



**Australian Government**

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**National Archives of Australia**

**Records Authority**

**Agency Collection Engagement & Commercial  
Services**

2024/00713947

2024



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## INTRODUCTION

Australian Government agencies that manage agency collections and the National Archives of Australia have developed this records authority to set out the requirements for keeping or destroying records for the core business of Agency Collection Engagement & Commercial Services. It represents a significant commitment on behalf of each agency to understand, create and manage the records of its activities.

This authority is based on the identification and analysis of the business of Australian Government agencies that manage agency-based collections of materials, but which do not have a legislated mandate to collect or take care of a national collection in the national interest. It takes into account the relevant agency's legal and organisational information management requirements, and the interests of stakeholders, each agency and the National Archives.

- **Agency collections** are collections of materials held by an Australian Government agency that is not a national collection institution, that document or relate to the history of the agency for the purpose of interpreting and presenting this history to wider audiences. Agency collections are not determined by their size, volume or extent. For example, an agency could manage a large and growing collection, such as the Australian Broadcasting Corporation, or manage a discrete historical collection within the agency, such as the network of defence force museums managed or supported by the Department of Defence.
- **National institutions** are agencies whose primary purpose is to develop, maintain and provide access to a National collection in their care or custody. For example, the National Museum of Australia; the National Library of Australia
- **National collections** are legislated collections of materials of national significance. For example, collection mandates as defined by the *National Gallery Act 1975*; the *Australian Institute of Aboriginal and Torres Strait Islander Studies Act 1989*; the *Australian War Memorial Act 1980*.

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 each agency that has opted-in (refer Application Note 3. below) permissions 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 on the basis of information provided by the relevant agency.

As changes in circumstances may affect future information management requirements, the periodic review of this authority by each agency authorised to use this records authority is recommended. All amendments must be approved by the National Archives.

## APPLICATION OF THIS AUTHORITY

1. This authority supersedes General Records Authority 32 (GRA 32) – Small collection management. Other superseded records authorities or records authority classes replaced and superseded are listed in the attached Table of agencies authorised. The superseded records authority or authorities, or records authority classes replaced and superseded cannot be used by the relevant agency to sentence records after the date of issue of this authority to that agency.
2. This authority covers the management of agency collections and does not cover material within those agency collections. Commonwealth records within agency collections continue to be subject to the *Archives Act 1983*, including other records authorities issued by National Archives.

3. This authority is issuable to Australian Government agencies that manage an agency-based collection of materials, but do not have a legislated mandate to collect or take care of a national collection in the national interest. With each agency agreement, the agency is then listed in the attached Table of agencies authorised. This authority does not apply to National institutions with a legislated mandate and responsibility for managing a National collection in the national interest. Other Australian Government agencies that manage national collections in the national interest may apply to National Archives to use the records authorities for National collection functions instead of this authority.
4. 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' are to be transferred to National Archives for preservation, unless otherwise specified in a Schedule of additional arrangements to this authority.
5. This authority should be used in conjunction with general records authorities such as:
  - [\*Administrative Functions Disposal Authority \(AFDA\) Express Version 2\*](#) issued by the National Archives to cover business processes and records common to Australian Government agencies; and
  - [\*General Records Authority 31 - Destruction of source or original records after digitisation, conversion or migration\*](#) (2015).
6. 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 Express Version 2*. National Archives recommends that agencies develop and implement a NAP policy. Advice and guidance on destroying records as a normal administrative practice and on how to develop a NAP policy is available from the National Archives website at [www.naa.gov.au](http://www.naa.gov.au).
7. 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.
8. 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](http://www.naa.gov.au).
9. Where the method of recording information changes (for example from an analogue system to a digital 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 agency 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 National Archives.
10. In general, retention requirements indicate a minimum period for retention. The agency may extend minimum retention periods if it considers that there is an administrative need to do so, without further reference to 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 National Archives for review of the retention period.
11. Records identified as 'retain as national archives' class 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 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*, unless otherwise specified in a Schedule of additional arrangements to this authority.

