



State Records Act 1997

Operational Records Disposal Schedule

SA Ambulance Service (and predecessor agencies)

RDS 2012/10 Version 1

Effective Date: 26 February 2013 to 30 June 2023

Approved Date: 26 February 2013

Approved by SRC



SA Ambulance Service (and predecessor agencies)

Table of Contents

Preamble.....5

- Purpose of the Schedule5
- Application of the Schedule.....5
- Authorisation by State Records.....5
- State Records’ Contact Information5

Disposal of Official Records6

- Legislation6
- Functions of the Schedule.....6
- Using the Schedule6
 - Layout7
 - Retention Period of the Record7
- Custody and Transfer of the Record8
 - Permanent Records8
 - Temporary Records8
- Destruction of Records.....9
- Review9

Context Statement10

- Context of the Agency Covered by the Schedule.....10
 - SA Ambulance Service History and Background10
 - SA Ambulance Service Role and Function.....14
 - SA Ambulance Service Structure Description15
 - Predecessor Agencies16
 - Successor Agencies.....16
 - Legislation.....16
- Context of the Records Covered by the Schedule16
 - Coverage of RDS 2012/1016
 - Related Series Affected by RDS 2012/1016
 - Complementary Schedules to RDS 2012/10.....16
 - Existing Disposal Schedules Superseded by RDS 2012/10.....17
 - Records Structure within SA Ambulance Service.....17
 - Broad Description and Purpose of the Records17
 - Functions and Activities Documented by the Records18



SA Ambulance Service (and predecessor agencies)

Arrangement of the Records 19

Agency Creating the Records 19

Agency Owning or Controlling the Records..... 19

Date Range of the Records..... 19

Volume of the Records..... 19

Special Custody Requirements 20

Special Storage Requirements..... 20

Issues Not Mentioned Previously 20

Comments Regarding Disposal Recommendations..... 20

 Permanent Records Rationale 20

 Temporary Records Rationale 20

 Other Disposal Considerations..... 22

 Disposal Recommendation Effect on Related Records..... 22

 Alternative Record Formats..... 22

 Impact on Native Title Claims..... 22

Indigenous Considerations..... 22

Scope Note 24

 Records Covered by this Schedule 24

 How to Apply this Schedule..... 24

 Use in conjunction with GDS 24

 Use in conjunction with, or complementary to, other RDS 24

 Other RDS superseded by RDS 2012/10..... 24

 Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded 25

 Records excluded from RDS 2012/10 25

 Application to records in all formats 25

 Interpretation of the Schedule 25

 Minimum retention periods 25

 Acronyms 25

 Definitions of terms specific to RDS 2012/10 26

 Legal Deposit 28

 Records and Litigation..... 28

 Pre-1901 Records 28

List of Functions and Activities 29

Index to Operational Records Disposal Schedule 61



SA Ambulance Service (and predecessor agencies)

© 2013 - 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.



SA Ambulance Service (and 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

SA Ambulance Service (and predecessor agencies)

Approved Date: 26 February 2013

Effective Date: 26 February 2013 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



SA Ambulance Service (and 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 SA Ambulance Service, 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 SA Ambulance Service 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.



SA Ambulance Service (and 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.* **PATIENT CARE AND CLINICAL OPERATIONS**)
- Activity/Process:** The activities and processes relating to each function are shown in 12 point bold Arial sentence case (*e.g.* **Dispatch**).
- 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 provision of paramedic care to patients in emergency and non-emergency situations.**)
 - definitions of activities are located adjacent to the activity title in italics *e.g.* *The activities associated with the dispatching of resources in response to an emergency call or for non-urgent patient transfers.*
 - 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 SA Ambulance Service. 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.



SA Ambulance Service (and predecessor agencies)

Retention periods set down in the Schedule are minimum ones and SA Ambulance Service may extend the retention period of the record if it considers there is an administrative need to do so. Where SA Ambulance Service 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)*. SA Ambulance Service 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. SA Ambulance Service 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.



SA Ambulance Service (and predecessor agencies)

Destruction of Records

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

- ***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 SA Ambulance Service'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).

SA Ambulance Service 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.

SA Ambulance Service 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 SA Ambulance Service 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.



SA Ambulance Service (and predecessor agencies)

Context Statement

Context of the Agency Covered by the Schedule

SA Ambulance Service History and Background

In the nineteenth century a group of citizens revived the Order of St John in England, drawing their inspiration from the example of the Knights of St John who in medieval times, offered care and shelter for pilgrims and crusaders. St John Ambulance was subsequently formed to put its humanitarian ideals into practice in the new industrial society, promoting the cause of first aid for the sick and wounded through volunteer effort—a novel concept at the time and a much-needed one.

This movement spread from England to Australia in 1883 and subsequently to South Australia in 1884 when Major Arthur Carew Hunt, a member of the Association from London gained the interest of various influential citizens to establish an Association Centre in Adelaide. A meeting was held at the Young Men's Christian Association (YMCA) on 15 December 1884 making this the formation date. An introductory lecture was held on 21 January 1885 and the first class held on 13 February 1885.¹

In the early 1900s there are several references from the community calling for the establishment of an ambulance service to transport the sick and injured. In response to the demand St John Ambulance provided first aid kits on several street corners within Adelaide. Where homes were in close proximity to the Adelaide Hospital, assistance was provided by the hospital Porter. Transportation occurred using a 'litter' and patients would be wheeled to the hospital from their home.²

The first division of the St John Ambulance 'Brigade' was formed in 1912 by Algernon Sheppard Lindsay. Lindsay had gained his first aid medallion in Adelaide in the early 1900s then moved to New Zealand where he joined the Christchurch Division of the St John Ambulance Brigade. In 1907 he was appointed District Chief Superintendent for the Brigade's Canterbury and West Coast District. By 1911 he was back in Adelaide urging the establishment of a local Brigade District. Lindsay was appointed inaugural District Commissioner in 1914.³

¹ Taken from the 'History' page of St John Ambulance web site – <http://www.stjohn.org.au/> - accessed 2 April 2013

² Conversation held on 26 March 2013 with Vic Kolloche, who was one of the first ambulance officers in South Australia

³ *The Journal of the St John Ambulance Historical Society of Australia*, Vol 12, 2011
<http://www.stjohn.org.au/> - accessed 2 April 2013



SA Ambulance Service (and predecessor agencies)

By 1920 there were a number of ambulance services operating in Adelaide and its suburbs: SA Ambulance Transport, SA Police (Civil Ambulance), and various private groups. St John Ambulance Brigade used to borrow a vehicle from SA Railways to provide assistance at the Victoria Park horse races.

This resulted in many or no ambulances arriving at a scene. Usually, only minimal pre-hospital care was provided at the scene or on the way to hospital.

By 1934, several private services had disbanded, leaving three main ones: SA Ambulance Transport, Northern Districts Ambulance Service (owned by Prospect Council), and a service run by Hindmarsh Council.

In 1940 St John Ambulance Brigade established a close association with SA Railways staff in country townships. As a result, many St John first-aid divisions were established by railways staff in townships such as Naracoorte, Peterborough, Port Augusta, Port Lincoln, Strathalbyn and Tailm Bend.⁴

In 1952 the South Australian Government formalised ambulance provision, with St John being chosen to provide all metropolitan ambulance services and most country ones.

Calls for assistance were by phone to the communications centre, at the Hindmarsh depot, and crews were dispatched from other depots by phone.

During the 1950s, 14 ambulance vehicles were fitted with a Pye two-way radio system. However, as the antenna and base were situated at Hindmarsh, transmission was only 50% effective in the metropolitan area.

In country areas, calls for assistance were by phone to the local ambulance officer's home (with the officer's wife staffing the phone while he was on a job) or the local hospital.

Once the two-way radio system was introduced, with an antenna tower and base situated at the local hospital, calls for assistance were directed to the hospital, which would dispatch the town ambulance.

Around this time, medical officers in training began to be employed by the ambulance service during their holidays. The quality of patient care greatly improved.

Some medical officers were selected to write information on pre-hospital care, which became SA's first ambulance officer manual, *Ambulance Transport Nursing*.

⁴ Taken from the 'History' page of the South Australian Ambulance Service website - <http://www.saambulance.com.au/Whoware/History.aspx>. Accessed 17 April 2012.



SA Ambulance Service (and predecessor agencies)

The *Ambulance Act 1985* was assented to on 6 June 1985 and the Ambulance Board of the St John Council was established. The Act set out the following for the Ambulance Board:

- the provisions for how the members of the Board are appointed
- what provisions need to be included in the constitution and procedures of the Board
- what policies need to be created by the Board for certain matters, including the administrative procedures to be observed in relation to the St John Ambulance Service
- the need for the Board to have a Chief Executive Officer
- the reporting relationship of the Board in relation to the SA Health Commission and the Auditor-General.

St John provided ambulance services in South Australia until 1989, when the metropolitan workforce was converted to a fully paid career service, (rather than a mix of volunteers and paid staff). Thus began the split from St John Ambulance Service and the formation of SA Ambulance Service (SAAS).

The *Ambulance Act 1992* commenced on 1 March 1993 and saw S.A. St. John Ambulance Service incorporated on 1 July 1993 under the *Associations Incorporation Act 1985*. This was for the purposes of carrying on the business of providing emergency ambulance services which continued in existence under the *Ambulance Services Act 1992* in the name SA Ambulance Service Inc (SAAS).

Since 1992, SA Ambulance Service and St John Ambulance Australia have operated as two separate entities with complimentary roles. It should be noted that St John Ambulance Australia is not an agency for the purposes of the *State Records Act 1997*.

SA Ambulance Service is the principal provider of emergency and non-urgent ambulance services across South Australia including:

- out-of-hospital emergency medical care and transport
- a non-emergency ambulance transport service
- emergency medical retrieval and transport
- emergency and major events management
- rescue services in collaboration with other emergency services – e.g. water rescue, cliff rescue, confined space rescue.

