

WorkCover Retention and Disposal Schedule

Responsible public authority: WorkCover Queensland

Queensland Disposal Authority Number (QDAN)	484	Version	5
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Scope of Retention and Disposal Schedule

This Schedule covers records relating to workers' compensation claims and insurance dating back to the introduction of the workers' compensation scheme in 1916. It covers records created by Queensland public authorities responsible for workers' compensation including the Workers' Compensation Board of Queensland and WorkCover Queensland in accordance with the *Workers' Compensation and Rehabilitation Act 2003* and the repealed *Workers' Compensation Act 1916*, the *Workers' Compensation Act 1990* and the *WorkCover Queensland Act 1996*.

This Schedule is to be used in conjunction with the [General Retention and Disposal Schedule for Administrative Records \(GRDS\)](#).

References to repealed legislation within this Schedule may be taken to be a reference to current legislation if the context permits.

In the event of an administrative change, or the transfer of a function from one public authority to another, this retention and disposal schedule will continue to apply to the records covered by the schedule. For further advice on the currency of approved retention and disposal schedules following administrative change, please contact Agency Services at Queensland State Archives on (07) 3131 7777.

Record Formats

This Schedule applies to records created in all formats, unless otherwise specified in the class description. This includes, but is not limited to, records in business systems, maps, plans, photographs, motion picture and records created using web 2.0 media.

Queensland State Archives

Department of Science, Information Technology, Innovation and the Arts

Authority

Authorisation for the disposal of public records is given under s.26 of the *Public Records Act 2002* (the Act).

No further authorisation is required from the State Archivist for records disposed of under this schedule. However, the disposal of all public records must be endorsed by the public authority's Chief Executive Officer, or authorised delegate, in accordance with *Information Standard 31: Retention and Disposal of Public Records*, and recorded in the public authority's disposal log.

Public records that are not covered by an approved retention and disposal schedule cannot be disposed of by a public authority.

Disposal of public records not covered by an approved retention and disposal schedule is a contravention of s.13 of the Act.

Revocation of previously issued disposal authorities

Any previously issued disposal authority which covers disposal classes described in this retention and disposal schedule is revoked. WorkCover Queensland should take measures to withdraw revoked disposal authorities from circulation. This includes, but is not limited to:

- QDAN 96/0023 issued to Workers' Compensation Board of Queensland – 11 October 1996
- QDAN 97/0022 issued to WorkCover Queensland – 11 March 1997
- QDAN 97/0104 issued to WorkCover Queensland – 31 July 1997
- QDAN 97/0159 issued to WorkCover Queensland – 6 November 1997
- QDAN 484 v.4 issued to WorkCover Queensland – 15 May 2008

Public records sentenced under revoked retention and disposal schedules should be re-sentenced prior to disposal.

For further advice on the currency of approved retention and disposal schedules, please contact Agency Services at Queensland State Archives on (07) 3131777.

Retention of records

All of the retention periods in this schedule are the minimum period for which the sentenced records must be maintained. Public records cannot be disposed of prior to the expiration of the appropriate retention period. However, there is no requirement for public records to be destroyed at the expiration of a minimum retention period.

Public records must be retained for longer if:

- i. the public record is or may be needed in evidence in a judicial proceeding, including any reasonably possible judicial proceeding
- ii. 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
- iii. the public record must be retained pursuant to the *Evidence Act 1977*
- iv. there is a current disposal freeze in relation to the public record, or
- v. there is any other law or policy requiring that the public record be retained.

This list is not exhaustive.

Public records which deal with the financial, legal or proprietary rights of the State of Queensland or a State related Body or Agency regarding another legal entity and any public record 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 Right to Information application are to be retained for the period specified in section 8 – INFORMATION MANAGEMENT of the [General Retention and Disposal Schedule for Administrative Records](#) in addition to their required retention period according to an approved retention and disposal schedule. The two periods run concurrently, and may result in a longer required retention period overall. This is in order to cover all appeal and review processes. Even though the records subject to an application may be ready for disposal according to an approved retention and disposal schedule at the time of the Right to Information application, the additional Right to Information retention requirements must still be applied. See section 8 – INFORMATION MANAGEMENT of the [General Retention and Disposal Schedule for Administrative Records](#) for records of Right to Information applications.

