

**Office of the
State Archivist**



**DISPOSAL SCHEDULE FOR
AMBULANCE TASMANIA**

Disposal Authorisation DA2528

**Version 1.1
May 2023**

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Authorisation

Under Section 20 (2) (b) of the *Archives Act 1983* (Tas), I authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule.

Ross Latham
State Archivist

Version	Date	Comments
1.0	8 July 2021	Authorised release
1.1	11 May 2023	Minor update

DOCUMENT DEVELOPMENT HISTORY

Version	Date	Comments
1.0	8 July 2021	Authorised release
1.1	11 May 2023	Note in introduction that this schedule supersedes DS 27

Introduction

OVERVIEW

ARCHIVES LEGISLATION

The *Archives Act 1983* (Tas) stipulates that State and local government organisations must not dispose of records of any type or format without the written approval of the State Archivist.

Disposal of records involves their destruction, their removal from custody of their creating agency, or their transfer to the Tasmanian Archives.

Section 10 (1) (a) of the Act requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency.

SCHEDULE ELEMENTS AND ARRANGEMENT

The administrative functions covered by this schedule are arranged in alphabetical order as function headings. The activities performed under each function are listed in alphabetical order within each function.

Reference

All function and activity headings and disposal classes are allocated a reference number. These reference numbers are used, in conjunction with the schedule number, to identify records in the Tasmanian Archives disposal documentation. These numbers can also be used by agencies, in the same way, to indicate disposal authorisation in their records control systems, where the records have been registered in these systems.

Disposal classes

The groups of records that document, and are derived from, the performance of the functions and activities are listed as disposal classes under each function/activity set.

It should be noted that Disposal Classes have been described in functional terms irrespective of the format or medium in which the records were created.

Status

All disposal classes have either 'PERMANENT' or 'TEMPORARY' status. Records identified as 'PERMANENT' are those that will be transferred to the Tasmanian Archives to be retained as State archives. 'TEMPORARY' records are those that can be destroyed under the authority of this schedule.

Disposal action

All temporary records identified in this schedule will have a disposal action which specifies the length of time for which the record must be retained before it can be destroyed under this authorisation.

REVIEW OF THE SCHEDULE

It is the responsibility of agencies to monitor administrative, legal or regulatory changes which may result in the need to alter disposal class descriptions or disposal actions for records covered by this schedule. When this occurs, this schedule should not be used to dispose of those records and the State Archivist should be informed of the need to revise the schedule. If necessary, the procedures for the disposal of unscheduled records can be used in the interim. Reviews may also be initiated by the Office of the State Archivist.

Interpretation

DEFINITIONS

Permanent records are those that will be transferred to the Tasmanian Archives to be retained as State archives. The *Archives Act 1983* (Tas) establishes 25 years as the maximum required timeframe for the transfer of permanent records to the Tasmanian Archives unless an extension of time has been approved by the State Archivist.

Temporary records are those that can be destroyed under the authority of this schedule after a minimum retention period, or once certain requirements have been met.

COVERAGE

This schedule covers the functional records of **Ambulance Tasmania**. This schedule supersedes DS 27, the previous *Disposal Schedule for the Tasmanian Ambulance Service*.

This schedule **does not cover pre-1960 records**. The disposal of those records should be managed according to the procedures for unscheduled records.

The *Disposal Schedule for Short-term Value Records* (DA2158) covers the disposal of short-term value records which are created by most agencies. These documents are usually of a trivial nature or of such short-term value that they do not support or contribute to the business functions of the agency.

Records not covered by these schedules, or other authorised disposal schedules, should be disposed of according to the current Tasmanian Archives procedures for unscheduled records.

PRESERVATION OF RECORDS

Section 10 (1) (a) of the *Archives Act 1983* (Tas) requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency

PERMANENT RECORDS

All disposal classes of records identified as having 'PERMANENT' status in this schedule should be transferred to the Tasmanian Archives 25 years after the date of creation. Agencies may make application to the Tasmanian Archives for earlier transfer of particular groups of records and the Tasmanian Archives may also initiate an earlier transfer arrangement.

Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archives.

TEMPORARY RECORDS

All records identified as having 'TEMPORARY' status in this schedule will have a disposal action which is the authorised date for destruction. These disposal actions specify minimum retention periods. Temporary records can be kept as long as the agency wishes following the expiration of the specified period, but the provisions of the *Archives Act 1983* (Tas) regarding their proper care and custody will still apply to them.

Frequently the disposal actions will refer to '**after action completed**' which means after completion of the transaction to which the records relate. The disposal action '**destroy when reference use ceases**' authorises the destruction of records when all business needs to refer to the records have ceased.

DESTRUCTION OF RECORDS

The destruction method chosen for records authorised for destruction in this schedule should be appropriate to the medium in which the record exists. It is the responsibility of the agency to ensure that the identified records are actually destroyed, and that this process is confidential and secure.

The following issues should be considered before destruction of any documents:

RIGHT TO INFORMATION

Right to Information legislation prescribe rights and processes for access to documents held by government agencies. If a request for access under the legislation has been lodged, all records relevant to the request, regardless of whether they are due for destruction, must be identified and preserved until action on the request and any subsequent reviews are completed.

PERSONAL INFORMATION PROTECTION

Personal Information Protection legislation provides appropriate safeguards for government agencies in collecting and handling individual's personal information, creating statutory obligations and a right to make a privacy complaint. If an application is in progress, all records relevant to the application must be identified and preserved until the action and any subsequent actions are completed.

OTHER INVESTIGATION OR INQUIRIES

If an investigation or inquiry is in progress, all records relevant to the investigation or inquiry must be identified and preserved until the action and any subsequent actions are completed.

RECORDS RELATING TO INDIGENOUS PEOPLE

Key recommendations of the *Bringing Them Home Report: National Inquiry into the separation of Aboriginal and Torres Strait Islander Children from Their Families (1997)* relate to the need for the identification, preservation, indexing, management and access to records relating to Indigenous individuals, families and/or communities in accordance with established privacy principles.

Records relating to Indigenous families and communities or which document links between Indigenous people and localities are not to be destroyed and should be the subject of consultation with the Office of the State Archivist.

NATIVE TITLE

If a native title claim is in progress, all documents relevant to the claim must be identified and preserved until the action and any subsequent actions are completed.

REGISTRATION OF DESTRUCTION

Central to the accountability process built into the disposal schedules is the requirement that agencies maintain a *Register of Records Destroyed*. It is important to recognise that the formal evidential record of destruction is contained in this registration process. The register is to be made available to the State Archivist (or his nominee) on request.

The register must be clearly identified as the *Register of Records Destroyed* (under Section 20 (2) (b) of the *Archives Act 1983 (Tas)*) and should include the name of the agency. The register can be the same used for registering destructions authorised under other disposal schedules. A sample format indicating the required elements for the register and related procedures are available from our website.