St John Ambulance Australia services include:

- first aid training
- first aid kits
- first aid services at public events.

In April 2004 SAAS was transferred from the responsibility of the Department of Justice to SA Health and now operates under the *Health Care Act 2008*.



SA Ambulance Service (and predecessor agencies)

The *Health Care Act 2008* became effective from 1 July 2008. This repealed the *Ambulance Services Act 1992* and under the new Act, the functions of SA Ambulance Service transferred to SA Health. The Act maintains SA Ambulance Service as an identifiable incorporated entity. Consistent with the incorporated hospitals, it is managed by a Chief Executive Officer reporting to the Chief Executive of SA Health. The Ambulance Board was abolished in July 2008 upon the enactment of the *Healthcare Act 2008*, which saw SAAS's integration into the Department of Health and Ageing.

In 2008 a new service delivery model 'Defining the Road Ahead' was announced, which saw the role of the ambulance service evolve from that of a respond, treat and always transport service to one with programs that encourage 'treat and leave' or more likely 'treat and refer' the patient to other more appropriate health services than a hospital emergency department (ED).

Key initiatives within the 'Defining the Road Ahead' service delivery model were:

- introduction of Automatic Vehicle Location (AVL)
- enhancement of single response resources – SPRINT
- Extended Care Paramedic
- Regional Response Paramedic team
- Extended Care Paramedic advisors within the Emergency Operations Centre
- rolling out the Medical Priority Dispatch System (MPDS).

Resulting from a new vision, SAAS has changed the face of the current out-dated model through a range of initiatives that have brought it in line with international standards of contemporary ambulance service practice. The initiatives set out in the new model come with the knowledge that similar systems are working both nationally and internationally with a high level of success.

SAAS introduced a number of new initiatives that complement the *SA Health Care Plan 2007*, the *Country Health Plan* as well as the *SA Strategic Plan*. Initiatives introduced were aimed at front end consumer education about alternative care pathways and clinical interventions/treatment without the need to transport to hospital. The outcome of this should realise a reduction in the volume of patients currently delivered to EDs by ambulance.

The change in population demographic, with both a higher proportion and total number of older people, has resulted in an increase in chronic disease with a projected rise in cancer, dementia and cardiovascular disease. The age of profile changes have also resulted in a higher number of falls. Subsequently, long term condition management is needed. The result of this is an increase in demand for health services across the Health System.

For SAAS this demand is predicted to continue to increase by at least 8% per year. In the coming years SAAS expects to see a seismic shift in service demand which, in turn, will require us to make major changes to respond to the challenge successfully.



SA Ambulance Service (and predecessor agencies)

It is important to note that prior to 1985 and the introduction of the *Ambulance Act 1985* predecessors of SAAS were not government agencies for the purposes of the State Records Act. However, records dating from 1948-1985 have been transferred and retained by SAAS because of its continued performance of ambulance service functions and related activities. Such records, therefore, have been included in this RDS.

SA Ambulance Service Role and Function

SA Ambulance Service's mission is to save lives, reduce suffering and enhance the quality of life through the provision of accessible and responsive quality patient care and transport. Therefore the primary role of SA Ambulance Service (SAAS) is the provision of emergency pre-hospital medical care by responding to unscheduled requests from the community via the 000 system, although it also provides patient transfers for the public and private health system.

The service is the primary provider of 24 hour a day, seven days a week response to medical and trauma related emergencies. It provides a disciplined and organised system, allowing a timely response of appropriately qualified paramedic and professionals to potential or confirmed medical emergencies.

SAAS also provides equipment, expertise and experience in emergency intervention, assessment, management and transport of patients from a variety of controlled, uncontrolled and disaster environments.

SAAS is the sole provider of emergency ambulance transport, clinical care and patient transport services to over 1.5 million people, distributed across an area of 1,043,514 square kilometres in South Australia.

The provision of ambulance services comprises:

- emergency patient care and transport
- non-emergency patient care and transport
- emergency and major event management
- MedSTAR emergency medical and critical care retrieval services.

To complement the provision of ambulance services, SAAS also:

- coordinates the State Rescue Helicopter Service
- Manages the Royal Flying Doctor Service (RFDS) contract and coordinates fixed wing inter-hospital air transfers
- collaborates with Flinders University to deliver the Bachelor of Health Sciences (Paramedic) and the Master of Health Sciences (Pre-Hospital and Emergency Care)
- operates as a registered training organisation providing in-house, nationally accredited training to its staff
- promotes and administers the Ambulance Cover subscription scheme



SA Ambulance Service (and predecessor agencies)

- promotes and manages Call Direct—a 24-hour personal monitoring emergency service⁵.

SAAS operates out of 118 ambulance stations across the state (plus 6 community emergency response team sites). This includes 21 paid metropolitan stations, 20 paid country stations and 77 volunteer country stations.

Since the introduction of the *Health Care Act 2008*, SAAS volunteers have been defined as staff. There are two types of volunteers, Operational Volunteers and Non-Operational Volunteers. Operational Volunteers are individuals who provide patient care and transport to the community in regional areas of South Australia. Non-Operational Volunteers provide broad support to the Operational Volunteers, Ambulance station and community.

SA Ambulance Service Structure Description

The Chief Executive of SA Health is responsible for the administration of SAAS and has appointed and delegated appropriate managerial powers to the Chief Executive Officer of SAAS.

At a corporate level, SAAS ultimately reports through SA Health to the Minister for Health and Ageing. However, it continues to maintain its status as a separate entity for the purpose of reporting to the Department of Treasury and Finance.⁶

For operational matters, SAAS has a close relationship with the Operations Division of SA Health. Issues that have an impact on the operations of the health system are therefore reported through to the Chief Executive of SA Health via the Executive Director, Operations Division of SA Health.

The Chief Executive Officer of SAAS is supported by the following executive management team:

- Deputy Chief Executive Officer
- Executive Director Emergency Operations
- Executive Director Operations.

Some 2339 operational staff (e.g. paramedics, volunteer ambulance officers, emergency dispatch officers etc.) are supported by 197 support staff in areas such as: customer service, administrative services, corporate communications, asset management and building services.

A copy of the current organisational chart of SAAS is provided as an attachment to this RDS.

⁵ Taken from the 2010-2011 SAAS annual report, p.10.

⁶ Taken from the 2010-2011 SAAS Annual Report, p.11.



SA Ambulance Service (and predecessor agencies)

Predecessor Agencies

- SA Ambulance Service Inc (created under the *Ambulance Act 1992*)
- Ambulance Board (established under the *Ambulance Act 1985*)

Successor Agencies

There are no successor agencies.

Legislation

- *Ambulance Act 1985 [repealed]*
- *Ambulance Service Act 1992 [repealed]*
- *Health Care Act 2008*
- *Mental Health Care Act 2009*
- *Drug, Poisons and Controlled Substances Act 1981*
- *Road Traffic Act 1961*
- *Emergency Management Act 2004*

Context of the Records Covered by the Schedule

Coverage of RDS 2012/10

RDS 2012/10 Version 1 applies to ongoing operational records for SA Ambulance Service. It is intended to be a comprehensive guide incorporating all operational records of the Agency.

This RDS also applies to records relating to the Ambulance Board which is now defunct.

This RDS also applies to certain pre-1985 records inherited by SAAS through its ongoing performance of ambulance service functions and related activities.

RDS 2012/10 Version 1 also applies to the following GRS:

- GRS/6160 Executive – Convention of Ambulance Authorities Records
- GRS/6161 Ambulance Operations – Grand Prix Records
- GRS/6162 General Administration Files.

Related Series Affected by RDS 2012/10

There are no related series affected by this RDS.

Complementary Schedules to RDS 2012/10

There are no complementary Disposal Schedules to use with this RDS.



SA Ambulance Service (and predecessor agencies)

Existing Disposal Schedules Superseded by RDS 2012/10

This RDS does not supersede any existing schedules. The following two RDS', however, expired prior to the development of this schedule.

- RDS1360 – St John Ambulance Service Inc – Operational Records
- RDS1379 – St John Ambulance Service Inc – Ambulance Job Cards [Ongoing]

Records Structure within SA Ambulance Service

The EDRMS (currently Objective) managed by SA Health was implemented 5 July 2010. Between 1994 to 2010, RecFind was used as the records database.

Before the implementation of RecFind in 1994, records were managed through a paper based / manual system, with files being recorded by alphabetical / sequential numbering systems. These hard copy records were captured and recorded into the RecFind system once it was implemented.

Various databases being used by SAAS currently include:

- Safety Learning System (SLS)
- Computer Aid Dispatch (CAD)
- Medical Priority Dispatch System (MPDS)
- HP Admin
- Complete Human Resource Information System (CHRIS)
- Global Rostering System (GRS)
- Mobile Data Terminals (MDT).

The records structure is made up of the following:

- Patient Report Forms (internally referred to as Case Cards) managed in chronological order and separated into child and adult cases for ease of retention
- a functional subject-based filing system for administrative records managed using the EDRMS (currently Objective).
- hard copy files aligned to, and registered within, the EDRMS system are allocated a sequential number in the format of SAAS-YYYY-xxxxx.
- various databases are used to manage records related to service delivery and data management systems
- previously, RecFind was used to register hard copy files. These files were allocated a file number related to the business unit then sequentially by year, e.g. HR-YYYY-xxxxx.

Broad Description and Purpose of the Records

The operational records covered in this schedule relate to the provision of patient care and related operational services delivered by SAAS.



SA Ambulance Service (and predecessor agencies)

Records covered in this schedule relate to patient care and clinical operations, community liaison, development and delivery of educational courses, management of emergency fleet (ambulance service vehicles), management of emergency situations and the governance functions which support these core operations.