12. 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.
13. Appropriate arrangements should be made with National Archives when records are to be transferred into custody. National Archives accepts for transfer only those records designated as national archives. Records created digitally after 1 January 2016 can be transferred in digital formats only.
14. Advice on how to use this authority is available from the agency information manager. If there are problems with the application of the authority that cannot be resolved, please contact National Archives

## CONTACT INFORMATION

For assistance with this authority or for advice on other information management matters, please contact National Archives' [Agency Service Centre](#).

# AUTHORISATION

Records Authority 2024/00713947

## Notice of authorisation

Person to whom notice of authorisation is given:

Heads of Commonwealth institutions  
responsible for agency collections  
listed in the attached Table of agencies authorised

## 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 records relating to Agency Collection Engagement & Commercial Services

## Authority

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.

This document has been authorised through a digital workflow (R1407352024).

Authorising Officer	Date of issue
Josephine Secis Assistant Director-General, Collection Management National Archives of Australia	11 December 2024

## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

The function of promoting and raising the profile of collections and their respective agencies and disseminating and promoting information related to Australian history and memory. Including:

- developing, managing and delivering public programs to engage with audiences and to promote and raise the profile of agencies and their collections. Public programs cover education programs and resources, events, programs and ceremonies, volunteers, friends and member programs, and visitor services;
- managing commercial services (including commercial entities, services and products) to increase the profile of the agency and improve revenue generation. Commercial services cover establishing and managing commercial business entities (including retail, hospitality and customer services), branding, and the development, distribution and sale of commercial products and merchandise; and
- developing and managing exhibitions, both permanent and temporary, including in-house, digital and travelling/touring exhibitions, participating in other institutions' exhibitions and hosting of travelling/touring exhibitions created by other organisations. Also includes entering into partnerships and agreements, seeking funding and evaluating exhibitions.

*Note: exclusion – refer Application Note 3*

The **core activities** for the **Agency Collection Engagement & Commercial Services** function include:

- developing, implementing and reviewing Agency Collection Engagement & Commercial Services policies, procedures, guidelines, strategies, standards, rules, principles, guidelines, frameworks, programs and projects;
- seeking funding, grants and sponsorship to support public programs, audience engagement and exhibitions delivered by the agency, including making applications for assistance programs and funding;
- seeking and entering into joint ventures, partnerships and collaborations;
- establishing, negotiating, maintaining and reviewing agreements;
- receiving and managing donations in support of the core function (e.g. philanthropic, unsolicited donations of money to the agency, public donations);
- conducting market research to target potential sponsors and philanthropy donors;
- seeking feedback, including engaging with stakeholders;
- undertaking research to support the planning and development of customer service initiatives;
- marketing and promotion, including liaising with the media;
- writing and editing manuscripts and chapters for scholarly compilations.

### **Activities related to public programs:**

- developing and delivering education programs and resources (e.g., training, seminars, lectures, conferences, courses, workshops);
- managing visitors and arranging visits, tours and guiding services, including ticketing for events, programs and exhibitions;
- organising, managing and hosting events (e.g., launches, openings, seminars, corporate functions, formal, social and special events);
- preparing and delivering speeches and addresses;
- managing friends' groups, membership programs and volunteer programs;
- hosting film festivals and obtaining festival exemptions and film classifications;
- contributing to debates and scholarship on museum public programming.

### **Activities related to commercial services:**



## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

- establishing and operating commercial business entities;
- managing retail and hospitality services, including catering services and food and beverage services provided through the agency's café or restaurant outlets;
- hiring out of agency facilities and venues, including equipment and services;
- disseminating, selling and distributing merchandise and products by mail order, online or through a retail outlet, including stocktakes and arrangements for displaying items for sale instore, online and in catalogues;
- designing, developing, manufacturing and selling commercial productions, including reproducing collection items;
- managing licencing and agreements.

