

## Operational Records Disposal Schedule

# Department for Child Protection (and predecessor agencies)

## RDS 2024/12 Version 1

Effective Dates: 30 October 2024 to 30 October 2034

This operational records disposal schedule (RDS) authorises disposal of official records (including destruction and transfer of records to State Records custody) as a determination in accordance with section 23(2) of the *State Records Act 1997*.

<b>RDS No</b>	RDS 2024/12 Version 1
<b>Disposal Schedule Type</b>	Operational Records Disposal Schedule
<b>Agency</b>	Department for Child Protection
<b>Records Scope</b>	Records documenting the functions of the care and protection and adoption of children and young people
<b>Records Coverage Dates</b>	c1890 - ongoing
<b>Effective Dates</b>	30 October 2024 to 30 October 2034
<b>Status</b>	Determined by Director State Records and approved by State Records Council 27 August 2024
<b>Associated RDS</b>	Previous RDS 2007/09 v1 Department for Families and Communities – Families SA (expired 31 December 2023).
<b>Associated Document</b>	Use the RDS in conjunction with its RDS Context Statement

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# Introduction

## Scope

This RDS applies to official records in all formats including (but not limited to) those that were born digital in databases, email systems, office applications, digital cameras and video as well as physical records on paper, film, tape and other analogue media. Any common records of Government Agencies are covered under General Disposal Schedule for State Government Agencies (GDS 30 v2 (as amended)).

This RDS excludes:

- all pre-1901 records. These are permanent in accordance with a motion approved by the State Records Council on 19 February 2008
- records of permanent value already in State Records custody
- destruction of physical records badly damaged by fire, flood, mould, etc, and neglect of physical, digital records which makes them unreadable and inaccessible
- records to be transferred as part of a privatisation or sale to a non-government organisation
- records not adequately covered within the scope of this RDS

If records fall into any of the above exclusions please contact State Records for advice.

## Objectives

The purpose of this RDS is to authorise the disposal of records in accordance with the *State Records Act 1997* including:

- records of enduring evidential or informational value that cannot be destroyed and must be preserved for future reference (identified as permanent - retain as State archives) in accordance with State Records appraisal criteria and
- authorising the destruction of records not of enduring evidential or information value (identified as temporary) after they have been retained a minimum period

### **Relationship to other disposal schedules**

The General Disposal Schedule for State Government Agencies in South Australia (GDS 30, as amended) should be used by State Government agencies for common records documenting activities such as HR, financial management, policy and procedures.

Hardcopy source records dating from 1 January 2005 that are converted to digital format (digitised) as part of business processes can be disposed of under General Disposal Schedule 21 (GDS 21) where the conditions outlined in GDS 21 are met.

State Records issue general disposal schedules from time to time to implement disposal freezes, restricting disposal of records which might otherwise be authorised for destruction. To see the latest schedules implementing disposal freezes check State Records website <https://www.archives.sa.gov.au/managing-information/general-disposal-schedules-gds>.

# Interpretation

This RDS establishes minimum periods before temporary value digital and physical records can be legally destroyed and identifies records of permanent value to be transferred to State Records' custody.

## Status/Disposal action definitions

- **Permanent – retain as State archives**  
The disposal action 'Retain as State archives' is used to identify those records of enduring evidential or informational value that cannot be destroyed and must be preserved for future reference. The permanent retention of these records as State archives has been identified in accordance with the State Records' appraisal criteria. These records are required to be transferred to State Records in accordance with State Records Transfer Standard (as amended).
- **Temporary – retain for [list specific period of time] then destroy.**  
The disposal action 'temporary' is used to identify records not of enduring evidential or informational value. These records are not considered to have continuing value to the agency or the State but must be retained for a minimum period. They can be destroyed after reaching this minimum period, and once any other disposal considerations have been taken into account.

## Retain a record of records destroyed under this RDS

Agencies must keep their own record of all records destroyed under this RDS, noting the relevant disposal schedule entry and the authorisation for destruction. Temporary records should only be destroyed with the approval of the CE or delegate in accordance with the *Destruction of Official Records Guideline* issued by State Records of South Australia.

## Compliance with the Determination

Failure to comply with this determination, or any directions in it, falls under Section 17 of the *State Records Act 1997*.

## For more information

Refer to State Records sentencing, transfer and destruction guidelines on our website at [www.archives.sa.gov.au](http://www.archives.sa.gov.au).

## State Records Contact Details

### Contact details

GPO Box 464

ADELAIDE SA 5000

**Telephone** 7322 7081

**Email** [staterecords@sa.gov.au](mailto:staterecords@sa.gov.au)

**Website** [www.archives.sa.gov.au](http://www.archives.sa.gov.au)

No	Function/Activity	Description including Records Examples	Status	Disposal Action
1	<b>ADOPTION SERVICES</b>	<b>The function of developing collaborative partnerships with agencies in relation to the adoption of children and the provision of pre and post adoption services to clients. Includes the process of placing local born and overseas children with approved adoptive parents, managing the approval process, and providing information about past adoptions.</b>		
1.1	<b>Advice</b>	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising. (Keyword AAA)</i>		
1.1.1	Advice	Records relating to advice or input concerning professional standards in adoption and adoption services required of the agency and service providers.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
1.1.2	Advice	Records relating to legal advice or assistance associated with operational matters concerning adoption and adoption services on which the agency does not maintain a client/case file.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for referrals to the Crown Solicitor (Client File type 88).</i>  <i>See GDS 30 v2 (as amended): 11.1 (various) LEGAL SERVICES - Advice for legal advice furnished to the organisation by external and internal sources.</i>	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
1.1.3	Advice	Records relating to briefings or advice concerning operational matters concerning adoption and adoption services affecting individual clients, not including matters concerning incidents or allegations of abuse of children or young people.	PERMANENT	Retain as State archives

