



Responsible Public Authority: Public Trust Office of Queensland

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Scope of Retention and Disposal Schedule

This Schedule covers the core business records of the Public Trust Office, including the functions of: Custodial Services, Deceased Estate Administration, Guardianship and Administration Tribunal Matters, Trustee Services, Unclaimed Property and Money, Conveyancing, Investment Services, Legal Services and Property Services.

This Schedule also covers the records of the Public Trustee Investment Board, legacy records of the current Public Trust Office and the former Public Curator's Office and records of the former Victims of Crime Association.

This Schedule is to be used in conjunction with the *General Retention and Disposal Schedule for Administrative Records*.

Authority

Authorisation for the disposal of public records is given under, and subject to, the provisions of s.13 of the *Public Records Act 2002* (the Act). Public records must not be disposed of if disposal would amount to a contravention of s.13.

Revocation of previously issued disposal authorities

Any previously issued disposal authority which applied to disposal classes described in this schedule are revoked. The Public Trust Office should take measures to withdraw revoked disposal authorities from circulation. This includes, but is not limited to:

- F64/20 Migration of data from Unisys to Client Information Management System (CIMS) database (Issued 16 July 1998);
- F64/3 Will and Intestacy Files and Mental Health/Insanity Files (Issued 23 June 1994); and
- M009.32/68 Various Accounting Records (Issued 17 April 1979).



Disposal

All of the retention periods in this approved schedule are the minimum period the sentenced records must be maintained for.

Additionally, any class may be required to be retained longer if subject to the following requirements:

- (i) for any civil or criminal court action which involves or may involve the State of Queensland or an agency of the State; or
- (ii) because the public records may be obtained by a party to litigation under the relevant Rules of Court, whether or not the State is a party to that litigation; or
- (iii) pursuant to the *Evidence Act 1977*; or
- (iv) for any other purpose required by law.

This list is not exhaustive.

Documents which deal with the financial, legal or proprietary rights of the State of Queensland or a State related Body or Agency viz-a-viz another legal entity and any document which relates to the financial, legal or proprietary rights of a party other than the State are potentially within the category of public records to which particular care should be given prior to disposal.

Records which are subject to a freedom of information application are to be retained for a period greater than the time specified to ensure that all avenues for appeals for review under the legislation are exhausted, even though the records may be due for destruction according to this Schedule at the time of the application (see *General Retention and Disposal Schedule for Administrative Records*).

Permanent Records

Records of permanent status may be transferred to Queensland State Archives with the approval of the State Archivist. Agencies are required to submit a transfer proposal containing details of the records under consideration for transfer. Queensland State Archives will assess the transfer proposal before formal approval to transfer is issued. The State Archivist reserves the right to revise any previous decisions made with regard to the appraisal and transfer of records. Contact Agency Services at Queensland State Archives on 07 3131 7777 for further details.



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1. PUBLIC TRUST OFFICE INVESTMENT BOARD

The function of supporting the Public Trust Office Investment Board which is responsible for managing and controlling investments made from the Public Trustee Common Fund under section 21 of the Public Trustee Act 1978.

See the General Retention and Disposal Schedule for Administrative Records for records of:

- *Routine Ministerial directions and responses;*
- *Declarations of pecuniary interests;*
- *Board membership, member fees and payments;*
- *Insurance to cover the Board against litigation; and*
- *Management of Board members' travel.*

NOTE: There is no single entry in this Schedule which applies to general or routine correspondence of the Public Trust Office Investment Board. Correspondence received by the Board should be sentenced according to the business activity or subject to which it relates. This Schedule does not cover correspondence which does not relate to the official business of the Board.

Reference	Description of records	Status	Disposal Action
1.1	MEETINGS <i>The activity of gathering to formulate, discuss, update or resolve issues and matters.</i>		
1.1.1	Minutes and Decisions Records of meetings held by the Public Trust Office Investment Board. Includes agendas, minutes of meetings, submissions, reports and other documents supporting Board decisions.	Permanent	Retain permanently.
1.2	REPORTING <i>The activity of providing a formal response to a situation, request or legislative requirement.</i>		



Reference	Description of records	Status	Disposal Action
1.2.1	<p><i>Public Trust Office Investment Board - Reports, reviews and research material</i></p> <p>Reports, reviews and research material obtained or prepared by the Public Trust Office which support the reports and submissions prepared for the Board's consideration but which do not form part of the minutes and decisions of the Board.</p> <p>Records include, but are not limited to:</p> <ul style="list-style-type: none">• Review of Agency Deposit Interest Reports;• Review of interest rates payable on moneys held in the Common Fund reports;• Public Trustee Investment Fund performance reports;• Review of Commercial Loan exposure reports;• Performance evaluation of investment portfolio reports;• Queensland Investment Corporation reports on Public Trustee investments; and• General correspondence relating to the activities of the Board.	Temporary	Retain for 5 years after last action.



2. CUSTODIAL SERVICES

The function of providing custodial protection for documents (including Wills, debentures and Trust instruments) lodged with the Public Trustee under s. 63 of Public Trust Act 1978. Includes preparation of these documents where the Public Trust Office is engaged to do so.

See section 3. Deceased Estate Administration for records relating to the administration of deceased estates by the Public Trustee.

Reference	Description of Records	Status	Disposal Action
2.1	WILLS <i>The activity of making and storing original Wills executed by testators.</i>		
2.1.1	Original Wills Records relating to the preparation and storage of original Wills where the Wills have not been lodged with the Titles Office or Supreme Court in the course of administration. Records may include, but are not limited to: <ul style="list-style-type: none">• Instructions for Will;• Original executed Will;• Signed acknowledgement by testator;• General correspondence relating to the preparation and execution of a Will; and• Requests for copies of Wills made in accordance with s. 33Z of the <i>Succession Act 1981</i>. <i>Excludes revoked and unadministered Wills.</i> <i>For the central control index or register for this class see reference number 2.3.3.</i>	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
2.1.2	<p>Original Wills - Revoked</p> <p>Records relating to the preparation and storage of original Wills made by testators that have been revoked in accordance with s. 13 of the <i>Succession Act 1981</i> and where the testator is either still living or is deceased.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions for Will;• Original executed Will;• Signed acknowledgement by testator; and• General correspondence relating to the revocation of the Will. <p><i>For the central control index or register for this class see reference number 2.3.3.</i></p>	Temporary	Retain for 20 years after date of death.
2.1.3.	<p>Original Wills - Unadministered</p> <p>Records relating to the preparation and storage of original Wills made by testators who have died and either:</p> <ul style="list-style-type: none">• Left no asset requiring formal administration; or• The original Will was not required to be formally lodged in the Supreme Court in connection with an Order to Administer or Election to Administer; or• The original Will was lodged in the Land Titles Office in connection with a transmission of realty under the original Will. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions for Will;• Original executed Wills;• Signed acknowledgement by testator; and• General correspondence relating to the death of the testator and to the action taken	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
	with the original Will. <i>See reference 3.1 for records relating to Wills administered by the Public Trust Office. For the central control index or register for this class see reference number 2.3.3.</i>		
2.1.4	Funeral Notices Records relating to searches of the Wills Index for a record of a Will held for a person whose funeral notice is published in a newspaper. Records may include, but are not limited to: <ul style="list-style-type: none">• Funeral notices appearing in newspapers;• Search results against Wills Index; and• General correspondence in relation to making enquiries whether the testator of a Will is identical with the person named in the funeral notice.	Temporary	Retain for 1 year after last action.
2.2	POWERS OF ATTORNEY <i>The activity of preparing Power of Attorney documents for execution by principals and storing original powers of attorney documents in accordance with the provisions of the Powers of Attorney Act 1998.</i>		



Reference	Description of Records	Status	Disposal Action
2.2.1	<p>Original Power of Attorney documents - Un-enacted</p> <p>Records relating to the preparation and storage of original Power of Attorney documents which are never enacted.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions for preparation of Power of Attorney document;• Executed Power of Attorney documents (including certified copies); and• Correspondence relating to the preparation and execution of the Power of Attorney. <p><i>Excludes Power of Attorney documents prepared by the Public Trustee which are revoked or where the Public Trustee retains only a copy.</i></p> <p><i>For records relating to original Powers of Attorney enacted by the Public Trustee see section 5.1.</i></p> <p><i>For the central control index or register for this class see reference number 2.3.3.</i></p>	Temporary	Retain for 100 years from date of execution.
2.2.2	<p>Power of Attorney documents – Revoked or Original not held by Public Trust Office</p> <p>Records relating to the preparation and storage of Power of Attorney documents executed by a principal and where the original Power of Attorney is not held or has been revoked.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions for preparation of Power of Attorney document;• Copy of Executed Power of Attorney document (including certified copies);• Receipt for original Power of Attorney;• Notice of revocation of Power of Attorney; and• Correspondence relating to the preparation and execution of the Power of Attorney. <p><i>For the central control index or register for this class see reference number 2.3.3.</i></p>	Temporary	Retain for 20 years from date of execution or revocation.



Reference	Description of Records	Status	Disposal Action
2.3	SAFE CUSTODY <i>The activity of accepting and storing in safe custody, documents, papers and sealed packets belonging to clients. Excludes Wills and Powers of Attorney.</i>		
2.3.1	Claimed items Records relating to the receipt, storage and disposal of documents papers and sealed packets belonging to clients and where the items have been: <ul style="list-style-type: none">• Returned to the client; or• Handed over to an executor of the client's estate; or• Disposed of under s.104 of the <i>Public Trustee Act 1978</i>. Records may include, but are not limited to: <ul style="list-style-type: none">• Instructions and authorities relating to safe custody of documents, etc;• Advertisements for claimants;• Receipt for documents and other items handed over; and• Correspondence relating to documents and other items held in safe custody. <i>See reference numbers 16.1.3 and 16.1.4 for pre-1983 master control records recording the receipt and disposal of papers and sealed packets.</i>	Temporary	Retain for 80 years after last action.



