



**General Retention and Disposal  
Authority – Public Health Services:  
Administrative Records  
GDA21**

General Disposal  
Authority

21

Issued  
June 2005

**GENERAL RETENTION AND DISPOSAL AUTHORITY – PUBLIC HEALTH SERVICES:  
ADMINISTRATIVE RECORDS**

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## General Retention and Disposal Authority

**GDA no**    **GDA21**

**Public office**    This authority applies to public offices responsible for the management and delivery of health care services within the NSW public health system. This includes public health organisations such as local health districts, Statutory Health Corporations and Affiliated Health Organisations in respect of their recognised establishments and services.

**Scope**    This authority applies to records created and maintained to support the management and delivery of public health care services and programs.  
This authority does not apply to the records of the Clinical Excellence Commission with regard to its functions and responsibilities.

**Authority**    This general retention and disposal authority is issued under section 21(2)(c) of the State Records Act. It has been approved by the Board of the State Records Authority in accordance with section 21(3) of the State Records Act.

**Authorised**

David Roberts    23/6/2005  
Director    Date  
State Records Authority of New South Wales

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# Part 1: General Retention and Disposal Authority

## 1.1 Quick reference to classes of records covered

Records		Reference
Pre 1940 records	Records relating to the administration of health services or facilities created prior to 1940. This refers to records identified in the sections below created wholly or in part prior to 1940.	19.1.0
CHILDCARE SERVICES	Removed. See <i>FA404, Provision and regulation of childcare services.</i>	1.1.0
CLINICAL SERVICES	Agreements	2.1.0
	Audits	2.2.0
	Compliance	2.3.0
	Evaluation	2.4.0
	Incident management	2.5.0
	Liaison	2.6.0
	Meetings	2.7.0
	Policy & Procedures	2.8.0
	Programs	2.9.0
	Reporting	2.10.0
	Reviewing	2.11.0
	Service provision	2.12.0
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COMMERCIAL SERVICES	Agreements	3.1.0
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	Donations and subscriptions	4.4.0
	Liaison	4.5.0
	Media relations	4.6.0
CORPORATE MANAGEMENT	Agreements	5.1.0
	Board management	5.2.0
	Committees	5.3.0
	Counter disaster planning	5.4.0
	Legislation	5.5.0
	Performance management	5.6.0
	Planning	5.7.0
	Policy	5.8.0
	Procedures	5.9.0
	Reporting	5.10.0
	Risk management	5.11.0
CORPORATE SUPPORT SERVICES	Accommodation services	6.1.0
	Agreements	6.2.0
	Audits	6.3.0
	Compliance	6.4.0
	Evaluation	6.5.0
	Food services	6.6.0
	Inspections	6.7.0
	Reception and switchboard services	6.8.0
	Volunteer co-ordination	6.9.0
EDUCATION, TRAINING AND STAFF DEVELOPMENT	Agreements	7.1.0
	Compliance	7.2.0
	Course development	7.3.0

	Student records	7.4.0
	Training	7.5.0
EPIDEMIOLGY AND SURVEILLANCE	Data collection	8.1.0
	Methodologies	8.2.0
	Reporting	8.30
EQUIPMENT (Medical)	Compliance	9.1.0
	Installation	9.2.0
	Operating standards & procedures	9.3.0
	Training	9.4.0
GOVERNMENT RELATIONS	Inspections	10.1.0
	Hearings	10.2.0
	Reporting	10.3.0
HEALTH PROMOTION	Agreements	11.1.0
	Campaigns, programs & projects	11.2.0
	Evaluation	11.3.0
	Liaison	11.4.0
	Planning	11.5.0
	Training	11.6.0
HEALTH PROTECTION	Advice	12.1.0
	Agreements	12.2.0
	Audits	12.3.0
	Breaches	12.4.0
	Complaints	12.5.0
	Enquiries	12.6.0
	Immunisation	12.7.0
	Incidents	12.8.0
	Inspections	12.9.0
	Investigations	12.10.0
	Notification and surveillance	12.11.0

	Planning	12.12.0
	Reporting	12.13.0
PERSONNEL	Allocation	13.1.0
	Employment conditions	13.2.0
PROPERTY MANAGEMENT	Accommodation planning	14.1.0
	Acquisition and Disposal	14.2.0
	Capital works	14.3.0
	Compliance	14.4.0
	Fits outs, installations and maintenance	14.5.0
	Leasing	14.6.0
	Maps and signage	14.7.0
	Security	14.8.0
	Traffic management	14.9.0
	Waste management	14.10.0
RESEARCH MANAGEMENT	Agreements	15.1.0
	Allegations	15.2.0
	Approvals	15.3.0
	Funding applications	15.4.0
	Product management	15.5.0
	Reporting	15.6.0
SERVICE DEVELOPMENT	Consultation	16.1.0
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	Recruitment	18.4.0

## 1.2 Retention periods and disposal actions

The following table contains the authorised minimum retention periods and disposal actions applying to the classes of administrative records maintained by public health organisations.

No	Classes of records	Disposal Action
1.0.0	<p><b>CHILDCARE SERVICES</b></p> <p>Removed see <i>FA404, provision and regulation of childcare services.</i></p>	
2.0.0	<p><b>CLINICAL SERVICES</b></p> <p>The provision of medical, dental, surgical, mental health services etc usually within a hospital or health services facility. This includes management of the expectations, requirements and quality of clinical practice and the provision of allied health, rehabilitation, pastoral, interpreter or other services directly relating to the provision of patient care.</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to the treatment and care of individual patients</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Committees</b> for records of Appointments, Creditation, Practitioner committees etc</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Planning</b> for records relating to strategic planning processes or business and operational plans for individual programs, units or facilities</p> <p><b>See</b> <b>CORPORATE SUPPORT SERVICES</b> for records relating to services such as Accommodation, Linen Supply, Food Services, Cleaning etc</p> <p><b>See</b> <b>EQUIPMENT (Medical)</b> for records relating to the acquisition and maintenance of medical equipment, including biomedical engineering services</p> <p><b>See</b> <b>PERSONNEL</b> for records relating to the terms and conditions of employment for visiting practitioners</p> <p><b>See</b> <b>SERVICE DEVELOPMENT</b> for records relating to the analysis of service needs and planning for area or service wide delivery of services</p>	
2.1.0	<p><b>Agreements</b></p> <p>Processes associated with the establishment,</p>	

No	Classes of records	Disposal Action
	maintenance, review and negotiation of agreements	
2.1.1	Records relating to formal agreements, contracts or arrangements for the provision or delivery of services. This includes records relating to the negotiation, implementation and review of the agreement.	Retain minimum of 7 years after expiry of the agreement or last action, whichever is the longer, then destroy
2.1.2	Records relating to collaborative partnerships, arrangements or networks with other service providers	Retain minimum of 5 years after last action, then destroy
2.2.0	<p><b>Audits</b></p> <p>Activities associated with officially checking operational records, processes or systems for the purposes of ensuring compliance with standards, policies, procedures etc</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to audits carried out for the purposes of evidence based quality management assessments of treatments or patient management practices and for records relating to audits carried out in relation to incidents or investigations</p> <p><b>See</b> <b>Reviewing</b> for records of ad hoc audits carried out as part of program or service review processes</p>	
2.2.1	Records relating to the conduct of operational or performance audits to assess compliance with standards or procedures eg drug audits, health care record audits etc. This includes records relating to reports of and remedial action taken as an outcome of the audit.	Retain minimum of 6 years after last action, then destroy
2.3.0	<p><b>Compliance</b></p> <p>Activities associated with complying with legal or regulatory requirements or international or national healthcare and quality management standards</p>	
2.3.1	Records relating to the accreditation or certification of services or facilities by external National, State, industry and/or professional bodies	Retain minimum of 5 years after accreditation renewed or lapses, then destroy
2.4.0	<p><b>Evaluation</b></p> <p>Activities associated with measuring the effectiveness, efficiency and accessibility of services, programs etc to determine their suitability or assess their performance. This includes ongoing monitoring activities.</p>	
2.4.1	Records relating to the evaluation of new services or programs for the purposes of assessing their	<b>Required as State archives</b>

No	Classes of records	Disposal Action
	suitability to continue or for broader uptake and implementation.	
2.4.2	Records relating to the evaluation of existing programs, practices, methods, service systems, technology etc employed in the provision of services. This includes records relating to the conduct of surveys (eg patient satisfaction surveys), benchmarking activities and comparative or analysis reports generated from the monitoring of activities, performance and outcomes of care.	Retain minimum of 10 years after last action, then destroy
2.5.0	<p><b>Incident management<sup>1</sup></b></p> <p>Activities associated with managing and responding to incidents involving patients, this includes sentinel and adverse events</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to the management and handling of complaints, incidents, investigations (including root cause analysis (RAC) investigations) and/or litigation involving the health facility and its patients/clients</p> <p><b>See</b> <b>GOVERNMENT RELATIONS</b> for records relating to the reporting of complaints or incidents to external organisations eg NSW Department of Health, Health Care Complaints Commission, Professional Registration bodies</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> <b>GOVERNMENT RELATIONS – Inquiries</b> for records relating to formal Inquiries or investigations by external bodies</p> <p><b>See also</b> <i>General Retention and Disposal Authority – Personnel records</i> for records relating to the handling of complaints or incidents concerning members of staff or individual clinicians</p>	
2.5.1	Records relating to subsequent rectification action taken in response to an incident, for example the implementation of recommendations of an investigation etc	Retain minimum of 7 years after last action or until all persons involved in the incident attain or would have attained the age of 25, whichever is the longer, then destroy

<sup>1</sup> Details of any incidents or adverse events occurring during the course of patient treatment or care are to be recorded and maintained as part of the main (unit) patient/client record. Where possible a copy of any incident report or notification to do with direct patient treatment/care is to be filed and maintained as part of the patient record. Records of investigations should be managed in accordance with NSW Department of Health policy

No	Classes of records	Disposal Action
2.5.2	Records relating to the monitoring of the occurrence of incidents involving patients. This includes copies of incident or adverse event notification forms maintained for monitoring purposes and associated analysis reports generated from data gathered via the monitoring process.	Retain minimum of 7 years after last action, then destroy
2.6.0	<p><b>Liaison</b></p> <p>Activities associated with maintaining regular general contact between the organisation and other related professionals, professional associations, private sector organisations, non-government or community groups etc. Includes provision of advice or information of a routine nature, information sessions and general discussions and collaboration on projects that are not joint ventures.</p> <p><b>See</b> <b>SERVICE DEVELOPMENT</b> for records relating to consultation with other service providers, community groups, professional associations, industry groups etc for planning and service development purposes</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records of correspondence or liaison with another service provider concerning an individual patient</p>	
2.6.1	Records relating to routine liaison with other organisations or service providers concerning service arrangements or for information sharing purposes	Retain minimum of 2 years after last action, then destroy
2.7.0	<p><b>Meetings</b></p> <p>The activities associated with meetings held to formulate, discuss, update or resolve issues or matters pertaining to the management of the service or unit</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Committees</b> for records of committee meetings</p>	
2.7.1	Records relating to the conduct of unit level meetings concerning clinical performance issues eg Morbidity & Mortality meetings, Peer Review meetings etc. This includes records of meeting agendas, minutes, background papers and reports.	Retain minimum of 7 years after last action, then destroy
2.7.2	Records relating to the conduct of meetings for routine operational purposes eg team or section meetings	Retain minimum of 5 years after last action, then destroy
2.8.0	<p><b>Policy &amp; Procedures</b></p> <p>Activities associated with the development of local</p>	

No	Classes of records	Disposal Action
	operational policies, procedures, protocols etc relating to clinical practices	
2.8.1	Collections of clinical policies, procedures guidelines etc documenting the practices of a particular facility or service and of value for social or medical research purposes	<b>Required as State archives</b>
2.8.2(a)	Records relating to locally developed policies, procedures, protocols or guidelines concerning clinical practices. Includes records of proposals, background research, consultation and master copies of adopted policies, procedures etc and associated circulars.	Retain minimum of 25 years after superseded, then destroy
2.8.2(b)	Records relating to routine implementation of or minor changes to practices (but where no changes to policy are made)	Retain minimum of 5 years after action completed, then destroy
2.9.0	<b>Programs</b> Activities associated with the administration of particular health care programs	
2.9.1	Records relating to the administration of drugs or other specialised programs eg the methadone or highly specialised drugs program. This includes records of submissions, applications, approvals, authorisations and arrangements concerning the conduct of the program.	Retain minimum of 10 years after action completed, then destroy
2.10.0	<b>Reporting</b> The provision of a formal response to a situation or request for information or as a requirement concerning aspects of the organisation's responsibilities, performance or activities <b>See also</b> <b>CORPORATE MANAGEMENT – Reporting</b>	
2.10.1	Returns and survey data provided by or to services for collation for reporting and monitoring purposes	Retain until the records are no longer required for administrative, data verification or reference purposes, then destroy
2.11.0	<b>Reviewing</b> Activities associated with the examination of processes, procedures, systems or outcomes for the purposes of assessing the performance, quality or suitability of services, programs etc <b>See</b> <i>General Retention and Disposal Authority – Personnel records</i> for records relating to complaints concerning or reviews of an individual clinician's performance	