The disposal of public records should be documented in accordance with the requirements of *Information Standard 31: Retention and Disposal of Public Records*.

For further advice on the retention and disposal of public records under an approved retention and disposal schedule, please refer to the Queensland State Archives website or contact Agency Services at Queensland State Archives on 07 3131 7777.

Records created before 1950

Records described in QDAN484 v.5 that were created before 1950 should be referred to Queensland State Archives for further appraisal before any disposal action is taken by the public authority. For further advice please refer to the Public Records Brief: [Pre-1950s public records](#) which is available from the Queensland State Archives' website.

Transfer of public records to Queensland State Archives

Records covered by a class with the disposal action of 'Retain permanently' should be transferred to Queensland State Archives with the approval of the State Archivist. Records covered by a class with the disposal action of 'Retain permanently by WorkCover Queensland' are not eligible for transfer to Queensland State Archives unless re-appraised and assigned a disposal action of 'Retain permanently'.

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. Please refer to the Guideline on [Transferring Public Records to Queensland State Archives](#) available from the Queensland State Archives' website. 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.

Revision history

QDAN	Date of approval	Extent of revision
1	22 March 2000	Initial schedule approved
2	16 February 2004	Minor revision
3	13 June 2007	Minor revision
4	15 May 2008	Comprehensive retention and disposal schedule
5	22 May 2014	Minor revision

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1. STATUTORY CLAIMS MANAGEMENT

The function of managing individual statutory claims for compensation and the identification of potential claims by workers that may result in an entitlement to claim compensation under the Workers' Compensation and Rehabilitation Act 2003 and the repealed Workers' Compensation Act 1916, Workers' Compensation Act 1990, and the WorkCover Queensland Act 1996.

Includes applications, assessments, authorisations, determinations, payments, injury management, investigations, mediation, recovery, and rehabilitation. It also includes the planning and provision of ongoing support for managing individual statutory claims, e.g. the provision of advice, compliance reporting, customer service, data matching and mining and host employer support.

Reference	Description of records	Status	Disposal action
1.1	<p>CLAIM MANAGEMENT</p> <p><i>The activity of managing statutory claims workers' compensation claims lodged in accordance with the relevant legislation.</i></p>		
1.1.1	<p>Claims</p> <p>Records relating to the administration and management of statutory claims for workers' compensation, including lodgement of claims, investigations and decisions. Also includes information provided to and received from employers and external agencies relating to injured workers and compensation claims.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications, including journey claims and fatal claims • request for medical reports • reasons for decision • claim payment reports • claim suspension advice • Claims and Policy Information System (CPIS) data • decisions and reasons for decisions • Medical Assessment Tribunal (MAT) decisions • medical certificates and reports • notices of assessment • redemption offers 	Temporary	Retain for 55 years after lodgement of claim.

Reference	Description of records	Status	Disposal action
	<ul style="list-style-type: none"> • overpayments information • previous claim history. 		
1.2	<p>DECISION REVIEW AND APPEAL</p> <p><i>The activity of managing formal decision reviews requested by a claimant, worker, or an employer aggrieved by a decision or the failure to make a decision and submitted to the workers' compensation regulator. Includes appeals to an Industrial Magistrate, the Industrial Relations Commission or the Industrial Court. Also includes the activity of managing independent medical reviews and assessments of injuries and impairment sustained by workers.</i></p>		
1.2.1	<p><i>Claim reviews and appeals</i></p> <p>Records relating to decision reviews of individual statutory claims for compensation heard by the workers' compensation regulator or submitted for appeal to an Industrial Magistrate, the Industrial Relations Commission or the Industrial Court.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • decision review requests • decision and/or workers' compensation regulator reviews (including review history) • requests for information, including court orders • applications to appeal • appeals • claim details. 	Temporary	Retain for 55 years after lodgement of claim.
1.2.2	<p><i>Medical reviews</i></p> <p>Records relating to independent medical reviews and assessments of a worker's injury and impairment in relation to individual statutory claims for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • injury assessment reviews • case conferences 	Temporary	Retain for 55 years after lodgement of claim.