Functions and Activities Documented by the Records

RDS 2012/10 Version 1 covers the following functions of SAAS:

- COMMUNITY LIAISON
- EDUCATION DEVELOPMENT AND DELIVERY
- EMERGENCY FLEET MANAGEMENT
- EMERGENCY MANAGEMENT
- GOVERNANCE
- PATIENT CARE AND CLINICAL OPERATIONS.

These functions were arrived at through interviews with relevant staff and the researching of organisational resources and publications.

The above operational functions are supported by the following activities:

- Accidents
- Acquisition
- Advice
- Agreements
- Audit
- Boards and Committees
- Call Taking and Dispatch
- Committees
- Consultation
- Contracting-out
- Curriculum Development
- Customer Service (SAAS)
- Design
- Disposal
- Drug Compliance
- Examination and Assessment Development
- Fit Out and Equipment
- Grievances and Appeals
- Information and Court Requests
- Insurance
- Incident Investigations
- Liaison
- Maintenance
- Media and Marketing
- Meetings
- Notification
- Patient Care
- Planning
- Planning and Preparation
- Policy and Procedures
- Product and Service Provision
- Project and Program Management
- Recovery
- Reporting
- Research
- Response
- Reviewing
- Usage



SA Ambulance Service (and predecessor agencies)

Arrangement of the Records

Records of service delivery (records that relate to the response and treatment of patients where ambulance assistance was required) are arranged chronologically – cases receive a sequential number per day based on when the call is received in the Emergency Operations Centre (EOC). These records are then stored via date and sequential case number.

All other physical records are arranged by subject in a file series managed using an EDRMS (currently the Objective records management software). This is determined by the SA Health Business Classification Scheme and allocated a sequential number from the EDRMS (year/no).

Prior to Objective, these records were stored on the RecFind system. Prior to the implementation of RecFind, these files were managed through a paper based / manual system via alphabetic or sequential number series. These registers were captured into the RecFind system.

Electronic records are maintained in appropriate databases and are generally arranged by case or patient details.

Agency Creating the Records

SA Ambulance Service administers and/or created the records covered by this RDS.

Agency Owning or Controlling the Records

SA Ambulance Service controls or owns the records covered by this RDS.

Date Range of the Records

Records Date Range: 1948 to Ongoing.

Records dating back prior to 1985 ambulance services were transferred to, and vested in SAAS, and as a result are considered official records, even though they were not originally created by an agency (as defined by the State Records Act).

Volume of the Records

The existing volume of records backlog stored offsite is approximately 5,000 linear metres. These are currently stored at an Approved Service Provider (Iron Mountain).

The annual accumulation rate of ongoing records is approximately 300 linear metres per annum.

There are currently no records housed at State Records.



SA Ambulance Service (and predecessor agencies)

Special Custody Requirements

There are no special custody requirements.

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

This RDS takes into account the *Appraisal of Official Records: Policy and Objectives guidelines*. As such, records nominated for permanent retention in this schedule document the substantive processes and outcomes of services undertaken by SAAS outlined above. As such they meet the following criteria for ongoing value in that they:

- document the functions, decision making and activities of the Government of South Australia;
- provide knowledge about significant aspects of the State of South Australia's heritage and people;
- provide insight and detail about important regional and local issues within South Australia; and
- record details of the management of the State's Ambulance Service including the interaction of the government with industry and the community.

Records contained within this schedule that fit the description of a Permanent record include (items 1.2.1, 1.2.2, 1.3.1, 1.4.1, 1.4.2, 1.5.1, 2.1.1, 2.2.1, 2.3.1, 2.4.1, 2.5.1, 3.3.1, 3.8.1, 4.2.1, 4.3.1, 4.3.2, 5.1.1, 5.2.1, 5.4.1, 5.4.2, 5.4.3, 5.4.4, 5.4.5, 5.4.6, 5.4.7, 5.5.1, 5.6.1, 5.7.1, 5.8.1, 5.8.2, 5.9.1, 5.10.1, 5.11.1, 6.5.1, 6.5.2, 6.6.1 and 6.7.1).

Temporary Records Rationale

Records nominated for temporary status in this schedule document routine processes and/or transactions that support the activities documented in the permanent records. Retention periods have been determined by the legal, administrative, evidential and financial accountability requirements of SAAS.

The main temporary retention periods, related records and associated rationale are as follows:

- 33 years for records relating to incident investigations that involve, or could potentially involve minors (18 + 15 years). Includes call taking and dispatch records (items 6.1.1 and 6.5.3). Takes account of *Limitation of Actions Act 1936*.



SA Ambulance Service (and predecessor agencies)

- 30 years for Curriculum Development records as required by a Registered Training Organisation (items 2.2.2 and 2.2.3).
- 25 years for patient care records that involve, or potentially involve, minors (item 6.6.3). Allows for 7 years after child reaches majority.
- 15 years for incident investigations (item 6.5.4). Allows adequate time for investigation to be completed and related matters closed.
- 10 years for:
 - provision of operational products and services including memberships and application forms (items 1.5.2 and 1.5.3)
 - education development and delivery – unsuccessful course accreditations and grievances/appeals (items 2.2.4 and 2.4.2)
 - equipment testing and trials (item 3.5.1)
 - emergency management – notifications, planning and preparation, and response (items 4.1.1, 4.2.2 and 4.3.3)
 - drug compliance registers (item 6.3.1)
 - information and court requests (items 6.4.1-4) and
 - shift logs documenting staff movement and actions (item 6.8.1).
- 8 years for:
 - customer service, liaison and provision of general advice (items 1.2.3, 1.3.2, 5.1.2 and 6.2.1);
 - Board agreements and payment of fees to members of boards and committees (items 5.4.8 and 5.4.9).
 - agreements and contracts (item 5.2.2). Allows for limitation of actions (6 years) plus additional 2 years to enable any matters to be finalised.
- 7 years for:
 - ambulance transport accounts (item 1.5.4)
 - reporting and reports (items 1.5.6, 5.10.2)
 - emergency fleet management including accidents, acquisition, design, disposal, fit out and equipment, insurance, maintenance, registration and usage (items 3.1.1, 3.2.1, 3.3.2, 3.4.1, 3.6.1, 3.7.1, 3.7.2, 3.8.2, 3.9.1, 3.10.1, 3.11.1, and 3.11.2)
 - official procedural audits (item 5.3.1)
 - project and program management records (item 5.9.2)
 - patient care audits for adult patients (item 6.6.2)
 - low level (Level 1) emergency responses (item 4.3.4) and
 - recovery and replacement of ambulance resources (item 4.4.1).
- 6 years for:
 - community consultation (item 1.1.1).
- 5 years for:
 - development of media and marketing information (item 1.4.3)



SA Ambulance Service (and predecessor agencies)

- sales of products and services (item 1.5.5)
- development of examination and assessment papers (item 2.3.2)
- research data and documentation (items 2.5.2 and 6.7.2)
- non-committee based meetings held for routine purposes (item 5.6.2)
- development of policy, procedures and operational plans (items 5.7.2 and 5.8.3)
- minor reviews of SAAS operations (item 5.11.2) and
- insignificant investigations (item 6.5.5). Generally consistent with GDS 15 (as amended).
- 3 years for:
 - material used in the delivery of curriculum topics and courses (items 2.1.2, 2.1.3 and 2.2.5); and
 - drug compliance including receipting, dispensing, return and disposal of drugs (item 6.3.2).
- 2 years for:
 - facilitative records involving arrangements, meetings, preparations and reference material used for educational or research purposes (items 1.1.2, 1.4.4, 1.5.7, 2.5.3, 4.2.3, 4.2.4, 5.3.2, 5.4.10, 5.4.11, 5.6.3, 5.9.3, 5.10.3 and 6.7.3).
- 1 year for:
 - application and renewal of insurances and drug licences (items 3.7.3 and 6.3.3).

Other Disposal Considerations

There are no other considerations for or against the retention or destruction of records affected by this RDS.

Disposal Recommendation Effect on Related Records

There are no related records affected by the disposal recommendations in this RDS.

Alternative Record Formats

There are no alternative record formats.

Impact on Native Title Claims

There is no discernible relevance to Native Title Claims.

Indigenous Considerations

The determinations within RDS 2012/10 are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*.



SA Ambulance Service (and predecessor agencies)

The principles outlined in *GDS 16*, relating to Native Title claims, have also been considered in the development of this Schedule.

RDS 2012/10 meets all cultural, historical, legal and administrative requirements.

All documents considered relevant to native title in South Australia must be checked for actual relevance with the Native Title Section of the Crown Solicitor's Office before being disposed of.

Approved by SRC



SA Ambulance Service (and predecessor agencies)

Scope Note

Records Covered by this Schedule

RDS 2012/10 Version 1 applies to ongoing operational records for SA Ambulance Service. It is intended to be a comprehensive guide incorporating all operational records of the Agency.

This RDS also applies to records relating to the Ambulance Board which is now defunct.

This RDS also applies to certain pre-1985 records inherited by SAAS through its ongoing performance of ambulance service functions and related activities.

RDS 2012/10 Version 1 also applies to the following GRS:

- GRS/6160 Executive – Convention of Ambulance Authorities Records
- GRS/6161 Ambulance Operations – Grand Prix Records
- GRS/6162 General Administration Files.

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.

To identify records that may be potentially relevant to ***Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care***, please refer to **GDS 27**. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2020.

Use in conjunction with, or complementary to, other RDS

This Records Disposal Schedule does not complement any existing schedules.

Other RDS superseded by RDS 2012/10

This RDS does not supersede any existing schedules. The following two RDS', however, expired prior to the development of this schedule.

- RDS1360 – St John Ambulance Service Inc – Operational Records
- RDS1379 – St John Ambulance Service Inc – Ambulance Job Cards [Ongoing]



SA Ambulance Service (and predecessor agencies)

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

In this instance, the re-sentencing of records is not required.

