

# Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1



PROS 08/14 VAR 1

## **Retention and Disposal Authority for Records of the Housing Function**

Issued Date: 19/11/2018

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### **Variation 1**

**Public Records Act 1973 (Section 12)**

**Retention and Disposal Authority for Records of the Housing Function**

In accordance with section 12 of the *Public Records Act 1973* (as amended), I hereby vary the Standard applying to the Retention and Disposal Authority for Records of the Housing Function, issued as Public Record Office Standard (PROS) 08/14 on 12/02/2009, as follows:

Extension of the application of this Standard until varied or revoked

This Variation shall have effect from its date of issue.

[signed]

Justine Heazlewood

Director and Keeper of Public Records

Date: 19/11/2018

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

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## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

## Retention and Disposal Authority for Records of the Housing Function

<b>Retention and Disposal Authority No</b>	PROS 08/14 VAR 1
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<b>Scope</b>	
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<b>Status</b>	Issued by Keeper
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<b>Issue Date</b>	19/11/2018
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## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

List of Functions and Activities covered
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Reference	Function	Activity	Page
1	PROGRAM AND STANDARDS DEVELOPMENT AND REVIEW		12
1.1		Program Development and Review	12
2	PUBLIC HOUSING CLIENT MANAGEMENT		13
2.1		Assessment and Admission to Housing Services	13
2.2		Tenancy Management	14
2.3		Rent Rebate Management	17
2.4		Waiting List Advice	17
3	PROPERTY MANAGEMENT		18
3.1		Property Construction, Acquisition and Disposal	18
3.2		Fit-Outs	20
3.3		Installation	20
3.4		Maintenance	20
3.5		Property Management and Operations	21
4	REGULATION OF NON GOVERNMENT HOUSING SERVICES		22

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

List of Functions and Activities covered
------------------------------------------

Reference	Function	Activity	Page
4.1		Registration of Non Government Organisations	22
4.2		Monitoring	24
4.3		Investigations	25
4.4		Formal Intervention	25
5	EMPLOYMENT AND FINANCIAL ASSISTANCE		27
5.1		Lending	27
5.2		Employment and Counseling Services	27
6	INCIDENTS AND COMPLAINTS MANAGEMENT		28
6.1		Incident Reporting	28
6.2		Complaints	31
7	Training		31
7.1		Training	32
8	RESEARCH		32
8.1		Research and Analysis	32
9	COMPETITIONS AND AWARDS		33

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

List of Functions and Activities covered

Reference	Function	Activity	Page
9.1		Competitions and Awards	34

# Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

## Introduction

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### 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](http://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.



## Retention and Disposal Authority for Records of the Housing Function

### Authority number: PROS 08/14 VAR 1

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.

# Retention and Disposal Authority for Records of the Housing Function

**Authority number: PROS 08/14 VAR 1**

## **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*

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

### Concurrence of Public Office

This Authority has the concurrence of:

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Signature: [signed]

Name: Fran Thorn

Position: Secretary, Department of Human Services

Date: 06/02/2009

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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 Health and Human Services. 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: 12/02/2009

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
1	<b>PROGRAM AND STANDARDS DEVELOPMENT AND REVIEW</b>	<p>The development of all housing and homelessness programs, standards and services.</p> <p>Includes programs that deliver housing and support services to clients with special needs. Support services are services that might provide assistance to tenants or homeless people such as counselling, referrals etc.</p> <p>[For Tendering, Contract Management, Publications, Recruitment and Committees see the General Retention &amp; Disposal Authority for Common Administrative Records.]</p>		
1.1	<b>Program Development and Review</b>	The development, review and evaluation of programs and housing standards.		
1.1.1		<p>Records relating to the development, establishment and review of programs. Includes records documenting program purpose, content and effectiveness.</p> <p>[For agency monitoring, see class 4.2.0]</p>	Permanent	Retain as State archives
1.1.2		Records documenting development of housing standards in order to define and establish quality and criteria for safety, rights, reliability, efficiency and service user outcomes. Includes the final standards and records which summarise major development and consultation processes.	Permanent	Retain as State archives