Disposal Schedule

Reference	Description	Status and Disposal Action
01.00	<p>SERVICE DESIGN, EVALUATION AND IMPROVEMENT</p> <p>The function of designing, evaluating and improving services to meet the agency's responsibilities for:</p> <ul style="list-style-type: none"> • emergency ambulance care and transport • non-emergency patient transport <p>Services that support these responsibilities include:</p> <ul style="list-style-type: none"> • maintaining and operating urban, rural and remote ambulance stations, a fleet of suitable vehicles and specialised equipment to deliver out of hospital clinical care • providing air ambulance services • maintaining and operating state-wide communication services for the dispatch and support of vehicles and their crew • establishing and maintaining service connections with other emergency service providers (eg police and fire services) to ensure incidents requiring multi-agency action are responded to efficiently and effectively • liaison with mainland ambulance service providers to develop interstate patient transport links and support services that assist injured visitors to Tasmania to return home, or those Tasmanian patients requiring treatment and care that cannot be accessed locally to reach a mainland treatment provider • paramedic education and training to deliver best practice out of hospital clinical care • maintaining a patient information/case notes system and ensuring relevant information is transitioned with the patient when transferred into a hospital or health service for further treatment and care. <p>Collectively these services support a broader state-wide health and well-being program centred on the provision of emergency and acute treatment and care to Tasmanians. The responsibility for the design and improvement of the services within this function sits with the agency who then consults with its stakeholders and support partners to ensure services meet state-wide requirements and integrate with those services being run by other emergency agencies or acute care providers where applicable. Periodic review and evaluation of services ensures any gaps or issues are identified and necessary improvements made. Includes service design components such as:</p> <ul style="list-style-type: none"> • establishing policy and procedures for the service • selecting, implementing and maintaining systems that support the service and capture records or information about service delivery/outcome • offering support to staff providing the service, including: debriefing opportunities; occupational health and safety provisions; paths for reporting or escalating service issues etc • making decisions about whether the service will be delivered inhouse or in partnership with an external provider, including tendering and the establishment, evaluation and review of contracts (where applicable) • de-commissioning a service stream, including where the service leaves the responsibility of the agency through a machinery of government change. 	

Reference	Description	Status and Disposal Action
	<p>This function does not cover the records resulting from the operation of a service (eg case management notes) - these detailed operational records are covered by other classes in this disposal authority.</p> <p>See <i>Records of Health Administration (DA2525)</i> for records of program development, management and review.</p> <p>See <i>Records of Health Administration (DA2525)</i> for records of safety and quality accreditation of services.</p>	
<p>01.01</p>	<p>Records of Continuing Value Records of continuing value that document the service design, evaluation and improvement function. Includes:</p> <ul style="list-style-type: none"> • meeting papers of executive committees and working parties set up to design and implement new services and/or to evaluate and improve existing services • final approved service design descriptions used to present new or improved services to the public, or to notify that an existing service/s is to be discontinued eg by media release, website announcements, publications and other communication channels • reports that summarise the outcome of public and stakeholder consultation processes on new proposed services, or seeking feedback to review and improve existing services (these may be included in the meeting papers above) • directions received from the Minister or the Secretary of the governing department regarding the establishment of a new service/s, or to review/improve an existing service/s, or to cease delivery of an existing service/s • policies regarding service delivery and management. 	<p>PERMANENT Retain as State archives</p>
<p>01.02</p>	<p>Medium-term Records Records of medium-term value documenting the service design, evaluation and improvement function, including:</p> <ul style="list-style-type: none"> • project plans and other task management records for the commissioning, delivery, or decommissioning of services. Includes communication strategies • records that document the tailoring of service delivery within specific areas. Includes strategies and plans for the delivery of a service within a locality that tailors the service to reflect local conditions, circumstances or parameters eg a strategy to deliver first response services in remote areas that an ambulance and crew may take some time to reach from the nearest base • review documentation including planning, development of surveys and other evaluation methods, the collection of service statistics, monitoring results and other data, and the analysis and collation of results 	<p>TEMPORARY Destroy 10 years after action completed</p>

