



State Records Act 1997

Operational Records Disposal Schedule

ReturnToWorkSA (and predecessor agency)

RDS 2018/03 Version 1

Effective Date: 15 August 2018 to 31 August 2028

Approved Date: 15 August 2018

Approved by SRC



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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

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Approved Date: 15 August 2018

Effective Date: 15 August 2018 to 31 August 2028

Authorisation by State Records

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

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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 RTWSA, 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 RTWSA 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.



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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.* **INSURANCE MANAGEMENT**)
- Activity/Process:** The activities and processes relating to each function are shown in 12 point bold Arial sentence case (*e.g.* **Claims Processing**).
- Description:** Descriptions are in three levels ranging from broad functions to specific disposal classes:
- definitions of functions are shown at the start of each section in bold (*e.g.* **The function of providing and managing insurance to protect businesses that employ workers in South Australia from the costs of a work injury. This includes claim processing.**)
 - definitions of activities are located adjacent to the activity title in italics (*e.g.* *The provision of consultation advice and services in respect to claims for compensation against the Return to Work Scheme.*)
 - 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 RTWSA. 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.



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Retention periods set down in the Schedule are minimum ones and RTWSA may extend the retention period of the record if it considers there is an administrative need to do so. Where RTWSA 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)*. RTWSA 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. RTWSA needs to ensure that records in electronic format remain accessible to authorised users for the duration of the designated retention period. State Records is, however, currently examining options for the transfer of permanent value electronic records in digital form to its custody.

Destruction of Records

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



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- ***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.
- ***GDS 32 for Records of Relevance to the Royal Commission into Institutional Responses to Child Sexual Abuse*** to ensure that records of relevance to the Royal Commission are protected and available for the purposes of the Royal Commission and any subsequent actions involving the South Australian Government as well as for future reference and accountability purposes and to protect the rights and entitlements of stakeholders.

RTWSA 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.

RTWSA 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 RTWSA 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.



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Context Statement

Context of the Agency Covered by the Schedule

RTWSA History and Background

Workers Compensation in South Australia prior to WorkCover Corporation

Prior to the introduction of workers compensation legislation, individuals suffering from work injuries could only seek recourse through common law. The financial and time cost of legal proceedings, and the burden of proving employer negligence, often prevented injured workers from seeking or receiving compensation. By the late 1800s, the social cost of work injury was being felt across Australia, the UK and Europe.

In an attempt to protect workers, the UK Parliament¹ enacted the *Employment Liability Act 1880 (UK)* which limited employers' legal defences of common employment, voluntary assumption of risk and contributory negligence. By 1895, the Act had been adopted by all Australian colonies.

Despite legislative intention, the *Employment Liability Act 1880 (UK)* did little to improve compensation outcomes for injured workers. The UK Parliament subsequently enacted the *Workmen's Compensation Act 1897 (UK)* which provided compensation for loss of earning capacity resulting from work injury.

South Australia followed suit by introducing the *Workmen's Compensation Act 1900*, which closely resembled the UK legislation and focused largely on labourers. Assented to by the Governor of South Australia on 5 December 1900 – less than a month before Federation – the Act made South Australia the first Australian state to effect workers compensation legislation. The 1900 Act was consolidated in 1932 and remained largely unchanged until its repeal by the *Workers Compensation Act 1971*.

The Workers Compensation Act had wider application and expressly included female workers, as reflected in the Act title. It provided compensation to workers and their dependents in respect of work injuries and completely restructured the South Australian workers compensation legislation. In addition to broadening the grounds on which a worker could claim compensation, the Workers Compensation Act increased amounts payable. Under the Act, employers (other than self-insured) were obligated to effect a policy of workers compensation insurance with an insurer within the private insurance market. Parliament involvement, including the Government, was limited to establishing and maintaining the relevant legislation.

¹ Legislation cited includes both the Australian legislation and the British legislation. The British version has been consistently included in italics to distinguish it from the Australian version. British legislation cited includes the *Employment Liability Act 1880* and *Workmen's Compensation Act 1897*.



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The South Australian Government established a Committee of Inquiry, chaired by DE Byrne, in June 1978. It was tasked with investigating the best means of compensating those suffering from work injuries. The Committee investigated the matter and released its report “A Workers Rehabilitation and Compensation Board for South Australia – the key to rapid rehabilitation and equitable compensation for those injured at work” (the Byrne Report) in September 1980. Its recommendations included the introduction of new legislation to repeal the Workers Compensation Act and to establish a Board to administer a workers compensation scheme and to oversee rehabilitation programs.

A committee was established to assess the practicalities of the Byrne Report and to review the points of contention between employers and unions regarding potential changes to the workers compensation system. An agreement was reached, leading to the drafting of new legislation which was reviewed and passed by Parliament in 1986.

Corporation History – WorkCover Corporation

The *Workers Rehabilitation and Compensation Act 1986* commenced at 4pm on 30 September 1987. It repealed the Workers Compensation Act and established the WorkCover Claims and Levy Agency as a subsidiary of SGIC (State Government Insurance Company). The name ‘WorkCover Corporation’ was adopted officially from 1 July 1994 with the implementation of the *WorkCover Corporation of South Australia Act 1994*.

The *WorkCover Corporation of South Australia Act* constituted WorkCover Corporation of South Australia as a statutory authority with a Board of Management (the Board) appointed by the Governor on the recommendation of the responsible Minister (currently the Minister for Industrial Relations). WorkCover Corporation of South Australia was funded by employers to manage a balanced and financially sound system that compensated and returned injured workers to safe workplaces and the community.

From 1 July 1994 WorkCover Corporation of South Australia became responsible for administering two Acts of Parliament:

- *Occupational Health, Safety and Welfare Act 1986*
- *Workers Rehabilitation and Compensation Act 1986*.

The Occupational Health, Safety and Welfare Act provided protection to workers in the course of their work and also to members of the general community when they visited workplaces. It also assigned responsibility to a range of parties such as suppliers, manufacturers and building owners.

Administration of the Workers Rehabilitation and Compensation Act conferred WorkCover Corporation of South Australia with the responsibility for ensuring that both non self-insured and self-insured employers complied with their legislative obligations.

On 10 April 2003 Minister Michael Wright issued Ministerial Directions to the Board directing the Corporation to conduct a review of self-insured employer eligibility and



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assessment criteria. In March 2004 Alan Clayton and Professor Dennis Else were appointed to conduct the review.

The “Review of the Criteria for the Exempt Employer System in South Australia” (the Clayton-Else report) was completed in August 2004. A working party was convened and stakeholder consultations continued into 2005. The Natural Consequences Model was developed and adopted based on the report and the subsequent consultations.

The *Occupational Health, Safety and Welfare (SafeWork SA) Amendment Act 2005* was proclaimed on 15 August 2005, transferring work health and safety resources and administration to a new organisation, SafeWork SA. These matters and responsibility for administering the Occupational Health, Safety and Welfare Act were transferred to SafeWork SA on 31 December 2005.

During the course of 2005–06 five private companies were contracted by WorkCover Corporation of South Australia to provide claims management services for South Australia's registered employers and their workers. These claims agents were:

- Allianz Australia Workers Compensation (SA) Ltd
- CGU Workers Compensation (SA) Pty Ltd
- QBE Mercantile Mutual Workers Compensation
- Vero Workers Compensation (SA) Ltd
- Employers Mutual Ltd (EML) (from 1 April 2006).

