



State Records Act 1997

Operational Records Disposal Schedule

**Department of the Premier and Cabinet,
Government Services Group - Service SA (and
certain predecessor agencies)**

RDS 2011/06 Version 1

Effective Date: 18 December 2012 to 30 June 2023

Approved Date: 18 December 2012

Approved by SRC



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Table of Contents

Preamble 5
Purpose of the Schedule 5
Application of the Schedule 5
Authorisation by State Records 5
State Records' Contact Information 5
Disposal of Official Records 6
Legislation 6
Functions of the Schedule 6
Using the Schedule 6
Layout 7
Retention Period of the Record 7
Custody and Transfer of the Record 8
Permanent Records 8
Temporary Records 8
Destruction of Records 8
Review 9
Context Statement 10
Agency History and Background 10
Role and Function 10
Description of Agency Structure 13
Predecessor Agencies 14
Successor Agencies 14
Legislation 14
Context of the Records Covered by the Schedule 14
Coverage of the RDS 14
Related Series Affected by the RDS 15
Complementary RDS 15
Existing Disposal Schedules Superseded by the RDS 15
Records Structure Within the Agency 15
Broad Description and Purpose of the Records 16
Operational Tasks/Functional Activities Documented by the Records 16



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Arrangement of the Records 17
Agency Creating the Records 17
Agency Controlling/Owning the Records..... 17
Date Range of the Records..... 17
Legislation Affecting Recordkeeping Requirements..... 17
Volume of the Records..... 17
Special Custody Requirements..... 17
Special Storage Requirements..... 18
Issues Not Mentioned Previously 18
Comments Regarding Disposal Recommendations..... 18
Permanent Records Rationale 18
Temporary Records Rationale 18
Other Disposal Considerations..... 18
Disposal Recommendation Effect on Related Records..... 19
Alternative Record Formats..... 19
Other Information 19
Impact on Native Title Claims..... 19
Indigenous Considerations..... 19
Scope Note 20
Records Covered by this Schedule 20
How to Apply this Schedule..... 20
Use in conjunction with GDS..... 20
Use in conjunction with, or complementary to, other RDS 21
Other RDS superseded by this RDS 21
Re-sentencing of records where schedules are superseded, or particular entries within a schedule are superseded 21
Records excluded from this RDS 21
Application to records in all formats 21
Interpretation of the Schedule 21
Minimum retention periods..... 21
Acronyms 21
Definitions of terms specific to the RDS 22
Legal Deposit 22
Records and Litigation..... 23
Pre-1901 Records 23



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

List of Functions and Activities24

Index to Operational Records Disposal Schedule31

Approved by SRC

© 2012 - 2023 Government of South Australia

This Operational Records Disposal Schedule may be copied for use by South Australian Government Agencies and Local Government Authorities and for reasonable study, research purposes and any use as permitted under the Copyright Act 1968. No part of this Operational Records Disposal Schedule may be reproduced or distributed for profit or gain or for any other purpose without the written permission of the Manager [Director] of State Records of South Australia.

The Terms and Scope Notes in the Schedule Body may include terms and relationships that have been taken from Keyword AAA: A Thesaurus of General Terms (© State Records Authority of New South Wales, 1995 and 1998), and are reproduced under a licence agreement between State Records of South Australia and the State Records Authority of New South Wales.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Preamble

Purpose of the Schedule

This Operational Records Disposal Schedule (RDS) authorises arrangements for the retention or destruction of records in accordance with Section 23(2) of the *State Records Act 1997*.

Application of the Schedule

Department of the Premier and Cabinet, Government Services Group - Service SA
(and certain predecessor agencies)

Approved Date: 18 December 2012

Effective Date: 18 December 2012 to 30 June 2023

Authorisation by State Records

This authorisation applies only to the disposal of the records described in the Schedule.

State Records' Contact Information

State Records of South Australia

GPO Box 2343
ADELAIDE
South Australia 5001
Email: StateRecordCouncil@sa.gov.au

Ph: +61 8 204 8791
Fax: +61 8 204 8777
DX: 467 Adelaide

Chair, State Records Council

Director, State Records



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Disposal of Official Records

Legislation

Section 23(1) of the *State Records Act 1997* states that an agency must not dispose of official records except in accordance with a determination made by the Manager [Director] of State Records with the approval of the State Records Council.

Section 23(2) states:

‘If an agency requests the Manager to make a determination as to the disposal of official records, the Manager must, as soon as practicable:

- (a) with the approval of the [State Records] Council, make a determination requiring or authorising disposal of the records in a specified manner; or
- (b) make a determination requiring delivery of the records into the custody of State Records or retention of the records and later delivery into the custody of State Records.’

The contents of an RDS, once the approval process is complete, constitute a determination within the meaning of the *State Records Act 1997*.

Functions of the Schedule

An RDS plans the life of these records from the time of their creation to their disposal. It describes the records created and/or controlled by Service SA, the disposal sentence specifying whether they are to be retained as archives or destroyed, and when this should occur.