Reference	Description of records	Status	Disposal action
	<ul style="list-style-type: none"> • host employer assessments • psychiatric evaluations • medical reports, e.g. treating medical practitioner (TMP) reports, treating specialist reports and report requests • suitable duties programs. 		
1.3	<p>REHABILITATION</p> <p><i>The activity of managing the worker's return to work after a claim is accepted. Includes information sent to, or from, a medical practitioner in relation to a claim and information about investigations into the alleged medical condition.</i></p>		
1.3.1	<p>Assessment and treatment</p> <p>Records relating to the ongoing assessment and treatment of a worker's injury in relation to an individual statutory claim for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • injury assessment reviews • medical and vocational/functional appointments and referrals, e.g. audiologists, psychiatrists, physiotherapists, treating specialists, Medical Advisory Panel • case conferences • case management reviews and transfers • external provider statements • host employer assessments • independent/treating medical/psychologist, orthopaedic and psychiatric examiner requests, assessments and reports • suitable duties/rehabilitation programs. 	Temporary	Retain for 55 years after lodgement of claim.
1.4	<p>RECOVERIES</p> <p><i>The activity of recovering an amount owed to WorkCover Queensland as a result of the overpayment of a claim. This includes debt recovery or statutory third party recovery from a claimant or provider.</i></p>		

Reference	Description of records	Status	Disposal action
1.4.1	<p><i>Debt recovery</i> Records relating to the recovery of money relating to a statutory claim for compensation. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • company searches • letters of demand • notices of third party recovery • payment arrangements • waiver applications. 	Temporary	Retain for 7 years after last action.
1.4.2	<p><i>Prosecutions</i> Records relating to recovery cases that proceed to prosecution. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • subpoenas • briefs of evidence. 	Temporary	Retain for 7 years after last action.
1.4.3	<p><i>Outstanding fines</i> Records relating to recovering outstanding fines following prosecution in relation to a statutory claim for compensation. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • court judgement • summons • company search • letters of demand • certificates of order. 	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
1.5	<p>FRAUD MANAGEMENT</p> <p><i>The activity of handling and examining fraudulent claims and the activities relating to the recovery of costs awarded by the Industrial Magistrate's Court following a successful fraud prosecution.</i></p>		
1.5.1	<p>Investigations</p> <p>Records relating to investigations into fraudulent or suspected fraudulent activities relating to statutory claims for compensation.</p> <p>Records may include, but are not limited to :</p> <ul style="list-style-type: none"> • complaints • investigation and surveillance referrals and requests • interview documentation • action summaries • investigation and surveillance reports and evaluations. 	Temporary	Retain for 55 years after lodgement of claim.
1.5.2	<p>Cost recovery</p> <p>Records relating to the successful recovery of costs awarded in favour of WorkCover Queensland by the Industrial Magistrate's Court following a successful fraud prosecution.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • recovery agreement • amount to be recovered • court instructions for recovery • amounts received/owing. 	Temporary	Retain for 55 years after lodgement of claim.
1.5.3	<p>Prosecutions</p> <p>Records relating to fraudulent claims that proceed to prosecution.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • brief of evidence; 	Temporary	Retain for 55 years after lodgement of claim.

Reference	Description of records	Status	Disposal action
	<ul style="list-style-type: none"> • subpoenas/summons; • correspondence to, and from, WorkCover Queensland. 		
1.6	<p>MICROFILMING AUTHORISATION <i>The activity of authorising the destruction of microfilmed temporary workers' compensation statutory claims following digitisation.</i></p>		
1.6.1	<p><i>Microfilmed claims</i> Microfilmed workers' compensation statutory claim records. <i>The digitised image is to be sentenced and retained for the relevant approved retention period in this schedule once the microfilm has been destroyed.</i></p>	Temporary	Destroy microfilm after digitisation and quality assurance completed.

2. COMMON LAW CLAIMS MANAGEMENT

The function of managing individual common law claims for compensation and the identification of potential claims by workers that may result in an entitlement to claim damages.

This includes applications, authorisations, investigations, payments, mediation, and the provision and receipt of advice.