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>1.2</b>	<b>Agreements</b>	<i>The processes associated with the establishment, maintenance, review and negotiation of agreements. (Keyword AAA)</i>		
1.2.1	Agreements	Records relating to the assessment and implementation of national and international guidelines and agreements, and multi-lateral agreements and treaties, such as United Nations conventions and Hague convention.	PERMANENT	Retain as State archives
1.2.2	Agreements	Records relating to other operational agreements, such as a service level agreement for a therapeutic intervention service for clients. Includes background material.	TEMPORARY	Retain a minimum of 10 years after term of agreement expires, then destroy
1.2.3	Agreements	Records relating to the development and ongoing monitoring of the terms and obligations of service and funding agreements, where the agency provides input, advice, or consultation. Includes background material.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
<b>1.3</b>	<b>Audit (operational)</b>	<i>The activities associated with analysing operational practices and programs to ensure that they comply with agreed or legislated standards and correctly record the events, processes and business of the agency in a specified period.</i>		
1.3.1	Audit (operational)	Records relating to the audits of the effectiveness of agency programs and services. Includes program reports and analysis, audit, and survey summaries.	PERMANENT	Retain as State archives
1.3.2	Audit (operational)	Records relating to the management of audit processes to determine the effectiveness of agency operational programs and services.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>1.4</b>	<b>Case Management (Adoptions)</b>	<i>The activity of providing adoption and post adoption services to children, adoptive parents, and birth parents, including children in South Australia and from interstate and overseas.</i>		
1.4.1	Case Management (Adoptions)	Adoption Files (file type 60), its predecessors or successors and any other client file of any type relating to prospective parents and children where an adoption order is granted. Includes applications.  Note: A File Type 60 will exist for both the prospective parent and the child.  <i>See Item 2.5.1, 2.5.3 and 2.5.11 for child protection case management.</i>	PERMANENT	Retain as State archives
1.4.2	Case Management (Adoptions)	Adoption Files (file type 60), its predecessors or successors which relates to a child who has been relinquished for adoption by his or her birth parents and not adopted.  <i>See Item 2.5.1, 2.5.3 and 2.5.11 for child protection case management.</i>	PERMANENT	Retain as State archives
1.4.3	Case Management (Adoptions)	Adoption files (file type 60), its predecessors or successors which relates to a child who has been relinquished for adoption by his or her birth parents and the relinquishment is withdrawn.  <i>See Item 2.5.1, 2.5.3 and 2.5.11 for child protection case management.</i>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
1.4.4	Case Management (Adoptions)	Adoption files (file type 60), its predecessors or successors relating to prospective adoptive parents who do not adopt a child.  <i>See Item 2.5.1, 2.5.3 and 2.5.11 for child protection case management.</i>	TEMPORARY	Retain a minimum of 30 years after action completed, then destroy
1.4.5	Case Management (Adoptions)	Records relating to the agency's contribution to the support of an adopted child who suffers from some physical or mental disability or for some other reason requires special care. Includes special needs loading applications.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
1.4.6	Case Management (Adoptions)	Records relating to meetings concerning clients that are not placed on the client file. May include across client meetings.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
1.4.7	Case Management (Adoptions)	Records relating to appeals by persons deemed to be ineligible to be included on the register of fit and proper persons to adopt children.	PERMANENT	Retain as State archives
1.4.8	Case Management (Adoptions)	Records relating to Court Envelopes relating to adoptions (1926 -1970). Envelopes are sealed and contain a copy of the birth certificate, adoption order and court instructions.	PERMANENT	Retain as State archives
1.4.9	Case Management (Adoptions)	Records relating to the scheduling and rostering of staff members' cases and client related tasks. Includes visit schedules.	TEMPORARY	Retain a minimum of 75 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>1.5</b>	<b>Committees</b>	<i>The activities associated with the management of committees and task forces (internal and external, private, local, state, Commonwealth etc.). Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc. (Keyword AAA)</i>		
1.5.1	Committees	Records relating to agency committees established to formulate policy and determine agency programs.	PERMANENT	Retain as State archives
1.5.2	Committees	Records relating to non-strategic agency committees or workgroups established for operational purposes, e.g., to determine better ways to manage the veto system or statements of wishes.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>1.6</b>	<b>Compliance</b>	<i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory, or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series. (Keyword AAA)</i>		
1.6.1	Compliance	Records relating to agency compliance with mandatory standards or statutory requirements. Includes proof of compliance.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
<b>1.7</b>	<b>Contracting Out</b>	<i>The activities involved in arranging, procuring, and managing the performance of work or the provision of services by an external contractor, vendor or consultant, or by using external bureau services. Sometimes referred to as outsourcing. (Keyword AAA)</i>		

No	Function/Activity	Description including Records Examples	Status	Disposal Action
1.7.1	Contracting Out	Records relating to hiring of consultants, contractors, and suppliers for operational tasks relating to adoption services where there is contact with children e.g., the engagement of a trainer. Includes contracts.  <i>See GDS 36 v2 for records relating to child sexual abuse that has occurred or is alleged to have occurred.</i>	TEMPORARY	Retain for a minimum of 105 years after action completed, then destroy
1.7.2	Contracting Out	Records relating to hiring of consultants, contractors, and suppliers for operational tasks relating to adoption services where there is no contact with children e.g., the engagement of a trainer. Includes contracts.  <i>See GDS 30 v2 (as amended): 6.10 (various) FINANCIAL MANAGEMENT – Procurement (Goods &amp; Services for the management of contracts.</i>	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>1.8</b>	<b>Enquiries</b>	<i>Activities associated with the seeking and handling of requests for information about the organisation and its services by the general public or another organisation. (Keyword AAA)</i>		
1.8.1	Enquiries	Records relating to the management of enquiries resulting in a reversal of a department decision, changes to operational policy and/or procedures.	PERMANENT	Retain as State archives
1.8.2	Enquiries	Records relating to the management of enquiries or requests for information regarding relinquishment, adoptions, reunions, relatives, etc, including where the information is managed on a Provision of Information file, (File Type 98 and successors) or where there is not a client file, but investigation and specific response by the agency are required.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>1.9</b>	<b>Liaison</b>	<i>The activities associated with maintaining regular general contact between the organisation and professional organisations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures. (Keyword AAA)</i>		
1.9.1	Liaison	Records relating to liaison with professional, state, national and international bodies. Includes liaison with international governments and organisations about overseas adoption processes.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
1.9.2	Liaison	Records relating to children evacuated from war torn countries. Includes children airlifted from Vietnam in 1975.	PERMANENT	Retain as State archives
<b>1.10</b>	<b>Litigation</b>	<i>The activities involved in managing lawsuits or legal proceedings between the agency and other parties. (Keyword AAA)</i>		
1.10.1	Litigation	Records relating to litigation relating to operational matters for which the agency does not maintain a client/case file.  <i>See Item 2.5 (various) CARE AND PROTECTION – Case Management for records relating to litigation relating to matters for which the agency maintains a client/case file. Includes Crown Law Referral Files, Criminal Compensation Files.</i>  <i>See GDS 30 v2: 11.2 (various) LEGAL SERVICES – Litigation for other litigation records.</i>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>1.11</b>	<b>Planning</b>	<i>The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs. (Keyword AAA)</i>		
1.11.1	Planning	Records relating to the contribution and input into agency operational strategic plans. Includes draft comments, discussion papers, strategic direction reports, working papers.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>1.12</b>	<b>Program Management</b>	<i>The activities associated with the coordination and management of an ongoing series of actions to respond to a need or achieve common goals or objectives. Includes planning, implementing, monitoring, and assessing programs.</i>		
1.12.1	Program Management	Records relating to the development, implementation and review of programs and initiatives. Includes background material, submissions, approvals, discussion papers, workshops, funding proposals and applications, legal opinion, research reports and recommendations. Includes joint ventures with Local Government, the Commonwealth, other State government agencies, service providers and private enterprise.	PERMANENT	Retain as State archives
1.12.2	Program Management	Records relating to the monitoring of programs. Includes statistical information, reports and compliance.	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
<b>1.13</b>	<b>Project Management</b>	<i>The activities associated with managing a set of activities, which are carried out according to a plan to achieve a definite outcome within a given time. May include cost and quality parameters, with specifically and temporarily allocated resources.</i>		

