



Public Record Office Standard

PROS 10/08

# Authority

## Retention and Disposal Authority for Records of Ambulance Services Functions

Version 2010

10/08

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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](http://www.prov.vic.gov.au). These documents set out the procedures that must be followed by Victorian public offices.

### 1.2.2 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.

### 1.2.3 Destruction of records identified in the Authority

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

### 1.2.4 The *Crimes (Document Destruction) Act 2006*

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

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

### 1.2.5 Normal Administrative Practice

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

The following material may be destroyed under NAP:

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

## 1.3 Use of Other Authorities

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

## 1.4 Explanation of Authority Headings

### **CLASS NUMBER**

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

### **DESCRIPTION**

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

### **STATUS**

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

### **CUSTODY**

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

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

The agency may transfer records **not identified as permanent in this or any other Authority** to an Approved Public Record Office Victoria Storage Supplier (APROSS) pending final records action.

## 2 Concurrence of Public Office

This Authority has the concurrence of:

Signature: [Signed]

Name: GREG SASELLA

Date: 21/05/2010

Position: C.E.O.

## 3 Establishment of Standard

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

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

[Signed]

**Justine Heazlewood**  
**Director & Keeper of Public Records**

Date of Issue: 26/05/2010

## 4 Acknowledgments


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

Theresa Hodgetts & Ian Mounsey (Ambulance Victoria).

## 5 Further Information

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

Public Record Office Victoria

 (03) 9348 5600

e-mail: [agency.queries@prov.vic.gov.au](mailto:agency.queries@prov.vic.gov.au)

web: [www.prov.vic.gov.au](http://www.prov.vic.gov.au)

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## 6. Retention & Disposal Authority

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
		<b>STATUS</b>	<b>CUSTODY</b>
<b>1.0.0</b>	<p><b>AMBULANCE MEMBERSHIP SUBSCRIPTION SCHEME MANAGEMENT</b></p> <p>The administration of a subscriber scheme which insures members against the cost for ambulance and medical treatment and transport Australia-wide.</p> <p>People who are not members or exempt from membership, such as Pensioner Concession Card or Health Care Card holders, are liable to pay the full cost of ambulance treatment and/or transport.</p> <p>[For financial records relating to the scheme, use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
<b>1.1.0</b>	<p><b>Development and Review</b></p> <p>The development and review of the entitlements to be included in an Ambulance Membership Subscription Scheme.</p> <p>Entitlements include, but are not limited to; emergency ambulance or air ambulance transport, ambulance treatment and newborn emergency transport services.</p>		



<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
		<b>STATUS</b>	<b>CUSTODY</b>
1.1.1	Records documenting the development and review of scheme entitlements.	<b>Temporary</b> Destroy 7 years after scheme expires.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
1.2.0	<b>Applications and Renewals</b> The processing of Ambulance Membership Subscription Scheme applications and renewals.		
1.2.1	Records documenting Ambulance Membership Subscription Scheme applications and renewals, including notifications of change to member's details.	<b>Temporary</b> Destroy 1 year after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
		<b>STATUS</b>	<b>CUSTODY</b>
<b>1.2.2</b>	Summary record of Ambulance Membership Subscription Scheme members, including member's name(s), addresses and contact details, type of membership and expiration dates.	<b>Temporary</b> Destroy 7 years after expiry of membership.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
<b>1.3.0</b>	<b>Auditing</b> The auditing of call taking and of the advice provided to the public on the Ambulance Membership Subscription Scheme.		
<b>1.3.1</b>	Records documenting the planning and conduct of external and internal audits on call taking activities in relation to the scheme.  Includes copy of final report and records documenting changes made to processes and procedures as a result of an audit.	<b>Temporary</b> Destroy 5 years after audit is completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
		STATUS	CUSTODY
2.0.0	<p><b>CLINICAL RESEARCH</b></p> <p>Undertaking clinical research to gain further knowledge and understanding of ambulance services with the aim of improving patient care.</p> <p>[For records relating to the funding of research, use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
2.1.0	<p><b>Assessment of Research Projects for Approval</b></p> <p>The assessment of research projects for approval, including the management and interim reporting on research progress.</p> <p>[For records documenting the approval / non-approval decision, use Committees in General Retention and Disposal Authority for Common Administrative Functions].</p>		
2.1.1	<p>Summary record of research proposals. Includes:</p> <ul style="list-style-type: none"> <li>• research details;</li> <li>• synopsis of project;</li> <li>• category of risk;</li> <li>• date project commenced;</li> <li>• date of completion (or expected date); and</li> <li>• status.</li> </ul>	<p><b>Permanent</b></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>