This Operational Records Disposal Schedule has been prepared in conjunction with staff from Service SA to determine the records which need to be kept because of their long term value and to enable the disposal of records once they are no longer needed for administrative purposes. The assessment of the records takes into account their administrative, legal, evidential, financial, informational and historical values. The appraisal of the records is in accordance with the State Records’ policy as documented in *Appraisal of Official Records – Policy and Objectives* - available from State Records’ website (www.archives.sa.gov.au).

The Schedule complements the General Disposal Schedules (GDS) that are issued by State Records to cover housekeeping and other administrative records common to most State Government agencies.

Using the Schedule

The Schedule applies only to the records described within it.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Layout

The Schedule is laid out as follows:

- Item Number:** Numbering in the Schedule is multi level:
- Functions have single numbers (*e.g.* 1.)
 - Activities and/or processes have two-level numbers (*e.g.* 1.1)
 - Disposal classes have three-level numbers (*e.g.* 1.1.1)
- Function:** The general functions are shown in 12 point bold Arial upper case at the start of each section. (*e.g.* **CLIENT SERVICES**)
- Activity/Process:** The activities and processes relating to each function are shown in 12 point bold Arial sentence case (*e.g.* **Technical Services**).
- Description:** Descriptions are in three levels ranging from broad functions to specific disposal classes:
- definitions of functions are shown at the start of each section in bold (*e.g.* **The function of designing and delivering financial transaction and communications services through Agency and Customer Service Centres and virtual web-based technology. Includes the development of business systems**).
 - definitions of activities are located adjacent to the activity title in italics *e.g.* *The acquisition of land in accordance with the agency's strategic objectives*
 - descriptions of each disposal class are arranged in sequence under the activity definitions.
- Disposal Action:** Disposal actions relate to the disposal classes arranged under the activity descriptions. The status of the class is either PERMANENT or TEMPORARY with a disposal trigger and retention period given for all temporary records.

Retention Period of the Record

The Schedule is used to sentence records. Sentencing involves applying the record retention periods within the RDS to the records of Service SA. Decisions are made using the Schedule about whether records are to be retained and, if so, for how long, or when they are to be destroyed.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Retention periods set down in the Schedule are minimum ones and Service SA may extend the retention period of the record if it considers there is an administrative need to do so. Where Service SA wishes to retain records for substantially longer periods it should request that the Schedule be amended to reflect this requirement.

Custody and Transfer of the Record

Permanent Records

Section 19 of the *State Records Act 1997* includes provisions for the transfer of custody of an official record:

- a) when the agency ceases to require access to the record for current administrative purposes or
- b) during the year occurring 15 years after the record came into existence - whichever first occurs

Official records that have been sentenced as permanent, in accordance with an approved disposal schedule, are required to be transferred to State Records.

Agencies with valid reasons to retain permanent records for longer than 15 years should apply in writing to Director [Manager], State Records requesting either a postponement or an exemption from section 19.

It should be noted that postponement or exemption are only granted in exceptional circumstances.

Temporary Records

The custody of official records that have been sentenced as temporary is the responsibility of agencies. A policy and standards framework for the management and storage of temporary value official records has been established by State Records as documented in *Records of Temporary Value: Management and Storage: Standard and Guidelines (May 2002)*. Service SA needs to comply with these policy documents - available from State Records' website (www.archives.sa.gov.au).

The custody of official records on networks or hard drives is also the responsibility of agencies. Service SA needs to ensure that records in electronic format remain accessible to authorised users for the duration of the designated retention period. State Records is, however, currently examining options for the transfer of permanent value electronic records in digital form to its custody.

Destruction of Records

Prior to destruction, the following General Disposal Schedules (GDS) need to be consulted:



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

- ***GDS 16 Impact of Native Title Claims on Disposal of Records*** to ensure records which are relevant to native title claims in South Australia are identified and preserved.
- ***GDS 27 for Records Required for Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*** to ensure the preservation of official records that may relate to the rights and entitlements of the individuals who present a court claim or apply for an ex gratia payment and of the State Government in defending or processing those claims and applications.

When official records, in Service SA's custody or housed in secondary storage, are due to be destroyed in accordance with the provisions of this or other disposal determinations, State Records is required to be notified via an Intention to Destroy Records Report. This form is available on the State Records' website (www.archives.sa.gov.au).

Service SA must ensure that all destruction is secure and confidential and that a certificate confirming destruction is provided by private contractors.

Standard methods for destruction of paper are shredding, pulping or other means that are environmentally friendly.

Records in electronic format must only be destroyed by reformatting or rewriting to ensure that the data and any "pointers" in the system are destroyed. "Delete" instructions do not offer adequate security as data may be restored or recovered.

Service SA should keep their own record of all records destroyed, noting the relevant disposal authority. Proof of destruction may be required for legal purposes, or in response to FOI applications. When records are destroyed systems that control them should also be updated by inputting destruction dates and relevant disposal authorities.