No	Classes of records	Disposal Action
2.11.1	Records relating to the conduct of reviews establishing the need for major reform or restructure of programs or services	<b>Required as State archives</b>
2.11.2	Records relating to the conduct and outcomes of reviews or ad hoc audits of specific clinical practices, procedures or services eg chart or medical record reviews	Retain minimum of 6 years after last action, then destroy
2.12.0	<p><b>Service provision</b></p> <p>Activities associated with the provision of auxiliary services to patients/clients</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to the provision of treatment and care to individual patients of allied health, rehabilitation, social work services etc</p> <p>See the <i>General retention and disposal authority: administrative records</i> PERSONNEL – Misconduct for records relating to the management of complaints or allegations involving staff.</p>	
2.12.1	Records relating to the provision of pastoral care. This includes records of requests and referrals for patient visits (including log books etc), arrangements for memorial or funeral services, provision of sacraments etc.	Retain minimum of 3 years after last action, then destroy
2.12.2	Records relating to requests and arrangements for the provision of interpreter services for individual patients/clients	Retain minimum of 3 years after last action, then destroy
2.13.0	<p><b>Staff qualifications</b></p> <p>The processes associated with determining appropriate requirements or qualifications for clinical practice to meet the needs of the organisation or area.</p> <p><b>See</b>  <b>CORPORATE MANAGEMENT – Committees</b> for records relating to the determination of clinical privileges or credentials of individual practitioners</p>	
2.13.1	Records relating to consultation with external bodies such as educational institutes or professional associations regarding the determination of appropriate qualifications, experience and continuing education/professional development requirements for clinical positions	Retain minimum of 10 years after last action, then destroy
2.13.2	Records relating to determining the qualifications and experience of practitioners required to meet the particular health needs of the area	Retain minimum of 10 years after last action, then destroy

No	Classes of records	Disposal Action
2.14.0	<p><b>Standards</b></p> <p>The process of implementing standards, benchmarks or indicators to measure and enhance the quality and performance of the organisation</p>	
2.14.1	Records relating to the development of standards, benchmarks or indicators as measures of clinical management, performance or outcomes of care	Retain minimum of 10 years after superseded, then destroy
2.14.2	Copies of care standards, performance indicators etc developed by other organisations that provide guidance on how performance is to be measured	Retain minimum of 5 years after superseded, then destroy
3.0.0	<p><b>COMMERCIAL ACTIVITIES</b></p> <p>Activities undertaken by the organisation where they compete commercially or provide services to other organisations on a fee for service basis. This includes the provision of Food, Linen, Rehabilitation and other services (for example gymnasium, health and fitness centre services) to external clients on a commercial basis or activities, such as the provision of health related expertise and professional services, undertaken on a contract or consultancy basis for other organisations.</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Planning</b> for corporate or strategic plans relating to the development and expansion of such services and for business plans etc of individual units</p> <p><b>See</b> <b>RESEARCH MANAGEMENT</b> for records relating to research projects or joint ventures</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> for records relating to the general administration of these services or units.</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for diagnostic results and reports of pathology/diagnostic services provided on a commercial basis to external organisations</p>	
3.1.0	<p><b>Agreements</b></p> <p>Processes associated with the establishment, maintenance, review and negotiation of agreements</p>	
3.1.1	Records relating to tenders for and the establishment, maintenance, review and negotiation of contracts and agreements relating to the provision of services to other organisations or individuals on a commercial basis	Retain minimum of 7 years after expiry of the agreement or after last action, whichever is the longer, then destroy



No	Classes of records	Disposal Action
3.2.0	<p><b>Client management</b></p> <p>Activities associated with the management of client relations and contact</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative records</i> FINANCIAL MANAGEMENT for records relating to payments, debt recovery etc</p>	
3.2.1	Client registration or contact details	Retain until no longer required for administrative purposes, then destroy
3.2.2	Records relating to routine correspondence and communications with clients concerning service arrangements	Retain minimum of 2 years after last action, then destroy
3.3.0	<p><b>Fees and charges</b></p> <p>Activities associated with the management of payments for services</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative records</i> FINANCIAL MANAGEMENT for invoice and accounting records relating to the receipt of payments, debt recovery etc</p>	
3.3.1	Records relating to the determination of fees and charges for commercial services and to the distribution of income	Retain minimum of 5 years after last action, then destroy
3.4.0	<p><b>Marketing</b></p> <p>Activities associated with the promotion of products and services</p>	
3.4.1	Records relating to the advertising or promotion of services. This includes arrangements for activities to attract or promote services and the production and distribution of advertising/promotional material.	Retain minimum of 2 years after last action, then destroy
3.4.2	Promotional brochures, flyers, leaflets etc	Retain until superseded, then destroy
3.5.0	<p><b>Projects</b></p> <p>Activities associated with the management of specific projects, consultancies or business initiatives</p>	
3.5.1	Records relating to projects or services provided on a consultancy or fee for service basis. This includes progress reports, working papers etc.	Retain minimum of 7 years after all terms and conditions of the agreement have been completed or expired, then destroy

No	Classes of records	Disposal Action
3.5.2	Records relating to proposals for and appraisals of projects concerning commercial or business opportunities	Retain minimum of 5 years after last action, then destroy
3.6.0	<p><b>Reporting</b></p> <p>The provision of a formal response to a situation or request for information or as a requirement concerning aspects of the organisation's responsibilities, performance or activities</p> <p><b>See also</b> <b>CORPORATE MANAGEMENT – Reporting</b></p>	
3.6.1	Records relating to the evaluation and review of commercial activities and associated reports or recommendations	Retain minimum of 5 years after last action, then destroy
4.0.0	<p><b>COMMUNITY RELATIONS</b></p> <p>The function of establishing rapport with the community and raising and maintaining the organisation's broad public profile. Includes relationships with professional bodies, industry and community stakeholders and management of client services and reactions to those services</p> <p><b>See also</b> <i>General Retention and Disposal Authority – Administrative records</i> COMMUNITY RELATIONS</p>	
4.1.0	<p><b>Celebrations, ceremonies and functions</b></p> <p>The activities associated with arranging and managing festivities, ceremonies or formal social occasions to honour observe or commemorate a particular event or occasion or to enhance the organisations internal or external relationships or to promote its services or image. This includes functions or events held for fundraising purposes.</p>	
4.1.1	Programs, invitations, recordings and photographs of celebrations, ceremonies and functions of State significance or marking major or significant events in the history and development of the organisation for example the opening of a new hospital or major facility, centenaries, graduation ceremonies etc	<b>Required as State archives</b>
4.1.2	Records of other events and occasions	Retain until reference ceases, then destroy
4.1.3	Records relating to administrative arrangements for events (including acceptances, guest lists, catering, venue booking, entertainment etc)	Retain minimum of 2 years after last action, then destroy
4.2.0	<p><b>Communication strategies</b></p> <p>Processes associated with identifying mechanisms and strategies for establishing and maintaining</p>	

No	Classes of records	Disposal Action
	community rapport, liaison and communication networks  <b>See</b> <b>SERVICE DEVELOPMENT – Consultation</b> for records relating to formal consultations with stakeholder groups eg other service providers, community groups, non-government organisations etc	
4.2.1	Records relating to the development and implementation of measures to improve communication with the community and increase consumer participation, including professional bodies, industry, community groups and other stakeholders	Retain minimum of 10 years after last action, then destroy
4.3.0	<b>Complaints and public reaction</b>  The process of handling public reaction to an organisation's policies or services. This includes activities associated with the handling and resolution of grievances from patients, clients, members of the public etc  <b>See also</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to complaints, incidents, investigations and/or litigation involving a health facility and a patient/client  <b>See</b> <b>GOVERNMENT RELATIONS</b> for records relating to complaints and inquiries requiring notification to external organisations  <b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> COMPENSATION and LEGAL SERVICES for complaints resulting in public liability claims	
4.3.1	Summary records providing details of the nature and outcomes of complaints about the organisation or its facilities and services. Includes registers of complaints (where maintained) or formal reports to executive management summarising the nature and outcomes of complaints received.	<b>Required as State archives</b>
4.3.2	Records relating to complaints concerning non clinical matters that result in a routine response or are minor in nature or that are unsubstantiated (eg complaints about meals that do not raise issues of food safety, access to services, staff demeanour)	Retain minimum of 2 years after last action, then destroy
4.3.3	Letters of compliments or appreciation from patients, clients, members of the public etc	Retain until reference ceases, then destroy

No	Classes of records	Disposal Action
4.4.0	<p><b>Donations and subscriptions</b></p> <p>Activities associated with managing money, items or artefacts or property donated to the organisation and former hospital subscribers</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative records</i> COMMUNITY RELATIONS – Marketing for records relating to sponsorships</p>	
4.4.1	Records documenting donations or bequests of money, items, artefacts or property that are of long term or on going value to the organisation or facility	<b>Required as State archives</b>
4.4.2	Records relating to former hospital subscribers and life members. This includes Subscriber registers, minutes of meetings etc <sup>2</sup> .	<b>Required as State archives</b>
4.4.3	Records documenting all other donations	Retain minimum of 7 years after receipt of money or disposal of item etc, then destroy
4.4.4	Records relating to the solicitation of donations	Retain minimum of 2 years after last action, then destroy
4.4.5	Donor contact details	Retain until no longer required for administrative purposes then destroy
4.5.0	<p><b>Liaison</b></p> <p>Activities associated with maintaining regular contact between the organisation and professional organisations and associations, private sector organisations and community groups</p> <p><b>See</b>  <b>CLINICAL SERVICES</b> records of liaison with other service providers concerning the provision of clinical services</p> <p><b>See</b>  <b>CORPORATE MANAGEMENT- Committees</b> for records relating to Health Councils, Community Advisory Committees etc</p> <p><b>See</b>  <b>SERVICE DEVELOPMENT – Consultation</b> for records relating to formal consultations with stakeholder groups eg other service providers, community groups, non-government organisations etc</p>	

<sup>2</sup> These records would have been created by facilities operating under the provisions of the former Public Hospitals Act 1929. They are no longer created by Services.