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PUBLIC HOUSING CLIENT MANAGEMENT</i>				
2	<b>PUBLIC HOUSING CLIENT MANAGEMENT</b>	The management of all public housing tenancy services provided by the Office of Housing. Includes the assessment of applications to rent, management of tenancies, and the eviction of tenants.		
2.1	<b>Assessment and Admission to Housing Services</b>	The assessment of applications to rent public housing. Includes eligibility assessments and assessments conducted during the duration of a tenancy.		
2.1.1		Successful applications for public housing that result in the applicant taking up an offer of housing.	Temporary	Destroy 7 years after the conclusion of tenancy.
2.1.2		Successful applications for public housing that are removed from the waiting list before the applicant is housed.	Temporary	Destroy 5 years after the applicant is removed from the waiting list or conclusion of any applicant appeal.
2.1.3		Unsuccessful applications for tenancy where the applicant does not meet the eligibility criteria or does not produce sufficient evidence of their eligibility and are not subject to appeal.  [For unsuccessful applications that are appealed, use class 2.1.5]	Temporary	Destroy 2 years after application is rejected.
2.1.4		Public housing waiting list maintenance. Record of eligible persons waiting for public housing	Temporary	Destroy after the applicant has been

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PUBLIC HOUSING CLIENT MANAGEMENT - Assessment and Admission to Housing Services</i>				
		accommodation.		removed from the waiting list.
2.1.5		Records of the preparation for an appearance at VCAT hearings for appeals on decisions to reject an application for public housing or remove an applicant from the waiting list. Also includes records of any appeal against a VCAT decision.	Temporary	Destroy 7 years after after date of decision.
2.2	<b>Tenancy Management</b>	<p>The management of all tenants renting public housing properties. Includes all transactions and negotiations between the tenant and the Office of Housing. Includes the management of complaints made about tenants. Also includes any applications or Tribunal proceedings after the tenancy concludes relating to recovering maintenance costs incurred because of the failure of the tenant to properly maintain the property.</p> <p>[For incident reports, see class 7.1.0]</p> <p>[For the management of complaints made about tenants, see class 6.2.0]</p> <p>[For records of rental payments, see General Retention &amp; Disposal Authority for Records of Common Administrative Functions.]</p>		
2.2.1		The summary management of the residential location of all public housing tenants. Includes tenants name, location of property and dates of the tenancy.	Permanent	Retain as State archives

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PUBLIC HOUSING CLIENT MANAGEMENT - Tenancy Management</i>				
		<p>[For the summary record of properties used to provide public housing, see class 3.1.1]</p> <p>[For records of rental payments, see General Retention &amp; Disposal Authority for Records of Common Administrative Functions.]</p>		
2.2.2		<p>Records of public housing tenancies which are retained as a sample. A sample is to be retained based on:</p> <p>Retain 1 in 20 cases closed in each region every year. Sample is to be chosen from all tenancy case records regardless of reasons for conclusion.</p> <p>[The sample is to be confirmed following the conduct and assessment of a pilot where 1 in 20 cases are to be retained from a metropolitan and rural region for 2 separate years.]</p>	Permanent	Retain as State archives
2.2.3		<p>Records relating to the management of all public housing tenancies which conclude in the tenant vacating the premises through processes other than eviction. Includes the tenancy agreement, correspondence, complaints, any notices of the client's intention to conclude the tenancy and tenancy condition reports.</p> <p>[For records that are to be retained as a sample, use 2.2.2]</p>	Temporary	Destroy 7 years after the conclusion of tenancy.

