



State Records Act 1997

Operational Records Disposal Schedule

Lifetime Support Authority - Participant Care

RDS 2015/05 Version 1

Effective Date: 15 December 2015 to 30 June 2025

Approved Date: 15 December 2015

Approved by SRC



Lifetime Support Authority - Participant Care

Table of Contents

Preamble..... 5

- Purpose of the Schedule 5
- Application of the Schedule..... 5
- Authorisation by State Records 5
- State Records' Contact Information 5

Disposal of Official Records 6

- Legislation 6
- Functions of the Schedule 6
- Using the Schedule 6
 - Layout 7
 - Retention Period of the Record 8
- Custody and Transfer of the Record 8
 - Permanent Records 8
 - Temporary Records 8
- Destruction of Temporary Records 9
- Review 10

Context Statement 11

- Context of the Agency Covered by the Schedule 11
 - Lifetime Support Authority History and Background 11
 - Lifetime Support Authority Role and Function 12
 - Lifetime Support Authority Structure Description 14
 - Predecessor Agencies 15
 - Successor Agencies 15
 - Legislation 15
- Context of the Records Covered by the Schedule 16
 - Coverage of RDS 2015/05 16
 - Related Series Affected by RDS 2015/05 16
 - Complementary Schedules to RDS 2015/05 16
 - Existing Disposal Schedules Superseded by RDS 2015/05 16
 - Records Structure within Lifetime Support Authority 17
 - Broad Description and Purpose of the Records 17
 - Functions and Activities Documented by the Records 17
 - Arrangement of the Records 18



Lifetime Support Authority - Participant Care

Agency Creating the Records 19

Agency Owning or Controlling the Records..... 19

Date Range of the Records..... 19

Volume of the Records..... 19

Special Custody Requirements 19

Special Storage Requirements..... 19

Issues Not Mentioned Previously 19

Comments Regarding Disposal Recommendations..... 19

 Permanent Records Rationale 19

 Temporary Records Rationale 20

 Other Disposal Considerations..... 20

 Disposal Recommendation Effect on Related Records..... 20

 Alternative Record Formats..... 20

 Impact on Native Title Claims..... 21

Indigenous Considerations..... 21

Scope Note 22

Records Covered by this Schedule 22

How to Apply this Schedule..... 22

 Use in conjunction with GDS 22

 Use in conjunction with, or complementary to, other RDS 22

 Other RDS superseded by RDS 2015/05..... 22

 Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded 22

 Records excluded from RDS 2015/05..... 23

 Application to records in all formats 23

Interpretation of the Schedule 23

 Minimum retention periods 23

 Acronyms 23

 Definitions of terms specific to RDS 2015/05 24

Legal Deposit 24

Records and Litigation..... 24

Pre-1901 Records 24

List of Functions and Activities 25

Index to Operational Records Disposal Schedule 28



Lifetime Support Authority - Participant Care

© 2015 - 2025 Government of South Australia

This Operational Records Disposal Schedule may be copied for use by South Australian Government Agencies and Local Government Authorities and for reasonable study, research purposes and any use as permitted under the *Copyright Act 1968*. No part of this Operational Records Disposal Schedule may be reproduced or distributed for profit or gain or for any other purpose without the written permission of the Manager [Director] of State Records of South Australia.

The Terms and Scope Notes in the Schedule Body may include terms and relationships that have been taken from *Keyword AAA: A Thesaurus of General Terms* (© State Records Authority of New South Wales, 1995 and 1998), and are reproduced under a licence agreement between State Records of South Australia and the State Records Authority of New South Wales.



Lifetime Support Authority - Participant Care

Preamble

Purpose of the Schedule

This Operational Records Disposal Schedule (RDS) authorises arrangements for the retention or destruction of records in accordance with Section 23(2) of the *State Records Act 1997*.

Application of the Schedule

Lifetime Support Authority - Participant Care

Approved Date: 15 December 2015

Effective Date: 15 December 2015 to 30 June 2025

Authorisation by State Records

This authorisation applies only to the disposal of the records described in the Schedule.

State Records' Contact Information

State Records of South Australia

GPO Box 464
ADELAIDE
South Australia 5001
Email: StateRecords@sa.gov.au

Ph: 7322 7081

A/Chair, State Records Council

A/Director, State Records



Lifetime Support Authority - Participant Care

Disposal of Official Records

Legislation

Section 23(1) of the *State Records Act 1997* states that an agency must not dispose of official records except in accordance with a determination made by the Manager [Director] of State Records with the approval of the State Records Council.