Records excluded from RDS 2012/10

There are no records excluded from cover by this RDS.

Application to records in all formats

RDS 2012/10 applies to records in all formats, including databases and other electronic records. SA Ambulance Service 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 RDS 2012/10 are minimum retention periods for which records need to be retained. It is at the discretion of SA Ambulance Service as to whether records are kept for longer than the minimum period.

Acronyms

- AVL – Automatic Vehicle Locator
- CAA – Council of Ambulance Authorities
- CEO – Chief Executive Officer
- ECP – Extended Care Paramedic
- EOC – Emergency Operations Centre
- HP – Hewlett Packard
- ICP – Intensive Care Paramedic
- KWAAA – Keyword AAA Thesaurus
- MCI – Mass Casualty Incident
- MPDS – Medical Priority Dispatch System
- OHS – Occupational Health and Safety
- RFDS – Royal Flying Doctor Service
- SA – South Australia(n)
- SAAS – SA Ambulance Service
- SAASVHAC – SA Ambulance Service Volunteer Health Advisory Council
- SAC – Safety Assessment Code
- SLAs – Service Level Agreements
- SPRINT – Single Paramedic Response INTervention



SA Ambulance Service (and predecessor agencies)

Definitions of terms specific to RDS 2012/10

- **Ambulance Resources** – the equipment that makes an ambulance operational, e.g. vehicles, medical equipment, stretchers, radios, etc.
- **Automatic Vehicle Locator** – a system that enables SAAS to remotely track the location of its vehicle fleet.
- **Emergency Management Response, Organisational Level 1, 2 and 3** – Incident Definitions as defined within the SAAS Emergency Management Plan [*See Attachment A – Extract from SAAS Emergency Management Plan*].
- **Extended Care Paramedic** – an intensive care paramedic who has undergone intensive skills enhancement and training. ECPs can treat patients for a range of common medical issues and refer patients to other health providers such as GPs if needed. With this service, an ECP assesses the patient's requirements through phone consultation and dispatches an ECP single responder in an ambulance response vehicle as opposed to a traditional stretcher-carrying ambulance. The ECP service allows patients to be treated at home or in their home surroundings, without being transported to a hospital emergency department if it is not necessary.
- **Major Crime** - declared major crimes are murder; kidnapping; product contamination and extortion; and any other crimes that are of grave concern to the community.⁷
- **Major Indictable Offence** - major indictable matters can only be dealt with in the District Court or Supreme Court. Some examples are murder, robbery, rape, unlawful sexual intercourse, dishonesty and damage property offences (including arson) where the amount involved exceeds \$30 000.⁸
- **MedSTAR** – the emergency medical retrieval service which provides critical care, neonatal, paediatric and adult medical retrieval operations to the critically ill in South Australia.
- **Message Logs** – A carbon pad template used to convey orders and instructions in response to a declared organisational, state or national emergency situation.
- **Non-Significant** – includes events, issues, projects or programmes of a routine nature that does not result in a change of operation or on the status of the agency.
- **Program Steersman** – a meta-change management program established to implement the initiatives outlined in the Service Delivery Model 2008-2015. They were conducted in line with established best practice in organisational change and project management.
- **SAASVHAC** – As part of the *Health Care Act 2008* the creation of the SAASVHAC was proclaimed. The remit of the council is to advocate on behalf of SAAS volunteers and to provide advice to the Minister for Health and Ageing and SAAS on matters pertaining to SAAS volunteers. This is a body which sits 'outside' of SAAS, but on which SAAS volunteers are represented. Volunteers are appointed to the council by the Minister for Health and Ageing. SAAS provides secretariat services to SAASVHAC, subsequently records relating to this group become an agency record.

⁷ Operational Records Disposal Schedule for South Australia Police (SAPOL): RDS 2009/09

⁸ Operational Records Disposal Schedule for South Australia Police (SAPOL): RDS 2009/09



SA Ambulance Service (and predecessor agencies)

- **SAAS Volunteers** - Since the introduction of the *Health Care Act 2008*, SAAS volunteers have been defined as staff. There are two types of volunteers, Operational Volunteers and Non-Operational Volunteers. Operational Volunteers are individuals who provide patient care and transport to the community in regional areas of South Australia. Non-Operational Volunteers provide broad support to the Operational Volunteers, Ambulance station and community.
- **Safety Assessment Code** – a numerical score applied to an incident which is based on the type of event, its likelihood and its consequence. The score is determined by the use of the SAC Matrix (Appendix 1) and guides the level of incident investigation or review that is undertaken.
- **Schedule 8 Drugs** - Schedule 8 (S8) drugs and poisons, otherwise known as Controlled Drugs, are substances and preparations for therapeutic use which have high potential for abuse and addiction.
 - All drugs that are schedule 8 require a doctor to have a S8 permit before prescribing treatment.
 - Examples include: methylphenidate, Ritalin®, Ritalin LA®, Concerta®, and dexamphetamine.
- **Sentinel Events** -
 - procedures involving the wrong patient or the wrong body part resulting in death or major permanent loss of function
 - suicide of a patient in an inpatient unit
 - retained instruments or other material after surgery requiring re-operation or a further surgical procedure
 - intravascular gas embolism resulting in death or neurological damage
 - haemolytic blood transfusion reaction resulting from ABO blood type incompatibility
 - (medication error leading to) the death of a patient reasonably believed to be due to incorrect administration of drugs
 - maternal death or serious morbidity associated with labour or delivery
 - discharge of an infant to the wrong family.⁹
- **Significant** – involves events, issues, projects or programmes where there is substantial public, community or historical interest and may include occasions where there is extensive debate and/or media coverage or have social impact.
- **Single Response Resource** – a solo ambulance resource as opposed to the traditional two resources used for the delivery ambulance services.

⁹ For the latest version of what constitutes a sentinel event please refer to the SA Health Incident Management Policy Directive: PDS Reference: D0162.



SA Ambulance Service (and predecessor agencies)

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 must 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 (section 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.

Records and Litigation

Where SA Ambulance Service 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 must not be destroyed. In such circumstances the records must 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.



SA Ambulance Service (and predecessor agencies)

List of Functions and Activities

COMMUNITY LIAISON31

- Consultation 31
- Customer Service (SAAS)..... 31
- Liaison 32
- Media and Marketing 33
- Product and Service Provision 34

EDUCATION DEVELOPMENT AND DELIVERY36

- Curriculum Delivery..... 36
- Curriculum Development..... 37
- Examination and Assessment Development..... 38
- Grievances and Appeals 38
- Research..... 39

EMERGENCY FLEET MANAGEMENT40

- Accidents (SAAS) 40
- Acquisition..... 40
- Design..... 40
- Disposal (SAAS) 41
- Equipment Testing and Trials 41
- Fit Out and Equipment..... 41
- Insurance (SAAS) 42
- Investigations 42
- Maintenance 43
- Registration..... 43
- Usage 43

EMERGENCY MANAGEMENT44

- Notification 44
- Planning and Preparation..... 44
- Response..... 45
- Recovery..... 46



SA Ambulance Service (and predecessor agencies)

GOVERNANCE47

- Advice47
- Agreements.....48
- Audit.....48
- Boards and Committees49
- Contracting-out51
- Meetings51
- Planning.....52
- Policy and Procedures52
- Project and Program Management53
- Reporting53
- Reviewing54

PATIENT CARE AND CLINICAL OPERATIONS.....55

- Call Taking and Dispatch55
- Customer Service (SAAS).....56
- Drug Compliance56
- Incident Investigations57
- Information and Court Requests58
- Patient Care.....58
- Research.....59
- Shift Logs.....60



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 COMMUNITY LIAISON			
1	COMMUNITY LIAISON	The function of liaising with the community to encourage participation and raise awareness of issues relating to their health and wellbeing, including the services offered by SAAS. Includes liaison with community groups and organisations; the development and delivery of awareness campaigns and community education; and the provision of products and services.	
1.1	Consultation	<i>The activities associated with consulting with others, seeking comment/feedback on a range of services and issues. This includes requests for consultation from organisations and individuals.</i>	
1.1.1	Consultation	Records relating to responses to consultation including completed surveys and questionnaires.	TEMPORARY Destroy 6 years after last action
1.1.2	Consultation	Records relating to the preparation of surveys and questionnaires.	TEMPORARY Destroy 2 years after last action
1.2	Customer Service (SAAS)	<i>The activities associated with planning, implementing, monitoring and evaluating services provided to customers by SAAS. Includes responding to customer queries, complaints and the provision of information regarding departmental products, services and programs.</i> <i>For enquiries regarding personal property lost or misplaced whilst being transported, see: 1.3 PATIENT CARE AND CLINICAL OPERATIONS – Customer Service</i> <i>See also: GDS15v8:1.30 COMMUNITY RELATIONS – Customer Service</i>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 COMMUNITY LIAISON			
1.2.1	Customer Service (SAAS)	Summary registers or databases containing a history of customer complaint or enquiry details.	PERMANENT If in digital form, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes
1.2.2	Customer Service (SAAS)	Records relating to the management of enquiries or complaints that change policy or procedures, set a precedent, results in litigation, are of major public interest or significance, or require SAAS to account for an action.	PERMANENT
1.2.3	Customer Service (SAAS)	Records relating to complaints, feedback and acknowledgements regarding SAAS's programs, policies or services. Includes associated information, suggestions, acknowledgements, congratulations or appreciation received from industry, the community, organisations, employees and members of the public.	TEMPORARY Destroy 8 years after action completed
1.3	Liaison	<i>The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures (KWAAA).</i>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 COMMUNITY LIAISON			
1.3.1	Liaison	Records relating to liaison with organisations in relation to significant issues relating to SAAS operations, e.g. liaison with St John Ambulance and/or SA Police in relation to Emergency Management.	PERMANENT
1.3.2	Liaison	Records relating to liaison or correspondence between SAAS and various state and national bodies, organisations and community groups in relation to non-significant issues, e.g. liaison with Operation Flinders regarding medical support.	TEMPORARY Destroy 8 years after action completed
1.4	Media and Marketing	<i>The activities associated with composing, presenting and managing the organisation's media releases and marketing information to establish a relationship between the media, the organisation, industry and the community. Includes managing community service announcements, media enquiries and responses, media issues/crisis management, and press cuttings. Also includes marketing campaigns, promotions and publicity, marketing of departmental events, and marketing research. Also incorporates providing training to deal with the media, public information and policies, cultivating media contacts, authorising and issuing press releases, articles and stories, and organising agency media briefings, speeches and interviews.</i> <i>See also: GDS15v8:14 PUBLICATION</i>	
1.4.1	Media and Marketing	Master set of records relating to the promotion of programs and educational material developed by SAAS. Includes material developed to support state and national campaigns.	PERMANENT



