



Public Record Office Standard

PROS 14/01

Authority

Retention & Disposal Authority for Records of the Transport Accident Prevention and Assistance Functions

Version 2014

14/01

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

1 Introduction

1.1 Purpose of this Authority

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

The Authority:

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

1.2 Context of this Authority

1.2.1 Public Record Office Victoria Standards

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

1.2.2 Disposal of records identified in the Authority

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

1.2.3 Transfer of records to Public Record Office Victoria

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

1.2.4 The Crimes (Document Destruction) Act 2006

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

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

1.2.5 Normal Administrative Practice

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

The following material may be destroyed under NAP:

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

1.3 Use of Other Authorities

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

1.4 Explanation of Authority Headings

CLASS NUMBER

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

DESCRIPTION

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

STATUS

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

CUSTODY

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

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

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

2 Concurrence of Public Office

This Authority has the concurrence of:

Signature: [signed]

Name: Janet Dore

Date: 6/8/2014

Position: Chief Executive Officer

3 Establishment of Standard

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

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

[signed]

Justine Heazlewood

Date of Issue: 15/08/2014

Director & Keeper of Public Records

4 Further Information

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

Public Record Office Victoria

 (03) 9348 5600

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

web: www.prov.vic.gov.au

5 Table of Functions

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6 Retention & Disposal Authority

NO FAULT COMPENSATION AND DAMAGES SCHEME MANAGEMENT			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		Status	Custody
1.0.0	<p>NO FAULT COMPENSATION AND DAMAGES SCHEME MANAGEMENT</p> <p>The design, evaluation and monitoring of the transport accident scheme which has been developed to assist persons who are injured or the families of those that die as a result of transport accidents.</p> <p>This includes ensuring the scheme is viable and is managed and administered appropriately by working with stakeholders to ensure benefits are suitable, just, meet community expectations and are effectively delivered.</p> <p>[For claims made in accordance with the scheme, see TRANSPORT ACCIDENT ASSISTANCE.]</p>		
1.1.0	<p>Actuarial Modelling</p> <p>The design and evaluation of models that project future claim and operational costs to test and support the sustainability of the scheme.</p> <p>This includes the development of sample models to analyse premium relativities and associated cost structures to ensure that any future change does not have a negative impact on the competitiveness nor financial viability of the transport accident scheme.</p>		

NO FAULT COMPENSATION AND DAMAGES SCHEME MANAGEMENT			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		Status	Custody
1.1.1	<p>Records documenting the calculation of:</p> <ul style="list-style-type: none"> • Provider Charges • Statutory No Fault Benefits • Transport Accident Charge (Transport Accident Levy/Premium) • Road Safety Levy (Motorcycle Levy) <p>Includes fee schedules, provider service analysis, formula calculations and briefings detailing changes to fees.</p>	<p>Permanent</p> <p>Retain as State Archives.</p>	<p>Transfer hard copy or electronic copy to PROV when administrative use has concluded.</p> <p>Electronic records are to be transferred in VEO format.</p>
1.1.2	<p>Records of routine analysis, monitoring of claims and premium costs for individual stakeholders or service providers to ensure the effectiveness of actuarial models.</p>	<p>Temporary</p> <p>Destroy 7 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

COMPENSATION MONITORING, INVESTIGATION, DEFENCE AND PROSECUTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.0.0	<p>COMPENSATION MONITORING, INVESTIGATION, DEFENCE AND PROSECUTION</p> <p>Monitoring and investigation of services and benefits provided under the no fault compensation and statutory indemnity components of the scheme. This includes the authorisation of those undertaking inspections, actively scanning claims to mitigate the risk of fraud and investigating a person or a service provider where legislation may have been breached that may result in prosecution.</p> <p>Includes managing defence cases were the injured person has sued for damages and the agency has indemnified the negligent owner/driver.</p>		
2.1.0	<p>Authorisation</p> <p>Statutory delegation of power and authorisation of employees and private investigators to undertake inspections and gather information for investigative purposes.</p>		
2.1.1	<p>Records documenting the decision-making process in the delegation of authority to employees and private investigators to undertake inspections. Includes the issuing of Certificates of Authority and the assessment of applications which are denied.</p>	<p>Temporary</p> <p>Destroy 25 years after investigator has ceased in the role or 10 years after application was denied.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