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
		<b>STATUS</b>	<b>CUSTODY</b>
<b>2.1.2</b>	<p>Records documenting research project proposals submitted for approval. Records for each proposal include:</p> <ul style="list-style-type: none"> <li>• the detailed project proposal;</li> <li>• annual project reports; and</li> <li>• applications for ethical clearances (where required).</li> </ul> <p>Includes both the applications that are approved and not approved.</p>	<p><b>Temporary</b>                      Destroy 15 years after action completed.</p>	<p>Hold in agency or APROSS pending destruction.                       Electronic records should be maintained in readable format pending destruction.</p>
<b>2.2.0</b>	<p><b>Collection and Analysis</b></p> <p>The collection, observation, recording and analysis of research results.                      [For records of final reports use Research Reporting].</p>		
<b>2.2.1</b>	<p>Records documenting the collection and analysis of data involving clinical trials.</p>	<p><b>Temporary</b>                      Destroy 15 years from date of completion of research project.</p>	<p>Hold in agency or APROSS pending destruction.                       Electronic records should be maintained in readable format pending destruction.</p>

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
		<b>STATUS</b>	<b>CUSTODY</b>
<b>2.2.2</b>	Records documenting the collection and analysis of data for research projects not involving clinical trials.	<b>Temporary</b> Destroy 5 years from date of completion of research project.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
<b>2.3.0</b>	<b>Research Reporting</b> The reporting on the final results of research projects undertaken by the agency.		
<b>2.3.1</b>	Records documenting research outcomes that may or may not have resulted in changes to the paramedic care of patients. Includes final research reports and publications.	<b>Permanent</b> 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.

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>3.0.0</b>	<p><b>EMERGENCY COMMUNICATIONS</b></p> <p>The provision of emergency response communication within the Ambulance Service, to the community and to other emergency service providers for the purpose of ensuring rapid operational response during an emergency situation. Includes emergency call taking, dispatch of services and subsequent radio communications during an emergency situation.</p> <p>[For records relating to telecommunications that are not related to emergency communications use General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
<b>3.1.0</b>	<p><b>Call Taking and Dispatch</b></p> <p>The management of emergency call taking for ambulance services. Includes the recording of calls, and dispatch of ambulance services.</p> <p>[For records of emergency calls and radio transmissions used as part of an investigation, use 3.3.0]</p>		
<b>3.1.1</b>	<p>Records of emergency calls and radio transmissions including the records of dispatches. Includes details of the person making the call, the location the ambulance is required, dispatch and arrival times and vehicle movements.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after all action is completed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
3.1.2	Requests for recordings of emergency calls and dispatch details.	<b>Temporary</b> Destroy 1 year after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
3.2.0	<b>Auditing</b> The conducting of random audits on emergency response communications to assess the appropriateness of actions and decisions made by call takers.  Audits are undertaken to assist with improving call response, dispatch and referral processes to ensure the utmost care and transport of patients.		
3.2.1	Records documenting the planning and conduct of external and internal audits on emergency communication activities.  Includes copy of final report and records documenting changes made to processes and procedures as a result of an audit.  [For audits that result in a formal investigation use Investigations].	<b>Temporary</b> Destroy 5 years after audit is completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
<b>3.3.0</b>	<p><b>Investigations</b></p> <p>The reporting and reviewing of incidents that have occurred during emergency call taking processes and the dispatch of ambulance services. Incidents include those where a patient has died or their condition has deteriorated as a result of delays with the dispatch of an emergency vehicle to the scene.</p> <p>Also includes investigations undertaken following the identification of major failings in call taking and dispatch processes from an audit.</p> <p>[For investigations that lead to litigation, use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p> <p>[For incidents involving specialised ambulance service vehicles where a patient has been on board or a person has been injured during the incident use Emergency Fleet Management].</p> <p>[For investigation of incidents that have occurred during the provision of paramedic care to patients, use Patient Care and Clinical Operations].</p>		
<b>3.3.1</b>	<p>Records documenting the reporting and investigation of incidents that have resulted in the death of a patient.</p> <p>Includes copy of final report and records documenting changes made to processes and procedures as a result of the investigation.</p> <p>Also includes the incident register.</p>	<p><b>Temporary</b></p> <p>Destroy 25 years after matter is closed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>