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 COMMUNITY LIAISON			
1.4.2	Media and Marketing	One copy of any film, video, photograph, poster or other media developed or created to assist in the promotion of SAAS education or awareness.	PERMANENT If in digital form, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes
1.4.3	Media and Marketing	Records relating to the development of media and marketing information to promote products, services and programs and educational material developed by SAAS.	TEMPORARY Destroy 5 years after last action
1.4.4	Media and Marketing	Records relating to the administration of media or marketing. Includes facilitative arrangements, meeting arrangements, etc.	TEMPORARY Destroy 2 years after last action
1.5	Product and Service Provision	<i>The activities associated with the provision of products and services by SAAS to the community other than those covered under Patient Care and Clinical Operations. Includes the provision of Ambulance Cover, Call Direct Service and accessories, and equipment.</i> <i>See also: 1 – PATIENT CARE AND CLINICAL OPERATIONS</i>	
1.5.1	Product and Service Provision	Records relating to the development of business initiatives, including Ambulance Cover and Call Direct.	PERMANENT



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 COMMUNITY LIAISON			
1.5.2	Product and Service Provision	Registers of product memberships, e.g. Ambulance Cover subscriptions.	TEMPORARY Destroy 10 years after action completed If in digital form, maintain and reformat as required for administrative purposes
1.5.3	Product and Service Provision	Records relating to membership programs, e.g. Ambulance Cover and Call Direct application forms.	TEMPORARY Destroy 10 years after action completed
1.5.4	Product and Service Provision	Records relating to ambulance transport accounts.	TEMPORARY Destroy 7 years after action completed
1.5.5	Product and Service Provision	Records relating to the sales of products and services not covered under 2.12.3 or 2.12.4.	TEMPORARY Destroy 5 years after last action
1.5.6	Product and Service Provision	Records relating to reports generated by SAAS. Includes Call Direct reports relating to faults, maintenance and alarm reports for personal emergency response units.	TEMPORARY Destroy 7 years after action completed
1.5.7	Product and Service Provision	Facilitative records relating to the provision of products and services.	TEMPORARY Destroy 2 years after last action



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 EDUCATION DEVELOPMENT AND DELIVERY			
2	EDUCATION DEVELOPMENT AND DELIVERY	<p>The function of developing and delivering courses providing tertiary qualifications for volunteers and staff, including paramedics. This includes curriculum development, delivery of course material and assessment of assignments and examinations. Also includes the management of student results. Courses include:</p> <ul style="list-style-type: none"> • Units of competency such as Apply First Aid etc. • Paramedic Internship • Intensive Care Paramedic Program • In Service Training and Development curriculum and materials • Certificate II Emergency Medical First Response • Certificate III Non Emergency Patient Transport • Certificate III Ambulance Communications (Call Taking) • Certificate IV Health Care Ambulance • Certificate IV Ambulance Communications. <p>For students results see GDS15v8:12.16.1 PERSONNEL – Cases (Personal Files)</p>	
2.1	Curriculum Delivery	<i>The activities associated with the delivery of subjects in specific learning areas used by teachers to structure teaching to students both accredited and non-accredited training as the basis of learning programs for employees and volunteers of SAAS and external clients.</i>	
2.1.1	Curriculum Delivery	Master copy of Clinical Education course calendars and course/topic guides containing descriptions of course/topic content and requirements.	PERMANENT



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 EDUCATION DEVELOPMENT AND DELIVERY			
2.1.2	Curriculum Delivery	Subject resources and material used in course/topic delivery, eg subject outlines, study guides, readings, audio-visual teaching aides, reading lists, assignment lists, lecture notes.	TEMPORARY Destroy 3 years after last action
2.1.3	Curriculum Delivery	Facilitative records relating to course/topic delivery. Includes arrangements for scenario sessions, administration of professional placements, provision of mentoring services, preparation of course/topic schedules/timetabling, workload administration, etc.	TEMPORARY Destroy 3 years after last action
2.2	Curriculum Development	<i>The activities associated with the development, accreditation, review and redevelopment of subjects in specific learning areas used by lecturers (SAAS staff, contractors or external people) to structure teaching to students both accredited and non-accredited training as the basis of learning programs for employees and volunteers of SAAS and external clients.</i>	
2.2.1	Curriculum Development	Records relating to the development of curriculum statements for tertiary qualifications.	PERMANENT
2.2.2	Curriculum Development	Master copy of publications, including learning materials (e.g. student and facilitator lecture notes), learning and assessment guides, and study guides.	TEMPORARY Destroy 30 years after action completed
2.2.3	Curriculum Development	Records relating to the development and accreditation of subjects for tertiary qualifications, including the withdrawal of accredited programs.	TEMPORARY Destroy 30 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 EDUCATION DEVELOPMENT AND DELIVERY			
2.2.4	Curriculum Development	Records relating to unsuccessful course accreditation, eg applications, reports, criteria.	TEMPORARY Destroy 10 years after action completed
2.2.5	Curriculum Development	Course materials including working papers, research materials, stakeholder input, learning and assessment guides and study guides.	TEMPORARY Destroy 3 years after last action
2.3	Examination and Assessment Development	<i>The activities associated with the development, setting and publishing of examination papers.</i>	
2.3.1	Examination and Assessment Development	Master copy of approved examination and assessment papers.	PERMANENT
2.3.2	Examination and Assessment Development	Records relating to the development of examination and assessment papers. Includes timetable of development, drafts, consultation, etc.	TEMPORARY Destroy 5 years after last action
2.4	Grievances and Appeals	<i>The activities associated with the handling and resolution of grievance and appeals relating to student assessment.</i>	
2.4.1	Grievances and Appeals	Records relating to grievances and complaints generating substantial public interest and debate, or resulting in changes to high level policies or procedures.	PERMANENT
2.4.2	Grievances and Appeals	Records relating to grievances and complaints that do not result in substantial public interest and debate, or resulting in changes to high level policies or procedures, or a review of a student's assessment results.	TEMPORARY Destroy 10 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 EDUCATION DEVELOPMENT AND DELIVERY			
2.5	Research	<i>The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. used to support the development of projects, standards, guidelines etc. and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches, etc. (KWAAA).</i>	
2.5.1	Research	Final copies of research reports completed or commissioned by SAAS regarding educational services that form the basis of information used in curriculum, student and education publications or awareness programs.	PERMANENT
2.5.2	Research	Facilitative records relating to research programs. Includes draft research reports, working papers, literature searches, etc.	TEMPORARY Destroy 5 years after last action
2.5.3	Research	Records relating to research produced by other organisations and sourced regarding educational services for reference purposes.	TEMPORARY Destroy 2 years after last action



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY FLEET MANAGEMENT			
3	EMERGENCY FLEET MANAGEMENT	<p>The function of acquiring, managing, maintaining, repairing and disposing of ambulance service vehicles such as ambulances, motorbikes, bicycles, trucks etc.</p> <p>For vehicles not specifically for the purpose of clinical operations and service delivery, see: GDS15v8:6 FLEET MANAGEMENT</p>	
3.1	Accidents (SAAS)	<p><i>The activities involved in dealing with mishaps causing damage to the organisation's ambulance service vehicles. Also includes measures to prevent accidents occurring.</i></p> <p><i>For accidents which result in an investigation, see: 4.9 FLEET MANAGEMENT – Investigations.</i></p> <p><i>For accidents involving vehicles which are not ambulance service vehicles, see: GDS15v8:6.1 FLEET MANAGEMENT - Accidents.</i></p>	
3.1.1	Accidents (SAAS)	Records relating to the management of accidents to vehicles controlled by SAAS.	TEMPORARY Destroy 7 years after action completed
3.2	Acquisition	<p><i>The process of gaining ownership or use of property and other items required in the conduct of business through purchase or requisitions (KWAAA).</i></p>	
3.2.1	Acquisition	Records documenting the acquisition of ambulance service vehicles.	TEMPORARY Destroy 7 years after action completed
3.3	Design	<p><i>The activities involved in the design and modification of ambulance service vehicles.</i></p>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY FLEET MANAGEMENT			
3.3.1	Design	Records documenting the design and modification of ambulance service vehicles where the design is an original and not a copy of an Australian or international standard design. Includes the design specifications and instructions, plans, request for modifications and alterations to vehicles.	PERMANENT
3.3.2	Design	Records documenting the design and modification of ambulance service vehicles where the design is a copy of an Australian or international standard design. Includes the design specifications and instructions, plans, request for modifications and alterations to vehicles.	TEMPORARY Destroy 7 years after vehicle model is superseded
3.4	Disposal (SAAS)	<i>The process of disposing of ambulance service vehicles no longer required by the organisation, by sale, transfer, termination of lease, auction or destruction.</i>	
3.4.1	Disposal (SAAS)	Records relating to the disposal of ambulance service vehicles controlled by the agency.	TEMPORARY Destroy 7 years after disposal of vehicles
3.5	Equipment Testing and Trials	<i>The activities associated with testing and trialling new equipment before implementing in ambulance service vehicles.</i>	
3.5.1	Equipment Testing and Trials	Records relating to the testing and trialling of new equipment for use in ambulance service vehicles. Includes data, clinical trials, feedback, work instructions and risk assessments.	TEMPORARY Destroy 10 years after action completed
3.6	Fit Out and Equipment	<i>The installation of equipment and the fitting of modules to hold equipment, in or on to a specialised ambulance service vehicle.</i>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY FLEET MANAGEMENT			
3.6.1	Fit Out and Equipment	Records documenting the fitting of modules and the installation of equipment in or on to ambulance service vehicles. Includes the fitting of stretchers, oxygen, emergency radio, wheelchairs, spine boards and other medical equipment, communication devices, warning devices, lights and sirens.	TEMPORARY Destroy 7 years after disposal of the vehicle
3.7	Insurance (SAAS)	<i>Taking out insurance to cover loss or damage to ambulance service vehicles and to cover the agency against damage to another organisation's property.</i>	
3.7.1	Insurance (SAAS)	Records relating to specialised ambulance service vehicle insurance policies.	TEMPORARY Destroy 7 years after policy expires
3.7.2	Insurance (SAAS)	Records relating to insurance claims.	TEMPORARY Destroy 7 years after action completed
3.7.3	Insurance (SAAS)	Records documenting the annual renewal of insurance policies.	TEMPORARY Destroy 1 year after last action
3.8	Investigations	<i>The activities associated with internal investigations into incidents involving ambulance service vehicles. For investigation of incidents that have occurred during the provision of paramedic care to patients, or that cause harm or injury to a patient, see: 6.4 PATIENT CARE AND CLINICAL OPERATIONS - Incident Investigations</i>	
3.8.1	Investigations	Records documenting investigation of incidents involving ambulance service vehicles, e.g. where a person has been killed or injured, or where the investigation results in a change of SAAS policies or procedures.	PERMANENT



