



RESPONSIBLE PUBLIC AUTHORITY: DEPARTMENT OF HOUSING AND PUBLIC WORKS

QUEENSLAND DISPOSAL AUTHORITY NUMBER (QDAN)	: 679	VERSION: 1
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Scope of disposal schedule

This schedule covers the records of the Department of Housing and Public Works with the exception of functions undertaken by the following business areas:

- QDAN 664 v.1 – QFleet
- QDAN 486 v.2 – Housing

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References to repealed legislation within this Schedule may be taken to be a reference to current legislation if the context permits.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

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. The Department of Public Works should take measures to withdraw revoked disposal authorities from circulation. This includes, but is not limited to:

- QDAN 1 v.1 - QBuild general administrative and core business records
- QDAN 4 v.1 - State Projects Unit general administrative and core business records
- QDAN 117 v.1 - Operational records, Information Procurement Division
- QDAN 194 v.1 - Operational and administrative records, Information Procurement Division
- QDAN 212 v.1 - Miscellaneous financial records
- QDAN 230 v.1 - Records of national committees and conferences relating to construction and the built environment, including the National Public Works Council and the Construction Industry Development Agency
- QDAN 250 v.1 - Operational and administrative records, Information Procurement Division
- QDAN 261 v.1 - Project Services
- QDAN 351 v.1 - Office of the Director-General 1996-1998
- QDAN 455 v.1 - Project records relating to the Human Resource Management Information System (HRMIS)
- QDAN 528 v.1 - Administrative and core business records.

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) 3131 7777.

Retention of records

All of the retention periods in this approved 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
- (iv) 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 9 – 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 9 – 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 QDAN 679 v.1 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: Management of Public Records Created Before 1950* 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 Department of Housing and Public works' 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 telephone (07) 3131 7777 for further details.



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1 BUILDING POLICY AND BUILT ENVIRONMENT MANAGEMENT

The function of developing whole-of-government policy on issues relating to the built environment and promoting quality management in relation to the built environment. Includes research, collaboration and initiatives to promote competitive and innovative industry practices and improve the supplier base, e.g. through the Prequalification (PQC) System.

Reference	Description of records	Status	Disposal Action
1.1	<p>ADVICE</p> <p><i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.</i></p>		
1.1.1	<p>Advice – asbestos management</p> <p>Records relating to the provision of advice within the department, government and industry regarding the management of asbestos or other hazardous materials.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • correspondence • supporting documents. 	Temporary	Retain for 100 years after last action.
1.1.2	<p>Advice – other</p> <p>Records relating to the provision of advice within the department, government and industry on current and emerging issues relating to the built environment, including advice regarding legislative and regulatory requirements and policy initiatives.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • correspondence • supporting documents. 	Temporary	Retain for 7 years after last action.
1.2	<p>EVALUATION</p> <p><i>The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes ongoing monitoring.</i></p>		



Reference	Description of records	Status	Disposal Action
1.2.1	<p>Product endorsement</p> <p>Records relating to the evaluation and endorsement of building products such as seamless flooring products, paints and coatings for compliance with specifications and industry standards maintained by the Australian Paint Approval Scheme (APAS).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• product assessment certifications, test certificates• schedules of approved (endorsed) products• related correspondence.	Temporary	Retain for 30 years after last action.
1.3	<p>LIAISON</p> <p><i>The activities associated with maintaining regular general contact between the department and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing information advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.</i></p>		
1.3.1	<p>Liaison</p> <p>Records relating to liaison and memberships with industry professional associations, contractor organisations, and government bodies.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• agendas and minutes of meetings and related papers, e.g. submissions, case studies• project proposals and schedules• research reports• records relating to memberships• related correspondence.	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
1.4	PREQUALIFICATION <i>The activities associated with the assessment of building contractors and consultants for eligibility to compete for applicable government building projects and registration as prequalified suppliers.</i>		
1.4.1	Prequalification (PQC) files Records relating to individual prequalified building industry contractors and consultants. Records may include, but are not limited to: <ul style="list-style-type: none">• conditions of application• original signed application form• applicant details• final assessment details• quality assurance details• prequalification criteria and office details forms• Building Services Authority assessment reports• performance reports• newspaper articles and copies/extracts of annual reports about the contractor or consultant• legal advice• related correspondence.	Temporary	Retain for 7 years after file deemed inactive.
1.4.2	Prequalification (PQC) Register Entries in the register of prequalified building industry contractors and consultants. Information contained within the register may include, but is not limited to: <ul style="list-style-type: none">• name of the company, contractor, or consultant	Temporary	Retain registered entries until superseded.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • licensing provisions and arrangements • insurance, financial and propriety information • overview of experience and performance history • systems, people and management practices • project capabilities • performance reporting. <p><i>See reference 1.4.1 for records of individual contractors and consultants.</i></p>		
1.4.3	<p>Prequalification (PQC) – correspondence</p> <p>Records relating to information routinely provided to applicants and other parties about the prequalification system.</p>	Temporary	Retain for 2 years after last action.
1.5	<p>RESEARCH</p> <p><i>This section covers activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. Used to support the development of projects, standards, guidelines, and the business activities of the department in general. Includes following up enquiries relating to departmental programs, projects, working papers, literature searches.</i></p>		
1.5.1	<p>Research – external</p> <p>Records relating to external research and findings on the Queensland building industry which may be conducted in accordance with an agreement with a research partner.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • research proposals, agreements, reports, and papers • economic forecasts, supply market analyses • project management records, e.g. plans, schedules, charts, periodic reports • related correspondence. 	Temporary	Retain for 7 years after last action.



<i>Reference</i>	<i>Description of records</i>	<i>Status</i>	<i>Disposal Action</i>
1.5.2	<p>Research – other</p> <p>Records relating to research undertaken internally within the department, including research undertaken to respond to enquiries and to provide updates to the building industry.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• terms of reference• internet/literature search results, downloads and printouts• summaries of research findings• related correspondence.	Temporary	Retain for 1 year after last action.

2 CONTRACT SERVICES

The function of providing dispute resolution, insolvency management, and advisory services in relation to capital works construction and government building projects.

See the General Retention and Disposal Schedule for Administrative Records for records relating to the provision of legal advice relating to capital works procurement and contracts.

Reference	Description of records	Status	Disposal Action
2.1	DISPUTES <i>The process of handling any contractual disputes on capital works projects.</i>		
2.1.1	Disputes Records relating to disputes with external contractors arising from capital works projects undertaken by the department which are contracted through a formal instrument, i.e. executed as a deed. Records may include but are not limited to: <ul style="list-style-type: none"> • contractor claims and contractual notices • internal advice • formal correspondence and notices to the contractor • submissions and claims • settlement records • related correspondence. 	Temporary	Retain for 12 years after last action.
2.2	INSOLVENCY <i>The processes associated with the insolvency of a contractor on a capital works project.</i>		



<i>Reference</i>	<i>Description of records</i>	<i>Status</i>	<i>Disposal Action</i>
2.2.1	<i>Insolvencies</i>		
	<p>Records relating to capital works projects, where the contractor has committed an act of insolvency, i.e. is unable to pay debts as and when they fall due for payment, e.g. administration, liquidation, bankruptcy etc.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none">• company searches• contractual show cause, termination/takeover records• subcontractors charges• internal advice• spreadsheets and draft certificates in preparation of final accounting• final certificate statements• formal correspondence with administrators and liquidators.	Temporary	Retain for 12 years after last action.



3 CORPORATE SERVICES AND SOLUTIONS MANAGEMENT

The function of providing corporate services and business solutions to Queensland Government. It involves developing business process and system solutions for whole-of-Government and agency specific corporate systems in conjunction with managing and providing finance, facilities, human resource and mail services. It also includes the development and management of the Queensland Government website to facilitate access to government information and services delivered across multiple service delivery channels on behalf of client agencies.

Reference	Description of records	Status	Disposal Action
3.1	<p>CUSTOMER SERVICE</p> <p><i>This section covers activities relating to the planning, monitoring and evaluation of services provided to government clients by the department.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to community relations and public reaction, and for records relating to risk management.</i></p>		
3.1.1	<p>Client feedback</p> <p>Records relating to client feedback and suggestions, which have had an impact on service delivery and product development such that an operational procedure has been amended.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • file notes and summaries • responses to clients • consultation documents • related material. 	Temporary	Retain for 7 years after last action.
3.1.2	<p>Client service evaluation</p> <p>Records relating to the evaluation of client services business solutions.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • call recordings of customer enquiries and records documenting the resolution path of the enquiry 	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • reports, including performance reports to clients, i.e. Client Performance Measures Reports • file notes and summaries • client surveys and evaluations e.g. annual customer satisfaction survey and online market research • user research including web metrics and testing, e.g. of the Queensland Government website qld.gov.au • related material. 		
<p>3.2</p>	<p>DISBURSEMENTS</p> <p><i>The activities associated with providing disbursement services to government clients including the receipt and disbursement of reconciliations.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to ICT application support and maintenance of data integrity.</i></p>		
<p>3.2.1</p>	<p>Payments</p> <p>Records relating to monies receipted on behalf of client agencies, which are disbursed to agencies via the Reconciliation and Disbursement System (RADS) business system.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • reconciliations against bank statement items • disbursement of monies receipted • standard reports e.g. disbursements, service fees, financial adjustments • merchant fee statements • whole-of-government billing items e.g. service fees • related material. 	<p>Temporary</p>	<p>Retain for 7 years after the financial year to which the records relate.</p>



Reference	Description of records	Status	Disposal Action
3.3	<p>EVALUATION</p> <p><i>The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of a given situation. Includes ongoing monitoring.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to reviews of business solutions provided to client agencies.</i></p>		
3.3.1	<p>Projects – lessons learned register</p> <p>Projects lessons learnt register that provides information on prior projects highlighting successes and failures including information on, but not limited to:</p> <ul style="list-style-type: none"> • source or work team area • date information added or updated • project names, lessons learnt, further actions required. 	Temporary	Retain for 2 years after last action.
3.4	<p>LIAISON</p> <p><i>The activities associated with maintaining regular general contact between the department and professional associations, professionals in related fields, other private sector organisations and community groups.</i></p>		
3.4.1	<p>Liaison – external</p> <p>Records relating to liaison with government bodies, industry and educational institutions.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agenda and minutes of meetings • proposals/recommendations (both given and received) • related correspondence. 	Temporary	Retain for 5 years after last action.
3.5	<p>MARKETING</p> <p><i>The activities relating to the analysing, creating and selling of products and services including market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.</i></p>		



Reference	Description of records	Status	Disposal Action
3.5.1	<p>Service catalogue</p> <p>Records relating to the development of the shared corporate services catalogue including ICT business solutions and service delivery solutions which lists the full range of services offered to government clients.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• final version of the service catalogue• price lists• costing models under development, final costing model• service details• related material.	Temporary	Retain superseded version for 3 years.
3.6	<p>MEETINGS</p> <p><i>The section covers the activities associated with gatherings held to formulate, discuss, update, or resolve issues and matters pertaining to the management of the section, department, or organisation as a whole including arrangements, agenda, taking of minutes, etc.</i></p>		
3.6.1	<p>Meetings – operational</p> <p>Records relating to operational meetings held to discuss issues, including meetings with external agencies and internal management meetings.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• final version of agenda, minutes and actions arising• supporting documents tabled at meetings• administrative arrangements e.g. venue booking and catering, meeting requests and attendance• related correspondence.	Temporary	Retain for 2 years after last action.