Reference	Description of Records	Status	Disposal Action
2.3.2	<p>Unclaimed items – Original certificates</p> <p>Original certificates held in safe custody deemed to be unclaimed. Records include:</p> <ul style="list-style-type: none">• Certificates of title issued under the <i>Land Title Act 1994</i>; and• Certificates of Births, Deaths and Marriages issued under the <i>Births, Deaths and Marriages Registration Act 2003</i>. <p>See reference numbers 16.1.3 and 16.1.4 for pre-1983 master control records recording the receipt and disposal of papers and sealed packets.</p> <p>See reference numbers 2.1.1 - 2.1.3 for original Wills held by the Public Trust Office.</p>	Temporary	Return to the issuing Office.
2.3.3	<p>Custodial Services – Summary records</p> <p>Data elements recorded in the Client Information Management System (CIMS) database comprising a register or summary of all client information held by the Public Trust Office relating to items held in safe custody. This class incorporates:</p> <ul style="list-style-type: none">• Master Index of Power of Attorney Documents• Master Index of Wills; and• Master Index of Safe Custody Matters. <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Name of owner/testator;• Address of owner/testator;• Date of birth;• Current status of safe custody/will;• Location of will packet;	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Date of last will;• Date of death; and• Date Finalised. <p><i>See reference numbers 16.1.3 and 16.1.4 for pre-1983 master control records recording the receipt and disposal of papers and sealed packets.</i></p>		



3. DECEASED ESTATE ADMINISTRATION

The function of administering deceased client estates, including ascertaining and gaining control of assets, attending to the liabilities of the estate and the distribution of assets to beneficiaries in accordance with the last Will of the deceased or in accordance with the Intestacy provisions as set out in Part 3 of the Succession Act 1981. Includes old deceased estate files categories previously known as 'Will' or 'Intestacy' matters.

Reference	Description of Records	Status	Disposal Action
3.1	ADMINISTRATION OF DECEASED ESTATES <i>The activities involved in administering the estate of a deceased person.</i> <i>This section includes estates administered by the Public Trust Office on the instructions of a private executor.</i>		
3.1.1	<i>Administered Estates - Client files</i> Records relating to the administration of estates of deceased persons, whether testate or intestate. Includes original records maintained on paper files or in the Client Information Management System (CIMS). Includes Sub File A and Sub File B records where these have been filed together. Records may include, but are not limited to: <ul style="list-style-type: none">• Orders to Administer, Election to Administer, Grant of Probate, or Letters of Administration;• Court Orders;• Certificates of Birth, Death and Marriage;• Family trees;• Wills;• Statements of account;• Deeds and other legal documents;	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Authorities and directions from beneficiaries;• Claims from beneficiaries;• Notices to beneficiaries;• Valuations; and• General correspondence in relation to the administration of the estate.		
3.1.2	<p>Administered Estates - Client Sub-Files</p> <p>Other records relating to the administration of estates of deceased persons, whether testate or intestate, where these are not filed with records covered under Reference Number 3.1.1.</p> <p>Records include:</p> <ul style="list-style-type: none">• Taxation folder containing taxation correspondence and records;• Investment folder containing correspondence and details of investments held or made;• Property folder containing agreements and correspondence relating to rented properties or to properties sold during the course of administration;• Claims folder containing details and correspondence relating to claims against and liabilities of the estate;• Reports produced from the data contained in Client Information Management System in relation to the deceased estate such as requests to valuers or building inspectors and annual taxation statements.	Temporary	Retain for 10 years after last action.



Reference	Description of Records	Status	Disposal Action
3.1.3	<p><i>Administered Estates - Summary record</i></p> <p>Data elements recorded in the Client Information Management System (CIMS) database comprising a summary of all client information held by the Public Trust Office relating to deceased estates administered by the PTO.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of Deceased;• Last Address of Deceased;• Occupation;• Date of Birth;• Date of Death;• Place of Death;• Date Administration Commenced;• Date and type of authority to administer (Order to Administer, Election, etc);• Details of all assets and liabilities, including details of how dealt with;• Details of all beneficiaries and their entitlements;• Details of all financial transactions relating to the administration;• Details of security documents held;• Correspondence and documents held in the client correspondence database; and• Date Finalised.	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
3.1.4	<p>Notices of Intention</p> <p>Original Notices of Intention of a private executor or administrator to apply to the Supreme Court for a Grant of Probate or Letters of Administration as required by Rule 598 of the <i>Uniform Civil Procedures Rules 1999</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Notice of Intention;• Result of search of Public Trustee Will records and other records; and• General correspondence relating to a Notice received.	Temporary	Retain for 1 year after last action.
3.1.5	<p>Deceased Trustee Notices</p> <p>Original Notices of Intention by a legal personal representative of a sole or last surviving trustee to their appointment as new trustee or to assume the Trust in accordance with section 16(2) of the <i>Trusts Act 1973</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Notice of Intention to assume Trust;• Result of search of Public Trustee Will records and other records; and• General correspondence relating to a Notice received.	Temporary	Retain for 1 year after last action.
3.2	<p>ADVICE</p> <p><i>The activities associated with responding to requests for information or requests for advice from members of the public.</i></p>		
3.2.1	Records relating to advice provided in response to enquiries received by the Public Trust Office which may have legal significance relating to deceased estate matters.	Temporary	Retain for 7 years after last action.



4. GUARDIANSHIP AND ADMINISTRATION TRIBUNAL MATTERS

The function of overseeing the financial administration of persons (adults and minors) with a decision making disability (or 'impaired capacity for financial matters') in accordance with the provisions of the Guardianship and Administration Act 2000 and the Public Trustee Act 1978.

Reference	Description of Records	Status	Disposal Action
4.1	<p>'ACTIVE PARTY' DEALINGS</p> <p><i>The activity of appearing before the Guardianship and Administration Tribunal in matters involving an adult with a decision making disability where the Public Trustee may be required to act as a financial administrator in financial matters under the Guardianship and Administration Act 2000.</i></p> <p><i>For records relating to the administration of financial matters where the Public Trustee is appointed financial administrator see section 4.2 Protective Management.</i></p>		
4.1.1	<p><i>Tribunal Hearings– Summary record</i></p> <p>Summary records relating to Guardianship and Administration Tribunal proceedings where a notice was served on the Public Trustee as an 'Active Party' under the <i>Guardianship and Administration Act 2000</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Register of notices received (electronic); and• Register of Orders made. <p><i>See reference number 4.1.3 for original Orders and Decisions handed down by the Tribunal in relation to individual cases.</i></p>	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
4.1.2	<p>Notices of Hearings – Original notices</p> <p>Original Notices of Hearings received by the Public Trustee from the Guardianship and Administration Tribunal where the Public Trustee is not appointed the Financial Administrator. Records include, but are not limited to:</p> <ul style="list-style-type: none">• Notification of proceedings; and• Notice of adjournment. <p><i>For Notices of Hearings where the Public Trustee is appointed Financial Administrator see section 4.2.</i></p>	Temporary	Retain for 6 months after last action.
4.1.3	<p>Orders and Decisions</p> <p>Orders and Reasons for Decisions issued by the Guardianship and Administration Tribunal and received by the Public Trustee as an 'Active Party' where the Public Trustee is not appointed the Financial Administrator.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Copy of Tribunal Orders (including Interim Orders);• Tribunal Summary Reports (electronic); and• Reasons for Decisions (Electronic); <p><i>For Decision Notices where the Public Trustee is appointed Financial Administrator see section 4.2.</i></p>	Temporary	Retain for 7 years after last action.
4.1.4	<p>Requests for information</p> <p>Requests received from the Guardianship and Administration Tribunal for information on protective management issues not involving a PTO client.</p>	Temporary	Retain for 2 years after last action.



Reference	Description of Records	Status	Disposal Action
4.2	PROTECTIVE MANAGEMENT <i>The activity of managing the financial affairs of a person (an adult or a minor) with a decision making disability under an Order made under the Guardianship and Administration Act 2000 or the Public Trustee Act 1978.</i> <i>Includes those matters where the Public Trustee's appointment was made prior to the commencement of the Guardianship Act 2000.</i>		
4.2.1	Protective Management - Client files Records relating to the management of the financial affairs of an individual with a decision making disability. Includes Sub File A and Sub File B records where these have been filed together. Records may include, but are not limited to: <ul style="list-style-type: none">• Tribunal orders;• Court orders;• Certificates of Birth, Death and Marriage;• Copy of Will;• Medical reports;• Statements of account;• Deeds and other legal documents;• Valuations; and• General correspondence in relation to the management of the individual's financial affairs.	Temporary	Retain for 120 years from date of birth.
4.2.2	Protective Management (Group Housing Scheme) - Client files Records relating to the management of assets and income jointly held by a group of persons under a decision making disability residing in shared housing. Includes Sub File A and Sub File B records where these have been filed together.	Temporary	Retain for 120 years from date of birth.



Reference	Description of Records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">Records of Joint Owner's details;Copies of lease or tenancy agreements;Records relating to purchase or sale of joint assets;Statements of Account;Valuations; andGeneral correspondence in relation to the management of the joint residence.		
4.2.3	<p>Protective Management - Client files – Sub files</p> <p>Other records relating to the management of the financial affairs of a person with a decision making disability where these are not filed with records covered under Reference numbers 4.2.1 – 4.2.2.</p> <p>Records may include:</p> <ul style="list-style-type: none">Taxation folder containing taxation correspondence and records;Investment folder containing correspondence and details of investments held or made;Property folder containing agreements and correspondence relating to rented properties or to properties sold during the course of administration;Claims folder containing details and correspondence relating to claims against and liabilities of the person; andReports produced from the data contained in Client Information Management System in relation to the client's financial affairs such as requests to valuers or building inspectors, annual taxation statements.	Temporary	Retain for 10 years after the Public Trustee ceases to be the appointed Administrator.