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY FLEET MANAGEMENT			
3.8.2	Investigations	Records documenting investigation of incidents involving ambulance service vehicles that do not result in a change in SAAS policies or procedures.	TEMPORARY Destroy 7 years after action completed
3.9	Maintenance	<i>The activities associated with the upkeep, repair, servicing, modification, registration and preservation of ambulance service vehicles and equipment.</i>	
3.9.1	Maintenance	Records documenting repairs and ongoing maintenance of ambulance service vehicles and equipment, e.g. stretchers. Includes servicing records and equipment recalls.	TEMPORARY Destroy 7 years after disposal of vehicle
3.10	Registration	<i>The activities associated with registration of ambulance service vehicles.</i>	
3.10.1	Registration	Records documenting the registration of ambulance service vehicles. Includes inspections and renewals.	TEMPORARY Destroy 7 years after disposal of vehicle
3.11	Usage	<i>The activities associated with monitoring the use of ambulance service vehicles.</i>	
3.11.1	Usage	Records documenting the use of ambulance service vehicles. Includes vehicle running sheets, log books, fuel cards and records generated by global positioning systems.	TEMPORARY Destroy 7 years after disposal of vehicle
3.11.2	Usage	Records relating to traffic infringements involving ambulance service vehicles used or maintained by the agency.	TEMPORARY Destroy 7 years after matter is closed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 EMERGENCY MANAGEMENT			
4	EMERGENCY MANAGEMENT	The function of preparing for and responding to local, state or national major emergency situations. As the Health Commander in emergencies, the agency is responsible for the coordination of medical treatment at the scene of an emergency. Includes the coordination of ambulance services at major state, sporting or cultural events.	
4.1	Notification	<i>The activities associated with receiving and processing incident notifications for declared organisational, state or national emergency situations.</i>	
4.1.1	Notification	Records documenting the receipt, issuing, and actioning of incident notifications for declared state or national emergency situations that are not responded to. For declared situations that are responded to, see: 5.4 EMERGENCY MANAGEMENT – Response	TEMPORARY Destroy 10 years after action completed
4.2	Planning and Preparation	<i>The activities associated with developing and implementing strategies to ensure ambulance service vehicles are prepared in the event of a major emergency.</i> <i>Includes preparing ambulance service vehicles for involvement in training simulations and exercises or major state, sporting or cultural events.</i>	
4.2.1	Planning and Preparation	Final version of operational plans for state and national emergency situations.	PERMANENT
4.2.2	Planning and Preparation	Records documenting the review and monitoring of the ambulance services Emergency Response Plan. Includes documents establishing the review, final report and action plan.	TEMPORARY Destroy 10 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 EMERGENCY MANAGEMENT			
4.2.3	Planning and Preparation	Records documenting ambulance services response to training simulations and exercises.	TEMPORARY Destroy 2 years after last action
4.2.4	Planning and Preparation	Records documenting the preparation and attendance of ambulance services at major state, sporting or cultural events.	TEMPORARY Destroy 2 years after last action
4.3	Response	<i>Activities undertaken by ambulance services in responding to declared organisational, state, or national emergency situations.</i> <i>Includes the coordination and allocation of resources and records relating to MCI tags, audio tapes, incident books and message logs.</i>	
4.3.1	Response	Records documenting emergency responses which have been activated by the State Emergency Centre, e.g. a declared disaster such as an earthquake.	PERMANENT
4.3.2	Response	Records documenting emergency responses which have been activated in accordance with the SAAS Emergency Management Plan at an organisational level 3.	PERMANENT
4.3.3	Response	Records documenting emergency responses which have been activated in accordance with the SAAS Emergency Management Plan at an organisational level 2.	TEMPORARY Destroy 10 years after action completed
4.3.4	Response	Records documenting emergency responses which have been activated in accordance with the SAAS Emergency Management Plan at an organisational level 1.	TEMPORARY Destroy 7 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 EMERGENCY MANAGEMENT			
4.4	Recovery	<i>The activities associated with the restoration and replacement of ambulance services following a major incident.</i>	
4.4.1	Recovery	Records documenting the restoration and replacement of ambulance resources following an emergency incident.	TEMPORARY Destroy 7 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5	GOVERNANCE	The function of providing strategic direction, policy development, administration and enforcement of the <i>Health Care Act 2008</i>. Also includes key decision making on significant issues by SAAS or its various subcommittees or taskforces established under the Act. Major activities relate to formulating SAAS strategy, policy and corporate direction, overseeing the management of SAAS and SAAS' relations with its stakeholders, organisational and risk management strategies, performance monitoring, policy surveillance, development and advice to the Minister and stakeholders.	
5.1	Advice	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising (KWAAA). See also: GDS15v8:7.5 GOVERNMENT RELATIONS – Advice Where advice is provided in the form of publications, refer to p.25 for legal deposit requirements.</i>	
5.1.1	Advice	Records relating to the provision of high level advice, e.g. to the Minister or CEO, relating to substantive issues affecting Governance or generating significant public interest. Includes advice relating to changes in operational policies, procedures, functions, obligations and responsibilities.	PERMANENT
5.1.2	Advice	Records relating to the provision of general information, e.g. in the form of fact sheets, brochures, information kits or packs, etc. Where advice is provided in the form of publications, refer to p.23 for legal deposit requirements.	TEMPORARY Destroy 8 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.2	Agreements	<i>The processes associated with the establishment, maintenance, review and negotiation of agreements (KWAAA).</i>	
5.2.1	Agreements	Records relating to establishing, maintaining, negotiation and review of SLAs or any other contract for services or products in relation to SAAS operations.	PERMANENT
5.2.2	Agreements	Records relating to the preparation of agreements, SLAs or other contracts, e.g. drafts, working papers, etc. Includes facilitative arrangements.	TEMPORARY Destroy 7 years after action completed
5.3	Audit	<i>The activities associated with officially checking 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, operational audits, system audits and quality assurance audits (KWAAA).</i>	
5.3.1	Audit	Records relating to operational audits that are significant and/or resulting in substantial changes to agency policy and procedures.	PERMANENT
5.3.2	Audit	Records relating to official procedural audits required by external agencies of SAAS operations, e.g. response time as per SA Health performance agreement.	TEMPORARY Destroy 7 years after action completed
5.3.3	Audit	Records relating to internal agency audits including working papers, audit trail records and system reports.	TEMPORARY Destroy 2 years after last action



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.4	Boards and Committees	<p><i>The activities associated with the management of the Board and legislative councils, its committees, sub-committees and task forces. Includes the establishment of these bodies, appointment of members, terms of reference or charters, meeting agendas, papers, proceedings and minutes, meeting arrangements and dates, lists of Board, Councils and committee members, etc.</i></p> <p><i>Please note that the Board was abolished in July 2008 upon the enactment of the Healthcare Act 2008 which saw SAAS's integration into the Department of Health and Ageing.</i></p> <p><i>Please note SAASVHAC is included here as SAAS provides the secretariat and maintains the records on behalf of the Committee.</i></p>	
5.4.1	Boards and Committees	Records relating to the appointment (by the Minister) and resignation of members of the Board, SAASVHAC or its committees or sub-committees.	PERMANENT
5.4.2	Boards and Committees	<p>Master copy of agendas, minutes, terms of reference, charters, proceedings, reports and position papers presented to the Board, SAASVHAC or internal committees or sub-committees for action, information or determination.</p> <p>Includes master copy of records used for, and relating to, decisions made by the Board or SAASVHAC to develop or review legislation or regulations.</p>	PERMANENT
5.4.3	Boards and Committees	Records relating to external or inter-agency committees, commission's task forces, etc. where SAAS contributes to the findings, or SAAS's policies, procedures or administrative arrangements may be affected or establishes a precedent that affects its operations.	PERMANENT