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PUBLIC HOUSING CLIENT MANAGEMENT - Tenancy Management</i>				
		[For records of rental payments, see General Retention and Disposal Authority for Records of Common Administrative Functions.]		
2.2.4		<p>Records of the management of all public housing tenants where the tenancy concludes with the tenant/s being evicted. Includes the tenancy agreement, correspondence, complaints, any notices of the clients intention to conclude the tenancy, tenancy condition reports and any eviction processes.</p> <p>Includes records relating to the formal processes involved in evicting the tenants.</p> <p>[For records that are to be retained as a sample, use 2.2.2]</p> <p>[For records of rental payments, see General Retention and Disposal Authority for Records of Common Administrative Functions.]</p> <p>[For tenancy evictions that are appealed, use class 2.2.4]</p>	Temporary	Destroy 7 years after the conclusion of tenancy and administrative use has concluded.
2.2.5		Records of the preparation for an appearance at VCAT hearings for appeals on decisions to evict tenants. Also includes records of any appeal against a VCAT decision.	Temporary	Destroy 7 years after date of decision.



## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PUBLIC HOUSING CLIENT MANAGEMENT - Rent Rebate Management</i>				
2.3	<b>Rent Rebate Management</b>	<p>The receipt and assessment of all applications from tenants for rebated (reduced or subsidised) rent.</p> <p>Public housing tenants may apply to pay a reduced amount of rent based on their household income. (Tenants pay the lesser of rebated rent or the market rent for the property).</p>		
2.3.1		<p>Applications from tenants to pay rebated rent. Includes the application and supporting evidence and final decision. Includes successful and unsuccessful applications.</p> <p>[For records of the payment of rent, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>	Temporary	Destroy 7 years after the conclusion of tenancy.
2.4	<b>Waiting List Advice</b>	<p>Compilation of advice that informs applicants of possible waiting list times based on requirements such as category of housing and geographical areas that assists applicants to nominate their housing preference.</p> <p>[For publications that inform applicants about the public housing process, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>		
2.4.1		Records of indicative waiting time for public housing or to transfer to another public housing property.	Temporary	Destroy after information

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PROPERTY MANAGEMENT</i>				
				superseded.
3	<b>PROPERTY MANAGEMENT</b>	<p>The management of all property used to provide social (public and community) housing. Includes the construction, acquisition and disposal of property, the establishment of the market rent for each property and participation in Owner Corporation activities.</p> <p>[For records relating to all other property activities not covered in this RDA including property leasing, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>		
3.1	<b>Property Construction, Acquisition and Disposal</b>	The construction, acquisition through purchase and disposal of property. Includes activities that evaluate the feasibility of any development or acquisition including feasibility assessments, environmental impact assessments and cost benefit analyses.		
3.1.1		<p>The summary record of all properties used to provide housing services. Summary details include the address of property, room capacity, year built, land and property ownership and the organisation responsible for providing the housing service at the property.</p> <p>[For the summary record of public housing tenants, see class 2.2.1]</p>	Permanent	Retain as State archives
3.1.2		Records of feasibility studies and assessments	Permanent	Retain as State archives

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PROPERTY MANAGEMENT - Property Construction, Acquisition and Disposal</i>				
		relating to the provision of social (public and community) housing. Includes strategic studies and assessments that evaluate future directions, areas in need of future public housing or the style of housing used to provide social (public and community) housing. Also includes records that evaluate the feasibility of any proposed housing development including environmental impact assessments and cost benefit analyses.		
3.1.3		Records documenting the construction of Government owned properties used for social (public and community) housing. Includes as "built" construction plans. Also includes renovations that affect the overall structure of the property.  [For records of construction and renovation activities carried out on non Government owned properties or construction and renovation activities that are not proceeded with, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]	Permanent	Retain as State archives
3.1.4		Records relating to the acquisition of property used for the provision of social (public and community) housing. Includes legal documents relating to a purchase / sale; particulars of sale documents; tender documents; conditions of contracts; certificates of approval.	Temporary	Destroy 15 years after disposal of property.
3.1.5		Records documenting the disposal of property used	Temporary	Destroy 15 years after