Reference	Description	Status and Disposal Action
	<ul style="list-style-type: none"> • submissions that are summarised in reports on the outcome of public and stakeholder consultation processes • procedures concerning service delivery and management. 	
01.03	<p>Short-term Records Records of short-term administrative value documenting ambulance service design, evaluation and improvement, including:</p> <ul style="list-style-type: none"> • facilitative records identifying and sourcing resources required (eg availability of internal staff and negotiating for their assignment to participate in the project) • mailout lists and delivery tracking of communications with staff and other stakeholders requesting participation or updating on progress • service performance information prepared for delivery to the public. 	<p>TEMPORARY Destroy 1 year after action completed</p>
02.00	<p>CLINICAL TRAINING</p> <p>The function of providing training to clinical staff and ensuring that any credentials required to provide clinical treatment and care are maintained. Includes:</p> <ul style="list-style-type: none"> • graduate training programs for incoming graduate paramedics who have completed undergraduate training and successfully applied for further training with the agency • volunteer training programs • continuing professional development training to ensure clinical staff skills are maintained and improved • specific training in new/incoming treatment and care practices, including the operation of upgraded specialist equipment or vehicles. <p><i>For decisions on whether clinical training services will be managed in-house or by an external service provider, see 01.00 Service Design, Evaluation and Improvement.</i></p> <p><i>See Common Administrative Functions (DA2157) 15.13.00 Training (Staff Development) for records of non-clinical education and training</i></p> <p><i>See Records of Health Administration (DA2525) for records of staff credentialing and registration checks</i></p>	
02.01	<p>Records of Continuing Value Records of continuing value documenting the clinical training function, including:</p> <ul style="list-style-type: none"> • approved curriculum, syllabuses and assessment frameworks for clinical training • meeting papers of executive committees that govern the clinical training function, including making decisions on the mode by which clinical training will be delivered within the organisation (eg in-house vs outsourced). 	<p>PERMANENT Retain as State archives</p>

Reference	Description	Status and Disposal Action
02.02	<p>Medium-term Records Records of medium-term value documenting the clinical training function, comprising student, staff and volunteer training files containing courses successfully completed, courses attempted or not successfully completed, and supporting evidence such as final grades and any comments regarding recommended further training or areas of specialisation etc.</p>	<p>TEMPORARY Destroy 30 years after separation</p>
02.03	<p>Short-term Records Record of short-term value documenting the clinical training function, including:</p> <ul style="list-style-type: none"> • student assessment papers • performance evaluation reports • notices of achievement issued at the completion of a training course • notices of interim course outcomes • completed student survey and questionnaires • records of the annual issuing of Authorities to Practice, including Mental Health Officer authorities issued to staff following successful completion of relevant training courses. 	<p>TEMPORARY Destroy 7 years after completed</p>
03.00	<p>AMBULANCE CONTROL (CALL CENTRE) MANAGEMENT</p> <p>The function of establishing and operating a call centre service to receive and assess calls for ambulance assistance, and to allocate an appropriate response. Includes calls received for:</p> <ul style="list-style-type: none"> • emergency clinical care • transport of a patient • other requests (not all of which will be able to be responded to by the agency). <p>The activities covered within this function include:</p> <ul style="list-style-type: none"> • allocation of staff within the call centre service • call monitoring for quality improvement purposes and the provision of feedback to staff on their performance, including operational changes to procedures to clarify or cover gaps in understanding • data analysis and reporting on call statistics and other metrics • communication system fault reporting and repair requests, including interim solutions to maintain service availability • maintenance of pre-recorded messaging designed to assist callers. <p><i>For decisions on whether call centre services will be managed in-house or by and external service provider, see 01.00 Service Design, Evaluation and Improvement. Note: Case records made during a call are covered in 04.00 Case Management.</i></p> <p><i>See Records of Health Administration (DA2525) 11.00 Incident Reporting and Investigations for records of any incident or system failure which impacts the ability to receive or complete a call, or to manage a case.</i></p>	