Section 23(2) states:

‘If an agency requests the Manager to make a determination as to the disposal of official records, the Manager must, as soon as practicable:

- (a) with the approval of the [State Records] Council, make a determination requiring or authorising disposal of the records in a specified manner; or
- (b) make a determination requiring delivery of the records into the custody of State Records or retention of the records and later delivery into the custody of State Records.’

The contents of an RDS, once the approval process is complete, constitute a determination within the meaning of the *State Records Act 1997*.

Functions of the Schedule

An RDS plans the life of these records from the time of their creation to their disposal. It describes the records created and/or controlled by Lifetime Support Authority, the disposal sentence specifying whether they are to be retained as archives or destroyed, and when this should occur.

This Operational Records Disposal Schedule has been prepared in conjunction with staff from Lifetime Support Authority to determine the records which need to be kept because of their long term value and to enable the disposal of records once they are no longer needed for administrative purposes. The assessment of the records takes into account their administrative, legal, evidential, financial, informational and historical values. The appraisal of the records is in accordance with the State Records’ policy as documented in *Appraisal of Official Records – Policy and Objectives* - available from State Records’ website (www.archives.sa.gov.au).

The Schedule complements the General Disposal Schedules (GDS) that are issued by State Records to cover housekeeping and other administrative records common to most State Government agencies.

Using the Schedule

The Schedule applies only to the records described within it.



Lifetime Support Authority - Participant Care

Layout

The Schedule is laid out as follows:

- Item Number:** Numbering in the Schedule is multi level:
- Functions have single numbers (*e.g.* 1.)
 - Activities and/or processes have two-level numbers (*e.g.* 1.1)
 - Disposal classes have three-level numbers (*e.g.* 1.1.1)
- Function:** The general functions are shown in 12 point bold Arial upper case at the start of each section (eg. **PARTICIPANT CARE**)
- Activity/Process:** The activities and processes relating to each function are shown in 12 point bold Arial sentence case (e.g. **Participant Information Management**).
- Description:** Descriptions are in three levels ranging from broad functions to specific disposal classes:
- definitions of functions are shown at the start of each section in bold (e.g. **The function of providing treatment, care and support to participants who are accepted as a participant (or interim participant) the Lifetime Support Scheme. Participants may be within a public hospital, allied health, community health or rehabilitation care setting. Participants may also be located within their own home. A participant can be defined as a person for whom the LSA accepts responsibility for treatment, care and support.**)
 - definitions of activities are located adjacent to the activity title in italics e.g. *The activity of managing information relating to a participant's treatment, care and support services for injuries caused by the motor vehicle accident.*
 - descriptions of each disposal class are arranged in sequence under the activity definitions.
- Disposal Action:** Disposal actions relate to the disposal classes arranged under the activity descriptions. The status of the class is either PERMANENT or TEMPORARY with a disposal trigger and retention period given for all temporary records.



Lifetime Support Authority - Participant Care

Retention Period of the Record

The Schedule is used to sentence records. Sentencing involves applying the record retention periods within the RDS to the records of the Lifetime Support Authority. Decisions are made using the Schedule about whether records are to be retained and, if so, for how long, or when they are to be destroyed.

Retention periods set down in the Schedule are minimum ones and Lifetime Support Authority may extend the retention period of the record if it considers there is an administrative need to do so. Where Lifetime Support Authority wishes to retain records for substantially longer periods it should request that the Schedule be amended to reflect this requirement.

Custody and Transfer of the Record

Permanent Records

Section 19 of the *State Records Act 1997* includes provisions for the transfer of custody of an official record:

- a) when the agency ceases to require access to the record for current administrative purposes or
- b) during the year occurring 15 years after the record came into existence - whichever first occurs

Official records that have been sentenced as permanent, in accordance with an approved disposal schedule, are required to be transferred to State Records.

Agencies with valid reasons to retain permanent records for longer than 15 years should apply in writing to Director [Manager], State Records requesting either a postponement or an exemption from section 19.

It should be noted that postponement or exemption are only granted in exceptional circumstances.

Temporary Records

The custody of official records that have been sentenced as temporary is the responsibility of agencies. A policy and standards framework for the management and storage of temporary value official records has been established by State Records as documented in ***Records of Temporary Value: Management and Storage: Standard and Guidelines (May 2002)***.

Lifetime Support Authority needs to comply with these policy documents - available from State Records' website (www.archives.sa.gov.au).

The custody of official records on networks or hard drives is also the responsibility of agencies. Lifetime Support Authority needs to ensure that records in electronic format remain



Lifetime Support Authority - Participant Care

accessible to authorised users for the duration of the designated retention period. State Records is, however, currently examining options for the transfer of permanent value electronic records in digital form to its custody.