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.4.4	Boards and Committees	Records relating to external or inter-agency committees for which SAAS provides the secretariat, or provides operational advice. Includes parliamentary committees, Executive Committee, advisory committees established by the Minister, etc., e.g. SAASVHAC.	PERMANENT
5.4.5	Boards and Committees	Records relating to the review, restructure, wind up or conclusion of the Board.	PERMANENT
5.4.6	Boards and Committees	Registers and other original records kept by the Board or SAASVHAC to create and maintain appropriate business information. Includes registers, certificates and other documentation required by the body to act as an organisation, branding approvals, certificates of registration, or other applicable licenses, and memoranda of articles.	PERMANENT
5.4.7	Boards and Committees	Records relating to sub-committees of the Board or SAASVHAC, includes the Finance and Audit Committee, Medical Advisory Committee, Consumer Advisory Committee and the SA Ambulance Service Development Fund.	PERMANENT
5.4.8	Boards and Committees	Records relating to the negotiation, management and review of agreements to which the Board or SAASVHAC is a party.	TEMPORARY Destroy 8 years after action completed
5.4.9	Boards and Committees	Records relating to the approval and payment of fees to members of the Board, SAASVHAC or its committees or sub-committees. Includes approval for payments to members of other committees.	TEMPORARY Destroy 8 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.4.10	Boards and Committees	Records relating to external committees, commissions, task forces, etc. where SAAS does not contribute to the findings or acts as an observer only.	TEMPORARY Destroy 2 years after last action
5.4.11	Boards and Committees	Facilitative records relating to boards and committees. Includes working papers, bookings, etc.	TEMPORARY Destroy 2 years after last action
5.5	Contracting-out	<i>The activities involved in arranging, procuring and managing the performance of work or the provision of services by an external contractor, vendor or consultant, or by using external bureau services, Sometimes referred to as outsourcing (KWAAA).</i> <i>See also: GDS15v8:5.25 FINANCIAL MANAGEMENT – Contracting-out.</i>	
5.5.1	Contracting-out	Records relating to the hire and use of consultants, contractors and suppliers for landmark, substantive or precedent setting tasks, e.g. implementation of MPDS. Includes the actual contracts.	PERMANENT
5.6	Meetings	<i>The activities associated with gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the management of the section, department or organisation as a whole. Includes arrangements, agendas and taking of minutes, etc. (KWAAA).</i>	
5.6.1	Meetings	Records relating to non-committee based meetings, which focus on the core function of Governance and highlight changes to structure and operations; or issues affecting SAAS relationship to the public and/or its clients.	PERMANENT
5.6.2	Meetings	Records relating to non-committee based meeting held for routine purposes.	TEMPORARY Destroy 5 years after last action



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.6.3	Meetings	Records relating to facilitative arrangements for meetings.	TEMPORARY Destroy 2 years after last action
5.7	Planning	<i>The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs (KWAAA).</i>	
5.7.1	Planning	Final version of operational plans for SAAS relating to Governance.	PERMANENT
5.7.2	Planning	Records documenting the development of operational plans for SAAS. Includes working papers, draft reports, results of consultation, etc.	TEMPORARY Destroy 5 years after last action
5.8	Policy and Procedures	<i>The activities associated with developing and implementing operational policies and standard methods of operating in accordance with statutory, government, industry and organisational directions and objectives. Includes discussion and consultation on policies, directives, emergency management plans, procedures, safety alerts, guidelines, pathways, protocols standard operating procedures, work instructions and information notices.</i> <i>For non-operational policies see: GDS15v8:16.78 STRATEGIC MANAGEMENT - Policy</i>	
5.8.1	Policy and Procedures	Master copy of records documenting policy that relate to SAAS and record the evolution, development and formulation of policies or procedures. Includes the final policy, policy assessment and impact reports, stakeholder consultation, etc. Includes policies, directives and emergency management plans.	PERMANENT



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.8.2	Policy and Procedures	Records documenting procedures relating to SAAS specific methods of operation developed to comply with legislation or standards. Includes master set of procedures, safety alerts, guidelines, pathways, protocols, standard operating procedures and work instructions.	PERMANENT
5.8.3	Policy and Procedures	Records related to the development of policy and procedures relating to SAAS specific methods of operation. Includes information notices.	TEMPORARY Destroy 5 years after last action
5.9	Project and Program Management	<i>The activities associated with the coordination and management of projects and programs under the responsibility of SAAS. Includes project and program implementation, management framework, arrangements, schedules, tasks, lists, resources, issues, communication and change management plans, pre and post implementation support, and progress reporting.</i>	
5.9.1	Project and Program Management	Records relating to the management and documentation of significant Governance projects or programs.	PERMANENT
5.9.2	Project and Program Management	Records relating to the management of other projects or programs.	TEMPORARY Destroy 7 years after action completed
5.9.3	Project and Program Management	Records relating to the administration of projects or programs. Includes facilitative arrangements, meeting arrangements, etc.	TEMPORARY Destroy 2 years after last action
5.10	Reporting	<i>The activities 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 their examination or investigation (KWAAA).</i>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 GOVERNANCE			
5.10.1	Reporting	Master copy of reports created by or on behalf of the Board or SAASVHAC used to monitor the status and actions of the Board or SAASVHAC.	PERMANENT
5.10.2	Reporting	Records relating to the development and preparation of reports. Includes working papers, raw data, drafts, etc.	TEMPORARY Destroy 7 years after action completed
5.10.3	Reporting	Reports and publications not produced by the Board or SAASVHAC. Includes reports concerning the structure of the industry, marketing and promotional activity.	TEMPORARY Destroy 2 years after last action
5.11	Reviewing	<i>The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities (KWAAA).</i>	
5.11.1	Reviewing	Records relating to significant reviews of SAAS operations. Includes reviews of operational plans, projects, programs, initiatives and policies, e.g. review of operational response.	PERMANENT
5.11.2	Reviewing	Records relating to minor reviews of SAAS operations, including operational plans, projects, programs, initiatives and policies, e.g. Patient Satisfaction Survey.	TEMPORARY Destroy 5 years after last action
5.11.3	Reviewing	Audit copies of Report Forms (case cards) required for educational review purposes.	TEMPORARY Destroy 1 year after last action



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PATIENT CARE AND CLINICAL OPERATIONS			
6	PATIENT CARE AND CLINICAL OPERATIONS	The function of managing and providing paramedic pre-hospital emergency medical care in response to an emergency such as a health crisis, disaster or accident or in the transfer of patients between facilities. This includes, but is not limited to, the dispatching of ambulances, rescue paramedics and medical retrieval services.	
6.1	Call Taking and Dispatch	<i>The activities associated with the request for assistance and the dispatching of ambulances and other emergency care resources in response to an emergency call or for non-urgent patient transfers.</i> <i>Includes emergency medical care assistance and retrieval services.</i>	
6.1.1	Call Taking and Dispatch	Records relating to the dispatching of an ambulance or other resource in response to an emergency call or request for patient transfer. Includes all call outs, 000 calls, MedSTAR and RFDS retrievals, patient transfers, etc. For copies of records used in internal incident investigations see: 6.4 Incident Investigations. For copies of records used in investigations relating to ambulance service vehicles see: 3.8 EMERGENCY FLEET MANAGEMENT - Investigations. For copies of records requested by the Police or the Courts see: 6.5.4 Information and Court Requests.	TEMPORARY Destroy 33 years after removal and transfer to new medium from system



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PATIENT CARE AND CLINICAL OPERATIONS			
6.2	Customer Service (SAAS)	<i>The activities associated with planning, implementing, monitoring and evaluating services provided to customers by SAAS. Includes responding to customer queries, complaints and the provision of information regarding departmental products, services and programs.</i> <i>See also: GDS15v8:1.30 COMMUNITY RELATIONS – Customer Service</i>	
6.2.1	Customer Service (SAAS)	Records relating to client enquiries regarding personal property lost or misplaced whilst being transported. Includes client response forms and documentation of outcomes and follow up actions. For general complaints and enquiries relating to operational matters, see: 1.2 COMMUNITY LIAISON – Customer Service	TEMPORARY Destroy 8 years after action completed
6.3	Drug Compliance	<i>Compliance with drugs, poisons and controlled substances in accordance with the Drugs, Poisons and Controlled Substances Act 1981.</i>	
6.3.1	Drug Compliance	Registers documenting the storage of Schedule 8 drugs on site at various locations, including Head Office and SAAS Ambulance Stations.	TEMPORARY Destroy 10 years after action completed
6.3.2	Drug Compliance	Records documenting the receipt, dispensing, return and disposal of all drugs.	TEMPORARY Destroy 3 years after last action
6.3.3	Drug Compliance	Records documenting the application or renewal of drug licenses held by SAAS that provides for the purchase of drugs for health care purposes.	TEMPORARY Destroy 1 year after license expires



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PATIENT CARE AND CLINICAL OPERATIONS			
6.4	Incident Investigations	<i>The activities associated with SAAS internal investigations into incidents or alleged breaches of patient care or related issues. Includes alleged breaches of SAAS' duty of care for clients.</i> <i>For investigations conducted externally, e.g. by the Coroner, see: 6.5 Information and Court Requests.</i>	
6.4.1	Incident Investigations	Records relating to investigations into incidents which are assessed as Extreme in accordance with the SAC such as: a death in custody; or a complete loss of services; or where the investigation results in a change of SAAS policies or procedures.	PERMANENT
6.4.2	Incident Investigations	Records relating to the investigation into incidents which are assessed as Major in accordance with the SAC such as: patients with major permanent loss of function; or a permanent injury to a staff member.	PERMANENT
6.4.3	Incident Investigations	Records relating to the investigation into incidents which are assessed as Moderate in accordance with the SAC such as: a lost time or restricted duties for a staff member; or disruption to users due to agency problems.	TEMPORARY Destroy 33 years after action completed
6.4.4	Incident Investigations	Records relating to the investigation into incidents which are assessed as Minor in accordance with the SAC such as: reduced efficiency or disruption to the agency working; or a minor financial loss (<\$10,000).	TEMPORARY Destroy 15 years after action completed