No	Classes of records	Disposal Action
4.5.1	Records relating to liaison with other organisations or service providers in relation to routine matters or concerning the provision or exchange of information or general advice about services	Retain minimum of 5 years after last action, then destroy
4.5.2	Records relating to organisational membership of professional associations	Retain until membership expires or is renewed, then destroy
4.6.0	<b>Media relations</b> Activities associated with establishing a relationship between the media and the organisation	
4.6.1	Master copies of media releases or media statements prepared by or for the organisation	<b>Required as State archives</b>
4.6.2	Records relating to the management and handling of media coverage of issues involving the organisation. This includes records relating to dealings with media organisations, arrangements for interviews etc	Retain minimum of 2 years after last action, then destroy
5.0.0	<b>CORPORATE MANAGEMENT</b> The function of managing the organisation as a whole, including management of the governing body of the organisation. This includes activities associated with the development of the organisation's mission, objectives and policy, establishment of organisational structures, strategic and business planning to determine methods of operation and priorities for service delivery, performance monitoring of the management and operations of the organisation and management of the Board (including former hospital and Area Health Service boards) or equivalent governing body of the organisation. <b>See also</b> <i>General Retention and Disposal Authority – Administrative records</i> STRATEGIC MANAGEMENT	
5.1.0	<b>Agreements</b> Processes associated with the establishment, maintenance, review and negotiation of agreements	
5.1.1	Records relating to agreements, memorandum of understanding etc with the NSW Department of Health, Area Health Services or other organisations having implications for major liabilities, obligations or governance of the organisation as a whole	<b>Required as State archives</b>
5.2.0	<b>Board management</b> Activities associated with the management of Boards or equivalent governing body of an organisation <b>See</b>	

No	Classes of records	Disposal Action
	<b>Committees</b> for records relating to Committees or Sub Committees established by the Board	
5.2.1	Records relating to appointments. This includes records relating to terms and conditions of appointments and disclosures of pecuniary interests of Board members.	<b>Required as State archives</b>
5.2.2	Master set of minutes, agendas, resolutions, reports and associated background and working papers etc of the Board	<b>Required as State archives</b>
5.2.3	Duplicates or copies of minutes, agendas etc circulated or maintained for reference or information purposes	Retain until no longer required for administrative or reference purposes, then destroy
5.2.4	Records relating to nominations for appointments to the Board	Retain minimum of 6 months after appointments are finalised, then destroy
5.2.5	Records relating to arrangements for the payment of remuneration and allowances (including travel and subsistence allowances) to Board members	Retain minimum of 6 years after last action, then destroy
5.3.0	<b>Committees<sup>3</sup></b> The activities associated with the management of committees, councils, task forces, working groups etc (internal, external, private, local, state, Commonwealth etc). Includes the committee's establishment, terms of reference and appointment of members, proceedings, minutes, reports, agendas etc	
5.3.1	Advisory committees/councils. Records relating to the establishment and meetings of committees, councils etc established to facilitate consultation and input from stakeholder groups or for the purposes of providing oversight and/or advice to the organisation with regard to the conduct of its operations and services. This includes advisory or consultative committees such as Health Councils, Area Health Advisory Councils, Community Advisory Committees, Education Advisory Committees, Death Review Committees, Qualified Privilege Committees etc. This includes records relating to the appointment of Committee members and master sets of minutes, agendas, resolutions, reports and associated background and working papers etc of the	<b>Required as State archives</b>

<sup>3</sup> Duplicate copies of Committee minutes, agendas etc circulated or maintained for reference or information purposes only may be disposed of in accordance with normal administrative practice when no longer required and reference has ceased (see **Guideline on Normal Administrative Practice** Part 4 Duplicates of records). Services or units should ensure that responsibility for maintenance of a master set of Committee papers (ie meeting agendas, minutes, background papers and reports etc) is established prior to the destruction of duplicate sets or copies of records.

No	Classes of records	Disposal Action
	committee	
5.3.2	Board committees. Records relating to charters for committees and sub-committees of the Board and master sets of minutes, agendas, resolutions, reports and associated background and working papers etc of committee or sub-committee meetings	<b>Required as State archives</b>
5.3.3	Records relating to the establishment and meetings of ethics/research committees such as Human Research Ethics Committees, Ethics Policy Committees, Animal Experimentation Ethics Committees, Bioethics Committees etc. Includes records relating to terms of reference, appointments to, terms and conditions of membership, policies and working procedures, and master sets of minutes, agendas, resolutions, reports, research protocol decisions, terms and conditions of approvals and associated background and working papers etc of the committee.	<b>Required as State archives</b>
5.3.4	Practitioner committees. Records relating to the establishment and meetings of practitioner committees such as Medical Appointments, Clinical Privileges and Credentials Committees or Councils, Nurse Practitioner Committees etc. This includes records relating to terms of reference, appointments to and master sets of minutes, agendas, resolutions, reports and associated background and working papers of the committee Privileges and Credentials Committees or Councils, Nurse Practitioner Committees etc.	<b>Required as State archives</b>
5.3.5	Records relating to agendas, minutes, background and working papers, reports of other peak or significant committees established to determine organisational policy or for strategic planning or management purposes	<b>Required as State archives</b>
5.3.6	Records relating to agendas, minutes, background and working papers, reports etc of joint boards, external or inter-agency committees where the organisation provides the secretariat <b>See also 5.3.1</b> (Advisory Committees) above for records of Committees involving external stakeholders established for consultation or advisory purposes	<b>Required as State archives</b>
5.3.7	Records relating to agendas, minutes, background and working papers, reports of external or inter-agency committees where the organisation does not provide the secretariat	Retain until no longer required for reference purposes, then destroy
5.3.8	Records relating to agendas, minutes, background and working papers, reports of other committees established for operational purpose	Retain minimum of 5 years after last action, then destroy

No	Classes of records	Disposal Action
5.3.9	Routine administrative records relating to arrangements such as meeting dates, times, venues, travel, catering etc	Retain minimum of 1 year after last action, then destroy
5.4.0	<p><b>Counter disaster planning</b></p> <p>Activities associated with planning for and management of emergency services co-ordination in the event of a disaster such as flood, fire, accident or environmental damage in accordance with NSW Health State disaster planning. This includes planning for matters such as:</p> <ul style="list-style-type: none"> <li>• public health</li> <li>• medical response</li> <li>• mental health</li> <li>• liaison with other agencies, including local government, Federal and interstate agencies</li> <li>• protocols and standard operating procedures.</li> </ul>	
5.4.1	Plans, policies and protocols for counter disaster or emergency response operations	Retain minimum of 10 years after superseded, then destroy
5.4.2	Records relating to the development and administration of the State Disaster Plan. This includes records of exercises and testing, operational debriefs, assignment of responsible officers etc.	Retain minimum of 5 years after action, then destroy
5.5.0	<p><b>Legislation</b></p> <p><b>See also</b>  <i>General Retention and Disposal Authority – Administrative records STRATEGIC MANAGEMENT</i></p>	
5.5.1	Master set of by-laws made by the organisation	<b>Required as State archives</b>
5.5.2	Records relating to the development of by-laws	Retain minimum of 10 years after action completed, then destroy
5.6.0	<p><b>Performance management</b></p> <p>Activities associated with the evaluation of corporate performance to ensure the organisation's goals and objectives are achieved</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Personnel records PERSONNEL</i> for records relating to individual performance management agreements and assessments etc</p>	
5.6.1	Records relating to evaluations, reviews or appraisals of management performance	Retain minimum of 10 years after last action,



No	Classes of records	Disposal Action
		then destroy
5.6.2	Records relating to the evaluation of performance and delivery of health outcomes for individual units or comparison of services	Retain minimum of 10 years after last action, then destroy
5.6.3	Records relating to targets for health outcomes and standards for measurement of performance and comparison of services	Retain 10 years after action completed, then destroy
5.7.0	<p><b>Planning</b></p> <p>The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to meet those needs.</p>	
5.7.1	Records relating to the development of corporate, business and strategic or targeted health service plans for the whole organisation, area or state wide services. This includes records relating to the development of the corporate mission and vision of the organisation and master copies of final approved plans.	<b>Required as State archives</b>
5.7.2	Records relating to the development and implementation of operational, business or action plans of individual departments, programs, units, facilities or services. This includes records of planning meetings etc.	Retain minimum of 5 years after plan is superseded, then destroy
5.8.0	<p><b>Policy</b></p> <p>The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making and/or as the basis from which the organisation's operating procedures are determined</p> <p><b>See</b> <b>CLINICAL SERVICES – Policy and procedures</b> for locally developed policies, procedures, protocols etc relating to clinical practices</p> <p><b>See also</b> <i>General Retention and Disposal Authority – Administrative records</i> STRATEGIC MANAGEMENT</p>	
5.8.1	Records relating to the implementation of NSW Department of Health policy initiatives, directives or guidelines concerning health care services or patient/client health care matters. This includes policies developed locally in accordance with NSW Department of Health directives, master copies of directives relating to the communication and promulgation of the policy throughout an organisation.	Retain minimum of 10 years after superseded, then destroy
5.8.2	Records relating to the formulation and implementation of the organisation's own	Retain minimum of 10 years after superseded,

No	Classes of records	Disposal Action
	operational policies. Includes records of policy proposals, background research, consultation drafts, final versions of policy documents and masters of directives and memorandum. This includes policies dealing with operational or administrative matters eg privacy, travel, use of equipment, vehicles etc.	then destroy
5.8.3	Records relating to the development of standards or codes of conduct relating to ethical behaviour, professional practices etc <sup>4</sup>	Retain minimum of 5 years after revised or superseded, then destroy
5.9.0	<p><b>Procedures</b></p> <p>Standard methods of operating laid down by an organisation according to formulated policy</p> <p><b>See</b> <b>CLINICAL SERVICES – Policy and procedures</b> for locally developed policies, procedures, protocols etc relating to clinical practices</p>	
5.9.1	Master copies and associated records relating to the development and implementation of procedures, guidelines, manuals etc concerning the management or provision of health care services. This includes procedures etc developed locally or implemented in accordance with Department of Health directives <sup>5</sup> .	Retain minimum of 10 years after superseded, then destroy
5.9.2	Procedures, guidelines or manuals etc and related records concerning general operational or routine administrative matters eg travel, use of vehicles, equipment, facilities etc	Retain until superseded and no longer required for ongoing reference purposes, then destroy
5.10.0	<p><b>Reporting</b></p> <p>The provision of a formal response to a situation or request or as a requirement concerning aspects of the organisation's responsibilities, performance or activities</p> <p><b>See</b> <b>GOVERNMENT RELATIONS</b> for records relating to the reporting of incidents or sentinel events</p>	
5.10.1	Master copies of published reports	<b>Required as State archives</b>
5.10.2	Internal reports to executive management or to external organisations such as the Minister, NSW Department of Health etc regarding the operations of the organisation and/or health status of the population served by the organisation. This includes	<b>Required as State archives</b>

<sup>4</sup> Codes of conduct signed by individuals should be attached to the relevant personal file and maintained for the minimum retention period specified in the *General Retention and Disposal Authority – Personnel*

<sup>5</sup> In instances of incidents or adverse patient outcomes, evidence of policies and procedures in place at the time can be of significance in legal action arising out of the incident

No	Classes of records	Disposal Action
	reports concerning proposed initiatives or reforms of services, organisational structures or planning processes.	
5.10.3	Records relating to the preparation and submission of internal business and action reports eg monthly or quarterly reports on activities and progress	Retain minimum of 5 years after last action, then destroy
5.10.4	Records of standard returns and statistical information supplied either internally or to external bodies	Retain minimum of 2 years after action completed, then destroy
5.11.0	<p><b>Risk management</b></p> <p>The processes involved in the identification of risks, the likelihood and consequences of those risks and the implementation of appropriate practices and procedures to reduce the impact of loss arising from the risk</p> <p><b>See Counter Disaster Planning</b> for records relating to State emergency service planning</p> <p><b>See CLINICAL SERVICES</b> for records relating to the monitoring of incidents involving patients</p> <p><b>See GOVERNMENT RELATIONS</b> for records relating to the reporting of incidents or matters to external agencies</p> <p><b>See EDUCATION, TRAINING AND STAFF DEVELOPMENT</b> for the training of staff in measures to prevent the spread of disease or infections</p> <p><b>See General Retention and Disposal Authority – Personnel records OCCUPATIONAL HEALTH &amp; SAFETY and General Retention and Disposal Authority – Administrative records OCCUPATIONAL HEALTH &amp; SAFETY</b> for records relating to the vaccination and health screening of staff</p>	
5.11.1	Records relating to the development of risk, hazard or disaster management plans for the organisation, individual facilities or units or for specific events. This includes risk management or disaster recovery plans relating to such matters as security, fire safety, infection control, radiation safety, waste management etc.	Retain minimum of 7 years after plan superseded, then destroy
5.11.2	Records relating to the implementation of risk, hazard or disaster management plans, programs or processes. This includes records relating to the testing of plans and the monitoring and surveillance of risk occurrences (such as outbreaks of nosocomial infections within a facility) and associated reports.	Retain minimum of 7 years after last action, then destroy

No	Classes of records	Disposal Action
6.0.0	<p><b>CORPORATE SUPPORT SERVICES</b></p> <p>Management of general administrative, housekeeping and supply services such as linen supply, cleaning and food production services etc, supporting the day to day operations of a hospital or health facility</p> <p><b>See</b> <b>EQUIPMENT (medical)</b> for the maintenance of medical equipment and biomedical engineering services</p> <p><b>See</b> <b>PROPERTY MANAGEMENT</b> for building maintenance and waste management</p> <p><b>See</b> <b>COMMERCIAL ACTIVITIES</b> for records relating to the provision of these services on a commercial basis</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for pathology and diagnostic laboratory services records and for records relating to the admission, registration and discharge of individual patients, the management of patient/client property, finances and Program of Appliances for Disabled People (PADP) records</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> CONTRACTING-OUT for Records relating to the procurement or acquisition of supplies or services through tender</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> EQUIPMENT AND STORES for records relating to the acquisition and allocation of laundry supplies</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> FLEET MANAGEMENT for records relating to acquisition, maintenance and use of motor vehicles</p>	
6.1.0	<p><b>Accommodation services</b></p> <p>The provision of on or off site residential accommodation for staff or relatives of patients</p> <p><b>See also</b> <i>General Retention and Disposal Authority – Administrative records</i> for records relating to the general administration and management of leases and property maintenance</p>	
6.1.1	Records relating to bookings or arrangements for the use of residential accommodation or quarters by	Retain minimum of 1 year after action completed,