COMPENSATION MONITORING, INVESTIGATION, DEFENCE AND PROSECUTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.1.2	Register of applications for Certificate of Authority's which are approved or denied.	Temporary Destroy after reference use ceases.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
2.2.0	Investigations Conducting investigations to establish if a person or a provider may have contravened a provision of the <i>Transport Accident Act 1986</i> , or for the purpose of generally enforcing the Act. [For investigation findings that result in prosecution, see Prosecution and Defence].		
2.2.1	Records documenting investigations that did not lead to prosecutions but resulted in a letter of caution or a letter of advice or civil recoveries. Also includes investigations where no further action was taken. Includes evidence and records of decisions.	Temporary Destroy 25 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
2.3.0	Monitoring Mitigating the risk of fraud by actively monitoring and scanning transport accident claims and flagging any claims that may pose a risk to the organisation. Includes the development of profiles that detect risk and/or gather information about the eligibility of claims.		

COMPENSATION MONITORING, INVESTIGATION, DEFENCE AND PROSECUTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.3.1	Records documenting the development of a profile (model and/or algorithm) and the final output report that is produced from applying the profile, including documentation on the sample data size. Final output report also summarises focused or forensic reports providing in-depth analysis of highlighted fraud risks, potential impacts and any risk mitigation measures that can be put in place.	Permanent Retain as State Archives.	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.
2.3.2	Records of focused or forensic reports providing in-depth analysis of highlighted risks and the potential impact to the agency and any measures that can be put in place to mitigate the risk.	Temporary Destroy 5 years after reference use ceases.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
2.4.0	Prosecution and Defence Prosecution of criminal charges following an investigation that has identified a breach of legislation or where a client lodges a Common Law Claim for compensation and the agency represents the negligent owner/driver.		
2.4.1	Records of Common Law claims that are resolved by negotiated settlement and have not proceeded into the Court system. Records include documents created as a result of the TAC Common Law protocol settlement conference (“a voluntary settlement conference”).	Temporary Destroy 10 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.

COMPENSATION MONITORING, INVESTIGATION, DEFENCE AND PROSECUTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.4.2	Records of Common Law claims that are litigated, including the writ, pleadings and the determination of the Court, that set a precedent, as they lead to a major change to the transport accident compensation scheme or the common law. Records of any appeal from the determination of the Court and the decision of the Appellate Court.	Permanent Retain as State Archives.	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.
2.4.3	Records of Common Law claims that are litigated, including the writ, pleadings and the determination of the Court, that do not set a precedent. Records of any appeal from the determination of the Court and the decision of the Appellate Court.	Temporary Destroy 50 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
2.4.4	Records documenting prosecutions of criminal charges where a legal precedent was set or that caused a major change to the transport accident compensation scheme or related high level policies. Includes summary register of all prosecutions or litigation cases undertaken, summary of investigation findings, statement of restitution.	Permanent Retain as State Archives.	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.

COMPENSATION MONITORING, INVESTIGATION, DEFENCE AND PROSECUTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.4.5	<p>Records documenting prosecutions of criminal charges that did not set a legal precedent or lead to a major change to the transport accident compensation scheme or related high level policies.</p> <p>Records include a summary of investigation findings and statement of restitution.</p>	<p>Temporary</p> <p>Destroy 15 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
2.4.6	<p>Records documenting findings that were referred to another government agency for prosecution, such as Victorian Police, the Coroner, the Office of Public Prosecutions, or other regulatory bodies.</p> <p>Includes a summary of investigation findings and statement of restitution.</p>	<p>Temporary</p> <p>Destroy 15 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

RESEARCH			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
3.0.0	RESEARCH Undertaking research to gain further knowledge and understanding of the impact of transport accidents with the aim of improving client care and to assist with reducing road trauma in Victoria.		
3.1.0	Assessment The assessment of research project proposals received for consideration and approval, including the management and progress reporting.		
3.1.1	Records documenting research project proposals submitted for approval. Records for each proposal include: <ul style="list-style-type: none"> the detailed project proposal; annual project reports; and applications for ethical clearances (where required). Includes both the applications that are approved and not approved. 	Temporary Destroy 15 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
3.1.2	Summary record of approved research proposals. Includes: <ul style="list-style-type: none"> research details; synopsis of project; category of risk; date project commenced; date of completion (or expected date); and status. 	Permanent Retain as State Archives.	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.