Review

State Records' disposal schedules apply for a period of ten years. Either Service SA or State Records may propose a review of the Schedule at an earlier time, in the event of changes to functions or procedures that affect the value of the records covered by the disposal authority. Reviews are especially necessary if there is vast administrative change that affects the currency and use of the records and/or the records are dispersed to other agencies.

The State Records Council needs to approve all amendments to the Schedule. Officers using the Schedule should advise State Records of any necessary changes.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Context Statement

Agency History and Background

Role and Function

The Department of Services and Supply was established in 1976, comprising the Divisions of State Chemistry, the Government Computing Centre, Government Printing, State Supply, Support Services and Corporate Services, prior to 1976 services were not centralised but covered by disparate groups. Later in 1982, Forensic Science became a new Division within the Department. Close links were established with the State Supply Board which was established under the State Supply Act in 1985.

From 1 July 1988 the Department of Services and Supply became known as the Department of State Services and provided information on government agencies and services, Acts and regulations, government and statutory body promotional material, and operated a city information centre for government publications.¹ The Department of State Services included State Computing, StatePrint, State Information, State Fleet, State Supply, the Centre for Remote Sensing and the new business unit of State Records. It also retained the previous Divisions of State Chemistry and State Forensic Science.

The Department of State Services was abolished in November 1993, and its functions were transferred to the newly created Department of Labour and Administrative Services for just twenty days. After the State election in December 1993 the Department of State Services was re-established. In 1995 the Department of State Services became Services SA and later in the same year, Services SA was amalgamated with the Department for Building Management as the Department for State Government Services although it continued to operate as Services SA.

In 1997 Services SA became a part of the newly formed Department for Administrative and Information Services, one of the ten so-called "Super Departments" established at that time. Access SA was created in that Department's restructure of October 1997, and presided over Government Radio Network, Document Management, and Spatial Information Initiative. Information SA simultaneously became part of Document Management.²

In May 1998 Access SA and Document Management were dissolved, and the Government Innovation and Information Group was created presiding over the Government Business

¹ Department of State Services, State Records South Australia (SRSA) ArchivesSearch catalogue reference GA679

² Department for Administrative and Information Services, SRSA ArchivesSearch catalogue reference GA795



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Innovation Group.³ This Group included IT Project Implementation, State Records, Information SA, and the Land Services Group.⁴

In 1999 Information SA came under review and the subscription part of Information SA was moved to Workplace Services. The Information SA shop, mail and telephone services became the responsibility of the newly formed Online Services team in the Department for Administrative and Information Services' Government Information and Communications Services. This Division reported to the Policy Development Directorate and Deputy Chief Executive. Its aim was to "achieve efficient electronic delivery of government services taking a central strategic role in the delivery of information and communication services across SA public services."⁵

On the 27 May 2002, the Department for Administrative and Information Services - Information SA, became known as Service South Australia (Service SA) introducing the beginning of a major online information initiative.⁶ This change marked the launch of the new *Government Strategy Information Economy 2002: Delivering the future*, also known as IE2002, announced by the Premier in August 2002, and designed to advance South Australia's 'Connected Communities' in the 21st century. IE2002's primary objective was to ensure all South Australians were enabled and encouraged to participate in the rapidly expanding information economy. Service SA, the government's new multi-access point system was designed to deliver easy access to a wide range of government related services (excluding emergency services), information and products, and enable the South Australian public to conduct day-to-day business with the State Government (regardless of where they lived or worked). This was facilitated by a website, a call centre, and a network of Shops or Customer Service Centres.

In 2002 Service SA objectives were to:

- lead by example, using new technology to achieve business goals and improve services
- provide all South Australians with easy access to government and the services it provides
- take full advantage of the capabilities developed through the State's pioneering outsourcing partnership with information technology firm Electronic Data Systems (EDS).⁷

As part of the public services restructure in October 2006 three Divisions of the Department for Administrative and Information Services were transferred to the Department for Transport, Energy and Infrastructure: Lands and Service SA⁸, Building Management, and

³ SRSA ArchivesSearch catalogue reference GA858, Government Innovation and Information Group

⁴ SRSA ArchivesSearch catalogue reference GA859, Government Business Innovation Group

⁵ The Department for Transport, Energy and Infrastructure Annual Report 1998/1999 (first Department Administrative and Information Services Annual Report, 1997/1998, missing from State Library collection)

⁶ SRSA ArchivesSearch, catalogue reference GA1280

⁷ The Department for Transport, Energy and Infrastructure Annual Report, 2002/2003

⁸ The Department for Transport, Energy and Infrastructure, SRSA ArchivesSearch catalogue reference GA795



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Government Information, Communications and Technology Services.⁹ At this time, Lands and Service SA consisted of three business units, Lands Services Group, Service SA, and Business Strategy and Reform.¹⁰

In order to consolidate the customer service network and better facilitate access to across-government information, some of the Department for Transport, Energy and Infrastructure's Driver and Vehicle Licensing operations were merged in February 2007¹¹ with Service SA (then part of the Department for Transport, Energy and Infrastructure's Lands and Service SA). By July 2008, the Land Services Division and the Service SA Division became quite separate entities.¹²

Service SA provides the South Australian community "...a common first line service delivery point to conduct financial transactions with Government..." and access to a range of government information, products and services¹³, through a network of 21 Customer Service Centres, the Customer Call Centres and online delivery channels.