Reference	Description of records	Status	Disposal Action
3.7	OPERATIONS <i>The activities associated with keeping computer systems in effective operation on a daily basis. Includes fault reporting, helpdesk and desktop support.</i>		
3.7.1	Service desk Records relating to the management of client service support, e.g. through helpdesk, websites, call centre, and including desk-top support for all government clients. Records may include, but are not limited to: <ul style="list-style-type: none">• authentication of requests, closure of requests• incident logging and prioritisation• level one incident resolution• user access and permissions, modification of passwords• minor maintenance and advice• technical assistance and change requests• corrective and preventative action requests• service calls• <i>ad hoc</i> requests for information• related correspondence.	Temporary	Retain for 5 years after last action.
3.7.2	Service monitoring Records relating to monitoring and reporting on the operation and delivery of services provided to government clients. Records may include, but are not limited to: <ul style="list-style-type: none">• level 3 support – vendor management	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • performance measures, including requests for change, system availability, priority one incidents, and service requests • fortnightly and annual payroll monitoring • system/data availability, usage • resource reports, e.g. monthly system resource reports and analysis reports • other reports, e.g. performance, problem management, security management and service management reports • related material. 		
3.8	<p>PROCEDURES <i>The activities associated with the standard methods of operating laid down by an organisation according to formulated policy.</i></p>		
3.8.1	<p>Call centre scripts Records relating to the development and approval of procedural scripts to be used by customer service advisors to deliver consistent advice and services to customers on behalf of client agencies. Also includes the review and analysis of existing scripts. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • meeting notes with client agencies • evaluation material • flow charts • final documents e.g. scripts, flow charts • related correspondence. 	Temporary	Retain for 3 years after scripts have been superseded.



4 DISASTER PREPAREDNESS AND BUSINESS CONTINUITY

The function of managing the potential adverse effects of a disaster event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption. Includes disaster mitigation, planning, and response and recovery for events occurring in Queensland, as outlined by the State Disaster Management Plan. Also includes the function of planning to ensure the appropriate arrangements are in place to continue with critical service delivery in the event of a major business disruption or interruption.

Reference	Description of records	Status	Disposal Action
4.1	<p>PROCEDURES</p> <p><i>The activities associated with the standard methods of operating laid down by an organisation according to formulated policy. Includes the development of procedural guidelines for the mitigation of disasters.</i></p>		
4.1.1	<p>Guidelines</p> <p>Records relating to the development of state wide guidelines prepared in accordance with section 63 of the <i>Disaster Management Act 2008</i> (Qld).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • development records e.g. consultation drafts • final version of the guideline • supporting materials. 	Permanent	Retain permanently.
4.2	<p>REPORTING</p> <p><i>This activities associated with the processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation.</i></p>		
4.2.1	<p>Annual review reports</p> <p>Records relating to annual disaster management reporting requirements to provide an overview on the activities undertaken by the department during the reporting period.</p> <p>Records may include, but are not limited to:</p>	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> final review report supporting documents and related correspondence. 		
4.3	<p>RESEARCH</p> <p><i>The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. Used to support the development of projects, standards, guidelines, and the business activities of the department in general. Includes following up enquiries relating to departmental programs, projects, working papers, literature searches.</i></p>		
4.3.1	<p>Disaster preparedness research</p> <p>Records relating to research to support the department's role in promoting the development of disaster resilience.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> summaries, reports and analysis of research findings related correspondence. 	Temporary	Retain for 1 year after last action.
4.4	<p>RESPONSE AND RECOVERY</p> <p><i>The activities relating to actions taken to respond to the impact of disasters on communities and to assist with recovery. See the General Retention and Disposal Schedule for Administrative Records for financial accounting records.</i></p>		
4.4.1	<p>Response and recovery arrangements</p> <p>Records relating to response and recovery arrangements for disasters including the acquisition of emergency supplies, equipment, and other resources and arrangements for logistical support and accommodation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> the acquisition of emergency supplies, equipment and other resources arrangements for logistical support and accommodation supporting documentation and correspondence. 	Temporary	Retain for 5 years after last action.



5 GOVERNMENT PUBLICATION SERVICES

The function of having works, irrespective of format, issued for sale or general distribution internally or to the public.

See the General Retention and Disposal Schedule for Administrative Records for records relating to equipment and stores, and financial management.

Reference	Description of records	Status	Disposal Action
5.1	<p>MARKETING</p> <p><i>The activities relating to the process of analysing, creating and selling products and services. Includes market research, sales forecasting, advertising, media releases, promotion, quoting, pricing for products and services and product evaluation.</i></p>		
5.1.1	<p>Sales management</p> <p>Records relating to current and future sales. Includes sales management and researching sales opportunities.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • unsuccessful quotes • previous quotes • price lists • customer feedback reports • job samples • related correspondence. 	Temporary	Retain for 1 year after last action.



6 PARKLAND MANAGEMENT

The function of establishing, managing and maintaining the gardens and infrastructure of the Roma Street Parkland, including public and volunteer programs and visitor services.

<i>Reference</i>	<i>Description of records</i>	<i>Status</i>	<i>Disposal Action</i>
6.1	GARDENS MANAGEMENT <i>The activities associated with the design, establishment and management of the Roma Street Parkland including meteorological observations.</i>		
6.1.1	Design Records relating to the establishment of the Roma Street Parkland, including its initial design, subsequent modifications, and records relating to automatic irrigation systems. Records may include, but are not limited to: <ul style="list-style-type: none"> • Roma Street Parkland history papers • site plans, schematics, design drawings and photographic materials • related documents and correspondence. 	Permanent	Retain permanently.
6.1.2	Horticultural management – significant Records documenting the planting, inspection, management and maintenance of trees and plants in the Parkland, including indigenous flora, and records relating to trees planted to commemorate anniversaries and special events, including visiting dignitaries. Records may include, but are not limited to: <ul style="list-style-type: none"> • listings of significant trees and plants documenting: <ul style="list-style-type: none"> ○ botanical name (genus, species) and common name ○ geographic origin ○ attributes, e.g. preferred growing conditions 	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none">○ location in park○ date planted, date removed○ notes and comments, e.g. on the performance of the specimen in Parkland conditions● related correspondence and materials.		
6.1.3	<p>Horticultural management – other</p> <p>Records relating to the horticultural management of the Parkland, including annual planting programs, garden bed renovation, lawn maintenance, soil testing and green waste management.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">● plant lists documenting:<ul style="list-style-type: none">○ plant type and attributes (e.g. colour, size, flowering)○ garden bed number and location○ garden bed design○ removal of plants○ revegetation○ notes and comments● reports and procedural documentation relating to the recycling of plant material, e.g. statistical and summary reports on amounts of material recycled and method of recycling● reports on lawn maintenance (e.g. mowing, irrigation, fertilisation), including results of product applications to improve lawn grass performance● results of trials conducted on the performance in Parkland conditions of various types of lawn grass● results of soil sampling, measuring and tests conducted, e.g. to determine pH and nutrient levels	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none">• results of product applications to improve soil characteristics such as drainage, water retention and fertility• related correspondence, e.g. public enquiries. <p>See section 8.14 for records relating to site remediation.</p>		
6.1.4	<p>Pest and weed management</p> <p>Records relating to the management of pests, weeds and plant diseases including the application of agricultural chemicals and herbicides.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• plans, strategies and studies• reports, e.g. analyses of the efficacy of control methods• data relating to the application of agricultural chemicals and herbicides, e.g. date of application, weather conditions, product applied, name of person applying product, location/garden bed, and observations.	Temporary	Retain for 30 years after last action.
6.1.5	<p>Water management</p> <p>Records relating to the monitoring and management of Parkland water and irrigation systems including alternative water sources such as recycled and reclaimed water, responses to water restrictions, and the development of water efficiency management plans for submission to the Queensland Water Commission (QWC).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• data relating to the monitoring of water quality (e.g. testing for pH levels, algae and bacterial content) and usage (e.g. amount used for irrigation purposes)• reports, e.g. statistical reports, water usage analysis• completed water efficiency management plans• related correspondence.	Temporary	Retain for 10 years after last action.



Reference	Description of records	Status	Disposal Action
6.1.6	<p>Weather station observations</p> <p>Records relating to meteorological observations recorded by equipment in the Parkland weather station.</p> <p>Records may include data and analyses relating to:</p> <ul style="list-style-type: none">• rainfall• relative humidity and evaporation• temperature• wind velocity and direction• barometric pressure.• solar radiation.	Permanent	Retain permanently.
6.2	<p>INFRASTRUCTURE MANAGEMENT</p> <p><i>The activities associated with the design, construction and maintenance of Parkland infrastructure such as barbeques, picnic facilities, retaining walls, seats and benches, lighting, shelters and gazebos, and walkways. Includes activities associated with designing, erecting and maintaining signs for naming, safety and regulatory purposes.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for financial accounting records relating to Parkland infrastructure.</i></p>		
6.2.1	<p>Park structures – significant</p> <p>Records relating to the design, construction and commissioning of park structures, equipment and facilities that have historical significance, e.g. art works, bridges, look-outs, tree-top and other walkways. Factors that may assist in determining a permanent retention may include:</p> <ul style="list-style-type: none">• receipt of an architectural or design award• high aesthetic characteristics valued by the community• environmental value, e.g. unique eco-friendly features	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none">• scientific or technical value, e.g. use of innovative or non-standard materials, techniques and methods• controversy aroused by the design, e.g. extensive media attention, degree of public reaction (both for and against the design). Records may include, but are not limited to: <ul style="list-style-type: none">• plans and drawings, including as-constructed plans• design briefs and specifications• tenders and contractual documentation• information documenting public art works in the park, e.g. curatorial rationale, design briefs and photographs• reports and related correspondence.		
6.2.2	<i>Park structures – other</i> Records relating to the design, construction and commissioning of park structures, equipment and facilities that are not deemed significant as covered in reference number 6.2.1 including tracks, paths, fences, benches, picnic areas, and barbeques. Records may include, but are not limited to: <ul style="list-style-type: none">• plans and drawings, including as-constructed plans• design briefs and specifications• related correspondence.	Temporary	Retain for 7 years after structure removed, demolished or otherwise disposed of.
6.2.3	<i>Parking and traffic flows</i> Records relating to the administration and use of the Parkland car parks, including the issuing of car parking permits for use by staff and visitors and signage relating to traffic, car parking, and pedestrian flows. Records may include, but are not limited to:	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> documentation of dealings with Brisbane City Council, e.g. relating to car parking signage required by the Council reports related correspondence. 		
6.2.4	<p>Signage – interpretative</p> <p>Non-financial records relating to the design, installation and maintenance of signage used for interpretive purposes, e.g. plant signs and labels, and instructional signage, e.g. signs which provide an abridged version of Parkland rules.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> plans, drawings and photographs, e.g. of signage itself and plant images which may appear on a plant label or interpretive sign drafts and final versions of text produced for signage design briefs and specifications related correspondence. 	Temporary	Retain for 7 years after replacement or removal of signage.
6.3	<p>MARKETING</p> <p><i>The activities relating to the analysing, creating and selling of products and services including market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for financial accounting records relating to sales of Parkland merchandise.</i></p>		
6.3.1	<p>Merchandise</p> <p>Records relating to the design of merchandise designed specifically for, and commissioned by, the Parkland, e.g. mugs, items of stationery (including pens, pencils), garments (hats, caps, T-shirts).</p> <p>Records may include, but are not limited to:</p>	Temporary	Retain for 10 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • Final design concepts (production designs) • designs that do not go into production • consultation outcomes • product documentation, e.g. photographs and design specifications • related correspondence. 		
6.4	<p>VISITOR SERVICES AND PUBLIC PROGRAMS</p> <p><i>The activities associated with the development of public programs to enhance the visitor experience and attract new visitors. Includes activities associated with organising or arranging public and private events, e.g. festivals, weddings, and other functions.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for financial accounting records relating to visitor services and public programs.</i></p>		
6.4.1	<p>Bookings</p> <p>Records relating to the scheduling and delivery of visitor and educational programs, including requests and confirmation of bookings (e.g. for guided walks, liberty swing, trackless train rides) and related arrangements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • booking forms and notifications, e.g. notification to a group or person that made a booking • rosters, e.g. for a presenter or guide • related correspondence. 	Temporary	Retain for 7 years after last action.
6.4.2	<p>Events</p> <p>Non-financial records relating to arrangements for events which may be contained in the <i>EventPro</i> database, e.g. festivals (multi-cultural, Queensland Week) and other public events, such as arrangements for weddings and other private functions.</p>	Temporary	Retain for 7 years after the financial year to which the records relate.