Reference	Description of Records	Status	Disposal Action
4.2.4	<p>Protective Management Matters - Summary record</p> <p>Data elements recorded in Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to protective management matters.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of Client;• Last Address of Client;• Occupation;• Date of Birth;• Date Administration Commenced;• Date and type of Guardianship and Administration Tribunal appointment as financial administrator;• Details of all assets and liabilities, including details of how dealt with;• Details of all financial transactions relating to the administration;• Details of security documents held;• Correspondence and documents held in the client correspondence database; and• Date Finalised.	Permanent	Retain permanently.
4.3	<p>ADVICE</p> <p><i>The activities associated with responding to requests for information or requests for advice from members of the public.</i></p>		



Reference	Description of Records	Status	Disposal Action
4.3.1	<i>Advice – Legal significance</i> Records relating to advice provided in response to enquiries received by the Public Trust Office which may have legal significance relating to protective management matters.	Temporary	Retain for 7 years after last action.



5. POWERS OF ATTORNEY

The function of acting as attorney for a principal under a Power of Attorney in accordance with the provisions of the Powers of Attorney Act 1998.

For records relating to the preparation of Powers of Attorney by the Public Trust Office see Custodial Services.

Reference	Description of Records	Status	Disposal Action
5.1	POWER OF ATTORNEYSHIP <i>The activity of managing the financial affairs of an individual under a Power of Attorney.</i>		
5.1.1	Power of Attorney - Client files Records relating to the management of the financial affairs of a person under a Power of Attorney. Includes Sub File A and Sub File B records where these have been filed together. Records may include, but are not limited to: <ul style="list-style-type: none">• Original Power of Attorney document;• Court orders;• Certificates of Birth, Death and Marriage;• Copy of Will;• Medical reports;• Statements of account;• Deeds and other legal documents;• Valuations; and• General correspondence in relation to the management of the Adults financial affairs.	Temporary	Retain for 120 years from date of birth.



Reference	Description of Records	Status	Disposal Action
5.1.2	<p>Power of Attorney - Client files – Sub files</p> <p>Other records relating to the management of the financial affairs of a person under a Power of Attorney where these are not filed with records covered under Reference Number 5.1.1.</p> <p>Records may include:</p> <ul style="list-style-type: none">• Taxation folder containing taxation correspondence and records;• Investment folder containing correspondence and details of investments held or made;• Property folder containing agreements and correspondence relating to rented properties or to properties sold during the course of administration;• Claims folder containing details and correspondence relating to claims against and liabilities of the person; and• Reports produced from the data contained in Client Information Management System in relation to the client's financial affairs such as requests to valuers or building inspectors, annual taxation statements.	Temporary	Retain for 10 years after the Public Trustee ceases to be the appointed Administrator.
5.1.3	<p>Powers of Attorney - Summary record</p> <p>Data elements recorded in the Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to Agency matters. Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of Client;• Last Address of Client;• Occupation;• Date of Birth;	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Date Administration Commenced;• Date of enduring Power of Attorney;• Details of all assets and liabilities, including details of how dealt with;• Details of all financial transactions relating to the administration;• Details of security documents held;• Correspondence and documents held in the client correspondence database; and• Date Finalised.		
5.2	ADVICE <i>The activities associated with responding to requests for information or requests for advice from members of the public.</i>		
5.2.1	Advice – Legal significance Records relating to advice provided in response to enquiries received by the Public Trust Office which may have legal significance relating to Power of Attorney matters.	Temporary	Retain for 7 years after last action.

6. AUDIT AND INVESTIGATION

The function of providing independent investigations or audits of a person's financial affairs under:

- sections 153 or 181 of the Guardianship and Administration Act 2000;
- sections 60 or 66 of the Public Trustee Act 1978; or
- a court Order.

Reference	Description of Records	Status	Disposal Action
6.1	<p>AUDITS AND INVESTIGATIONS</p> <p><i>The activity of conducting or arranging audits or investigations of the activities of a private Financial Administrator, Executor or trustee in the following circumstances:</i></p> <ul style="list-style-type: none"> • <i>Audits required by the Guardianship and Administration Tribunal under s.153 of the Guardianship and Administration Act 2000;</i> • <i>Audits of Trusts ordered by the Public Trust Office under s. 60 of the Public Trustee Act 1978; and</i> • <i>Audits undertaken in accordance with a Court Order.</i> 		
6.1.1	<p><i>Audit and Investigation records</i></p> <p>Records relating to the conduct of an audit or investigation by or on behalf of the Public Trust Office.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Court or Tribunal Order to conduct an audit or investigation; • Other requests to conduct an audit or investigation; • Copy of documents of original appointment of Administrator or Executor; • Details of complaints made and supporting documentation; 	Temporary	Retain for 10 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">Auditors working papers on investigation;Report on outcome of audit or investigation; andGeneral correspondence in relation to the conduct of the audit or investigation.		
6.1.2	<p>Audit and Investigation – Summary record</p> <p>Data elements recorded in the Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to audit and investigation matters. Information to be captured includes:</p> <ul style="list-style-type: none">Client Identification Number;Activity type and subtype;Name of client;Last address of client;Occupation;Date of birth;Date Administration commenced;Date and type of Guardianship and Administration Tribunal appointment as financial administrator;Details of all assets and liabilities, including how dealt with;Details of all financial transactions relating to the administration;Details of security documents held;Correspondence and documents held in the client correspondence database; andDate finalised.	Permanent	Retain permanently.



7. TRUSTEE SERVICES

The function of providing trustee services relating to the control or administration of property on behalf of an individual or group where the Public Trustee is appointed as Trustee.

Reference	Description of Records	Status	Disposal Action
7.1	<p>TRUST MANAGEMENT</p> <p><i>The activity of administering a Trust.</i></p> <p><i>Records may include, but are not limited to:</i></p> <ul style="list-style-type: none">• Copy of Will creating the Trust;• Court orders;• Family Trees;• Deeds;• Notices to beneficiaries;• General correspondence in relation to the administration and management of the Trust;	<ul style="list-style-type: none">• Certificates of Birth, Death and Marriage;• Statements of account;• Authorities and directions from beneficiaries;• Valuations;• Other legal documents; and• Copies of Orders to Administer, Election to Administer Grant of Probate or Letters of Administration.	
7.1.1	<p><i>Testamentary Trusts established by a Will</i></p> <p>Records relating to the administration and management of a Testamentary Trust established by a Will. Includes testamentary and perpetual charity Trusts. Also includes Sub File A and Sub File B records where these have been filed together and management committee records where a committee has been established.</p>	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
7.1.2	<p>Charitable Foundations</p> <p>Records relating to the management and administration of Charitable Foundation Trusts including the Queensland Community Foundation and its Sub-Trusts. Includes Sub File A and Sub File B records where these have been filed together.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Records relating to the appointment, retirement etc of the Board of Governors;• Records relating to the appointment, retirement of the Management Committee;• Agenda, reports minutes and general correspondence of meetings of the Board of Governors;• Applications for grants from Foundation;• Correspondence relating to the granting of awards, scholarships and grants from the Foundation;• Recommendations and approvals of grants, scholarships or awards;• General correspondence relating to the administration and management of the Foundation; and• Taxation folder containing taxation exemption certificate for Foundations and general taxation correspondence and records. <p><i>For personnel records relating to staff employed by the Queensland Community Foundation Trust that are maintained on behalf of the Foundation by the Public Trust Office, please refer to the General Retention and Disposal Schedule for Administrative Records.</i></p>	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
7.1.3	<p>Crown Property Trusts</p> <p>Records relating to acquiring and holding property and assets on behalf of the Crown under section 28 of the <i>Public Trustee Act 1978</i> but excluding caravan parks. Includes Sub File A and Sub File B records where these have been filed together.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Request from department to acquire property;• Application to Minister for Justice for Ministerial consent;• Approval of Minister for Justice including any directions from Minister;• Copies of agreements and or leases; and• Due diligence reports. <p>See reference number 7.3.1 for records relating to the daily operation of Crown-owned and operated caravan parks.</p>	Temporary	Retain for 7 years after disbursement of all assets.
7.1.4	<p>Minors' Trusts</p> <p>Records relating to the administration and management of a Trust on behalf of a minor arising from a:</p> <ul style="list-style-type: none">• Deceased estate (either vested or contingent);• Trust arising from life policies;• Trust arising from Superannuation benefits;• Trust arising from Workers Compensation;• Trust arising from prizes in Art Unions, Lotto, Golden Casket, etc.;• Trust arising from the provisions of section 43(1) of the <i>Public Trustee Act 1978</i> – private Trust funds paid to Public Trustee;• Trust arising from the provisions of section 45 of the <i>Public Trustee Act 1978</i> – Funds	Temporary	Retain for 20 years after disbursement of all assets AND minor reaches the age of 18.



Reference	Description of Records	Status	Disposal Action
	<p>raised for minors benefits; or</p> <ul style="list-style-type: none">Trust arising from the sanction of a damages action in terms of section 59 of the <i>Public Trustee Act 1978</i>. <p>Includes Sub File A and Sub File B records where these have been filed together.</p>		
7.1.5	<p>All Other Trusts</p> <p>Records relating to the management of all other Trusts not covered by reference numbers 7.1.1 – 7.1.4 and includes, but is not limited to Benefit Funds, Confiscated Assets and General Trusts. Includes Sub File A and Sub File B records where these have been filed together and records relating to the establishment, management and finalisation of the Trust</p>	Temporary	Retain for 20 years after disbursement of all assets.
7.1.6	<p>Trusts – Sub-files</p> <p>Sub Files relating to Trusts managed by the Public Trustee where these are not filed with records covered under the main client Trust file.</p> <p>Records may include:</p> <ul style="list-style-type: none">Taxation records;Investment records relating to details of investments held or made;Agreements and correspondence relating to assets or property under Trust;Details of expenses incurred in the course of administering the Trust; andDetails and correspondence relating to payments made during the life of the Trust.	Temporary	Retain for 10 years after last action.