Service SA acts as a retailer in a similar capacity to Shared Services SA. It follows the United Kingdom franchising model which brings Agencies together to collaborate on subject areas. Service SA is contracted by many Agencies to facilitate a range of online government wide transactions such as those for the Department for Families and Communities, which include an applications facility for Senior Cards, Energy, Water, Sewerage and Council Rate concessions, and a Concessions Finder enabling the public the means to determine eligibility for concessions. Service SA also enables online payment of South Australia Police expiation notices and the provision of Consumer and Business Services in the regional Service SA Customer Service Centres.¹⁴

Contracted transactional services at the Customer Service Centres include vehicle licence fee payments, payment of fines, application for birth, death or marriage certificates, applications for visas or citizenship, and a secure purchasing facility for Government publications such as legislation, bills, gazettes, books, budget papers, Lands Titles Office forms, guidance on Power of Attorney and Guardianship, Government diaries and year planners. Publications can also be purchased over-the-counter at the Adelaide Service SA Centre.

Online Government information covers employment and finance, transport, travel and motoring, water and the environment, arts, sports and leisure, community support, education, skills and learning, emergency safety and infrastructure, crime, justice and the law, citizen rights, business, industry and trade, health and wellbeing and information for seniors. The Service SA website also includes an 'A - Z' Government, Business and Community Directories of websites and summary information including all South Australian State

⁹ The Department for Transport, Energy and Infrastructure Annual Report 2006/2007, p.3

¹⁰ The Department for Transport, Energy and Infrastructure Annual Report 2007/2008

¹¹ The Department for Transport, Energy and Infrastructure Annual Report 2006/2007

¹² The Department for Transport, Energy and Infrastructure Annual Report 2008/09, p. 14

¹³ Service SA Business Plan, 2008/2009, p.7

¹⁴ The Department for Transport, Energy and Infrastructure Annual Reports 2007/08, 2008/09



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Departments and Premier and Ministers' websites, Government services and initiatives and other relevant information.¹⁵

Under Service SA'S Rural Agent Programme, rural agents provide services on behalf of Service SA centres such as Security and Residential Park Bond applications, births deaths and marriages services, business and occupational services, and registration units.

Service SA's mission¹⁶ is to:

- provide convenient access options for obtaining a wide range of Government services, products and information
- deliver quality and responsive customer service throughout the Service SA face-to-face, call and online network and be recognised as a leader in service delivery
- streamline processes for integrated multi-channel service delivery for and behalf of government
- anticipate and implement new capability to respond to emerging demands to better service our customers.

Administrative change occurred several times in 2011 and 2012. In August 2011, Service SA ceased to be a separate Division, and became part of the new Lands, Registration and Service SA Division, within the Department for Transport, Energy and Infrastructure.

On 1 January 2012, Service SA transferred into the Department of the Premier and Cabinet as a merged division with the Office of the Chief Information Officer. From 15 June 2012, Service SA separated from the Office of the Chief Information Officer and merged with Shared Services to form the new Government Services Group within the Department of the Premier and Cabinet.

Description of Agency Structure

Service SA has two Directorates and three teams¹⁷:

- Service Delivery Directorate
- E-Government Directorate
- Corporate Governance Team
- Organisational Development Team
- Finance Team (Includes Budget Management and Financial Control).

¹⁵ Service SA website URL <http://www.sa.gov.au/>

¹⁶ *ibid*

¹⁷ Refer to Service SA Organisation Chart at Appendix 1



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Predecessor Agencies

Service SA has developed through a succession of organisational transitions and name changes:

- GA 225 Department of Services and Supply: June 1976 – July 1988
- GA 478 Department of State Services: July 1988 – July 1995
- GA 567 Department of Labour and Administrative Services: November 1993 – December 1993
- GA 478 Department for State Government Services - Services SA: July 1995 - June 1997
- GA 813 Department for Administrative and Information Services: Document Management, Information SA: July 1997 - May 1998
- GA 813 Department for Administrative and Information Services - Government Innovation and Information Group, Government Business Innovation Group, Information SA: May 1998 – December 1998
- GA 813 Department for Administrative and Information Services, Government Information and Communication Services, Information SA: December 1998 – April 2002
- GA 813 Department for Administrative and Information Services - Service SA, Government Information Centre: May 2002 – October 2006
- GA 1770 Department for Transport, Energy and Infrastructure - Lands and Service SA Division: October 2006 – July 2008

Successor Agencies

There are no successor Agencies.

Legislation

There is no legislation administered by the Agency.

