



PROS 13/02 VAR 1

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

Issued Date: 02/09/2019

Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority
Authority number: PROS 13/02 VAR 1

Variation 1

Public Records Act 1973 (Section 12)

Retention & Disposal Authority for Records of the Emergency Services Telecommunications Authority (PROS 13/02)

In accordance with section 12 of the Public Records Act 1973 (as amended), I hereby vary the Standard applying to records of the Emergency Services Telecommunications Authority, issued as Public Record Office Standard (PROS 13/02) on 04/06/2013, as follows:

The addition of the following text to the scope of the RDA and across the body of the RDA as a footer:

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency's prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency's reporting, oversight or regulatory relationships with other agencies.

Instead **agencies must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and Allegations.

This Variation shall have effect from its date of issue.

[Signed]

Justine Heazlewood

Director and Keeper of Public Records

Date of issue: 02/09/2019

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

Retention and Disposal Authority No	PROS 13/02 VAR 1
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Scope	<p>This Retention and Disposal Authority must not be used for records about child sexual abuse incidents, allegations nor an agency's prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency's reporting, oversight or regulatory relationships with other agencies.</p> <p>Instead agencies must use PROS 19/08 Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and Allegations.</p>
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Status	Issued by Keeper
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Issue Date	02/09/2019
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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 records must be managed and transferred in accordance with PROV Standards.

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Concurrence of Public Office

This Authority has the concurrence of:

Signature: [signed]

Name: Ken Shymanski

Position: CEO

Date: 28/05/2013

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 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.

[signed]

Justine Heazlewood, Director & Keeper of Public Records

Date of Issue: 04/06/2013

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No	Function/Activity	Description	Status	Disposal Action
1	EMERGENCY COMMUNICATIONS MANAGEMENT	<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	Emergency and Non-Emergency Call Management	<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>		
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-</p>	Temporary	Destroy 7 years after last access.

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Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and Allegations.

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Authority number: PROS 13/02 VAR 1

No	Function/Activity	Description	Status	Disposal Action
<i>EMERGENCY COMMUNICATIONS MANAGEMENT - Emergency and Non-Emergency Call Management</i>				
		taking process. 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.		
1.1.2		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.	Temporary	Destroy 7 years after last access.
1.2	Communications Data Management	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.		
1.2.1		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	Temporary	Destroy 7 years after last access.

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No	Function/Activity	Description	Status	Disposal Action
<i>EMERGENCY COMMUNICATIONS MANAGEMENT - Communications Data Management</i>				
		as the location of police stations.		
1.2.2		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. [For all other Reporting, see the <i>General Retention and Disposal Authority for Records of Common Administrative Functions.</i>]	Temporary	Destroy 7 years after last access...
1.3	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.		
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	Temporary	Destroy 7 years after administrative use has concluded.

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No	Function/Activity	Description	Status	Disposal Action
<i>TRAINING</i>				
		process or other standard operating procedures.		
2	TRAINING	The development, evaluation and delivery of operational training and education courses in emergency communications management. [For records relating to training of staff unrelated to operational training, use the <i>General Retention and Disposal Authority for Records of Common Administrative Functions.</i>]		
2.1	Registration and Compliance	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. Includes the accreditation of staff involved in the delivery of training or who perform assessment activities.		
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.
2.1.2		Records documenting a trainer's accreditation and	Temporary	Destroy 7 years after

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No	Function/Activity	Description	Status	Disposal Action
<i>TRAINING - Curriculum Development</i>				
		compliance with standards for registered training organisations.		next accreditation issued or termination of accreditation.
2.2	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.		
2.2.1		Records documenting the development, accreditation and review of curriculum for accredited training courses.	Temporary	Destroy 30 years after curriculum unit replaced, revoked or discontinued.
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.
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.
2.3	Assessment and Processing of Results	The development of assessment methods and the recording of student results for training courses.		
2.3.1		Records that document the final approved methods of assessment for accredited training courses.	Temporary	Destroy 30 years after curriculum unit has

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No	Function/Activity	Description	Status	Disposal Action
<i>TRAINING - Assessment and Processing of Results</i>				
		Includes 'master' examination papers.		been replaced, revoked or discontinued.
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.
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.
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.
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.
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.
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.

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No	Function/Activity	Description	Status	Disposal Action
<i>TRAINING - Training Conduct</i>				
2.4	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.
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.
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.
2.5	Management of Students	<p>The management of students enrolled in accredited training courses.</p> <p>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 <i>General Retention and Disposal Authority for Records of Common Administrative Functions.</i>]</p>		

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<i>TRAINING - Management of Students</i>				
2.5.1		Records documenting the enrolment of students into accredited courses.	Temporary	Destroy 30 years after following date of enrolment.
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.
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.
2.6	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.
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.

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<i>QUALITY ASSURANCE</i>				
3	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	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.

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