Reference	Description of records	Status	Disposal action
2.1	<p>COMMON LAW CLAIM LODGEMENT</p> <p><i>The activities associated with registering new common law claims until the application is deemed to be compliant with the Workers' Compensation Act 1916, the Workers' Compensation Act 1990, the WorkCover Queensland Act 1996 or the Workers' Compensation and Rehabilitation Act 2003.</i></p>		
2.1.1	<p>Common law claims</p> <p>Records relating to lodging a common law claim for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • notice of claim • supporting documentation. 	Temporary	Retain for 25 years after settlement of claim.
2.2	<p>ADVICE</p> <p><i>The activity of managing opinions offered by or to WorkCover Queensland relating to an action or judgment. This includes the process of advising and requesting the provision of advice.</i></p>		
2.2.1	<p>Advice</p> <p>Records relating to advice provided to clients and received by WorkCover Queensland from other agencies or organisations relating to individual common law claims for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • notifications • instructions to act • instructions to proceed. 	Temporary	Retain for 25 years after settlement of claim.

Reference	Description of records	Status	Disposal action
2.3	<p>INFORMATION SHARING</p> <p><i>The activity of sharing information with external agencies and employers relating to an individual's WorkCover Queensland common law claim and documents arising out of legal proceedings between WorkCover Queensland and other parties.</i></p>		
2.3.1	<p>Information shared</p> <p>Records relating to information communicated to external agencies relating to an individual's common law claim for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • claim payment details, e.g. shared with Centrelink and the Child Support Agency (CSA) • previous claim history, e.g. shared with insurance companies • ingoing and outgoing notices of charge, e.g. to Centrelink and the Health Insurance Commission • child support documents • requests for Centrelink files • third party authorities. 	Temporary	Retain for 25 years after settlement of claim.
2.3.2	<p>Proceedings</p> <p>Records relating to legal or legislative proceedings between WorkCover Queensland and other parties.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • damages certificates • final charge sheets • notices of claim • statutory legal services referrals. 	Temporary	Retain for 25 years after settlement of claim.
2.3.3	<p>Information to employers</p> <p>Records relating to information communicated to employers relating to injuries sustained by their workers and common law claims for compensation.</p>	Temporary	Retain for 25 years after settlement of

Reference	Description of records	Status	Disposal action
	Records may include, but are not limited to: <ul style="list-style-type: none"> release of non-personal information relating to the employee. 		claim.
2.4	DISPUTE RESOLUTION <i>The activity of managing both formal and informal discussions to aid in the resolution of a dispute or claim.</i>		
2.4.1	Alternate dispute resolution Records relating to alternate dispute resolution discussions and pre-court proceedings between disputing parties over a common law claim for compensation. Records may include, but are not limited to: <ul style="list-style-type: none"> certificates of readiness disclosure letters agendas and minutes supporting documentation liability responses. 	Temporary	Retain for 25 years after settlement of claim.
2.5	AUTHORISATION <i>The activity of seeking and granting permission to undertake specific actions, including authorisations for settlement, that fall outside the documented delegations of authority in relation to common law claims.</i>		
2.5.1	Authorisations Records relating to authorisations received or granted in relation to individual common law claims for compensation. Records may include, but are not limited to: <ul style="list-style-type: none"> authorisation for settlement agents' authorities clearance requests, e.g. Child Support Agency. 	Temporary	Retain for 25 years after settlement of claim.

Reference	Description of records	Status	Disposal action
2.6	<p>COMMON LAW CLAIM FINALISATION</p> <p><i>The activity of finalising a common law claim.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records relating to payments, including damages.</i></p>		
2.6.1	<p>Finalisation</p> <p>Records relating to the finalisation of common law claims for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> claim date ceased forms. 	Temporary	Retain for 25 years after settlement of claim.
2.7	<p>COMMON LAW CLAIM REVIEWS</p> <p><i>The activity of managing the review and documentation of a damages claim to monitor cost and duration, provision of recommendations for ongoing management, and checking that performance standards and benchmarks are being maintained.</i></p>		
2.7.1	<p>Reviews</p> <p>Records relating to internal reviews of the management of individual damages claims for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> Claims and Policy Information System (CPIS) data, including claim cost estimates, history of correspondence, medical intervention to-date, and future planned actions. 	Temporary	Retain for 25 years after settlement of claim.
2.8	<p>FRAUD MANAGEMENT</p> <p><i>The activity of examining events and circumstances of a common law claim to help assess liability.</i></p>		
2.8.1	<p>Investigations</p> <p>Records relating to investigations into fraudulent or suspected fraudulent activities relating to common law claims for compensation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> complaints 	Temporary	Retain for 25 years after settlement of claim.