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications for hire, including hiring agreements, hire information, event checklists, access requirements, details of equipment, entertainment, food, beverages, suppliers and contract cleaners • site plans • site condition reports (pre-event and post-event) • related correspondence. 		
<p>6.4.3</p>	<p>Visitor services and public programs</p> <p>Records relating to the management of public programs and programs relating to visitor services such as guided and specialised walks, school visits and other organised tours, and to educational, school holiday and community engagement programs.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • research material • resource materials, e.g. interpretive guides, tour scripts and other types of interpretive text (e.g. for a podcast), games and quizzes (e.g. for school children) • program drafts, including draft interpretive scripts and consultation records • final program and supporting documentation • statistical reports, e.g. collation of statistics from visitor counters and analyses of results • management reports, e.g. relating to program implementation and assessment • documentation relating to services provided to visitors, e.g. services arranged for visiting dignitaries such as consular officials • related correspondence. 	<p>Temporary</p>	<p>Retain for 10 years after last action.</p>



Reference	Description of records	Status	Disposal Action
6.5	VOLUNTEER MANAGEMENT <i>The activities associated with managing persons who provide services on a voluntary basis.</i> <i>See the General Retention and Disposal Schedule for Administrative Records for records relating to promotional activities, marketing strategies and advertisements to attract volunteers.</i>		
6.5.1	Volunteer coordination Records relating to volunteer applications, acceptance, induction and training including activities, outings and awards, e.g. for recognition of service. Records may include, but are not limited to: <ul style="list-style-type: none">• application forms• induction questionnaires• training attendance forms, e.g. name, date attended, time-in and time-out, signature• details of outings and activities attended, awards received (e.g. a badge for service)• related correspondence.	Temporary	Retain for 10 years after last action.
6.5.2	Volunteer programs Records relating to the development and administration of the volunteers' programs, including the development of procedures, guidance material and other instructional resources for volunteers. Records may include, but are not limited to: <ul style="list-style-type: none">• research material, e.g. research sourced from Volunteering Queensland and other organisations• program documentation, e.g. final version of the program, amendments and	Temporary	Retain for 10 years after last action.



Reference	Description of records	Status	Disposal Action
	revisions to the program <ul style="list-style-type: none"> • management reports • consultation records • related correspondence. 		
6.6	WILDLIFE MANAGEMENT <i>The activities associated with the monitoring of wildlife that inhabits the Parkland.</i>		
6.6.1	Wildlife monitoring Records relating to the routine operational monitoring and management of wildlife in the Parkland, including indigenous species and pests (e.g. scrub turkeys, ibis). Records may include, but are not limited to: <ul style="list-style-type: none"> • care of injured animals, including removal by relevant organisations which assist in the care of wildlife • removal of wildlife, in particular, removal of pest species • trials of methods and devices employed to control pests, e.g. use of barrier controls to prevent ibis from entering sensitive areas of the parkland • identification of animals, e.g. liaison with the Queensland Museum to identify cast-off snake skins • reports, e.g. statistical data on numbers of wildlife, management actions taken regarding wildlife monitoring and control • related correspondence, e.g. enquiries from tertiary students. 	Temporary	Retain for 7 years after last action.



7 PROCUREMENT MANAGEMENT

This section covers the function of whole-of-Government procurement management, including the reporting and development of client service strategies, establishment of whole-of-Government supply arrangements, and the provision of training procurement programs for government agencies.

<i>Reference</i>	<i>Description of records</i>	<i>Status</i>	<i>Disposal Action</i>
7.1	<p>CERTIFICATION</p> <p><i>The activities associated with the certification of suppliers for the second party Quality Management Certification Scheme.</i></p>		
7.1.1	<p>Quality assurance certification – successful</p> <p>Records relating to supplier performance monitoring for the second party Quality Management Certification Scheme.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Pre-Audit Questionnaire and Audit Checklist • audit reports • related correspondence. 	Temporary	Retain for 1 year after the current certification expires.
7.1.2	<p>Quality assurance certification – unsuccessful</p> <p>Records relating to supplier performance monitoring for the second party Quality Management Certification Scheme where the supplier has failed the audit and no further action is taken by the supplier to rectify the non-conforming criteria of the audit.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Pre-Audit Questionnaire and Audit Checklist • audit reports • related correspondence. 	Temporary	Retain for 3 years after audit.



Reference	Description of records	Status	Disposal Action
7.2	<p>CLIENT PERFORMANCE MEASUREMENT</p> <p><i>The activities associated with the review, evaluation and analysis of government procurement undertaken by Queensland budget sector agencies in accord with the State Procurement Policy.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to government reporting requirements.</i></p>		
7.2.1	<p>Client Corporate Procurement Plans (CPPs) – review</p> <p>Records relating to the review of agencies' Corporate Procurement Plans (CPPs) submitted annually for review.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Corporate Procurement Plans • performance review reports • meeting notes, related correspondence. 	Temporary	Retain for 10 years after last action.
7.2.2	<p>Client Corporate Procurement Plans (CPPs) – methodology</p> <p>Records relating to the development and evaluation of the methodology and templates used to assist Queensland Government's budget sector agencies develop their Corporate Procurement Plans (CCPs) which are submitted to the Queensland Government Chief Procurement Office annually for review.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • documents relating to the development of the methodology, including templates • meeting notes, related correspondence. 	Temporary	Retain for 10 years after last action.
7.2.3	<p>Client procurement strategies</p> <p>Records relating to the development of procurement strategies for government clients, including purchase profiling, supply market analysis and performance</p>	Temporary	Retain for 10 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>reviews.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Procurement Capability and Performance Assessments • proposals, recommendations for improved efficiencies • reports analysing the client’s procurement performance • summary data tables, statistical data, benchmarking information • related correspondence. 		
<p>7.2.4</p>	<p>Whole-of-Government performance measures</p> <p>Records relating to the development of the Performance Measures Data Dictionary used to establish measures applied at both agency and whole-of-Government levels as part of the procurement measurement and reporting framework.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Performance Measures Data Dictionary and supporting documentation relating to the development of the measures e.g. regional spend measures • approval documentation e.g. submissions and approval from the Procurement Council* • meeting notes, related material and correspondence. <p><i>See the General Retention and Disposal Schedule for Administrative Records for Procurement Council records.</i></p>	<p>Temporary</p>	<p>Retain for 10 years after last action.</p>
<p>7.3</p>	<p>COMPLIANCE</p> <p><i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the department is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.</i></p>		



Reference	Description of records	Status	Disposal Action
7.3.1	<p>CIPSA accreditation</p> <p>Records relating to the assessment of training and assessment materials against Chartered Institute of Purchasing & Supply Australasia (CIPSA) international procurement standards.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements and accreditation and conditions of recognition • CIPSA accreditation certificate for recognition • amendments and updates to CIPSA accreditation of procurement certification training materials • related correspondence. 	Temporary	Retain for 7 years after accreditation ceases.
7.3.2	<p>National competency standards</p> <p>Records relating to the auditing and mapping of QGCPO procurement courses to procurement competencies contained in the National Public Services Training Package (PSTP).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • supporting material, e.g. course assessment methodologies, qualifications of trainers • related correspondence. 	Temporary	Retain for 7 years after accreditation ceases.
7.4	<p>LIAISON</p> <p><i>The activities associated with maintaining regular general contact between the department and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.</i></p>		
7.4.1	Records relating to liaison activities undertaken with service providers, other government bodies, industry and educational institutions in relation to procurement management and procurement training.	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
	Records may include, but are not limited to: <ul style="list-style-type: none"> • agendas, minutes of meetings, and related papers • proposals • related correspondence. 		
7.5	PLANNING <i>The activities relating to formulating ways in which objectives can be achieved, including the determination of services, needs, and solutions to those needs.</i>		
7.5.1	Procurement Plan Records relating to the development of the Queensland Government Procurement Plan (QGPP). Records may include, but are not limited to: <ul style="list-style-type: none"> • final version of the plans • Procurement Plan preparation documents, e.g. consultation versions of drafts • records of consultations, e.g. workshop history information • schedules, charts, periodic reports • related correspondence. 	Permanent	Retain permanently.
7.6	PROCUREMENT SYSTEMS <i>The activities relating to the administration of licences for whole-of-government systems that support electronic procurement by government clients (SUPREM).</i> <i>See the General Retention and Disposal Schedule for Administrative Records for records relating to the development, modification and maintenance of SUPREM.</i>		
7.6.1	Licensing Records relating to the licensing of other government clients to use the	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>department's electronic procurement systems and databases (SUPREM).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • licence application forms which include nominee details, cancellation policy, privacy statement and terms and conditions of use. • related correspondence. 		
7.7	<p>PROCUREMENT TRAINING</p> <p><i>The activities associated with the delivery of training programs on government procurement to Queensland government departments, i.e. training provided to the public sector.</i></p>		
7.7.1	<p>Assessment and certification</p> <p>Records relating to student course work assessments and certification for the Procurement Certification Program.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • student marking and feedback sheets which includes: <ul style="list-style-type: none"> ○ student name and contact details, e.g. department name, business unit, phone, email ○ course details, e.g. course code, course name and date ○ trainer details ○ competency assessment, e.g. competent/not yet competent • student name and contact details • date of training • date of certification • date assignment received and submitted for marking • student identification number. 	Temporary	Retain for 30 years after last action.



Reference	Description of records	Status	Disposal Action
7.7.2	Curriculum and syllabus development Records relating to the development of course and training material for the Procurement Certification Program. Records may include, but are not limited to: <ul style="list-style-type: none">• curriculum development material• course materials e.g. activity books• assessment instruments/tools eg. marking guides/criteria/observation• related material.	Temporary	Retain for 3 years once superseded.
7.7.3	Prior learning evaluations Records relating to Recognition of Prior Learning (RPL) assessments. Records may include, but are not limited to: <ul style="list-style-type: none">• documentary evidence of training already completed• results of assessment• evidentiary evidence e.g. resume, position description, examples of work undertaken• supporting documentation• related material.	Temporary	Retain for 7 years after last action.
7.7.4	Procurement training workshop files Individual course files for the Procurement Certification Program. Records may include, but are not limited to: <ul style="list-style-type: none">• student registration forms• course selection documentation• in-class assessment tracking report listing students per workshop and in-class	Temporary	Retain for 7 years after the financial year to which the records relate.