From 1 July 2006 EML became the sole claims agent, taking over claims management services for all participating South Australian employers and their injured workers.

The *Workers Rehabilitation and Compensation (Territorial Application) Amendment Act 2006* commenced on 1 January 2007. This led to provisional coverage under the Scheme for workers injured outside of South Australia.

Throughout 2006 the Board reviewed return to work and compensation schemes in Australia and New Zealand. Based on its review the Board recommended legislative changes to the South Australian scheme in November 2006. Changes were suggested to improve the State's return to work rate, minimise legal costs of disputation, reduce disputes over medical provider opinions and allow a restructure of insurance premiums.

In March 2007 the State Government announced a review of the scheme, including the Board's proposals. Two independent experts were commissioned to undertake this review Alan Clayton, a research consultant working in accident compensation and injury prevention, and John Walsh, an actuary and partner at Price Waterhouse Coopers. Clayton had undertaken the Clayton-Else report in 2004-05.

As a result of this latest review on 13 September 2007 the Workers Rehabilitation and Compensation (Territorial Application of Act) Regulations 2007 came into operation, thereby aligning South Australia's territorial provisions with those of other states.



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On 24 October 2007 the Legislative Council resolved that the Statutory Authorities Review Committee inquire into the Corporation. The inquiry addressed, in particular, the Corporation's unfunded liability position, the outsourcing of claims management, the terms of the claims management tender and the awarding of the sole claims management contract to EML.

In December 2007 the Clayton-Walsh review was provided to the Government which led to the *Workers Rehabilitation and Compensation (Scheme Review) Act 2008*. This Act commenced on 1 July 2008. The major changes introduced were:

- medical panels
- earlier step downs (of payments)
- work capacity assessments
- increased lump sum payments
- payment of insurance premiums in advance
- claims excess waiver
- return to work coordinators
- a WorkCover Ombudsman
- a Charter and a Performance Statement provided by the Minister and the Treasurer
- an audit of WorkCover's financial statements by the Auditor-General.

Other changes that took effect over a two-year period, included the establishment of a \$15 million Return to Work Fund and the application of insurance premium incentives for employers of apprentices and trainees.

Two more major reviews were completed in 2011. The Walsh report, 'Vocational Rehabilitation Framework – Model Options', was released in March. The Cossey report, 'Review of the Impact of the *Workers Rehabilitation and Compensation (Scheme Review) Amendment Act 2008*', prescribed under Schedule 2 of the *Workers Rehabilitation and Compensation (Scheme Review) Amendment Act* was released in May.

In the same year a review of insurance premium arrangements for employers commenced. On 1 December 2011 legislative changes were made to the Scheme to allow for the development and implementation of a new employer insurance premium system.

Consultation sessions for the new approach to employer insurance premiums were held in January and February 2012. The new insurance premium system incorporating the Experience Rating System and Retro-Paid Loss Arrangements then commenced for medium and large employers.

On 22 August 2012 WorkCover announced that Gallagher Bassett would join EML as a claims agent from 1 January 2013, giving employers the opportunity to select their preferred claims agent.



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Premier Jay Weatherill announced the Workers Compensation Improvement Project in a press release on 27 October 2012, with changes taking effect in 2013. An existing body, the Workers' Rehabilitation and Compensation Advisory Committee, was charged with acting as an advisory board on the project.

In November 2012 the Parliamentary Committee on Occupational Safety, Rehabilitation and Compensation tabled its report into vocational rehabilitation and return to work practices and made 23 recommendations. The report identified obstacles to improved return to work outcomes and provided an analysis of return to work laws and processes in South Australia.

The Workers Compensation Improvement Project began early in 2013 with the aim of delivering better outcomes for injured workers and their employers, within a financially sustainable scheme. It consisted of a new charter, a new performance statement and amendments to the WorkCover Corporation Act to increase Board accountability. Other initiatives included:

- establishing an early intervention call centre for employers to contact as soon as a work injury occurred and to better facilitate early case management activity
- workplace visits early in the life of a workers' compensation claim to support all parties in assisting the return to work of a person with a work injury, with a particular focus on small business
- continuing to provide targeted support to medium and large employers with high claim costs to improve claims performance
- creating financial incentives for small employers who support people with a work injury to return to work
- establishing a new independent advisory service for people with a work injury, to be provided by lawyers from the Legal Services Commission
- increasing the focus on retraining in workers' compensation cases where pre-injury employment is no longer an option.

Responsibility for the management of serious injury claims was transferred from the claims agents to WorkCover's Serious Injury Unit on 22 March 2013. The change was in response to the unique needs of seriously injured workers and in recognition of the specialist skills required by case workers managing their claims.

An amendment to the WorkCover Corporation Act in 2013 allowed for the dissolution of the Corporation's representative Board. Membership criteria were amended to replace the Board with a more commercially focused one and the number of members was reduced from nine to seven. The new Board was implemented on 1 November 2013.

Details for a 'Return to Work Scheme' were finalised after discussions with key parties, including employer and employee representatives. In Parliament on 6 August 2014 the Minister for Industrial Relations, John Rau, introduced the Return to Work Bill and the South Australian Employment Tribunal Bill to repeal and amend existing legislation. Both Bills were passed on 30 October 2014 and assented to on 6 November 2014.



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For key dates and events refer to Appendix A.

Corporation History – Return to Work Corporation

The *Return to Work Act 2014* introduced a Return to Work Scheme to replace the Workers Rehabilitation and Compensation Scheme. The new scheme commenced on 1 July 2015.

In addition to repealing the Workers Rehabilitation and Compensation Act, and amending several other Acts, the Return to Work Act amended 13 sections of the principal legislation, the WorkCover Corporation Act. The amendment implements the name Return to Work Corporation and subsequent trading name ReturnToWorkSA (RTWSA), effective from 2 February 2015.

The Return to Work Scheme is underpinned by early intervention and personalised support for workers and employers to improve recovery and return to work outcomes.

It is a scheme designed to deliver better services to workers and employers whilst being more cost effective. The scheme aims for an average insurance premium rate across the State, of no more than 2%, enabling significant savings for South Australian employers.

The primary objective of the Return to Work Act was to establish a scheme that supports workers who suffer injuries at work and to provide early intervention in respect of claims so as to ensure that action is taken to support workers to:

- realise the health benefits of work
- recover from injury
- return to work (including, if required, retraining)
- be restored to the community when return to work is not possible.

Other objectives of the Act were:

- to ensure that workers who suffer injuries at work receive high-quality service, are treated with dignity, and are supported financially
- to ensure that the employers' costs are contained within reasonable limits so that the impact of work injuries on South Australian businesses is minimised
- to provide a reasonable balance between the interests of workers and the interests of employers
- to reduce the overall social and economic cost of work injuries to the State and to the community
- to support activities that are aimed at reducing the incidence of work injuries
- to reduce disputation when workers are injured at work by improving the quality of decision making and by reducing adversarial contests to the greatest possible extent.

The primary focus of the Return to Work Scheme was to support people with a work injury to recover and return to work, but where that was not possible the objective was to maximise their independence in the community.