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PATIENT CARE AND CLINICAL OPERATIONS			
6.4.5	Incident Investigations	Records relating to the investigation into incidents which are assessed as Insignificant in accordance with the SAC such as: near misses; and incidents which do not result in a financial loss or a loss of service.	TEMPORARY Destroy 5 years after last action
6.5	Information and Court Requests	<i>The activities associated with requests for information relating to Clinical Operations and cases. Includes requests from the public, police, lawyers, the Coroner and requests for court appearances by SAAS staff.</i> <i>See GDS15v8:9.16 INFORMATION MANAGEMENT – Cases (FOI) for records relating to Freedom of Information applications and requests.</i>	
6.5.1	Information and Court Requests	Records relating to statements and interview requests by the coroner.	TEMPORARY Destroy 10 years after action completed
6.5.2	Information and Court Requests	Records relating to statements and interview requests by the police.	TEMPORARY Destroy 10 years after action completed
6.5.3	Information and Court Requests	Records relating to court appearances by SAAS staff.	TEMPORARY Destroy 10 years after action completed
6.5.4	Information and Court Requests	Records relating to the provision of information for legal purposes. Includes copies of recordings from the Emergency Operations Centre. For original copies of dispatch records see: 6.1 Call Taking and Dispatch	TEMPORARY Destroy 10 years after action completed
6.6	Patient Care	<i>The activities associated with providing care to the patients and clients of SAAS.</i>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PATIENT CARE AND CLINICAL OPERATIONS			
6.6.1	Patient Care	Registers of client details. Includes callers name, pick up location, times, ambulance crew and other related information.	PERMANENT If in digital form, actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes
6.6.2	Patient Care	Records relating to a patient case of an adult (18 years of age and over). Includes Patient Report Forms (Case Cards) which record patient's name and address, SAAS fleet number and other related information. Also includes refusal of treatment forms and treat no transport patient safety checklists.	TEMPORARY Destroy 7 years after action completed
6.6.3	Patient Care	Records relating to a patient case of a minor (under 18 years of age). Includes Patient Report Forms (Case Cards) which record patient's name and address, SAAS fleet number and other related information. Also includes refusal of treatment forms and treat no transport patient safety checklists.	TEMPORARY Destroy 25 years after action completed
6.7	Research	<i>The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. used to support the development of projects, standards, guidelines etc. and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches, etc. (KWAAA).</i>	



SA Ambulance Service (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PATIENT CARE AND CLINICAL OPERATIONS			
6.7.1	Research	Final copies of research reports completed or commissioned by SAAS that form the basis of information used in Patient Care and Clinical Operations, or in the development of policies, procedures or standards.	PERMANENT
6.7.2	Research	Facilitative records relating to research programs. Includes draft research reports, working papers, literature searches, etc.	TEMPORARY Destroy 5 years after last action
6.7.3	Research	Records relating to research produced by other organisations and sourced by SAAS for reference purposes.	TEMPORARY Destroy 2 years after last action
6.8	Shift Logs	<i>The activities associated with co-ordinating and reporting on issues affecting core business during a specific shift time.</i>	
6.8.1	Shift Logs	Shift logs containing details on issues effecting core business during a specific shift time, e.g. personnel absences, OHS incidents, operational issues, media related matters, major incidents, etc.	TEMPORARY Destroy 10 years after action completed



SA Ambulance Service (and predecessor agencies)

Index to Operational Records Disposal Schedule

-A-

Accidents (SAAS), EMERGENCY FLEET MANAGEMENT40

Acquisition, EMERGENCY FLEET MANAGEMENT40

Advice, GOVERNANCE.....47

Agreements, GOVERNANCE48

Audit, GOVERNANCE.....48

-B-

Boards and Committees, GOVERNANCE.....49

-C-

Call Taking and Dispatch, PATIENT CARE AND CLINICAL OPERATIONS55

COMMUNITY LIAISON31

COMMUNITY LIAISON, Consultation31

COMMUNITY LIAISON, Customer Service (SAAS)31

COMMUNITY LIAISON, Liaison.....32

COMMUNITY LIAISON, Media and Marketing.....33

COMMUNITY LIAISON, Product and Service Provision34

Consultation, COMMUNITY LIAISON31

Contracting-out, GOVERNANCE51

Curriculum Delivery, EDUCATION DEVELOPMENT AND DELIVERY36

Curriculum Development, EDUCATION DEVELOPMENT AND DELIVERY37

Customer Service (SAAS), COMMUNITY LIAISON31

Customer service, PATIENT CARE AND CLINICAL OPERATIONS.....56

-D-

Design, EMERGENCY FLEET MANAGEMENT40

Disposal (SAAS), EMERGENCY FLEET MANAGEMENT41

Drug Compliance, PATIENT CARE AND CLINICAL OPERATIONS.....56



SA Ambulance Service (and predecessor agencies)

-E-

EDUCATION DEVELOPMENT AND DELIVERY36

EDUCATION DEVELOPMENT AND DELIVERY, Curriculum Delivery36

EDUCATION DEVELOPMENT AND DELIVERY, Curriculum Development37

**EDUCATION DEVELOPMENT AND DELIVERY, Examination and Assessment
Development38**

EDUCATION DEVELOPMENT AND DELIVERY, Grievances and Appeals.....38

EDUCATION DEVELOPMENT AND DELIVERY, Research39

EMERGENCY FLEET MANAGEMENT40

EMERGENCY FLEET MANAGEMENT, Accidents (SAAS)40

EMERGENCY FLEET MANAGEMENT, Acquisition40

EMERGENCY FLEET MANAGEMENT, Design40

EMERGENCY FLEET MANAGEMENT, Disposal (SAAS)41

EMERGENCY FLEET MANAGEMENT, Equipment Testing and Trials41

EMERGENCY FLEET MANAGEMENT, Fit Out and Equipment.....41

EMERGENCY FLEET MANAGEMENT, Insurance (SAAS).....42

EMERGENCY FLEET MANAGEMENT, Investigations42

EMERGENCY FLEET MANAGEMENT, Maintenance.....43

EMERGENCY FLEET MANAGEMENT, Registration.....43

EMERGENCY FLEET MANAGEMENT, Usage.....43

EMERGENCY MANAGEMENT44

EMERGENCY MANAGEMENT, Notification.....44

EMERGENCY MANAGEMENT, Planning and Preparation44

EMERGENCY MANAGEMENT, Recovery46

EMERGENCY MANAGEMENT, Response.....45

Equipment Testing and Trials, EMERGENCY FLEET MANAGEMENT41

**Examination and Assessment Development, EDUCATION DEVELOPMENT AND
DELIVERY38**



SA Ambulance Service (and predecessor agencies)

-F-

Fit Out and Equipment, EMERGENCY FLEET MANAGEMENT.....41

-G-

GOVERNANCE.....47
GOVERNANCE, Advice.....47
GOVERNANCE, Agreements48
GOVERNANCE, Audit.....48
GOVERNANCE, Boards and Committees.....49
GOVERNANCE, Contracting-out51
GOVERNANCE, Meetings51
GOVERNANCE, Planning52
GOVERNANCE, Policy and Procedures52
GOVERNANCE, Project and Program Management53
GOVERNANCE, Reporting53
GOVERNANCE, Reviewing.....54
Grievances and Appeals, EDUCATION DEVELOPMENT AND DELIVERY.....38

-I-

Incident Investigations, PATIENT CARE AND CLINICAL OPERATIONS57
Information and Court Requests, PATIENT CARE AND CLINICAL
OPERATIONS58
Insurance (SAAS), EMERGENCY FLEET MANAGEMENT42
Investigations, EMERGENCY FLEET MANAGEMENT42

-L-

Liaison, COMMUNITY LIAISON32

-M-

Maintenance, EMERGENCY FLEET MANAGEMENT.....43
Media and Marketing, COMMUNITY LIAISON.....33



SA Ambulance Service (and predecessor agencies)

Meetings, GOVERNANCE51

-N-

Notification, EMERGENCY MANAGEMENT.....44

-P-

PATIENT CARE AND CLINICAL OPERATIONS55

PATIENT CARE AND CLINICAL OPERATIONS, Call Taking and Dispatch55

PATIENT CARE AND CLINICAL OPERATIONS, Customer service.....56

PATIENT CARE AND CLINICAL OPERATIONS, Drug Compliance.....56

PATIENT CARE AND CLINICAL OPERATIONS, Incident Investigations57

PATIENT CARE AND CLINICAL OPERATIONS, Information and Court Requests58

PATIENT CARE AND CLINICAL OPERATIONS, Patient Care.....58

PATIENT CARE AND CLINICAL OPERATIONS, Research59

PATIENT CARE AND CLINICAL OPERATIONS, Shift Logs.....60

Patient Care, PATIENT CARE AND CLINICAL OPERATIONS.....58

Planning and Preparation, EMERGENCY MANAGEMENT44

Planning, GOVERNANCE52

Policy and Procedures, GOVERNANCE52

Product and Service Provision, COMMUNITY LIAISON34

Project and Program Management, GOVERNANCE53

-R-

Recovery, EMERGENCY MANAGEMENT46

Registration, EMERGENCY FLEET MANAGEMENT43

Reporting, GOVERNANCE53

Research, EDUCATION DEVELOPMENT AND DELIVERY39

Research, PATIENT CARE AND CLINICAL OPERATIONS.....59

Response, EMERGENCY MANAGEMENT45



SA Ambulance Service (and predecessor agencies)

Reviewing, GOVERNANCE.....54

-S-

Shift Logs, PATIENT CARE AND CLINICAL OPERATIONS.....60

-U-

Usage, EMERGENCY FLEET MANAGEMENT43