Context of the Records Covered by the Schedule

Coverage of the RDS

This RDS covers the records of the business unit of Service SA (and certain predecessor agencies) from their beginnings rather than a whole of agency/department schedule.

Service SA is part of the new Government Services Group of the Department of the Premier and Cabinet (DPC). This Schedule has been developed only for the two Directorates which comprise the Service SA component of that Division:

- Service Delivery Directorate
- E-Government Directorate.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Most records of Service SA have coverage in the General Disposal Schedule 15 for State Government Agencies. The disposal classes in this current Schedule have not had previous coverage by an authorised Records Disposal Schedule. This RDS predominantly documents the work of the E-Government Directorate, the development of business systems and tools for South Australian Agencies, and contractual arrangements with Agents and Authorised Officers. It covers records of Service SA business since its commencement in 2002 within the Department of Administrative and Information Services.

Service SA accepts paper source documents of other Agencies, which have been sent to members of the public for payment, eg vehicle registration renewals. These source documents are brought by the public in order to transact business at a Customer Service Centre. Service SA does not retain those documents once the transaction is complete, but returns them to the contracting Agency. These records are not the subject of this RDS, but will need to have coverage in Client Agencies' RDSs.

Related Series Affected by the RDS

There are no related series affected by this RDS.

Complementary RDS

There are no complementary Schedules.

Existing Disposal Schedules Superseded by the RDS

There are no existing Disposal Schedules superseded by this RDS.

Records Structure Within the Agency

Whilst the Corporate records of Service SA are managed centrally, the operational records of Service SA are managed in the two Directorates – the Service Delivery Directorate and the E-Government Directorate. Corporate hard copy files are arranged by annual single number with the prefix “SSA”. Digital records including those created in MicroSoft applications continue to be stored in the electronic document and records management system “K-Net” which is operated by Service SA’s previous parent Agency DPTI. Arrangements around the storage and access of digital records, now that Service SA is part of the Department of Premier and Cabinet, are yet to be determined.

The Service Delivery Directorate transacts the completed paper forms of other Agencies such as South Australia Police and Revenue SA, at the 20 Customer Service Centres. The records of the E-Government Directorate are mostly digital, including requirement specifications, provisioning of systems support and maintenance. They are managed through SharePoint collaboration software and are accessible only within the Directorate. Hard copy paper files in the E-Government Directorate are arranged alphabetically by Client name.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

The E-Government Directorate enables publishing through the government website, authorises processes through the design and use of forms, and provides payment processing for specific transactions. Records are kept in an internally developed Content Management System, in SharePoint and in hard copy files. The Directorate's records document two major focus areas – business analysis conducted for Agency clients, and system support provision. All their design records are digital, eg. drawings and charts. Other records include client requirement specifications, solution development, operation and maintenance.

Broad Description and Purpose of the Records

The records of the two Directorates of Service SA primarily document contractual arrangements with other agencies and authorities to provide direct customer services at their centres, to develop electronic services and systems for agencies, and to conduct projects for clients.

Only a small proportion of the records of Service SA have been appraised as having continuing value, eg. significant project delivery. The large proportion of their business is transactional, expiring with contractual limitations.

Service SA utilises a Corporate recordkeeping system, known as "K-Net" which is built on the Hummingbird Electronic Document and Records Management System software. Whilst K-Net was implemented across most Divisions of DPTI in 2005, it was progressively implemented in Service SA 2009 – 2011. Service SA continues to utilise K-Net since it became part of the Department of Premier and Cabinet in January 2012.

In addition to K-Net, the E-Government Directorate also manages documents and collaborates in MS:SharePoint, accessible only within that Directorate.

Operational Tasks/Functional Activities Documented by the Records

Corporate files including human resources, finance and other administrative functions common across Government are managed in each Directorate of Service SA. The records covered in this Schedule are relevant to the E-Government Directorate and to the contractual arrangements with Agents for receiving payments in the Service Delivery Directorate.

These services are provided through the following business function and activities which form the structure of this Disposal Schedule:

1. CLIENT SERVICES
 - 1.1 Audit
 - 1.2 Contract Management
 - 1.3 Operational Policy and Procedures
 - 1.4 Project Management
 - 1.5 Technical Services.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Arrangement of the Records

Physical records across the E-Government Directorate are arranged alphabetically by Client and Project name. The Client file includes hard copies of service agreements, contracts, terms and conditions, and other records related to the service and relationship. Digital records covering design, project management and other technical services are kept in an internally designed electronic content management system and Excel spreadsheets in K-Net, and are consulted using SharePoint 2003 collaborative workspace.

These include business analysis, specifications and systems support provisioning. Physical corporate records in the two Directorates were arranged by annual single number with the prefix "SSA" issued centrally from the K-Net Administration Officer. This continued the system of arrangement which existed in RecFind, the electronic index which preceded the use of K-Net ~ 2009. Since 2010 however, the prefix has been omitted.

Agency Creating the Records

Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies) created the records and also administers them.

Agency Controlling/Owning the Records

Service SA controls and owns the records.

