



Public Record Office Standard

PROS 13/02

Authority

Retention & Disposal Authority for Records of the Emergency Services Telecommunications Authority

Version 2013

13/02

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Under section 12 of the *Public Records Act 1973*, the Keeper of Public Records is responsible for the establishment of standards for the efficient management of public records and for assisting public offices to apply those standards to records under their control. Officers in charge of public offices are responsible under section 13 of the *Act* for carrying out, with the advice and assistance of the Keeper, a program of records management in accordance with the standards established under section 12 of the *Act*.

1 Introduction

1.1 Purpose of this Authority

The purpose of this Authority is to provide a mechanism for the disposal of public records in accordance with the *Public Records Act 1973*.

The Authority:

- identifies records which are worth preserving permanently as part of Victoria's archival heritage
- prevents the premature destruction of records which need to be retained for a specified period to satisfy legal, financial and other requirements of public administration, and
- authorises the destruction of those records not required permanently.

1.2 Context of this Authority

1.2.1 Public Record Office Victoria Standards

This Authority should be used in conjunction with the Standards issued by the Keeper of Public Records under Section 12 of the *Public Records Act 1973*. Copies of all relevant PROV standards, specifications and regulatory advice can be downloaded from www.prov.vic.gov.au. These documents set out the procedures that must be followed by Victorian public offices.

1.2.2 Disposal of records identified in the Authority

Disposal of public records identified in this Authority must also be in accordance with the requirements of Public Record Office Standard PROS 10/13 *Disposal*.

1.2.3 Transfer of records to Public Record Office Victoria

Contact Public Record Office Victoria for further information on procedures for transferring permanent records to archival custody.

1.2.4 The *Crimes (Document Destruction) Act 2006*

It is an offence under the *Crimes (Document Destruction) Act 2006* for individuals or organisations to destroy documents that they know are reasonably likely to be required in a future legal proceeding, with the intention of keeping the documents out of evidence. Destroying records however in accordance with a valid Authority is lawful as long as the requirements under the *Crimes (Document Destruction) Act 2006* are met.

PROV strongly advises that all agencies familiarise themselves with the requirements under the *Crimes (Document Destruction) Act 2006* and *Evidence (Document Unavailability) Act 2006*, and PROV Advice to Agencies 18: *Crimes (Document Destruction) Act 2006: Implications for government recordkeeping*.

1.2.5 Normal Administrative Practice

The destruction of some public records is permitted without final authorisation under normal administrative practice (NAP). NAP covers the destruction of ephemeral material of a facilitative nature created, acquired or collected by public officers during the course of their duties.

The following material may be destroyed under NAP:

- working papers consisting of rough notes and calculations used solely to assist in the preparation of other records such as correspondence, reports and statistical tabulations
- drafts not intended for retention as part of the office's records, the content of which has been reproduced and incorporated in the public office's record keeping system
- extra copies of documents and published material preserved solely for reference.

1.3 Use of Other Authorities

In applying the disposal sentences set out in this Authority, reference should be made to other current Authorities where applicable. Where there is a conflict between two Authorities (for instance this Authority and the General Retention and Disposal Authority for Records of Common Administrative Functions), consult the Public Record Office Victoria for advice.

1.4 Explanation of Authority Headings

CLASS NUMBER

The class number or entry reference number provides citation and ease of reference.

DESCRIPTION

The description of each record class is specified in this entry. A record class is a group of records that relate to the same activity, function or subject and require the same disposal action.

STATUS

This entry provides the archival status of each class - either permanent or temporary.

CUSTODY

This entry specifies whether the records are to be retained by the public office or transferred to the Public Record Office Victoria.

Permanent electronic records are to be transferred in VERS Encapsulated Object (VEO) format according to PROS 99/007 - Management of Electronic Records (Version 2).

The storage of public records identified in this Authority must also be in accordance with the requirements of Public Record Office Standard PROS 11/01 *Storage*.

2 Concurrence of Public Office

This Authority has the concurrence of:

Signature: [Signed]

Name: Ken Shymanski

Date: 28 May 2013

Position: CEO

3 Establishment of Standard

Pursuant to Section 12 of the *Public Records Act* 1973, I hereby establish these provisions as a Standard (also known as a Retention and Disposal Authority) applying to the records of the Emergency Services Telecommunications Authority.

This standard as varied or amended from time to time, shall have effect for a period of ten (10) years from the date of issue unless revoked prior to that date.

