

**Retention and Disposal Authority for Records of the Emergency
Services Function**

Authority number: PROS 17/02



PROS 17/02

**Retention and Disposal
Authority for Records of the
Emergency Services Function**

Issued Date: 01/05/2017

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Scope	<p>This general RDA covers the emergency services function for the primary control and response agencies - the Victoria State Emergency Service, Country Fire Authority, Metropolitan Fire Brigade, Ambulance Victoria (partially), the department of state responsible for fire management on Crown Land (Parks Victoria and Department of Environment, Land Water and Planning as of 2017).</p> <p>For the purposes of this RDA the function of emergency services refers to the management of programs to provide urgent assistance in times of crisis or unforeseen circumstances; monitoring compliance with equipment standards and regulating the use of volunteers; coordinating government and community-based services within a region in times of emergency. It also covers the provision of relief services to communities impacted by emergencies and disasters.</p> <p>For records of the statewide oversight of the emergency management function see RDA for Records of the Emergency Management Function.</p>
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Status	Issued by Keeper
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Issue Date	01/05/2017
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Introduction

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.

Context of this Authority

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.

Disposal of records identified in the Authority

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

It is a criminal offence to unlawfully destroy a public record under s 19(1) of the *Public Records Act 1973*.

The destruction of a public record is not unlawful if done in accordance with a Standard established under s 12 of the *Public Records Act 1973*.

This Standard (also known as an Authority) authorises the disposal of public records as described within its provisions. However, disposal is **not** authorised under this Standard if it is reasonably likely that the public record will be required in evidence in a current or future legal proceeding.

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For the purposes of this Retention and Disposal Authority, a 'legal proceeding' has the same meaning as the *Evidence (Miscellaneous Provisions) Act 1958*, and includes any civil, criminal or mixed proceeding and any inquiry in which evidence is or may be given before any court or person acting judicially, including a Royal Commission or Board of Inquiry under the *Inquiries Act 2014*.

If the public office identifies that public records must be retained under other applicable legislation for a period that exceeds the retention period specified under the Standards, then the longer retention period must apply.

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.

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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.

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.

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*

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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 Department of Environment, Land, Water and Planning; Metropolitan Fire and Emergency Services Board; Ambulance Victoria; Country Fire Authority; Victoria Police (including Office of the Chief Commissioner of Police); Victoria State Emergency Service. This standard as varied or amended from time to time, shall have effect from the date of issue unless revoked prior to that date.

[signed]

Justine Heazlewood, Keeper of Public Records

Date of Issue: 01/05/2017

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INTRODUCTION

Context

Administrative and Functional Scope

This Retention & Disposal Authority (RDA) applies to emergency service sector agencies, primarily the first response agencies and to agencies responsible for the provision of relief and recovery services to communities and individuals impacted by emergencies and disasters. The disposal coverage may be extended to other agencies over time.

As required by the *Emergency Management Act 2013*, the Emergency Management Victoria Manual identifies the control agencies and the key support agencies for response.

At time of issue the RDA covers the emergency services function for the primary control and response agencies - the Victoria State Emergency Service, Country Fire Authority, Metropolitan Fire Brigade, Ambulance Victoria, the Department of Environment, Land, Water and Planning (including Parks Victoria), Victoria Police.

Public office(s) responsible for the central management of the emergency management function in Victoria should refer to RDA for Records of the Emergency Management Function.

The structure of the RDA aligns with the structure of the Emergency Manual Victoria Manual, providing a useful and practical way to understand, describe and appraise the functions, activities and records created by the emergency services sector and aligns with the sector's own vocabulary and approach to the functional responsibilities.

The functions are therefore described as:

- Prevention/mitigation/risk reduction activities [before]
- Response activities [during]
- Relief and recovery activities [after]

The following sectors/agencies which have some emergency services responsibilities may continue to use their own specific RDA. They may be included within the scope of PROS 17/02 in future if deemed applicable post appraisal:

- Local government (PROS 09/05 Local Government RDA)
- Water and catchment authorities (PROS 12/06 Water Authorities RDA)
- Environment Protection Agency (PROS 02/03)
- VicRoads (PROS 10/05).