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PROPERTY MANAGEMENT - Fit-Outs</i>				
		for social (public and community) housing by sale, transfer, auction, donation or destruction.		disposal of property.
3.2	<b>Fit-Outs</b>	The process of refurbishing a property that does not affect its overall structure. Includes painting, floor coverings, furnishings, furniture, partitions and wall fittings and equipment.		
3.2.1		Records documenting fit outs of properties.  [For records of properties where asbestos is present, use class 3.2.2.]	Temporary	Destroy 15 years after fit-out is completed.
3.2.2		Records that document fit-outs of properties where asbestos was present.	Temporary	Destroy 100 years after property is disposed of.
3.3	<b>Installation</b>	Activities involved in placing equipment in position and connecting it for use.		
3.3.1		Records of the installation of equipment (e.g. heating, plumbing, air-conditioning, security equipment and cabling) in properties. Includes arranging installation and location details.	Temporary	Destroy after replacement of equipment.
3.4	<b>Maintenance</b>	The activities associated with the upkeep and repair of internal / external conditions of properties.		
3.4.1		Records documenting routine upkeep, repair and maintenance activities e.g. cleaning, painting, grounds maintenance and electrical maintenance.	Temporary	Destroy 2 years after action completed.

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PROPERTY MANAGEMENT - Maintenance</i>				
3.4.2		Records documenting major repairs made to properties after a disaster e.g. fire, floods etc.	Temporary	Destroy after property is disposed of.
3.4.3		Records documenting the removal of hazardous materials (including asbestos) from the fabric of a property.	Temporary	Destroy 100 years after removal of hazardous materials.
3.4.4		Records documenting the removal, storage and disposal of hazardous waste and materials that are <b>not</b> from the fabric of the building e.g. chemicals or pesticides.	Temporary	Destroy 30 years after removal of hazardous waste.
3.5	<b>Property Management and Operations</b>	The management and operation of all housing properties. Includes property monitoring activities such as audits and condition reporting. Also includes property operation activities such as body corporate liaison. Also includes the management of reviews that determine the market rent for each property.		
3.5.1		Management of market rent reviews for all properties conducted to determine the market rent for each property that is payable by the tenant. Reviews involve comparing public housing properties against similar properties in the current private rental market to establish the market rent.	Temporary	Destroy 7 years after conclusion of review.
3.5.2		Records relating to monitoring the on-going condition of properties. Includes property audits and condition assessments.	Temporary	Destroy 7 years after disposal of property.

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>PROPERTY MANAGEMENT - Property Management and Operations</i>				
3.5.3		Records that document activities as a member of an owner corporation. Includes liaison records, correspondence and minutes of meetings.	Temporary	Destroy 7 years after administrative use is concluded.
4	<b>REGULATION OF NON GOVERNMENT HOUSING SERVICES</b>	<p>The regulation of non-government organisations (rental housing agencies) who are registered as Housing Associations or Housing Providers under the <i>Housing Act 1983</i>.</p> <p>Housing Associations differ from Housing Providers in that they must also be able to expand the supply of housing through construction, purchase or acquisition as well as managing rental housing portfolios.</p> <p>[For service agreements with housing and support service providers, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>		
4.1	<b>Registration of Non Government Organisations</b>	The registration of non-government organisations providing housing or housing support services.		
4.1.1		The summary management of all organisations registered as either Housing Associations or Housing Providers under the <i>Housing Act 1983</i> . Includes the registration of organisations name, address, names of Governing Board members, name of public officer, registration category and other information as	Permanent	Retain as State archives

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>REGULATION OF NON GOVERNMENT HOUSING SERVICES - Registration of Non Government Organisations</i>				
		required by the <i>Housing Act</i> 1983.		
4.1.2		<p>Successful applications from organisations for registration as Housing Associations or Housing Providers. Includes applications for registration renewal.</p> <p>Includes the application, decision, and any conditions of registration. Also includes records detailing changes in the category of registration and the notification of any changes to the organisations rules, constitution or functions. Includes the notification from organisations to terminate its operations and records relating to voluntary wind up and de-registration. An organisation may become deregistered because it has for example gone into liquidation or receivership.</p>	Temporary	Destroy 15 years after conclusion of registration period.
4.1.3		<p>Unsuccessful applications from organisations to be registered as Housing Association or Housing Provider. Includes the application, assessment and any initial notices conveying the proposed decision of non- registration to the applicant and the receipt and consideration of any submissions in response to the notice.</p> <p>Includes records relating to any appeals.</p>	Temporary	Destroy 15 years after appeal period expires.
4.1.4		The revocation of registration of a Housing Association or Housing Provider.	Permanent	Retain as State archives