Reference	Description of records	Status	Disposal Action
	<p>assessment activities satisfactorily completed</p> <ul style="list-style-type: none"> • student requests for extensions • course finance reconciliation documents • related material. 		
7.7.5	<p>Student appeals</p> <p>Records relating to appeals submitted by students relating to assessment results. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • appeal submissions and decisions • related correspondence. 	Temporary	Retain for 1 year after conclusion of appeal process.
7.8	<p>SUPPLIER ACCREDITATION</p> <p><i>The activities associated with the assessment of supplier applications for eligibility to become an accredited supplier under the Government Information Technology Contracting Framework (GITC).</i></p>		
7.8.1	<p>Supplier accreditation – successful</p> <p>Records relating to individual supplier applications for Government Information Technology Contracting (GITC) accreditation that are successful, including records relating to the termination of supplier accreditation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • signed application forms, e.g. name of supplier/company name, location, contact details, ABN, capability register listing by module e.g. Module 2 hardware Maintenance Service, and products and services listings • Deed of Agreement • accreditation receipt • application supporting documentation e.g. insurance certificates and bank statements 	Temporary	Retain for 7 years after current accreditation ceases.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • decision records • related correspondence. 		
7.8.2	<p>Supplier accreditation – unsuccessful</p> <p>Records relating to unsuccessful individual supplier applications for GITC accreditation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • signed application forms, deed of privacy forms • application supporting documentation i.e. insurance certificates and bank statements • decision records • related correspondence. 	Temporary	Retain for 2 years after application is assessed.
7.9	<p>REGISTRATION</p> <p><i>The activities relating to the recording, or listing for control purposes and the management of registers.</i></p>		
7.9.1	<p>Register of Quality Assured Suppliers</p> <p>Entries in the Register of Quality Assured Suppliers.</p> <p>The register documents the following information:</p> <ul style="list-style-type: none"> • supplier's general information, e.g. business name, addresses and contact details, ABN, • goods and services provided, e.g. human resources • scope of certification e.g. certified, self-assessed, validity date • Australian Standard applicable e.g. AS/NZS ISO 9001:2008 <i>Quality management systems</i>. <p><i>See reference 7.1.1 for records relating to the certification of registered suppliers.</i></p>	Temporary	Retain entries until certification ceases.

8 PROPERTY MANAGEMENT

The function of managing land and working, storage or living space within premises, and of acquiring, constructing, fitting-out, managing, maintaining, protecting and disposing of property. Includes buildings and land allotments either owned, rented or leased by the department, such as office blocks, repositories, and workshops. Also includes the removal of pollutants and waste.

Reference	Description of records	Status	Disposal Action
8.1	<p>BUILDING SERVICES COORDINATION</p> <p><i>The activities relating to the coordination of day-to-day management of government buildings, sites and facilities. Includes the maintenance of building manuals and maintenance registers and preparing reports.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to operational procedures, including manuals and workplace health and safety incidents.</i></p>		
8.1.1	<p>Hot Work Permits</p> <p>Records relating to pro forma Hot Work Permits for contractors to conduct hot work including grinding, welding, thermal or oxygen cutting or heating, and other heat-producing or spark-producing operations.</p> <p>The Hot Work Permit records the following information:</p> <ul style="list-style-type: none"> • contractor's name • location of work • risk assessment on the nature of the confined space and/or associated hazards • signatures of persons deemed competent to certify procedures and risk assessment • details of work completed or suspended. 	Temporary	Retain for 3 years after last action.



Reference	Description of records	Status	Disposal Action
8.1.2	<p>Lost and found property</p> <p>Records relating to items of property lost and found in government buildings and facilities.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• details of the finder of the property, i.e. finder's name, address, contact details• date, time, location and circumstances of finding• location where found• description of the lost property, e.g. approximate value, serial numbers• bank note denomination and serial numbers; coin denomination, number found and amounts; total amounts of monies handed in• signatures of finder and witness• actions taken, e.g. whether property handed in to the police and, if so, details of receipt number provided by the police• records of disposal arrangements for unclaimed items, e.g. by donation to charity or binning.• related correspondence, e.g. contact with the finder to advice on outcome.	Temporary	Retain for 7 years after last action.
8.1.3	<p>Reports – building services</p> <p>Records relating to monthly reports undertaken by Building Services Coordinators (BSC). Records may include, but are not limited to:</p> <ul style="list-style-type: none">• completed reports documenting the general condition of the building, its operational requirements, and noting any faults or defects that require remediation• related correspondence. <p><i>Note: see section 8.5 for records relating to maintenance arising from monthly reporting.</i></p>	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
8.2	<p>CONSTRUCTION</p> <p><i>The activity of designing, constructing and commissioning buildings and structures, including refurbishments of existing structures and public art infrastructure.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to financial management, including the tendering process and contractual arrangements.</i></p>		
8.2.1	<p>Commissioning – building manual</p> <p>Records relating to the commissioning of a building, i.e. on hand-over of the building to the client.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • operational and maintenance manual incorporating: • copies of ‘as built’ drawings • copies of certifications, e.g. building code compliance documentation • technical data relating to the hand-over of the building, e.g. results of tests carried out on plant and equipment and which serve as a benchmark for future maintenance work • technical data from manufacturers, e.g. technical specifications for plant and equipment current at the time of commissioning. <p><i>Note: technical materials from manufacturers are not public records – this reference is included for completeness.</i></p>	Temporary	Retain for 1 year after disposal or transfer of the building or structure.
8.2.2	<p>Consultancy services</p> <p>Records relating to the provision of consultancy services to assist clients in planning and delivering built environment needs, where the department is engaged by another agency to provide advice on an infrastructure project.</p>	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • project planning records, e.g. feasibility studies, delivery strategies, risk management plans, cash flow planning • project controlling records, e.g. schedules, estimating, budgeting • project coordination records, e.g. project team, team briefings • periodic reports and final report prepared for the client agency • related correspondence. <p><i>Note: The client agency remains responsible for contractual and tendering arrangements should the proposed project eventuate. Agreements with client agencies relating to these consultancies are covered under the General Retention and Disposal Schedule for Administrative Records.</i></p> <p><i>See reference 8.16.2 for records relating to land or spatial surveying consultancies.</i></p>		
8.2.3	<p>Design development</p> <p>Records relating to the initial design process for the construction of a new building or work undertaken on existing structures, e.g. additions, alterations or renovations, carried out by the built infrastructure disciplines, including:</p> <ul style="list-style-type: none"> • architecture • engineering – civil, structural, electrical, environmental, mechanical, specialist, hydraulics • landscape • public art • quantity surveying • surveying. 	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • design briefs • schematic drawings indicating a proposed design • design development drawings based on approved schematics and including more detail in terms of building structure, materials and finishes • calculations, cost estimates • related correspondence and file notes, e.g. with the client, with other disciplines. <p><i>See references 8.2.4 and 8.2.5 for drawings and specifications relating to the tendering process and contractual arrangements.</i></p>		
<p>8.2.4</p>	<p><i>Drawings and specifications – significant works</i></p> <p>Drawings and specifications relating to significant buildings and structures, including ‘as built’ drawings and those prepared for tendering and contractual purposes.</p> <p>Criteria for the evaluation of significance may include:</p> <ul style="list-style-type: none"> • recognised heritage value, e.g. listed in the Heritage Register under the <i>Queensland Heritage Act 1992</i>, included in the National Trust list, or listed with the Australian Heritage Commission • construction aroused controversy, e.g. public protests on a large scale and/or extensive media attention • environmental value, e.g. unique eco-friendly construction techniques • innovative value, e.g. the structure used or pioneered non-standard construction materials and methods • cultural value, e.g. the structure has strong or special association with the community or has high aesthetic attributes valued by the community • receipt of an architectural or design award. 	<p>Permanent</p>	<p>Retain permanently.</p>



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• architectural drawings, e.g. site plans, setout plans, floor plans, elevations and sections, roof and ceiling plans• original architectural art works executed in watercolour, pen-and-ink, pencil and other media, e.g. renditions of the design from an aerial perspective, elevations, cross-sections• public art drawings and commissioning plan• civil engineering drawings, e.g. drainage plans, sewerage plans, stormwater plans, water reticulation site plans• structural drawings, e.g. floor plans, floor framing plans; footing plans, footing framing plans footing and bracing plans; foundation plans, foundation framing plans, foundation layout plans; piling plans; slab plans, slab layout plans, slab framing plans; slab and footing plans; slab reinforcement plans; floor slab plans, all levels; roof plans, roof layout plans, roof framing plans; H.D. bolt layout• electrical engineering drawings, e.g. relating to: communications (data/phone); electronic security; fire detection; generating sets; lifts; lighting, including emergency lighting; lightning protection; master antenna television; power, including outlets, connections, and uninterrupted power supplies; site plan; standards; switchboards• mechanical drawings• specifications• bills of quantities• related correspondence.		
8.2.5	<p><i>Drawings and specifications – other works</i></p> <p>Drawings and specifications relating to buildings and structures that are not deemed significant as described in reference 8.2.4, including ‘as built’ drawings</p>	Temporary	Retain for 7 years after disposal or transfer of the building or structure.



Reference	Description of records	Status	Disposal Action
	<p>and those prepared for tendering and contractual purposes.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • drawings, specifications and commissioning plans as described in reference 8.2.4 and related correspondence. 		
8.2.6	<p>Construction – significant works</p> <p>Records relating to the construction of significant buildings and structures.</p> <p>Criteria for the evaluation of significance may include:</p> <ul style="list-style-type: none"> • recognised heritage value, e.g. listed in the Heritage Register under the <i>Queensland Heritage Act 1992</i>, included in the National Trust list, or listed with the Australian Heritage Commission • construction aroused controversy, e.g. public protests on a large scale and/or extensive media attention • environmental value, e.g. unique eco-friendly construction techniques • innovative value, e.g. the structure used or pioneered non-standard construction materials and methods • cultural value, e.g. the structure has strong or special association with the community or has high aesthetic attributes valued by the community • receipt of an architectural or design award. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • costing and approval documentation, e.g. quotes, estimates, specifications; work orders; approval documentation; priced bills of quantities • planning and delivery documentation <ul style="list-style-type: none"> ○ project management records, e.g. plans, schedules, charts, periodic reports ○ copies of building plans and drawings ○ building and development applications, including supporting 	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> documentation <ul style="list-style-type: none"> ○ site plans ○ environmental plans, including environmental impact statements ○ inspections and test plans ○ variations • Workplace Health and Safety (WHS) documentation, e.g. WHS plans, work method statements • documentation relating to defects and defect remediation, e.g. defects task forms and checklists • compliance documentation, e.g. assessments, permits, application forms, certificates, site surveys and inspections • related correspondence. 		
<p>8.2.7</p>	<p>Construction – asbestos and hazardous materials</p> <p>Records relating to construction works to existing structures where asbestos or other hazardous material may be present. Such work may involve the removal and disposal of asbestos or other hazardous materials.</p> <p><i>See section 8.14 for records relating to site remediation.</i></p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • costing and approval documentation, e.g. quotes, estimates, specifications; work orders; approval documentation; priced bills of quantities • planning and delivery documentation <ul style="list-style-type: none"> ○ project management records, e.g. plans, schedules, charts, periodic reports ○ copies of building plans and drawings ○ building and development applications, including supporting documentation ○ site plans 	<p>Temporary</p>	<p>Retain for 100 years after last action.</p>