The policing and crime investigation functions of Victoria Police are out of scope of this RDA, refer to PROS 10/14.

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Governing Legislation

Legislation

Emergency Management Act 1986 and *Emergency Management Act 2013* which provide for the organisation and governance of emergency management in Victoria.

The *Ambulance Services Act 1986* sets out the establishment of Ambulance Services and their functions. In 2008, amendments to the act were made for the amalgamation of the Metropolitan Ambulance Service (MAS), Rural Ambulance Victoria (RAV) and Alexandra District Ambulance Service to form a single Ambulance Service for Victoria.

This Act was established to provide regulations pertaining to the provision of Ambulance Services within the State of Victoria and specifically covers the areas of administrative governance, management, financial provisions, the creation and abolition of Ambulance Services and the education and training associated with Ambulance Services.

The *Non-Emergency Patient Transport Act 2003* establishes a licensing system for persons who operate services providing non-emergency transport to or from medical services.

The *Non-Emergency Patient Transport Regulations 2005* prescribes standards and requirements for the provision of non-emergency patient transport services under the *Non-Emergency Patient Transport Act 2003*.

The *Drugs, Poisons and Controlled Substances Act 1981* establishes the compliance requirements for Ambulance Victoria for the administering of drugs to patients. This Act authorises employees of Ambulance Victoria to have possession of these drugs for the purposes of providing medical care services.

The *Health Services Act 1988* establishes guiding principles for Ambulance Victoria in the provision of health care services so as to promote quality health care, respect for privacy and dignity of persons being given health care. The Act also sets up mechanisms to deal with complaints from persons using the health service and for the review and improvement of health services.

The *Health Records Act 2001* establishes guidelines for the fair and responsible handling of health information by protecting the privacy of an individual's health information that is held in the public and private sectors; and providing individuals with a right of access to their health information; and providing an accessible framework for the resolution of complaints regarding the handling of health information.

The *Road Safety Act 1986* provides for exemptions to the Road Rules in the case of an emergency attendance by an Ambulance.

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No	Function/Description	Status	Disposal Action
1.0	<p>Prevention, Mitigation and Risk Reduction</p> <p>The development of measures used to minimise the impact of emergencies on Victorian communities through prevention, planning, preparedness, education and protection activities.</p> <p>The function includes prevention, mitigation and risk reduction activities, such as:</p> <ul style="list-style-type: none"> • Study or research into fire and emergency prevention, mitigation, risk reduction, response and recovery • Provision of community education to prevent hazards and emergencies occurring and to prepare community for when they do occur • Research and development of emergency management plans including health emergencies, bushfires and floodplain management • Contributing to Statutory Planning • Assessment of public and private property in accordance with standards, regulations and legislation. Includes issuing of occupancy permits and fire safety inspections • Acquisition, maintenance and disposal of specialised equipment, including emergency transport vehicles to prevent, control and extinguish fires and manage incidents • Acquisition, maintenance and disposal of protective clothing and uniforms • Management of fire and emergency service stations and units • Management of communications infrastructure, including radio frequency licence management • Development/enforcement of relevant legislation and regulations • Monitoring conditions to anticipate the likelihood and effects of fires and natural disasters • Assessment of risks in provision of emergency response or paramedic care; the implementation 		