No	Classes of records	Disposal Action
	staff or relatives of patients eg booking sheets or registers	then destroy
6.1.2	Records relating to the provision of accommodation through placement services	Retain until no longer required for business, administrative or reference purposes, then destroy
6.2.0	<b>Agreements</b> Processes associated with the establishment, maintenance, review and negotiation of agreements	
6.2.1	Records relating to formal agreements or contracts for the provision of services etc	Retain minimum of 7 years after expiry of the agreement or last action, whichever is the longer, then destroy
6.3.0	<b>Audits</b> Activities associated with officially checking operational records, processes or systems for the purposes of ensuring compliance with standards, policies, procedures etc or surveying and evaluating practices, outcomes etc	
6.3.1	Records relating to audits of corporate service programs (internal and external). This includes records relating to any remedial action taken as an outcome of the audit.	Retain minimum of 6 years after last action, then destroy
6.4.0	<b>Compliance</b> Activities associated with complying with legal or regulatory requirements or national or international standards to which services are subject	
6.4.1	Records relating to compliance with permits and licences required by legislation for the operation of services or use of equipment eg licences or permits to use specific medical equipment, service systems or to store medical gases and pharmaceutical goods. This includes records of applications for licences and permits and records relating to compliance with any conditions of the licence or permit.	Retain minimum of 7 years after expiry or renewal of licence, then destroy
6.4.2	Records relating to the monitoring of the performance of equipment to ensure compliance with regulations and standards eg water cooling towers etc	Retain minimum of 10 years after last action, then destroy
6.4.3	Notifications to regulatory bodies etc of occurrences or situations detected in monitoring processes	Retain minimum of 2 years after last action, then destroy
6.4.4	Records relating to the certification of services or programs eg Food Safety programs	Retain minimum of 12 months after renewal or date of last action, then

No	Classes of records	Disposal Action
		destroy
6.4.5	Cleaning schedules, checklists and associated records documenting compliance by cleaning staff with cleaning requirements and standards <sup>6</sup>	Retain minimum of 12 months after date of action, then destroy
6.5.0	<p><b>Evaluation</b></p> <p>Activities associated with measuring the effectiveness, efficiency and accessibility of services or programs to determine their suitability or assess their performance</p>	
6.5.1	Records relating to the evaluation of the systems or processes employed in the delivery of services. This includes records relating to the conduct of benchmarking activities etc to measure and assess the efficiency of services.	Retain minimum of 5 years after last action, then destroy
6.6.0	<p><b>Food services</b></p> <p>Activities associated with the provision of food production, catering and dietary services etc within or to facilities</p> <p><b>See Audit</b> for records relating to internal and external audits of food safety programs</p> <p><b>See Inspections</b> for official inspections of equipment and facilities by external regulatory bodies</p> <p><b>See CORPORATE MANAGEMENT – Committees</b> for records relating to Food Safety Committees or Working Groups</p>	
6.6.1	Records relating to diets, menus and recipes, meal counts, meal costings etc including raw and aggregate data	Retain until no longer required for administrative purposes, then destroy
6.6.2	Records relating to the monitoring of food storage and handling control points. This includes monitoring sheets for cooking, reheating, chilling, transportation etc food temperatures.	Retain minimum of 12 months after date of action, then destroy
6.6.3	Records relating to the logging or testing of equipment, storage facilities and food supplies eg calibration and temperature logs, swab tests and results, microbiological testing logs and laboratory results etc	Retain minimum of 12 months after date of action, then destroy
6.6.4	Records relating to the maintenance and servicing of food preparation equipment and premises. This includes reports and copies of invoices for	Retain minimum of 12 months after date of action, then destroy

<sup>6</sup> See *Cleaning Service Standards, Guidelines and Policy for NSW Health Facilities*

No	Classes of records	Disposal Action
	maintenance and services.	
6.6.5	Records relating to suppliers of food products. This includes approved suppliers lists and information relating to the food safety policies of approved suppliers (eg completed questionnaires, copies of HACCP certification).	Retain minimum of 1 year after information updated or superseded or after services of the supplier are terminated or cease, then destroy
6.6.6	Records relating to the recall of food items or products. This includes records of the receipt of notification of the recall and subsequent action taken.	Retain minimum of 7 years after last action, then destroy
6.6.7	Records relating to consumer feedback or comments containing complaints or raising concerns about food safety issues	Retain minimum of 7 years after last action, then destroy
6.6.8	Records relating to consumer feedback or comments not containing complaints or comments relating to food safety issues	Retain until no longer required for administrative purposes, then destroy
6.6.9	Records relating to food safety incident reports. This includes the unit or service copy of the reports and records of any follow up investigations or actions taken in response to the incident.	Retain minimum of 7 years after last action, then destroy
6.6.10	Records relating to requests and arrangements for special functions	Retain until no longer required for administrative purposes, then destroy
6.7.0	<p><b>Inspections</b></p> <p>The process of official examinations by external bodies of facilities, equipment and items to ensure compliance with agreed standards or objectives</p>	
6.7.1	Records relating to official inspections of equipment, services or facilities. This includes records relating to any remedial action required to be taken or initiated as an outcome of the inspection	Retain minimum of 7 years after last action completed, then destroy
6.8.0	<p><b>Reception and switchboard services</b></p> <p>Activities associated with the provision of reception and switchboard services within facilities</p>	
6.8.1	Records relating to the logging of private call details and charges	Retain minimum of 6 years after last action, then destroy
6.8.2	Records relating to the recording or logging of emergency incidents, alerts, threats and communication failures, including cardiac arrest log books or logs of group pages used in instances of an emergency	Retain minimum of 7 years after last action, then destroy

No	Classes of records	Disposal Action
6.8.3	Records used to facilitate information sharing between staff eg Communications books	Retain until no longer required for administrative or reference purposes, then destroy
6.8.4	Records relating to the recording of after hours patient movements to update patient administration systems	Retain until no longer required for administrative or reference purposes, then destroy
6.9.0	<p><b>Volunteer co-ordination</b></p> <p>Activities associated with co-ordinating services provided by volunteers</p> <p><b>See</b> <i>General Retention and Disposal Authority – Personnel records</i> for records documenting the recruitment and appointment of individual volunteers and policies and procedures concerning the work of volunteers within the organisation</p>	
6.9.1	Records relating to consultation, liaison and arrangements with organisations providing volunteer services within a facility eg Ladies Auxiliaries etc	Retain minimum of 5 years after last action, then destroy
7.0.0	<p><b>EDUCATION, TRAINING AND STAFF DEVELOPMENT</b></p> <p>The function of enabling and encouraging staff to develop skills and abilities (through activities, orientation and training programs, information sessions, conferences and events etc). This includes the provision of formally recognised or accredited education and training programs for health care industry workers or practitioners resulting in the award, or partial award, of recognised qualifications.</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Committees</b> for records of Advisory or Joint Education Committees etc</p> <p><b>See</b> <b>Equipment (Medical) – Training</b> for records relating to the provision of user training on the operation and maintenance of equipment</p> <p><b>See</b> <b>Health promotion – Training</b> for records relating to the development of training to assist members of the community or service providers in the management of health issues</p>	
7.1.0	<p><b>Agreements</b></p> <p>Processes associated with the establishment, maintenance, review and negotiation of agreements</p>	



No	Classes of records	Disposal Action
7.1.1	Records relating to formal agreements with universities, professional colleges etc regarding the provision and conduct of academic teaching, professional training or continuing education programs. This includes funding, student placement agreements etc.	Retain minimum of 7 years after expiry of the agreement or last action, whichever is the longer, then destroy
7.2.0	<b>Compliance</b> Activities associated with complying with legal, regulatory or certification requirements for the provision of accredited or recognised education and training programs	
7.2.1	Records relating to the accreditation, certification or recognition of facilities, services or programs for teaching, education and training purposes	Retain minimum of 5 years after accreditation renewed or recognition ceases, then destroy
7.3.0	<b>Course development</b> Activities associated with the development of the content of courses and programs of study resulting in the award, or partial award, of recognised qualifications	
7.3.1	Records relating to the development of Nurse education programs (where the hospital was responsible for the provision of nurse education). This includes records of programs of study, course objectives and curriculum, session or lecture notes.	<b>Required as State archives</b>
7.3.2	Records relating to the development of accredited or recognised courses, curriculum and programs of study and teaching resources. This includes records of course objectives, session or lecture notes, timetables handouts etc	Retain minimum of 7 years after course superseded, then destroy
7.4.0	<b>Student records</b> Records relating to individual students <b>See</b> <i>General Retention and Disposal Authority – Personnel records</i> for records relating to student placements with the organisation for work experience or training purposes	
7.4.1	Sample collections of nurse education records illustrative of education methods and standards of the day	<b>Required as State archives</b>
7.4.2	Nurse education records (where the hospital was responsible for the provision of nurse education). This includes nurse training registers, student records cards, transcripts of training, examination results, clinical experience cards etc.	Retain minimum of 75 years after individual's date of birth, then destroy

No	Classes of records	Disposal Action
7.4.3	Records of students' final achievements/results in accredited competency-based vocational education and training (VETAB) courses eg transcripts of students' outcomes or statement of attainment	Retain minimum of 30 years after completion of award, then destroy
7.4.4	Records of post graduate students' clinical rotations, competency statements, transcript of clinical programs.	Retain for minimum of 10 years after completion of the program or until annual accreditation is required, then destroy
7.4.5	Hospital in-service based clinical skills accreditation records	Retain minimum of 3 years after completion of the program, then destroy
7.5.0	<b>Training</b> Activities associated with aspects of training available to staff of the organisation	
7.5.1	Records relating to the development and drafting of course material for internal training purposes or information sessions	Retain until no longer required for reference purposes, then destroy
7.5.2	Course or reference material developed for in house training purposes or information sessions. Includes course programs, handouts, workshop/training notes etc.	Retain until superseded or the course ceases to be offered, then destroy
7.5.3	Participant evaluations of training programs	Retain until no longer required for reference purposes, then destroy
7.5.4	Applications to attend courses and workshops and associated records relating to administrative arrangements for training programs or sessions	Retain until no longer required for administrative purposes, then destroy
8.0.0	<b>EPIDEMIOLOGY AND SURVEILLANCE</b> The function of ongoing systematic collection, assembly, analysis and interpretation of population health data and the communication of the information derived from this data to stimulate response to identified health problems	
8.1.0	<b>Data collection</b> Activities associated with the collection, collation and management of data and statistics <b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for copies of data collection forms submitted to NSW Department of Health	
8.1.1	Records relating to the collation of unique survey data re rates of disease, injury and morbidity (ie data not reported to the Department of Health or	Retain in agency

No	Classes of records	Disposal Action
	another agency with responsibility for its collation and maintenance)	
8.1.2	Records relating to the collation of other data (eg data sets etc) for the purposes of analysis and reporting	Retain minimum of 10 years after data collected and reported upon, then review, if no longer required for further statistical, reporting, planning or research purposes, then destroy
8.1.3	<p>Records relating to the collection of data. Includes completed data returns, surveys and questionnaires.</p> <p><b>Note:</b> Records collected or generated through the operation of the COVIDSafe app (ie COVIDSafe app data) which is <b>downloaded/extracted</b> to support contact tracing activities should be destroyed:</p> <ul style="list-style-type: none"> <li>• as soon as practicable when no longer required for contact tracing purposes (i.e. within 30 days of being downloaded/extracted except if there is a reasonable requirement for this data to be held for a longer period for the purpose of contact tracing)</li> <li>• or immediately following the declaration of the end of the COVIDSafe data period (i.e. when the Commonwealth Health Minister determines that the use of COVIDSafe is no longer required to prevent or control, or is no longer likely to be effective in preventing or controlling the entry, emergence, establishment or spread of the coronavirus known as COVID-19 into Australia or any part of Australia)</li> </ul> <p>whichever is sooner.</p> <p><b>Note:</b> this entry covers the testing of staff for Covid 19. The records of staff members that test positive should be retained as per the relevant entry in GDA17.</p>	Retain until no longer required for administrative or reference purposes <sup>7</sup> , then destroy
8.1.4	Records relating to the collection of statistical information from surveys and registers maintained by other organisations such as the Australian Bureau of Statistics, the Cancer registry etc	Retain until no longer required for statistical, research or reference purposes, then destroy
8.2.0	<b>Methodologies</b>	
8.2.1	Records relating to methodologies used for data collection, quality assurance and analysis. This includes records of software program instructions for data extraction etc.	Retain 10 years after action completed, then destroy