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> ○ environmental plans, including environmental impact statements ○ inspections and test plans ○ variations ● Workplace Health and Safety (WHS) documentation, e.g. WHS plans, work method statements ● documentation relating to defects and defect remediation, e.g. defects task forms and checklists ● compliance documentation, e.g. assessments, permits, application forms, certificates, site surveys and inspections ● asbestos exposure reports, laboratory reports and documentation relating to the removal and disposal of asbestos ● requests for testing for suspected asbestos containing materials, requests for air monitoring for asbestos, results of testing ● Work Area Access Permits (WAAPS) issued by the person in control of a workplace (nominated site officer) to the contractor prior to the commencement of any building-related work that has the potential to disturb asbestos-containing materials ● risk assessments, e.g. to document the physical state, form and type of asbestos-containing material and its likelihood of being disturbed, nature of work to be carried out (drilling, sanding, removal), location of work area, likelihood of exposure to workers and occupants, other associated hazards (electrical, work at heights, brittle roofs), appropriate control measures ● documentation relating to the removal and disposal of the hazardous materials, e.g. asbestos removal control plans and checklists, checklists for removal of bonded asbestos-containing materials, waste transport certificates (copies provided by the contractor) and advice notices ● clearance certificates, including air monitoring certificates (copies provided by contractor) 		



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • checklists for asbestos-containing material maintenance (required when performing maintenance activities such as drilling, painting, making penetrations). • sampling records, e.g. for presence of lead, including submissions to laboratories for testing and test results • related correspondence. 		
<p>8.2.8</p>	<p>Construction – other</p> <p>Records relating to construction works including renovations that are undertaken on buildings and structures that are not deemed significant as described in reference 8.2.6 or do not involve hazardous materials as described in reference 8.2.7.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • costing and approval documentation, e.g. quotes, estimates; specifications; work orders; approval documentation; priced bills of quantities • planning and delivery documentation <ul style="list-style-type: none"> ○ project management records, e.g. schedules, charts, periodic reports ○ copies of building plans and drawings ○ building and development applications, including supporting documentation ○ site plans, environmental plans, inspections and test plans ○ compliance certificates ○ variations • workplace health and safety (WHS) documentation, e.g. WHS plans and work method statements • documentation relating to defects and defect remediation, e.g. defects task forms and checklists • compliance documentation, e.g. assessments, permits, application forms, 	<p>Temporary</p>	<p>Retain for 7 years after disposal or transfer of the building or structure.</p>



Reference	Description of records	Status	Disposal Action
	<p>certificates, site surveys and inspections</p> <ul style="list-style-type: none"> related correspondence. 		
8.2.9	<p>Construction – not proceeded with</p> <p>Records relating to construction works that do not proceed.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> costing documentation, e.g. quotes, estimates specifications related correspondence. 	Temporary	Retain for 7 years after last action.
8.2.10	<p>Furniture construction</p> <p>Records relating to the construction of furniture and components required for office fit-out, e.g. desks, workstations, pedestals, screens and other interior fittings.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> costing and approval documentation, e.g. quotes, estimates, specifications, work orders, approval documentation, variations job specifications and design drawings job details, e.g. job schedule, job cut-out lists and diagrams, job completion inventory details, e.g. lists of materials required for the job inspections and testing of products for quality assurance purposes delivery details client certification of physical completion related correspondence. 	Temporary	Retain for 7 years after the financial year to which the records relate.
8.3	<p>LEASING</p> <p><i>The activities involved in leasing accommodation, premises or real estate from another organisation or the private sector.</i></p>		



Reference	Description of records	Status	Disposal Action
	<p>See the General Retention and Disposal Schedule for Administrative Records for records relating to financial management, including financial accounting, tenders and contracts.</p>		
<p>8.3.1</p>	<p>Lease list</p> <p>List (register) of the current leases managed by the department. The register comprises entries relating to:</p> <ul style="list-style-type: none"> • location, area • tenant's details and instructions • landlord's details • lease commencement and expiry dates, term and options. 	<p>Temporary</p>	<p>Retain entries until superseded.</p>
<p>8.3.2</p>	<p>Pre-commitment leases – unsuccessful</p> <p>Records relating to records relating to proposals for the lease-back of premises that do not proceed.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • base building briefs • expressions of interest • evaluation documentation • related correspondence. <p>See the General Retention and Disposal Schedule for Administrative Records for records relating to successful pre-commitment leases.</p>	<p>Temporary</p>	<p>Retain for 2 years after last action.</p>
<p>8.4</p>	<p>LIAISON</p> <p>The activities associated with maintaining regular general contact between the department and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.</p>		



Reference	Description of records	Status	Disposal Action
	<p>See the General Retention and Disposal Schedule for Administrative Records for records relating to the department's involvement in external committees relevant to liaison activities.</p>		
<p>8.4.1</p>	<p>Liaison</p> <p>Records relating to liaison undertaken with industry, community, and government organisations within the tertiary education and the property sectors.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agenda, minutes and related papers • copies of reports, studies and other informational materials • related correspondence. 	<p>Temporary</p>	<p>Retain for 5 years after last action.</p>
<p>8.5</p>	<p>MAINTENANCE</p> <p><i>The activities associated with the upkeep, repair, servicing and preservation of internal/external conditions of premises, including fitouts.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to:</i></p> <ul style="list-style-type: none"> • provision of building services to clients, including horticultural, cleaning, pest control and waste management • routine maintenance services, including minor repairs, utilities and grounds maintenance, and interior renovations • major repairs and maintenance affecting the structure of the building (excluding work undertaken on significant structures), including the installation and modification of utilities • repairs, alterations and renovations that do not affect the structure of the building. • financial records relating to maintenance activities. 		
<p>8.5.1</p>	<p>Maintenance – significant structures</p> <p>Records relating to major repairs, refurbishment and maintenance of significant buildings and structures.</p>	<p>Permanent</p>	<p>Retain permanently.</p>



Reference	Description of records	Status	Disposal Action
	<p>Criteria for the evaluation of significance may include:</p> <ul style="list-style-type: none"> • recognised heritage value, e.g. listed in the Heritage Register under the <i>Queensland Heritage Act 1992</i>, included in the National Trust list, or listed with the Australian Heritage Commission • construction aroused controversy, e.g. public protests on a large scale and/or extensive media attention • environmental value, e.g. unique eco-friendly construction techniques • innovative value, e.g. the structure used or pioneered non-standard construction materials and methods • cultural value, e.g. the structure has strong or special association with the community or has high aesthetic attributes valued by the community • receipt of an architectural or design award. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • costing and approval documentation, e.g. quotes, estimates, specifications, work orders, approval documentation • planning and delivery documentation, e.g. <ul style="list-style-type: none"> ○ condition and maintenance assessment reports ○ maintenance assessment scorecards and checklists ○ status reports, e.g. for client ○ job statements and instructions ○ file notes • workplace health and safety (WHS) documentation, e.g. WHS plans and work method statements • related correspondence. 		
8.5.2	<p>Maintenance – asbestos and hazardous materials</p> <p>Records relating to maintenance work which may involve the removal and disposal</p>	Temporary	Retain for 100 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>of asbestos or other hazardous materials:</p> <ul style="list-style-type: none">• carried out on buildings and structures built prior to 1 January 1990 where such work involved asbestos-containing materials• on buildings and structures where other hazardous materials may be involved, e.g. radioactive materials and materials containing heavy metals such as lead (lead paint). <p><i>See section 8.14 for records relating to site remediation.</i></p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• costing and approval documentation, e.g. quotes, estimates, specifications, work orders, approval documentation• planning and delivery documentation, e.g.<ul style="list-style-type: none">○ condition and maintenance assessment reports○ maintenance assessment scorecards and checklists○ status reports, e.g. for client○ job statements and instructions○ files notes• workplace health and safety (WHS) documentation, e.g. WHS plans and work method statements• asbestos exposure reports, laboratory reports• documentation relating to the removal and disposal of asbestos• requests for testing for suspected asbestos containing materials, requests for air monitoring for asbestos, results of testing• Work Area Access Permits (WAAPs) issued by the person in control of a workplace (nominated site officer) to the contractor prior to the commencement of any building-related work that has the potential to disturb asbestos-containing materials• risk assessments, e.g. to document the physical state, form and type of		



Reference	Description of records	Status	Disposal Action
	<p>asbestos-containing material and its likelihood of being disturbed, nature of work to be carried out (drilling, sanding, removal), location of work area, likelihood of exposure to workers and occupants, other associated hazards (electrical, work at heights, brittle roofs), appropriate control measures</p> <ul style="list-style-type: none"> • asbestos management plans • documentation relating to the removal and disposal of the hazardous materials, e.g. asbestos removal control plans and checklists, checklists for removal of bonded asbestos-containing materials, waste transport certificates (copies provided by the contractor) and advice notices • clearance certificates, including air monitoring certificates (copies provided by contractor) • checklists for asbestos-containing material maintenance (required when performing maintenance activities such as drilling, painting, making penetrations) • sampling records, e.g. for presence of lead, including submissions to laboratories for testing and test results • related correspondence. 		
<p>8.5.3</p>	<p><i>Maintenance – biosafety cabinets testing</i></p> <p>Records relating to the maintenance and testing of biosafety cabinets.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • test and maintenance records • related correspondence. 	<p>Temporary</p>	<p>Retain for 10 years after last action.</p>
<p>8.5.4</p>	<p><i>Maintenance – notifications</i></p> <p>Records relating to recording particulars of building defects and faults in order to arrange for repair and maintenance.</p>	<p>Temporary</p>	<p>Retain for 2 years after last action.</p>



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Maintenance Fault Books including information on: <ul style="list-style-type: none"> ○ serial number, e.g. of a faulty item of equipment ○ date and time when fault reported ○ location of fault, e.g. floor, level ○ name of person reporting the fault ○ details of the fault ○ job number assigned for repair ○ date job completed ○ comments, e.g. about the fault, job. 		
<p>8.6</p>	<p>MARKETING</p> <p><i>The process of analysing, creating and selling products and services. Includes market research, sales forecasting, advertising, media releases, promotion quoting, pricing for products and services and product evaluation.</i></p>		
<p>8.6.1</p>	<p>Client files – accepted</p> <p>Records relating to determining client requirements for alarm monitoring services, including pricing and costs, where the proposed service package has been accepted by the client and an agreement is subsequently entered into.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • client details, including contact information • location information, including unique site requirements • quotes for service provision • approval documentation • copies of floor plans, site plans, maps • outcomes of general discussions about the services required, e.g. a file note • details of security services requested by the client, e.g. security system 	<p>Temporary</p>	<p>Retain for 7 years after last action.</p>