No	Function/Activity	Description including Records Examples	Status	Disposal Action
1.13.1	Project Management	<p>Records relating to the development, implementation, management, and closure of substantial approved agency operational projects, e.g., an imaging project to migrate the client card registration system to electronic format. Includes background material.</p> <p><i>See 1.12 (various) ADOPTION SERVICES - Program Management for ongoing programs.</i></p> <p><i>See 1.17 (various) ADOPTION SERVICES - Reviews for projects established to review agency operations.</i></p>	PERMANENT	Retain as State archives
1.13.2	Project Management	<p>Records relating to the development, implementation, management, and closure of minor approved agency operational projects, e.g., provision of support and awareness sessions to new adoptive parents. Includes background material.</p> <p><i>See 1.12 (various) ADOPTION SERVICES - Program Management for ongoing programs.</i></p> <p><i>See 1.17 (various) ADOPTION SERVICES - Reviews for projects established to review agency operations.</i></p>	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
1.14	<b>Registration</b>	<p><i>The activities associated with creating and maintaining registered information about clients, care facilities and operational services.</i></p>		

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
1.14.1	Registration	Records concerning cases of adoption that are registered on electronic databases, index cards and registration cards, and providing the names of adoptees (before and after adoption), birth parents and adoptive parents. Includes the registration of children placed for adoption, children arriving from overseas as part of inter-country adoptions, clients who want to find relinquished siblings or relatives, and vetoes placed by adopted persons, birth parents or adoptive parents on the release of information that would enable them to be traced. Also includes the register of case files and the microfilmed copies of index cards.	PERMANENT	Retain as State archives
1.14.2	Registration	Records relating to pre-1989 card registration system of other clients who wanted to find relinquished siblings or relatives (now maintained electronically).	PERMANENT	Retain as State archives
1.14.3	Registration	Records relating to the registration of prospective adoptive parents who want to adopt an Australian born child, or a child born overseas. Includes the Australian born child sub-register, overseas child sub-register, and index cards.	PERMANENT	Retain as State archives  Where records are in electronic form, actively manage and migrate electronic records to ensure ongoing accessibility for evidentiary and/or historical purposes
1.14.4	Registration	Records relating to the establishment and maintenance of registers, including version updates, work orders and authorisations, and service histories.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>1.15</b>	<b>Reporting</b>	<i>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. (Keyword AAA)</i>		
1.15.1	Reporting	Records relating to internal reports that relate to operational activities, but are not produced periodically, e.g., adoption order statistics	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
1.15.2	Reporting	Records relating to reporting to other agencies and bodies as required by Memoranda of Understanding or agreements. This includes reporting to the Australian Social Inclusion Board.	PERMANENT	Retain as State archives
<b>1.16</b>	<b>Research</b>	<i>The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc. Used to support the 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. (Keyword AAA)</i>		
1.16.1	Research	Master copy of research and issues papers and agency publications about agency wide issues or critical agency operations. Includes responses to legislative audits, program audits, executive orders, and court orders.	PERMANENT	Retain as State archives
1.16.2	Research	Records relating to client based clinical research data that include an individual's identified data collected by, or on behalf of, the agency. Includes background material, survey, interview and questionnaire forms and booklets.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
1.16.3	Research	Records relating to deidentified client based clinical research data collected by, or on behalf of, the agency. Includes background material, survey, interview and questionnaire forms and booklets.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
1.16.4	Research	Records relating to interim or progress reports and other briefings relating to the monitoring of research.	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
1.16.5	Research	Records relating to routine administrative processes supporting research such as arrangements, allocations.	TEMPORARY	Retain a minimum of 2 years after action completed, then destroy
<b>1.17</b>	<b>Reviews</b>	<p><i>The process of evaluating, re-examining or determining the suitability of potential or existing programs, processes, procedures, standards, systems or services in relation to meeting the needs of the given situation.</i></p> <p><i>Includes recommendations, advice and ongoing monitoring.</i></p>		
1.17.1	Reviews	Records relating to the ongoing monitoring and assessment of the agency's operational plans, projects, programs, initiatives, and policies. Includes background material, questionnaires, checklists, requests for information, performance figures & indicators, survey material, data collection.	PERMANENT	Retain as State archives
1.17.2	Reviews	Records relating to the development & implementation of performance management frameworks, programs, and assessments within the agency, including performance indicators working groups.	TEMPORARY	Retain a minimum of 5 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
1.17.3	Reviews	Records relating to gathering information for the evaluation process, such as completed questionnaires, consultation, requests for information, survey material, data collection and analysis. Includes booklets, response forms, evaluation sheets.	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
1.17.4	Reviews	Records relating to the management of evaluation processes to determine the effectiveness of external agency policy, programs, and services. Includes feasibility studies, program reports, survey summaries.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
<b>2</b>	<b>CARE, PROTECTION AND COMMUNITY SUPPORT</b>	<b>The function of providing services, strategies, resources and support for children and young people, their carers and families, enabling them to find safety and enhance their wellbeing within community and cultural environments through prevention, early intervention, out-of-home care, and support of recovery from harm. Includes alternative care, child protection, foster care, financial assistance, refugee programs, Aboriginal community outcomes, and guardianship of the Chief Executive. Also includes services to young people over 18 years of age who have previously been in care.</b>		
<b>2.1</b>	<b>Advice</b>	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising. (Keyword AAA)</i>		
2.1.1	Advice	Records relating to advice or input concerning professional standards for child protection required of the agency and service providers.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.1.2	Advice	Records relating to legal advice or assistance associated with child protection operational matters on which the agency does not maintain a client/case file.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for referrals to the Crown Solicitor (Client File type 88).</i>  <i>See GDS 30 v2: 11.1 (various) LEGAL SERVICES - Advice for legal advice furnished to the organisation by external and internal sources.</i>	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
2.1.3	Advice	Records relating to briefings or advice concerning child protection operational matters affecting individual clients.	PERMANENT	Retain as State archives
<b>2.2</b>	<b>Agreements</b>	<i>The processes associated with the establishment, maintenance, review and negotiation of agreements. (Keyword AAA)</i>		
2.2.1	Agreements	Records relating to the assessment and implementation of national and international guidelines and agreements, and multi-lateral agreements and treaties, such as United Nations conventions and Hague convention.	PERMANENT	Retain as State archives
2.2.2	Agreements	Records relating to other operational agreements involving care and protection. Includes background material.	TEMPORARY	Retain a minimum of 10 years after term of agreement expires, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.2.3	Agreements	Records relating to the development and ongoing monitoring of the terms and obligations of service and funding agreements, where the agency provides input, advice, or consultation. Includes background material.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
<b>2.3</b>	<b>Audit (operational)</b>	<i>The activities associated with analysing operational practices and programs to ensure that they comply with agreed or legislated standards and correctly record the events, processes and business of the agency in a specified period.</i>		
2.3.1	Audit (operational)	Records relating to the audits of the effectiveness of agency programs and services. Includes Guardianship of the Minister/Chief Executive Audit, Child Protection Audit, program reports and analysis, audit, and survey summaries.	PERMANENT	Retain as State archives
2.3.2	Audit (operational)	Records relating to the management of audit processes to determine the effectiveness of agency operational programs and services.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>2.4</b>	<b>Care-Based Employee Management</b>	<i>The activities associated with supporting caseworkers and supervisors to foster collaboration in managing workloads and pursuing excellence in care and protection casework and case management practice. Includes professional development with a focus on continuous development of clinical casework practice and case management skills.</i>		
2.4.1	Care-Based Employee Management	Supervision files and related documents, containing information related to the support of caseworkers and other care-based employees in managing their workloads and continuing development in clinical casework practice and case management skills.	TEMPORARY	Retain a minimum of 100 years after date of birth, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>2.5</b>	<b>Case Management (Child Protection)</b>	<p><i>The activity of managing a client for the purpose of child protection as well as developing, implementing, and monitoring the case plan for the child or young person.</i></p> <p><b><u>See page 37-44 of the Context Statement for a list of the Client Files and their identifiers.</u></b></p>		
2.5.1	Case Management (Child Protection)	<p>Client Files (usually referred to as a Type 85 file) and sub-files (including Type 44, 55, 86, 87, 88, 89, 93, 94, 96 and 99) and related documents, which identify clients of Aboriginal or Torres Strait Islander descent. Includes predecessor file types 40 (or 4), 41, 45, 50 (or 5) 90, or 91.</p> <p><i>See Item 2.5.11 for client/case systems.</i></p>	PERMANENT	Retain as State archives
2.5.2	Case Management (Child Protection)	<p>Client Files (usually referred to as a Type 85 file) and sub-files (including Type 44, 55, 86, 87, 88, 89, 93, 94 and 99) and related documents, containing information which relates to the death of a child in an agency residential care unit or secure training centre, or to the death of a child who is under the Guardianship of the Minister/ Chief Executive at the time of death. Known as Adverse Events. Includes predecessor file types 40 (or 4), 41, 45, 50 (or 5) 90, or 91.</p>	PERMANENT	Retain as State archives
2.5.3	Case Management (Child Protection)	<p>Client Files (usually referred to as a Type 85 file) and sub-files (including Type 44, 55, 86, 87, 88, 89, 93, 94 and 99) their predecessors and successors, and related documents. Includes predecessor file types 40 (or 4), 41, 45, 50 (or 5) 90, or 91.</p> <p><i>See Item 2.5.11 for client/case systems.</i></p>	PERMANENT	Retain as State archives