<sup>7</sup> This should be based on an assessment of data verification requirements

No	Classes of records	Disposal Action
8.3.0	<p><b>Reporting</b></p> <p>The provision of a formal response to a situation or request or as a requirement concerning aspects of the organisation's responsibilities, performance or activities</p>	
8.3.1	Records summarising findings of analysis or published results of studies carried out or commissioned by the organisation	<b>Required as State archives</b>
8.3.2	Records relating to the analysis of data on rates of disease, injury and morbidity etc, including reports in response to requests by outside organisations	Retain minimum of 7 years after last action, then destroy
8.3.3	Reports or summary findings produced by other organisations	Retain until no longer required for administrative or reference purposes, then destroy
9.0.0	<p><b>EQUIPMENT (Medical)</b></p> <p>Management of the procurement, operation and maintenance of medical equipment. This includes biomedical engineering services associated with the acquisition, monitoring, maintenance, repair and testing of medical equipment.</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records of pathology and diagnostic laboratory services</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> EQUIPMENT AND STORES for records relating to the acquisition and disposal of medical equipment</p>	
9.1.0	<p><b>Compliance</b></p> <p>Activities associated with complying with legal or regulatory requirements or national or international standards to which services are subject</p>	
9.1.1	Records relating to compliance with permits and licences for the operation or use of equipment. This includes records of applications for licences and permits and records relating to compliance with any conditions of the licence or permit.	Retain minimum of 7 years after renewal or expiry of licence, then destroy
9.2.0	<p><b>Installation</b></p> <p>Activities involved in placing equipment in position and connecting and adjusting it for use</p>	
9.2.1	Records relating to the acceptance testing/installation of medical equipment	Retain minimum of 3 years after last action, then destroy

No	Classes of records	Disposal Action
9.3.0	<p><b>Operating Standards and Procedures</b></p> <p>The process of implementing standards and processes to enhance and ensure the quality and efficiency of equipment. This includes standard methods of operating and maintenance records.</p>	
9.3.1	Records relating to the maintenance of technical and quality standards for the service and operation of equipment. This includes operating or service manuals, repair/servicing/maintenance records, purchase and disposal dates for equipment.	Retain minimum of 15 years after disposal of equipment <sup>8</sup> , then destroy
9.4.0	<p><b>Training</b></p> <p>Activities associated with making training available to staff</p>	
9.4.1	Records relating to the provision of user and technical service staff training on the operation and maintenance of equipment	Retain minimum of 15 years after disposal of equipment, then destroy
10.0.0	<p><b>GOVERNMENT RELATIONS</b></p> <p>The function of administering the formal relationship between the organisation and those processes of government not covered by other general administrative or functional keywords. Includes the organisation's relationship with the Department of Health, with Ministers and members of Parliament and the political processes of Government; liaison with bodies carrying out investigations or formal inquiries such as Royal Commissions, Special Inquiries, Parliamentary Committees, the Ombudsman, Independent Commission Against Corruption, the Health Care Complaints Commission etc.</p> <p><b>See also</b>  <i>General Retention and Disposal Authority – Administrative records</i> GOVERNMENT RELATIONS for ministerials and submissions</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative Records</i> GOVERNMENT RELATIONS – Inquiries for records of formal inquiries or investigations into the activities of the organisation conducted by external bodies</p>	
10.1.0	<p><b>Inspections</b></p> <p>The process of official examinations of facilities and</p>	

<sup>8</sup> Equipment the subject of pending litigation should not be disposed of until finalisation of the matter or proceedings. If there is an expectation that the records relating to maintenance of the equipment may be required for legal purposes, then the records should be maintained for longer periods accordingly.

No	Classes of records	Disposal Action
	services to ensure compliance with standards of care	
10.1.1	Records relating to inspections of services or facilities by Official Visitors eg under the <i>Mental Health Act 1990</i> or previously under the <i>Public Hospitals Act</i> . This includes Official Visitor's reports, responses to reports and Inspectors/Visitors books (containing summary details of the findings or outcomes of the inspection or visit).	<b>Required as State archives</b>
10.2.0	<b>Hearings</b> Activities associated with the conduct of hearings under the provisions of the <i>Mental Health Act</i>	
10.2.1	Records relating to arrangements for the organisation and conduct of hearings. This includes bookings and orders registers, lists of persons to be presented, details of orders etc.	Retain minimum of 7 years after last action, then destroy
10.3.0	<b>Reporting<sup>9</sup></b> The provision of a formal response to a situation or request or as a requirement concerning aspects of the organisation's responsibilities, performance or activities	
10.3.1	Summary records relating to the outcomes of reportable incidents and sentinel events. This includes registers (if maintained) or briefings/reports to the Chief Executive or external bodies detailing the nature and outcomes of the incident.	<b>Required as State archives</b>
10.3.2	Records relating to the reporting of incidents or matters (including sentinel or adverse events, complaints etc) to external bodies such as the NSW Department of Health, Health Care Complaints Commission, professional registration bodies, NSW Police. This includes instances where there is a statutory requirement to report to external bodies <sup>10</sup> .	Retain minimum of 10 years after incident or event reported, then destroy
11.0.0	<b>HEALTH PROMOTION</b> The promotion of better health outcomes, healthy life styles and low risk behaviours in the community through strategies such as addressing inequalities, creating healthy and safe environments, developing healthy public policy, community development and education programs or awareness campaigns (this includes campaigns and strategies directed at	

<sup>9</sup> For details of incidents reportable to the Department see NSW Department of Health Circular 97/58

<sup>10</sup> This class applies to the records of reporting/notification of only. Records held by the organisation relating to the internal management of the incident or matter on which the report or notification was based (such as investigation and internal reporting records) should be kept according to the appropriate retention periods outlined in this or other authorities such as the General Retention and Disposal Authority for patient/client records.

No	Classes of records	Disposal Action
	service providers as well as the broader community) <b>See</b> <b>SERVICE FUNDING</b> for records relating to the administration of grants programs <b>See</b> <i>General Retention and Disposal Authority - Administrative Records</i> COMMUNITY RELATIONS – Marketing for records relating to sponsorships	
11.1.0	<b>Agreements</b> Processes associated with the establishment, maintenance, review and negotiation of agreements or contracts	
11.1.1	Records relating to strategic networks and partnership arrangements or agreements for coordinating, sustaining and supporting health promotion or improvement activities	Retain minimum of 7 years after arrangements cease, then destroy
11.2.0	<b>Campaigns, Programs &amp; Projects</b> Activities associated with the development, administration and implementation of specific health promotion campaigns, projects or programs. Includes education programs or campaigns targeting specific risk behaviours or groups within the community or specific health issues eg tobacco, heart disease, sun protection, injury prevention, alcohol and other drugs. <b>See also</b> <b>Evaluation</b>	
11.2.1	Records relating to the development and delivery of specific programs/projects/campaigns that are innovative, unique or significantly reflective of the health needs of the community. This includes project plans and proposals and posters, information booklets, educational materials, audio visual recordings etc produced as part of the campaign, program or project.	<b>Required as State archives</b>
11.2.2	Records relating to other programs or projects. This includes records of programs etc delivered or supported by the agency.	Retain minimum of 10 years after last action, then destroy
11.3.0	<b>Evaluation</b> Activities associated with the monitoring and evaluation of health promotion campaigns, programs or projects <b>See also</b> <b>Campaigns, Programs &amp; Projects</b>	
11.3.1	Final reports on the outcomes of the assessment or evaluation of programs, projects or campaigns	<b>Required as State archives</b>

No	Classes of records	Disposal Action
11.3.2	Records relating to the conduct of assessments or evaluations of programs, projects or campaigns, their rate of success, health outcomes etc	Retain minimum of 10 years after last action, then destroy
11.4.0	<p><b>Liaison</b></p> <p>Activities associated with liaison and communications with community and intersectoral organisations for health promotion purposes</p> <p><b>See</b> <b>SERVICE DEVELOPMENT</b> for records of formal consultation with stakeholders</p>	
11.4.1	Records of routine or general communications with other organisations relating to health promotion matters or campaigns	Retain minimum of 5 years after last action, then destroy
11.5.0	<p><b>Planning</b></p> <p>Activities associated with overall strategic planning for health promotion activities to meet the health needs of the local area</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Planning</b> for final versions of strategic, business unit or service plans</p>	
11.5.1	Records relating to the analysis, assessment and determination of priorities for health promotion activities for planning purposes	Retain minimum of 10 years after last action, then destroy
11.6.0	<p><b>Training</b></p> <p>The development and provision of training programs to assist members of the community or service providers in the management of health issues</p>	
11.6.1	Records relating to the development of training (education programs) by the agency	Retain minimum of 10 years after last action, then destroy
12.0.0	<p><b>HEALTH PROTECTION</b></p> <p>The function of controlling, monitoring and alleviating environmental and other factors which may affect public health. This includes all core public health functions of environmental health and food safety, including tobacco control and water safety and the monitoring and surveillance of outbreaks of disease and infections.</p>	
12.1.0	<p><b>Advice</b></p> <p>The activities associated with offering opinions by or to the organisation as to an action or judgement</p>	
12.1.1	Records relating to the organisation's input into assessments of and advice to Councils, Sydney Water etc re building and development proposals	Retain minimum of 10 years after action



No	Classes of records	Disposal Action
	and water supplies etc	completed, then destroy
12.1.2	Records relating to the organisation's input into the development of regulations, industry standards etc impacting on environmental and public health matters	Retain minimum of 10 years after action completed, then destroy
12.2.0	<p><b>Agreements</b></p> <p>Processes associated with the establishment, maintenance, review and negotiation of agreements or contracts</p>	
12.2.1	Records relating to agreements/partnerships with local councils, water corporations/boards and other organisations for the provision of public health services such as inspection or licensing services. This includes records of correspondence with external agencies.	Retain minimum of 7 years after the expiry of the agreement, then destroy
12.3.0	<p><b>Audits</b></p> <p>The process of checking activities are compliant with regulatory requirements, standards or guidelines or that records accurately record the actions, processes and events as required</p>	
12.3.1	Records relating to audits of compliance/inspection activities carried out by local government or third parties	Retain minimum of 10 years after last action, then destroy
12.4.0	<p><b>Breaches</b></p> <p>Activities associated with the issue of notices or warnings for failure to comply with or breaches of standards, Acts or regulations</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative Records LEGAL SERVICES</i> for records relating to prosecutions for breaches of public health regulations</p>	
12.4.1	Records relating to the handling of possible instances of non compliance and the issue of notices or warnings concerning breaches of or non compliance with public and environmental health or food safety regulations and standards	Retain minimum of 10 years after action completed, then destroy
12.5.0	<p><b>Complaints</b></p> <p>Handling of complaints received concerning environmental and other public health issues</p>	
12.5.1	Records relating to the management of complaints received eg Registers detailing nature of complaint, action taken, referrals and completion dates.	Retain minimum of 10 years after action completed, then destroy
12.6.0	<p><b>Enquiries</b></p>	

No	Classes of records	Disposal Action
	The handling of queries or information requests concerning public health matters	
12.6.1	Records relating to enquiries concerning instances or possible instances of notifiable or non-notifiable diseases	Retain minimum of 7 years after last action, then destroy
12.7.0	<p><b>Immunisation</b></p> <p>Activities associated with the provision or conduct of immunisation clinics or programs. This includes records of vaccination supply, approvals for certain vaccines, reports, follow up of overdue vaccinations.</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to individual patients/clients</p>	
12.7.1	Records relating to the general operation and administration of immunisation programs. This includes records of follow up, supply stock and approvals.	Retain minimum of 5 years after last action, then destroy
12.8.0	<p><b>Incidents</b></p> <p>Activities associated with the management and handling of incidents or disasters eg contamination, pollution, food poisoning or food safety incidents or hazardous incidents involving chemical spills</p>	
12.8.1	Records relating to the management and handling of significant or high impact hazardous incidents. This includes records of reports or investigations concerning the incident.	<b>Required as State archives</b>
12.8.2	Records relating to the management and handling of other incidents	Retain minimum of 10 years after action completed, then destroy
12.9.0	<p><b>Inspections</b></p> <p>Activities associated with the conduct of official inspections of facilities, premises or venues etc and related monitoring activities to ensure compliance with regulations, standards etc</p>	
12.9.1	Records relating to the routine inspection of premises etc to ensure appropriate standards and practices are consistently observed. This includes records of notices of entry, health surveyors diaries, field books etc and records relating to the monitoring and inspection of retailers to test compliance with Tobacco sale regulations	Retain minimum of 7 years after action completed, then destroy
12.9.2	Records relating to sampling and analysis to ensure compliance with health standards. This includes records of requests for samples, analysis certificates and certifications, action summary sheets and	Retain minimum of 7 years after action completed, then destroy