### **Activities related to exhibition development and management:**

- developing and managing exhibitions, including forward planning, proposals, development of themes, content, design and layouts, installation, maintenance and demounting, creation and use of media assets, digital interactives and technological experiences to support the exhibition, and ongoing evaluations of exhibitions;
- hosting of travelling/touring exhibitions;
- managing outward travelling/touring exhibitions
- developing and managing systems and digital platforms and infrastructure for managing and displaying virtual exhibitions;
- contributing to debates and scholarship on exhibition-making.

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

- providing and receiving advice;
- auditing;
- planning, reviewing, evaluating and reporting;
- managing committees and meetings;
- delegating powers and authorising actions;
- managing enquiries;
- undertaking research and analysis;
- managing risks.

### **Cross references to other Agency collection functions**

*For visits to access/view collection items, including management of registers for visitors to reading rooms and collection repositories by appointment, use AGENCY COLLECTION ACCESS [Records Authority 2024/00713944].*

*For the digitisation or reproduction of collection items for access, use AGENCY COLLECTION ACCESS [Records Authority 2024/00713944].*

*For finding aids and similar guides or catalogues, use AGENCY COLLECTION ACCESS [Records Authority 2024/00713944].*

*For acquisition and deaccessioning of collection items, use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

*For accessioning of material produced for the agency (e.g., works of art, films, and manuscripts created through commissions, scholarships, fellowships, sponsorships and grants), use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

*For records relating to the research of preservation and conservation, including conservation/treatment and condition reports of material for exhibitions, use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

## **AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES**

*For intellectual property rights over collection items, use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

*For managing digitisation programs, use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

*For inward and outward loans of collection items for exhibition use, use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

*For the donation of collection items, including items donated using incentive programs such as the Cultural Gifts Program, use AGENCY COLLECTION MANAGEMENT [Records Authority 2024/00713942].*

### **Cross references to AFDA Express Version 2**

*For agreements or contracts executed under seal, other than those listed in Class 63183, use CONTRACTS UNDER SEAL/DEEDS.*

*For meetings of heads of cultural institutions to develop strategic approaches to collection operational issues and for meetings of other government and inter government committees (Australia and overseas), use EXTERNAL RELATIONS.*

*For awards, competitions and prizes, use EXTERNAL RELATIONS.*

*For managing financial transactions associated with commercial activities, use FINANCIAL MANAGEMENT.*

*For payment of insurances, use FINANCIAL MANAGEMENT.*

*For legal advice relating to exhibition issues and commercial services, including intellectual property rights, use LEGAL SERVICES.*

*For agency branding and trademarks, use LEGAL SERVICES.*

*For the establishment of scholarship, fellowship agreements, use PERSONNEL MANAGEMENT.*

*For engaging and managing volunteers, use PERSONNEL MANAGEMENT.*

*For records relating to handling child abuse, including child sexual abuse, disclosures, allegations or complaints that involve the agency or members of the agency's workforce, including employees, volunteers, work experience placements and those working under employment schemes, such as scholarships, fellowships, traineeships, apprenticeships and similar relationships, use WORK HEALTH & SAFETY, PERSONNEL MANAGEMENT, or COMPENSATION.*

*For procuring the services of contractors and consultants to carry out Agency Collection Engagement & Commercial Services activities, and for acquiring goods and services to support public programs, including managing performance of work or the provision of goods and services by external contractors, vendors or consultants, use PROCUREMENT.*

*For security arrangements for public program events and managing security, use PROPERTY MANAGEMENT.*

*For construction and major maintenance work carried out on buildings, use PROPERTY MANAGEMENT.*

*For publishing of audio-visual content manuscripts, articles, books, exhibition programs and catalogues, and online exhibitions and material to support public programs, including developing and managing an agency website, use PUBLICATION.*