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.5.4	Case Management (Child Protection)	Funeral files (Type 80), also known as Burial files or Destitute Burial files, concerning the Funeral Assistance Program which provides financial assistance to cover the cost of basic funerals and other related expenses.	PERMANENT	Retain as State archives
2.5.5	Case Management (Child Protection)	Revenue files (Type 3), also known as Private Payment Files, concerning maintenance payment for a child placed into care either by a court order or by the parent(s) of the child.	PERMANENT	Retain as State archives
2.5.6	Case Management (Child Protection)	Matrimonial files (Type 20), concerning parties who were married and document the maintenance of a spouse or the children of the marriage.	PERMANENT	Retain as State archives
2.5.7	Case Management (Child Protection)	Freedom of Information files (Type 97), and related documents, concerning precedent setting cases or cases generating substantial public interest, e.g., media interest in an alleged paedophile.	PERMANENT	Retain as State archives
2.5.8	Case Management (Child Protection)	Freedom of Information files (Type 97), and related documents, concerning routine cases, such as a client or family member wanting information about the client's case history, and withdrawn or lapsed applications.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
2.5.9	Case Management (Child Protection)	Foster Carer files (Type 70), Supported Carer sub-files (Type 71), their predecessor files, and related documents.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.5.10	Case Management (Child Protection)	Records relating to unsuccessful applications to become foster carers.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
2.5.11	Case Management (Child Protection)	<p>Client/Case Information System/s, such as C3MS and successor systems. Client-related data includes names, addresses, dates of birth, type and length of services provided and references to, and the management of, related files.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Case noting;</li> <li>• Court outcomes;</li> <li>• Case visits;</li> <li>• Photographs</li> </ul> <p><i>See Items 2.5.1 and 2.5.3 for client case files.</i></p>	PERMANENT	<p>Retain as State archives</p> <p>Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes</p>
2.5.12	Case Management (Child Protection)	State Ward Index Cards (1890 -1983) and master index cards relating to clients which gives details of clients who have been State Wards or have come under the Guardianship of the Minister. Details include client's name, date of birth, file number and type and movement of file.	PERMANENT	Retain as State archives
2.5.13	Case Management (Child Protection)	Records relating to meetings concerning clients that are not placed on the client file. May include across client meetings.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.5.14	Case Management (Child Protection)	Diaries maintained by staff in the course of their duties showing working arrangements and appointments.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.5.15	Case Management (Child Protection)	Records relating to the placement of children and young people into care. Includes the management and quality check of placement requests and referrals from case managers, case workers, and other stakeholders.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.5.16	Case Management (Child Protection)	Records relating to exceeding the standard number of children allocated to a care provider.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
2.5.17	Case Management (Child Protection)	Records relating to applications for funding on behalf of children in care and their families, and subsequent approvals or non-approvals, or applications not proceeded with. Includes applications for brokerage and special needs loading on children's subsidy payments.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.5.18	Case Management (Child Protection)	Records relating to the scheduling and rostering of staff members' cases and client related tasks. Includes visit schedules.	TEMPORARY	Retain a minimum of 75 years after action completed, then destroy
2.5.19	Case Management (Child Protection)	Records relating to Genograms of Aboriginal and Torres Strait Islander people. Includes Aboriginal Family History books developed by Offices recording details of Aboriginal families in local area.	PERMANENT	Retain as State archives
<b>2.6</b>	<b>Committees</b>	<i>The activities associated with the management of committees and task forces (internal and external, private, local, state, Commonwealth etc.). Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc. (Keyword AAA)</i>		