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No	Function/Description	Status	Disposal Action
<i>Prevention, Mitigation and Risk Reduction</i>			
	<p style="text-align: center;">of appropriate practices and procedures to prevent or treat the risks</p> <p>The performance of this function is supported by routine administrative tasks such as:</p> <ul style="list-style-type: none"> • <u>providing and receiving</u> advice • <u>liaison</u> with individuals and organisations • <u>managing</u> meetings • <u>planning</u> and <u>reporting</u> • <u>developing policies and procedures</u> <p>See <i>RDA for Records of Higher and Further Education Functions</i> Research Function for records of research programs, including administrative support records.</p> <p>See <i>RDA for Records of Local Government Functions</i> Emergency Management for records of emergency prevention, mitigation and risk reduction created by local government</p>		
1.1	<p>Records of continuing value documenting:</p> <ul style="list-style-type: none"> • Statewide and regional emergency management strategies, plans and procedures where the agency is the lead developer - Final approved version • Community safety plans - Final approved plan • Specialised fire and emergency equipment - design and modification where the design is original and not a copy of an Australian or international standard design and any associated patents. Includes design specifications, research and development which leads to significant change in approved equipment. Includes design of personal protection equipment (PPE) • Establishment of units 	Permanent	Retain as State Archives, Transfer to PROV
1.2	<p>Records of long term administrative value documenting:</p> <ul style="list-style-type: none"> • Fire protection systems - approvals, site plans, 	Temporary	Destroy 30 years after administrative use has

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No	Function/Description	Status	Disposal Action
<i>Prevention, Mitigation and Risk Reduction</i>			
	<p>fire safety studies, correspondence and reports</p> <ul style="list-style-type: none"> • Monitoring and assessment of property in accordance with standards, regulations and legislation - includes assessment and compliance reports, occupancy permits, reports related to fire safety, fire extinguishers and hydrants • Safety inspections of public and private buildings, including inspection reports and recommendations • Dangerous goods - management and storage - including site inspections, complaints and notifications and action to rectify non-compliance • Statutory and Land use Planning advice provided to municipalities regarding planning schemes, amendments, overlays and permits • Municipal Fire Prevention and Emergency Management Plans - advice provided to municipalities in the development of, guidelines for the development of plans and advice on risk management and fire related hazards, audits of Plans • Planned burns for fire management prevention and preparation 		concluded.
1.3	<p>Records documenting:</p> <ul style="list-style-type: none"> • Exercises and drills - planning, conduct and evaluation conducted and led by the agency - includes joint exercises • Inspection of brigades/units - planning, notes, completed questionnaires, capability assessments, draft recommendations, final reports • Communications - assignment of radio frequency licenses by the Australian Communications and Media Authority (and any predecessor or successor bodies) - includes applications for new, changed or cancelled radio frequencies; register of radio channels, frequencies and sites issued to the agency and emergency services partner agencies • Communications - allocation and consent for 	Temporary	Destroy 15 years after administrative use has concluded.

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No	Function/Description	Status	Disposal Action
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Prevention, Mitigation and Risk Reduction

	<p>agency members and ancillary agencies to use and operate licensed radio channels - includes radio channel allocations for the State and each fire control region, radio channels programmed in to agency radio terminals, correspondence with third parties regarding consent to utilise radio channels</p> <ul style="list-style-type: none"> • Emergency equipment - supply, service, inspection and maintenance of extinguishers, fire blankets, hoses - provided to the public and private enterprise 		
1.4	<p>Records documenting:</p> <ul style="list-style-type: none"> • Permits - applications to light fires, fireworks or activate equipment during Fire Danger Periods or on days of Total Fire Ban • Joint emergency management exercises/scenarios/tests/competitions - agency participation in - includes exercise materials, schedules, evaluation and debriefing reports - when not the lead agency. For records of the lead agency, see class 1.3 • Pre-planned attendance of an emergency services agency at major sporting or cultural events • Community safety programs - development, review and evaluation - includes program materials, procedures, handbooks, checklists • Specialised emergency equipment - acquisition and disposal - includes formal request for quotations, orders, reports and correspondence • Specialised emergency equipment - repairs and maintenance - modification of where the design is a copy of an Australian or international standard design, use of equipment; design of equipment that did not proceed to construction or manufacture • Specialised fire and emergency equipment - design - that did not proceed to construction or manufacture • Auditing of paramedic care to monitor and 	Temporary	Destroy 7 years after administrative use has concluded.