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The scheme was underpinned by an early intervention and customised services model so that workers injured at work, and their employers, received the assistance needed for the worker's recovery and return to work as early as possible following a workplace injury. The new service model introduced 'Mobile Case Managers' who were to engage with injured workers and their employers in person to commence planning for their recovery and return to work. The scheme recognised the important step that returning to work has in a worker's recovery.

People with a work injury could receive income support for up to two years from the date of incapacity and access medical treatment and return to work services for a further 12 months after income support ceases. For non-seriously injured workers a lump sum payment for economic loss can also be made. However, a worker must have had a whole person impairment between 5% and 30% to be eligible for a lump sum payment. Two or more injuries arising from the same trauma were considered to be one injury for compensation.

Workers who were assessed as seriously injured could receive income support until their retirement age, as well as lifetime care and support. If a worker died as a result of a work injury, income support would be paid to a dependent spouse, domestic partner and children under section 59 of the Act.

For employers, the legislation included changes that affected their insurance premiums and overall it was designed to be less expensive for businesses. The insurance premium calculation was simpler and easier to understand.²

History of Insurance Special Funds

Statutory Reserve Fund

The Statutory Reserve Fund (SRF), established under the Workers Compensation Act, was continued by the *Workers Compensation (Insurance) Act 1980* which came into operation on 23 December 1980.

² Sources include: RDS 2006/19 version 1 (retired) – WorkCover Corporation; WorkCover Annual Report 2001/2002, 2002/2003, 2003/2004, 2004/2005, 2005/2006, 2006/2007, 2007/2008, 2008/2009, 2009/2010, 2010/2011, 2011/2012, 2012/2013, and 2013/2014; WorkCover Scheme History Overview 2013 (Internal Agency Record); 'Review of the Criteria for the Exempt Employer System in South Australia' – August 2004, Alan Clayton and Dennis Else; 'Review of the South Australian Workers' Compensation System' Report – December 2007, Bracton Consulting Services Pty Ltd and PriceWaterhouseCoopers; 'Review of the Impact of the *Workers Rehabilitation and Compensation (Scheme Review) Amendment Act 2008*' – May 2011, Bill Cossey and Chris Latham; 'Implementing Legislative Reform: The South Australian Story' – November 2009, Wayne Potter, Ian Rhodes, and Emma Siami; 'Inquiry into the WorkCover Corporation of South Australia' Report of the Statutory Authorities Review Committee – February 2010, Hon C Zollo MLC; 'Vocational Rehabilitation Framework – Model Options' Final Report – March 2011, John Walsh; 'Comparison of Workers' Compensation Arrangement in Australia and New Zealand' – August 2014, Safe Work Australia; 'Workers Compensation – A Program for Reform in South Australia' – January 2007, Business SA; SA Government Gazette 26/06/2008 p2556, 14/12/2006 p4364, 30/08/2007 p3547, 25/09/2008 p4576, 02/10/2008 p4794, 18/12/2008 p5655, 19/03/2009 p1060, 28/05/2009 p1843, 26/03/2009 p1154, 09/09/2010 p4781, 29/03/2012 p1294, and 04/12/2014 p6610.



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The Workers Compensation (Insurance) Act was then amended by the *Workers Compensation Act (Amendment) Act 1982* which came into operation on 1 July 1982.

The fund continued under clause 5 of Schedule 1 of the Workers Rehabilitation and Compensation Act and by section 61 of the Return to Work Act.

The SRF responded to claims by a person in respect of:

- i. liabilities arising from a policy of workers compensation insurance that were by reason of the insolvency of the insurance company by which the policy was issued, unsatisfied
- ii. workers compensation liabilities that were not covered by a policy of workers compensation insurance and that were, by reason of insolvency of the employer or former employer, unsatisfied.

Workers compensation insurance means insurance against liabilities of the employer arising under the relevant workers compensation legislation and common law liabilities of the employer in respect of injury to workers of that employer.

The South Australian Parliament established the SRF following the collapse of the Palmdale AGCI Group (Associated General Contractors Insurance Company Ltd). The fund was financed by a levy under the Workers Compensation Act and was established by the State's Treasury. The fund was initially administered by the State Government Insurance Commission (SGIC), but was moved to WorkCover on 30 September 1987. SGIC continued to manage claims made under the SRF scheme until 1 July 2006 when WorkCover resumed the management of the claims function in-house. It became a component of the Compensation Fund administered by the Corporation.

For the period 1 July 2005 until 21 September 2005 the Corporation entered into an arrangement with Insurance Australia Ltd (IAL; formerly SGIC General Insurance Ltd) for the provision of technical and management assistance and advice in the administration of claims against the SRF.

From 22 September 2005 IAL managed and determined the claims made against the fund under a claims management agreement with the Corporation.

On 1 July 2006 the management and determination of claims against the fund was transferred from IAL to WorkCover.

Insurance Assistance Fund

The Insurance Assistance Fund (IAF) was established under clause 5A of Schedule 1 of the Workers Rehabilitation and Compensation Act and was continued under section 3 of the *Workers Rehabilitation and Compensation (SGIC) Amendment Act 1996* which commenced on 14 March 1996.

During 1991 and 1992 monies held by SGIC in administering the scheme of the repealed Workers Compensation Act were transferred to the Corporation's Compensation Fund.



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From 1 July 2005 to 21 September 2005 the Corporation had an agreement with IAL for the provision of technical and management assistance and advice in the administration of claims against section 118g policies.

Between 22 September 2005 and 30 June 2006 IAL managed and determined claims made against section 118g policies under a claim management agreement with the Corporation.

On 1 July 2006 the management and determination of claims against section 118g policies transferred from IAL to WorkCover.

Mining and Quarrying Industries Fund

The Workers Compensation (Silicosis) Scheme was established under the *Workmen's Compensation Act Amendment Act 1938*, an amendment of the *Workmen's Compensation Act 1932–1935*. This scheme was continued by the Workers Compensation Act.

By virtue of the Transitional Provisions Schedule 1, clause 4 of the Workers Rehabilitation and Compensation Act the Scheme established under Part IX of the Workers Compensation Act continued in existence for the settlement of claims noting that the application of the 1971 Act continued to apply in respect of injury that is attributable to a trauma that occurred before 4pm on 30 September 1997 referred to as the 'Appointed Day' the day on which the Workers Compensation Act was repealed for transitional provisions.

The Silicosis Scheme Committee was appointed by the Minister and had the responsibility for ensuring the settlement of claims made against the Silicosis Scheme; the most recently appointed Committee ended in March 2004. Records from this Committee are permanent and are held at State Records of South Australia.

For key dates and events refer to Appendix A.

RTWSA Role and Function

The Return to Work Act provides for the recovery and compensation of workers who suffer a work injury or work-related illness or death. It provides for a no-fault workers compensation and recovery scheme (the Scheme) that aims to return injured or ill workers to work (for those who are able to do so), their family and/or community. RTWSA is responsible for administering the Scheme. There is emphasis on early intervention and the obligations of RTWSA and its agents, employers and workers to achieve return to work outcomes.

The Scheme provides for recovery programs and return to work plans. These assist workers and employers to manage workers' safe return to work and to prevent further aggravation or recurrence of injuries. Recovery services are directly provided by workplace specialists and may be used by the worker's case manager as part of the recovery and return to work process.