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.6.1	Committees	Records relating to agency committees established to formulate operational policy and determine agency programs.	PERMANENT	Retain as State archives
2.6.2	Committees	Records relating to non-strategic agency committees or workgroups established for operational purposes.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>2.7</b>	<b>Compliance</b>	<i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series. (Keyword AAA)</i>		
2.7.1	Compliance	Records relating to agency compliance with mandatory standards or statutory requirements. Includes proof of compliance.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
<b>2.8</b>	<b>Concessions</b>	<i>The processes associated with the application and granting of government concessions to approved clients.</i>		
2.8.1	Concessions	Records relating to the payment to suppliers for granted concessions on rates and utilities. Includes original payment voucher, accounts payable batches, payment summary, remittance advice from suppliers and reimbursement statements.	TEMPORARY	Retain a minimum of 5 years after action completed, then destroy
<b>2.9</b>	<b>Contracting-Out</b>	<i>The activities involved in arranging, procuring, and managing the performance of work or the provision of services by an external contractor, vendor or consultant, or by using external bureau services. Sometimes referred to as outsourcing. (Keyword AAA)</i>		

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.9.1	Contracting-Out	Records relating to the preparation monitoring and ongoing maintenance of ordinary contracts and agreements for care and protection services. Includes contract documents & renewals.	TEMPORARY	Retain a minimum of 105 years after contract expires, then destroy
2.9.2	Contracting-Out	Records of contractors relating to their activities or employees, e.g., licensed foster care agencies. Includes policies, procedures, plans and reports and other records provided to the Chief Executive or delegate in accordance with statutory requirements or the terms of their contract.  <i>See Item 2.37 (various) CARE AND PROTECTION - Volunteer Management for volunteers' task allocation contracts.</i>  <i>See Item 2.5 (various) CARE AND PROTECTION – Case Management for the files of clients who receive the services provided under the contract.</i>  <i>See GDS 30 v2 (as amended) – 5.3.2 EMPLOYEE MANAGEMENT – Case Management (Employees) for the appointment and contracting of volunteers.</i>	PERMANENT	Retain as State archives
<b>2.10</b>	<b>Counselling (Client)</b>	<i>The activities associated with giving advice or guidance to a client for various reasons.</i>		
2.10.1	Counselling (Client)	Records relating to the provision of counselling services not recorded on a client file.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for records relating to financial counselling kept on a client file.</i>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>2.11</b>	<b>Donations</b>	<i>The activities associated with managing money, items, artefacts or property donated to the organisation or by the organisation or its staff to charities etc. Includes managing unsolicited donations. (Keyword AAA)</i>		
2.11.1	Donations	Records relating to donations of money, clothing and goods made to the agency for distribution to clients. Includes registers, distribution lists.	PERMANENT	Retain as State archives
<b>2.12</b>	<b>Education</b>	<i>The activities associated with providing children and young people in care, or who have been in care, with an effective education, including further education and training, often in partnership with other agencies. Includes the provision of individual education plans.</i>		
2.12.1	Education	Records relating to the development, implementation and management of education programs and initiatives. Includes liaison with government agencies.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
2.12.2	Education	Records relating to the educational assessments and requests of children and young people in care.	TEMPORARY	Retain a minimum of 75 years after action completed, then destroy
2.12.3	Education	Records relating to student work sheets from tutoring programs.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
<b>2.13</b>	<b>Enquiries</b>	<i>Activities associated with the seeking and handling of requests for information about the organisation and its services by the general public or another organisation. (Keyword AAA)</i>		
2.13.1	Enquiries	Records relating to the management of enquiries resulting in a reversal of a department decision, changes to operational policy and/or procedures.	PERMANENT	Retain as State archives

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.13.2	Enquiries	Records relating to the management of enquiries that do not result in a reversal of a department decision, changes to operational policy and/or procedures.	PERMANENT	Retain as State archives
<b>2.14</b>	<b>Financial Support</b>	<i>The activities associated with the provision of financial assistance and support for individuals or families in times of hardship, need or crisis.</i>		
2.14.1	Financial Support	Records relating to financial and material requests and assistance provided to refugees released from detention.	PERMANENT	Retain as State archives
2.14.2	Financial Support	Records relating to financial assistance and support including application forms and copies of payment vouchers.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management client file type 87 for records relating to a client.</i>	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
<b>2.15</b>	<b>Funding Allocation</b>	<i>The activities associated with allocating money for programs within the agency and to other agencies and organisations.</i>		

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.15.1	Funding Allocation	<p>Records relating to grant agreements between the Minister and other agencies and non-government organisations. Includes the conditions, associated financial arrangements, and the controlling and monitoring requirements.</p> <p><i>See GDS 30 v2 (as amended): 6.7 (various) FINANCIAL MANAGEMENT - Grant Funding for funding received by the agency.</i></p> <p><i>See Item 2.2 (various) CARE AND PROTECTION - Agreements for service or funding agreements.</i></p>	PERMANENT	Retain as State archives
2.15.2	Funding Allocation	<p>Records relating to the establishment and monitoring of other funding or grants to other agencies and non-government organisations. Includes submissions, funding approvals, financial statements, progress reports, project description, memoranda and advice, reviews, and assessments.</p> <p><i>See GDS 30 v2 (as amended): 6.7 (various) FINANCIAL MANAGEMENT - Grant Funding for funding received by the agency.</i></p> <p><i>See Item 2.2 (various) CARE AND PROTECTION - Agreements for service or funding agreements.</i></p>	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.15.3	Funding Allocation	<p>Records relating to the disbursement and monitoring of funding allocations or grants to clients and/or service providers for specific agency services and programs. Includes programs subject to Commonwealth/State agreements or funded by the Commonwealth.</p> <p><i>See GDS 30 v2 (as amended): 6.7 (various) FINANCIAL MANAGEMENT - Grant Funding for funding received by the agency.</i></p> <p><i>See Item 2.2 (various) CARE AND PROTECTION - Agreements for service or funding agreements.</i></p>	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
2.15.4	Funding Allocation	<p>Records relating to the allocation of funding to organisations and groups.</p> <p><i>See GDS 30 v2 (as amended): 6.7 (various) FINANCIAL MANAGEMENT - Grant Funding for funding received by the agency.</i></p> <p><i>See Item 2.2 (various) CARE AND PROTECTION - Agreements for service or funding agreements.</i></p>	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
<b>2.16</b>	<b>Investigations</b>	<p><i>The activities associated with investigation into child care and protection issues. Includes alleged breaches of the agency's duty of care for clients.</i></p> <p><i>See 2.5 CARE AND PROTECTION - Case Management - Client Files for investigations relating to a specific client.</i></p>		
2.16.1	Investigations	Records relating to reports containing annual statistics regarding investigations and outcomes.	PERMANENT	Retain as State archives

