



## **Records disposal schedule**

# **Records Disposal Schedule Oral Health Services Department of Health**

**Disposal Schedule No. 2017/3**

**January 2017**

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## Preamble

### Introduction

The *Information Act* states that public sector organisations must safeguard their records and must not delete or otherwise dispose of a record unless authorised to do so<sup>1</sup>. Disposal of records is permitted through the use of records disposal schedules and enable regular, planned and authorised disposal of records controlled by an agency.

Records retention decisions are based on:

- the current and future business needs of the organisation
- compliance with legal and governance requirements of the organisation
- the current and future needs of internal and external stakeholders, including the wider community.

Records disposal schedules provide continuing authorisation for the legal disposal of records and are authorised by the records service, archives service and chief executive officer of the public sector organisation responsible for the schedule.

Records disposal schedules apply to records created and maintained in any format, including electronic records, records in business systems, and parts of records.

In the Northern Territory government there are two types of records disposal schedules:

- General records disposal schedules that apply to records common to most or all NT Government public sector organisations ([http://www.nretas.nt.gov.au/knowledge-and-history/ntas/records/records\\_disposal](http://www.nretas.nt.gov.au/knowledge-and-history/ntas/records/records_disposal)), and
- Functional records disposal schedules that apply to records specific to an NT Government public sector organisation or function.

Functional records disposal schedules should be used in conjunction with general records disposal schedules.

### Structure of a Records Disposal Schedule

Records disposal schedules set out minimum requirements for the creation, maintenance, retention or destruction actions to be taken in relation to existing or future records described in each class.

Records disposal schedules specify

- a) whether a class of record has temporary or permanent status;
- b) the retention period for a temporary class of record;
- c) authorised disposal actions for a class of record.<sup>2</sup>

Each class of records created by an agency is described using classifications based on business analysis.

Disposal schedules are developed using the functional structure based on the business classification scheme of the *Keyword AAA: A Thesaurus of General Terms* produced by the State Records Authority of NSW and modified for use by NT Government public sector organisations.

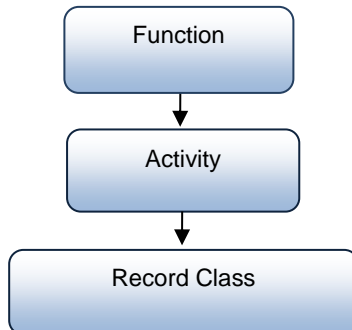
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<sup>1</sup> S.145 *Information Act*

<sup>2</sup> S.136A(3) *Information Act*

Within the schedule, functions are documented as the highest level terms and business activities under the functions, followed by record classes, as shown in diagram 1.

Diagram 1



## Function

The function or keyword is the highest level in the classification scheme in this disposal schedule. The function is indicated at the start of each section and a description (scope note) provided.

## Activity

Activities are the processes or operations that make up the business function. This is the second level in the classification scheme in this disposal schedule. The description (scope note) provides details of the transactions that take place in relation to the activity, for example, REPORTING or POLICY.

## Record Class

A record class is a group of records that relate to the same activity, function or subject and require the same disposal action. The descriptions can relate to one record (such as a register) or a group of records documenting a particular set of business transactions.

## Status and Disposal Action

The appraisal status of a record class is assigned as either permanent or temporary.

**Permanent Records:** Records appraised with permanent status have been identified as archives and must be transferred to the NT Archives Service for their preservation and eventual public access.

The retention period for permanent records is the maximum period before the records must be transferred to the NT Archives Service. Permanent records must be transferred no later than 30 years after creation in accordance with the Information Act, unless exemption has been granted (see Archives Management Standards Transfer of Archives, and Exemption from Compulsory Transfer of Permanent Records to the NT Archives Service). An Application to Transfer Records form must be submitted to the NT Archives Service before records will be accepted for transfer.

**Temporary records:** The retention period for temporary records is the minimum period before the records can legally be destroyed. The retention period is calculated after an event or a disposal trigger such as 'date of action completed', 'date of audit' or 'date of birth'. Destruction should be done following consultation with relevant operational business employees responsible for the records.