Reference	Description of Records	Status	Disposal Action
7.1.7	<p><i>Trust Matters - Summary record</i></p> <p>Data elements recorded in the Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to Trust matters.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of Client /Trust;• Address of Client/Trust;• Occupation;• Date of Birth;• Date Administration Commenced;• Date and type of document creating appointment as trustee;• Details of all assets and liabilities, including details of how dealt with;• Details of all financial transactions relating to the management of the Trust;• Details of security documents held;• Correspondence and documents held in the client correspondence database; and• Date Finalised.	Permanent	Retain permanently.
7.2	<p>ADVICE</p> <p><i>The activities associated with responding to requests for information or requests for advice from members of the public.</i></p>		



Reference	Description of Records	Status	Disposal Action
7.2.1	<p>Advice – Legal significance</p> <p>Records relating to advice provided in response to enquiries received by the Public Trust Office which may have legal significance relating to Trust matters.</p> <p>Includes requests received by the Public Trustee from trustees of to act as a Trustee under Part 3 or Part 9 of the <i>Public Trustee Act 1978</i> which are refused under section 119.</p>	Temporary	Retain for 7 years after last action.
7.3	<p>COMMERCIAL ACTIVITIES</p> <p><i>The activity of operating commercial concerns under a Crown Trust for the profit of the Trust.</i></p>		
7.3.1	<p>Caravan Park Management</p> <p>Records relating to the daily management of caravan parks owned and operated by the Public Trustee on behalf of the Crown.</p> <p>Records include, but are not limited to:</p> <ul style="list-style-type: none">• Agreements with caravan park managers;• Financial Statements;• Annual budgets;• Taxation and GST related records;• Facility booking and rental records; and• Correspondence relating to the daily management of the caravan park. <p><i>See reference number 7.1.3 for records relating to the management of the Trust.</i></p>	Temporary	Retain for 10 years after last action.



8. PRISONER MATTERS

The function of managing the affairs of prisoners who have been sentenced to a term of imprisonment of 3 years or more pursuant to the provisions of Part 7 of the Public Trustee Act 1978.

Reference	Description of Records	Status	Disposal Action
8.1	PRISONER PROPERTY MANAGEMENT <i>The activity of managing the affairs of prisoners who have been sentenced to a term of imprisonment of 3 years or more pursuant to the provisions of Part 7 of the Public Trustee Act 1978.</i>		
8.1.1	Prisoner Matters Records relating to the management of the affairs of an individual prisoner in accordance with s.91 of the <i>Public Trustee Act 1978</i> . Includes cases where the Public Trustee resumes management under s.93 of the Act. Includes Sub File A and Sub File B records where these have been filed together. Records may include, but are not limited to: <ul style="list-style-type: none">• Notice received from Corrective Services under s.93 of the <i>Public Trustee Act 1978</i>;• Notice of Intention to resume management made under s.93 of the <i>Public Trustee Act 1978</i>;• Certificates of Birth, Death and Marriage;• Statements of assets and liabilities;• Medical reports;• Statements of account;• Deeds and other legal documents;• Property valuations; and• General correspondence in relation to the management of the prisoner's financial affairs.	Temporary	Retain for 20 years after last action.



Reference	Description of Records	Status	Disposal Action
8.1.2	<p><i>Prisoner Matters - Management discontinued</i></p> <p>Records relating the management of the affairs of an individual prisoner where the Public Trustee elects to discontinue the service under s.92 of the <i>Public Trustee Act 1978</i> and before any action is taken by the Public Trustee on behalf of the prisoner.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Copy of notice served on the chief executive (Corrective Services) and the prisoner under s.92 of the <i>Public Trustee Act 1978</i>; and• General correspondence relating to the decision to discontinue management.	Temporary	Retain for 7 years after last action.
8.1.3	<p><i>Prisoner Matters – Sub files</i></p> <p>Other records relating to the Public Trustee management of the affairs of a prisoner where these are not filed with records covered under Reference Number 8.1.1.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Taxation records;• Investment records relating to details of investments held or made;• Property records relating to rented properties or to properties sold during the course of administration;• Claims records relating to claims against and liabilities of the estate;• Reports produced from the data contained in Client Information Management System in relation to the prisoner's estate such as requests to valuers or building inspectors, annual taxation statements.	Temporary	Retain for 10 years after the Public Trustee ceases to be the appointed Administrator.



Reference	Description of Records	Status	Disposal Action
8.1.4	<p><i>Prisoner Trust matters - Summary record</i></p> <p>Data elements recorded in Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to prisoner matters.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of prisoner;• Address of prisoner;• Occupation;• Date of Birth;• Date Administration Commenced;• Date sentenced and length of sentence;• Details of all assets and liabilities, including details of how dealt with;• Details of all financial transactions relating to the management of the prisoners affairs;• Details of security documents held;• Correspondence and documents held in the client correspondence database; and• Date Finalised.	Permanent	Retain permanently.



9. UNCLAIMED PROPERTY AND UNCLAIMED MONEY

The function of receiving, holding and returning unclaimed property and unclaimed money transferred to the Public Trust Office by 'accountable persons' in Queensland pursuant to the provisions of Part 8 of the Public Trustee Act 1978.

See the General Retention and Disposal Schedule for Administrative Records for records relating to:

- The management of the Public Trust Office website; and*
- Legal deposit requirements relating to Public Trust Office publications.*

Reference	Description of Records	Status	Disposal Action
9.1	UNCLAIMED PROPERTY ADMINISTRATION <i>The activities associated with the administration of unclaimed property in terms of Part 8 Division 2 of the Public Trustee Act 1978. For records relating to the management of unclaimed money refer to section 9.2.</i>		
9.1.1	<i>Unclaimed property files</i> Records relating to the receipt and disposal of consignments of unclaimed property, including unclaimed property transferred to the Public Trustee as administrator by hospitals and Correctional Centres. Records may include, but are not limited to: <ul style="list-style-type: none">• Reports received on property that is considered to be unclaimed;• Records of enquiries made by the Public Trustee in an endeavour to locate the owner;• Notices of intention to apply for a court Order appointing the Public Trustee as administrator of unclaimed property;• Copy of application for court Order;• Court Order;• Notices of Intention to Elect to be the administrator of unclaimed property;	Temporary	Retain for 20 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Approval for Public Trustee to elect to be the administrator of property valued at less than \$75,000;• Property valuations;• Records relating to the sale of unclaimed property;• Statements of account; and• Approval to transfer the proceeds of sale to the Unclaimed Money Fund. <p><i>See reference number 9.2.1 for records relating to unclaimed money where a property has been sold or auctioned.</i></p>		
9.2	<p>UNCLAIMED MONEY ADMINISTRATION</p> <p><i>The activities associated with the receipt and disbursement of unclaimed money from deceased estates, companies and organisations in accordance with Part 8 Division 1 of the Public Trustee Act 1978 or in accordance with the provisions of other legislation, including:</i></p> <ul style="list-style-type: none">• <i>Trust Accounts Act 1973;</i>• <i>Residential Tenancies Act 1994; and</i>• <i>Property Agents and Motor Dealers Act 2000.</i>		
9.2.1	<p>Unclaimed money files</p> <p>Records documenting the transfer of unclaimed moneys and unclaimed superannuation received from individual companies, organisations, other bodies and by the Public Trustee as administrator under Part 8 Division 1 of the <i>Public Trustee Act 1978</i>.</p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for general advice and enquiries not relating to a specific account.</i></p>	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
9.2.2	<p>Unclaimed money - Claims</p> <p>Claims received in relation to unclaimed moneys and unclaimed superannuation where these records are not filed with records covered by Reference Number 9.2.1. Includes claims which are refused and those that are paid.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Applications to claim ownership of moneys held unclaimed and supporting evidence of ownership and evidence of identity;• Outcome or decision notice; and• Record of property or money handed over.	Temporary	Retain for 20 years after finalisation of claim.
9.3	<p>UNCLAIMED MONEY FUND MANAGEMENT</p> <p><i>The activity of managing the Unclaimed Moneys Fund in accordance with section 25 of the Public Trustee Act 1978.</i></p>		
9.3.1	<p>Investments</p> <p>Records relating to the management and investment of the Unclaimed Moneys Fund. Includes investments managed by the Public Trust Office. Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions and approvals from the Public Trustee Investment Board in relation to the investments of the fund;• Records relating to payments of interest to the Consolidated Fund;• Statements of Account;• Annual financial statements; and• General correspondence and records relating to the management of the fund.	Temporary	Retain for 20 years after last action.



Reference	Description of Records	Status	Disposal Action
9.3.2	<p>Investment Register</p> <p>Asset registers of investments of unclaimed money held by the Public Trust Office under s.25 of the <i>Public Trustee Act 1975</i>.</p>	Temporary	Retain for 20 years after investments no longer held.
9.3.3	<p>Unclaimed money and property - Summary record</p> <p>Data elements recorded in the Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to unclaimed money and unclaimed property matters.</p> <p>Includes data comprising the Register of Unclaimed Money and Unclaimed Balances kept in accordance with s. 99A of the <i>Public Trustee Act 1978</i>.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of company/person who paid unclaimed money to the Public Trustee;• Address of company or person paying money in;• Name of owner of unclaimed money;• Last known address of owner of unclaimed money;• Address of Client/Trust;• Date unclaimed money received;• Details of all financial transactions relating to the management of the Trust;• Correspondence and documents held in the client correspondence database; and• Date finalised.	Permanent	Retain permanently.



10. CONVEYANCING

The function of acting on behalf of Government, Estates, Trusts and private individuals in connection with the purchase and sale of property and the negotiation and preparation of lease documents, mortgage documents and other legal documents.