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No	Function/Description	Status	Disposal Action
<i>Response</i>			
	<p style="text-align: center;">improve the quality of care provided to patients</p> <ul style="list-style-type: none"> • Background briefing on patients and/or locations (known as special patient information) • Pre-season briefings and handbooks • Regional readiness and response plans, including area maps, roads and bridges information • Strategic fuel break development and maintenance records • Routine operational administrative tasks supporting the function - including location guides, key codes 		
2.0	<p>Response</p> <p>The function of responding to emergencies such as storms, floods, earthquakes, tsunami, fires and heatwaves in order to protect life, property and the environment. Includes responding to accidents and incidents involving road, rail, tram, aircraft, marine (not pollution), explosions and explosive devices, dangerous or hazardous situations such as oil, gas and hazardous materials spills, warlike acts, acts of terrorism, hijackings, sieges, riots, and search and rescue.</p> <p>The function includes response activities such as:</p> <ul style="list-style-type: none"> • Managing emergency and non-emergency calls • Implementing measures that directly mitigate the effects of an emergency situation on both people and property • Coordinating the distribution and movement of materiel and personnel • Obtaining, developing and analysing intelligence utilised in resolving emergency situations • Conducting investigations into incidents and incident response • Disseminating information to affected communities and the wider public 		

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No	Function/Description	Status	Disposal Action
<i>Response</i>			
	<ul style="list-style-type: none"> • Monitoring the performance of emergency service response • Reporting to government <p>The performance of this function is supported by routine administrative tasks such as:</p> <ul style="list-style-type: none"> • <u>providing and receiving</u> advice • <u>liaison</u> with individuals and organisations • <u>managing</u> meetings • <u>planning</u> and <u>reporting</u> <p>See <i>RDA for Records of Local Government Functions</i> Emergency Management for records of emergency response provided by local government</p> <p>See <i>RDA for Records of Emergency Services Functions</i> Relief and Recovery for records of investigations into incidents occurring during an emergency response or paramedic care</p>		
2.1	<p>Records of continuing value documenting:</p> <p>Responses to significant emergencies including storms, floods, earthquakes, tsunami, fires, heatwaves, accidents, incidents, warlike acts or acts of terrorism, hijackings, sieges, riots, and search and rescue, which:</p> <ul style="list-style-type: none"> • caused death and serious injury; or • caused significant community disruption; or • involved significant issues relating to public safety; or • was suspicious in nature; or • involved a cause and/or origin that could not be determined; or • caused severe impact on normal operations (Code Red). 	Permanent	Retain as State Archives, Transfer to PROV

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No	Function/Description	Status	Disposal Action
<i>Response</i>			
	<p>Includes records of enduring value documenting:</p> <ul style="list-style-type: none"> • Warnings, declarations and updates received by agency and issued to the community including general warnings provided well in advance of threats and specific warnings to communities under threat • The planning of real-time response activities including incident response plans, meeting papers, dynamic risk assessments • The reporting of emergency incidents, including incident reports, situation reports, observation reports, impact assessments, incident updates, intelligence reports, maps, operational log books • Investigations into the cause and origin of emergency events, including investigation reports, response reviews ("After-action Reports"), post-incident analysis reports, post-incident summary reports, coronial briefs • Operational performance measuring and debriefing, including real time performance monitoring and reports • The coordination and movement of personnel and materiel, including movement order • Review of all response activities - final reports 		
2.2	<p>Records of long term value documenting:</p> <p>Responses to incidents relating to storms, floods, earthquakes, tsunamis, fires, heatwaves, accidents and incidents which:</p> <ul style="list-style-type: none"> • Involved exposure to hazardous materials (for example, asbestos) <p>Includes records documenting:</p> <ul style="list-style-type: none"> • The planning of real-time response activities including incident response plans, meeting papers, dynamic risk assessments • The reporting of emergency incidents, including incident reports, situation reports, observation reports, impact assessments, incident updates, 	Temporary	Destroy 100 years after action completed.

