



Records Authority
2014/00496075

Migrant Support Services

*Multicultural Affairs Management
Settlement Programs*

2015

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INTRODUCTION

The National Archives of Australia has developed this Records Authority to set out the requirements for keeping or destroying records for the core business areas of Multicultural Affairs Management and Settlement Programs. These core businesses are undertaken by the agencies named on the authorisation page of this authority.

This Authority is based on the identification and analysis of the business of managing migrant support services. It takes into account legal and organisational records management requirements, and the interests of stakeholders, the agencies undertaking the business, and the National Archives of Australia.

The Authority sets out those records that need to be retained as national archives and specifies the minimum length of time that temporary records need to be kept. This Authority gives those agencies to whom it is issued permission under the *Archives Act 1983*, for the destruction of the temporary records described after the minimum retention period has expired. Retention periods for these temporary records are based on: an assessment of business needs; broader organisational accountability requirements; and community expectations, and are approved by the National Archives of Australia on the basis of information provided by the agencies undertaking the business.

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

APPLICATION OF THIS AUTHORITY

1. This authority partially supersedes RDA 902 (1991) issued to the Department of Immigration and Multicultural Affairs:
 - classes 1.1 & 8.1-8.3 are superseded and cannot be used after the date of issue of this Authority for records of migrant support services related activities.

This authority supersedes RDA 1109 (1994) issued to the Department of Administrative Services.
2. This authority is issued to several agencies with a responsibility for migrant support services. Other agencies which manage these business areas, including legacy records, can apply to the Archives to use the Authority.
3. This Authority is to be used to determine how long records must be kept. Records are matched to the relevant core business and records class in the Authority.
 - Where the minimum retention period has expired and the records are not needed for agency business they should be destroyed as authorised in this Authority.
 - Records that have not reached the minimum retention period must be kept until they do.
 - Records that are identified as Retain as National Archives (RNA) are to be transferred to the National Archives of Australia for preservation.
4. This Authority should be used in conjunction with general records authorities such as:
 - the Administrative Functions Disposal Authority (AFDA) and/or AFDA Express issued by the National Archives to cover business processes and records common to Australian Government agencies;
 - General Records Authority (31) for source (including original) records that have been copied, converted or migrated.
5. The Normal Administrative Practice (NAP) provision of the *Archives Act 1983* gives agencies permission to destroy certain records without formal authorisation. This usually occurs where records are duplicated, facilitative or for short-term use only. NAP does not replace arrangements agreed to in this Authority but can be used as a tool to assist in identifying records for destruction together with an agency's Records Authority or Authorities, and with AFDA and AFDA Express. The National Archives recommends that agencies develop and implement a Normal Administrative Practice policy. Advice and guidance on destroying records as a normal

administrative practice and on how to develop an agency NAP policy is available from the National Archives' website at www.naa.gov.au.

6. Records that are reasonably likely to be needed as evidence in a current or future judicial proceeding or are subject to a request for access under the *Archives Act 1983*, the *Freedom of Information Act 1982* or any other relevant Act must not be destroyed until the action has been completed.
7. Records subject to a disposal freeze must not be destroyed until the freeze has been lifted. Further information about disposal freezes and whether they affect the application of this Authority is available from the National Archives website at www.naa.gov.au.
8. 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 applied, providing the records document the same core business. The information must be accessible for the period of time prescribed in this Authority. The relevant departments will need to maintain continuing access to the information, including digital information, for the periods prescribed in this records authority or until the information is transferred into the custody of the National Archives.
9. In general, retention requirements indicate a minimum period for retention. Agencies to whom this authority is issued may extend minimum retention periods if they consider that there is an administrative need to do so, without further reference to the National Archives. Where the agency 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.
10. Records coming within 'Retain as national archives' classes in this Authority have been determined to be part of the archival resources of the Commonwealth under section 3C of the *Archives Act 1983*. The determination of Commonwealth records as archival resources of the Commonwealth obliges agencies to transfer the records to the National Archives when they cease to be current and, in any event, within 15 years of the records coming into existence, under section 27 of the *Archives Act 1983*.
11. Records in the care of agencies should be appropriately stored, managed and preserved. Agencies need 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 for public access including those records that remain in agency custody.
12. Appropriate arrangements should be made with the National Archives when records are to be transferred into custody. The National Archives accepts for transfer only those records designated as national archives.
13. Advice on how to use this Authority is available from the records managers of the agencies to whom this authority is issued. 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 records management 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 2014/00496075