Retention periods for temporary records in a records disposal schedule are minimum periods only and agencies may keep records for a longer period if considered necessary for business requirements.

Reasons for longer retention could include,

- administrative need or agency directives,
- legal requirements such as current or pending legal action,
- relevance to an investigation or inquiry which is in progress,
- is subject to an Information Access application, or
- subject to a disposal freeze.

Records created prior to 1 July 1978 must not be disposed of without the authorisation of the NT Archives Service in accordance with Archives Management Standard Records Created Prior to 1978, unless specified in a schedule.

Sentence records with this records disposal schedule using the following five steps:

1. Determine the appropriate function and activity of the records. This can be done by examining an existing record or when creating a new record.
2. Identify the disposal class.
3. From the disposal action in the class, identify the trigger event and a date when the record can be disposed of, alternately, identify that the record is to be retained permanently as archives.
4. If the trigger event has already occurred (such as action is completed), confirm and implement the disposal action.
5. If the trigger event has not occurred (e.g. the record is still in active use), set a review date for the future.

## About this Records Disposal Schedule

### Purpose

The purpose of this Records Disposal Schedule is to enable regular, planned and authorised disposal of records of the Oral Health Services of the Department of Health.

### Scope

Application of this Records Disposal Schedule is mandatory for the Oral Health Services records of the Department of Health.

This Records Disposal Schedule applies to the Oral Health Services records in all formats.

### Responsibility

The Chief Executive of the Department of Health is responsible for the content and implementation of this Records Disposal Schedule including the provision of advice and training, and for monitoring compliance.

### Authority

This Records Disposal Schedule is authorised in accordance with S. 136B of the *Information Act*.

Disposal Schedule No. 2017/3 was approved by the Director of the NT Archives Service (The Archives Service), Senior Director of Digital Policy (The Records Service), and the Chief Executive of the Department of Health on 20 January 2017 and is effective immediately.

### Re-sentencing Records

All records sentenced using records Disposal Schedule for Patient Records of the NT Dental Services (1992/3) are to be re-sentenced in accordance with this schedule.

### Regulatory Framework

The regulatory basis for this Records Disposal Schedule is defined in:

- *Health Practitioner Regulation (National Uniform Legislation) Act (NT)*
- *Medicines, Poisons and Therapeutic Goods Act*
- *Information Act*
- *AS/NZS 4815:2006 – Office-based health care facilities – Reprocessing of reusable medical and surgical instruments and equipment, and maintenance of the associated environment*
- NT Government Records Management Standards
- NT Government Archives Management Standards
- Australian Standards AS ISO 15489-Records Management

### Related Documents

This Records Disposal Schedule is to be read in conjunction with:

- NT Government Records Management Standard – Records Disposal
- policies and procedures of the Department of Health



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- current authorised disposal schedules for Department of Health

## Normal Administrative Practice

Public sector organisations are permitted to dispose of some short term or ephemeral documents under the authority of the Disposal Schedule for Short Term Value Records. These include:

- duplicate (eg information or reference copy)
- obviously unimportant (e.g. telephone message slips)
- of short term facilitative value (e.g. compliment slips)
- a combination of these

The guiding principle is that organisations should be sure that destroying these records will not destroy evidence that might be needed.

Records that have been captured into a recordkeeping system should be destroyed using the Disposal Schedule for Short Term Value Records unless the class of records has been identified in a specific disposal schedule.

## Notification of Destruction

Provide formal notification of destruction of all records to the NT Records Service.

Note: In the case of the Disposal Schedule for Records of Short Term Value (Disposal Schedule No. 2003/10), notification is only required for the destruction of records described in Disposal Class No. 1.10.1.

## Acknowledgement

The NT Archives Service and the NT Records Service acknowledge that material produced by National Archives of Australia, State Records Authority of New South Wales, State Records of South Australia, Public Records Office of Victoria, Territory Records Office and Standards Australia was used in the development of this schedule.