No	Classes of records	Disposal Action
	records relating to appeals on findings of analysis.	
12.9.3	Records relating to recruitment of volunteers to assist with monitoring Tobacco retailers	Retain minimum of 3 years after action completed, then destroy
12.9.4	Registers and records of seizures	Retain minimum of 10 years after last action, then destroy
12.10.0	<p><b>Investigations</b></p> <p>Activities associated with investigations into outbreaks of communicable diseases. This includes records of activities carried out for the purposes of the investigation eg meetings, inspections, surveys etc and reports relating to the outcomes of the investigation.</p>	
12.10.1	Records relating to the investigation of an outbreak of infectious or communicable diseases attracting significant public controversy or media attention or that result in significant changes to policies, procedures or regulations	<b>Required as State archives</b>
12.10.2	Records relating to other investigations or investigations resulting in minor changes to practices	Retain minimum of 10 years after last action, then destroy
12.11.0	<p><b>Notification and surveillance</b></p> <p>Activities associated with monitoring instances of specific diseases</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for records relating to the notification of notifiable diseases, including adverse immunisation outcomes</p>	
12.11.1	Records relating to follow up activities in response to a notification. This includes records of contact tracing data, risk assessment forms and correspondence with GP's etc.	Retain minimum of 7 years after last action, then destroy
12.11.2	Summary or database records created to assist the monitoring of instances and locations of outbreaks	Retain until no longer required for administrative or reference purposes, then destroy
12.12.0	<p><b>Planning</b></p> <p>The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to meet those needs.</p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Planning</b> for final versions of other strategic, business unit or service</p>	

No	Classes of records	Disposal Action
	plans	
12.12.1	Work plans and strategic plans developed in consultation with local government or other agencies	Retain minimum of 7 years after superseded, then destroy
12.13.0	<p><b>Reporting</b></p> <p>The provision of a formal response to a situation or request or as a requirement concerning aspects of the organisation's responsibilities, performance or activities</p>	
12.13.1	Records of reports submitted to the Department of Health concerning health protection activities	Retain minimum of 5 years after action completed, then destroy
13.0.0	<p><b>PERSONNEL</b></p> <p>The function of managing all employees in the organisation</p> <p><b>See also</b> <i>General Retention and Disposal Authority – Personnel records</i></p> <p><b>See</b> <b>CORPORATE MANAGEMENT – Committees</b> for records relating to the determination of practice credentials and clinical privileges etc</p> <p><b>See</b> <i>General Retention and Disposal Authority – Administrative records</i> FINANCIAL MANAGEMENT for records relating to medical staff and visiting practitioner sessional payments claim forms</p>	
13.1.0	<p><b>Allocation</b></p> <p>The process of assigning employees throughout the organisation or within organisational units</p> <p><b>See</b> <i>General Retention and Disposal Authority – Personnel records</i> for records relating to the rostering of staff and records documenting the hours and attendance of employees</p>	
13.1.1	Records relating to the allocation/deployment of staff within units or facilities	Retain minimum of 6 months after last action, then destroy
13.2.0	<p><b>Employment conditions</b></p> <p>Activities associated with managing the general conditions of employment for personnel</p>	
13.2.1	Records relating to the negotiation, maintenance and review of service contracts for visiting or honorary practitioners (medical and dental) and	Retain minimum of 7 years after expiry of the agreement or after last action, whichever is the

No	Classes of records	Disposal Action
	clinical academics	longer, then destroy
13.2.2	Records relating to rights of private practice agreements with staff specialists etc. This includes records relating to the negotiation, maintenance and review of agreements.	Retain minimum of 7 years after expiry of the agreement or after last action, whichever is the longer, then destroy
13.2.3	Records relating to the appointment and authorisation of access of chaplains, pastoral visitors or carers, visiting clergy etc	Retain minimum of 7 years after appointment ceases or after last action, whichever is the longer, then destroy
13.2.4	Records relating to the private usage and/or allocation of vehicles in line with Department of Health policy. This includes approvals, reconciliations etc.	Retain minimum of 7 years after appointment ceases or after last action, whichever is the longer, then destroy
13.2.5	Nurse service books <sup>11</sup> (ie brown books or their equivalent) <b>See</b> <i>General Retention and Disposal Authority – Personnel records</i> for nursing personnel records	Retain minimum of 75 years after date of birth of the employee, then destroy
14.0.0	<b>PROPERTY MANAGEMENT</b> The function of managing land and working, storage or living space within premises and of acquiring, constructing, fitting-out, managing, maintaining, protecting and disposing of premises. Premises include buildings and land allotments owned, rented or leased by the organisation such as hospitals.  This also includes the management etc of grounds including landscaping, roads and pathways and the removal of pollutants and waste from sites occupied or in use by the organisation.  <b>See</b> <b>CORPORATE MANAGEMENT – Committees</b> for Building/Capital Works Committees  <b>See</b> <b>CORPORATE SUPPORT SERVICES – Compliance</b> for records relating to the monitoring of equipment or service systems to ensure compliance with regulations and standards eg water cooling towers etc  <b>See also</b> <i>General Retention and Disposal Authority – Administrative records</i> PROPERTY MANAGEMENT	

<sup>11</sup> Books are to be maintained or transferred by services in accordance with NSW Department of Health directives

No	Classes of records	Disposal Action
14.1.0	<p><b>Accommodation planning</b></p> <p>Processes associated with the management of working spaces within premises</p>	
14.1.1	Records relating to space allocation, space inventories, interim moves and internal renovation projects	Retain minimum of 2 years after action completed, then destroy
14.2.0	<p><b>Acquisition and Disposal</b></p> <p>The process of gaining ownership or the use of property or premises through purchase or requisition and disposing of property or premises.</p> <p><b>See Leasing</b> for records relating to the leasing of premises etc from another party</p>	
14.2.1	Title deeds of premises owned by the agency	Retain until premises are disposed of, when title deeds should be transferred to the new owner
14.2.2	Records relating to the purchase or disposal of properties of State significance or subject to heritage orders	<b>Required as State archives</b>
14.2.3	Records relating to the purchase or disposal of other properties	Retain minimum of 7 years after disposal of the property, then destroy
14.2.4	Records relating to negotiations for other properties where the acquisition or disposal is not proceeded with	Retain minimum of 7 years after last action, then destroy
14.3.0	<p><b>Capital works</b></p> <p>Activities associated with the management of construction projects. Usually large scale projects involving the construction of new facilities or major renovations or redesign.</p> <p><b>See Fits outs, Installations and maintenance</b> for records relating to general maintenance and upkeep of premises and to minor refurbishments and renovation projects</p>	
14.3.1	Overall site plans and floor plans detailing rooms and their usage for major hospitals and specialised facilities	<b>Required as State archives</b>
14.3.2	<p>Design, working and as built records, drawings and plans relating to buildings and structures:</p> <ul style="list-style-type: none"> <li>• listed on the organisation's Heritage and Conservation register, or</li> </ul>	<b>Required as State archives</b>

No	Classes of records	Disposal Action
	<ul style="list-style-type: none"> <li>• which have been the subject of major public controversy, or</li> <li>• which are considered to be of other significance to the organisation, state or local community.</li> </ul> <p>This includes specifications, calculations, records of design decisions, technical information and advice, investigations, approvals by certified authorities.</p>	
14.3.3	Design, working and as built records, drawings and plans relating to all other structures and facilities, including major modifications	Retain minimum of 12 years after the lifetime or disposal of the structure, then destroy
14.3.4	Records of contractual agreements for capital works and construction projects	Retain minimum of 12 years after all the terms and conditions of the contract have been fulfilled, then destroy
14.3.5	Records relating to project management for major and minor works including budget and costs, client liaison on non technical matters, contractual matters such as variations, payment and sign off on construction, logistics, site procedures, quality and performance measurements, periodic reporting, project risk management and schedules	Retain minimum of 12 years after project completed, then destroy
14.4.0	<p><b>Compliance</b></p> <p>Activities associated with complying with mandatory or optional standards or with statutory requirements</p>	
14.4.1	Approvals and consents from local councils and regulatory authorities relating to the approval of design and construction work eg development consents	Retain minimum of 7 years after disposal/transfer of work, then destroy
14.4.2	Records relating to compliance with permits and licences required by legislation for the operation of services or use of equipment eg Environment Protection Authority (EPA) licences This includes records of applications for licences and permits and records relating to compliance with any conditions of the licence or permit eg routine reporting to the EPA or other regulatory bodies.	Retain minimum of 7 years after action complete, then destroy
14.4.3	Routine correspondence with local councils, State government agencies and other relevant organisations regarding the planning and development processes. Includes information and routine reports provided on a regular basis.	Retain minimum of 2 years after last action, then destroy
14.5.0	<p><b>Fit outs, installations and maintenance</b></p> <p>The activities associated with the internal refurbishment of workplaces, the placing, connection or adjustment of equipment or service systems (eg</p>	

No	Classes of records	Disposal Action
	electricity, air conditioning) and the upkeep, repair, servicing and preservation of the internal/external condition of premises etc	
14.5.1	Records relating to conservation, restoration and renovation work carried out on significant or Heritage listed buildings and structures	<b>Required as State archives</b>
14.5.2	Records relating to the removal and disposal of hazardous materials (eg asbestos) from the fabric of buildings	Retain minimum of 75 years after removal of the material from the site, then destroy
14.5.3	Records relating to the installation of equipment eg heating, plumbing, air-conditioning or security systems, cabling etc	Retain until replacement of equipment, then destroy
14.5.4	Records relating to the conduct of routine maintenance and repair work	Retain minimum of 2 years after action completed, then destroy
14.6.0	<b>Leasing</b> Activities involved in leasing accommodation, premises or real estate from or to another organisation or individual	
14.6.1	Records relating to the leasing of property from another organisation. This includes records relating to the negotiation and signing of agreements, conditions, rights and responsibilities of parties to the agreement and records relating to the ongoing management of the lease	Retain minimum of 7 years after lease expires or is terminated, then destroy
14.6.2	Records relating to the leasing of property or premises belonging to the organisation to another party and where there may be an indication of contamination etc through the actions of the lessee. This includes records relating to the negotiation and signing of agreements, conditions, rights and responsibilities of parties to the agreement and records relating to the ongoing management of the lease.	Retain minimum of 10 years after lease expires or is terminated or after disposal of premises, whichever is appropriate, then destroy
14.6.3	Other records relating to the leasing of property or premises belonging to the organisation to another party. This includes records relating to the negotiation and signing of agreements, conditions, rights and responsibilities of parties to the agreement and records relating to the ongoing management of the lease	Retain minimum of 7 years after lease expires or is terminated, then destroy
14.7.0	<b>Maps and signage</b> Signage for and maps of campuses, building layouts etc developed for orientation and information purposes	



No	Classes of records	Disposal Action
	<b>See Capital Works</b> for plans of buildings and site plans developed for construction purposes etc	
14.7.1	Master copies of maps of hospital campuses and health service sites	<b>Required as State archives</b>
14.7.2	Records relating to the placing and setting of signs and signage throughout the campus or within facilities	Retain minimum of 12 months after last action, then destroy
14.8.0	<p><b>Security<sup>12</sup></b></p> <p>The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access</p> <p><b>See CORPORATE MANAGEMENT</b> for local operational policies and procedures concerning security</p> <p><b>See GOVERNMENT RELATIONS</b> for records relating to the reporting of incidents to external bodies</p> <p><b>See General Retention and Disposal Authority – Video/Visual Surveillance Records</b> for audio visual surveillance records</p>	
14.8.1	Records relating to the implementation of safety/security programs. This includes records relating to fire, bomb threat, assault, armed hold up, critical incident programs etc.	Retain minimum of 7 years after program superseded, then destroy
14.8.2	Records relating to the reporting of crime and other security related critical/reportable incidents to Boards or the CEO	Retain minimum of 7 years after last action, then destroy
14.8.3	Records relating to the administration and conduct of safety/security education and training programs	Retain minimum of 7 years after last action, then destroy
14.8.4	Records relating to the administration of access and key control. This includes visitor registers, records of spot checks and records relating to the issue of key authority cards, badges, permits, photo ids etc.	Retain minimum of 7 years after last action, then destroy
14.8.5	Reports of inspections, yearly and 5 yearly surveys and records relating to the implementation of recommendations or findings of reports and surveys	Retain minimum of 5 years after action completed, then destroy