Person to whom notice of authorisation is given:

Heads of Commonwealth agencies responsible for multicultural affairs management and settlement programs:

Department of Immigration and Border Protection

Department of Social Services

Department of Education and Training

Purpose:

Authorises arrangements for the disposal of records in accordance with Section 24(2)(b) of the *Archives Act 1983*

Determines records classed as 'Retain as national archives' in this Records Authority to be part of the archival resources of the Commonwealth under section 3C of the *Archives Act 1983*.

Application:

All core business records relating to Multicultural Affairs Management and Settlement Programs.

This authority gives permission for the destruction, retention or transfer to the National Archives of Australia of the records described. This authority will apply only with the consent of the agency currently responsible for the business documented in the records described.

Authorised by

Date of issue

David Fricker

17 September 2015

Director-General

National Archives of Australia

MULTICULTURAL AFFAIRS MANAGEMENT

The core business of promoting tolerance for cultural, religious and linguistic diversity in the Australian community. Includes developing and implementing policies and programs to support community harmony and social cohesion, and the rejection of discrimination and racism. Also includes the provision of advice and information to government and other organisations on issues relating to multiculturalism in Australia.

The **core activities** include:

- developing, implementing and reviewing multicultural affairs programs, policies, plans, strategies, frameworks and procedures;
- providing and receiving advice to or from the Minister, government and non-government stakeholders, and international organisations;
- liaising with government, professional, private and community groups;
- reporting multicultural affairs activities and outcomes to government;
- negotiating, establishing and implementing agreements and memoranda of understanding;
- administering funding and grants to government and non-government organisations to deliver multicultural affairs related services;
- undertaking, administering and commissioning research;
- marketing and promoting multicultural affairs programs and services; and
- developing and disseminating publications and information to support cultural diversity and community harmony.

The performance of the core business is supported by **general activities** such as:

- managing and participating in internal and external committees, working groups and meetings;
- developing and reviewing operational procedures and guidelines.
- auditing and evaluating processes and performance;
- arranging and attending conferences and forums;
- preparing and presenting speeches and presentations;
- delegating powers and authorising actions;
- receiving and responding to enquiries; and
- identifying, assessing and managing risk.

Cross references to AFDA Express Records Authority

For the development of legislative requirements, use GOVERNMENT RELATIONS.

For the procurement of goods and services, and managing tendering and contracting arrangements to support multicultural affairs management activities, use PROCUREMENT.

For the payment of monies including grants, use FINANCIAL MANAGEMENT.

For staff training, use STAFF DEVELOPMENT.

Cross references to other records authorities

For awarding and administering multicultural affairs management related grants to non-government organisations, use GRA 28 - GRANT MANAGEMENT.

For records relating to Advisory Bodies, including defunct bodies such as the Australian Ethnic Affairs Council, use General Records Authority 26 - ADVISORY BODIES.

MULTICULTURAL AFFAIRS MANAGEMENT

Class no	Description of records	Disposal action
61673	<p>The following significant records documenting:</p> <ul style="list-style-type: none"> • development, implementation and review of high level policies, plans, strategies, frameworks and programs, eg the <i>Multicultural Access and Equity Policy</i>. Includes final version, major drafts, summaries of stakeholder consultations and supporting research; • advice provided to or received from major stakeholders including Ministers, and government and non-government organisations, which significantly impacts multicultural affairs policies or programs, or which relates to prominent or controversial issues. Includes final version of reports to government on high level multicultural affairs programs and outcomes; • high level liaison with major stakeholders including government, professional, private and community groups relating to multicultural affairs programs and services; • high-level internal and external committees and working groups, including inter-government or inter-agency committees where the agency provides secretariat support, is the Australian Government's main representative, or plays a prominent or central role eg the <i>Australian Multicultural Advisory Committee</i>. Includes establishment documentation, agenda, final version of minutes, reports, briefing notes and tabled papers. • high-level reviews, evaluations and audits resulting in significant changes to multicultural affairs programs and policies, or which substantially impact the provision of services. Includes reviews which provide insight into the Australian government's broader direction and approach to multiculturalism. Includes final version of report, major drafts and summaries of consultations; • results of major research undertaken, administered or commissioned by the agency which significantly impacts multicultural affairs programs, policies, or services. Includes supporting research datasets, final version of research reports and findings, and summaries of supporting analysis; • significant multicultural affairs management related agreements, contracts and memoranda of understanding relating to funding arrangements with state, territory, local and Australian government, foreign countries and organisations providing services to deliver multicultural programs and services. Includes final signed agreements and supporting records such as summaries of consultations and reports, reviews and evaluations of programs and services delivered; • final version of promotional and educational campaigns raising awareness of multicultural affairs programs and services, eg <i>Harmony Day</i>; • final version of speeches and presentations made by the agency's Minister or senior staff relating to multicultural affairs programs and services, including conferences presentations; and • master version of agency publications. 	Retain as national archives
61674	Multicultural affairs management related agreements and contracts other than those covered in class 61673.	Destroy 21 years after completion or other termination of agreement
61675	Records documenting:	Destroy 2 years after action