Destruction of Temporary Records

Temporary records can 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. Failure to comply with this direction falls under section 17 of the *State Records Act 1997* and may be considered by ICAC as misconduct or maladministration.

Prior to destruction, the following General Disposal Schedules (GDS) need to be consulted:

- ***GDS 16 Impact of Native Title Claims on Disposal of Records*** to ensure records which are relevant to native title claims in South Australia are identified and preserved.
- ***GDS 27 for Records Required for Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*** to ensure the preservation of official records that may relate to the rights and entitlements of the individuals who present a court claim or apply for an ex gratia payment and of the State Government in defending or processing those claims and applications.
- ***GDS 32 for Records of Relevance to the Royal Commission into Institutional Responses to Child Sexual Abuse*** to ensure that records of relevance to the Royal Commission are protected and available for the purposes of the Royal Commission and any subsequent actions involving the South Australian Government as well as for future reference and accountability purposes and to protect the rights and entitlements of stakeholders.

Lifetime Support Authority must ensure that all destruction is secure and confidential and that a certificate confirming destruction is provided by private contractors.

Standard methods for destruction of paper are shredding, pulping or other means that are environmentally friendly.

Records in electronic format must only be destroyed by reformatting or rewriting to ensure that the data and any “pointers” in the system are destroyed. “Delete” instructions do not offer adequate security as data may be restored or recovered.

Lifetime Support Authority should keep their own record of all records destroyed, noting the relevant disposal authority. Proof of destruction may be required for legal purposes, or in response to FOI applications. When records are destroyed systems that control them should also be updated by inputting destruction dates and relevant disposal authorities.



Lifetime Support Authority - Participant Care

Review

State Records' disposal schedules apply for a period of ten years. Either Lifetime Support Authority or State Records may propose a review of the Schedule at an earlier time, in the event of changes to functions or procedures that affect the value of the records covered by the disposal authority. Reviews are especially necessary if there is vast administrative change that affects the currency and use of the records and/or the records are dispersed to other agencies.

The State Records Council needs to approve all amendments to the Schedule. Officers using the Schedule should advise State Records of any necessary changes.

Approved by SRC



Lifetime Support Authority - Participant Care

Context Statement

Context of the Agency Covered by the Schedule

Lifetime Support Authority History and Background

Compulsory Third Party Insurance Reform

In late November 2012, the Government launched its reform package for the South Australian Compulsory Third Party (CTP) insurance scheme to improve the affordability of the scheme and to deliver improved care and support for people seriously injured in motor vehicle accidents.

In January 2013, Cabinet approved the creation of a CTP Reform Governance Group (Governance Group) consisting originally of the Under Treasurer, Department of Treasury and Finance (DTF) as Chair, the Deputy Chief Executive, Department of the Premier and Cabinet, the Chief Executive of the Motor Accident Commission (MAC) and the Special Counsel, Attorney-General's Department.

The Governance Group was charged with the oversight of all aspects to implement the reforms over the following two years, and to report to the Minister for Health and Ageing.

This included the tort law reforms to improve the affordability of the CTP Scheme effective from 1 July 2013 and establishing the capacity to manage the new no-fault catastrophic care scheme for motor vehicle accidents from 1 July 2014. The introduction of the new care arrangements offering lifetime care and support for people who are catastrophically injured was consistent with the requirements of the agreement between the State and the Commonwealth for the introduction of the National Injury Insurance Scheme.

South Australian legislation

The Lifetime Support Authority (LSA) legislation was introduced to the South Australian Parliament in 2013, following the Council of Australian Governments agreement for a National Injury Insurance scheme, a corollary to the National Disability Insurance Scheme, which emerged from the 2011 Productivity Commission inquiry report into Disability Care and Support. At the same time the South Australian Government was considering CTP reforms having issued a green and a white paper canvassing various reform options.

The States agreed to provide treatment, care and support to those who suffer catastrophic injuries following a motor vehicle accident based on national minimum benchmarks set as the eligibility criterion, which at the time the New South Wales Lifetime Care and Support Authority had in place.

Cabinet also approved a Secretariat within DTF, which became known as the Motor Injury Insurance Reform (MIIR) Branch, to undertake project work for the Governance Group. This included reducing motor vehicle insurance costs and developing a scheme that would ensure



Lifetime Support Authority - Participant Care

South Australians are provided with lifetime treatment, care and support without having to prove fault when seriously and permanently injured in a motor vehicle accident. MIIR commenced in February 2013 and was funded from \$3.6 million sourced from MAC over two years, to implement changes to CTP insurance policies and payments and the scheme that later became known as the Lifetime Support Scheme (The Scheme).