Date Range of the Records

Records Date Range: 2002 to **Ongoing**

Legislation Affecting Recordkeeping Requirements

There is no legislation that directly affects the records.

Volume of the Records

Each Directorate has approximately 10 linear metres of records and accumulates 4 - 6 linear metres of administrative and operational records per annum. These are predominantly temporary value records covered by the General Disposal Schedule 15. The E-Government Directorate accumulates approximately 2 linear metres of hard copy records per annum. The large volumes of records processed at the Customer Service Centres for the client agencies are included in the Records Disposal Schedules for those Agencies.

Special Custody Requirements

There are no special custody requirements.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Special Storage Requirements

There are no special storage requirements.

Issues Not Mentioned Previously

There are no issues that have not already been mentioned.

Comments Regarding Disposal Recommendations

Permanent Records Rationale

Records deemed to be permanent are those which have a continuing value to the State or are of national significance. The appraisal objective adopted by State Records of South Australia for identifying records of permanent value relevant to the records covered by this Schedule is:

Objective 2: To identify and preserve official records providing evidence of the deliberations, decisions and actions of the South Australian Government and public sector bodies relating to key functions and programs and significant issues faced in governing the state of South Australia.

The records of Service SA which meet this objective include:

- records documenting significant non-infrastructure projects which impact on the State and the public, have political or technical risks or exceed \$2million in value. (1.4.2)
- records documenting the design of website pages for Agency clients (1.5.1).

Temporary Records Rationale

Temporary records are those considered not to have continuing value to Service SA, the State Government nor to society. Records documenting core business activities in this Schedule that are considered to be temporary value, have short, or less-than-permanent terms before expiry, include:

- records documenting contracts with a client Agency to act as their Agent for transacting payments (1.2.1)
- records documenting technical services for Clients including archiving websites, and hosting external services (1.5.4).

and activities where the retention decision was guided by complementary temporary disposal actions in the GDS 15.

Other Disposal Considerations

There are no other disposal considerations.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Disposal Recommendation Effect on Related Records

The disposal recommendations in this Schedule are compatible with the related records in the Department for Transport, Energy and Infrastructure (and predecessor agencies) RDS 2010/12.

Alternative Record Formats

There are no alternative record formats.

Other Information

There is no other relevant information.

Impact on Native Title Claims

There is no discernible relevance to Native Title Claims.

Indigenous Considerations

The Schedule meets all cultural, historical, legal and administrative requirements.

The determinations within the Schedule are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*. The principles outlined in *GDS 16*, relating to Native Title claims, have also been considered in the development of this Schedule.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Scope Note

Records Covered by this Schedule

This RDS applies to the records of the Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies). The records date from 2002 when the agency was created within the Department of Administrative and Information Services, ongoing for current business. This RDS covers only those records of Service SA (and certain predecessor agencies) as a business unit of the Department of Premier and Cabinet (DPC), rather than a whole of agency/department schedule.

Service SA is part of the new Government Services Group of the Department of the Premier and Cabinet (DPC). This Schedule has been developed only for the two Directorates which comprise the Service SA component of that Division:

- Service Delivery Directorate
- E-Government Directorate.

Most records of Service SA have coverage in the General Disposal Schedule 15 for State Government Agencies. The disposal classes in this current Schedule have not had previous coverage by an authorised Records Disposal Schedule. This RDS predominantly documents the work of the E-Government Directorate, the development of business systems and tools for South Australian Agencies, and contractual arrangements with Agents and Authorised Officers.

Service SA accepts paper source documents of other Agencies, which have been sent to members of the public for payment, eg vehicle registration renewals. These source documents are brought by the public in order to transact business at a Customer Service Centre. Service SA does not retain those documents once the transaction is complete, but returns them to the contracting Agency. These records are not the subject of this RDS, but will need to have coverage in Client Agencies' RDSs.

How to Apply this Schedule

Use in conjunction with GDS

This Schedule should be used in conjunction with **GDS 15**, as amended, or its successor. Cross-references to the **GDS 15** are included in this Schedule where appropriate.

To identify records that may be potentially relevant to native title claims, please refer to guideline **Identifying documents which may be relevant to Native Title** attached to **GDS 16**. Where records sentenced for temporary retention are identified as having potential relevance to a native title claim, they need to be retained until 31 December 2024.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Use in conjunction with, or complementary to, other RDS

RDS 2011/06 does not need to be used in conjunction with any other RDS.

Other RDS superseded by this RDS

There are no Schedules superseded by this RDS.

Re-sentencing of records where schedules are superseded, or particular entries within a schedule are superseded

Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies) will review and re-sentence the records whose retention periods have altered.

Records excluded from this RDS

RDS 2011/06 does not include any records which document transactional business for Agencies. These records are not retained by Service SA following the transacting of business at the 20 Customer Service Centres, but are returned to the relevant Agencies. These records include Customer Service payments for the Department of Planning, Transport and Infrastructure (DPTI) (formerly Department for Transport, Energy and Infrastructure (DTEI), and have coverage in that Department's RDS 2010/12.