Reference	Description of Records	Status	Disposal Action
10.1	COTTAGE CONVEYANCING <i>The activity of acting for members of the general public in connection with the purchase or sale of property.</i>		
10.1.1	Conveyancing – Public client files Records relating to acting for members of the general public in connection with the purchase or sale of property or the preparation of mortgage documents. Records may include, but are not limited to: <ul style="list-style-type: none">• Instructions or request to act on behalf of client;• Contracts for sale and associated documents;• Title Searches;• Council and other searches conducted;• Legal advice obtained;• Settlement details;• Copies of documents prepared;• Statements of account; and• General correspondence relating to the conduct of the action on behalf of the client.	Temporary	Retain for 13 years after last action.



Reference	Description of Records	Status	Disposal Action
10.2	ESTATE AND TRUST CONVEYANCING <i>The activity of acting on behalf of deceased estates, Trust and other matters being administered or managed by the Public Trustee in relation to the sale or purchase of property, preparation of leases and other legal documents.</i>		
10.2.1	Conveyancing – Deceased estate, Trust and disability services clients Records relating to acting on behalf of deceased estates, Trusts and disability services clients in relation to the sale or purchase of property, preparation of leases or mortgages and other legal documents where these records are not filed with the main client file. Records may include, but are not limited to: <ul style="list-style-type: none">• Instructions or request to act on behalf of the deceased estate, Trust or other matter;• Contracts for sale and associated documents;• Title Searches;• Council and other searches conducted;• Legal advice obtained;• Settlement details;• Copies of documents prepared;• Registration confirmation statements;• Statements of account; and• General correspondence relating to the conduct of the action on behalf of the deceased estate, Trust or other matter.	Temporary	Retain for 13 years after finalisation of the deceased estate, Trust or disability services client matter.
10.3	PRIVATE PROBATE APPLICATIONS <i>The activity of acting on behalf of a private executor in making an application to the Supreme Court for a Grant of Probate or Letters of Administration.</i> <i>For records relating to Deceased Estates administered by the Public Trust Office see section 3.</i>		



Reference	Description of Records	Status	Disposal Action
10.3.1	<p>Records relating to the activity of acting on behalf of a private executor in making application to the Supreme Court for a Grant of Probate or Letters of Administration.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Request to act from private executor;• Copy of Will;• Copy of Death Certificate;• Copy of required government gazette and newspaper notices;• Copy of documents prepared for lodgement in the Supreme Court;• Copy of Grant of Probate or Letters of Administration granted by Court;• Statement of Account; and• General correspondence relating to the conduct of the action on behalf of the private executor.	Temporary	Retain for 7 years after last action.
10.4	<p>GOVERNMENT CONVEYANCING</p> <p><i>The activity of acting on behalf of government departments and other government entities in relation to the sale or purchase of property, negotiations and other dealings in relation to leases, building contracts and other conveyancing matters.</i></p>		



Reference	Description of Records	Status	Disposal Action
10.4.1	<p>Government Conveyancing - Purchase or sale of property</p> <p>Records relating to the purchase or sale of property on behalf of Government departments and other government bodies.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions or request to act on behalf of a government department, etc;• Records relating to negotiations undertaken in relation to the sale or purchase;• Contracts for sale and associated documents;• Consent of appropriate Minister to transaction;• Title Searches;• Council records and other searches conducted;• Legal advice obtained;• Settlement details;• Copies of documents prepared;• Copies of title and other documents held;• Titles Office registration statements;• Statements of account; and• General correspondence relating to the conduct of the action on behalf of the government department or other government body.	Temporary	Retain for 13 years after last action.



Reference	Description of Records	Status	Disposal Action
10.4.2	<p>Government Conveyancing - Leases</p> <p>Records relating to the negotiation and preparation of documents in relation to leases entered into on behalf of government departments and other government bodies.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions or request to act on behalf of a government department, etc;• Records relating to negotiations undertaken in relation to the leasing of property;• Agreements to Lease and associated documents;• Ministerial approvals;• Title Searches;• Council records and other searches conducted;• Legal advice obtained;• Settlement details;• Titles Office registration statements;• Statements of account; and• General correspondence relating to the conduct of the action on behalf of the government department or other government body.	Temporary	Retain for 7 years after expiry or cancellation of lease.
10.4.3	<p>Conveyancing – Other matters</p> <p>Records relating to other conveyancing activities or document services provided by the Public Trust Office on behalf of Government departments. Includes:</p> <ul style="list-style-type: none">• Conveyancing undertaken to register Survey Plans in the Titles Office;• Records relating to the preparation or negotiation of Licence Agreements, Easements or General Agreements relating to property; and	Temporary	Retain for 7 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• General conveyancing advice. Records may include, but are not limited to: <ul style="list-style-type: none">• Instructions or request to act on behalf of a government department, etc;• Records relating to negotiations undertaken in relation to the leasing of property;• Agreements to Lease and associated documents;• Ministerial approvals;• Title Searches;• Council records and other searches conducted;• Legal advice obtained;• Settlement details;• Titles Office registration statements;• Statements of account; and• General correspondence relating to the conduct of the action on behalf of the government department or other government body.		



Reference	Description of Records	Status	Disposal Action
10.4.4	<p>Commercial loan files - Approved</p> <p>Records relating to approved commercial loans. Includes preparation of the mortgage and other documents necessary as security for the commercial loan.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Instructions or request to act in relation to negotiating a commercial loan from the Common Fund;• Application for loan from the Common Fund;• Records relating to negotiations and investigations undertaken in relation to the loan application;• Loan Agreements and associated documents;• Consent of Public Trustee Investment Board to commercial loan being made;• Valuations and other due diligence carried out;• Title Searches;• Council records and other searches conducted;• Legal advice obtained;• Settlement details;• Copies of mortgage and other security documents prepared;• Registered Copy of executed mortgage and other security documents required;• Titles Office registration statements;• Statements of account; and• General correspondence relating to the conduct of the negotiating and obtaining security for commercial loans made.	Temporary	Retain for 10 years after loan acquitted.



Reference	Description of Records	Status	Disposal Action
10.4.5	Commercial loans – Refused Records relating to applications for commercial loans which are refused.	Temporary	Retain for 2 years after last action.
10.5	DISCRETIONARY POWERS <i>The activity of exercising special discretionary powers under sections 61 and 62 of the Public Trustee Act 1978 to execute the release of a mortgage or encumbrance or a transfer of property.</i>		
10.5.1	Records relating to the execution of a release of mortgage or encumbrance in accordance with section 61 of the <i>Public Trustee Act 1978</i> or execution of transfer documents in accordance with section 62 of the <i>Public Trustee Act 1978</i> . Records may include, but are not limited to: <ul style="list-style-type: none">• Request to Public Trustee to consider exercise of relevant power;• Memorandum of discharge or re-conveyance;• Instrument of Transfer;• Evidence to support request;• Investigations conducted by public trustee;• Approval to exercise powers to execute documents;• Copy of documents executed;• Settlement details;• Statement of Account; and• General correspondence relating to the request to exercise powers.	Temporary	Retain for 13 years after last action.
10.6	REGISTRATION <i>The activity of recording, cataloguing or listing for control or legislative purposes and the management of registers.</i>		



Reference	Description of Records	Status	Disposal Action
10.6.1	Register of Documents Presented for Stamping Register of Documents Presented for Stamping as agent for the Office of State Revenue.	Temporary	Retain for 5 years after last entry in the register.
10.6.2	Register of Documents Lodged Register of Documents Lodged in the Supreme Court or Titles Office.	Temporary	Retain for 7 years after last entry in the register.
10.6.3	Stamping of documents as agent for Office of State Revenue – Supporting documents Supporting documentation relating to entries in either the Register of Documents Presented for Stamping or Register of Documents Lodged. Records include, but are not limited to: <ul style="list-style-type: none">• Proforma;• Copies of stamped documents;• Copy of duty paid; and• Copy of will and death certificate.	Temporary	Retain for 5 years after last action.
10.6.4	Conveyancing Matters - Summary record Data elements recorded in Client Information Management System database comprising a summary of all client information held by the Public Trust Office relating to conveyancing matters. Information to be captured includes: <ul style="list-style-type: none">• Client Identification Number;• Activity Type and subtype;• Name of Client;• Address of Client;	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Occupation;• Transaction short name;• Name of other parties;• Address of other parties;• Date Administration Commenced;• Date of contract or other document;• Date of settlement;• Sale price;• Details of all financial transactions relating to the conveyancing transaction;• Details of security documents held;• Correspondence and documents held in the client correspondence database; and• Date finalised.		

11. INVESTMENT SERVICES

This section covers the function of:

- *Investing and managing the Public Trustee's Common Fund Investments;*
- *Administration of the Public Trustee Common Fund Liabilities (interest rates);*
- *Providing administrative support to deceased estates and Trusts and members of the public wishing to invest and those who have investments in the Public Trustee Investment Fund;*
- *Managing the equities holdings in deceased estate, Trusts and disability services matters under administration;*
- *Providing Custodian and Corporate Trustee services; and*
- *Providing financial planning advice relating to deceased estates, Trusts and disability services clients.*

For records relating to the outsourcing of investment and financial planning services see the General Retention and Disposal Schedule for Administrative Records.

Reference	Description of Records	Status	Disposal Action
11.1	AGREEMENTS <i>The activity of establishing, maintaining, reviewing and negotiating agreements for the provision of services.</i>		
11.1.1	Service Agreements – Public Trustee Investment Fund services Records relating to the financial and investment service provided by Queensland Investment Corporation, BDO Kendalls and other service providers in relation to the management of the Public Trustee Investment Fund. <ul style="list-style-type: none"> • Records may include, but are not limited to: • Service Agreement; and • General correspondence relating to the provision of financial and investment services and advice. 	Temporary	Retain for 7 years after expiry or cancellation of contract.