Reference	Description of records	Status	Disposal action
	<ul style="list-style-type: none"> • compliance and investigation referrals, e.g. psychiatric and psychological injuries (PPI) investigation referrals • copies of surveillance DVDs, videos, audiotapes, evidence tapes, photographs, etc. • surveillance requests • action summaries • interview documentation • requests for investigation / Inspector's reports • investigation reports and evaluations, e.g. psychiatric and psychological injuries (PPI) factual investigator evaluations. 		
2.9	<p>LIABILITY MANAGEMENT <i>The activity of determining and monitoring damages arising from a common law claim.</i></p>		
2.9.1	<p>Investigations Records determining the extent of an employer's negligence in relation to a worker's injury and common law claim for compensation. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • initial and further applications • reports and referrals by WorkCover Queensland people • declarations • statements, e.g. employer, external provider, witness, worker statements • requests for reports • reports, e.g. medical, police, traffic, autopsy • assessing reviews • decision reviews • independent medical examiner requests. 	Temporary	Retain for 25 years after settlement of claim.

3. UNDERWRITING

The function of insuring individual employers against work-related injuries sustained by their workers, workplace personal injury, and contracts of insurance. This includes processing applications for insurance, calculating and collecting premiums, ensuring employers maintain appropriate insurance, indemnifying employers against liability for common law claims, planning and providing ongoing support for underwriting, e.g. the provision of advice, compliance reporting, customer service, data matching and mining rate determinations, and training.