[Signed]

Justine Heazlewood
Director & Keeper of Public Records

Date of Issue: 4 June 2013

4 Acknowledgments


PROV would like to thank the following people for providing their knowledge and expertise and helping to create this Authority:

Sue-Ann Sapurmas

5 Further Information

You can obtain relevant publications, supplies of relevant forms, and answers to any enquiries you may have by first contacting your agency's records manager or the Public Record Office Victoria:

Public Record Office Victoria

 (03) 9348 5600

e-mail: agency.queries@prov.vic.gov.au

web: www.prov.vic.gov.au

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7 Retention & Disposal Authority

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
1.0.0	<p>EMERGENCY COMMUNICATIONS MANAGEMENT</p> <p>The management of Victoria’s emergency communications. Includes taking calls made to Triple Zero (000) and notifying the relevant emergency services organisations for an emergency services response. Emergency services organisations include Victoria Police, the Metropolitan Fire and Emergency Services Board, the Country Fire Authority, Ambulance Victoria and the Victoria State Emergency Service. Includes the handling of non-emergency calls involving patient transport.</p> <p>Also includes the management of emergency communications data and change management processes.</p>		
1.1.0	<p>Emergency and Non-Emergency Call Management</p> <p>The management of emergency and non-emergency calls. Includes taking calls from the public or a member of an emergency services organisation and the dispatch of emergency services organisations in response. Call-takers gather information about the emergency, notify the required emergency services organisations and manage the data about the emergency to its resolution.</p>		

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
1.1.1	<p>Data entered into the computer aided dispatch (CAD) system about an emergency or non-emergency call event. Includes data on caller identification, phone number, location address, clinical/medical information, and all event related data received from the caller by the call-taker in the structured call-taking process.</p> <p>Also includes data about the dispatch of an emergency services organisation such as the police, fire or ambulance unit sent to respond to the emergency, the emergency appliances required, as well as status updates and notifications to indicate the emergency has been dealt with.</p>	<p>Temporary Destroy 7 years after last access.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable/audible format pending destruction.</p>
1.1.2	<p>Voice recordings of calls made regarding an event in which assistance is sought of an emergency services organisation. Includes both emergency and non-emergency events.</p>	<p>Temporary Destroy 7 years after last access.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable/audible format pending destruction.</p>

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
1.2.0	<p>Communications Data Management</p> <p>The management of vital communications data. Includes data creation, maintenance, access, distribution to and receipt from internal and external stakeholders, such as emergency services organisations and governing bodies. Includes ensuring the integrity and quality of data meets the needs of the call-taking and dispatch process via the computer aided dispatch (CAD) system.</p>		
1.2.1	<p>Data created, collected and managed to assist in the handling of emergency and non-emergency calls. Includes spatial mapping data for the computer aided dispatch (CAD) system used for call-takers and dispatchers to determine the exact location of an event. Also includes data received from government agencies and emergency services organisations such as the location of police stations.</p>	<p>Temporary</p> <p>Destroy 7 years after last access.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable/audible format pending destruction.</p>

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
1.2.2	<p>Records documenting the generation of statistical reports based on computer-aided dispatch (CAD) data. Reports are generated for the Office of the Emergency Services Commissioner (OESC), for emergency service organisations and in response to FOI requests as well as for internal management reporting purposes. Statistics include call type frequencies as well as call answer and dispatch speed responses, etc.</p> <p>[For all other Reporting, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>	<p>Temporary Destroy 7 years after last access.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable/audible format pending destruction.</p>
1.3.0	<p>Change Management The management and control of changes in technical and operational processes, as requested both internally and externally from emergency services organisations. Changes include operational and/or technical changes to systems, networks or processes in technology and telecommunications.</p>		

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
1.3.1	Records documenting requests and changes made to technology and processes used in emergency telecommunications management. Includes changes to hardware, communications equipment, communications software, physical facilities or services such as technical configurations, software upgrades, changes to the structured call-taking process or other standard operating procedures.	Temporary Destroy 7 years after administrative use has concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.0.0	<p>TRAINING</p> <p>The development, evaluation and delivery of operational training and education courses in emergency communications management.</p> <p>[For records relating to training of staff unrelated to operational training, use the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>		
2.1.0	<p>Registration and Compliance</p> <p>The accreditation of the agency as a registered training organisation (RTO) and the activities undertaken to ensure the agency's compliance with standards for registered training organisations in the provision of training and education.</p> <p>Includes the accreditation of staff involved in the delivery of training or who perform assessment activities.</p>		