MULTICULTURAL AFFAIRS MANAGEMENT

Class no	Description of records	Disposal action
	<ul style="list-style-type: none">• administrative arrangements for committees, meetings and working groups, speeches, conferences, forums or other events. Includes notices, invitations, venue and facility bookings, catering arrangements, liaison with organisers, schedules, programs and attendance registration;• provision of routine advice and management of routine enquiries which do not require a formal written response.	completed
61676	Records documenting: <ul style="list-style-type: none">• routine operational and administrative tasks supporting the core business;• multicultural affairs management activities, other than those covered in classes 61673 to 61675.	Destroy 7 years after action completed

SETTLEMENT PROGRAMS

The core business of developing, funding and delivering settlement programs and services to support migrant, refugee and humanitarian entrants to settle in the community and participate in Australian society. Also includes fostering links with relevant mainstream services for migrants and informing the provision of migrant services through data collection and reporting.

The **core activities** include:

- developing, implementing and reviewing settlement programs policies, plans, strategies, and frameworks, including post-arrival welfare programs;
- providing and receiving advice to or from the Minister, government and non-government stakeholders, and international organisations;
- liaising with government, professional, private and community groups;
- identifying, planning and establishing humanitarian settlements and regional centres;
- negotiating, establishing and implementing agreements and memoranda of understanding;
- administering funding and grants to government and non-government organisations to deliver settlement program related services;
- collecting, managing and disseminating settlement programs related data to inform government and other stakeholders;
- managing national translation and interpreter services;
- establishing, managing and reviewing migrant hostels, other accommodation facilities and reception centres;
- reporting settlement program activities and outcomes to government;
- undertaking, administering and commissioning research;
- marketing and promoting settlement programs and services;
- developing and disseminating publications and information to support settlement of new migrants into the community;
- formally acknowledging individuals and organisations' contributions to support migrants and refugees settle into the Australian community; and
- establishing, managing and dissolving, or supporting, trusts for specific migrant groups.

The performance of the core business is supported by **general activities** such as:

- managing and participating in internal and external committees, working groups and meetings;
- developing and reviewing operational procedures and guidelines;
- auditing and evaluating processes and performance;
- arranging and attending conferences and forums;
- preparing and presenting speeches and presentations;
- delegating powers and authorising actions;
- receiving and responding to enquiries; and
- identifying, assessing and managing risk.

SETTLEMENT PROGRAMS

Cross references to AFDA Express Records Authority

For maintaining data held in the organisation's electronic business systems, use **TECHNOLOGY AND COMMUNICATIONS**.

For managing staff representatives on community organisations, use **COMMUNITY RELATIONS**.

For the procurement of goods and services, and managing tendering and contracting arrangements to support settlement program activities, use **PROCUREMENT**.

For staff training and development, use **STAFF DEVELOPMENT**.

For the payment of monies, including for translating and interpreting services, use **FINANCIAL MANAGEMENT**.

Cross references to other records authorities

For managing settlement programs related grants to non-government organisations, use **GRA 28 GRANT MANAGEMENT**.

For managing migrant hostels used as immigration detention facilities, use **DETENTION MANAGEMENT**.