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RTWSA covers workers who work in or are usually based in South Australia. The Scheme incorporates cross-border territorial provisions and, under uniform national law, a four-point test for determining which jurisdiction a worker is covered under.

The Scheme is funded by insurance premiums paid by South Australia's employers. RTWSA generates additional revenue by investing insurance premium funds.

Return to Work Scheme

The Return to Work Scheme was established to improve the workers' recovery and compensation system by testing different ways to assist an injured worker to recover at work as well as improving durable return to work arrangements through developing a more cohesive and connected return to work system in South Australia.

The Return to Work Scheme provides South Australian employers and their workers with personalised, face-to-face services and support to achieve the best possible recovery and return to work outcomes in the event of a workplace injury.

Funded through insurance premiums paid by South Australian businesses, the scheme protects approximately 50,000 employers and their workers from the costs associated with workplace injuries.

The scheme provides personalised and evidence-based treatment, care and support to people who have been injured at work, including:

- income support to cover your loss of wages for up to two years
- reasonable medical treatment and care for up to three years
- return to work services like job placement and retraining for up to three years.

People with serious injuries are supported with income support to retirement age and lifetime care and support.

The objectives of the Return to Work Scheme are to provide a desirable, affordable and durable recovery and return to work scheme for South Australia by:

- realising the health benefits of work
- ensuring the effective and economic operation of the RTW Scheme

Key initiatives included in the 2017-2020 Strategic Plan to support strategic objectives include, to:

- reinvigorate the re-employment incentive scheme for employers (RISE) program
- influence the narrative
- continue to actively drive service and return to work program reform
- maintain and enhance provider engagement programs focussing on early, effective treatment directed to return-to-work.
- protect Scheme viability by ensuring legislation operates as intended



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- measure employer and worker satisfaction
- be a cost effective regulator of scheme participants ensuring key participants are making all reasonable efforts to meet/comply with their legislative obligations
- manage remuneration strategy for claims agents
- prior to potential contract renewal RTWSA to assess the value of using claims agents in the scheme
- improve efficiency of RTWSA operations
- premium system improvements
- develop and maintain a separate account for Crown employers to limit cross subsidy to or from the Crown and private sector employer
- Develop and implement RTWSA workforce plan
- Develop ICT strategy
- Maintain an investment strategy that matches targeted investment returns with our claims liability profile

Insurance – Special Funds

RTWSA administers several special insurance funds under the Act:

- the Statutory Reserve Fund
- the Insurance Assistance Fund
- the Mining and Quarrying Industries Fund.

Statutory Reserve Fund

The SRF (referred to in section 118c of the Workers Compensation Act) must continue to be held as a separate part of the Compensation Fund.

The SRF responds to claims under section 118d (1)(a) and (b) of that Act. Claims in respect of section 118d (1)(a) relate to the following failed insurers:

- Palmdale – AGCI
- Bishopgate Insurance Australia Ltd
- National Employers Mutual General Insurance Association
- Greatlands General Insurance Company Ltd
- HIH Group of Companies.

The Compensation Fund is required to meet any liability arising from a shortfall of the SRF. An estimate of the extent of existing and prospective claim liabilities is undertaken by the Corporation's actuary.

Insurance Assistance Fund



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The IAF exists to support policies issued under section 118g of the Workers Compensation Act. The policies were issued by the Insurance Assistance Committee (established under section 118f of the Act) to provide assistance to employers who were unable to obtain satisfactory workers compensation insurance under the Act at a reasonable insurance premium.

The SRF is required to meet any liability arising from a shortfall in the IAF. An estimate of the extent of existing and prospective claim liabilities is undertaken by the Corporation's actuary.

Mining and Quarrying Industries Fund

The Silicosis Scheme continues as the Mining and Quarrying Industries Fund under the Return to Work Act. This Scheme is for the settlement of claims and other matters in relation to death or disablement from silicosis suffered before the appointed day and time, i.e. 4 p.m. on 30 September 1997.

The funds held by the Corporation in connection with the Silicosis Scheme must be held in the Mining and Quarrying Industries Fund. An estimate of the extent of existing and prospective claim liabilities is undertaken by the Corporation's actuary.³

RTWSA Structure Description

RTWSA has a Board whose role is to monitor, influence and approve the overall direction and performance of RTWSA.

The Board is ultimately responsible to Parliament and the Minister for the performance of the Corporation's functions. The Act provides for the establishment of the Board which consists of seven members appointed by the Governor on the recommendation of the Minister. The Act stipulates that the Board must be composed of at least three men and at least three women. Each member must have qualifications, skills, knowledge or experience relevant to the Board carrying out its functions effectively

³ Sources include: RDS 2006/19 version 1 (retired) – WorkCover Corporation; WorkCover Scheme History Overview 2013 (Internal Agency Record); 'A New Return to Work Scheme for South Australians' a Policy Statement to Support the Return to Work Bill 2014; The WorkCover Scheme, Scheme Overview (WorkCover Corporation of South Australia website, accessed and viewed 11 November 2014); WorkCover Corporation (statutory Reserve and Insurance Assistance Funds – Contractual Arrangements) Regulations 2005 [ceased]; WorkCover Corporation (Statutory Reserve and Insurance Assistance Funds – Contractual Arrangements) Revocation Regulations 2014; WorkCover Corporation of South Australia Annual Report 2004/2005; 2011/2012, and 2012/2013; Return to Work Fund, RTW Fund – Overview (WorkCover Corporation of South Australia website, accessed and viewed 11 November 2014).



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The Chief Executive Officer (CEO) is appointed by the Board following approval from the Minister. The CEO is responsible to the Board for implementing its policies and decisions, managing the Corporation efficiently and effectively, and supervising the Corporation's staff.

The RTWSA organisational structure has been designed to ensure effective organisational alignment of functions and operations to facilitate the delivery of key services. The structure provides clear lines of reporting, accountability and responsibility to support appropriate, open and transparent decision-making.

Attached as Appendix B is an organisational chart, dated 15 February 2018.

Predecessor Agencies

- GA 474 – WorkCover Corporation of South Australia (30 September 1987 to 2 February 2015).

Successor Agencies

There are no successor agencies.

Legislation

Relevant legislation administered by RTWSA includes:

- *Return to Work Act 2014*
- *Return to Work Corporation of South Australia Act 1994*
- *Workers Rehabilitation and Compensation Act 1986 (ceased)*
- *WorkCover Corporation Act 1994 (ceased)*

Relevant legislation not administered by RTWSA includes:

- *Public Finance and Audit Act 1987 (including Treasurer's Instructions).*
- *Public Sector (Honesty and Accountability Act) 1995*
- *Public Sector Act 2009*
- *South Australian Employment Tribunal Act 2014*
- *Whistleblowers Protection Act 1993*
- *Work Health and Safety Act 2012*



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Context of the Records Covered by the Schedule

Coverage of RDS 2018/03

The records covered by **RDS 2018/03** include all operational records of RTWSA and predecessor agency

This schedule excludes records of the Silicosis Committee (1938-2004)

Related Series Affected by RDS 2018/03

There are no related series affected by this RDS.

Complementary Schedules to RDS 2018/03

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

Existing Disposal Schedules Superseded by RDS 2018/03

- 2014/20 ReturnToWorkSA

Records Structure within RTWSA

In October 2015 RTWSA completed implementation of a single system Content Manager (formerly HP Records Manager) for the management of records and unstructured data to reduce the number of recordkeeping systems in the organisation, enabling business improvement and scheme reform requirements.