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>REGULATION OF NON GOVERNMENT HOUSING SERVICES - Registration of Non Government Organisations</i>				
		<p>Includes records of investigation, reasons behind the decision and the issuing of any initial notices under the <i>Housing Act 1983</i>, and records conveying the proposed decision to the provider to revoke their registration and the receipt and consideration of any submissions in response to the notice.</p> <p>[For voluntary de-registration, see class 4.1.2.]</p>		
4.1.5		<p>Notifications from registered Housing Associations and Housing Providers advising of changes to contact information.</p> <p>[For the notification of changes in the constitution or rules of an agency or notifications of an agency's intention to terminate their operations, see class 4.1.2]</p>	Temporary	Destroy 6 months after notification verified.
4.2	<b>Monitoring</b>	The monitoring of the performance of registered Housing Associations and Housing Providers to ensure compliance with public housing requirements.		
4.2.1		<p>Reports provided by registered Housing Providers &amp; Housing Associations to meet registration and regulatory requirements. Includes the assessment of reports and action taken to resolve non compliance issues.</p> <p>[Reports provided by housing providers &amp; housing associations to meet funding conditions of service agreements, leases and other contracts, see class</p>	Temporary	Destroy 15 years after date of report.



## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>REGULATION OF NON GOVERNMENT HOUSING SERVICES - Monitoring</i>				
		4.2.2]		
4.2.2		Reports provided by registered Housing Providers and Housing Associations to meet funding conditions of service agreements, leases and other contracts.	Temporary	Destroy 7 years after after lease or agreement expires.
4.2.3		Final reports of annual regulatory reviews that assess each registered Housing Provider and Housing Association s performance and compliance with legislation and regulation.	Permanent	Retain as State archives
4.3	<b>Investigations</b>	Investigations of registered housing providers and housing associations to assess their performance and compliance with legislation and standards.		
4.3.1		Reports of investigations of registered housing providers and housing associations regarding issues raised with the Housing Registrar.	Temporary	Destroy 15 years after conclusion of investigation.
4.3.2		Applications made to Magistrates' Court to obtain search warrants to enter premises of housing providers and housing associations.	Temporary	Destroy 15 years after conclusion of investigation.
4.3.3		The appointment of inspectors to monitor the performance and compliance of housing providers and housing associations with legislation and standards.	Temporary	Destroy 15 years after inspector ceases their role.
4.4	<b>Formal Intervention</b>	The execution of formal intervention powers under the <i>Housing Act</i> 1983		

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>REGULATION OF NON GOVERNMENT HOUSING SERVICES - Formal Intervention</i>				
		<p>Formal intervention may consist of:</p> <ul style="list-style-type: none"> <li>• directions or instructions to agencies to remedy matters or to take actions, and/or</li> <li>• recommending appointments or appointing people to the Governing body of an agency, and/or</li> <li>• appointing an administrator to control and direct an agency.</li> </ul> <p>[For investigations, see class 4.3.0.]</p>		
4.4.1		<p>Records relating to the execution of formal intervention powers.</p> <p>Includes records relating to recommendations, instructions or appointments issued under the <i>Housing Act 1983</i>. Also includes the reasons behind any intervention.</p>	Permanent	Retain as State archives
4.4.2		<p>Records documenting the preparation for any VCAT appearance where an agency appeals against an intervention implemented with them. Also includes records of any appeal against a VCAT decision.</p> <p>Also includes applications for an Order to ensure compliance with an intervention.</p>	Temporary	Destroy 15 years after date of decision.