<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
<b>3.3.2</b>	<p>Records documenting the reporting and investigation of incidents that did not result in a patient's death.</p> <p>Includes copy of final report and records documenting changes made to processes and procedures as a result of the investigation.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after matter is closed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>4.0.0</b>	<p><b>EMERGENCY FLEET MANAGEMENT</b></p> <p>Acquiring, managing, maintaining, repairing and disposing of specialised ambulance service vehicles.</p> <p>Vehicles include road vehicles, helicopters, aeroplanes, over-snow rescue vehicles and bicycles.</p> <p>[For ambulance service pool cars and utility vehicles use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p> <p>[For tendering documentation used to purchase vehicles please use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
<b>4.1.0</b>	<p><b>Acquisition and Disposal</b></p> <p>The gaining of ownership or use of specialised ambulance service vehicles through purchase, and the disposal of those vehicles once no longer required by the agency.</p>		
<b>4.1.1</b>	<p>Records documenting the acquisition or disposal of specialised ambulance service vehicles.</p> <p>Includes the disposal of specialised ambulance service vehicles via sale, transfer, auction, donation or destruction.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after the sale or disposal of the vehicle.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
<b>4.2.0</b>	<p><b>Design</b></p> <p>The design and modification of specialised ambulance service vehicles.</p>		

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
4.2.1	<p>Records documenting the design and modification of specialised ambulance service vehicles where the design is an original and not a copy of an Australian or international standard design.</p> <p>Includes the design specifications and instructions, plans, request for modifications and alterations to vehicles.</p>	<p><b>Permanent</b></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>
4.2.2	<p>Records documenting the design and modification of specialised ambulance service vehicles where the design is a copy of an Australian or international standard design.</p> <p>Includes the design specifications and instructions, plans, request for modifications and alterations to vehicles.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after vehicle model is superseded.</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><b>Fit Out and Equipment</b></p> <p>The installation of equipment and the fitting of modules to hold equipment, in or on to a specialised ambulance service vehicle.</p>		

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
4.3.1	<p>Records documenting the fitting of modules and the installation of equipment in or on to specialised ambulance service vehicles.</p> <p>Includes the fitting of stretchers, oxygen, emergency radio, wheelchairs, spine boards and other medical equipment and communication devices.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after the sale or disposal of the vehicle.</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><b>Insurance</b></p> <p>Taking out insurance to cover loss or damage to specialised ambulance service vehicles and to cover the agency against damage to another organisation's property.</p>		
4.4.1	<p>Specialised ambulance services vehicle insurance policies.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after policy expires.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
4.4.2	<p>Records documenting to annual renewal of insurance policies.</p>	<p><b>Temporary</b></p> <p>Destroy 2 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>