The LSA was established during this time, to manage the Scheme. The LSA Board was appointed in October 2013 and the authority started accepting participants from 1 July 2014. With the commencement of the LSA and the substantial completion of the reforms, the Governance Group decided to finalise the project on 30 June 2014. \$3.1 million was expended over the period to 30 June 2014, \$0.5 million less than the budgeted \$3.6million.

The Lifetime Support Authority

The LSA is a not-for-profit Statutory Authority of the South Australian Government. The LSA was established under section 7 of the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* (the Act).¹ For the purposes of this RDS the participant records commenced from 1 July 2014, which is when the Scheme started accepting participants.

During 2013 – 2014 the LSA was supported by staff from the MIIR Branch of DTF. This Branch was established as a project team reporting to the CTP Reform Governance Group chaired by the Under Treasurer of South Australia. The Governance Group was charged by Cabinet with implementing the Government's CTP reforms, including changes to tort law and damages for motor vehicle injuries, and creation of a no-fault catastrophic care scheme for South Australia.²

Lifetime Support Authority Role and Function

The LSA is responsible for the administration of the Scheme, which commenced on 1 July 2014.³

The LSA provides necessary and reasonable treatment, care and support for children and adults who suffer serious lifelong disabilities in motor vehicle accidents in South Australia that occur on or after 1 July 2014, regardless of fault. People who receive serious injuries that cause paraplegia or quadriplegia, brain injury, whole limb or multiple amputations, major burns or blindness will qualify for support. The Scheme is funded by the Fund levy paid on motor vehicle registrations.

¹ LSA Annual Report 2013-2014 – page 29

² LSA Annual Report 2013-2014 – page 9

³ LSA Annual Report 2013-2014 – page 29



Lifetime Support Authority - Participant Care

The Scheme is governed by the Lifetime Support Scheme Rules (LSS Rules). Section 56 of the Act provides for the Governor on the recommendation of the LSA to make rules to govern the Scheme. The LSS Rules set out the eligibility criteria for acceptance into the Scheme, the assessment tools and the scope of treatment, care and support available to participants. The LSS Rules Advisory Group consisting of key medical, disability and legal experts, as well as community advisers, provided the LSA Board with invaluable advice in the development of the LSS Rules.

The functions of the LSA under the Act are to:

- monitor the operation of the Scheme
- provide advice to the Minister about the administration, efficiency and effectiveness of the LSA
- provide support and funding for programs that will provide high-quality services to participants in the Scheme, and research and education in connection with services provided to participants
- disseminate information about the Scheme
- keep the LSS Rules under review
- be responsible for the LSS Fund.

The Scheme pays for treatment, care and support needs for injuries including:

- medical and dental treatment and pharmaceuticals
- rehabilitation including physiotherapy, occupational and speech therapy
- ambulance transport
- respite care, attendant care, personal care and domestic services
- mobility aids, prostheses, respiratory equipment and communication devices
- home, vehicle and workplace modification⁴.

The Scheme does not cover loss of wages or benefits, or in-hospital ancillary expenses. It arranges a Service Planner for eligible participants, who will coordinate the required services, and be the day-to-day contact for treatment, and monitor any transition from hospital to rehabilitation or home.

The *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* states that one of the functions of the Lifetime Support Authority is to facilitate research and education in connection with services provided to participants in the Lifetime Support Scheme⁵. The Lifetime Support Authority has allocated a pool of research funds totalling \$250,000 for

⁴ Lifetime Support website, Information Sheet A1 www.lifetimesupport.sa.gov.au

⁵ <http://lifetimesupport.sa.gov.au/research/>



Lifetime Support Authority - Participant Care

2015–2016 and seeks research proposals which will inform the provision of high-quality services to participants in the Scheme.

The Authority has identified five (5) specific research priorities to guide the proposals it will consider.

Participant related priorities:

- Getting Life Chances Back
- Adjustment to Injury
- Quality of Life Outcomes

Trends in support:

- Advancements in Technology
- Accommodation Options.

Lifetime Support Authority Structure Description

The LSA is a statutory authority subject to the general control and direction of the Minister for Health, governed by a Board of Directors and run by a small, dedicated team, managed by a Chief Executive.⁶ Cabinet approved on 30 September 2013 the appointment of the LSA Board members. His Excellency the Governor in Executive Council appointed seven members to the Board on 3 October 2013.

The Board appointed a Chief Executive on 1 February 2014 and established administrative arrangements with DTF and the Department of the Premier and Cabinet (DPC) for provision of administrative services.⁷

Three Committees were established also on 3 October 2013.

The Audit Committee provides independent assurance and assistance to the Board on the operation and effectiveness of the Authority's accounting, control, risk management, legislative compliance and internal and external accountability responsibilities.