Reference	Description of Records	Status	Disposal Action
11.1.2	<p><i>Service Agreements – Contracts and managed investment services</i></p> <p>Records relating to agreements between the Public Trust Office and service providers for the provision of financial planning, funds management, custodial and trustee services, and managed investment services.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Contracts with external financial planning advisers;• Managed investment services agreements;• Register of contracts and agreements;• Tender documentation; and• General correspondence relating to financial planning funds management, custodial and trustee services contracts and managed investment service agreements.	Temporary	Retain for 7 years after expiry or cancellation of contract.
11.2	<p>PUBLIC TRUSTEE COMMON FUND MANAGEMENT</p> <p><i>The activity of managing the investments of the Public Trustee Common Fund.</i></p>		
11.2.1	<p><i>Daily and monthly management records</i></p> <p>Records relating to the daily management and monthly reports on Common Fund investments. Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Daily and monthly activity checklist;• Credit limits reports (paper and spreadsheet);• Short Term Money Market Transaction report (paper and spreadsheet);• Queensland Treasury Corporation statements and confirmation reports of investments, redemption and interest;• Investment reconciliation report; and• General correspondence relating to the daily management of the Common Fund.	Temporary	Retain for 10 years after completion of audit.



Reference	Description of Records	Status	Disposal Action
11.2.2	<p><i>Client Term Deposits and 'At Call' Accounts</i></p> <p>Records relating to the management of the Common Fund Term Deposits and "At Call" accounts being investments of funds held in deceased estates, Trusts and disability services matters.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Daily processing checklist;• Daily register of investments;• Records relating to the lodgement or redemption of Term Deposits or "At Call" accounts;• Records relating to monthly reconciliations of Term Deposits and "At Call" accounts;• Commercial Bond purchases, sales and maturities; and• General Correspondence relating to the management of the term deposit and "At Call" investments. <p><i>For records used in the management of an individual deceased estate, Trust or disability services client refer to the relevant client Sub File (investments folder) in this Schedule.</i></p>	Temporary	Retain for 10 years after completion of audit.
11.3	<p>PUBLIC TRUSTEE INVESTMENT FUND (PTIF) MANAGEMENT</p> <p><i>The activity of providing managed investment funds for investment by deceased estate, Trust and disability services clients, and members of the public. Includes overseeing client investments made by external fund managers.</i></p> <p><i>See section 11.1 for the management of Service Agreements with investment service providers.</i></p>		



Reference	Description of Records	Status	Disposal Action
11.3.1	<p>Establishment</p> <p>Records relating to the establishment of the Public Trust Office Investment Fund. Includes records relating to the winding up of the Fund or its sub funds.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Trust Deed;• Registration details;• Constitution;• Compliance Plan; and• Information Memorandum (product disclosure statement). <p><i>For legal deposit requirements regarding publications relating to investment services offered by the Public Trust Office please refer to the Publication section of the General Retention and Disposal Schedule for Administrative Records.</i></p>	Permanent	Retain permanently.
11.3.2	<p>Compliance and monitoring records</p> <p>Records relating to the monitoring of the Public Trustee Investment Fund performance by the Public Trust Office in accordance with its obligations under the <i>Managed Investments Act 1998</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Annual statement of financial performance for each Public Trustee Investment Fund Fund; and• Annual reconciliation of Public Trustee Investment Fund investments held.	Temporary	Retain for 20 years after completion of audit.



Reference	Description of Records	Status	Disposal Action
11.3.3	<p><i>Client investments and redemptions of Public Trustee Investment Funds</i></p> <p>Records relating to the application, holding and redemption of Public Trustee Investment Fund investments by deceased estate, Trust and disability services clients, and members of the general public where these are not filed with the main client file.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Applications for new Public Trustee Investment Fund investments;• Applications to switch funds;• Applications to redeem Public Trustee Investment Fund Investments;• Annual Taxation statement;• Regular statements of investments (electronic record); and• General correspondence relating to the application, holding and redemption of Public Trustee Investment Funds by estates, Trusts, disability services clients and members of the general public.	Temporary	Retain for 10 years from end of financial year to which the records relate.



Reference	Description of Records	Status	Disposal Action
11.3.4	<p>Daily, weekly and monthly processing and reporting</p> <p>Records relating to the daily, weekly and monthly processing and reporting of Public Trustee Investment Fund investments. Includes data provided by the fund manager to the Public Trust Office and registry management records.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Daily, weekly and monthly processing checklists;• Daily Public Trustee Investment Fund unit prices files;• Daily revaluation of clients Public Trustee Investment Fund holdings summary report;• Bank statements and reconciliation reports;• Summary reports of computer processing of electronic files relating to daily, weekly and monthly processing of Public Trustee Investment Fund investments and transactions;• Public Trustee Investment Fund reconciliation report;• Queensland Investment Corporation monthly reports; and• General correspondence relating to daily Public Trustee Investment Fund processing.	Temporary	Retain for 10 years from end of financial year to which the records relate.
11.3.5	<p>Quarterly and annual processing and reporting</p> <p>Records relating to the Public Trustee Investment Fund quarterly and annual processing and reports of Public Trustee Investment Fund investments and performance. Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Public Trustee Investment Fund Quarterly Timeframes;• Public Trustee declaration of distributions;• Records relating to the reinvestment of distributions;	Temporary	Retain for 10 years after completion of audit.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Queensland Investment Corporation distribution reports for Public Trustee Investment Fund clients' Tax File report;• Fund registry report of distributions to be paid;• Testamentary Trust distributions report;• Product (Fund) profiles and associated support documentation;• Public Trustee Investment Fund quarterly and annual report to investors and associated supporting documentation;• Australian Bureau of Statistics reports; and• Summary reports of computer processing of electronic files relating to quarterly and annual processing of Public Trustee Investment Fund investments.		
11.3.6	<p><i>Funds under management reporting</i></p> <p>Records relating to the control and review of all investments under management, including investments not controlled by the Public Trust Office Investment Board.</p> <p>Records may include, but are not limited to</p> <ul style="list-style-type: none">• Funds Under Management report;• Weekly Valuations – Public Trustee Investment Funds;• Term deposit listing;• MPS Investment Holdings;• Macquarie Super and Pension Holdings;• Credit Limits Report;• Public Trustee annual income report to the Australian Taxation Office; and	Temporary	Retain for 7 years after completion of audit.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">General correspondence relating to the control and review of funds under management.		
11.4	EQUITIES PROCESSING AND REPORTING <i>The activity of providing support and processing in relation to equity investments held in deceased estates, Trusts and disability services matters.</i>		
11.4.1	Equities processing Records relating to daily and monthly processing or equities and reporting. Records may include, but are not limited to: <ul style="list-style-type: none">Daily Equities unit prices file;Daily revaluation of clients equity holdings summary report; andMonthly reconciliation. <i>For correspondence and capital gains tax calculations relating to equity holdings for individual deceased estates, Trust and disability services Clients see the relevant client Sub File (investment/taxation folder).</i>	Temporary	Retain for 10 years after completion of audit.
11.5	FINANCIAL PLANNING SERVICES <i>The activity of providing financial planning services on behalf of deceased estate, Trusts and disability services clients.</i>		
11.5.1	Financial Planning – Deceased estates, Trusts and disability services client matters Records relating to financial planning services provided to deceased estate, Trusts and disability services clients. Records may include but are not limited to: <ul style="list-style-type: none">Requests for statements of advice (RSOA);Complex Statement of Advice Register (SOA);Statements of advice;	Temporary	Retain for 7 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Implementation checklists;• Fee calculations; and• General correspondence relating to the preparation and review of Statements of Advice. <p><i>For records used in the management of an individual deceased estate, Trust or disability services client refer to the relevant client Sub File (investments folder) in this Schedule.</i></p>		
11.5.2	<p>Reviews – Guardianship and Administration Tribunal (GAAT) Matters and Statement of Advice (SOA) Critiques</p> <p>Records relating to the review and critique of Statements of Advice and investments made by financial administrators appointed by the Guardian and Administration Tribunal to manage the financial affairs of an adult.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Request from Guardianship and Administration Tribunal to undertake review of investments by outside financial administrator;• Critique report and recommendations;• Research and working papers; and• General Correspondence relating to undertaking a review of investments by outside financial administrator.	Temporary	Retain for 7 years after last action.
11.6	<p>CUSTODIAN AND CORPORATE TRUSTEE MATTERS</p> <p><i>The activity of acting as Custodian or Corporate Trustee.</i></p>		



Reference	Description of Records	Status	Disposal Action
11.6.1	<p><i>Custodian – Managed Investments Act 1998</i></p> <p>Records relating to the Public Trust Office acting as a Custodian for a commercial managed investment scheme in accordance with the <i>Managed Investments Act 1998</i>.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Custody agreements (including amendments);• Product Disclosure Statement;• Assets/Insurance confirmations;• Management reports;• Monthly reports relating to Funds transfer requests, proper instructions, statements of assets, bank reconciliations and balance sheets;• Compliance meetings and reports;• Procedures document;• Monthly Tax Invoices for services rendered; and• General correspondence relating to acting as Custodian.	Permanent	Retain permanently by the Public Trust Office.



Reference	Description of Records	Status	Disposal Action
11.6.2	<p>Corporate Trustee – Corporations Act 2001</p> <p>Records relating to the Public Trust Office acting as a Corporate Trustee under the <i>Corporations Act 2001</i>.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Corporate Trustee agreements (including amendments);• Records relating to the establishment of Trusts, including due diligence report and details of guarantees, insurances, mortgages and Deeds of Arrangements;• Product Disclosure Statement;• Records relating to confirmation of assets and insurance;• Management reports;• Compliance meetings and reports;• Procedures document;• Half yearly financial reports;• Annual financial reports;• Monthly Tax Invoices for services rendered; and• General correspondence relating to acting as Corporate Trustee.	Permanent	Retain permanently by the Public Trust Office.



12. PROPERTY SERVICES

The function of providing property related services, such as:

- Valuations, building inspections, rentals, auctions and sales of property on behalf of deceased estate, Trusts and disability services clients; and
- Auctions and sales of motor vehicles, furniture, plant and equipment on behalf of government departments.