Reference	Description	Status and Disposal Action
03.01	<p>Records of medium-term value documenting the ambulance control (call centre) management function, including:</p> <ul style="list-style-type: none"> • system checks, audits and other maintenance tasks designed to ensure call centre systems, including crew radios and other mobile communication devices, are performing and staff are following procedures correctly. Includes call recordings for quality assurance purposes • attendance records and duty rosters, including records of breaks, task assignment and staff sign in/out • data analysis and reporting on call statistics and other metrics • communication system fault reporting and repair requests, including interim solutions to maintain service availability • maintenance of pre-recorded messaging designed to assist callers. 	<p>TEMPORARY</p> <p>Destroy 7 years after action completed</p>
03.02	<p>Short-term records documenting the function of ambulance control (call centre) management, including:</p> <ul style="list-style-type: none"> • calls from crew and staff that do not relate to a current case eg queries about/confirming shift details, informing the call centre of the crew's current location eg after transferring a case to a hospital, notification of traffic blockages etc that might affect travel time or access to particular areas, arrangements to pick up or drop off volunteer members for on-the-road training etc • bookings for non-emergency patient transport and their assignment • statistical analysis of calls compiled for management reporting purposes • staff handover or briefing notes between shifts eg concerning call system issues, messages from crews, last minute changes to rosters and break times etc. 	<p>TEMPORARY</p> <p>Destroy 1 year after action completed</p>
04.00	<p>CASE MANAGEMENT</p> <p>The function of managing responses to cases for which ambulance services are requested. Includes responses to:</p> <ul style="list-style-type: none"> • major emergencies or crises coordinated under State Emergency Management legislation (usually at the direction of the State Emergency Management Committee, its delegate or nominated incident controller depending on the nature of the emergency) • incidents not coordinated under State Emergency Management legislation, but for which the presence of an ambulance is required eg to be in readiness to provide onsite assistance to staff of another agency responding to an incident such as a building fire, road accident, chemical or pollutant spill, gas or toxin leak etc, and/or to members of the public who may be affected during the incident • individual calls made by members of the public for emergency clinical assistance • calls for non-emergency assistance eg transport for patients suffering a health condition that does not permit them to drive, or for which transport in a vehicle other than an ambulance is not suitable, at the direction of a medical professional (eg referral by a GP for a patient to be transported by ambulance). 	

Reference	Description	Status and Disposal Action
	<p>Includes cases for which an ambulance is dispatched but then recalled before reaching the dispatch destination, or where a decision is made to not dispatch an ambulance.</p> <p>Case management records include:</p> <ul style="list-style-type: none"> • receipt of dispatch instructions, including location to be attended, patient details, nature of emergency/incident, warnings for possible danger at the site eg aggressor present, dangerous animal present etc. and any specific instructions regarding these, co-attending services (eg police, fire brigade, army, state emergency service etc) and instructions regarding who has command of the incident response etc • dispatch, radio and call logs between the control centre and ambulance crew eg time departed base, time arrived at incident site, time arrived at hospital or health service, time patient transferred into the care of another service etc • records of treatment and care given to patients while in the care of Ambulance Tasmania staff, including observations, medication/drugs administered etc • records of incidents that occur to members of the ambulance crew while attending a case eg attacks by aggressors, needle stick or other injury sustained while rendering aid etc • notes on information provided by bystanders/colleagues/family about the patient and their health/the incident etc • recording reasons for decisions to not dispatch an ambulance eg the call concerns a matter that an ambulance cannot assist with, or to recall an ambulance that was dispatched eg another emergency service is in attendance and advise that an ambulance is not required, or a vehicle and crew that are closer to the incident become available and are dispatched to attend instead • records of referrals made to other service eg Nurse on Call, general practitioners and/or other medical professionals. <p><i>See Records of Health Administration (DA2525) 12.00 Pharmaceutical Supply and Administration for records of the management of medications.</i></p> <p><i>See Records of Health Administration (DA2525) 11.00 Incident Reporting and Investigations for records of incidents or complaints concerning medical treatment and care</i></p> <p><i>See Common Administrative Functions (DA2157) 01.08.00 Customer Service (Community Relations) for records of patient complaints not concerning the medical care and treatment of a patient.</i></p>	
<p>04.01</p>	<p>Long-term Records</p> <p>Long-term records documenting the case management function, including:</p> <ul style="list-style-type: none"> • summary case management data held in case management databases or software • exported datasets of case management data and statistics used for reporting, analysis and research purposes. 	<p>TEMPORARY</p> <p>Destroy 30 years after action completed</p>