*For placing digitised collection items on the agency's website, use PUBLICATION.*

*For developing an agency service charter, use STRATEGIC MANAGEMENT.*

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*For establishing online commercial facilities, use TECHNOLOGY AND INFORMATION MANAGEMENT.*

*For maintaining library and other information products to support research activities, use TECHNOLOGY AND INFORMATION MANAGEMENT.*

*For work, health and safety issues involving volunteers, use WORK HEALTH AND SAFETY.*

*For work, health and safety issues associated with mounting an exhibition, use WORK, HEALTH AND SAFETY.*

### **Cross references to all other records authorities**

*For advisory councils, use GRA 26 - ADVISORY BODIES.*

*For governing boards, use GRA 27 - GOVERNING BODIES.*

*For administering grant management, scholarship, fellowship programs, use GRA 28 - GRANT MANAGEMENT.*

Class no	Description of records	Disposal action
63183	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>developing, implementing and reviewing national and high-level Agency Collection Engagement &amp; Commercial Services policies, strategies, plans, standards, principles and frameworks (e.g., customer service charter, audience development policy, exhibition development policy, First Nations engagement policy and working with children policy). Includes final versions, policy statements, proposals, submissions, major drafts, stakeholder consultations and supporting research;</li> <li>master sets of manuals, handbooks, guidelines and procedures (e.g., object handling guidelines, First Nations Consultation Guidelines);</li> <li>national and high-level Agency Collection Engagement &amp; Commercial Services evaluations, reviews and reports. Includes final reports, major drafts, recommendations, terms of reference, stakeholder consultations, submissions and supporting research;</li> <li>high level external and internal committees, forums and other bodies relating to Agency Collection Engagement &amp; Commercial Services where the agency provides secretariat support, is the Australian Government's main representative, or plays a major role. Including terms of reference, agendas, minutes and supporting documentation;</li> <li>preparation of agency submissions seeking support for agency research projects that are</li> </ul>	Retain as national archives

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Class no	Description of records	Disposal action
	<p>controversial, long term or high profile. Including final versions, proposals, submissions, major drafts, stakeholder consultation and supporting research;</p> <ul style="list-style-type: none"> <li>• successful submissions for sponsorship and grants, including consultations, negotiations, reports and acquittal of sponsorship and grants;</li> <li>• final signed agreements or contracts executed under seal relating to public programs, joint ventures (including MoUs), contracts or strategic partnerships;</li> <li>• final versions of marketing materials promoting exhibitions and public programs, such as print, radio and television advertisements, social media posts, brochures, flyers, posters and promotional photographs and videos;</li> <li>• master sets of agency media releases;</li> <li>• public events, exhibition openings and launches that are controversial or attract considerable public interest, or have a significant impact on the understanding of Australia's history, society, culture, the economy or its people (e.g., Cabinet Release launch, opening of Great Southern Land Gallery, Time and Gina Fairfax Discovery Centre, opening of HMAS Onslow to the public). Includes opening speeches, guest lists, photographs, audio-visual records, advertising material, visitor books and order of events;</li> <li>• the development of exhibitions that are long-term, controversial or attract considerable public interest, or have a significant impact on the understanding of Australia's history, society, culture, economy or people, or where engagement has taken place with First Nations people, including: <ul style="list-style-type: none"> <li>○ stakeholder engagement;</li> <li>○ final designs, layouts and concept documents (including multimedia producer briefs);</li> <li>○ joint venture agreements, including MOUs;</li> <li>○ exhibition research;</li> <li>○ exhibition text;</li> <li>○ commissioning of facsimiles/reproductions for use in the exhibition;</li> <li>○ final content (e.g., object lists, images, audio visual content, multimedia experiences, interactive experiences and</li> </ul> </li> </ul>	

## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

Class no	Description of records	Disposal action
	<p>soundscapes (where the host institution has IP rights) and list and descriptions of images, audio visual content, multimedia experience and soundscapes (where the host institute does not own the IP rights to the content));</p> <ul style="list-style-type: none"> <li>○ creation, production and commission of media assets, digital interactives and technological experiences to support the exhibition;</li> <li>○ security assessments for the exhibition;</li> <li>○ fit-outs of exhibition space;</li> <li>○ travelling/touring schedules, arrangements and special conditions such as specific handling, transport or security requirements;</li> <li>○ audio visual records that capture the exhibition, digital interactives used in the exhibition and/or archiving of an online exhibition;</li> <li>○ summary records about sponsors;</li> <li>○ final evaluation reports of exhibitions.</li> </ul> <p><i>[For the provision of conservation services and advice for exhibitions, use AGENCY COLLECTION MANAGEMENT (2024/00713942).]</i></p> <ul style="list-style-type: none"> <li>• the hosting of travelling/touring exhibitions that are controversial or attract considerable public interest, or have a significant impact on the understanding of Australia's history, society, culture, economy or people, (e.g., 'A History of the World in 100 Objects from the British Museum', 'DreamWorks Animation: The Exhibition', 'James Cameron - Challenging the Deep', 'Without consent - Australia's past adoption practices', 'When the Roof Became Stars: the Australian Federal Police investigation of the Bali bombings' and 'Matisse &amp; Picasso'). Includes exhibitions funded by the Australian Government International Exhibitions Insurance Program (AGIEIP), including:             <ul style="list-style-type: none"> <li>○ stakeholder engagement;</li> <li>○ research around suitability of exhibition;</li> <li>○ AGIEP applications;</li> <li>○ final designs and layout documentation;</li> <li>○ joint venture agreements, including MOUs;</li> <li>○ special conditions for hosting of the exhibition, such as specific handling, transport or security requirements;</li> <li>○ exhibition text (including labels);</li> </ul> </li> </ul>	

## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

Class no	Description of records	Disposal action
	<ul style="list-style-type: none"> <li>○ final content (e.g., object lists, images, audio visual content, multimedia experiences, interactive experiences and soundscapes (where the host institution has IP rights) and list and descriptions of images, audio visual content, multimedia experience and soundscapes (where the host institute does not own the IP rights to the content));</li> <li>○ audio visual records capturing the exhibition;</li> <li>○ summary record about sponsors;</li> <li>○ final evaluation reports of exhibitions.</li> </ul> <p><i>[For the provision of conservation services and advice for exhibitions, use AGENCY COLLECTION MANAGEMENT (2024/00713942).]</i></p> <ul style="list-style-type: none"> <li>• systems, digital platforms, apps and infrastructure for managing and providing public programs (e.g. VROOM, Wreck Seeker and The Voyage, RBA Banknote App, In their own words App, digital classrooms digital excursions and workshop platforms), managing and displaying virtual exhibitions and multimedia and interactive content for physical exhibitions, including supporting information (e.g. technical specifications, data models and user manuals);</li> <li>• final versions of published or unpublished proceedings, reports, speeches, addresses, presentations and papers from forums, seminars, lectures, conferences, symposiums and workshops hosted by the agency; <i>[For published proceedings and reports from agency-hosted conferences, use AFDA Express Version 2 -PUBLICATION.]</i></li> <li>• final reports evaluating public programs;</li> <li>• money donations, deeds of gift (money) and bequests of money that: <ul style="list-style-type: none"> <li>○ determine naming rights for an exhibition, gallery, or exhibition space; or</li> <li>○ direct expenditure to unplanned activities on collection material, collection management or collection engagement; or</li> <li>○ cause a decrease in budget appropriation from Government; or</li> <li>○ are controversial in nature; or</li> </ul> </li> </ul>	