<sup>12</sup> **See** NSW Department of Health Policy and Guidelines for Security Risk Management in Health Facilities

No	Classes of records	Disposal Action
14.8.6	Daily records of routine security checks, inspections, patrols etc	Retain minimum of 12 months after last action, then destroy
14.9.0	<p><b>Traffic management</b></p> <p>Processes associated with management of vehicular access and parking facilities etc</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative records FINANCIAL MANAGEMENT</i> for financial records relating to income, revenue etc from car parking fees</p>	
14.9.1	Records relating to the management and planning of parking and traffic control	Retain minimum of 5 years after action completed, then destroy
14.9.2	Records relating to the issue of fines/penalties for parking and other traffic offences	Retain minimum of 2 years after action completed, then destroy
14.9.3	Other records of a routine nature relating to administrative support of parking and traffic management activities	Retain minimum of 12 months after action completed, then destroy
14.9.4	<p>Records relating to traffic accidents which involve injury or damage to property</p> <p><b>See also</b>  <i>General Retention and Disposal Authority – Administrative Records: COMPENSATION; LEGAL SERVICES; OCCUPATIONAL HEALTH &amp; SAFETY</i> for incidents, matters or claims directly involving the facility or organisation</p>	Retain minimum of 6 years after action completed, then destroy
14.10.0	<p><b>Waste management<sup>13</sup></b></p> <p>Activities associated with the management of wastes generated by the organisation and its facilities and services.</p> <p><b>See</b>  <b>CORPORATE MANAGEMENT- Committees</b> for records of Waste Management Committees</p> <p><b>See</b>  <b>CORPORATE SUPPORT SERVICES</b> for records relating to regulatory compliance and waste audit activities</p>	
14.10.1	Records relating to licensed classified waste management activities. This includes records relating	Retain minimum of 7 years after last action, then

<sup>13</sup> Records should be managed in accordance with NSW Department of Health *Waste Management Guidelines for Health Care facilities* and Environmental Protection Agency (EPA) *Guidelines re the Assessment, Classification & Management of Liquid & Non-liquid Wastes* and National Health and Medical Research Council (NHMRC) *Guidelines re radioactive materials*

No	Classes of records	Disposal Action
	to the generation, storage, transport and disposal of wastes.	destroy
14.10.2	Records relating to unlicensed classified waste management activities. This includes records relating to the generation, storage, transport and disposal of wastes.	Retain minimum of 3 years after last action, then destroy
14.10.3	Records relating to policies, standards and procedures for the management, handling and disposal of wastes	Retain minimum of 10 years after superseded, then destroy
15.0.0	<p><b>RESEARCH MANAGEMENT<sup>14</sup></b></p> <p>Management of the conduct and operations of projects, programs, trials or studies conducted for the purposes of advancing medical knowledge. This includes research projects carried out under the auspices of the organisation or as joint ventures with Universities, Medical foundations or companies.</p> <p><b>See</b> <b>CORPORATE MANAGEMENT</b> for records of Research Ethics Committees</p> <p><b>See</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i> for research data and medical, consent and other records of participants in research projects, trials or studies</p>	
15.1.0	<p><b>Agreements</b></p> <p>Activities relating to the establishment, maintenance, review and negotiation of agreements relating to the provision of services</p>	
15.1.1	Records relating to the administration of research contracts, for example where a public health organisation is contracted or sponsored by another party to conduct the research project, provide the data and/or evaluate the research data. This includes records relating to the negotiation, maintenance and review of the agreement or contract.	Retain minimum of 7 years after the terms and conditions of the contract have been fulfilled or after last action, whichever is the longer, then destroy
15.1.2	Records relating to joint ventures with other organisations eg such as those relating to the establishment of research institutes or facilities	Retain minimum of 7 years after expiry of contract or agreement or after last action, whichever is the longer, then destroy
15.2.0	<p><b>Allegations</b></p> <p>Activities associated with allegations of misconduct</p>	

<sup>14</sup> Records relating to the conduct and management of research projects should be created and maintained in accordance with any National Health and Medical Research Council (NHMRC) guidelines on ethical conduct in research and the retention of records of research projects.

No	Classes of records	Disposal Action
	by researchers <b>See also</b> <i>General Retention and Disposal Authority – Personnel records</i> for other records relating to allegations of misconduct	
15.2.1	Records relating to misconduct allegations against researchers that are deemed to be legitimate, are sustained and result in a formal inquiry. This includes records relating to appeals.	<b>Required as State archives</b>
15.2.2	Records relating to allegations that are unsubstantiated or not sustained and do not lead to a formal inquiry	Retain minimum of 7 years after action completed, then destroy
15.3.0	<b>Approvals</b> Processes associated with the approval of research proposals <b>See</b> <b>CORPORATE MANAGEMENT – Committees</b> for records of Committees involved in the approval process <b>See also</b> <b>Reporting</b>	
15.3.1	Records relating to successful applications for the approval of clinical research projects, trials, studies etc. This includes records of approval applications, information sheets, research protocols, disclosures of conflicts of interest etc, records relating to the ongoing monitoring of research progress or status and records relating to any further applications for modification of the original approval eg changes to protocols or extensions of approval time period	Retain minimum of 15 years after research concluded, then destroy
15.3.2	Records relating to approved applications for non clinical research projects or programs	Retain minimum of 5 years after research concluded, then destroy
15.3.3	Records relating to applications not approved	Retain minimum of 3 years after last action, then destroy
15.4.0	<b>Funding applications</b> Activities associated with obtaining grants or funding for the conduct of research	
15.4.1	Records relating to applications for funding or grant resources for research purposes. This includes records of applications, proposals and project plans.	Retain minimum of 10 years after research completed, then destroy
15.4.2	Records of unsuccessful applications for funding.	Retain minimum of 2 years after action completed, then destroy

No	Classes of records	Disposal Action
15.5.0	<p><b>Product management</b></p> <p>Activities relating to the outcomes of research including arrangements and agreements re further research, intellectual property, patents or commercialisation of products.</p>	
15.5.1	Contracts and agreements for use of the final product/research outcomes	<b>Required as State archives</b>
15.6.0	<p><b>Reporting</b></p> <p>The submission of formal reports as required by legislation, grant conditions or research protocols</p>	
15.6.1	Final reports on the outcomes of completed research projects and statutory reports required to be submitted in relation to research projects	<b>Required as State archives</b>
15.6.2	All other reports, for example progress and inspection reports, for clinical research projects or programs	Retain minimum of 15 years after research concluded, then review, if no longer required, destroy
15.6.3	All other reports, for example progress and inspection reports, for non-clinical research projects or programs	Retain minimum of 5 years after research concluded, then destroy
16.0.0	<p><b>SERVICE DEVELOPMENT</b></p> <p>Management of the development and delivery of health care services. This includes processes associated with the analysis of needs including activities relating to population profiles, outcomes analysis and community consultation, allocation and distribution of health resources and services and the determination of modes of service delivery.</p> <p><b>See CORPORATE MANAGEMENT – Committees</b> for records of committees established for health service planning or quality management purposes</p> <p><b>See SERVICE FUNDING – Benchmarking and Performance Management</b> for records relating to the measurement of efficiency indicators or comparisons of relative costs for funding allocation purposes</p>	
16.1.0	<p><b>Consultation</b></p> <p>Activities associated with the conduct of formal consultation with the community, industry associations, professional bodies or associations (eg Australian Medical Association etc), non-government service providers and other stakeholders as part of service development or delivery planning processes</p>	

No	Classes of records	Disposal Action
16.1.1	Records relating to formal consultation with stakeholders concerning the development or provision of services. This includes records of submissions or correspondence received concerning proposals or in response to requests for comment, reports of surveys, information gathering exercises or formal meetings etc with community, industry or other stakeholders concerning the development and provision of services	<b>Required as State archives</b>
16.1.2	Records relating to the conduct of consultation processes eg conduct of surveys, dissemination of documents for comment etc	Retain minimum of 2 years after last action, then destroy
16.1.3	Records relating to the coordination or routine administration of consultation processes eg arrangements for meetings, venue bookings etc	Retain minimum of 1 year after last action, then destroy
16.2.0	<p><b>Liaison</b></p> <p>Activities associated with maintaining regular general contact between the organisation and other related organisations, community groups or individuals (this may include individuals, private sector or non government organisations or other government agencies). Includes collaborating on projects that are not joint ventures or subject to formal agreements.</p>	
16.2.1	Records relating to formal interagency liaison concerning aspects of or arrangements for the delivery and ongoing development of services eg GP liaison, collaborative health care training or service delivery arrangements etc	Retain minimum of 10 years after last action, then destroy
16.3.0	<p><b>Planning</b></p> <p>The process of formulating ways in which objectives can be achieved.</p> <p><b>See CORPORATE MANAGEMENT</b> for records relating to corporate, business and strategic service plans for the whole of the organisation, area or state and strategic, action or operational plans for individual programs, units or facilities</p>	
16.3.1	Records relating to the development of programs or strategies for delivering services to specific community groups eg services for clients of culturally and/or linguistically diverse backgrounds, population groups open to overuse or abuse of drugs or alcohol etc	<b>Required as State archives</b>
16.3.2	Records relating to the analysis of demographic needs for services and rates of access and demand for health services to support planning	Retain minimum of 10 years after last action, then destroy

No	Classes of records	Disposal Action
16.3.3	Records relating to the determination of service delivery options, levels, modes or models of care, the geographical spread or placement of services and allocation of resources (including specialty services, mental health care facilities and services etc) in accordance with established policy or adopted strategic plans	Retain 10 years after action completed, then destroy.
16.3.4	Records relating to research into or comparisons of alternative service modes or models of care	Retain until no longer required for administrative or reference purposes, then destroy
17.0.0	<p><b>SERVICE FUNDING</b></p> <p>The function of allocating resources to individual health services and facilities within the organisation, including Non Governments Organisations (NGO's)</p> <p><b>See also</b>  <i>General Retention and Disposal Authority – Administrative records</i> FINANCIAL MANAGEMENT for records relating to budget projects and analysis</p>	
17.1.0	<p><b>Allocation</b></p> <p>The process of assigning funding to organisational units</p>	
17.1.1	Records relating to the allocation of resources to individual services and facilities	Retain minimum of 10 years after last action, then destroy
17.1.2	Records relating to the determination of funding based on an analysis of the quantity and mix of services performed	Retain minimum of 10 years after action completed, then destroy
17.2.0	<p><b>Benchmarking and Performance Management</b></p> <p>Activities associated with the evaluation of performance, service levels and efficiency indicators for resource allocation purposes</p>	
17.2.1	Records relating to the measurement of efficiency indicators or comparisons of relative costs	Retain minimum of 10 years after action completed, then destroy
17.3.0	<p><b>Grant funding</b></p> <p>Activities associated with the provision and administration of grants to NGO's or other service providers</p>	
17.3.1	Final reports of reviews or commissioned studies into the outcomes of grant funding programs	<b>Required as State archives</b>
17.3.2	Successful applications. Includes records relating to the monitoring of and reporting by grant recipients	Retain minimum of 7 years after expiry of the funding

No	Classes of records	Disposal Action
	regarding fulfilment of grant/funding conditions.	agreement, then destroy
17.3.3	Unsuccessful applications	Retain minimum of 2 years after last action, then destroy
17.4.0	<p><b>Reporting</b></p> <p>The provision of a formal response to a situation or request or as a requirement concerning aspects of the organisation's responsibilities, performance or activities</p> <p><b>See also</b>  <i>General Retention and Disposal Authority – Administrative records</i> FINANCIAL MANAGEMENT</p>	
17.4.1	Records relating to reports on the outcomes of or progress towards funding objectives	Retain minimum of 10 years after action completed, then destroy
18.0.0	<p><b>WORKFORCE PLANNING AND SUPPORT</b></p> <p>Management of the recruitment and retention of suitably skilled and qualified specialist, clinical, nursing and allied health staff</p> <p><b>See</b>  <b>EDUCATION, TRAINING AND STAFF DEVELOPMENT</b> for records relating to the provision of training to staff</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative records</i> INDUSTRIAL RELATIONS for records relating to negotiations with industry or professional representatives concerning industrial matters</p> <p><b>See</b>  <i>General Retention and Disposal Authority – Administrative records</i> GOVERNMENT RELATIONS major reports or submissions by the organisation on issues relating to such matters</p>	
18.1.0	<b>Career paths</b>	
18.1.1	Records relating to the development and provision of career path options and professional development opportunities for clinical, nursing and allied health staff	Retain minimum of 10 years after last action, then destroy
18.2.0	<b>Needs analysis</b>	
18.2.1	Records relating to the analysis and reporting of workforce needs and trends. This includes records relating to retention rates of health professionals or other suitably qualified staff and the changing role of staff.	Retain minimum of 10 years after last action, then destroy



No	Classes of records	Disposal Action
18.2.2	Records relating to the administration of applications for 'Area of Need' status <sup>15</sup> .	Retain for a minimum of 5 years after action completed, then destroy
18.3.0	<b>Liaison</b>	
18.3.1	Records relating to liaison with professional organisations or unions in relation to policies and practices	Retain minimum of 10 years, then destroy.
18.3.2	Records relating to liaison with professional organisations or unions in relation to routine matters	Retain until reference ceases, then destroy.
18.4.0	<b>Recruitment</b>	
18.4.1	Records relating to recruitment drives or workplace initiatives to attract and retain suitably qualified staff	Retain minimum of 5 years after last action, then destroy
19.0.0	<b>Pre 1940 records</b>	
19.1.0	Records relating to the administration of health services or facilities created prior to 1940. This refers to records identified in the sections above created wholly or in part prior to 1940.	<b>Required as State archives</b>

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<sup>15</sup> 'Areas of Need' are local areas, often rural or remote, experiencing difficulties attracting health professionals.