This work is copyright. Apart from any use as permitted under the Copyright Act 1968, no part may be reproduced by any process without prior written permission of the NT Archives Service. Requests and enquiries concerning reproduction and rights should be directed to the Director, NT Archives Service. The terms in the business classification scheme are based on the Keyword AAA: A Thesaurus of General Terms (Government of New South Wales, 1998), and are produced under a licence agreement between the NT Archives Service and the State Records Authority of New South Wales.

## Compliance Checklist

<input type="checkbox"/>	Implement a records disposal program to ensure regular appraisal, sentencing, destruction and transfer of all records	<input type="checkbox"/>	Stop applying sentences from previous schedules that have been revoked or amended
<input type="checkbox"/>	Assign responsibility for the management and application of regular records disposal action using authorised records disposal schedules, to an appropriately skilled records manager who consults with the NT Archives Service and NT Records Service	<input type="checkbox"/>	Retain all records in good order and condition to be available for retrieval during the retention period.
		<input type="checkbox"/>	Identify and update control records so that you can demonstrate what happened to each record, whether paper or electronic
<input type="checkbox"/>	Familiarise all employees of the organisation with the authorised records disposal schedules relevant to the organisation's records	<input type="checkbox"/>	Implement an appropriate and approved strategy for retention of records of continuing value, eg. preservation in original form, migration to new systems, and conversion to long term medium
<input type="checkbox"/>	Identify and sentence all records described in this schedule in all formats including electronic records and records in business systems, copies of records and parts of records	<input type="checkbox"/>	Dispose of all records sentenced according to this schedule in all formats including electronic records and records in business systems, copies of records and parts of records
<input type="checkbox"/>	Ensure all copies of temporary records are destroyed in any format (including backups), unless otherwise stated in a disposal schedule	<input type="checkbox"/>	Transfer records of permanent value to the NT Archives Service for retention as archives not later than 30 years after creation
<input type="checkbox"/>	Apply this records disposal schedule to records in the organisation's records management systems, including systems for the management of paper records, electronic records, or records in any other format	<input type="checkbox"/>	Inactive records can be transferred to offsite service providers providing they have been sentenced
<input type="checkbox"/>	Apply this records disposal schedule to records in the organisation's business systems, either directly or by linking the business system to a records management system	<input type="checkbox"/>	Destroy time expired temporary records in a secure manner that ensures complete deletion/destruction beyond any possible reconstruction
<input type="checkbox"/>	Implement quality assurance mechanisms to periodically check that the disposal class originally assigned at the creation of the records is still applicable at the time of sentencing of the record	<input type="checkbox"/>	Notify the NT Records Service of destruction of all records
<input type="checkbox"/>	Implement review or quality control procedures in recordkeeping systems to ensure disposal actions are implemented correctly	<input type="checkbox"/>	Do not destroy records that are not described in an authorised records disposal schedule.
<input type="checkbox"/>	Identify records that require re-sentencing where a previous disposal schedule has been superseded	<input type="checkbox"/>	Do not destroy any records created prior to 1 July 1978 without specific authorisation from the NT Archives Service

## Disposal Schedule

### 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

#### 1.1 Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

Class No.	Description of Records	Status and Disposal Action
1.1.1	Records documenting major advice between the Department, the Minister, and other Government bodies, such as the Department of Health and Ageing and the Australian Institute of Health and Welfare in relation to oral health services, and the development of policy and oral health programs.  Includes ministerial and briefing notes.	Permanent  Transfer to the NT Archives Service 10 years after action completed
1.1.2	Records documenting operational routine advice in relation to oral health services.	Temporary  Destroy 3 years after action completed

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.2 Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements. Include formal agreements and/or exchange of letters between parties, as well as informal agreements.