Reference	Description	Status and Disposal Action
<p>04.02</p>	<p>Medium-term Records Detailed records of cases that received out-of-hospital and interfacility emergency clinical treatment and care from an Ambulance Tasmania staff member or first-responder. Includes:</p> <ul style="list-style-type: none"> • patient name and details • pickup address and where taken to • notes from attending staff from time of arrival through to handover at the hospital, or to a crew (if a first responder), or time departed (if patient not taken to hospital) • medical history collected • medical observations collected • diagnosis information • treatment and care details, including medications administered • notes on the transfer of duty of care through formal handover at the hospital • copies of completed patient care forms provided to the patient and the hospital to inform ongoing treatment and care decisions. 	<p>TEMPORARY Destroy 7 years after action completed</p>
<p>04.03</p>	<p>Short-term Records Records of short-term value documenting the case management function, including:</p> <ul style="list-style-type: none"> • hardcopy case notes which have had the data captured in them entered into the case management system • evidence collected at an incident eg a traffic accident, domestic violence incident or an assault. This is restricted to case notes or witness statements regarding anything witnessed by the crew as they arrive or during their presence at the scene for collection by the police as evidence • detailed case records of non-emergency patient transport journeys. 	<p>TEMPORARY Destroy 1 year after completed</p>
<p>05.00</p>	<p>AMBULANCE VEHICLE MANAGEMENT</p> <p>The function of acquiring, managing, maintaining, repairing and disposing of a fleet of specialised vehicles to provide ambulance services. Includes:</p> <ul style="list-style-type: none"> • specifications, design briefs and technical requirements for the vehicle and the equipment it contains • tendering and expression of interest processes, including negotiation and other liaison processes leading to a signed contract • ambulance asset management systems, including the tracking of repairs and maintenance schedules, upgrades, and replacements • the decommissioning of vehicles no longer of service, including sales and transfers to other bodies • policy and procedures regarding ambulance vehicle use and management. <p><i>For decisions on whether vehicle management services will be managed in-house or by and external service provider, see 01.00 Service Design, Evaluation and Improvement.</i></p>	

Reference	Description	Status and Disposal Action
	<p>See <i>Common Administrative Functions (DA2157) 06.00 Fleet Management</i> for records of non-ambulance vehicle management</p> <p>See <i>Common Administrative Functions (DA2157) 03.00 Equipment And Stores</i> for records of non-clinical equipment and stores management</p> <p>See <i>Records of Health Administration (DA2525) 15.00 Health Service Equipment and Supplies Management</i> for records of specialised emergency treatment and care equipment and supplies in use in ambulances</p>	
<p>05.01</p>	<p>Records of Continuing Value Records of continuing value documenting the ambulance vehicle management function, including:</p> <ul style="list-style-type: none"> • the design and specification of emergency patient transport vehicles (road, water or air) that are commissioned by the agency. Includes design and specification records where 'standard' emergency patient transport vehicles are uniquely altered/customised to meet the needs of the agency • policies regarding ambulance vehicle use and management. <p>Note: 'Uniquely altered/customised' does not include changes from left hand to right hand drive or other modifications typically required for a vehicle to be operated in Australia.</p>	<p>PERMANENT</p> <p>Retain as State archives</p>
<p>05.02</p>	<p>Medium-term Records Medium-term records of the function of ambulance vehicle and equipment management, including:</p> <ul style="list-style-type: none"> • specifications, design briefs and technical requirements for vehicles for use in an acquisition process eg a tender process • records of faults and claims where the vehicle provided does not perform as expected and requires rectification. Includes records of replacement, repair or upgrade • procedures regarding ambulance vehicle use and management. 	<p>TEMPORARY</p> <p>Destroy 15 years after action completed</p>
<p>05.03</p>	<p>Short-term Records Short-term records of the function of ambulance vehicle and equipment management, including:</p> <ul style="list-style-type: none"> • records of contract and lease management (where vehicles are acquired through lease or contracted use) • asset management systems which summarise the tracking of repairs and maintenance schedules, upgrades, and replacements • detailed records of repairs and maintenance • records of the decommissioning of vehicles no longer of service, including sales and transfers to other bodies. 	<p>TEMPORARY</p> <p>Destroy 7 years after action completed</p>