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
4.4.3	Records documenting insurance claims.	<b>Temporary</b> Destroy 7 years after action completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
4.5.0	<b>Maintenance</b> The upkeep, repair, servicing, modification, registration and preservation of specialised ambulance service vehicles.		
4.5.1	Records documenting repairs and ongoing maintenance of specialised ambulance service vehicles. Includes servicing records.	<b>Temporary</b> Destroy 7 years after the sale or disposal of the vehicle.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
4.5.2	Records documenting the registration of specialised ambulance service vehicles. Includes inspections and renewals.	<b>Temporary</b> Destroy when registration is renewed or when administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>4.6.0</b>	<b>Usage</b> The monitoring of the use of specialised ambulance service vehicles.		
<b>4.6.1</b>	Records documenting the use of specialised ambulance service vehicles. Includes vehicle running sheets, log books and records generated by global positioning systems.	<b>Temporary</b> Destroy 7 years after the sale or disposal of the vehicle.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
<b>4.7.0</b>	<b>Infringements</b> The responding to breaches of road rules whilst driving a specialised ambulance services vehicle. Includes driving or traffic infringements.		
<b>4.7.1</b>	Records relating to traffic infringements involving specialised ambulance service vehicles used or maintained by the agency.	<b>Temporary</b> Destroy 7 years after matter resolved.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>4.8.0</b>	<p><b>Incident Investigations</b></p> <p>The investigation of incidents involving specialised ambulance service vehicles.</p> <p>[For investigations that lead to litigation, use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p> <p>[For the reporting and reviewing of incidents that have occurred during emergency call taking processes and the dispatch of ambulance services, use Emergency Communications.</p> <p>[For investigation of incidents that have occurred during the provision of paramedic care to patients, use Patient Care and Clinical Operations].</p>		
<b>4.8.1</b>	<p>Records documenting investigation of incidents involving specialised ambulance service vehicles where a person has been killed or injured.</p> <p>Includes copy of final report and records documenting changes made to processes and procedures as a result of the investigation.</p> <p>Also includes the incident register.</p>	<p><b>Temporary</b></p> <p>Destroy 25 years after matter is closed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction</p>
<b>4.8.2</b>	<p>Records documenting investigation of incidents involving specialised ambulance service vehicles where no one has been killed or injured.</p> <p>Includes copy of final report and records documenting changes made to processes and procedures as a result of the investigation.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after matter is closed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>5.0.0</b>	<p><b>EMERGENCY MANAGEMENT</b></p> <p>Preparing for and responding to local, state or national major emergency situations. As the Health Commander in emergencies, the agency is responsible for the coordination of medical treatment at the scene of an emergency.</p> <p>Includes the coordination of ambulance services at major sporting or cultural events.</p> <p>[For records relating to planning and policy activities for this function, see Retention and Disposal Authority for Records of Common Administrative Functions].</p> <p>[For records of committees and meetings for this function, see Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
<b>5.1.0</b>	<p><b>Preparation</b></p> <p>The developing and implementing of strategies to ensure ambulance services are prepared in the event of a major emergency.</p> <p>Includes activities involved in preparing ambulance services for involvement in major cultural or sporting events.</p>		
<b>5.1.1</b>	Final version of the ambulance services Emergency Response Plan.	<b>Permanent</b> Retain as State Archives.	<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>



## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
5.1.2	Records documenting the review and monitoring of the ambulance services Emergency Response Plan. Includes documents establishing the review, final report and action plan.	<b>Temporary</b> Destroy 10 years after review has occurred.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
5.1.3	Records documenting ambulance services emergency response training simulations and exercises.	<b>Temporary</b> Destroy 2 years after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
5.1.4	Records documenting the preparation and attendance of ambulance services at major sporting or cultural events.	<b>Temporary</b> Destroy 2 years after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
<b>5.2.0</b>	<p><b>Notification</b></p> <p>The receiving and processing of incident notifications for state or national emergency situations.</p>		
<b>5.2.1</b>	<p>Records documenting the issuing, receipt and actioning of incident notifications for state or national emergency situations.</p>	<p><b>Temporary</b></p> <p>Destroy 2 years after administrative use has concluded.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
<b>5.3.0</b>	<p><b>Response</b></p> <p>Activities undertaken by ambulance services in responding to national or state emergency situations. Includes the coordination and allocation of resources.</p>		
<b>5.3.1</b>	<p>Records documenting emergency responses where there is a severe impact [code red] on ambulance services normal operations.</p>	<p><b>Permanent</b></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>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
5.3.2	Records documenting emergency responses where there is a major impact [code orange] on ambulance services normal operations.	<b>Temporary</b> Destroy 25 years after incident.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
5.3.3	Records documenting emergency responses where there is a medium impact [code green] on ambulance services normal operations.	<b>Temporary</b> Destroy 7 years after incident.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
5.3.4	Records documenting emergency responses where there is a low impact [code white] on ambulance services normal operations.	<b>Temporary</b> Destroy 2 years after incident.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<b>Retention &amp; Disposal Authority</b>			
<b>CLASS NO.</b>	<b>DESCRIPTION</b>	<b>DISPOSAL ACTION</b>	
<b>5.4.0</b>	<p><b>Recovery</b></p> <p>The restoration and replacement of ambulance services following a major incident.</p>		
<b>5.4.1</b>	<p>Records documenting the restoration and replacement of resources following an emergency incident.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after incident.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
<b>5.5.0</b>	<p><b>Risk Management</b></p> <p>The identification of risks involved in preparing for and responding to major emergency situations and the likelihood and consequences of those risks, and the implementation of appropriate practices and procedures to prevent or treat the risks.</p>		
<b>5.5.1</b>	<p>Records documenting risk management undertaken for major emergency situations. Includes risk assessments, treatment schedules, action plans, debriefs, audits of processes and procedures and incident reports.</p>	<p><b>Permanent</b></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>

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>6.0.0</b>	<p><b>OPERATIONAL TRAINING AND EDUCATION</b></p> <p>Developing, evaluating and delivering operational training and education courses in emergency and non-emergency medical care, specialised ambulance services vehicle operation, transport and communications.</p> <p>[For records relating to training of staff unrelated to operational training use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
<b>6.1.0</b>	<p><b>Curriculum Development</b></p> <p>The development and review of accredited and non-accredited training courses delivered by the agency.</p> <p>Includes curriculum development for accredited courses in accordance with the Australian Quality Training Framework (AQTF) standards.</p>		
<b>6.1.1</b>	Records documenting the development, accreditation and review of curriculum for accredited training courses.	<p><b>Temporary</b></p> <p>Destroy 30 years after curriculum unit replaced, revoked or discontinued.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
6.1.2	Records documenting the development and review of curriculum for non-accredited training courses.	<b>Temporary</b> Destroy 7 years after curriculum unit replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.1.3	Records documenting development of training resources, including program guides, lecture notes, hand-outs and audio and visual recordings.	<b>Temporary</b> Destroy 7 years after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.2.0	<b>Assessment and Processing of Results</b> The development of assessment methods and the recording of student results for training courses.		
6.2.1	Records that document the final approved methods of assessment for accredited training courses. Includes examination papers.	<b>Temporary</b> Destroy 30 years after curriculum unit has been replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
6.2.2	Records that document the development of approved methods of assessment for accredited training courses. Includes drafts and records of testing and validation.	<b>Temporary</b> Destroy 7 years after curriculum unit replaced, revoked or discontinued.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.2.3	Records that document final approved methods of assessment for non-accredited training courses.	<b>Temporary</b> Destroy 5 years after course has been superseded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.2.4	Records that document the development of approved methods of assessment for non-accredited training courses. Includes drafts and records of testing and validation.	<b>Temporary</b> Destroy 1 year after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
6.2.5	Master records of student results for accredited courses. Includes final and interim results.	<b>Temporary</b> Destroy 30 years after results have been released.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.2.6	Master records of student results for non-accredited courses. Includes final and interim results.	<b>Temporary</b> Destroy 7 years after results have been released.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.2.7	Student assessment submissions and examination papers for both accredited and non-accredited training courses.	<b>Temporary</b> Destroy 1 year after completion of assessment.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.



## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>6.3.0</b>	<b>Training Conduct</b> The activities associated with the delivery of training courses. Includes records of attendance, course evaluation, and administrative arrangements for delivery.		
<b>6.3.1</b>	Records documenting attendance at training courses.	<b>Temporary</b> Destroy 7 years after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
<b>6.3.2</b>	Records documenting evaluations of training courses. Includes course evaluations made by participants after attending courses.	<b>Temporary</b> Destroy 2 years after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
<b>6.3.3</b>	Records documenting the administrative arrangements for courses, including catering, venue bookings and hire of equipment.	<b>Temporary</b> Destroy 2 years after administrative use has concluded.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>6.4.0</b>	<p><b>Management of Students</b></p> <p>The management of student enrolments for accredited training courses.</p> <p>Includes the management of grievances and complaints made by students enrolled in accredited training courses on matters including perceived discrimination, or exclusion from a course, or course results and/or assessment.</p> <p>[For complaints received in relation to non-accredited training courses or grievances made by agency staff, use the General Retention and Disposal Authority for Records for Common Administrative Functions].</p>		
<b>6.4.1</b>	<p>Records documenting the enrolment of students into accredited courses.</p>	<p><b>Temporary</b></p> <p>Destroy 30 years following date of enrolment.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
<b>6.4.2</b>	<p>Records documenting formal student grievances where the allegations have been proven, including those presented to a panel.</p> <p>Includes the grievance register which contains the student name(s), student number, date of allegation, summary of the allegation(s) and the final resolution.</p>	<p><b>Temporary</b></p> <p>Destroy 30 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>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
6.4.3	Records documenting formal student grievances where the allegations cannot be proven, including those presented to a panel.	<b>Temporary</b> Destroy 7 years after action completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.5.0	<b>Graduation</b> The conferring of certificates, awards or qualifications on students who have met the criteria required to graduate from accredited or non-accredited training courses.		
6.5.1	Records documenting the registration of all students to be awarded their certificate or qualification in an accredited course.	<b>Temporary</b> Destroy 30 years after action completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
6.5.2	Records documenting the registration of all students to be awarded their certificate or qualification in a non-accredited course.	<b>Temporary</b> Destroy 7 years after action completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>6.6.0</b>	<p><b>Registration and Compliance</b></p> <p>The accreditation of the agency as a Registered Training Organisation (RTO) and ensuring the agency's compliance with standards for Registered Training Organisations in the provision of training and education.</p> <p>Includes the accreditation of staff involved in the delivery of training or who perform assessment activities, in accordance with the standards.</p>		
<b>6.6.1</b>	<p>Records documenting the agency's accreditation as an approved Registered Training Organisation and its compliance with standards for Registered Training Organisations.</p> <p>Includes records of audits undertaken as part of the quality assurance process used to monitor the agency's compliance with the standards.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after accreditation has concluded / expired.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
<b>6.6.2</b>	<p>Records documenting a trainer's accreditation and compliance with standards for Registered Training Organisations.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after next accreditation or termination of accreditation.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>7.0.0</b>	<p><b>PATIENT CARE AND CLINICAL OPERATIONS</b></p> <p>The provision of paramedic care to patients in emergency or non-emergency situations. Includes the provision of specialist paramedic advice.</p> <p>Includes compliance with drug licensing requirements in accordance with the Drugs, Poisons and Controlled Substances Act 1981.</p> <p>[For records relating to policy and procedure relating to clinical operations use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p>		
<b>7.1.0</b>	<p><b>Advice</b></p> <p>The provision of expert critical care clinical advice, trauma advice and referral services to patients and health care providers.</p>		
<b>7.1.1</b>	<p>Records documenting expert critical care clinical advice, trauma advice and referral services provided to patients and health care providers.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after all action is completed or when the patient has attained the age of 25 years whichever is the later.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