Class No.	Description of Records	Status and Disposal Action
1.2.1	Records documenting the establishment, negotiation and review of major agreements relating to oral health services, such as with the Commonwealth.  Includes memoranda of understanding and ministerials.	Permanent  Transfer to the NT Archives Service 10 years after action completed
1.2.2	Records documenting the establishment, negotiation, maintenance and review of minor agreements in relation to oral health services with government bodies or organisations, such as Miwatj Health Aboriginal Corporation, Sunrise Health Service, Groote Eylandt and Bickerton Island Enterprises and other health service providers.  Includes draft agreements, memorandum of understanding, and other related correspondence.  Also includes agreements with other University bodies in relation to oral health services training and professional relationships such as the James Cook University.	Temporary  Destroy 7 years after expiry or termination of agreement

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.3 Audits

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Class No.	Description of Records	Status and Disposal Action
1.3.1	Records documenting sterilisation audits in relation to oral health services to ensure compliance with procedures and guidelines.  Includes certificates of calibration, operational qualifications and final audit reports.	Temporary  Destroy 15 years after action completed
1.3.2	Records documenting internal audits conducted periodically by public dentist practices in relation to oral health services, such as hand hygiene practices, sterilisation programs, infection control, clinical record keeping and medication logs.  Includes final reports, responses to audit findings, records of remedial action and other supporting documents.	Temporary  Destroy 7 years after audit completed

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.4 Authorisation

The process of seeking and granting permission to undertake requested action.

Class No.	Description of Records	Status and Disposal Action
1.4.1	<p>Records documenting requests for consumer advisory persons that have been approved by the Director to represent consumers subject to oral health services.</p> <p>Includes expressions of interest received, terms and conditions, file notes, confidentiality agreements, roles and responsibilities, training notes, acceptance letters and other supporting paperwork.</p>	<p>Temporary</p> <p>Destroy 7 years after action completed</p>
1.4.2	<p>Records documenting requests from persons to become consumer advisors that have been rejected by the Director, including withdrawn and incomplete applications.</p> <p>Includes expressions of interest, file notes and other related correspondence.</p>	<p>Temporary</p> <p>Destroy 2 years after action completed</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.5 Client Service

The activities associated with the planning, monitoring, evaluating and delivery of services provided to clients by the organisation.

Class No.	Description of Records	Status and Disposal Action
1.5.1	<p>Records documenting complaints that result in a conciliation process facilitated by the Northern Territory Health and Community Care Complaints Commission, or where the matter has been referred to the relevant registration board such as the Medical Practitioners Board.</p> <p>Includes notifications of complaints, requests for information, extracts of documents from the clinical file, photos, x-rays, final reports and other supporting documents.</p> <p>May include ministerial and letter from the Ombudsman and supporting documents.</p>	<p>Permanent</p> <p>Transfer to the NT Archives Service 10 years after action completed</p>
1.5.2	<p>Records documenting minor complaints that have been resolved internally by the public dentist practice, such as waiting periods, no appointments available, including complaints that have been withdrawn.</p> <p>Includes written complaints, assessment reports, feedback forms, file notes, interview statements and other related correspondence.</p> <p>May include ministerial, letters from the Ombudsman and supporting documents.</p>	<p>Temporary</p> <p>Destroy 5 years after action completed</p>
1.5.3	<p>Records documenting compliments received by the public dentist practice such as excellent service and patient's experience.</p> <p>Includes feedback forms and other related correspondence.</p>	<p>Temporary</p> <p>Destroy 3 years after action completed</p>
1.5.4	<p>Records documenting suggestions in relation to oral health services.</p> <p>Includes feedback forms and related</p>	<p>Temporary</p> <p>Destroy 2 years after action</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.5 Client Service

The activities associated with the planning, monitoring, evaluating and delivery of services provided to clients by the organisation.

Class No.	Description of Records	Status and Disposal Action
	correspondence.	completed



## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.6 Clinical Services

The activities associated with the provision of clinical health care to an individual or group of patients / clients.