Application to records in all formats

RDS 2011/06 applies to records in all formats, including databases and other electronic records. The Agency is required to ensure that records remain accessible for the duration of designated retention periods.

Interpretation of the Schedule

Minimum retention periods

Retention periods for temporary records shown in the Schedule are minimum retention periods for which records need to be retained. It is at the agency's discretion as to whether records are kept for longer than the minimum period.

Acronyms

- BASS – Best Available Seating Service
- DPC - Department of the Premier and Cabinet
- DPTI – Department of Planning, Transport and Infrastructure
- DTEI – Department for Transport, Energy and Infrastructure



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Definitions of terms specific to the RDS

Definitions of terms specific to this RDS are as follows:

- Agent – A private business or Agency who acts or conducts business on behalf on another Agency
- Authorised officer – a person authorised to act on behalf of Service SA, for example inspecting motor vehicles for roadworthiness where an application has been submitted to change from an interstate registration to South Australian motor vehicle registration
- Client – Internal or external customer for whom the E-Government Directorate provides a service. Can include public and private organisations
- Client agency – An Agency who has an agreement with Service SA to act on their behalf to collect fees
- Non-infrastructure project – projects whose focus is administration, information technology or regulation
- Non-significant – where the project does not impact on the public or the State, does not have political or technical risks and is less than \$2million in value
- Significant – where the project impacts on the public or the State, has political or technical risks or exceeds \$2million in value.

Legal Deposit

Legal deposit refers to statutory provisions that oblige publishers to deposit copies of their publications in libraries in the country in which they are published. Under the Commonwealth *Copyright Act 1968* and various Australian state acts, a copy of any work published in Australia needs to be deposited with (a) the National Library of Australia and (b) the appropriate State Library. Legal deposit extends not only to commercial publishers but also to private individuals, clubs, churches, societies and organisations.

In South Australia, one copy of publications produced for external use should be deposited with the State Library and the Parliamentary Library (*s.35, Libraries Act 1982*). Publications include books, newspapers, magazines, journals, pamphlets, maps, plans, charts, printed music, records, cassettes, films, video or audio tapes, computer software, CD-ROMs, compact discs and other items made available to the public.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Records and Litigation

Where an agency is aware that records may be required for use in litigation, for use in a government enquiry or the consideration of the Ombudsman, the records should not be destroyed. In such circumstances the records are to be retained until two years after all cases and enquiries are complete, including appeals and then have the original retention period applied to the records.

Pre-1901 Records

All pre-1901 records are required to be **retained permanently** in accordance with a motion approved by the State Records Council on 19 February 2008.

In this instance, this RDS does **NOT** apply to pre-1901 records.

Approved by SRC



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

List of Functions and Activities

CLIENT SERVICES.....25

- Audit.....25
- Contract Management25
- Operational Policy and Procedures.....27
- Project Management.....27
- Technical Services.....29

Approved by SRC



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CLIENT SERVICES			
1	CLIENT SERVICES	The function of designing and delivering financial transaction and communications services through Agency and Customer Service Centres and virtual web-based technology. Includes the development of electronic line-of-business systems for other Agencies' business needs.	
1.1	Audit	<i>The activities associated with officially checking and reporting 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 in a specified period. (KWAAA)</i>	
1.1.1	Audit	Records documenting the checking and auditing of dealers of new and used motor vehicles, and rural agents. Includes those in community centres.	TEMPORARY Destroy 7 years after action completed
1.1.2	Audit	Records documenting quarterly auditing of Authorised EzyReg Agents and Authorised Inspection Officers. Includes site inspection of Agent's Office and Authorised Officers Interstate Inspection Book and reports.	TEMPORARY Destroy 7 years after action completed
1.2	Contract Management	<i>The activity of arranging, procuring and managing the performance of work by an external contractor for the purpose of maximising operational performance and minimising risk. Sometimes referred to as outsourcing. Includes Agency contracting out services as a Service Provider.</i>	
1.2.1	Contract Management	Records documenting contracts with an Agency to act as their Agent for transacting payments.	TEMPORARY Destroy 17 years after action completed



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CLIENT SERVICES			
1.2.2	Contract Management	Records of deeds and agreements with Agents and Licensed Motor Vehicle Dealers to process transfer of ownership and registration of fleet, new and used motor vehicles through EzyReg on behalf of the Agency. Includes applications and revoked agreements.	TEMPORARY Destroy 8 years after action completed
1.2.3	Contract Management	Contracts and /or memoranda of understandings with Crim Trac or South Australia Police in relation to the use of Police Checks and retention of the information.	TEMPORARY Destroy 8 years after action completed
1.2.4	Contract Management	Records of agreements with Authorised Officers to process transfer of ownership and registration of motor vehicles through EzyReg on behalf of an Agent. Includes successful and unsuccessful applications and National Police Certificate.	TEMPORARY Destroy 8 years after action completed
1.2.5	Contract Management	Certificates of approval for Authorised Officers to inspect interstate motor vehicles for roadworthiness on behalf of the Agency. Includes application, National Police Certificate and Certificate of Authorisation.	TEMPORARY Destroy 8 years after action completed
1.2.6	Contract Management	Records of contracts with Service Agents – eg Country North Community Services (Clare Service Agent) to act on behalf of the Agency to process customer transactions and receive payments. Includes application and National Police Certificate.	TEMPORARY Destroy 8 years after action completed