See the General Retention and Disposal Schedule for Administrative Records for records relating to:

- the acquisition, development and maintenance of Public Trust Office corporate properties; and
- records relating to the outsourcing of property maintenance services.

Reference	Description of Records	Status	Disposal Action
12.1	VALUATIONS <i>The activity of undertaking valuations of property and motor vehicles in deceased estates, Trusts and disability services matters.</i>		
12.1.1	Property valuations Records relating to valuations undertaken on individual properties and motor vehicles in deceased estates, Trusts and disability services matters where these are not filed with the main client file. Records may include, but are not limited to: <ul style="list-style-type: none"> • Instructions to have a valuation carried out (electronic and paper); • Valuer's working papers (titles searches, research results etc); • Copy of valuation; • Summary listing of valuations undertaken on properties and motor vehicles, including a summary of fees charged; and • General correspondence relating to the preparation of valuations. 	Temporary	Retain for 10 years after last action.



Reference	Description of Records	Status	Disposal Action
	<i>For records used in the management of an individual deceased estate, Trust or disability services client property refer to the relevant Client File class in this Schedule.</i>		
12.2	PROPERTY INSPECTIONS <i>The activity of undertaking property inspections in deceased estates, Trusts and disability services matters (including regular maintenance).</i> <i>See the General Retention and Disposal Schedule for Administrative Records for other records relating to the outsourcing of property maintenance services, including contract registers.</i>		
12.2.1	Property inspections Records relating to property inspections undertaken by the Public Trust Office where the property is rented or leased in estates, Trusts and disability services matters. Records may include, but are not limited to: <ul style="list-style-type: none">• Working diaries of inspectors;• Listing of property inspections undertaken by or on behalf of the Public Trust Office;• Summary listing of property inspections undertaken, including a summary of fees charged; and• Copy of inspection reports (electronic and paper). <i>For records used in the management of an individual deceased estate, Trust or disability services client property refer to the relevant client Sub File (investments folder) class in this Schedule.</i>	Temporary	Retain for 10 years after last action.



Reference	Description of Records	Status	Disposal Action
12.3	<p>PROPERTY AUCTIONS</p> <p><i>The activity of selling property by auction or private treaty. Includes items auctioned on behalf of government departments. Items include:</i></p> <ul style="list-style-type: none">• <i>Real estate;</i>• <i>Motor vehicles;</i>• <i>Jewellery; and</i>• <i>Miscellaneous items.</i>		
12.3.1	<p><i>Real estate, motor vehicle and other property auction and sales - Files</i></p> <p>Records relating to the auction or sale of property by the Public Trust Office.</p> <p>Records may include, but are not limited to</p> <ul style="list-style-type: none">• Copy of sale advertisements and payment of advertising costs;• Public Trustee's approval for staff to bid at auction;• Digital voice recording of auction process;• Copy of conditions of sale;• Auctioneers working sheets;• Copy of warning statement form 30c as required by section 366 of <i>the Property Agents and Motor dealers Act 2000</i>;• Copy of Information statement BCCM Form 14 as required by section 213 of <i>Body Corporate and Community Management Act 1997</i> (for sales of units only); and• General correspondence relating to the conduct of auctions and property sales.	Temporary	Retain for 13 years after last action.



Reference	Description of Records	Status	Disposal Action
12.3.2	<p>Property auctions and sales - Registers</p> <p>Registers or summaries of properties sold by the Public Trust Office by auction or private treaty. Includes:</p> <ul style="list-style-type: none">• Property Sales Register;• Motor Vehicle Auction System; and• Register of Bidders at Auction maintained under the <i>Property Agents and Motor Dealers Act 2000</i>.	Temporary	Retain for 13 years after last entry in the register.
12.4	<p>RENTALS OF ESTATE AND TRUST PROPERTIES</p> <p><i>The activity of managing the rental of properties of deceased estates, Trusts and disability services clients.</i></p>		
12.4.1	<p>Rental property files</p> <p>Records relating to managing the rental of individual properties on behalf of a deceased estate, Trust or disability services client where these are not filed with the main client file.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Applications for tenancy;• Tenancy agreements;• Residential Tenancies Authority condition reports;• Copy of notices to remedy breaches;• Copy of any tribunal proceedings and orders;• Notice of intention to vacate;• Copies of payment invoices;• General correspondence relating to rental of properties; and• Record of payments made on behalf of deceased estates and Trusts.	Temporary	Retain for 7 years after last action.



Reference	Description of Records	Status	Disposal Action
12.4.2	<p>Rental property registers</p> <p>Registers or summary records relating to managing the rental of properties on behalf of deceased estate, Trusts and disability services clients.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Records of properties covered under insurance;• Listing of mowing and maintenance providers;• Registers of keys to client properties. <p><i>For records relating to the management of an individual deceased estate, Trust or disability services client refer to the relevant Client File class in this Schedule.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for insurance, maintenance and security records relating to Public Trust owned or leased properties.</i></p>	Temporary	Retain for 7 years after last entry in the register.
12.5	<p>GAMING TENDERS</p> <p><i>The activity of acting on behalf of the Treasury Department in calling tenders for the sale of gaming operating authorities.</i></p>		
12.5.1	<p>Gaming tender files</p> <p>Records relating to the management of the sale of each round of gaming authorities released by the Treasury Department.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Request from Treasury to submit operating authority for gaming licences for sale by tender;• Copy of conditions of tender;• Copy of agreement with vendor;• Tender advertising notice;	Temporary	Retain for 7 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Tenders received;• Records relating to the selection and acceptance process of successful tenderer; and• General correspondence between the Public Trust Office and the Treasury Department relating to the process of calling tenders for the sale of gaming operating authorities.		
12.5.2	<p><i>Register of gaming operating authorities sales</i></p> <p>Summary record or register of all gaming operating authority sales and tenders managed by the Public Trust Office on behalf of the Treasury Department.</p>	Temporary	Retain for 7 years after last entry in the register.

13. TAXATION SERVICES

The function of providing taxation services and advice in relation to:

- Private clients; and
- Deceased Estates, Trusts and disability services clients.

See the General Retention and Disposal Schedule for Administrative Records for corporate obligations in relation to GST and FBT, registration as a taxation agent, and corporate finance records.

Reference	Description of Records	Status	Disposal Action
13.1	<p>TAXATION (CLIENT MATTERS)</p> <p><i>The activity of acting on behalf clients and providing taxation advice and the preparation and lodgement of taxation returns.</i></p>		
13.1.1	<p>Client taxation files</p> <p>Records relating to acting on behalf of clients (including deceased estate, Trust, disability services and private clients) and providing taxation advice and the preparation and lodgement of taxation returns.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Instructions to act from client; • Taxation advice; • Applications for a Private Ruling; • Private Ruling from ATO; • Copies of tax returns lodged; • Notice of assessment; • Objections to assessments; 	Temporary	Retain for 5 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Working papers and documentation pertaining to working papers; and• General correspondence relating to the taxation services or advice provided to the client.		
13.1.2	<p><i>Taxation database – client records</i></p> <p>Data elements recorded in the MYOB Accounting Enterprise Taxation database comprising a summary of taxation information on client tax returns prepared by the PTO.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Name of Client;• Client ID;• Client Tax File Number (TFN);• Address of client;• Name and address of beneficiaries entitled to income;• Details of tax returns lodged; and• Electronic copy of tax returns lodged.	Temporary	Retain for 10 years from end of financial year to which the records relate.

14. LEGAL BRANCH SERVICES

The function of providing legal services to the Public Trustee on client matters. Includes legal advice and litigation services.

See the LEGAL SERVICES section of the General Retention and Disposal Schedule for Administrative Records for records relating to all other legal matters.

Reference	Description of Records	Status	Disposal Action
14.1	<p>ADVICE (CLIENT MATTERS)</p> <p><i>The activity of providing legal advice to the Public Trustee in relation to deceased estate, Trust and disability services matters.</i></p>		
14.1.1	<p>Legal advice - Client files</p> <p>Records relating to legal advice provided to the Public Trustee in relation to deceased estate, Trust and disability services client matters.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Instructions from Public Trustee; • Copy of legal advice provided; • Copy of Counsel opinion obtained; • Copy of cost agreements; • Copy of bills of costs; • Tax invoices; • Statements of account; and • General Correspondence relating to the legal advice. 	Temporary	Retain for 120 years from date of birth of client to which the advice relates.



Reference	Description of Records	Status	Disposal Action
14.2	LITIGATION (CLIENT MATTERS) <i>The activity of undertaking legal actions on the instructions of the Public Trustee in relation to deceased estate, Trust and disability services matters.</i>		
14.2.1	Litigation - Client files Records relating to legal actions undertaken by the Public Trustee in relation to deceased estate, Trust and disability services client matters. Records may include, but are not limited to: <ul style="list-style-type: none">• Instructions from Public Trustee;• Copies of court documents and affidavits;• Copies of court Orders;• Agreements relating to settlement of action;• Copy of legal advice provided;• Copy of Counsel opinion obtained;• Copy of cost Agreements;• Copy of bills of costs;• Tax invoices;• Statements of account; and• General correspondence relating to the legal action taken or legal advice.	Temporary	Retain for 120 years from date of birth of client to which the advice relates.



Reference	Description of Records	Status	Disposal Action
14.2.2	<p><i>Legal Branch services – Summary record</i></p> <p>Data elements recorded in the corporate legal database comprising a summary of information held by the Public Trust Office Official Solicitor relating to legal services provided.</p> <p>Information to be captured includes:</p> <ul style="list-style-type: none">• Client Name;• Client Client Information Management System ID;• Client Locus ID;• Date instruction received;• Date of court hearings;• Date of expiration of any limitations period;• Record of time spent on legal activity; and• Date matter finalised.	Permanent	Retain permanently.
14.2.3	<p><i>Register of legal opinions and precedents</i></p> <p>Register or summary of Legal Opinions obtained from Counsel used to respond to future client legal matters.</p> <p><i>For records relating to the control of in-house reference libraries please refer to the General Retention and Disposal Schedule for Administrative Records.</i></p>	Permanent	Retain permanently.