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No	Function/Description	Status	Disposal Action
<i>Response</i>			
	<p>intelligence reports, maps, operational log books</p> <ul style="list-style-type: none"> • Investigations into the cause and origin of emergency events, including investigation reports, post-incident analysis reports, post incident summary reports • Operational performance measuring and debriefing, including real time performance monitoring and reports • The coordination and movement of personnel and materiel, including movement orders • Review of response activities - assessment and reports 		
2.3	<p>Records documenting:</p> <ul style="list-style-type: none"> • provision of expert critical care clinical advice, trauma advice and referral services provided to patients and health care providers • treatment and observation of a patient <p><i>See Hospital Administration RDA Pharmaceutical Supply for records documenting drug licences and dispensing of drugs.</i></p> <p><i>See RDA for Records of Higher and Further Education Functions Research Function for records of clinical research</i></p> <p><i>See Hospital Administration RDA (forthcoming) for records of blood and biological material storage</i></p>	Temporary	Destroy 30 years after action completed.
2.4	<p>Records documenting:</p> <p>Responses to emergency events relating to storms, floods, earthquakes, fires, accidents and incidents which:</p> <ul style="list-style-type: none"> • did not cause death or serious injury; or • did not cause significant community disruption; or • did not involve significant issues relating to public safety; or 	Temporary	Destroy 15 years after action completed.

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<i>Response</i>			
	<ul style="list-style-type: none"> • was not suspicious in nature; or • involved a cause and/or origin that was able to be determined; or • caused non-severe impact on normal operations (codes orange, green and white). <p>Includes records documenting:</p> <ul style="list-style-type: none"> • Warnings, declarations and updates received by agency and issued to the community including general warnings provided well in advance of threats and specific warnings to communities under threat • The planning of real-time response activities including incident response plans, meeting papers, dynamic risk assessments • The reporting of emergency incidents, including incident reports, situation reports, observation reports, impact assessments, incident updates, intelligence reports, maps, operational log books • Investigations into the cause and origin of emergency events, including investigation reports, post-incident analysis reports, post incident summary reports • Operational performance measuring and debriefing, including real time performance monitoring and reports • The coordination and movement of personnel and materiel, including movement orders • Review of response activities - assessment and reports 		
2.5	<p>Records documenting:</p> <ul style="list-style-type: none"> • Reports of attendances at emergency events where it is a false alarm • Reports relating to emergency events where units are recalled before attending • Pre-planned activities, by invitation 	Temporary	Destroy 7 years after action completed.

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<i>Relief & Recovery</i>			
	<ul style="list-style-type: none"> • Calls for assistance - includes receiving and making calls to the public or an emergency services organisation, dispatch of services, data entered into computer aided dispatch (CAD) system and voice recordings of calls, and at both emergency and non-emergency events • Routine notifications and advice received by agency (e.g. daily notifications from the Bureau of Meteorology) • Routine operational administrative tasks supporting the function 		
3.0	<p>Relief & Recovery</p> <p>The formulation of measures to recover from an emergency incident, including action taken to support disaster-affected communities in the reconstruction of infrastructure, the reinstatement of emotional, social, economic and physical wellbeing, and the restoration of the environment.</p> <p>The function includes emergency relief and recovery activities such as:</p> <ul style="list-style-type: none"> • Investigation of incidents that occurred during emergency services response • Victim identification • Providing human and other resources for recovery activities, including support, development of assistance resources and advice; meetings and forums; and supporting community and other agencies tasked with recovery • Restoration and reconstruction of infrastructure • Tourism and marketing activities, including assisting with the recovery of businesses and communities • Post-operation research to review and assess emergency sector organisations' performance as well as planning mechanisms that were instituted in preventing, preparing and responding to emergency incidents • Rehabilitation of disturbance resulting from 		