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.16.2	Investigations	<p>Records relating to investigations relating to the abuse of children or young people by agency staff, external agency staff, carers, and others, including persons of concern.</p> <p><i>See Item 2.30 (various) CARE AND PROTECTION - Residential Care for critical incident reports.</i></p>	PERMANENT	Retain as State archives
2.16.3	Investigations	Records relating to evidence provided to the Court by the agency in cases relating to child care and protection issues. Includes Court transcripts.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.16.4	Investigations	Records relating to communication between the agency and the Ombudsman regarding complaints or enquiries from the public which have led to an investigation and are not specifically related to a client file.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.16.5	Investigations	<p>Records relating to cases being investigated. Includes reports.</p> <p><i>See Item 2.30 (various) CARE AND PROTECTION - Residential Care for critical incident reports.</i></p>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
<b>2.17</b>	<b>Licensing</b>	<i>The activities associated with the granting, renewal and cancellation of licences under statutory authority. Includes the licensing of foster care agencies and children's residential facilities.</i>		

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.17.1	Licensing	Records relating to the licensing of foster care agencies and residential care facilities. Includes approvals, inspection reports and associated correspondence with service providers and non-government organisations, e.g., Anglicare.	PERMANENT	Retain as State archives
2.17.2	Licensing	Records of a routine nature relating to the administrative management of licensing. Includes requests for information, arrangements to visit agencies and declined license applications.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
2.17.3	Licensing	Records of licensed foster care agencies and contractors providing residential care facilities, relating to their activities or employees, and provided to the Chief Executive or delegate in accordance with statutory requirements.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
<b>2.18</b>	<b>Litigation</b>	<i>The activities involved in managing lawsuits or legal proceedings between the agency and other parties. (Keyword AAA)</i>		

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.18.1	Litigation	<p>Records relating to litigation relating to operational matters for which the agency does not maintain a client/case file.</p> <p><i>See Item 2.5 (various) CARE AND PROTECTION – Case Management for records relating to litigation relating to matters for which the agency maintains a client/case file. Includes Crown Law Referral Files, Criminal Compensation Files.</i></p> <p><i>See GDS 30 v2 (as amended): 11.2 (various) LEGAL SERVICES – Litigation for other litigation records.</i></p>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.18.2	Litigation	<p>Files containing photocopies of documents found in Client Files and supplied to court in response to a subpoena.</p> <p><i>See GDS 30 v2 (as amended): 11.2.3 LEGAL SERVICES – Litigation for the management and implementation of subpoenas.</i></p>	TEMPORARY	Retain a minimum of 1 year after the file copies are returned from court, then destroy
<b>2.19</b>	<b>Notifications</b>	<p><i>The activities associated with notifications to the agency of suspicions of abuse or neglect of a child. This includes interstate alerts in relation to young people missing, the delivery to the agency of children found in potentially dangerous situations, or where warrants are issued. Can include records relating to alleged abusers where there is a need to provide a link to several clients of the agency.</i></p>		

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.19.1	Notifications	Records relating to statutory and non-statutory notifications to the Child Abuse Report Line or its equivalent. Includes the intake and assessments and log sheets of the Crisis Response Unit, recording caller details and notes relating to problems or concerns that may require response or further action by the agency. Also includes notifications where the caller remains anonymous.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for records relating to clients.</i>	PERMANENT	Retain as State archives
2.19.2	Notifications	Records relating to other notifications to the agency concerning young people of Aboriginal or Torres Strait Islander descent. This includes interstate alerts in relation to young people missing, or where warrants are issued.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for records relating to clients.</i>	PERMANENT	Retain as State archives
2.19.3	Notifications	Records relating to other notifications to the agency of other young people. This includes interstate alerts in relation to young people missing, or where warrants are issued.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for records relating to clients.</i>	PERMANENT	Retain as State archives
2.19.4	Notifications	Daily system reports of child abuse notifications or intakes, provided to locations for investigation.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>2.20</b>	<b>Payments</b>	<i>The activities involved in the preparation and payments of money.</i>		
2.20.1	Payments	Records relating to payments made to carers and non-government organisations for care of children. Includes children’s payments, alternative care support and overpayments.	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
<b>2.21</b>	<b>Planning</b>	<i>The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs. (Keyword AAA)</i>		
2.21.1	Planning	Records relating to the planning for the development of new agency residential care or community facilities, or substantial redevelopment of existing facilities.	PERMANENT	Retain as State archives
2.21.2	Planning	Records relating to the contribution and input into agency operational strategic plans. Includes draft comments, discussion papers, strategic direction reports, working papers.	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>2.22</b>	<b>Program Management</b>	<i>The activities associated with the coordination and management of an ongoing series of actions to respond to a need or achieve common goals or objectives. Includes planning, implementing, monitoring and assessing programs.</i>		
2.22.1	Program Management	Records relating to the development, implementation and review of programs and initiatives. Includes background materials, submissions, approvals, discussion papers, workshops, funding proposals and applications, legal opinion, research reports and recommendations. Includes joint ventures with Local Government, the Commonwealth, other State government agencies, service providers and private enterprise.	PERMANENT	Retain as State archives