RESEARCH			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
3.2.0	Collection and Analysis The collection, observation, recording and analysis of research results.		
3.2.1	Records documenting the collection and analysis of data involving clinical trials and research that directly relates to compensation scheme performance and client experience with the agency.	Temporary Destroy 15 years after research project completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
3.2.2	Records documenting the collection and analysis of data for research projects not involving clinical trials. This includes data gathered from client case files to assist in road safety and marketing campaigns as well as data collected to improve client experience and client outcomes such as survey data.	Temporary Destroy 5 years after research project completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.

RESEARCH			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
3.2.3	<p>Summary information of research, or clinical trial data. Includes:</p> <ul style="list-style-type: none"> • location of accident • type of accident • injury(s) sustained in the accident • employment of injured person at time of accident <p>This includes data from the Compensation Research Database (CDR) which is de-identified such as:</p> <ul style="list-style-type: none"> • Date of Birth • Date of accident • Claim number • Provider number • Payee number <p>As well as the de-identified data relating to:</p> <ul style="list-style-type: none"> • information relating to claimant, no-fault claim, accident, common law and injury. • payments made by TAC to the service provider on behalf of the claimant and includes details of claim, payment, date of service and treatment as seen below. 	<p>Permanent Retain as State Archives.</p>	<p>Transfer hard copy or electronic copy to PROV when administrative use has concluded.</p> <p>Electronic records are to be transferred in VEO format.</p>
3.3.0	<p>Reporting</p> <p>The reporting on the final results of research projects undertaken by the agency.</p>		

RESEARCH			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
3.3.1	<p>Records documenting research outcomes within the research area of brain and spinal cord injuries sustained as a result of a road trauma or where the research findings have an impact on the overall transport accidents assistance process.</p> <p>This includes claims and client research findings that impact the overall management of the client experience.</p> <p>Records may include benchmark study findings, and findings that set Key Performance Indicators (KPI's) and client outcomes index.</p> <p>Includes final research, final reports and drafts for publication in external publications.</p>	<p>Permanent</p> <p>Retain as State Archives.</p>	<p>Transfer hard copy or electronic copy to PROV when administrative use has concluded.</p> <p>Electronic records are to be transferred in VEO format.</p>

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.0.0	<p>TRANSPORT ACCIDENT ASSISTANCE</p> <p>Monitoring and management of medical and rehabilitation services and benefits for persons injured in a transport accident, enabling a safe and sustainable return to work or the community for the injured person.</p> <p>Includes the management of transport accident claims, resolution of complaints or disputes and the management of service providers who provide medical, rehabilitation and health services to persons injured in transport accidents.</p>		
4.1.0	<p>Advice</p> <p>The provision of advice by the agency to members of the community about transport accident assistance.</p> <p>[For legal advice, see the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
4.1.1	<p>Records documenting advice provided to members of the community in relation to the process for registering a claim, eligibility requirements and support services.</p> <p>[For advice provided as part of the assessment process or as part of an eligible claim, use Claims Assessment and Management].</p> <p>[For advice provided as part of an appeal in relation to an ineligible claim, see Grievances.]</p>	<p>Temporary</p> <p>Destroy 3 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.2.0	<p>Claims Assessment and Management</p> <p>The assessment of transport accident claims in accordance with the <i>Transport Accident Act</i> 1986 and governing regulations, and the ongoing management of approved claims.</p>		
4.2.1	<p>Summary information of prospective and eligible claims including:</p> <ul style="list-style-type: none"> • Client Name • Client Date of Birth • Client Age • Date of Accident 	<p>Temporary</p> <p>Destroy after reference use ceases.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
4.2.2	<p>Records documenting the assessment of transport accident claims that are not approved and do not result in a dispute or review.</p> <p>Includes claim form, medical certificates, pay slips, leave reimbursement form, police information and data, newspaper articles and eligibility assessment.</p> <p>[For records documenting a review or dispute against a claim decision where the claimant is successful use 4.2.3 or 4.2.4 accordingly]</p>	<p>Temporary</p> <p>Destroy 6 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.2.3	<p>Records of claims that are approved or denied and set a precedent, as they lead to a major change to the transport accident compensation scheme.</p> <p>Includes information gathered during the life time of the claim to help determine if the claimant is eligible for transport accident benefits, such as accident reports, interview notes and reports from independent medical examiners.</p> <p>Includes claim form, medical certificates, pay slips, leave reimbursement form, police information and data, newspaper articles and eligibility assessment.</p>	<p>Permanent</p> <p>Retain as State Archives.</p>	<p>Transfer hard copy or electronic copy to PROV when administrative use has concluded.</p> <p>Electronic records are to be transferred in VEO format.</p>
4.2.4	<p>Records of claims that are approved and do not set a precedent.</p> <p>Includes information gathered during the life time of the claim to help determine if the claimant is eligible for transport accident benefits, such as accident reports, interview notes and reports from independent medical examiners.</p> <p>Includes claim form, medical certificates, pay slips, leave reimbursement form, police information and data, newspaper articles and eligibility assessment.</p>	<p>Temporary</p> <p>Destroy 50 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
4.3.0	<p>Applications for Serious Injury Certificates</p> <p>The receipt and assessment of applications to determine if a Serious Injury Certificate is to be issued, which allows a claimant to commence Common Law proceedings.</p>		