Class No.	Description of Records	Status and Disposal Action
1.6.1	<p>Records documenting the examination, assessment and treatment of patients in relation to oral health care.</p> <p>Includes patient details, identification details, eligibility details, dental charts, imaging records such as x-rays and digital images such as photographs, orthopantomogram (OPGs) and subsequent analysis, clinical notes created by health practitioners, medical history reports, results of any diagnostic investigations or tests, appointment details, practitioner details, treatment plans, patient consents, a record of procedure conducted, supplies, administered or prescribed medicines, instrument batch control identification and details of medicine prescribed, administered or supplied, diagnostic charts, instructions to laboratories, referrals to and from other health practitioners and the Department of Education and other related correspondence.</p> <p>May include study models and diagnostic casts that may be fabricated from an impression or digital data and are used for the purposes of diagnosis and treatment planning.</p>	<p>Temporary</p> <p>Destroy 25 years after last clinic visit</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.7 Committees

The activities associated with the management of committees, sub committees, councils, forums working groups, boards and task forces (internal and external, private, community, local, state, national, international, etc.). Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes, reports, agendas etc.

Class No.	Description of Records	Status and Disposal Action
1.7.1	Records documenting high level committees where the Department is representing the NT, such as the Dental Board of Australia, the Northern Territory Registration and Notification Committee, the Australian Dental Association and the National Advisory Committee on Oral Health,  Includes agendas, minutes, discussion papers and action items.	Permanent  Transfer to the NT Archives Service 10 years after action completed
1.7.2	Records documenting oral health services internal administrative committees, inter-departmental formal committees or consumer advisory meetings, such as the Australian Dental Association NT Branch and Infection Control Committee.  Includes agendas, minutes, discussion papers and action items.	Temporary  Destroy 7 years after action completed

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.8 Compliance

The activities associated with complying with, or monitoring compliance with, mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards.

Class No.	Description of Records	Status and Disposal Action
1.8.1	Records documenting mandatory accreditation on public dentist practices for the purposes of protecting the public from harm and to improve the quality of care provided.  Includes self-assessments against the relevant national standards of the National Safety and Quality Health Service for Dentist practices, reviews by independent bodies, suggested changes for continuous quality improvement, ongoing performance activities final reports and outcomes, copies of certificates and other related correspondence.	Permanent  Transfer to the NT Archives Service 10 years after action completed
1.8.2	Records documenting the sterilisation of surgical instruments and equipment used in procedures, including sterilisation print outs, log books / registers, and critical instrument patient records:  Includes: <ul style="list-style-type: none"> <li>- Asset Number</li> <li>- Dates</li> <li>- Time in</li> <li>- Time out</li> <li>- Steriliser Type</li> <li>- Load number</li> <li>- Results of the chemical indicators</li> <li>- Identification of persons who checked the steriliser readouts etc</li> </ul>	Temporary  Destroy 15 years after action completed
1.8.3	Notifications of incidents in relation to oral	Permanent

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.8 Compliance

The activities associated with complying with, or monitoring compliance with, mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards.

Class No.	Description of Records	Status and Disposal Action
	<p>health services where a major investigation has taken place and where serious injury or death has occurred.</p> <p>Includes notifications of incidents, ministerials, investigation reports, file notes, photos, root cause analysis, witness statements and other supporting documents.</p> <p>May include notifiable incidents addressed to Worksafe NT and other related correspondence.</p>	<p>Transfer to NT Archives Service 10 years after action completed</p>
1.8.4	<p>Notifications of incidents in relation to oral health services where a minor investigation has taken place.</p> <p>Includes notifications of incidents, ministerial, investigation reports, file notes, photos, failure mode effect analysis and implementation, witness statements and other supporting documents.</p>	<p>Temporary</p> <p>Destroy 7 years after action completed</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.9 Conferences

The activities involved in arranging or attending conferences held either by the organisation or by other organisations. Includes registrations, publicity, and reports of participants, etc. Place published reports and proceedings in the organisation's library or information centre, and cross-reference to files. Includes workshops and seminars.