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CLIENT SERVICES			
1.2.7	Contract Management	Records documenting contracts with client Agencies to hold records on their behalf.	TEMPORARY Destroy 8 years after action completed
1.2.8	Contract Management	Records documenting contracts and agreements with Client Agencies to develop business and communications systems, eg. Agency websites, transactional billing systems. Includes terms and conditions, contracts.	TEMPORARY Destroy 8 years after action completed
1.3	Operational Policy and Procedures	<i>Standard methods of operating documented by the Agency according to statutory requirements or formulated policy.</i>	
1.3.1	Operational Policy and Procedures	Master copy of specific operational policies, procedures and work instructions.	PERMANENT
1.3.2	Operational Policy and Procedures	Facilitative records and working papers documenting operational policy procedures and work instructions relating to client services.	TEMPORARY Destroy 5 years after last action
1.4	Project Management	<i>The activities involving a defined process and series of actions including directing, managing, planning, implementing and monitoring non-infrastructure projects, including the final assessment and report at completion.</i>	
1.4.1	Project Management	Final summary reports of projects. Includes data supporting the analyse-plan-build-implement phases.	PERMANENT If digital, actively manage and maintain to ensure ongoing accessibility for evidential and historical purposes



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CLIENT SERVICES			
1.4.2	Project Management	<p>Records that document significant non-infrastructure (administration, IT, regulatory) projects, which impact on the State and the public, have political or technical risks or exceed \$2million in value, eg. BASS Booking system, and the SA electronic gateway, Bizgate. Records include:</p> <ul style="list-style-type: none"> • performance briefs, risk assessment, feasibility, concept estimates and business cases • project proposals, planning studies, estimates, registrations of interest, agreements and project definition reports • design • implementation plans, strategies, stakeholder communications, reports and contract management • handover reports and reviews • drawings, plans and photographs 	PERMANENT



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CLIENT SERVICES			
1.4.3	Project Management	Records that document non-significant non-infrastructure projects, where the project does not impact on the public or the State, have political or technical risks and is less than \$2million in value, eg. development of content management systems for client Agencies. Records include: <ul style="list-style-type: none"> • performance briefs, risk assessment, feasibility, concept estimates and business cases • project proposals, planning studies, estimates, registrations of interest, agreements and project definition reports • design • implementation plans, strategies, stakeholder communications, reports and contract management • handover reports and reviews • drawings, plans and photographs 	TEMPORARY Destroy 17 years after action completed
1.4.4	Project Management	Records of unsuccessful proposals for projects.	TEMPORARY Destroy 8 years after last action
1.4.5	Project Management	Facilitative project records, including draft agreements, submissions and registrations of interest, advice letters and project variations.	TEMPORARY Destroy 5 years after last action
1.5	Technical Services	<i>The activity of developing technical communication and transaction services and systems for clients, including design, requirements and support provision.</i>	



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CLIENT SERVICES			
1.5.1	Technical Services	Records documenting the design of website pages for clients, eg. home pages for transacting business or providing information.	PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidential and/or historical purposes
1.5.2	Technical Services	Records documenting the development and implementation of Government and Agency systems, including business analysis, requirement specifications and design.	PERMANENT Actively manage and migrate to ensure ongoing accessibility for evidential and/or historical purposes
1.5.3	Technical Services	Client files including facilitative documents, correspondence, sales orders, service descriptions and invoices.	TEMPORARY Destroy 7 years after action completed
1.5.4	Technical Services	Records documenting technical services for clients eg. archiving websites, external hosting services and burning data to disk.	TEMPORARY Destroy 7 years after action completed
1.5.5	Technical Services	Records documenting the implementation of Government and Agency systems, including installation, operation and maintenance.	TEMPORARY Destroy 5 years after decommissioning of system.



Department of the Premier and Cabinet, Government Services Group - Service SA (and certain predecessor agencies)

Index to Operational Records Disposal Schedule

-A-

Audit, CLIENT SERVICES25

-C-

CLIENT SERVICES25

CLIENT SERVICES, Audit25

CLIENT SERVICES, Contract Management25

CLIENT SERVICES, Operational Policy and Procedures27

CLIENT SERVICES, Project Management27

CLIENT SERVICES, Technical Services29

Contract Management, CLIENT SERVICES25

-O-

Operational Policy and Procedures, CLIENT SERVICES27

-P-

Project Management, CLIENT SERVICES27

-T-

Technical Services, CLIENT SERVICES.....29