Reference	Description of records	Status	Disposal Action
	<p>requirements and set-up</p> <ul style="list-style-type: none">• specifications of security equipment• related correspondence. <p><i>Note: records relating to agreements are covered under the current version of the General Retention and Disposal Schedule for Administrative Records.</i></p>		
8.6.2	<p>Client files – not accepted</p> <p>Records relating to determining client requirements for alarm monitoring services, including pricing and costs, where the proposed service package has not been accepted by the client and an agreement does not ensue.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• client details, including contact information• location information, including unique site requirements• copies of floor plans, site plans, maps• quotes for service provision• outcomes of general discussions about the services required, e.g. a file note• details of security services requested by the client, e.g. security system requirements and set-up• specifications of security equipment• related correspondence.	Temporary	Retain for 2 years after last action.
8.6.3	<p>Quotes</p> <p>Records relating to the preparation of estimates and quotes for construction services. Includes quotes for services or work that goes ahead, as well as for work that does not proceed.</p>	Temporary	Retain for 2 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • specifications, e.g. types of materials requested, unit costs, supplier identification • cost guides and lists, e.g. listings of standard costs for particular types of labour, services, or products • client information, e.g. client name, contact officer • quotes and estimates • related correspondence. 		
8.7	<p>PLANNING</p> <p><i>The process of formulating ways in which objectives can be achieved, including the determination of services, needs, and solutions to those needs.</i></p>		
8.7.1	<p>Master planning</p> <p>Records relating to master site planning and development, including plans prepared pursuant to the <i>Sustainable Planning Act 2009</i>, e.g. to facilitate the controlled development of civic areas including town centres, local neighbourhoods and parks such as the Kelvin Grove Urban Village.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • master plans, e.g. Southbank TAFE Master Plan, including attachments, maps, drawings, schematics and supporting materials • stakeholder and community consultation • local government consultation • site and landscape analysis • feasibility studies • market research 	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • environmental assessments • traffic planning, including public transport • infrastructure planning • recommendations for refinements • development records and statutory approvals • design briefs, architectural concepts • heritage studies • related correspondence. 		
8.7.2	<p>Portfolio planning</p> <p>Records relating to the development of strategies to develop and improve the property portfolio across Queensland, including strategies relating to the consolidation or decentralisation of government office accommodation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • final versions of plans, e.g. Strategic Portfolio Plans, Regional Portfolio Plans and Asset Plans • outcomes of consultation undertaken • draft plans, e.g. Strategic Portfolio Plans, Regional Portfolio Plans, Asset Plans • plans, schedules, charts, periodic reports • related correspondence. 	Permanent	Retain permanently.
8.7.3	<p>Maintenance - program planning</p> <p>Records relating to the development of annual programs to deliver maintenance work for agencies, including government housing facilities and schools. Includes specially-funded programs, e.g. kitchen upgrades, installation of security screens.</p> <p>Records may include, but are not limited to:</p>	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • condition assessments and reports • notices of upcoming condition assessments • schedules of maintenance work • cost forecasts • advice about longer-term maintenance requirements • program proposals and client acceptance documentation • client contact documentation • accepted programs • program performance reports • related correspondence. 		
8.8	<p>PROPERTY HISTORY</p> <p><i>The activities associated with documenting HPW-owned properties. Actions include gaining ownership or use of the property, valuations, tenure conversion and disposal of property when no longer required, e.g. by sale or transfer.</i></p>		
8.8.1	<p>Property history – significant assets</p> <p>Records documenting the acquisition, management and disposal of significant buildings and structures owned by the department.</p> <p>Criteria for the evaluation of significance may include:</p> <ul style="list-style-type: none"> • recognised heritage value, e.g. listed in the Heritage Register under the <i>Queensland Heritage Act 1992</i>, included in the National Trust list, or listed with the Australian Heritage Commission • construction aroused controversy, e.g. public protests on a large scale and/or extensive media attention • environmental value, e.g. unique eco-friendly construction techniques • innovative value, e.g. the structure used or pioneered non-standard 	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
	<p>construction materials and methods</p> <ul style="list-style-type: none">• cultural value, e.g. the structure has strong or special association with the community or has high aesthetic attributes valued by the community• receipt of an architectural or design award. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• search documentation• legal advice• contracts of sale• land transfer documentation• expenditure approvals• valuation reports• copies of survey plans• native title clearance documentation• copies of Deeds of Grant• tenure conversion documentation• related correspondence.		
8.8.2	<p>Property history – other</p> <p>Records documenting the acquisition, management and disposal of land and buildings owned by the department that are not deemed to be of State significance as described in reference 8.8.1.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• search documentation• legal advice	Temporary	Retain for 7 years after disposal of building or structure.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • contracts of sale, land transfer documentation • expenditure approvals • valuation reports • copies of survey plans • native title clearance documentation • copies of Deeds of Grant • tenure conversion documentation • related correspondence. 		
8.9	<p>PROPERTY ANALYSIS</p> <p><i>This section covers the process of researching and reviewing property options, including cash flow analysis for determining whether it is economically viable to acquire a property or to dispose of one, and recommendations resulting from findings.</i></p>		
8.9.1	<p>Property options</p> <p>Records relating to the analysis of real property options, i.e. the assessment of properties available for acquisition and recommendations made as a result of the analyses carried out, including the leasing-out of property owned by the department.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • reports, e.g. real estate valuations and assessments • cash flow analyses • property listings • copies of plans • photographs • business cases 	Temporary	Retain for 10 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> related correspondence. <p>See the General Retention and Disposal Schedule for Administrative Records for records relating to the contracting-out of property valuations to licensed valuers.</p>		
8.10	<p>PROPERTY DEVELOPMENT</p> <p><i>The activities associated with developing land owned by the department pursuant to the Sustainable Planning Act 2009, i.e. development applications for reconfiguration of a lot, sub-division of a block, or material change of use. In respect of the Sustainable Planning Act 2009, the department is the applicant and does not have an assessment role.</i></p> <p><i>A material change of use generally refers to the start of a new use of the premises, or the re-establishment on the premises of a use that had been abandoned, or an increase in the intensity or scale of the use of the premises.</i></p> <p><i>Reconfiguring a lot means to create lots by subdividing another lot, or amalgamating two or more lots, or by rearranging boundaries.</i></p>		
8.10.1	<p>Development applications – approved</p> <p>Records relating to development applications that are approved in accordance with the <i>Sustainable Planning Act 2009</i> (Qld).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> plans, drawings and specifications preliminary and pre-lodgement approval records inspection records approvals and decision notices requests for extension of time related correspondence. 	Temporary	Retain until development approval is superseded.
8.10.2	<p>Development applications – lapsed after approval</p> <p>Records relating to development applications that have lapsed after approval and where development may not have been proceeded with or may not have been completed.</p>	Temporary	Retain for 5 years after last action.



Reference	Description of records	Status	Disposal Action
	Records may include, but are not limited to: <ul style="list-style-type: none"> • plans, drawings and specifications • preliminary and pre-lodgement approval records • inspection records • approvals and decision notices • requests for extension of time • related correspondence. 		
8.10.3	<p>Development applications – other</p> <p>Records relating to development applications that have been withdrawn, refused, or have lapsed prior to approval.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • plans, drawings and specifications • preliminary and pre-lodgement approval records • inspection records • approvals and decision notices • requests for extension of time • related correspondence. 	Temporary	Retain for 2 years after last action.
8.11	<p>REGISTRATION</p> <p><i>This section covers the activity of recording or listing for control or legislative purposes and the management of registers.</i></p>		
8.11.1	<p>Suppliers and contractors</p> <p>Records relating to the registration of contractors and suppliers with the department to facilitate requests for quotes and tenders and to make payments for goods and services provided such as maintenance services, minor construction</p>	Temporary	Retain for 2 years after registration ceases.



Reference	Description of records	Status	Disposal Action
	<p>works, and building services (cleaning, waste management). Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • registrant’s details, e.g. business/trading name, type of business (company, individual, partnership), postal and street addresses, contact details, ABN • registration type, e.g. supplier of goods only, supplier of goods and delivery, contractors, consultants and providers of professional services • types of services/goods provided, e.g. building works, cleaning, concreting, doors, floors, finishes, exterior work, fencing • regions in which company/supplier operates, e.g. Brisbane City, Brisbane Metropolitan, Burdekin, Cape York, Capricornia, Darling Downs, Far West • licensing details, e.g. types of licence, class, licence number, expiry date • insurance details, e.g. type of insurance, insurance company, name of insured, policy number, insured amount, expiry date, copies of Certificates of Currency • bank details for EFT payment, e.g. method of receiving remittance advice (post, fax, email), account name, account and BSB numbers • signed agreements (to abide by registration conditions) • status of registrant, e.g. that they are compliant with conditions of registration • related correspondence. <p><i>See sections 8.2 and 8.5 respectively for records relating to construction and maintenance carried out by registrants.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for financial records relating to the billing and payments for goods and services provided by registrants.</i></p>		
8.11.2	<p>Suppliers and contractors – registration forms Records relating to forms used to register suppliers and contractors (for purposes</p>	Temporary	Retain for 6 months after data entry and verification.



Reference	Description of records	Status	Disposal Action
	<p>described in reference 8.11.1) and who do not have access to the department's online registration facility.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• completed registration forms• related correspondence.		
8.11.3	<p>Government Land Register (GLR) data</p> <p>Records relating to the registration by authorised departmental officers of information about land parcels owned by the department in the Government Land Register (GLR).</p> <p>The GLR is currently the responsibility of the Department of Natural Resources and Mines and includes information about:</p> <ul style="list-style-type: none">• legal land descriptions, owner agency (i.e. HPW)• land areas and uses• land status (e.g. performing, under-performing, surplus). <p>Records documenting GLR registration and updates include, but are not limited to:</p> <ul style="list-style-type: none">• list of officers authorised to maintain departmental entries in the GLR, e.g. name and contact details• data verification reports• audit trail reports.	Temporary	Retain for 1 year after last action.
8.11.4	<p>Place and Building Index</p> <p>Entries in the Place and Building Index used to locate and manage the maintenance of government property assets. The index is a register of government buildings and sites.</p> <p>Records are maintained electronically and document:</p>	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • location, e.g. address, suburb, township, region, electorate • building, e.g. building name, type, • location number, i.e. a unique identifier used at varying levels of granularity (building, floor, room) and referred to as a Works Index Code or 'WIC' number • asset owner, e.g. name of agency, contact officer details (name, phone). • 		
8.11.5	<p>Property Master List</p> <p>Entries in list of the current property portfolio managed by the department referred to as the Property Master List.</p> <p>Records are maintained electronically as entries in a spreadsheet. Entries include information relating to:</p> <ul style="list-style-type: none"> • property location, building name and address, postcode • Works Index Code (WIC) number • Government Land Register (GLR) number • property manager • property trustee site, trustee building • real property description • site area • portfolio team, officer assigned as property manager and contact details (telephone) • valuation • year acquired or constructed • heritage value. 	Temporary	Retain entries until superseded.