<h2>Retention &amp; Disposal Authority</h2>			
CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>7.2.0</b>	<p><b>Patient Care</b> The provision of paramedic care to patients.</p>		
<b>7.2.1</b>	Records documenting treatment and observation of a patient.	<p><b>Temporary</b> Destroy 7 years after all action is completed or when the patient has attained the age of 25 years whichever is the later.</p>	<p>Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.</p>
<b>7.3.0</b>	<p><b>Drug Compliance</b> Complying with drugs, poisons and controlled substances in accordance with the <i>Drugs, Poisons and Controlled Substances Act 1981</i>.</p>		
<b>7.3.1</b>	Records documenting the receipt, dispensing, return and disposal of all drugs.	<p><b>Temporary</b> Destroy 3 years after last action.</p>	<p>Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.</p>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
7.3.2	Records documenting the application or renewal of drug licenses held by the ambulance service that provides for the purchase of drugs for health care purposes.	<b>Temporary</b> Destroy 1 year after license expires.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.
7.4.0	<b>Auditing</b> The auditing of paramedic care in order to monitor and improve the quality of care provided to patients.		
7.4.1	Records documenting the planning and conduct of external and internal audits of clinical care operations.  Includes copy of final report and records documenting changes made to procedures as a result of an audit.  [For audits that result in a formal investigation use Investigations].	<b>Temporary</b> Destroy 5 years after audit is completed.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>7.5.0</b>	<p><b>Incidents and Investigations</b></p> <p>The investigation of incidents that have occurred during the provision of paramedic care to patients.</p> <p>[For investigations that lead to litigation, use the General Retention and Disposal Authority for Records of Common Administrative Functions].</p> <p>[For the reporting and reviewing of incidents that have occurred during emergency call taking processes and the dispatch of ambulance services, use Emergency Communications].</p> <p>[For incidents involving specialised ambulance service vehicles where a patient has been on board or a person has been injured during the accident use Emergency Fleet Management].</p>		
<b>7.5.1</b>	<p>Records documenting the investigation into incidents that have resulted in death or injury to a patient.</p> <p>Includes copy of final report and records documenting changes made to processes and procedures as a result of the investigation.</p>	<p><b>Temporary</b></p> <p>Destroy 25 years after matter is closed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>



## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
<b>7.5.2</b>	<p>Records documenting the investigation into incidents where a patient has not died or been injured.</p> <p>Includes copy of final report and records documenting changes made to processes and procedures as a result of the investigation.</p>	<p><b>Temporary</b></p> <p>Destroy 7 years after matter is closed.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>
<b>7.6.0</b>	<p><b>Risk Management</b></p> <p>The identification of risks involved in providing paramedic care to patients and the likelihood and consequences of those risks, and the implementation of appropriate practices and procedures to prevent or treat the risks.</p>		
<b>7.6.1</b>	<p>Records documenting the risk management of all ambulance services, where risk assessments indicate medical errors and/or a risk to patients and where health surveillance and/or monitoring of patients is necessary.</p>	<p><b>Temporary</b></p> <p>Destroy 10 years after last action.</p>	<p>Hold in agency or APROSS pending destruction.</p> <p>Electronic records should be maintained in readable format pending destruction.</p>

## Retention & Disposal Authority

CLASS NO.	DESCRIPTION	DISPOSAL ACTION	
7.6.2	Records documenting the risk management of all ambulance services, where risk assessments indicate no medical errors and/or risk to patients and where no health surveillance and/or monitoring of patients is required.	<b>Temporary</b> Destroy 7 years after last action.	Hold in agency or APROSS pending destruction.  Electronic records should be maintained in readable format pending destruction.

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