Reference	Description of records	Status	Disposal action
3.1	<p>APPLICATIONS FOR INSURANCE</p> <p><i>The activity of processing an application for an insurance policy or contract of insurance.</i></p>		
3.1.1	<p>Applications</p> <p>Records relating to the submission and processing of applications for insurance policies or contracts of insurance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications for insurance policy or contract of insurance, e.g. policy of accident insurance, household workers' insurance, workplace personal injury insurance (WPIL) • written responses to applications. 	Temporary	Retain for 7 years after last action.
3.2	<p>AUTHORISATION</p> <p><i>The activity of seeking or granting permission to undertake specific actions outside documented delegations of authority. This includes the activity of managing the issue of penalties for employers' non-compliance.</i></p>		
3.2.1	<p>Permissions</p> <p>Records relating to authorisations for penalties for late payments of premiums or late lodgement of <i>Declaration of Wages</i> forms relating to an employer's WorkCover Queensland insurance policy or contract of insurance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • authorisation to remove automatic suspects created by Claims and Policy Information System (CPIS) which have been generated when the 	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
	<p>calculated premiums is much higher or lower than the premium calculated in the previous assessing year</p> <ul style="list-style-type: none"> • authorisation to amend WorkCover Industry Classifications (WIC) code, which has been allocated to a policy dependent on the business industry. 		
3.2.2	<p>Non-compliance</p> <p>Records relating to the identification and enforcement of penalties for employers' non-compliance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • penalty waivers • additional premium waivers, e.g. late lodgement and late payment • reduced penalties, e.g. uninsured claims and uninsured premiums. 	Temporary	Retain for 7 years after last action.
3.3	<p>CANCELLATIONS</p> <p><i>The activity of cancelling an employer's insurance policy or contract of insurance.</i></p>		
3.3.1	<p>Cancellations</p> <p>Records relating to the cessation of an employer's WorkCover Queensland insurance policy or contract of insurance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • cancellations, e.g. of minimum premium • default cancellations • cessation of employment notifications. 	Temporary	Retain for 7 years after last action.
3.4	<p>COMPLIANCE</p> <p><i>The activity of auditing current WorkCover Queensland policyholders or potentially uninsured employers to check compliance with Queensland workers' compensation legislation.</i></p>		
3.4.1	<p>Audit</p> <p>Records relating to the auditing of WorkCover Queensland policyholders or</p>	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
	<p>potentially uninsured employers to monitor legislative compliance. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Australian Securities and Investments Commission (ASIC) searches • reminder notices, e.g. wages review reminder notices • uninsured employer reviews • default notices. 		
3.5	<p>DEBT MANAGEMENT <i>The activity of handling overdue premium debts or the recovery of costs following a successful fraud prosecution including debt collection, arranging payments, etc.</i></p>		
3.5.1	<p>Debts Records relating to the handling of debts in relation to outstanding or underpaid premiums. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • instalment plans • proofs of debt • company searches • letters of demand • notices of third party recovery. 	Temporary	Retain for 7 years after last action.
3.5.2	<p>Fines Records relating to the handling of outstanding fines following prosecution. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • court outcome report • summons • company searches 	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
	<ul style="list-style-type: none"> • letters of demand • certificates of order. 		
3.5.3	<p>Prosecutions</p> <p>Records relating to the prosecution of employers for unpaid insurance premium payments and their recovery.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • court outcome report • summons • company search • letters of demand • certificates of order. 	Temporary	Retain for 7 years after last action.
3.6	<p>DECISION REVIEW AND APPEAL</p> <p><i>The activity of managing formal decision reviews requested by a claimant, worker, or an employer aggrieved by a decision or the failure to make a decision and submitted to the workers' compensation regulator. Includes appeals to an Industrial Magistrate, the Industrial Relations Commission or the Industrial Court.</i></p>		
3.6.1	<p>Reviews</p> <p>Records relating to decision reviews of individual insurance policies heard by workers' compensation regulator or submitted for appeal to an Industrial Magistrate, the Industrial Relations Commission or the Industrial Court.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • decision review requests, e.g. made to the workers' compensation regulator • requests for information, including court orders • appeals • claim details • decisions. 	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
3.7	<p>INFORMATION SHARING</p> <p><i>The activity of communicating relevant policy-related information with the policyholder</i></p>		
3.7.1	<p>Employer information</p> <p>Records relating to employer details and contained within the Claims and Policy Information System (CPIS) including:</p> <ul style="list-style-type: none"> • monthly employer reports • claims volume reports • summary reports. 	Temporary	Retain for 7 years after last action.
3.8	<p>PREMIUM FORECASTING</p> <p><i>The activity of forecasting an individual employer's premium based on previous claims and wages history.</i></p>		
3.8.1	<p>Forecasting</p> <p>Records relating to the forecasting of individual insurance premiums.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • forecasting checklists and reports • portfolio management records • premium forecast simulations. 	Temporary	Retain for 7 years after last action.
3.9	<p>RENEWALS</p> <p><i>The activity of renewing an employer's WorkCover Queensland policy.</i></p>		
3.9.1	<p>Renewals</p> <p>Records relating to the renewal of an employer's insurance policy or contract of insurance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • succession applications • policy reassessments, e.g. household workers' insurance, workplace 	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
	personal injury insurance (WPII), etc <ul style="list-style-type: none"> • minimum premium cancellations • adjustments as a result of common law claims • default notices including objections • manual assessments • default re-assessments of policies • WorkCover Queensland industry classifications • wages declarations forms. 		
3.10	FRAUD MANAGEMENT <i>The activity of handling and examining fraudulent claims against employers insured by WorkCover Queensland.</i>		
3.10.1	<i>Investigations</i> Records relating to investigations into fraudulent or suspected fraudulent activities of employers. Records may include, but are not limited to: <ul style="list-style-type: none"> • complaints • investigation and surveillance referrals, requests, reports and evaluations • interview documentation • action summaries • recovery agreements and amounts • court instructions for recovery • amounts received/owing. 	Temporary	Retain for 7 years after last action.

4. BOARD MANAGEMENT

The function of supporting the WorkCover Queensland Board of Directors which is responsible for directing and controlling the affairs of the organisation.