Previously there were numerous systems, centralised and decentralised, including:

Systems no longer in use:

Livelihood (corporate): used by the Corporation as an electronic document management system similar to a network drive. All data was migrated to the current system. Commenced 2006 ceased October 2015.

Livelihood (Cúram): a database that integrated with Cúram for the storage of unstructured data and electronic records relating to claims, employers and providers. All records were migrated to the current system. Commenced 2010 ceased July 2015

TRIM: used to manage the Corporation's physical files. Over time it grew to hold some electronic records. It held metadata about the Corporation's physical corporate files, employee files, FOI and 107B application files, employer registration files, investigation files, vital records, archived records, etc. All data and records have been migrated to the current system. Commenced 1987, ceased October 2015.



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Systems still in use:

Cúram: RTWSA's line of business system for the management and processing of compensation claims (excluding claims made under the special fund schemes). Cúram also manages information about registered employers including registration, allocation of premiums etc. Cúram is integrated with Content Manager and all records are held in the records management system. Commenced 2010.

Figtree: a software product used in the Special Funds area for the management and processing of claims under the Special Reserve Fund, Insurance Assistance Fund and the Mining and Quarrying Industries Fund. Figtree is used for processing claims. The records are held in the records management system. Commenced 2006.

SalesForce: a software product used by the Corporation's Self-Insured and Investigations areas for managing work processes in relation to auditing and monitoring self-insured employers and managing investigations. Records are held in the records management system. Commenced 2013. Use of Salesforce by the investigation team will cease on 1 July 2018. Investigation processes are managed in Curam and investigation records in Content Manager. Data from salesforce will be migrated to the relevant system.

Broad Description and Purpose of the Records

The records covered by this RDS broadly comprise RTWSA's operational records, namely the functions of Insurance Management and Regulating. This includes managing claims, providers and employers, and corporate files. The complex series and simple series include:

- claim records
- employer registration records and any accompanying documentation
- investment records
- scheme strategic records
- insurance premium records
- provider records
- scheme regulation and compliance records.

Functions and Activities Documented by the Records

The documented functions and activities of RTWSA were developed following interviews and consultation meetings with staff. The operational functions identified are outlined in this RDS.



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The Corporation's functions and activities include:

Regulation

- Compliance and Monitoring
- Insurer Regulation
- Investigating
- Providers

Scheme Management

- Analytical Services
- Authorisation
- Education and Training
- Evaluation and Review
- Fee Management
- Grant and Sponsorship Processing
- Investment Operations
- Investment Planning and Strategy
- Meetings
- Performance Monitoring
- Policy and Procedures
- Program Management
- Project Management
- Stakeholder and Partner Relationships

Insurance Management

- Claims Processing
- Compliance and Monitoring
- Dispute Resolution
- Employer Registration
- Information Access
- Insurance Premium Development

Arrangement of the Records

The official records are in electronic format and are held in Content Manager and defined by Record Type. These are included in Appendix C.



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Cúram generates a unique claim number, employer registration number and provider number. Records in Content Manager are arranged numerically, respectively using these numbers. Serious injury claim files are arranged numerically using the claim number

The corporate business records are created and arranged functionally in Content Manager against RTWSA Business Classification Scheme.

Numbering patterns for physical files pre Content Manager include:

Livelihood – unique number – NNNNNNNN

Physical claim files – claim number generated by Curam

TRIM Physical Files – numbering patterns:

- 107B – 107B/NNNN
- Cabinet Submission – CSYY/NNNN
- Contract Files – CYY/NNNN
- Corporate files – YY/NNNN
- FOI files – FOI/NNNN
- Fraud files – FRAUDYY/NNNN
- Ministerial files – MYY/NNNN
- Motor Vehicle files – MVYY/NNNN
- Staff files – PYY/NNNN
- Registered employer files – Employer registration number generated by Curam
- Subpoena files – SUBPOENAYY/NNNN
- Vital Records – V-NNNN
- Archive Box – Box NNNNN
- S112 files (Exchange of Information) – S112/NNNN

TRIM Documents – DYY/NNNNNN

Agency Creating the Records

RTWSA created and administers the records covered by this RDS.

Agency Owning or Controlling the Records

RTWSA owns and administers the records covered by this RDS.

Date Range of the Records

Records Date Range: 1987 to **Ongoing**



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Volume of the Records

Iron Mountain - approximately 24,800 linear metres

State Records - approximately 371 linear metres

Content Manager digital records:

- Approximately 10k records per day are saved into Content Manager
 - 2015 – 27,255,442 (included records migrated in from other systems, e.g. Livelink (Corporate), Livelink (Cúram) and TRIM)
 - 2016 – 2,262,717
 - 2017 – 2,417,305
 - 2018 – 438,712 (to 19 March 2018)

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

Records deemed to be permanent are those which have a continuing value to the State or are of national significance. The appraisal objectives adopted by State Records of South Australia as per its *Appraisal of Official Records: Policy and Objective Guidelines*⁴ for identifying records of permanent value relevant to the records covered by this Schedule are:

Objective 2: *To identify and preserve official records providing evidence of the deliberations, decisions and actions of the South Australian Government and public*

⁴ Appraisal of Official Records - Policy and Objectives Guideline February 2003 Version 1.8



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sector bodies relating to key functions and programs and significant issues faced in governing the State of South Australia.

Examples of disposal classes of RTWSA which meet this objective include:

- Evaluation and Review (2.4.1)
- Fee Management (2.5.1)
- Insurance Premium Development (3.7.1)
- Master Policies and Procedures (2.11.1)
- Program Management (2.12.1)
- Project Management (2.13.1)

Objective 5: *To identify and preserve official records that contribute to the protection and wellbeing of the community or provide substantial evidence of the condition of the State, its people and the environment, and the impact of government activities on them.*

Examples of disposal classes of RTWSA which meet this objective include:

- Dispute Resolution (3.3.1)

Temporary Records Rationale

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

Temporary records are those that are considered not to have continuing value to RTWSA, the State Government or the community. As such these temporary records, have no enduring value once the operational requirement for their existence ceases.

Temporary records retention periods and associated rationale is as follows:

- Analytical Services (2.1.1-2.1.5)
- Authorisation (2.2.1-2.2.3)
- Claims Processing (3.1.1-3.1.9)
- Compliance and Monitoring (1.1.1, 3.2.1-3.2.2)
- Dispute Resolution (3.3.2-3.3.3)



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- Education and Training (2.3.1-2.3.4)
- Employer Registration (3.4.1-3.4.4)
- Evaluation and Review (2.4.2)
- Fee Management (2.5.2-2.5.3)
- Fund Management (3.5.1-3.5.2)
- Grant and Sponsorship Processing (2.6.1)
- Information Access (3.6.1-3.6.3)
- Insurance Premium Development (3.7.1-3.7.2)
- Insurer Regulation (1.2.1-1.2.4)
- Investigating (1.3.1-1.3.5)
- Investment Operations (2.7.1)
- Investment Planning and Strategy (2.8.1-2.8.2)
- Meetings (2.9.1-2.9.3)
- Performance Monitoring (2.10.1-2.10.2)
- Policy and Procedures (2.11.2-2.11.3)
- Program Management (2.12.2-2.12.4)
- Project Management (2.13.2-2.13.3)
- Providers (1.4.1-1.4.4)
- Public Reaction (3.8.1)
- Stakeholder and Partner Relationships (2.14.1-2.14.2)

Other Disposal Considerations

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



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Disposal Recommendation Effect on Related Records

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

Alternative Record Formats

This RDS covers records in all formats.