The Application and Rules Committee oversees the development and implementation of the LSS Rules, including the definitions and eligibility criteria, and Rules review. It also develops and approves processes for applications for entry to the Scheme and for treatment, care and support entitlements, as well as providing oversight for decisions on financially substantive or novel applications. The Committee provides oversight and assistance to the Chief Executive regarding applications and service delivery.

The Finance and Investment Committee develops, implements, reviews and maintains an investment framework and strategy for the LSS Fund, and implements insurance and reinsurance arrangements.

⁶ LSA Annual Report 2013-2014 – page 6

⁷ LSA Annual Report 2013-2014 – page 9



Lifetime Support Authority - Participant Care

The LSA and its Committees are administratively supported by three teams:

- the Service Planning Team comprises professionals who control the framework for decision making around approved services to participants, procedural instructions and consistency of service delivery for participants.
- the Governance Team works to a Governance Framework based on best practice for public sector governance and sets out the standards of accountability and transparency expected of the LSA by stakeholders and the people of South Australia. It aims to drive performance improvement, while meeting the LSA's obligations and legislative requirements. The Framework outlines the principles, elements and mechanisms used by the LSA to support a focus on effective governance through strong leadership, responsible and ethical decision-making, management and accountability, and performance improvement.
- the Finance Team administratively manages the accounting, procurement and general financial management activities of the LSA.

A copy of the organisation chart is attached and marked as Appendix 1.⁸

Predecessor Agencies

- DTF - Motor Injury Insurance Reform Branch⁹ (MIIRB), which was absorbed into LSA by 1 July 2014.

Successor Agencies

There are no successor agencies.

Legislation

Legislation or Rules Administered by the LSA

- *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013*
- *Motor Vehicle Accidents (Lifetime Support Scheme) Regulations 2014*
- *LSS Rules 2014*

List of Legislation not Administered by the LSA but Affecting its Recordkeeping

- *A New Tax System (Goods and Services Tax) Act 1999*
- *Carers Recognition Act 2005*
- *Motor Vehicles Act 1959*

⁸ Appendix 1 – Organisation Chart

⁹ There is no GA number issued to the Motor Injury Insurance Reform Branch, DTF.



Lifetime Support Authority - Participant Care

- *Public Corporations (Lifetime Support Authority) Regulations 2013*
- *Public Corporations Act 1993*
- *Public Finance and Audit Act 1987*
- *Public Sector Act 2009*
- *Public Sector Regulations 2010*
- *Superannuation Fund Management Corporation of South Australia Regulation 2010*
- *Whistleblowers Protection Act 1993*

Context of the Records Covered by the Schedule

Coverage of RDS 2015/05

This RDS has limited application to records documenting the function of Participant Care, since the commencement of LSA on 1 July 2014. LSA is mindful that whilst the corporate records are managed in the compliant recordkeeping system “Objective”, the records documenting the function Participant Care are managed in a non-compliant Customer Relationship Management (CRM) system “SalesForce”. LSA recognises the importance of the Participant Care records, and has developed this RDS specifically for those records. The intent of LSA is to review in due course, the coverage of the remainder of their records and to develop a comprehensive RDS in the future.

The LSA does not have any records in the custody of State Records, nor any temporary records held by an Approved Service Provider. Therefore the LSA has no specific Government Record Series (GRS) nor Government Record Groups (GRGs) covered under RDS 2015/05.

This RDS is cognisant of the need to retain permanently, records which identify Aboriginal people, families and communities, in accordance with Recommendation 21 of the “Bringing them Home” report. A separate disposal class has been created specifically for Aboriginal participants. These records are consistently recorded where Aboriginal and Torres Strait Island descent is declared.

Related Series Affected by RDS 2015/05

There are no related series affected by this RDS.

Complementary Schedules to RDS 2015/05

- GDS 35 (as amended): State Government Boards and Committees of South Australia (effective 19 August 2014 to 31 December 2015)

Existing Disposal Schedules Superseded by RDS 2015/05

There are no existing Disposal Schedules superseded by this RDS.



Lifetime Support Authority - Participant Care

Records Structure within Lifetime Support Authority

LSA recordkeeping protocols are managed by the Office Manager / Executive Assistant. The LSA has chosen to use Salesforce as its Customer Relationship Management (CRM) platform and implementation occurred from August to December 2014. The LSA Records Structure for participants is centralised on the CRM system. There are no prior record structures covered by RDS 2015/05.