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.22.2	Program Management	Records relating to the monitoring of programs. Includes statistical information, reports and compliance.	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
2.22.3	Program Management	Records relating to the implementation and operation of programs. Includes background materials, program files, risk assessments, referral and placement updates, certificates of participation, community service logbooks, details of completion, awards gained and photos of participation in programs.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.22.4	Program Management	Records relating to the provision of support services to multicultural clients. Includes the provision of interpreters and assistance with locating legal representation.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
<b>2.23</b>	<b>Project Management</b>	<i>The activities associated with managing a set of activities, which are carried out according to a plan to achieve a definite outcome within a given time. May include cost and quality parameters, with specifically and temporarily allocated resources.</i>		
2.23.1	Project Management	Records relating to joint ventures or Commonwealth/State operational projects and initiatives where the agency does not have a lead role or provides minimal input, e.g., taking part in NAPCAN's (National Association for the Prevention of Child Abuse and Neglect) Child Prevention Week initiative.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.23.2	Project Management	<p>Records relating to the development, implementation, management and closure of substantial approved agency operational projects, e.g., a comprehensive review of the current application and effectiveness of strategic decision-making tools. Includes background materials.</p> <p><i>See Item 2.31 (various) CARE AND PROTECTION - Reviews for projects established to review agency operations.</i></p>	PERMANENT	Retain as State archives
2.23.3	Project Management	<p>Records relating to the development, implementation, management, and closure of minor approved agency operational projects, e.g., foster care relations project for complaints management protocols. Includes background materials.</p> <p><i>See Item 2.31 (various) CARE AND PROTECTION - Reviews for projects established to review agency operations.</i></p>	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
<b>2.24</b>	<b>Psychological Services</b>	<i>The activities associated with providing psychological services to young people.</i>		
2.24.1	Psychological Services	Records relating to questionnaires completed through screenings and assessment programs to provide information for the SECAPS (Secure Care Psychological Screening) database. Includes Residential Adolescent Psychological Screening (RAPS).	TEMPORARY	Retain a minimum of 75 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.24.2	Psychological Services	Records relating to the provision of services by private providers including reports relating to multiple clients that are not contained on a client file.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for 55 file for records relating to a client.</i>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.24.3	Psychological Services	Records relating to private providers of psychological services.  <i>See Item 2.8 (various) CARE AND PROTECTION - Contracting-Out for records relating to the contracting of private providers.</i>	TEMPORARY	Retain a minimum of 25 years after action completed, then destroy
<b>2.25</b>	<b>Public Reaction</b>	<i>The process of handling public reaction to an organisation's policies or services. Includes anonymous letters, letters of complaint and letters of congratulations or appreciation received from the public. (Keyword AAA)</i>		
2.25.1	Public Reaction	Records relating to notifications to managers of complaints received about staff members' performance or behaviour when interacting with clients, or their failure to adhere to protocols, policies, or procedures.  <i>See Item 2.5 (various) CARE AND PROTECTION - Case Management for 55 file for records relating to a client.</i>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>2.26</b>	<b>Redress</b>	<i>The activity of providing acknowledgement and support to care leavers who have experienced child sexual abuse while in care. Includes the provision of payments, access to counselling or the provision of a direct personal response.</i>		
2.26.1	Redress	Case files, and related documents, containing information relating to applications for redress that result in the provision of counselling services, a payment, or a direct personal response. Includes applications to the redress scheme that require investigation, but do not result in redress.	PERMANENT	Retain as State archives
<b>2.27</b>	<b>Registration</b>	<i>The activities associated with creating and maintaining registered information about clients, care facilities and operational services.</i>		
2.27.1	Registration	Registers of carers, foster parents, licensed residential care facilities, community aides or volunteers, the community relationships of children in care, and other registers maintained in accordance with statutory requirements. Includes registers of the closure of Guardianship and the Carer Approval Registration System (CARS) database or its successor.	PERMANENT	Retain as State archives
2.27.2	Registration	Records relating to the establishment and maintenance of registers, including version updates, work orders and authorisations, and service histories.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
<b>2.28</b>	<b>Reporting</b>	<i>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. (Keyword AAA)</i>		

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.28.1	Reporting	Systems containing statistical information on the agency's clients and services. Includes Social and Demographic Data Filing System (SODAFIS) and Data Warehouse.	TEMPORARY	Retain a minimum of 30 years after action completed, then destroy
2.28.2	Reporting	Records relating to statistical and quantitative information from Department Offices and agency programs.	TEMPORARY	Retain a minimum of 30 years after action completed, then destroy
2.28.3	Reporting	Records relating to internal reports that relate to operational activities but are not produced periodically.	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
2.28.4	Reporting	Records relating to reporting to other agencies and bodies as required by Memoranda of Understanding or agreements. This includes reporting to the Australian Social Inclusion Board.	PERMANENT	Retain as State archives
<b>2.29</b>	<b>Research</b>	<i>The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc. Used to support the 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. (Keyword AAA)</i>		
2.29.1	Research	Master copy of research and issues papers and agency publications about agency wide issues or critical agency operations. Includes background and reference material, responses to legislative audits, program audits, executive orders, and court orders.	PERMANENT	Retain as State archives

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.29.2	Research	Records relating to client based clinical research data that include an individual's identified data collected by, or on behalf of, the agency. Includes survey, interview and questionnaire forms and booklets.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.29.3	Research	Records relating to deidentified client based clinical research data collected by, or on behalf of, the agency. Includes background material, survey, interview and questionnaire forms and booklets.	TEMPORARY	Retain a minimum of 50 years after action completed, then destroy
2.29.4	Research	Records relating to interim or progress reports and other briefings relating to the monitoring of research.	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
2.29.5	Research	Records relating to routine administrative processes supporting research such as arrangements, allocations.	TEMPORARY	Retain a minimum of 2 years after action completed, then destroy
<b>2.30</b>	<b>Residential Care</b>	<i>The activities associated with provision of facility, home based, transitional and emergency residential care, and for the provision of services to young people placed in residential care.</i>		
2.30.1	Residential Care	Records relating to the admission and discharge of young people in residential care. Includes registers and databases.	PERMANENT	Retain as State archives
2.30.2	Residential Care	Database maintaining details (e.g. names, dates of birth) of all residents catered for in residential care facilities.	PERMANENT	Retain as State archives