For translating and/or interpreting services provided at processing centres and detention facilities, use **DETENTION MANAGEMENT** and/or **MIGRATION MANAGEMENT**

For the facilitation of processing people for permanent residency, including fiancés/spouses on temporary residence visas, use **MIGRATION MANAGEMENT**.

For reviews and reconsideration of visa refusal decisions carried out internally, use **MIGRATION MANAGEMENT**.

Class no	Description of records	Disposal action
61677	<p>The following significant records documenting:</p> <ul style="list-style-type: none"> development, implementation and review of high level policies, plans, strategies and frameworks (eg the <i>Integrated Humanitarian Settlement Strategy</i>) and national training strategies for major stakeholders including industry and government. Includes final version, major drafts, summaries of stakeholder consultations and supporting research; development and review of major programs and services, including significant migrant training and education programs, such as the <i>Adult Migrant English Program</i>; identifying, planning and administering the establishment of humanitarian settlements. Includes the establishment and review of pilot settlement projects. Includes final version of related reports, major drafts, summaries of stakeholder consultations and supporting research; establishment, management, review and termination of migrant hostels, other accommodation facilities and reception centres. Includes resident arrival/departure registers, plans, photographs and information brochures; advice provided to or received from major stakeholders including Ministers, and government and non-government organisations, which significantly impacts settlement programs or policies, or which relates to prominent or controversial issues. Includes final version of reports to government on high level multicultural affairs management programs and outcomes; high level liaison with major stakeholders including professional, private and community groups relating to settlement programs and services, eg with the <i>National Accreditation Authority for Translators and Interpreters</i>; aggregations of settlement program data and datasets, eg de-identified 	Retain as national archives

SETTLEMENT PROGRAMS

Class no	Description of records	Disposal action
	<p>migrant demographic data, used to inform government on current and emerging settlement needs and facilitate the planning and delivery of settlement programs and services. Includes associated information about the data fields, eg data dictionaries, indexes, tables, and registers;</p> <ul style="list-style-type: none"> • high-level reviews, evaluations and audits which result in significant changes to settlement programs and policies, or which substantially impact the provision of services. Includes final version of report, major drafts and summaries of consultations; • results of major research undertaken, administered or commissioned by the agency which significantly impacts settlement programs, policies, or services. Includes supporting research datasets, final version of research reports and findings, and summaries of supporting analysis; • significant settlement programs related agreements, contracts and memoranda of understanding relating to funding arrangements with state, territory, local and Australian government, foreign countries and organisations to deliver settlement programs and services eg the <i>Unaccompanied Refugee Minors Program</i>. Includes guidelines, final version of agreements, summaries of consultations reports and reviews of programs and services; • high level internal and external committees and working groups, including inter-government or inter-agency committees where the agency provides secretariat support, is the Australian Government's main representative, or plays a prominent or central role; • final version of promotional and educational campaigns raising awareness of settlement programs and services, eg <i>Beginning a Life in Australia</i>; • formal acknowledgment of individuals and organisations contributions to migrant and refugee settlement services, eg the <i>Australian Migration Settlement Awards</i>; • final version of speeches and presentations made by the agency's Minister or senior staff relating to settlement programs and services, including conferences presentations; • support for trust services for specific groups eg the <i>Child Migrants Trust</i> and records of the establishment, management and dissolution of the <i>Temple Society Trust Fund</i>; and • master version of settlement programs publications. 	
61678	Settlement programs related agreements and contracts other than those covered in class 61677.	Destroy 21 years after completion or other termination of agreement
61679	<p>Records documenting:</p> <ul style="list-style-type: none"> • administrative arrangements for committees, meetings and working groups, speeches, conferences, forums or other events. Includes notices, invitations, venue and facility bookings, catering arrangements, liaison with organisers, timetables and schedules, programs and attendance registration; and • provision of routine advice and management of routine enquiries which do not require a formal written response. 	Destroy 2 years after action completed

SETTLEMENT PROGRAMS

Class no	Description of records	Disposal action
61680	Records documenting: <ul style="list-style-type: none"><li data-bbox="252 376 1177 434">• routine operational and administrative tasks supporting the core business; and<li data-bbox="252 450 1190 508">• settlement program activities, other than those covered in classes 61677 to 61679.	Destroy 7 years after action completed