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

- *appointments to the Board of Director;*
- *routine Ministerial directions and responses*
- *Directors' fees and payments*
- *insurance to cover the Board of Directors against litigation*
- *management of Board members travel.*

Reference	Description of records	Status	Disposal action
4.1	BOARD APPOINTMENTS <i>The activity of appointing members of the WorkCover Queensland Board of Directors</i>		
4.1.1	Appointments Register of Board members.	Temporary	Retain for 25 years after last action.
4.2	MEMBER INTERESTS <i>The activity of declaring or announcing outside or conflicting business interests of directors or members of the Board.</i>		
4.2.1	Declarations of interest Records relating to disclosures made by members of the Board in accordance with s415 of the <i>Workers' Compensation and Rehabilitation Act 2003</i> .	Temporary	Retain for 7 years after separation from the Board.
4.3	MINISTERIAL LIAISON <i>The activity of managing the relationship between WorkCover Queensland and the responsible Minister.</i> <i>See the General Retention and Disposal Schedule for Administrative Records (GRDS) for other records relating to routine liaison between WorkCover Queensland and the Minister including ministerial correspondence.</i>		

Reference	Description of records	Status	Disposal action
4.3.1	Directions Records relating to directions received from the Minister responsible for WorkCover Queensland in accordance with the <i>Workers' Compensation and Rehabilitation Act 2003</i> which have a significant impact on the strategic direction of the agency.	Permanent	Retain permanently.
4.4	REPORTING <i>The activity of providing a formal response to a situation, request or legislative requirement.</i>		
4.4.1	Quarterly reports Quarterly reports on WorkCover Queensland operations given to the responsible Minister in accordance with s411 of the <i>Workers' Compensation and Rehabilitation Act 2003</i> .	Temporary	Retain for 5 years after last action.
4.4.2	Statements Final version of WorkCover Queensland's Statement of Corporate Intent in accordance with s.401 of the <i>Workers' Compensation and Rehabilitation Act 2003</i> for the financial year. Includes commercially sensitive matters omitted from the version reproduced in WorkCover Queensland's annual report in accordance with s.413 of the <i>Workers' Compensation and Rehabilitation Act 2003</i> .	Permanent	Retain permanently.
4.4.3	Statement development Records relating to the development of WorkCover Queensland's Statement of Corporate Intent.	Temporary	Retain for 3 years after last action.
4.5	AUTHORISATION <i>The process of seeking or granting permission to undertake an action.</i>		
4.5.1	Delegations Records relating to delegations by the WorkCover Queensland Board of Directors to a director, a member of the Board, the CEO or an employee of	Temporary	Retain for 5 years after last action.

Reference	Description of records	Status	Disposal action
	<p>WorkCover Queensland in accordance with s428 of the <i>Worker's Compensation and Rehabilitation Act 2003</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• delegation authority• travel approvals.		

5. GOVERNANCE

The function of researching, developing, implementing and auditing processes to ensure integrity, accuracy and accountability in WorkCover Queensland's business activities.

See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records relating to the appointment of external service providers.

Reference	Description of records	Status	Disposal action
5.1	<p>PREMIUM RATES DETERMINATION</p> <p><i>The activity of determining WorkCover Queensland industry premium rates and 'F' factors and reviewing the Experience Based Rating formula used to calculate an employer's premium rate.</i></p>		
5.1.1	<p><i>Determinations</i></p> <p>Records relating to the determination of WorkCover Queensland's industry premium rates payable under an insurance policy and/or contract of insurance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Experience Based Rating (EBR) formulas • 'F' factors • industry statistics • supporting research documentation. 	Temporary	Retain for 7 years after last action.
5.2	<p>ADVICE</p> <p><i>The activity of managing opinions offered by or to WorkCover Queensland as to an action or judgement. Includes the process of advising and requesting the provision of advice.</i></p>		
5.2.1	<p><i>Advice</i></p> <p>Records relating to advice provided to and received by WorkCover Queensland from other agencies or organisations in relation to claims for compensation and insurance policies.</p> <p>Includes briefs for advice and advices relating to:</p>	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
	<ul style="list-style-type: none"> • general application and implementation of legislation • changes to legislation relating to claims management and underwriting, e.g. interstate provisions, definition of a 'worker'. 		
5.3	<p>CONTINUOUS IMPROVEMENT</p> <p><i>The activity of developing, implementing, and monitoring strategies using people and processes within WorkCover Queensland to produce services of quality in an increasingly efficient way.</i></p>		
5.3.1	<p>Client service</p> <p>Records relating to the process of continuous improvement in relation to managing all claims for compensation and employer insurance policies and/or contracts of insurance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • quality assessments • call centre statistics • customer satisfaction surveys • customer service surveys • supporting research documentation. 	Temporary	Retain for 7 years after last action.
5.4	<p>DATA MATCHING</p> <p><i>The activity of conducting checks of information by matching data held by WorkCover Queensland with data obtained from other sources.</i></p>		
5.4.1	<p>Information checking</p> <p>Records relating to probity checks undertaken to ensure claimants are not lodging multiple claims for one injury. Includes correspondence with external organisations such as the Office of State Revenue (OSR), QLeave, the Australian Taxation Office, and Centrelink, as well as international, e.g. New Zealand and interstate insurers.</p>	Temporary	Retain for 7 years after last action.