Almost 100% of the participant business of the LSA is performed digitally. All hard copy records pertaining to participants are also digitised and captured into Salesforce. Whilst the evidential record is digital, in accordance with the South Australian Premier's mandate,¹⁰ some records are also kept in hard copy. These predominantly are those records required for legal purposes, for example, those relating to signed applications from potential participants. Hard copy files per participant are labelled, numbered and stored in secure cabinets. (See also Arrangement of the Records, p.18 below).

Corporate records are digital and are managed in Objective by arrangement with DTF. Emails are captured in Salesforce where they transact business relating to a participant, or in Objective, where the business is of a corporate nature.

Broad Description and Purpose of the Records

The LSA participant records comprise information (both hard copy and electronic) relating to an injured participant and all the associated medical, administrative, applications and financial information related to the ongoing treatment, care and support to the injured participant. All hard copy records are digitised and all records are electronically maintained on Salesforce, the LSA's CRM system. For the most part, the LSA stores its participants' information in electronic format, however, in some instances there are hard copy files of signed participant applications.

Functions and Activities Documented by the Records

The function and activities of LSA were derived from internal knowledge of the organisation from its recent commencement, and with reference to the Annual Report 2013-2014. The specific function and component activities of the LSA which forms the structure of this RDS are as follows:

PARTICIPANT CARE

- Operational Policy and Procedures
- Participant Information Management.

¹⁰ *Digital by Default*, Office for Digital Government, Premier and Cabinet. November 2014



Lifetime Support Authority - Participant Care

Arrangement of the Records

The records are stored electronically in the LSA customised instance of Salesforce and grouped in accordance with participant information requirements as described above. Within each group the records are stored chronologically, however, the system allows each user to customise the fields in their preferred order. For example, one user could view the recent participant list as participant name / full name / date of birth, whereas a different user could see full name / date of birth / participant name.

Participant files are discrete and are arranged in Participant Identification Number order, with that same identification number serving as the title of the file. Eg. SMI 0005 1 – where SMI is an abbreviated form of the surname, 0005 is the next sequential number, and 1 is the volume. Salesforce also automatically generates a system identifier for each record.

The participant files have divisions reflecting the following:

- Participant detail – name, address, contact number
- Eligibility Status records
- VCR Accident details
- Injury details and pre-existing conditions
- Demographic details including indigenous status
- Case file records
 - Accommodation needs
 - Application
 - Attendant care
 - Complaints
 - Compliments
 - Discharge planning
 - Dispute
 - Enquiry
 - Equipment
 - Guardianship
 - Home modification
 - Medical / psychological
 - My plan
 - Notifications
 - Pharmacy
 - Plans
 - Rehabilitation
 - Support services
 - Treatment, care and support
 - Vocational / educational
- Location history



Lifetime Support Authority - Participant Care

- Applications, forms, Notifications
- Care and Needs Scale Assessment Scores (CANS)
- Participant financial and account information.

Agency Creating the Records

Lifetime Support Authority creates and administers the records covered by this RDS.

Agency Owning or Controlling the Records

Lifetime Support Authority controls and owns the records covered by this RDS.

Date Range of the Records

Records Date Range: 1 July 2014 to **Ongoing**

Volume of the Records

The quantity of records will comprise a mixture of hard copy records and digital records. The current quantity of hard copy records is less than 10 linear metres as the LSA commenced its operations from 1 July 2014. There are no records currently held at State Records or at an Approved Service Provider. The annual accumulation rate for ongoing hardcopy records is estimated to be less than 5 linear metres and is not expected to require the services of a commercial off-site storage provider.

Special Custody Requirements

There are no special custody requirements.

Special Storage Requirements

There are no special storage requirements.

Issues Not Mentioned Previously

There are no issues that have not been mentioned previously.

Comments Regarding Disposal Recommendations

Permanent Records Rationale

Records deemed to be permanent are those which have a continuing value to the State or are of national significance. The appraisal objectives adopted by State Records of South



Lifetime Support Authority - Participant Care

Australia¹¹ for identifying records of permanent value have been considered in the disposal determinations in this RDS.

Generally, the LSA has analysed its records and determined there is a requirement for records to be retained permanently; however those records have coverage both in GDS 35 (as amended), in respect of the proceedings of the Board and its Committees, and also in GDS 15 (as amended) in respect of some strategic and Ministerial reporting. With particular reference to the latter, LSA business includes the deliberations, decisions and actions in recommending the LSS levy to the Minister. In accordance with the LSA Act, the Minister (of Health) sets the LSS Levy based on consultation with the Treasurer and the LSA. The LSA provides information on treatment, care and support requirements for its current participants and future actuarial assessments, to the Minister each year.