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>EMPLOYMENT AND FINANCIAL ASSISTANCE</i>				
5	<b>EMPLOYMENT AND FINANCIAL ASSISTANCE</b>	The provision of financial and employment assistance to housing services clients. Includes the provision of loans.		
5.1	<b>Lending</b>	The provision of loans to clients.		
5.1.1		Records documenting loans provided, including records of the application, approval, loan administration and discharge process.	Temporary	Destroy 7 years after loan concluded.
5.1.2		Records documenting loan applications that were unsuccessful or were withdrawn.	Temporary	Destroy 7 years after date of decision.
5.2	<b>Employment and Counseling Services</b>	Assistance provided to clients to enhance their employment and training opportunities and to improve wellbeing. Includes the Public Tenants Employment Scheme.		
5.2.1		Records relating to individual tenants case management.  Includes summary records and records relating to individual tenants employment assignments, case notes, tenant follow-ups and referrals to training or counselling.  [For complex care cases, see the Retention and Disposal Authority for Records of the Child Protection and Family Services Functions.]	Temporary	Destroy 7 years after last contact.

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>INCIDENTS AND COMPLAINTS MANAGEMENT</i>				
6	<b>INCIDENTS AND COMPLAINTS MANAGEMENT</b>	<p>The investigation of complaints and the management of the response to incidents.</p> <p>Includes the investigation of complaints that are referred to the Housing Registrar after initially being made to the housing agency.</p> <p>[For complaints guidelines and framework see the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
6.1	<b>Incident Reporting</b>	<p>The reporting of all incidents by housing, homelessness and support agencies.</p> <p>Includes the process of investigating the incident and resolving any underlying issues or addressing risks that may have contributed to the incident.</p>		
6.1.1		<p>Records for Category One incident reporting, investigation and review. Includes:</p> <ul style="list-style-type: none"> <li>• the death of, or serious injury to a client</li> <li>• physical or sexual assault</li> <li>• a fire involving death or serious injury or in closure or significant damage to parts of a building</li> <li>• serious property damage resulting in closure or significant damage to parts of a building or its</li> </ul>	Permanent	Retain as State archives

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>INCIDENTS AND COMPLAINTS MANAGEMENT - Incident Reporting</i>				
		<p style="text-align: center;">contents which poses a threat to the health and safety of staff or clients</p> <ul style="list-style-type: none"> <li>• repeated incidents of a lower category that appear to be systemic</li> <li>• an event that has the potential to involve the relevant minister</li> <li>• an event that has the potential to subject the department to high levels of public or legal scrutiny</li> <li>• Includes any briefings given to the Minister, other members of Parliament, the Secretary or other stakeholders that result from incident investigation and reporting.</li> </ul> <p>Includes records of any decisions made regarding the resolution of issues or risk mitigation that may assist in the prevention of similar incidents occurring.</p> <p>Includes summary record of Category One incidents.</p> <p>[For records of policy or procedure review, or staff education /training, or staff discipline, or litigation arising from an incident, see the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
6.1.2		Records for Category Two incident reporting,	Temporary	Destroy 7 years after the date of incident, or

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>INCIDENTS AND COMPLAINTS MANAGEMENT - Incident Reporting</i>				
		<p>investigation and review.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• an injury for which a person attends and/or receives treatment by a medical practitioner but is not admitted to hospital as an in-patient</li> <li>• assaults that do not classify as category one incidents</li> <li>• serious threats made against clients or staff</li> <li>• client behaviour that could result in potential risk to client or others</li> <li>• criminal behaviour resulting in police intervention</li> <li>• incidents that have the potential to escalate to a category one</li> </ul> <p>Includes any briefings given to the Secretary or other stakeholders that result from incident investigation and reporting.</p> <p>Includes records of any decisions made regarding the resolution of issues or risk mitigation that may assist in the prevention of similar incidents occurring.</p>		<p>any resulting investigation concludes, or any applicable appeal period expires, whichever is longer.</p>