Reference	Description of records	Status	Disposal Action
8.12	<p>REVIEWING</p> <p><i>This section covers the activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems, including recommendations and advice resulting from these activities.</i></p>		
8.12.1	<p>Post-completion reviews</p> <p>Records relating to reviews of maintenance and construction services conducted after work has been completed.</p> <p>Records may include, but are not limited to :</p> <ul style="list-style-type: none"> • review reports documenting: <ul style="list-style-type: none"> ○ project name, scope and financials; estimator and supervisor/foreperson; ○ performance relative to planning, documentation, materials (e.g. omissions, surplus or errors in the material list), workplace health and safety (e.g. safety issues), subcontractors/suppliers; client feedback and interaction; project team dynamics ○ inclusion of sustainability strategies ○ corrective/preventive actions, e.g. issues, action plans/officers, timeframes for remediation, suggestions as to innovations of potential benefit to future projects ○ business improvement and compliance, i.e. improvements suitable for state-wide implementation ○ signatures, e.g. of project manager, regional or operations manager, supervisor, estimating/procurement manager • plans to address actions identified during the post-completion review process • related correspondence. 	Temporary	Retain for 7 years after last action.
8.13	<p>SECURITY</p> <p><i>The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.</i></p>		



Reference	Description of records	Status	Disposal Action
	<p>See the General Retention and Disposal Schedule for Administrative Records for records relating to:</p> <ul style="list-style-type: none"> financial accounting and management, including inventory and stocktake, contracts and tenders salaries, wages and personnel records. 		
<p>8.13.1</p>	<p>Access control</p> <p>Records relating to access sought to State buildings*, e.g. by members of the public, contractors, and government employees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> building access provided during normal business hours, e.g. date, name and signature of person granted access, time of arrival (time-in), time of departure (time-out) building access provided relating to overtime and after-hours access, e.g. date, name and signature of person granted access, floor accessed, time-in, time-out building access provided to contractors, e.g. name and signature, company name, date, time-in, time-out, and floor on which work undertaken building key registers used to record and monitor access to secured areas, e.g. department name, key number, date, time-in, time-out, person receiving key and signature. <p><i>*A building, or part of a building, including the precincts of the building (State Buildings Protective Security Act 1983).</i></p>	<p>Temporary</p>	<p>Retain for 3 years after last action.</p>
<p>8.13.2</p>	<p>Alarm monitoring and site management</p> <p>Records relating to alarm monitoring and logging, contained in the <i>Monitoring Alarm System (MAS)</i> and <i>SiteManager</i> (or similar) systems, and in location and site management files.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> alarm system information, zone listings and alarm details, e.g. date/time of 	<p>Temporary</p>	<p>Retain for 7 years after last action.</p>



Reference	Description of records	Status	Disposal Action
	<p>alarm, type of alarm, response/action taken</p> <ul style="list-style-type: none"> • location details, e.g. site, building, floor, copies of site plans • client name, contact details and history, e.g. number and type of alarms, responses to alarms • client instructions and requirements, e.g. for patrols (number, frequency) and procedures such as 'late to secure' • site contact information, particulars of dispatch instructions • copies of reports, e.g. occurrence and incident reports, and operational directives • staffing matters that may have occurred during a patrol or shift • monitoring of event billing, e.g. responses and action taken, late to secure • overtime and special duty requests • related correspondence. 		
<p>8.13.3</p>	<p><i>Allocations and returns</i></p> <p>Records relating to the management of items and equipment issued to Protective Security Officers, including allocation, returns, replacements and disposal.</p> <p>Items and equipment include uniforms, notebooks, docket books, and controlled items such as batons and handcuffs. Uniforms include related items, e.g. identification badges worn on the uniform.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • item descriptions • identification numbers, e.g. serial number of controlled item, docket book number and numbers of first and last dockets in book issued • name of officer issuing the items • name of officer receiving the items 	<p>Temporary</p>	<p>Retain for 7 years after last action.</p>



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none">• date issued and date items returned• invoice of goods received, e.g. for supply of uniforms• requests, e.g. for replacement of a uniform or part thereof• remarks, e.g. condition of items, missing items.		
8.13.4	<p>Damaged goods notices</p> <p>Records relating to notices of damage issued pursuant to section 10C(1) of the <i>State Buildings Protective Security Act 1983</i> (Qld).</p> <p>The notice of damage includes, but is not limited to, information about:</p> <ul style="list-style-type: none">• item or items damaged• details of damage sustained• the name, title and signature of the security officer completing the form• date and time of notification of damage.	Temporary	Retain for 7 years after last action.
8.13.5	<p>Guarding and patrolling</p> <p>Records relating to guard duties (i.e. assigned to a rostered shift at a location) and security patrols, including responding to and investigating alarms.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• client requirements and instructions• security reports, e.g. dockets recording physical attendance to an alarm event and action taken• handover/takeover logs, e.g. officers' names, date, location details, shift start and end times, odometer readings at start and end of shift, checklist of keys and equipment,• notes and instructions, reminders, observations, e.g. as recorded in a building diary	Temporary	Retain for 3 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • records documenting the issue of radios to officers on security patrol, e.g. to whom issued and by whom, radio number and call sign, date/time signed out (issued) and signed in (returned) radio register • related correspondence. 		
<p>8.13.6</p>	<p>Security consultancy services – contractual</p> <p>Records relating to advisory and consultancy services provided to clients where the department acts on the client’s behalf to manage tenders and contractual arrangements relating to security improvements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • audit reports, recommendations • agreements to procure recommended security improvements • tender documentation and contractual records • site plans • fee proposal, specifications and scope of work • related correspondence. 	<p>Temporary</p>	<p>Retain for 7 years after expiry or termination of the contract.</p>
<p>8.13.7</p>	<p>Security consultancy services – other</p> <p>Records relating to advisory and consultancy services provided to clients where the department does not act on the client’s behalf to manage tenders and contractual arrangements relating to security improvements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • audit reports, recommendations • site plans • fee proposal, specifications and scope of work • related correspondence. 	<p>Temporary</p>	<p>Retain for 7 years after last action.</p>



<i>Reference</i>	<i>Description of records</i>	<i>Status</i>	<i>Disposal Action</i>
8.13.8	<p><i>Security incidents – major</i></p> <p>Records relating to security incidents of a serious and significant nature.</p> <p>Serious incidents may relate to cases of:</p> <ul style="list-style-type: none">• acts of terrorism or sabotage• intentional major damage resulting in death or serious injury• bomb threats where it is established that the threat was real• hostage situations. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• reports relating to the incident• records of investigations• records of liaison with law enforcement agencies.	Permanent	Retain permanently.
8.13.9	<p><i>Security incidents – other</i></p> <p>Records relating to security incidents that are not of a serious or significant nature as covered by reference 8.13.8, including occurrences that may occur on patrol.</p> <p>These security incidents may relate to cases of:</p> <ul style="list-style-type: none">• unauthorised access or entry to buildings or restricted areas, including unintentional access• motor vehicle accidents• minor damage to premises or vehicles (scratches, dents, paint damage). <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• incident date/time, location and details of incident type, e.g. vandalism, confrontation, injury• incident reports, e.g. incident date/time, location and type, e.g. vandalism,	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<p>confrontation, injury</p> <ul style="list-style-type: none"> • officer's name and signature • services involved in relation to the incident (police, fire, ambulance, glazier, plumber, carpenter, electrician), actions taken and recommended • records of liaison with law enforcement agencies • related correspondence. 		
<p>8.13.10</p>	<p>Occurrence logs</p> <p>Records relating to an event that occurs on patrol duty. An occurrence may relate to:</p> <ul style="list-style-type: none"> • minor damage to premises or vehicles (scratches, dents, damage to paint) • observations while on patrol, e.g. of vehicles parked near a premise • staffing matters, e.g. an officer calls in sick or leaves shift due to a personal matter. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • log book serial number • date and time of occurrence • details of the occurrence • details of the person reporting the occurrence • name of security officer recording the occurrence • remarks. <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to workplace health and safety, e.g. an injury that may be sustained by an officer on duty.</i></p>	<p>Temporary</p>	<p>Retain for 7 years after last action.</p>



Reference	Description of records	Status	Disposal Action
8.13.11	<p>Rosters</p> <p>Records relating to the rostering of protective security officers to routine day or night shifts and to special duties.</p> <p>Special duties are undertaken in response to client requests, e.g. a project, task or duty that is:</p> <ul style="list-style-type: none">• over and above normal client requirements• exclusive of emergency situations• not a standard or normal duty, and of a discrete duration. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• names of security officers and contact details (e.g. emergency contact, next-of-kin)• leave details, including requests for rostered days off (RDOs)• shift details, e.g. building location, date, start and end times• client requirements• group numbers.	Temporary	Retain for 7 years after last action.
8.13.12	<p>Security ID management</p> <p>Records relating to the issue, return, replacement and cancellation of identification cards to Queensland public sector employees and State Government Protective Security Services officers, including applications for identification (ID) cards.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• applications containing details of:<ul style="list-style-type: none">○ date of application○ applicant's name and date of birth○ applicant's payroll number	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> ○ applicant's signature and photograph ○ access level ○ details of agency (department) ○ building code ○ type of card issued, i.e. security access ○ date card issued ○ card expiry date ○ card serial number ○ cost centre or billing code. 		
8.14	<p>SITE REMEDIATION</p> <p><i>The activities involved in the remediation of contaminated land pursuant to requirements stipulated in Chapter 7 Part 8 of the Environmental Protection Act 1994 (Qld).</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to the contracting-out (engagement) of private sector consultants to undertake site assessments.</i></p>		
8.14.1	<p>Site remediation – required</p> <p>Records relating to the full or partial remediation of a site comprising contaminated land.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> ● reports and accompanying declarations, e.g. site investigation reports, validation reports ● records of consultation undertaken ● remediation records ● risk analysis documentation ● notifications ● related correspondence. 	Permanent	Retain permanently.



Reference	Description of records	Status	Disposal Action
8.14.2	<p>Site remediation – not required</p> <p>Records relating to the assessment of the site where it is determined that the land is not contaminated and site remediation is therefore not required.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• reports and accompanying declarations, e.g. site investigation reports, validation reports• records of consultation undertaken• risk analysis documentation• notifications• related correspondence.	Temporary	Retain for 100 years after last action.
8.15	<p>SPACE MANAGEMENT</p> <p><i>The activities associated with the management of office accommodation space at the operational level. Includes the assessment of available space and the status of current leased space (e.g. functional suitability, condition) and consultation with agencies to confirm their requirements.</i></p>		
8.15.1	<p>Accommodation proposals – approved</p> <p>Records relating to proposals (requests) for office accommodation that have been approved, e.g. departmental and ministerial office accommodation proposals for office relocations, new office construction, renovations and alterations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• accommodation requests, e.g. agency name, address, contact name and details, request type (new initiative, relocation, refurbishment, construction of new offices, rationalisation, other), type of space (HPW-owned, non-government leased, agency-owned), estimated cost breakdowns, green star rating	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none">• requests for office accommodation program funding contribution• accommodation offers and approvals, e.g. signatures and dates• project management records, e.g. plans, schedules, charts, periodic reports• designs and plans for fitout, floor plans, e.g. showing leased area, assessments and approvals• related correspondence.		
8.15.2	<p>Accommodation proposals – not approved</p> <p>Records relating to proposals (requests) for office accommodation that are not approved.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• accommodation requests, e.g. agency name, address, contact name and details, request type (new initiative, relocation, refurbishment, construction of new offices, rationalisation, other), type of space (HPW-owned, non-government leased, agency-owned), estimated cost breakdowns, green star rating• requests for office accommodation program funding contribution• related correspondence.	Temporary	Retain for 3 years after last action.
8.15.3	<p>Space management</p> <p>Entries in the <i>Archibus</i> (or similar) database and other records relating to the identification of office accommodation space owned or leased by the department for letting to government and private sector clients.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• information relating to available and occupied accommodation space, e.g. room data and plans (building, floor, division, department, standard, category, type)	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> • personnel and occupancy, e.g. current occupancy, average areas, occupiable vacancies, common areas • requests for accommodation, offers of space • completed data collation forms • reports, e.g. summarising total let and vacant areas in HPW-owned and leased premises, lists of available space • related correspondence. 		
8.16	<p>SURVEYING <i>The activity of undertaking land measurement relating to property boundary definition and associated rights such as leases, easements, rights of way, and common property.</i></p>		
8.16.1	<p>Surveying – built infrastructure Records relating to land or spatial surveys undertaken by or on behalf of the department. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • survey data and calculations • field notes, survey plans • related correspondence. 	Permanent	Retain permanently.
8.16.2	<p>Surveying – consultancy services Records relating to land or spatial surveys undertaken for clients on a fee for service basis. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • survey data and calculations • field notes, survey plans 	Temporary	Retain for 7 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> related correspondence. <p>See reference 8.2.2 for records relating to construction consultancy services, including design development and other services relating to the built environment.</p>		
8.17	<p>TENANCY MANAGEMENT</p> <p><i>The activities associated with managing tenants in HPW-owned buildings and buildings, including activities relating to the tenancy management of government employee housing (GEH).</i></p>		
8.17.1	<p>Tenancy management</p> <p>Records relating to tenancy management.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> lease details schedules, e.g. summarising details of the area occupied, lease commencement/review dates, monthly rents, ancillary charges notifications to tenants, e.g. notice of pest control treatment, building closures, generator testing, maintenance works building user guides, i.e. technical documentation prepared for tenants covering key aspects of building operation such as fire service, maintenance contractor details, lift maintenance end-of-trip (EOT) facilities, e.g. application forms, allocations and cancellations, waiting lists vehicle parking allocations, e.g. requests for parking spaces, cancellations issues, returns, and replacements of keys and locks, e.g. key order forms, lists of keys issued reports, e.g. condition of the property, rent reviews maintenance requests, quotes and estimates related correspondence. 	Temporary	Retain for 7 years after last action.