Other records deemed to have continuing value that are in this RDS pertain to (a) the operational policy and procedures (Item 1.1.1), and (b) Aboriginal participants. Recommendation 21 of *Bringing Them Home: Report of the National Inquiry into the Separation of Aboriginal and Torres Strait Island (ATSI) Children from Their Families* states “that no records relating to indigenous individuals, families or communities.....whether held by government or non-government agencies, be destroyed”. Accordingly, where the participants are Aboriginal persons, these records will be kept permanently. (Item 1.2.1). These records are consistently managed where the ATSI descent is declared.

Temporary Records Rationale

Temporary records are those considered not to have continuing value to the LSA, the State Government nor to society. Records documenting core business activities in this RDS that are considered of temporary value have long term retention.

The LSA has analysed its records and determined its participants’ records have a life-time retention requirement to be destroyed 100 years after the last transaction.

Other Disposal Considerations

There are no other disposal considerations.

Disposal Recommendation Effect on Related Records

There are no related records affected by the disposal recommendations in this RDS.

Alternative Record Formats

There are no existing alternative formats of the records in this schedule.

¹¹ *Appraisal of Official Records – Policy and Objective Guideline* February 2003 V.1.8



Lifetime Support Authority - Participant Care

Impact on Native Title Claims

Native Title claims are not applicable to this RDS.

Indigenous Considerations

The determinations within *RDS 2015/05* are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*.

The principles outlined in *GDS 16*, relating to Native Title claims, have also been considered in the development of this Schedule.

RDS 2015/05 meets all cultural, historical, legal and administrative requirements.

All documents considered relevant to native title in South Australia must be checked for actual relevance with the Native Title Section of the Crown Solicitor's Office before being disposed of.

Approved by SRC



Lifetime Support Authority - Participant Care

Scope Note

Records Covered by this Schedule

RDS 2015/05 applies to the records of participants in the Lifetime Support Scheme (LSS) administered by the Lifetime Support Authority. See page 16 for further details of the RDS coverage.

How to Apply this Schedule

Use in conjunction with GDS

This Schedule should be used in conjunction with **GDS 15**, as amended, or its successor. Cross-references to the **GDS 15** are included in this Schedule where appropriate.

To identify records that may be potentially relevant to native title claims, please refer to guideline *Identifying documents which may be relevant to Native Title* attached to **GDS 16**. Where records sentenced for temporary retention are identified as having potential relevance to a native title claim, they need to be retained until 31 December 2024.

To identify records that may be potentially relevant to *Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*, please refer to **GDS 27**. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2020.

To identify records that may be potentially relevant to the *Royal Commission into Institutional Responses to Child Sexual Abuse*, please refer to **GDS 32**. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2023.

Use in conjunction with, or complementary to, other RDS

There are no complementary schedules to be used in conjunction with RDS 2015/05.

Other RDS superseded by RDS 2015/05

This RDS does not supersede any existing schedules.

Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded

In this instance, the re-sentencing of records is not required.



Lifetime Support Authority - Participant Care

Records excluded from RDS 2015/05

LSA recognises the importance of the Participant Care records managed in Salesforce, and has developed this RDS specifically for those records. The intent of LSA is to review in due course, the coverage of the remainder of their operational records and to develop a comprehensive RDS in the future.

Application to records in all formats

RDS 2015/05 applies to participant care and related records. Lifetime Support Authority is required to ensure that records remain accessible for the duration of designated retention periods.

Interpretation of the Schedule

Minimum retention periods

Retention periods for temporary records shown in RDS 2015/05 are minimum retention periods for which records need to be retained. It is at the discretion of Lifetime Support Authority as to whether records are kept for longer than the minimum period.

Acronyms

- ASP – Approved Service Provider
- ATSI – Aboriginal & Torres Strait Islanders
- CANS – Care and Needs Scale
- CRM – Customer Relationship Management System
- CTP – Compulsory Third Party (insurance)
- DPC – Department of Premier and Cabinet
- DTF – Department of Treasury and Finance
- GRG – Government Record Groups
- GRS - Government Records Series
- LSA - Lifetime Support Authority
- LSS - Lifetime Support Scheme
- MAC – Motor Accident Commission
- MIIR – Motor Injury Insurance Reform Branch
- VCR – Vehicle Collision Report



Lifetime Support Authority - Participant Care

Definitions of terms specific to RDS 2015/05

- **My Plan** – the approved treatment care and support plan prepared by Service Planners
- **Participant** – an injured person who is deemed eligible by the Scheme to receive ongoing treatment, care and support
- **SalesForce** – a customer relationship management business tool which is cloud based
- **The Scheme** – the Lifetime Support Scheme – an insurance scheme to support people who receive very serious injuries that cause paraplegia or quadriplegia, brain injury, whole limb or multiple amputations, major burns or blindness. A person with these injuries will become an interim participant in the Scheme for up to three years. Once the person's injuries are stable, the LSA will assess whether the client transitions to lifetime participation or leaves the scheme.