Reference	Description of records	Status	Disposal action
5.5	<p>DATA ANALYSIS</p> <p><i>The activity of using data search capabilities and statistical algorithms to discover patterns and correlations in existing databases to discover new meaning in data.</i></p>		
5.5.1	<p>Data mining</p> <p>Records relating to the generation and analysis of reports from CPIS for data mining purposes.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • outstanding diaries • medical certificate expiries • average claim costs and durations • suspects • outstanding claim reviews to assist with claim management • insurance policies targeted for compliance audits. 	Temporary	Retain for 7 years after last action.
5.6	<p>RESEARCH</p> <p><i>The activity of investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc.</i></p>		
5.6.1	<p>Research – significant</p> <p>Records relating to the conduct of major research in support of the claims management and underwriting functions, and the offering of compensation by WorkCover Queensland.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • scope of research project • expressions of interest • progress reports • research results. 	Temporary	Retain for 5 years after last action.

Reference	Description of records	Status	Disposal action
5.6.2	<p>Research – other</p> <p>Records relating to the conduct of minor research in support of the claims management and underwriting functions, and the offering of compensation by WorkCover Queensland.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • scope of research project; • expressions of interest; • progress reports; • research results. 	Temporary	Retain for 2 years after last action.
5.7	<p>SELF INSURER MANAGEMENT</p> <p><i>The activity of managing the handover to, or from, self-insured employers.</i></p> <p><i>See the General Retention and Disposal of Administrative Records (GRDS) for records relating to payments made to the self-insured employer.</i></p>		
5.7.1	<p>Claims handovers</p> <p>Records relating to the handover of claims and associated statutory claim files to, or from, self-insured employers.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • notification that an employer has received a licence to self insure • CPIS records of associates files' transfer to the self insurer • correspondence between WorkCover Queensland and the self insured employer relating to liability calculation • correspondence between WorkCover Queensland, workers' compensation regulator and employer relating to the 'consent date' and any special conditions of the licence. 	Temporary	Retain for 7 years after last action.

6. LEGACY RECORDS

This section covers legacy records of WorkCover Queensland.

Reference	Description of records	Date range	Status	Disposal action
6.1	<p>REVIEW SERVICES</p> <p><i>The activity of independently reviewing decisions made by WorkCover Queensland before the physical separation of Q-COMP in 1999–2000.</i></p>			
6.1.1	<p>Reviews - decisions</p> <p>Records relating to reviews of workers' compensation decisions conducted by WorkCover Queensland.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • records documenting the allocation of valid review applications to review • job sheets, workloads and monitoring records • applications for review • medical assessment tribunal referral • review decisions • Tribunal findings • assessment of review application. 	1997-2000	Temporary	Retain for 55 years after lodgement of claim.
6.1.2	<p>Reviews – policies</p> <p>Records relating to reviews of individual insurance policies conducted by WorkCover Queensland.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • records documenting the allocation of valid review applications to review • job sheets, workloads and monitoring records • applications for review 	1997-2000	Temporary	Retain for 7 years after last action.

Reference	Description of records	Date range	Status	Disposal action
	<ul style="list-style-type: none">• medical assessment tribunal referral• review decisions• Tribunal findings• assessment of review application.			