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.30.3	Residential Care	Records relating to general observations on residents' behaviour and activities, incidents, and visitors to the facility/centre. Includes observation logs, daily records of movements, day reports, and diaries used for the same purpose.  <i>See Item 2.5 (various) CARE &amp; PROTECTION - Case Management for client related care.</i>	PERMANENT	Retain as State archives
2.30.4	Residential Care	Records relating to Critical Incident Reports detailing incidents of a critical nature involving residents and/or staff, e.g. assault, child abuse, absconding, property damage. Previously known as Priority One Incident Reports. Includes systems and databases used to record Critical Incidents.	PERMANENT	Retain as State archives
2.30.5	Residential Care	Records relating to access to residential care premises. Includes the issuing of security passes, admittance registers and visitors logs.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.30.6	Residential Care	Records relating to the seeking of advice from, and action taken by, the On-Call Manager for residential care facilities. Includes on-call logs.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.30.7	Residential Care	Records relating to daily and fortnightly statistics of the number of residents, bed occupancy and daily returns in residential care facilities.	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.30.8	Residential Care	Records relating to the weekly updates of information to staff of the details of clients in residential care units.  <i>See Item 2.5 (various) CARE &amp; PROTECTION - Case Management for client related care.</i>	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
2.30.9	Residential Care	Records relating to social security payments for children in Government institutions (formerly known as child endowment, family allowance, family payment, etc). Includes registers of admission and discharge, accounting records and correspondence about claims.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
2.30.10	Residential Care	Records relating to medical files containing information on resident's admission details, medical history, clinical reports and advice, prescribed drugs and treatment, referrals, psychiatric and psychological assessments, medical observations.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.30.11	Residential Care	Records relating to the planning of menus.	TEMPORARY	Retain a minimum of 5 years after action completed, then destroy
<b>2.31</b>	<b>Reviews</b>	<i>The process of evaluating, re-examining or determining the suitability of potential or existing programs, processes, procedures, standards, systems or services in relation to meeting the needs of the given situation. Includes recommendations, advice and ongoing monitoring.</i>		

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.31.1	Reviews	Records relating to the ongoing monitoring and assessment of the agency's operational plans, projects, programs, initiatives, and policies. Includes questionnaires, checklists, requests for information, performance figures & indicators, survey material, data collection.	PERMANENT	Retain as State archives
2.31.2	Reviews	Records relating to reviews of the deaths or serious injuries of children and young people who have been clients, and serious events that have resulted in children and young people being of risk of significant harm. Includes the records of the Adverse Events Panel, associated inquiry panels and background material.	PERMANENT	Retain as State archives
2.31.3	Reviews	Records relating to the development & implementation of performance management frameworks, programs, and assessments within the agency, including performance indicators working groups.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
2.31.4	Reviews	Records relating to gathering information for the evaluation process, such as completed questionnaires, consultation, requests for information, survey material, data collection and analysis. Includes booklets, response forms, evaluation sheets.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
2.31.5	Reviews	Records relating to the management of evaluation processes to determine the effectiveness of external agency policy, programs, and services. Includes feasibility studies, program reports, survey summaries.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
<b>2.32</b>	<b>Tendering</b>	<p><i>The activities involved in receiving and assessing tenders. Includes offers made in writing by one party to another to carry out at an inclusive price or uniform rate, an order for the supply or purchase of goods, or for the production of work. (Keyword AAA)</i></p> <p><i>See GDS 30: 6.10.1-6.10.3 - FINANCIAL MANAGEMENT - Tendering for the receipt and assessment of tenders.</i></p>		
2.32.1	Tendering	Records relating to the preparation and submission of tenders by the agency for the provision of its own specific operational services.	TEMPORARY	Retain a minimum of 17 years after action completed, then destroy
<b>2.33</b>	<b>Training (external)</b>	<p><i>The activities associated with all aspects of training provided by the agency to foster carers, service providers, external agency staff and members of the public.</i></p>		
2.33.1	Training (external)	<p>Master copies of training manuals and handbooks relating to the provision of training to other agencies, foster carers, non-government organisations, medical practitioners, community groups and schools in standards and competencies mandated by the agency.</p> <p><i>See GDS 30 v2 (as amended) - 5.17 (various) EMPLOYEE MANAGEMENT - Training for the training of volunteers and staff.</i></p>	PERMANENT	Retain as State archives

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.33.2	Training (external)	<p>Supplementary records relating to the provision of training to other agencies, foster carers, non-government organisations, medical practitioners, community groups and schools in standards and competencies mandated by the agency. Includes program proposals, course content, training material, and competency standards.</p> <p><i>See GDS 30 v2 (as amended) - 5.17 (various) EMPLOYEE MANAGEMENT - Training for the training of volunteers and staff.</i></p>	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy
2.33.3	Training (external)	<p>Records relating to the administrative arrangements for the provision of external training programs. Includes applications, attendance and participation records, and assessments.</p> <p><i>See GDS 30 v2 (as amended) - 5.17 (various) EMPLOYEE MANAGEMENT - Training for the training of volunteers and staff.</i></p>	TEMPORARY	Retain a minimum of 15 years after action completed, then destroy
2.33.4	Training (external)	<p>Records relating to the evaluation of external training sessions provided by the agency, including comments regarding the success of topics and/or activities, problems encountered and other general observations.</p> <p><i>See GDS 30 v2 (as amended) - 5.17 (various) EMPLOYEE MANAGEMENT - Training for the training of volunteers and staff.</i></p>	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy

No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.34	<b>Volunteer Management</b>	<p><i>The activities associated with the recruitment and coordination of volunteer workers, including mentors.</i></p> <p><i>See GDS 30: 5.3.2 EMPLOYEE MANAGEMENT – Case Management (Employees) for the appointment, contracting and performance management of volunteers.</i></p> <p><i>See GDS 30: 5.17 EMPLOYEE MANAGEMENT - Training for the training of volunteers.</i></p>		
2.34.1	Volunteer Management	<p>Records relating to arrangements for and management of the recruitment of volunteers.</p> <p><i>See GDS 30 v2 (as amended) - 5.3.2 EMPLOYEE MANAGEMENT – Case Management (Employees) for the appointment, contracting and performance management of volunteers.</i></p> <p><i>See GDS 30 v2 (as amended) - 5.17 (various) EMPLOYEE MANAGEMENT - Training for the training of volunteers and staff.</i></p>	TEMPORARY	Retain a minimum of 7 years after action completed, then destroy
2.34.2	Volunteer Management	<p>Records relating to successful applications to become a volunteer within the agency, where the applications are not maintained in volunteers' Personal Files.</p> <p><i>See GDS 30 v2 (as amended) - 5.3.2 EMPLOYEE MANAGEMENT – Case Management (Employees) for the appointment, contracting and performance management of volunteers.</i></p>	TEMPORARY	Retain a minimum of 100 years after date of birth, then destroy

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No	Function/Activity	Description including Records Examples	Status	Disposal Action
2.34.3	Volunteer Management	Records relating to unsuccessful applications to become a volunteer within the agency.	TEMPORARY	Retain a minimum of 10 years after action completed, then destroy
2.34.4	Volunteer Management	Records relating to the allocation of tasks to volunteers, contracting them to work with specific clients.	TEMPORARY	Retain a minimum of 105 years after action completed, then destroy