9 STRATEGIC MANAGEMENT

The function of applying broad systematic management planning for the organisation. Includes the activities involved with the development, monitoring, and reviewing of business plans, strategic plans, work plans, corporate plans, Equal Employment Opportunity (EEO) plans, Ethnic Affairs Policy Statements (EAPS) and agreements, energy and waste management plans and other long-term organisational strategies. Also includes the development of the corporate mission, objectives, continuous improvement processes, quality assurance and certification, and the formulation and amendment of legislation which provides the legislative basis for the organisation.

Reference	Description of records	Status	Disposal Action
9.1	ADDRESSES (PRESENTATIONS) <i>The activity of giving addresses for training, professional, community relations or sales purposes. Includes speeches and multi-media presentations.</i>		
9.1.1	Addresses – major Records relating to the final versions of speeches and presentations delivered by senior agency representatives (e.g. the General Manager) to industry professional associations, contractor organisations, and government bodies, e.g. to provide briefing sessions on policy development (consultation process) and implementation. Records may include, but are not limited to: <ul style="list-style-type: none"> • final presentations • supporting documents, including audio-visual materials. 	Temporary	Retain for 5 years after last action.
9.1.2	Addresses – minor Records relating to the final versions of speeches and presentations delivered on a routine basis to industry, government and the community at large, e.g. to inform interested parties on a new consultation process, or revisions to policy and guidance documentation. Records may include, but are not limited to: <ul style="list-style-type: none"> • final presentations 	Temporary	Retain for 2 years after last action.



Reference	Description of records	Status	Disposal Action
	<ul style="list-style-type: none"> supporting documents, including audio-visual materials. 		
9.2	<p>ADVICE</p> <p><i>The activities associated with offering opinions within the organisation as to an action or judgement. Includes the process of advising.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to advice provided externally to the department, e.g. advice provided to clients, routine enquiries, advice provided with respect to legislation, and advice provided to other agencies.</i></p>		
9.2.1	<p>Advice – internal – major</p> <p>Records relating to the provision of detailed information or advice internally within the department.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> advice provided, e.g. in relation to conflicts of interest related correspondence. 	Temporary	Retain for 7 years after last action.
9.2.2	<p>Advice – internal – other</p> <p>Records relating to the provision of routine information or advice internally within the department.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> advice provided, e.g. on interpreting code of conduct, receipt of gifts, preventing misconduct related correspondence. 	Temporary	Retain for 2 years after last action.

10 SUPPLY MANAGEMENT

This section covers the function of supplying products and services such as office consumables, furniture, and publications to government and non-government customers. Includes the acquisition, marketing, warehousing, sale and distribution of supplies. Also includes furniture design and fit-out services.

See the General Retention and Disposal Schedule for Administrative Records for records relating to acquisition, disposal, inventory and stocktake, office fit-out and interior design.

Reference	Description of records	Status	Disposal Action
10.1	DISTRIBUTION <i>The activities associated with disseminating items, correspondence, or publications through sales, deliveries, or other customer services.</i>		
10.1.1	Returns Records relating to the return of products from customers, e.g. a result of a discrepancy with the order (wrong item, wrong colour). Unless damaged, returned products are returned to stock and inventory adjusted. Records may include, but are not limited to: <ul style="list-style-type: none"> • adjustment notes • claim forms • Returned Material Advice notes (RMAs). 	Temporary	Retain for 1 year after last action.
10.2	MARKETING <i>The activities relating to the analysing, creating and selling of products and services including market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.</i> <i>See the General Retention and Disposal Schedule for Administrative Records for records relating to financial management.</i>		
10.2.1	Account management Records relating to consultations undertaken with customers and potential customers in person or via telephone to review their accounts, discuss	Temporary	Retain for 2 years after last action.



Reference	Description of records	Status	Disposal Action
	requirements, and obtain feedback about service delivery. Records may include, but are not limited to: <ul style="list-style-type: none">customer's name, contact and contact's details (email, telephone, mobile, address)date/timeobjective of consultation and outcomes.		
10.2.2	Customer discounts Records relating to discounts negotiated for clients. Includes approved and unapproved discounts and discounts that are approved, but are declined by the client. Records may include, but are not limited to: <ul style="list-style-type: none">discount application formsrelated correspondence. <i>See reference 10.2.4 for records relating to approved customer discounts, which are contained in the Pronto enterprise management system.</i>	Temporary	Retain for 2 years after the end of the financial year to which the records relate.
10.2.3	Customer registration forms Records used to register customers in the <i>Pronto</i> enterprise management system. Records may include, but are not limited to: <ul style="list-style-type: none">registration application formsrelated correspondence.	Temporary	Retain for 6 months after data entry and verification.
10.2.4	Enterprise management Entries in the <i>Pronto</i> (or similar) enterprise management system used to record product sales, business intelligence, products costs, sales order processing and returns, inventory and stock management.	Temporary	Retain for 7 years after the end of the financial year to which the records relate.



Reference	Description of records	Status	Disposal Action
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • supplier details, e.g. name of supplier, address, contact and contact's details, ABN and supplier financials • product details, e.g. details of standing offer arrangements (SOA), inventory code identifier, description, country of origin, metrics (weight, volume, dimensions), environmental rating (eco-friendliness), alternative products, dangerous goods rating • inventory details, e.g. number of products in stock, expected delivery dates • customer registration details, e.g. name, address, contact and contact's details, ABN • sales details, e.g. client requirements and quotes, transaction number, sales order number, purchase order, credit note number, adjustment number, • analytics, e.g. sales histories (by client, by product), client buying habits, sales and purchasing trends. 		
10.2.5	<p>Market analysis</p> <p>Records relating to research and investigations undertaken to support inclusion or exclusion of products. This activity is conducted annually to identify the products that will be made available each year.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • production and sales data • price determinations and adjustments • advice and notifications • analyses, e.g. statistical, demographic • related correspondence. 	Temporary	Retain for 1 year after last action.



Reference	Description of records	Status	Disposal Action
10.2.6	<p>Sales order forms</p> <p>Order forms relating to sales orders not initiated through the <i>Pronto</i> (or similar) enterprise management system.</p> <p>Information relating to the sale includes, but is not limited to:</p> <ul style="list-style-type: none">• client name and contact details• quotes and pricing information• order number, date• product name, description, inventory code.	Temporary	Retain for 2 years after last action.



11 TECHNOLOGY AND TELECOMMUNICATIONS

The function of applying broad systematic management planning for the organisation. Includes the activities involved with the development, monitoring, and reviewing of business plans, strategic plans, work plans, corporate plans, Equal Employment Opportunity (EEO) plans, Ethnic Affairs Policy Statements (EAPS) and agreements, energy and waste management plans and other long-term organisational strategies. Also includes the development of the corporate mission, objectives, continuous improvement processes, quality assurance and certification, and the formulation and amendment of legislation which provides the legislative basis for the organisation.

Reference	Description of records	Status	Disposal Action
11.1	<p>MARKETING</p> <p><i>The activities relating to the analysing, creating and selling of products and services including market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.</i></p>		
11.1.1	<p>Service catalogue</p> <p>This class comprises records relating to the development of the department's ICT service catalogue which lists the full range of services available to internal business units.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • final version of the service catalogue • ICT service package listings and pricings • related correspondence. 	Temporary	Retain superseded version for 3 years.
11.2	<p>COMPLIANCE</p> <p><i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the department is subject. Includes compliance with legislation and with national and international standards, such as ISO 9000 series.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records for records relating to advice provided externally to the organisation, e.g. advice provided to clients, routine enquiries, advice provided with respect to legislation, and advice provided to other agencies.</i></p>		



<i>Reference</i>	<i>Description of records</i>	<i>Status</i>	<i>Disposal Action</i>
11.2.1	<p>Domain administration</p> <p>Records relating to the management and administration of departmental domain services, including domain name requests and registrations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• domain name requests, authorisations and registrations• records relating to the retiring (decommissioning) of a domain name• related correspondence.	Temporary	Retain for 7 years after last action.



12 LEGACY RECORDS

This section covers legacy records of the department and its predecessor agencies.

Reference	Description of records	Date range	Status	Disposal Action
12.1	CONSTRUCTION <i>The activity of designing, constructing and commissioning buildings and structures, including refurbishments of existing structures.</i>			
12.1.1	Batch files Batch files, e.g. relating to refurbishments to Government House during the 1970s.	1950s-1970s (approx.)	Permanent	Retain permanently.
12.1.2	Plans and drawings – railways Plans and drawings relating to railway buildings and structures.	1880s-1890s (predominant)	Permanent	Retain permanently.
12.1.3	Plans and drawings – microform copies This class comprises approximately 300,000 35mm aperture cards of building plans and drawings dating from the 1850s to the 1970s.	1850s-1970s	Permanent	Retain permanently.
12.2	PUBLICATION <i>The function of having works, irrespective of format, issued for sale or general distribution internally or to the public.</i>			
12.2.1	Artwork – originals Original art works created by I.W. Helmsing and James Hardie Buzacott, entomologists, employed by the Department of Agriculture and Stock and the Bureau of Sugar Experimental Stations respectively. The department, in its role as government printer, retained some original art works.	1920s-1930s (predominant) 1950s (some)	Permanent	Retain permanently.



<i>Reference</i>	<i>Description of records</i>	<i>Date range</i>	<i>Status</i>	<i>Disposal Action</i>
12.2.2	<p>Government printer – Woolloongabba premises</p> <p>Records relating to the Woolloongabba premises of the government printing offices, in particular, the relocation from George Street to Woolloongabba. Records may include, but are not limited to:</p> <ul style="list-style-type: none">• photographs relating to the redevelopment of the former Woolloongabba rail yards ` construction of the government printing office, 1920s• correspondence from the Government Architect regarding safety of the George Street premises with attached plans, 1923• correspondence, reports and clippings relating to the Woolloongabba premises.	1920s-1930s (predominant)	Permanent	Retain permanently.

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