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Class no	Description of records	Disposal action
	<ul style="list-style-type: none"> <li>○ are otherwise of sufficient magnitude to distort planned operational expenditure on collection activities,</li> </ul> <p>including conditions relevant to the donation, bequest or gift;</p> <p><i>[For the donation of collection items, including items donated using incentive programs such as the Cultural Gifts Program, use AGENCY COLLECTION MANAGEMENT (2024/00713942)]</i></p> <ul style="list-style-type: none"> <li>• selection and commissioning of authors, scholars, historians, artists and specialists to undertake research and produce a piece of work (written, oral or material) for the agency (e.g., manuscripts, works of art), including:             <ul style="list-style-type: none"> <li>○ consultations;</li> <li>○ profiles of authors;</li> <li>○ selection criteria;</li> <li>○ examples of work;</li> <li>○ correspondence;</li> </ul> </li> <li>• preparation of research works and related material created through commission, scholarship, fellowship, sponsorship or grant programs (e.g., Official War Histories, artists in residence, Spiros Zournazis Memorial Fellowship, summer scholarships), whether published or unpublished. Includes final versions, major drafts and supporting research;</li> </ul> <p><i>[For accessioning of material produced for the agency (e.g., works of art, films, and manuscripts created through commissions, scholarships, fellowships, sponsorships and grants), use AGENCY COLLECTION MANAGEMENT (2024/00713942).]</i></p> <ul style="list-style-type: none"> <li>• final versions of agency publications (e.g., education resources, manuscripts, films, webinars, digital/virtual tour and excursions, podcasts and YouTube content). Includes drafts circulated internally and externally for comment and vetting (including any comments or feedback received);</li> <li>• advice that involves considerable research and investigation and is above and beyond normal operational response standards;</li> <li>• establishing and operating commercial business entities. Including establishing governance</li> </ul>	

## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

Class no	Description of records	Disposal action
	<p>arrangements, registration for Australian business number (ABN) or Australian company number (ACN), registration for tax file number (TFN), licensing and permits to provide services; registration of trade mark (e.g., entities logo);</p> <ul style="list-style-type: none"> <li>• arrangements for winding up commercial business entities, including deregistering, liquidating, selling and merging or consolidating in another body. Includes government approval; negotiations and directions; and reports presented to or by the board on the sale or wind-up;</li> <li>• the development of commercial products, including: <ul style="list-style-type: none"> <li>○ solution briefs;</li> <li>○ concept designs;</li> <li>○ assessment documentation with respect to product standards and regulatory requirements;</li> <li>○ prototype testing and refinement;</li> <li>○ review of products.</li> </ul> </li> </ul>	
63209	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>• direct care and/or custody of children participating in the organisation's educational programs and activities (either face-to-face or online). Includes: <ul style="list-style-type: none"> <li>○ registration/enrolment details;</li> <li>○ attendance lists;</li> <li>○ parental consent;</li> <li>○ sign in and out sheets.</li> </ul> </li> </ul>	Destroy 100 years after action completed
63210	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>• applications and supporting documentation for classification of films for agency-outreach screenings. Includes authorised classification markings.</li> </ul>	Destroy 75 years after action completed
63211	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>• disclosures, allegations or complaints of incidents of child abuse, including child sexual abuse, received or identified by the agency while undertaking Collection Engagement and Commercial Services activities. Includes agency responses and referrals to appropriate authorities. Excludes disclosures, allegations and complaints of incidents of child abuse, or child sexual abuse, that involve the agency or members of the</li> </ul>	Destroy 45 years after action completed



## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

Class no	Description of records	Disposal action
	<p>agency's workforce.</p> <p><i>[For records relating to handling child abuse, including child sexual abuse, disclosures, allegations or complaints that involve the agency or members of the agency's workforce, including employees, volunteers, work experience placements and those working under employment schemes, such as scholarships, fellowships, traineeships, apprenticeships and similar relationships, use WORK HEALTH &amp; SAFETY, PERSONNEL MANAGEMENT, or COMPENSATION.]</i></p>	
63212	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>internal and external committees, forums and bodies relating to Agency Collection Engagement &amp; Commercial Services, excluding those covered under class 63183;</li> <li>developing and reviewing policies and procedures (e.g., product development, monetary donations management and advertising), excluding those covered under class 63183;</li> <li>evaluation, review and ongoing monitoring of programs and services (including working papers, final reports, evaluation criteria, methodology, copy of instrument, transcripts, summary of results), excluding those covered under class 63183;</li> <li>managing of commissioned projects, including progress reports, milestone drafts, comments and instructions;</li> <li>the development of exhibitions, excluding those covered under class 63183, including: <ul style="list-style-type: none"> <li>stakeholder consultations, excluding engagement with First Nations people; <i>[For exhibitions where First Nations people have been consulted, use Class 63183].</i></li> <li>final designs, layouts and concept documents (including multimedia producer briefs);</li> </ul> </li> </ul>	Destroy 20 years after action completed

## AGENCY COLLECTION ENGAGEMENT & COMMERCIAL SERVICES

Class no	Description of records	Disposal action
	<ul style="list-style-type: none"> <li>○ joint venture agreements, including MOUs;</li> <li>○ exhibition research;</li> <li>○ exhibition text;</li> <li>○ commissioning of facsimiles/reproductions for use in the exhibition;</li> <li>○ final content (e.g., object lists, images, audio visual content, multimedia experiences, interactive experiences and soundscapes (where the host institution has IP rights) and list and descriptions of images, audio visual content, multimedia experience and soundscapes (where the host institute does not own the IP rights to the content));</li> <li>○ creation, production and commission of media assets, digital interactives, and technological experiences to support the exhibition;</li> <li>○ security assessment for the exhibition;</li> <li>○ fit outs of exhibition space;</li> <li>○ travelling/touring schedules, arrangements and special conditions such as specific handling, transport or security requirements;</li> <li>○ audio visual records that capture the exhibition, digital interactives used in the exhibition and/or archiving of the online exhibition;</li> <li>○ summary record of sponsors; and</li> <li>○ final evaluation reports of exhibitions.</li> </ul> <p><i>[For the provision of conservation services and advice for exhibitions, use AGENCY COLLECTION MANAGEMENT (2024/00713942).]</i></p>	
63213	<p>Records documenting (excluding those covered under classes 63183 and 63212):</p> <ul style="list-style-type: none"> <li>• the planning and conduct of internal and external audits. Includes final audit reports, comments, minutes of meetings, interview notes and correspondence and liaison with auditing bodies;</li> <li>• unsuccessful applications/submissions for funding, grants and sponsorship made by the agency;</li> </ul>	Destroy 10 years after action completed

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	<ul style="list-style-type: none"> <li>negotiation, establishment, review and maintenance of agreements or contracts, including final signed agreements; <i>[For agreements or contracts executed under seal, use AFDA Express Version 2 – CONTRACTS UNDER SEAL/DEEDS.]</i></li> <li>arrangements for establishing and managing joint ventures;</li> <li>senior executive liaison undertaken with related institutions, industry associations, private sector organisations, community groups, stakeholders and interest groups (including contact lists and registers);</li> <li>development of education resources and programs;</li> <li>research papers;</li> <li>marketing activities, including arrangements for advertising campaigns and promotional photographs;</li> <li>market research, including feedback forms, analysis and development of promotion strategies;</li> <li>program and event proposals;</li> <li>monitoring, reporting and compliance with mandatory or optional standards or statutory requirements relating to commercial services management, including final reports to regulatory bodies.</li> </ul>	
63214	Records documenting: <ul style="list-style-type: none"> <li>registration details for Friends and Membership programs</li> </ul>	Destroy 2 years after action completed
63215	Records documenting: <ul style="list-style-type: none"> <li>routine operational administrative tasks supporting the core business;</li> <li>core business activities, other than those covered in classes 63183 and 63209 to 63214.</li> </ul>	Destroy 7 years after action completed