of War Graves. Includes the payment of allowances and remuneration, and the management of leave entitlements, travel arrangements and separation from office.

For the appointment and management of members of the Repatriation Commission, use AFDA GOVERNANCE.

Leave (statutory appointees)

The activities associated with administering leave for statutory appointees. Includes decisions by the Minister and the maintenance of leave history records.

Entry	Description of records	Disposal action
Class no. 16356	Records documenting all leave (with and without pay) of statutory appointees. Includes: <ul style="list-style-type: none">• leave request approvals/rejections• consolidated leave history records.	Destroy 7 years after last action

Separation (statutory appointees)

The activities associated with any method of a statutory appointee leaving office. Includes resignation, retirement, death, dismissal, suspension or termination.

Entry	Description of records	Disposal action
Class no. 16357	Records documenting the separation of statutory appointees from the agency.	Destroy 7 years after termination of appointment