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.3.1	Records documenting the application process for Serious Injury Certificates that do not result in any court action. Includes unsuccessful applications. Includes application, medical reports, supporting documentation and decision	Temporary Destroy 6 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
4.3.2	A summary Register of approved applications for Serious Injury Certificates	Temporary Destroy 75 years after application approved	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.
4.3.3	Records of the Serious Injury Application and the determination of the Court that set a precedent, as they lead to a major change to the transport accident compensation scheme. Records of any appeal from the determination of the Court and the decision of the Appellate Court.	Permanent Retain as State Archives	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.3.4	<p>Records of the Serious Injury Application and the determination of the Court that do not set a precedent.</p> <p>Records of any appeal from the determination of the Court and the decision of the Appellate Court.</p>	<p>Temporary</p> <p>Destroy 50 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
4.4.0	<p>Grievances</p> <p>Managing and resolving complaints and disputes lodged against the agency as a result of a client being dissatisfied with the management or service of a claim or due to the outcome of an informal review. Includes actioning requests to review a decision that has been made in relation to the management of a claim.</p> <p>[For complaints that do not relate to Claim Management, see the General Retention and Disposal Authority for Records of Common Administrative Functions].</p> <p>[For complaints lodged against Service Providers, see Health Services Management].</p> <p>[For reviews that lead to investigations and/or prosecutions, see Investigations, Prosecution and Defence Management].</p>		

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.4.1	Records documenting the receipt and management of complaints logged by a client that do set a precedent or lead to a change to agency processes. Includes acknowledgement letter, investigation files, response and outcome.	Temporary Destroy 25 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
4.4.2	Records documenting the receipt and management of complaints lodged by a client that do not set a precedent or lead to a change to agency processes. Includes acknowledgement letter, investigation files, response and outcome.	Temporary Destroy 7 years after action completed.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
4.4.3	Records documenting the receipt and management of disputes lodged by a client that do set a precedent or lead to a major change to the transport accident compensation scheme or related high level policies. Includes acknowledgement letter, investigation files, response, dispute application, pre-issue conference documentation, VCAT application for review and outcome. Records of any appeal from the determination of the Tribunal and the decision of the Appellate Court.	Permanent Retain as State Archives.	Transfer hard copy or electronic copy to PROV when administrative use has concluded. Electronic records are to be transferred in VEO format.