Impact on Native Title Claims

There is no discernible relevance to Native Title Claims.

Indigenous Considerations

The determinations within *RDS 2018/03* are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*.

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

RDS 2018/03 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.



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Scope Note

Records Covered by this Schedule

This *RDS 2018/03* applies to the operational records of RTWSA.

How to Apply this Schedule

Use in conjunction with GDS

This Schedule should be used in conjunction with *GDS30*, as amended, or its successor. Cross-references to the *GDS30* 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.

To identify records that may be potentially relevant to the *Royal Commission into Institutional Responses to Child Sexual Abuse*, please refer to *GDS 32*. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2023.

Use in conjunction with, or complementary to, other RDS

This Records Disposal Schedule does not complement any existing schedules.

Other RDS superseded by RDS 2018/03

This RDS does not supersede any existing schedules.

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

RTWSA will review and re-sentence the records whose retention periods have altered.

Records excluded from RDS 2018/03

Records of the Silicosis Committee (1938-2004) are excluded from this schedule.



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Application to records in all formats

RDS 2018/03 applies to records in all formats, including databases and other electronic records. RTWSA 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 2018/03* are minimum retention periods for which records need to be retained. It is at the discretion of RTWSA as to whether records are kept for longer than the minimum period.

Acronyms and Abbreviations

- CD – compact disc used for digital recordings
- DVD – digital video system used for high capacity disc storage system
- EML – Employers Mutual (Claims Agent)
- IAF - Insurance Assistance Fund
- IAL - Insurance Australia Ltd
- PIEF - Personal Injury Education Foundation Ltd
- PWC – Price Waterhouse Coopers
- RISE – Re-employment incentive scheme for employers
- RTW – Return to Work
- RTWSA – ReturnToWorkSA
- SD card – secure digital memory card
- SGIC - State Government Insurance Commission
- SRF - Statutory Reserve Fund
- VHS – video home system for video recording on tape cassettes

Definitions of terms specific to RDS 2018/03

- **Actuarial** – an actuary applies mathematical and statistical methods to assess risk in insurance, finance and other industries. An actuary is a professional who is an accredited member of the Institute of Actuaries of Australia
- **Authorised Officer** – a person who is authorised by the Corporation to exercise the powers of an authorised officer under the Return to Work Act
- **Claims Agent** – an agent engaged by RTWSA to manage work injuries for registered employers.
- **Content Manager** - EDRMS used by the Corporation for the management of all records.
- **Cúram** – line of business system used by the Corporation to manage the claims process, the registration of employers and processing of premiums.



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- **Figtree** – software used by the Corporation to manage the claims process for claims made under the Statutory Reserve Fund, the Insurance Assistance Fund and the Mining and Quarrying Industries Fund.
- **Heads of Workers Compensation Authorities** – the Heads of Workers' Compensation Authorities is a group comprising the Chief Executives (or their representatives) of the peak bodies responsible for the regulation of workers compensation in Australia and New Zealand.
- **Insurance** – the insurance provided by RTWSA to registered employers under the Return to Work Scheme that protects South Australian employers and their workers from the costs of a work injury.
- **Insurance Premium** – the payment made by registered employers to pay for work injury insurance.
- **Investigation Provider** – a generic term to describe firms engaged by RTWSA for the provision of investigation services.
- **Investment Custodian** – the Board approves selection of an independent custodian to ensure the highest professional standards are adopted in relation to the Corporation's investment strategy.
- **Legal Provider** – a firm engaged by RTWSA for the provision of legal services.
- **Mobile Case Manager** – provides face to face support to injured workers and their employers to improve recovery and return to work outcomes.
- **Permanent Impairment Accreditation Program** – from April 2009 only medical practitioners accredited by WorkCover are able to assess permanent impairment; Medical Practitioners must apply and be assessed against WorkCover's accreditation eligibility criteria.
- **PIEF Industry Scholarship** – the Personal Injury Education Foundation Ltd (PIEF) was established in 2006 by a consortium of Australian and New Zealand accident compensation regulators, insurers and claims management organisations create and provide leading education programs for the industry.
- **Providers** – organisations that provide services to injured workers and bill the scheme for the services provided.
- **Recovery / Return to Work Provider** – a firm engaged by RTWSA for the provision of recovery and return to work services to the injured worker. Includes job placement providers, mediation providers and any other Return to Work service providers engaged by RTWSA.
- **Registered Insurer** - RTWSA is fundamentally an Insurance company that provides work injury insurance products to the employers of the State. We are the insurers of the RTW Scheme.
- **Return to Work Coordinator** – the Act requires certain employers to appoint a return to work coordinator to help maintain a safe workplace and to effectively manage the return to work of injured workers.
- **Return to Work Investment Fund** – the Scheme's investment portfolio.



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- **Return to Work Scheme** – an insurance scheme established under the Return to Work Act.
- **ReturnToWorkSA** – Return to Work Corporation (SA)’s trading name.
- **Routine** – business as usual records.
- **SalesForce** – software used by the Corporation to manage self-insured employers and investigations.
- **Scheme Participants** - includes employers, Self-Insured employers, providers and RTWSA as the registered insurer.
- **Self-Insured Employer** – Crown employers (South Australian Government) and private sector employers who have been approved to manage the work injuries and claim liabilities for their staff.
- **Seriously injured** - defined as ‘degree of whole person impairment of 30% or more’ under the Act.
- **Significant** – anything involving significant risk to the organisation, e.g. major reform initiatives or legislative changes that affect numerous stakeholders.
- **Silicosis Scheme** – a scheme established under the Worker’s Compensation Amendment Act to provide compensation for workers exposed to silica dust: this Scheme was renamed as the Mining and Quarrying Industries Fund under the Workers Compensation and Rehabilitation Act.

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 RTWSA 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.