Legal Deposit

Legal deposit refers to statutory provisions that oblige publishers to deposit copies of their publications in libraries in the country in which they are published. Under the Commonwealth *Copyright Act 1968* and various Australian state Acts, a copy of any work published in Australia must be deposited with (a) the National Library of Australia and (b) the appropriate State Library. Legal deposit extends not only to commercial publishers but also to private individuals, clubs, churches, societies and organisations.

In South Australia, one copy of publications produced for external use should be deposited with the State Library and the Parliamentary Library (section 35, *Libraries Act 1982*). Publications include books, newspapers, magazines, journals, pamphlets, maps, plans, charts, printed music, records, cassettes, films, video or audio tapes, computer software CD-ROMS, compact discs and other items made available to the public.

Records and Litigation

Where Lifetime Support Authority is aware that records may be required for use in litigation, for use in a government enquiry or the consideration of the Ombudsman, the records must not be destroyed. In such circumstances the records must be retained until two years after all cases and enquiries are complete (including appeals) and then have the original retention period applied to the records.

Pre-1901 Records

All pre-1901 records are required to be **retained permanently** in accordance with a motion approved by the State Records Council on 19 February 2008.

In this instance, this RDS does **NOT** apply to pre-1901 records.



Lifetime Support Authority - Participant Care

List of Functions and Activities

PARTICIPANT CARE26

Operational Policy and Procedures.....26

Participant Information Management26

Approved by SRC



Lifetime Support Authority - Participant Care

| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|---------------------------|---|---|---|
| 1 PARTICIPANT CARE | | | |
| 1 | PARTICIPANT CARE | The function of participant care can be defined as providing treatment, care and support to participants who are accepted as a participant (or interim participant) to the Lifetime Support Scheme. Participants may be within a public hospital, allied health, community health or rehabilitation care setting. Participants may also be located within their own home. A participant can be defined as a person for whom the LSA accepts responsibility for the treatment, care and support. | |
| 1.1 | Operational Policy and Procedures | <i>Standard methods of operating documented by the agency according to statutory requirements or formulated policy.</i> | |
| 1.1.1 | Operational Policy and Procedures | Master copy of agency policies and procedures relating to the lifetime support treatment and care of participants, including Lifetime Support Scheme Rules and Code of Conduct. | PERMANENT |
| 1.1.2 | Operational Policy and Procedures | Facilitative records of agency policies and procedures relating to the lifetime support treatment and care of participants. | TEMPORARY Destroy 10 years after action completed |
| 1.2 | Participant Information Management | <i>The activity of managing information relating to a participant's treatment, care and support services for injuries caused by the motor vehicle accident.</i> | |



Lifetime Support Authority - Participant Care

| Item No. | FUNCTION Activity / Process | Description / Disposal Class | Disposal Action |
|---------------------------|------------------------------------|--|---|
| 1 PARTICIPANT CARE | | | |
| 1.2.1 | Participant Information Management | Records relating to the provision of treatment, care and support to <u>Aboriginal participants</u> . Includes: <ul style="list-style-type: none"> • Participant detail – name, address, contact number • Eligibility Status records • VCR Accident Details • Injury Details and Pre-Existing Conditions • Demographic Details – eg indigenous status • Case Files Records • Location History • Applications, Forms and Notifications • Care and Needs Scale Assessment Scores (CANS) • Participant Financial and Account Information | PERMANENT If digital, actively manage and maintain to ensure ongoing accessibility for evidentiary and/or historical purposes |
| 1.2.2 | Participant Information Management | Records relating to the provision of treatment, care and support to <u>other participants</u> . Includes: <ul style="list-style-type: none"> • Participant detail – name, address, contact number • Eligibility Status records • VCR Accident Details • Injury Details and Pre-Existing Conditions • Demographic Details – indigenous status etc • Case Files Records • Location History • Applications, Forms and Notifications • Care and Needs Scale Assessment Scores (CANS) • Participant Financial and Account Information | TEMPORARY Destroy 100 years after last contact. Maintain and reformat as required for administrative purposes. |



Lifetime Support Authority - Participant Care

Index to Operational Records Disposal Schedule

-O-

Operational Policy and Procedures, PARTICIPANT - CARE26

-P-

PARTICIPANT - CARE26

PARTICIPANT - CARE, Operational Policy and Procedures26

PARTICIPANT - CARE, Participant Information Management26

Participant Information Management, PARTICIPANT - CARE26