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.4.4	<p>Records documenting the receipt and management of disputes lodged by a client that do not set a precedent or lead to a change to agency processes.</p> <p>Includes acknowledgement letter, investigation files, response, dispute application, pre-issue conference documentation, Victorian Civil and Administrative Tribunal (VCAT) application for review and outcome.</p> <p>Records of any appeal from the determination of the Tribunal and the decision of the Appellate Court.</p>	<p>Temporary</p> <p>Destroy 50 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
4.5.0	<p>Health Services Management</p> <p>The registration and ongoing management of healthcare professionals for the provision of treatment and advice to persons injured in a transport accident and to assist in the service provider payment process.</p> <p>[For Service Provider Registration and Medical Examiners Management, refer to PROS 09/06 Retention and Disposal Authority for Records of WorkSafe Victoria].</p>		
4.6.0	<p>Programs</p> <p>The development and implementation of programs used to improve awareness about benefits and services provided by the agency, and to secure the early and effective medical and vocational rehabilitation of persons injured as a result of transport accidents.</p>		

TRANSPORT ACCIDENT ASSISTANCE			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
4.6.1	Records documenting the development and implementation of the programs that impact the overall management and experience of clients who are accessing services through the transport accident insurance scheme. Includes the program plan, program objectives and aims.	Temporary Destroy 7 years after program is superseded.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.
4.6.2	Records documenting the measurement of the effectiveness of the program in enabling clients access to services and/or recovery. Includes reports documenting findings.	Temporary Destroy 10 years after findings are issued.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.

TRANSPORT ACCIDENT PREVENTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
5.0.0	<p>TRANSPORT ACCIDENT PREVENTION</p> <p>The development of road safety and accident prevention strategies and programs that reduce the number of accidents on Victorian roads.</p> <p>Includes investigation of specific safety issues, development of road and transport accident prevention practices and the collection and analysis of road and transport accident statistics.</p> <p>[For policy and procedures; funding approvals; legislation development; committee records and publications, see the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
5.1.0	<p>Road Safety Planning</p> <p>The development of road safety strategies and plans for Victoria.</p> <p>[Refer to PROS 10/05 Retention and Disposal Authority for Records of VicRoads Road Management Functions].</p>		
5.2.0	<p>Road Safety Program Management</p> <p>The development and implementation of road safety programs, initiatives and campaigns to reduce the number of accidents on Victorian roads.</p> <p>[Refer to PROS 10/05 Retention and Disposal Authority for Records of VicRoads Road Management Functions].</p>		
5.3.0	<p>Evaluation and Monitoring</p> <p>The evaluation and monitoring of road and transport accident prevention programs to determine their overall effectiveness.</p>		

TRANSPORT ACCIDENT PREVENTION			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
5.3.1	Records measuring the impact and effectiveness of road safety programs and campaigns. Includes the implementation, monitoring and evaluation of road safety programs.	Temporary Destroy 25 years after reference use ceases.	Hold in agency or APROSS pending destruction. Electronic records should be maintained in readable format pending destruction.

7 GLOSSARY TERMS

Complaint	The claimant has an option to complete a TAC complaint form. The matter will then be referred to the TAC complaints office which is independent of the claims decision making process.
Dispute	A client who is dissatisfied with the outcome of a claims decision has two options: <ol style="list-style-type: none"> i. Dispute Resolution Protocols (if represented by a lawyer) - ii. Victorian Civil and Administrative Tribunal (VCAT).
Dispute Resolution Protocol	The Protocols apply to decisions made on or after 1 March 2005 where a client has, at any time after the transport accident, retained a legal representative who is a member of either the Law Institute of Victoria (LIV) or the Australian Lawyers Alliance (ALA).
Indemnify	The TAC will represent the negligent owner / driver of a Victorian registered motor vehicle, train or tram.
No-fault compensation scheme	The TAC is a 'no fault' compensation scheme, which means that a person's entitlement to compensation is not affected by who is at fault.
Serious	The <i>Transport Accident Act (1986)</i> defines serious injury as: <ul style="list-style-type: none"> • A permanent impairment of 30% or greater; • serious long-term impairment or loss of a body function; • permanent serious disfigurement, such as scarring; • severe long-term mental or severe long-term behavioural disturbance or disorder; • loss of a foetus.
Serious Injury Certificate	A person can obtain a Serious Injury Certificate if it has been determined by the TAC that their injuries that resulted from a transport accident are 'serious'.

END OF DOCUMENT