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Pre-1901 Records

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

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

Approved by SRC



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 REGULATION			
1	REGULATION	<p>The function of regulating industry for compliance with the Return to Work legislation. Includes the regulation of employers, self-insured employers, providers, etc. This includes:</p> <ul style="list-style-type: none"> • worksite inspections and audits by regulatory officers • self-insured evaluations • additional payments fines and/or interest penalties and fines • prosecutions. 	
1.1	Compliance and Monitoring	<p><i>Monitoring compliance of claimants, employers and providers with the requirements of Return to Work legislation investigating suspected breaches and responding with appropriate measures. Includes audits and maintaining systems to prevent fraudulent claims on the Return to Work Scheme.</i></p>	
1.1.1	Compliance and Monitoring	<p>Records relating to provider compliance and monitoring. Includes Return to Work Coordinators, audits, self-audits, correspondence, practice visits and notifications.</p>	<p>TEMPORARY Destroy 10 years after action completed.</p>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 REGULATION			
1.2	Insurer Regulation	<i>The process of regulating scheme participants to maintain the integrity of the Return to Work Scheme.</i>	
1.2.1	Insurer Regulation	<p>Self-insured employers evaluation files.</p> <p>Includes technical records, technical correspondence, transition documentation, guarantees, actuarial, insurance and annual financial reports, evaluations, correspondence, Work Health and Safety evaluations and Injury Management evaluations.</p> <p>Includes regulation of the Crown for performance and compliance.</p> <p>Use Item 3.4.2 for employer registration case files.</p>	TEMPORARY Destroy 20 years after action completed.
1.2.2	Insurer Regulation	RTWSA CEO approvals for private self-insured employer registration renewals, run offs, extension of self-insured delegation etc.	TEMPORARY Destroy 20 years after action completed.
1.2.3	Insurer Regulation	Expressions of interest in becoming self-insured.	TEMPORARY Destroy 10 years after action completed.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 REGULATION			
1.2.4	Insurer Regulation	Records relating to the regulation of the Registered Insurer (RTWSA) includes performance measures and reports tracking performance.	TEMPORARY Destroy 10 years after action completed.
1.3	Investigating	<i>The process of investigating. To protect Return to Work Scheme integrity by investigating possible instances of non-compliance or dishonesty and determining whether penalties (including prosecution) should apply.</i>	
1.3.1	Investigating	Investigation files. Includes investigations into workers, employers and providers. Includes fraud, non-compliance and unregistered employers. Includes investigation details, evidence, surveillance reports, utility checks, searches, correspondence, etc. See GDS30 11.2 for litigation and legal proceedings.	TEMPORARY Destroy 10 years after action completed.
1.3.2	Investigating	Records returned from investigation providers. Majority of information is duplicated on RTWSA files. Closed series 1/7/2015.	TEMPORARY Destroy 10 years after action completed.
1.3.3	Investigating	Records of surveillance information supplied in digital format, e.g. VHS, DVD's, CD's SD cards that are not held on the investigation file.	TEMPORARY Destroy 10 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 REGULATION			
1.3.4	Investigating	Records relating to identifying and analysing potential fraudulent claims not held on an investigation case file. Includes potential fraudulent activity by RTWSA or Claims Agent employers. Includes other records that are not held on the investigation, claim or employer file, including referrals, unregistered employers, termination of employment notifications, information provided by external bodies e.g. police, banks, utilities and communication providers.	TEMPORARY Destroy 10 years after action completed.
1.3.5	Investigating	Surveillance information supplied in digital format, (e.g. DVD's, CD's SD cards) where the records have been migrated into the electronic record keeping system.	TEMPORARY Destroy 12 months after action completed.
1.4	Providers	<i>The activity of ensuring access to consistent and high quality services from expert providers that are legislatively required by the Return to Work Scheme to support workers in their recovery and return to work.</i>	
1.4.1	Providers	Records relating to appointment and management of Return to Work service providers. Includes Recovery and Return to Work providers, Job Placement providers, Mediation providers, and any other Return to Work service providers. Includes applications, terms of appointment, performance monitoring, audits, registration, de-registration, reports and communications.	TEMPORARY Destroy 8 years after action completed.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 REGULATION			
1.4.2	Providers	Records relating to Heads of Workers' Compensation Authorities instruments of approval. Includes applications, evaluation documentation, correspondence, and applications from other jurisdictions, contracted Workplace Rehabilitation providers outside of SA and provider folders.	TEMPORARY Destroy 8 years after action completed.
1.4.3	Providers	Records relating to the accreditation of medical practitioners to conduct whole person impairment assessments. Includes application, assessment, monitoring and conditions.	TEMPORARY Destroy 8 years after accreditation ceases.
1.4.4	Providers	Records returned from Return to Work Service providers. Majority of information is duplicated on RTWSA files. Closed series 1/7/2015.	TEMPORARY Destroy 8 years after action completed.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2	SCHEME MANAGEMENT	The function of applying broad, systematic planning and management for the Scheme. Includes ensuring that the rules and operation of the Scheme comply with the relevant legislation and regulations, ensuring all stakeholders meet their responsibilities under the Scheme’s requirements, and guiding the Scheme to meet or exceed performance standards.	
2.1	Analytical Services	<i>Gathering, storing, analysing and providing access to data to help make better decisions for the Scheme.</i> <i>Includes responding to report requests for incidents or cases, producing reports, providing actuarial advice, calculating insurance premium rates and calculating claims agents’ performance targets.</i>	
2.1.1	Analytical Services	Actuarial valuation of the scheme. Includes setting the average insurance premium rate. Note: Executive summary forms part of Board papers.	TEMPORARY Destroy 20 years after action completed.
2.1.2	Analytical Services	Reports relating to the management and analysis of the self-insured process, performance and compliance. Includes reports about the Scheme from an independent source, e.g. Clayton Else Review 2004, actuarial assessments by PWC or Finity Consultants.	TEMPORARY Destroy 10 years after action completed.
2.1.3	Analytical Services	Reports focused on the analysis and tracking of insurance premium operations, development performance and revenue management. Includes insurance premium recovery, collection and insolvency activities.	TEMPORARY Destroy 10 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.1.4	Analytical Services	Records relating to the provision of actuarial assessments and advice. Includes the assessment or advice.	TEMPORARY Destroy 10 years after action completed.
2.1.5	Analytical Services	Supplementary records relating to the generation of analytical reports.	TEMPORARY Destroy 5 years after action completed.
2.2	Authorisation	<i>The process of seeking and granting permission to undertake a requested action. (KAAA)</i>	
2.2.1	Authorisation	Applications to the Corporation for legislated authorisations for example Powers of Entry and Inspection, authority to collect documents etc. Includes applications, signed authorisation and instrument of delegation.	TEMPORARY Destroy 10 years after action completed.
2.2.2	Authorisation	Authority to disclose / release information notifications not held on the claim file.	TEMPORARY Destroy 10 years after action completed.
2.2.3	Authorisation	Records relating to the claims agent nomination process for registered employers to change claims agent. Includes applications and responses.	TEMPORARY Destroy 5 years after action completed.
2.3	Education and Training	<i>The activity of transferring knowledge, skills and procedures to ensure the Scheme is managed in accordance with legislated requirements through explaining, teaching and training. Includes maintaining systems of training, communication, education, and presentations.</i> <i>Includes educating scheme participants about the health benefits of work and their legislative obligations under the Return to Work Act (and associated instruments).</i>	



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.3.1	Education and Training	Master copies of education and training programs developed by RTWSA.	TEMPORARY Destroy 10 years after action completed.
2.3.2	Education and Training	Records relating to applicants that attend or complete the Personal Injury Education Foundation (PIEF) Industry Scholarship Program. Includes successful and unsuccessful applications, approvals, correspondence and student grades.	TEMPORARY Destroy 10 years after action completed.
2.3.3	Education and Training	Supplementary records relating to provision of education and training relating to the Scheme to employees, employers and providers by RTWSA, for example Power of Entry and Inspection training. Includes seminars, workshops, information sessions and online training. Includes original course plans, materials, presentations, assessments and results.	TEMPORARY Destroy 7 years after action completed.
2.3.4	Education and Training	Records relating to arrangements associated with RTWSA education and training sessions. Includes registrations, records of attendance, arrangements and feedback.	TEMPORARY Destroy 2 years after action completed.
2.4	Evaluation and Review	<i>The process of determining the suitability of potential or existing programs, assets, systems or services in relation to meeting the needs of the given situation. Includes review and ongoing monitoring. Also includes recommendations resulting from these activities.</i>	
2.4.1	Evaluation and Review	Significant evaluations and reviews of the Return to Work Scheme e.g. reviews of the Scheme as per requirements of the Act.	PERMANENT