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>INCIDENTS AND COMPLAINTS MANAGEMENT - Complaints</i>				
		<p>Includes summary record of Category Two incidents.</p> <p>[For records of policy or procedure review, or staff education/training, or staff discipline, or litigation arising from an incident, please see the General Retention and Disposal Authority for Records of Common Administrative Functions.]</p>		
6.2	<b>Complaints</b>	<p>The investigation of all complaints. Includes complaints that have been referred to the Housing Registrar.</p> <p>[For complaints that result in evictions of tenants, see class 2.2.0]</p>		
6.2.1		The investigation of complaints which result in change to policy or procedures.	Permanent	Retain as State archives
6.2.2		The investigation of complaints which require a detailed response on agency actions, policy or procedure.	Temporary	Destroy 7 years after complaint is closed.
6.2.3		The investigation of complaints which require routines response on agency actions, policy or procedure. Includes standard responses.	Temporary	Destroy 5 years after complaint is closed.
7	<b>Training</b>	<p>The management of training provided to external organisations such as housing and homelessness service providers.</p> <p>[For Departmental staff training see the General</p>		

## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>Training - Training</i>				
		Retention and Disposal Authority for Records of Common Administrative Functions.]		
7.1	<b>Training</b>	The development and delivery of training programs.		
7.1.1		The development of the content of training programs.	Temporary	Destroy 7 years after program superseded.
7.1.2		Records that facilitate the delivery of training programs. Includes arrangements for the provision of training, surveys conducted to assess training needs and course evaluations.	Temporary	Destroy 2 years after date of training.
8	<b>RESEARCH</b>	The conduct of research and analysis of data to inform housing policy and planning.  [For the review of housing policies and programs, see class 1.1.1].		
8.1	<b>Research and Analysis</b>	The process of researching and analysing data collected as part of the housing research and analysis function. Includes research and analysis into the broad rental market and public housing. Includes the presentation of research and analysis findings. Also includes the development of the Rental Report and the development of submissions to Federal Government inquiries and authorities.		
8.1.1		Data collected to support housing research and analysis. Includes data obtained from external organisations for example, the Commonwealth	Temporary	Destroy 45 years after collection date.



## Retention and Disposal Authority for Records of the Housing Function

Authority number: PROS 08/14 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>RESEARCH - Research and Analysis</i>				
		Government and data created by the Department such as surveys, field work and forums.		
8.1.2		Original research undertaken to advise and guide policy and decision making within the housing and support sector.  [For the management of enquiries seeking information on research already conducted, see the General Retention and Disposal Authority for Common Administrative Functions.]	Permanent	Retain as State archives
8.1.3		Records that detail submissions to Federal Government authorities and inquiries relating to housing.  [For Victorian Government submissions, see the General Retention and Disposal Authority for Records of Common Administrative Functions.]	Permanent	Retain as State archives
8.1.4		The development and final publication of the quarterly Rental Report that provides a quarterly summary and key statistics concerning Victoria's private rental market conditions and trends.	Permanent	Retain as State archives
9	<b>COMPETITIONS AND AWARDS</b>	The management of competitions and awards designed to reward and assist tenants of public housing (directly provided by the Department) and community housing and support (provided by registered and funded community service organisations).		

## Retention and Disposal Authority for Records of the Housing Function

**Authority number: PROS 08/14 VAR 1**

No	Function/Activity	Description	Status	Disposal Action
<i>COMPETITIONS AND AWARDS - Competitions and Awards</i>				
9.1	<b>Competitions and Awards</b>	The establishment and administration of competitions and awards designed to promote public and community managed housing and support, recognises tenant achievement or assist tenants.		
9.1.1		Records relating the management of competitions and awards.  Includes the activities of setting up and judging the competition or award, and obtaining prizes.	Temporary	Destroy 7 years after date of final award.
9.1.2		Successful nominations and / or submissions made by or on behalf of people for awards, prizes and scholarships. Includes entries for prizes.	Temporary	Destroy 7 years after date of competition.
9.1.3		Unsuccessful nominations and / or submissions made by or on behalf of people for awards, prizes and scholarships. Includes entries for prizes.	Temporary	Destroy 2 years after date of competition.