15. STRATEGIC MANAGEMENT

The function of applying broad systematic planning to define the strategic mission and determine methods of operation.

For all other strategic planning, reporting, monitoring etc. records refer to section 5.4 of the General Retention and Disposal Schedule for Administrative Records.

Reference	Description of Records	Status	Disposal Action
15.1	<p>POLICIES AND PROCEDURES</p> <p><i>The activity of developing, approving and releasing policies, standards, procedures and other guidance relating to the Public Trust Office's core business.</i></p>		
15.1.1	<p>Records relating to the development, approval and publication of core business policy, and procedures.</p> <p>Records may include, but are not limited to :</p> <ul style="list-style-type: none"> • Registers of policies and procedures issued; • Public Trustee's approval of policy documents to be published; • Records relating to the publication of the policy document on the intranet; and • General Correspondence relating to the development of office policy. 	Permanent	Retain permanently.



16. LEGACY RECORDS

This section covers legacy records which are now the responsibility of the Public Trust Office. It also includes records no longer created by the Public Trust Office.

Please contact Queensland State Archives regarding any other legacy records not listed below.

Reference	Description of Records	Status	Disposal Action
16.1	REGISTRATION <i>The activity of recording, cataloguing or listing for control or legislative purposes and the management of registers.</i>		
16.1.1	Master Control Record – Pre-1982 Master Card Index containing details of all deceased estates, Trusts, disability services, conveyancing and other activities undertaken by the Public Trustee prior to the commencement of computerisation in 1982. Records include: <ul style="list-style-type: none">• Central Office Master Card Index; and• Regional Office Master Card Index.	Permanent	Retain permanently.
16.1.2	Wills Indices - Pre-1983 Wills Index Cards controlling Wills made prior to the implementation of the computerised Wills system in 1983/84. Records include: <ul style="list-style-type: none">• Central Office Master Index; and• Regional Office Master Index.	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
16.1.3	<p>Manual Security Card Index – Pre -1983</p> <p>Security index cards recording all property held in safe custody or as securities for estate and Trusts and disposed of prior to the implementation of the computerised wills system in 1983.</p> <p>Records include:</p> <ul style="list-style-type: none">• Central Office Security Card Index; and• Regional Offices Security Card Index.	Permanent	Retain permanently.
16.1.4	<p>Outwards Security Receipt Books</p> <p>Records relating to a written acknowledgement of the receipt of documents and other security items handed over to an individual.</p> <p>Records contain the following information:</p> <ul style="list-style-type: none">• Name of matter; and• Details of items handed over or dispatched.	Temporary	Retain for 20 years after last action.
16.1.5	<p>Register of Unclaimed Moneys – Pre-1983</p> <p>Register of unclaimed moneys maintained in hardcopy containing information on money which had been claimed which was not converted into the Client Information Management System (CIMS) database.</p>	Permanent	Retain permanently.
16.2	<p>COMPANY LIQUIDATIONS AND RECEIVERSHIP</p> <p><i>Legacy records documenting the activity of being appointed by the court as receiver or liquidator of a company under the Public Curator Act 1915.</i></p>		



Reference	Description of Records	Status	Disposal Action
16.2.1	<p>Company liquidation and winding-up files</p> <p>Records relating to being appointed by the court as receiver or liquidator of a company and attending to the winding-up of the company.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Court Order appointing the Public Trustee as receiver or liquidator;• Statements of company assets;• Details of claims against company;• Legal and other professional advice obtained;• Applications to court for advice and direction;• Valuations;• Records relating to the sale of company assets;• Statements of Account;• Statements to Court on finalisation of winding-up; and• General correspondence relating to getting control of the assets, ascertaining the liabilities, paying creditors as far as funds permit and of the winding-up generally.	Permanent	Retain permanently.
16.3	<p>PERSONAL BANKRUPTCY</p> <p><i>Legacy records documenting the management of the distribution of assets of a personal debtor in accordance with the Public Curator Act 1915.</i></p>		



Reference	Description of Records	Status	Disposal Action
16.3.1	<p>Bankruptcy - Client files</p> <p>Records relating to the winding up of a bankrupt person's financial affairs in accordance with the <i>Public Curator Act 1915</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Court Order appointing the Public Trustee as Trustee in Insolvency;• Statements of person's assets;• Details of claims against person;• Legal and other professional advice obtained;• Applications to court for advice and direction;• Valuations;• Records relating to the sale of person's assets;• Statements of Account;• Statements to Court on finalisation of winding up; and• General correspondence relating to getting control of the assets, ascertaining the liabilities, paying creditors as far as funds permit and of the winding up generally.	Permanent	Retain permanently.
16.4	<p>LAND BALLOTS</p> <p><i>Legacy records relating to the activity or arranging and supervising land ballots on behalf of the Land Department under the provisions of the Land Act 1962.</i></p>		
16.4.1	<p>Land ballot files</p> <p>Records relating to the arranging and supervising the conduct of land ballots under the provisions of the <i>Land Act 1962</i>.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• Copy of Gazette notice relating to the conduct of a ballot;	Temporary	Retain for 7 years after last action.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Instructions to arrange a land ballot;• Appointing of representatives at ballot;• Outcome of the ballot; and• General correspondence relating to the conduct of the land ballot.		
16.5	TRUSTEE SERVICES <i>Legacy records documenting the management of Trusts which have been wound up or extinguished.</i>		
16.5.1	ANZAC Cottages Trust files Records relating to managing the Anzac Cottages Trust which was set up to provide low rental accommodation for service personnel returning from World War I and their families. Records may include, but are not limited to: <ul style="list-style-type: none">• Initial Trust Deed;• Court orders relating to the conduct of the Trust;• Statements of accounts;• Details of properties owned by the Trust;• Details of disposal of Trust properties;• Details of occupants of cottages;• Details of maintenance and repairs;• Final court Order distributing funds upon winding-up of the Trust; and• General correspondence relating to the conduct of the Trust.	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
16.5.2	<p><i>Tuberculosis (TB) Homes Trust Files</i></p> <p>Records relating to managing the TB Homes Trust which was a Trust set up to provide for persons diagnosed with tuberculosis, quarantined accommodation during their treatment and recovery.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Initial Trust Deed;• Court orders relating to the conduct of the Trust;• Statements of accounts;• Details of properties owned by Trust;• Details of disposal of Trust properties;• Details of occupants of cottages;• Final court order distributing funds at wind up; and• General correspondence relating to the conduct of the Trust.	Permanent	Retain permanently.
16.6	<p>WORKERS COMPENSATION</p> <p><i>Legacy records documenting the activity of acting on behalf of a person with a legal disability in pursuing a claim for workers compensation. Excludes actions taken on behalf of deceased estate, Trust or disability services clients.</i></p>		
16.6.1	<p><i>Workers compensation - Claim files</i></p> <p>Records relating to acting on behalf of a person with a legal disability in pursuing a claim for workers compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Applications for workers compensation;• Medical and other professional reports;	Temporary	Retain for 50 years after settlement of claim.



Reference	Description of Records	Status	Disposal Action
	<ul style="list-style-type: none">• Legal advice; and• General correspondence relating to the conduct of the matter.		
16.7	COMMON FUND PROPERTY LOANS <i>Legacy records documenting the activity of providing loans from the common fund on first mortgage to the public for the purpose of acquiring residential or commercial property.</i>		
16.7.1	Common Fund - Loan files Records relating to providing loans from the Common Fund on first mortgage to the public for the purpose of acquiring residential or commercial property. Records may include, but are not limited to: <ul style="list-style-type: none">• Loan application;• Valuations;• Loan agreements confirming approvals of loans;• Statements of loan repayments;• Details of security held for loan;• Details of action taken in the event of loan default;• Details of mortgages discharged; and• General Correspondence relating to the granting and repayment of loans.	Temporary	Retain for 10 years after loan acquitted.
16.8	GUARDIANSHIP (Mental Health Clients) <i>Legacy records documenting the activity of managing the affairs of persons admitted to a mental institution and who were certified under the Mental Health Act 1974 as being incapable of managing their own affairs.</i> <i>These provisions of the Mental Health Act were repealed by the Guardianship and Administration Act 2000.</i>		



Reference	Description of Records	Status	Disposal Action
16.8.1	<p><i>Mental Health - Client files</i></p> <p>Records relating to managing the affairs of persons admitted to a mental institution who were certified under the <i>Mental Health Act 1974</i> as being incapable of managing their own affairs.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• Certificate by authorised medical practitioner certifying that a person is incapable of managing their own affairs;• Court orders;• Certificates of Birth, Death and Marriage;• Copy of Will;• Medical reports;• Statements of account;• Deeds and other legal documents;• Valuations;• Taxation folder containing taxation correspondence and records;• Investment folder containing correspondence and details of investments held or made;• Property folder containing agreements and correspondence relating to rented properties or to properties sold during the course of administration;• Claims folder containing details and correspondence relating to claims against the adult and details of payments made on behalf of the adult; and• General correspondence in relation to the management of the adults' financial affairs.	Permanent	Retain permanently.



Reference	Description of Records	Status	Disposal Action
16.9	DEED POLL <i>Legacy records relating to the preparation of Deed Poll documents ready for lodgement with the Supreme Court prior to the introduction of the Births Deaths and Marriages Registration Act 2003.</i>		
16.9.1	Deed Poll files Records relating to the preparation of Deed Poll documents for members of the public wishing to change their name.	Temporary	Retain for 10 years after last action.
16.10	VICTIMS OF CRIME <i>Records of the former Victims of Crime Association which was deregistered in February 2004 and its records transferred to the custody of the Public Trust Office.</i>		
16.10.1	Victims of crime files Victims of crime client contact files.	Temporary	Retain for 10 years after last contact AND 10 years from client attaining 18 years of age.