## Part 2: Understanding and using the authority

### 2.1 Overview

#### Purpose

The purpose of issuing the *General Retention and Disposal Authority – Public Health Services: Administrative records* is to identify which records relating to the administration of health care services are required as State archives and to permit public health organisations and the services and facilities operated by them to destroy certain other administrative records when they are no longer required.

#### What records does this authority cover?

This Authority authorises the disposal of:

- records relating to the corporate management and governance of organisations. This includes records of Boards of management, committees and strategic planning processes
- records relating to the development, delivery and funding of health care services
- records relating to the surveillance, promotion and protection of the health of the community. This includes the oversight and management of research activities and all core public health functions of environmental health and food safety, including tobacco control and water safety, and the monitoring and surveillance of outbreaks of disease and infections.
- records relating to education, training and development of health care workers, workforce planning and the employment conditions of certain personnel
- records relating to the administration of related support services such as corporate services and property management

#### Date range of records covered

Records listed in this authority created wholly or in part prior to 1940 are required as State archives (see also 2.3 below). For records created wholly after 1940 the minimum retention periods and disposal actions identified in this authority apply to the various classes of records listed.

#### What records are not covered

This Authority does not cover all records relating to the management and administration of public health organisations and should be used in conjunction with other General Retention and Disposal Authorities issued by State Records. Services should also consult the following for disposal authorisation.

For records relating to:	Use the following General Retention and Disposal Authority
Patient/client treatment and care	General Retention and Disposal Authority – Public Health Services: Patient/Client records
General administration (ie not health sector specific)	General Retention and Disposal Authority – Administrative records
Personnel	General Retention and Disposal Authority – Personnel records
Financial management	General Retention and Disposal Authority – Finance and Accounting records

### **How long is this authority in force?**

This authority will remain in force until it is superseded by a new authority or it is withdrawn from use by State Records.

### **Providing feedback**

To suggest amendments or alterations to this authority please contact us via email [disposal@records.nsw.gov.au](mailto:disposal@records.nsw.gov.au) or phone (02) 8247 8636.

### **Further assistance**

To obtain assistance in the interpretation or implementation of this authority, or any of our general retention and disposal authorities, contact us via email [disposal@records.nsw.gov.au](mailto:disposal@records.nsw.gov.au) or phone (02) 8247 8636.

## **2.2 Guidelines for implementation**

### **Introduction**

Comprehensive information about implementation of disposal authorities is found in State Records' guideline on [sentencing records](#), guideline on [destruction of records](#) and procedures for [transferring records as State archives](#).

### **Minimum retention periods**

The authority specifies minimum retention periods for all records not required as State archives. A Service must not destroy or otherwise dispose of records before the minimum retention period has expired. Services may retain records for longer periods of time, subject to organisational need, without further reference to State Records. Reasons for longer retention can include legal requirements, administrative need, on-going research use or government directives.

### **Retention of electronic records**

Electronic records must be protected and readily accessible for the specified minimum retention period. See [Future Proof: Ensuring the accessibility of equipment/technology dependent records](#) for information relating to managing the accessibility of electronic and other technology dependent records.

### **Destroying records**

When the authorised minimum retention period has been reached, appropriate arrangements for the destruction of records may be undertaken without further reference to State Records, unless otherwise advised. Persons using the Authority should apply it with caution, bearing in mind that the authorisations for disposal are given in terms of the State Records Act only. It is the responsibility of the public office to ensure that all legal and other organisational requirements for retention of records have been met before disposing of any of its records. A public office must not destroy any records where the public office is aware of possible legal action, investigation or inquiry where the records may be required as evidence.

### **Transferring records required as State archives**

Records identified in the Authority as being required as State archives should be prepared for transfer to State Record's custody and/or control only when they are no longer required for ongoing business use.

### **Transfer of ownership must be authorised**

Regardless of whether a record has been authorised for destruction or is required as a State archive, a public office must not transfer ownership of a State record to any person or organisation without the explicit authorisation of State Records.

## **2.3 Records required as State archives**

Records which are to be retained as State archives are identified with the disposal action *Required as State archives*.

**Pre 1940 records**

Records listed in this authority created wholly or in part prior to 1940 are required as State archives (for example a file started in 1913 and ending shortly after 1940). Prior to proposing to transfer pre 1940 records as State archives services should contact State Records to discuss the condition, types, content and quantities of records involved. Some records may be subject to further appraisal and review if State Records does not consider their retention as State archives is warranted.

# Index

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The following index is provided to enable easy reference to records covered by the *General Retention and Disposal Authority – Public Health Services: Administrative Records*.

## References

The index provides the reference number for either a specific entry or a section. Where the reference is to a section the index term may appear in several entries within that section.

The index also includes cross references where appropriate.

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Interagency	16.2.1	Parking	14.9.0
Professional organisations	18.3.0	Pastoral care	2.12.1
Service development	16.2.0	Pastoral visitors	
Unions	18.3.0	Appointments	13.2.3
Licenses		Authorisations	13.2.3
Equipment (medical)	9.1.1	Patient movements (after hours)	6.8.4
Corporate support services	6.4.1	Performance management	
Property management	14.4.0	Corporate management	5.6.0
<b>M</b>		Service funding	17.2.0
Maintenance		Permits	
Food services	6.6.4	Equipment, service systems etc	6.4.1;
Medical	9.3.1		9.1.1;
Property management	14.5.4		14.4.2
Manuals <b>see</b> Procedures		Personnel <b>see also</b> <i>General Retention and Disposal Authority – Personnel records</i>	
Maps	14.7.0	Agreements and contracts	13.2.0
Marketing	3.4.0	Allocation	13.1.0
Meal costings	6.6.1	Chaplains	13.2.3
Meal counts	6.6.1	Clinical academics	13.2.1
Media relations	4.6.0	Employment conditions	13.2.0
Medical Equipment	9.0.0	Honorary practitioners	13.2.1
Meetings		Nurse service books	13.2.5
Clinical services	2.7.0	Pastoral visitors or carers	13.2.3
Board	5.2.0	Visiting clergy	13.2.3
Committees	5.3.0	Visiting practitioners	13.2.1
Mental Health <b>see also</b> <i>General Retention and Disposal Authority – Public Health Services: Patient/Client records</i>		Planning	
Hearings	10.2.0	Accommodation	14.1.0
Inspections	10.1.1	Corporate management	5.7.0
Official visitors reports	10.1.1	Health promotion	11.5.1
Menus	6.6.1	Health protection	12.12.1
Methodologies	8.2.0	Risk management	5.11.1
Misconduct		Service development	16.3.0
Researcher	15.2.0	Policy	
Models of care	16.3.0	Clinical services	2.8.0
<b>N</b>		Corporate management	5.8.0
Needs analysis	18.2.0	Pre 1940 records	19.1.0
Needs assessment		Premises	
Non-government organisations	17.0.0	Acquisition	14.2.0
Notifications (diseases)	12.11.0	Disposal	14.2.0
Nurses			

Fits outs	14.5.0
Heritage	14.2.2
Inspections	12.9.1
Leasing	14.6.0
Private practice agreements	13.2.2
Procedures	
Clinical services	2.8.0
Corporate management	5.9.0
Operating (Medical Equipment)	9.3.0
Product management	
Research	15.5.0
Professional Development	2.13.1;
	18.1.0
Program evaluation	
Clinical Services	2.4.0
Health Promotion	11.3.0
Programs	
Clinical services	2.9.0
Community groups	16.30
Grant funding	17.3.0
Health promotion	11.2.0
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Commercial activities	3.5.0
Health promotion	11.2.0
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Property management	
Accommodation planning	14.1.1
Acquisition	14.2.0
Capital works	14.3.0
Compliance	14.4.0
Council approvals and consents	14.4.1
Disposal	14.2.0
Fit outs	14.5.0
Hazardous materials	14.5.2;
	14.10.0
Installations	14.5.0
Leasing	14.6.1
Maintenance	14.5.0
Maps	14.7.0
Parking	14.9.0
Purchase	14.2.0
Security	14.8.0
Signage	14.7.0
Standards	14.4.0
Traffic management	14.9.0
Waste management	14.10.0
Public health services	
agreements	12.2.1
Public profile <b>see</b> Community relations	
Public reaction	4.3.0

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Recall

Food 6.6.6

Reception services 6.8.0

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12.9.3

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Commercial activities 3.6.0

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surveillance 8.30

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14.4.0

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Government relations 10.3.0

Health promotion 11.3.1

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15.2.0

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Funding 15.4.0

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Approvals 15.3.0

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Contracts 15.1.0

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Product Management 15.5.0

Reporting 15.6.0

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Review

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5.11.0

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Incidents	14.8.2	Testing	
Inspections	14.8.5	Food services	6.6.0
Patrols	14.8.6	Title deeds	14.2.1
Training	14.8.3	Tobacco Control	12.0.0
Seizures (public health)		Traffic management	14.9.0
Registers	12.9.4	Accidents	14.9.4
Service contracts	13.2.1	Offences, fines & penalties	14.9.2
Service development	16.0.0	Planning	14.9.1
Consultation	16.1.0	Training	
Demographic needs analysis	16.3.2	Accreditation	
Liaison	16.2.0	Courses	7.2.1
Planning	16.3.0	Skills	7.4.5
Service funding		Agreements	7.1.1
Allocation	17.1.0	Applications	7.5.4
Benchmarking	17.2.0	Certification	7.2.1
Grant funding	17.3.0	Course development	7.3.0; 7.5.0
Performance management	17.2.0	Equipment (medical)	9.4.0
Reporting	17.4.0	Health promotion	11.6.0
Service modes	16.3.0	Nurse education	7.0.0
Service promotion <b>see</b> Marketing		Programs	7.5.2; 7.5.3
Service Providers		Security	14.8.3
Agreements	2.1.2	Student records	7.4.0
Consultation	16.1.0		
Liaison	2.6.1	<b>V</b>	
Service provision		Vehicles	
Clinical services	2.12.0	Allocation	13.2.4
Pre 1940 records	19.1.0	Private usage	13.2.4
Service development	16.0.0	Traffic management	14.9.0
Signage	14.7.0	Visiting Practitioners	
Staff <b>see also</b> <i>General Retention and Disposal Authority – Personnel records</i>		Employment conditions	13.2.0
Allocation	13.1.0	Visitors	
Qualifications	2.13.0	Official	10.1.1
Recruitment	18.0.0	Pastoral	13.2.3
Training	7.5.0	Volunteers	
Workforce planning	18.0.0	Co-ordination	6.9.0
Staff Specialists		Recruitment	12.9.3
Agreements	13.2.2		
Standards		<b>W</b>	
Clinical services	2.14.0	Waste management	14.10.0
Equipment (medical)	9.3.0	Water Safety	12.0.0
Property management	14.4.0	Workforce planning	
Students		Area of need applications	18.2.2
Placement Agreements	7.1.1	Career path options	18.1.1
Records	7.4.0	Liaison	18.3.0
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Subscribers	4.4.0	Professional development opportunities	18.1.1
Surveillance		Recruitment drives	18.4.1
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Clinical services	2.4.2; 2.10.1		
Consultation	16.1.2		
Epidemiology	8.1.0		
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**T**