Class No.	Description of Records	Status and Disposal Action
1.9.1	<p>Master set of proceedings of conferences organised by the Department in relation to oral health services.</p> <p>Includes final papers presented by centre staff, attendance registers and feedback.</p>	<p>Permanent</p> <p>Transfer to NT Archives Service 10 years after action completed</p>
1.9.2	<p>Records documenting the administrative arrangements for conferences organised or attended by staff in relation to oral health services.</p> <p>Includes catering, draft programs, draft proceedings, publicity, speakers, travel arrangements, topics and venues.</p>	<p>Temporary</p> <p>Destroy 5 years after conference</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.10 Contracting Out

The activities involved in arranging, procuring and managing the performance of work or the provision of goods or services by a contractor, consultant, service provider, or by using external bureau services. Includes contract management and work done under contractual agreements and service agreements made under contract. Sometimes referred to as outsourcing.

Class No.	Description of Records	Status and Disposal Action
1.10.1	<p>Records documenting the contracting out of oral health services such as specialist services and laboratory technicians works.</p> <p>Includes signed contract, variations, post offer negotiations, and other related correspondence.</p>	<p>Temporary</p> <p>Destroy 7 years after completion or other termination of contract</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.11 Control

The activities associated with creating, maintaining and evaluating control mechanisms, eg Thesaurus.

Class No.	Description of Records	Status and Disposal Action
1.11.1	<p>Oral Health Database (Titanium):</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>- Persons Details</li> <li>- HRN</li> <li>- Date of Birth</li> <li>- Gender</li> <li>- Date of Service</li> <li>- results</li> <li>- clinical records</li> <li>- appointments</li> </ul>	<p>Permanent</p> <p>Retain in organisation</p> <p>(manage and migrate data to new platform during system upgrades)</p>
1.11.2	<p>Medication log in relation to oral health services.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>- Type of medication</li> <li>- Quantity</li> <li>- Expiry</li> <li>- Disposal</li> </ul>	<p>Permanent</p> <p>Retain in organisation</p>
1.11.3	<p>Prosthetic records, where the construction of artificial appliances are designed to restore and maintain oral function and health by replacing missing teeth.</p> <p>Includes dental moulds, working moulds, partial dentures, splints, mouth guards, crowns, bridges and other removable dental apparatus.</p>	<p>Temporary</p> <p>Destroy when reference ceases</p>
1.11.4	Risk Register in relation to oral	Permanent

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.11 Control

The activities associated with creating, maintaining and evaluating control mechanisms, eg Thesaurus.

Class No.	Description of Records	Status and Disposal Action
	<p>health services.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>- Risks identified</li> <li>- Remediation strategies</li> <li>- Identified controls</li> <li>- Action plans</li> <li>- Responsible officers</li> </ul>	Retain in organisation
1.11.5	<p>Register of notification of incidents, including near misses.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>- Dates of incidents</li> <li>- Category of incident</li> <li>- Notes</li> </ul>	<p>Permanent</p> <p>Retain in organisation</p>



## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.12 Enquiries

The activities associated with the handling of requests for information about the organisation and its services by the general public or another organisation.

Class No.	Description of Records	Status and Disposal Action
1.12.1	<p>Records documenting request for information from Government bodies, including other jurisdictions, in relation to clinical records for the purpose of oral health services.</p> <p>Includes written letters, responses and other supporting information.</p>	<p>Temporary</p> <p>Destroy 5 years after action completed</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.13 Extension Services

The activities involved in planning and developing educational activities and programs which raise awareness and understanding of the broader role of the organisation.

Class No.	Description of Records	Status and Disposal Action
1.13.1	<p>Records documenting the promotion of awareness of oral health services, including information sessions, exhibitions, networking events, presentations, healthy eating clinics and visits to organisations such as day-care centres.</p> <p>Includes background research, briefs and designs, copies of handouts and brochures.</p>	<p>Temporary</p> <p>Destroy 7 years after action completed</p>

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.14 Grant Funding

The activities associated with the application for and receipt of grants.