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.1.1	Records documenting the agency's accreditation as an approved registered training organisation and its compliance with standards for registered training organisations. Includes records of audits undertaken as part of the quality assurance process used to monitor the agency's compliance with the standards.	Temporary Destroy 7 years after accreditation has concluded / expired.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.1.2	Records documenting a trainer's accreditation and compliance with standards for registered training organisations.	Temporary Destroy 7 years after next accreditation issued or termination of accreditation.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.2.0	<p>Curriculum Development The development and review of accredited and non-accredited training courses delivered by the agency. Includes curriculum development for accredited courses in accordance with the Australian Quality Training Framework (AQTF) standards.</p>		
2.2.1	<p>Records documenting the development, accreditation and review of curriculum for accredited training courses.</p>	<p>Temporary Destroy 30 years after curriculum unit replaced, revoked or discontinued.</p>	<p>Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.</p>

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.2.2	Records documenting the development and review of curriculum for non-accredited training courses.	Temporary Destroy 7 years after curriculum unit replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.2.3	Records documenting the development of training resources, including program guides, lecture notes, hand-outs and audio and visual recordings.	Temporary Destroy 7 years after administrative use has concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.3.0	Assessment and Processing of Results The development of assessment methods and the recording of student results for training courses.		

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.3.1	Records that document the final approved methods of assessment for accredited training courses. Includes 'master' examination papers.	Temporary Destroy 30 years after curriculum unit has been replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.3.2	Records that document the development of approved methods of assessment for accredited training courses. Includes drafts and records of testing and validation.	Temporary Destroy 7 years after curriculum unit replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.3.3	Records that document final approved methods of assessment for non-accredited training courses.	Temporary Destroy 7 years after course has been replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.3.4	Records that document the development of approved methods of assessment for non-accredited training courses. Includes drafts and records of testing and validation.	Temporary Destroy 1 year after administrative use has concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.3.5	Master records of student results for accredited courses. Includes final and interim results.	Temporary Destroy 30 years after results have been released.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.3.6	Master records of student results for non-accredited courses. Includes final and interim results.	Temporary Destroy 7 years after results have been released.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.3.7	Student assessment submissions and examination papers for both accredited and non-accredited training courses.	Temporary Destroy 1 year after completion of assessment.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.4.0	Training Conduct The activities associated with the delivery of training courses. Includes records of attendance, course evaluation and administrative arrangements for delivery.		
2.4.1	Records documenting attendance at training courses.	Temporary Destroy 7 years after administrative use has concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.4.2	Records documenting evaluations of training courses. Includes course evaluations made by participants after attending courses.	Temporary Destroy 2 years after administrative use has concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.4.3	Records documenting the administrative arrangements for courses, including catering, venue bookings and hire of equipment.	Temporary Destroy 2 years after administrative use has concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.5.0	<p>Management of Students</p> <p>The management of students enrolled in accredited training courses. Includes the management of enrolments and of grievances and complaints made by students on matters such as perceived discrimination, exclusion from a course, or relating to course results and/or assessment.</p> <p>[For complaints received in relation to non-accredited training courses or grievances made by agency staff, use the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>		
2.5.1	Records documenting the enrolment of students into accredited courses.	<p>Temporary</p> <p>Destroy 30 years following date of enrolment.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable/audible format pending destruction.</p>

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.5.2	Records documenting formal student grievances where the allegations have been proven, including those presented to a panel. Includes the grievance register which contains the student name(s), student number, date of allegation, summary of allegation(s) and the final resolution.	Temporary Destroy 30 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.5.3	Records documenting formal student grievances where the allegations cannot be proven, including those presented to a panel	Temporary Destroy 7 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.6.0	Graduation The conferring of certificates, awards or qualifications on students who have met the criteria required to graduate from accredited or non-accredited training courses.		
2.6.1	Records documenting the registration of all students to be awarded their qualification in an accredited course	Temporary Destroy 30 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.
2.6.2	Records documenting the registration of all students to be awarded their qualification in a non-accredited course.	Temporary Destroy 7 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

Retention & Disposal Authority			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
3.0.0	QUALITY ASSURANCE The management of quality assurance processes undertaken in order to comply with agreed standards and process improvements. Compliance is measured against industry best practise and standards for the improvement of business function. Quality is managed, maintained and continually improved through the use of audits, data analysis, corrective and preventative action and the management review of quality policy objectives.		
3.1.0	Audit The audit of business practises to assess compliance with internal and external standards. Includes audits of call-taker and dispatch operational systems and processes.		
3.1.1	Records documenting the auditing of business practises to assess compliance with internal and external standards. Includes audit checklists, registers of audit outcomes and audit reports. Reports on audit findings are generated for continual improvement.	Temporary Destroy 7 years after administrative use is concluded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable/audible format pending destruction.

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