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<i>Relief & Recovery</i>			
	<p>emergency service activities, and associated clearing and restoration of assets (e.g. roads, bridges, etc.), on public land</p> <ul style="list-style-type: none"> • Assisting the assessment of disaster relief claims for restoration of damage to public assets • Assisting in defining the extent of affected areas through the provision of expert advice on spatial analysis and mapping techniques • Provision of recovery resources, including temporary accommodation, finance • Study or research into fire and emergency response and recovery <p>The performance of this function is supported by routine administrative tasks such as:</p> <ul style="list-style-type: none"> • <u>providing and receiving</u> advice • <u>liaison</u> with individuals and organisations • <u>managing</u> meetings • <u>planning</u> and <u>reporting</u> <p>See <i>RDA for Records of Higher and Further Education Functions</i> Research Function for records of research programs, including administrative records of research programs</p> <p>See <i>RDA for Records of Emergency Services Functions</i> Response Function for records of investigations into causes of emergency events</p> <p>See <i>RDA for Records of Common Administrative Functions</i> 2.COMMUNITY RELATIONS for records of grants management</p> <p>See <i>RDA for Records of Local Government Functions</i> Emergency Management for records of emergency relief and recovery provided by local government</p> <p>See <i>RDA for Records of Common Administrative Functions</i> 11.OCCUPATIONAL HEALTH & SAFETY (OH&S) for records of investigations into death or injury of employees, contractors or visitors to an agency</p>		

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<i>Relief & Recovery</i>			
3.1	<p>Record of continuing value documenting:</p> <ul style="list-style-type: none"> • Investigations of incidents that result in a Reportable Death (as defined by the Coroners Act) • Development of assistance resources including the final copies or master sets of information provided to communities to assist in the recovery process • Minutes from committees and forums regarding recovery measures taken • Final Recovery Plans, including statewide and community, and economic recovery plans for a town or community • Summary Management of community recovery projects - including reasons for acceptance or rejection of projects • Master set of published guides issued by the agency to assist communities <p>See Response for records of investigations</p>	Permanent	Retain as State Archives, Transfer to PROV
3.2	<p>Records of long term administrative value documenting:</p> <p>Investigation of incidents that have resulted in serious personal injury (as defined by Accident Compensation and OH&S legislation).</p>	Temporary	Destroy 50 years after action completed.
3.3	<p>Records documenting:</p> <ul style="list-style-type: none"> • Investigation of incidents where the cause is undetermined by the agency • Provision of case management services to individuals affected by emergencies and disasters, including financial, health, employment, legal and emotional support services • Agency management and contribution to community recovery projects - proposals, feasibility studies, funding applications, project 	Temporary	Destroy 15 years after action completed.

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No	Function/Description	Status	Disposal Action
<i>Relief & Recovery</i>			
	reporting		
3.4	<p>Records documenting:</p> <ul style="list-style-type: none"> • Investigation of incidents which did not result in a reportable death or serious personal injury (as defined by Accident Compensation and OH&S legislation) • Weekly / monthly reporting on recovery activities • Management of relief operations (donations, hotlines, registration to access material aid, temporary housing, tenancy arrangements etc.) • Assessment of applications for financial or material assistance including accommodation • Property cleanup and demolition (reimbursement and applications) • Tourism - marketing campaigns to promote the recovery of businesses and communities affected by disasters / emergencies • Routine operational administrative tasks supporting the function 	Temporary	Destroy 7 years after action completed.
4.0	<p>Ambulance Membership Subscription Scheme Management</p> <p>Administration of a subscriber scheme which insures members against the cost for ambulance and medical treatment and transport Australia wide.</p>		
4.1	<p>Records documenting:</p> <ul style="list-style-type: none"> • record of scheme members including member's name(s), addresses and contact details, type of membership and expiration dates • development and review of scheme entitlements • auditing of call taking, advice provided - includes final report and action taken to implement recommendations • applications and renewals, including notifications of changes to member's details 	Temporary	Destroy 7 years after action completed.