Class No.	Description of Records	Status and Disposal Action
1.14.1	Records documenting the application for grants by the organisation to other organisations, where the grant is received.  Includes applications, grant application notification letter, payment approvals, progress reports, financial statements and acquittal information. Also includes funding agreements.	Temporary  Destroy 7 years after grant acquitted
1.14.2	Records documenting the application for grants by the organisation to other organisations, where the grant is not received.  Includes grant application notification letter.	Temporary  Destroy 2 years after application not approved, cancelled or withdrawn

## 1. Oral Health Services

The function of providing oral health services to the Northern Territory community, including oral health programs, clinical services, education and awareness information sessions and compliance with oral health standards.

### 1.15 Procedures

Standard methods of operating laid down by an organisation according to formulated policy

Class No.	Description of Records	Status and Disposal Action
1.15.1	Master set of procedures and guidelines for oral health services, such as work procedures and manuals.	Permanent Transfer to the NT Archives Service 10 years after action completed
1.15.2	Records documenting the development of procedures and guidelines in relation to oral health services.  Includes background research, draft versions of procedures and notes on stakeholder consultation.	Temporary Destroy 5 years after completed

## 1. Oral Health Services

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### 1.16 Program Management

The activities associated with managing programs designed to achieve the organisation's strategic plan objectives. Includes governance, management, planning and implementation.

Class No.	Description of Records	Status and Disposal Action
1.16.1	Final versions of program documentation in relation to oral health services such as Health Smiles.  Includes management briefing reports, progress reports, training records, implementation plans, and related correspondence.	Permanent  Transfer to the NT Archives Service 10 years after action completed
1.16.2	Records documenting draft versions of programs in relation to oral health services.  Includes drafts, correspondence and feedback.	Temporary  Destroy 5 years after action completed
1.16.3	Records documenting the delivery of oral health services programs.  Includes delivery plans, progress reports, file notes, minutes of meetings, statistics and other related correspondence.	Temporary  Destroy 7 years after program superseded

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### 1.17 Reporting

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 an examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Class No.	Description of Records	Status and Disposal Action
1.17.1	Final reports prepared for Government bodies such as the Australian Institute of Health and Welfare, the National Health Body and the Australian Council on Healthcare Standards, for the purposes of reporting key trends and statistical information about the Northern Territory oral health care services.	Permanent Transfer to NT Archives Service 10 years after action completed
1.17.2	Records documenting the development of reports to Government Bodies.  Includes statistic reports, incident reports, draft versions and other supporting documents.	Temporary Destroy 5 years after action completed

## 1. Oral Health Services

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### 1.18 Research

The activities involved in enquiring into a subject or area of interest in order to discover facts, principles etc. Used to support the development of projects, standards, guidelines etc., and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

Class No.	Description of Records	Status and Disposal Action
1.18.1	Final versions of clinical research reports in relation to oral health services, such as joint projects with the Menzies School of Health Research into Indigenous oral health matters or other peak national bodies or tertiary institutions.	Permanent Transfer to NT Archives Service 10 years after action completed
1.18.2	Research data including literature searches, questionnaires, statistics, surveys and other raw data.	Temporary Destroy 10 years after action completed

## 1. Oral Health Services

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### 1.19 Training

The activities associated with all aspects of training.

Class No.	Description of Records	Status and Disposal Action
1.19.1	Records documenting the delivery of the nationally recognised Dental Assistant Certificate by public health practices.  Includes trainees, assessments, results, and other supporting documents.	Temporary  Destroy 30 years after completion of certificate
1.19.2	Records documenting student placements from universities such as the James Cook University.  Includes performance reports, safety and quality assessments, daily logs, documenting clinical procedures, feedback notes, case study notes and formal assessments.	Temporary  Destroy 10 years after action completed
1.19.3	Records documenting the delivery of internal staff training in oral health services to ensure continuous professional development.  Includes trainees, lesson plans, assessments, records of staff orientations, performance audits, staff evaluations and other related documents.	Temporary  Destroy 5 years after action completed