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.4.2	Evaluation and Review	Records relating to other evaluations and reviews of items and services to RTWSA. Includes determining the effectiveness of Return to Work Scheme-related programs and services. Includes feasibility studies, performance indicators, surveys, and questionnaires, requests for information, and reviews and reports.	TEMPORARY Destroy 10 years after action completed.
2.5	Fee Management	<i>The process of reviewing, setting, negotiating and publishing of fees and fee schedules for services provided to injured workers under the Scheme.</i>	
2.5.1	Fee Management	Master copies of fee schedules as set and published by the Minister or Corporation for the provision of services. Includes hospital, medical services etc. Encompasses: <ul style="list-style-type: none"> • Medical providers (i.e. doctors, specialists and physicians) • Allied health providers (i.e. chiropractors, osteopaths, occupational therapists, physiotherapists, psychologists and speech pathologists) • Public and private hospitals • Remedial therapists • Gym and aquatic facilities • Exercise physiologists 	PERMANENT
2.5.2	Fee Management	Records relating to the setting or review of self-insured employers fees.	TEMPORARY Destroy 20 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.5.3	Fee Management	Records relating to reviews of fee schedules prior to publication in the SA Government Gazette. Includes review, consultation, correspondence, fee packages, statistics, etc.	TEMPORARY Destroy 10 years after action completed.
2.6	Grant and Sponsorship Processing	<i>The activity of processing applications for grants and sponsorships.</i>	
2.6.1	Grant and Sponsorship Processing	Records relating to the administration of grants and sponsorships. Includes advertisements, acquittal documents, agreements, copies of accounts, and approval. Includes successful and unsuccessful applications.	TEMPORARY Destroy 5 years after action completed.
2.7	Investment Operations	<i>The activity of managing and monitoring the buying and selling of financial products and instruments to deliver an effective investment program within the Return To Work Investment Fund to increase their value.</i> <i>Includes management of investment program, financial transactions and associated reporting.</i>	
2.7.1	Investment Operations	Records relating to investment transactions. Includes records and approvals relevant to financial market deals.	TEMPORARY Destroy 10 years after action completed.
2.8	Investment Planning and Strategy	<i>Planning and developing strategies to grow the value of the Return To Work Investment Fund.</i> <i>Includes researching trends and current issues, preparing investment strategies, gaining approval, and implementation.</i>	
2.8.1	Investment Planning and Strategy	Records relating to the investment program. Includes strategy, approval and implementation.	TEMPORARY Destroy 20 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.8.2	Investment Planning and Strategy	Facilitative records relating to the management of the investment program.	TEMPORARY Destroy 5 years after action completed.
2.9	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 agency as a whole. Includes arrangements, agenda, taking of minutes, etc. (KAAA)</i>	
2.9.1	Meetings	Records relating to meetings held to support management of the Return to Work Scheme.	TEMPORARY Destroy 20 years after action completed.
2.9.2	Meetings	Records relating to business area meetings.	TEMPORARY Destroy 5 years after action completed.
2.9.3	Meetings	Records relating to administrative arrangements for meetings.	TEMPORARY Destroy 2 years after action completed.
2.10	Performance Monitoring	<i>Ensuring the Return to Work Scheme as a whole and in its parts meets or exceeds its objectives through setting direction and routinely monitoring and reporting on progress. Encompasses tools and services, and quality assurance reviews. Includes setting up, developing, monitoring, reporting and adjusting.</i>	
2.10.1	Performance Monitoring	Records relating to agent and provider performance monitoring. Encompasses: <ul style="list-style-type: none"> • Claims agents • Providers • Investment custodians. 	TEMPORARY Destroy 10 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.10.2	Performance Monitoring	Records relating to monitoring the Return to Work Scheme's performance as a whole. Includes regular reporting.	TEMPORARY Destroy 10 years after action completed.
2.11	Policy and Procedures	<i>Forming and establishing decisions, directions and precedents for the Return to Work Scheme that act as a reference for future decision making and the subsequent development of standard methods of operation.</i>	
2.11.1	Policy and Procedures	Master RTWSA organisation wide operational policies and procedures and policies for external organisations, e.g. self-insured employers, employers and agents. Includes policies and procedures developed by RTWSA or developed by a third party agency and approved by the Board or Senior Management.	PERMANENT
2.11.2	Policy and Procedures	RTWSA Business unit procedures, work instructions and guidelines.	TEMPORARY Destroy 10 years after superseded.
2.11.3	Policy and Procedures	Supplementary working papers relating to the development and implementation of policies and procedures.	TEMPORARY Destroy 5 years after action completed.
2.12	Program Management	<i>Approaches and methods applied in a structured way to enhance the operation and performance of the Return to Work Scheme. Includes rewards programs and awards.</i>	
2.12.1	Program Management	Records relating to the development, implementation and review of significant/major RTWSA operational programs, e.g. new programs developed as part of Scheme reform.	PERMANENT



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.12.2	Program Management	Records relating to the development, implementation or review of other RTWSA operational programs, e.g. Re-employment incentive scheme for employers (RISE), bonus schemes.	TEMPORARY Destroy 10 years after action completed.
2.12.3	Program Management	Records relating to rewards programs and awards Includes: <ul style="list-style-type: none"> • successful and unsuccessful nominations • endorsements • recommendations. 	TEMPORARY Destroy 5 years after action completed.
2.12.4	Program Management	Working papers and supplementary records regarding the development of RTWSA operational programs.	TEMPORARY Destroy 5 years after action completed.
2.13	Project Management	<i>The activity of managing projects undertaken with the common purpose of producing a desired result or benefit for the Return to Work Scheme. Includes research projects of significant value to the Scheme.</i>	
2.13.1	Project Management	Records relating to significant projects and research affecting the direction, structure and course of the whole or significant parts of the organisation, e.g. Scheme reform.	PERMANENT
2.13.2	Project Management	Records relating to the development, implementation, review and closure of other projects and research projects about RTWSA operational functions, e.g. projects or research undertaken with claims agents or providers, for example New Access, impact of asbestos claims etc.	TEMPORARY Destroy 20 years after action completed.
2.13.3	Project Management	Working papers and supplementary records regarding the development of RTWSA operational projects.	TEMPORARY Destroy 5 years after action completed.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 SCHEME MANAGEMENT			
2.14	Stakeholder and Partner Relationships	<i>Building and managing business and personal relationships with organisations and individuals who participate in Return to Work Scheme delivery. Includes fostering relationships, managing services to clients and conducting surveys.</i>	
2.14.1	Stakeholder and Partner Relationships	Records relating to managing relationships and maintaining profile with external stakeholders and partners integral to the operation of the Return to Work Scheme and their representatives. Includes claims agents and providers, industry bodies, professional associations and collaborative initiatives.	TEMPORARY Destroy 10 years after action completed.
2.14.2	Stakeholder and Partner Relationships	Service provider registrations including notifications of change of details and online registration forms.	TEMPORARY Destroy 5 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3	INSURANCE MANAGEMENT	The function of providing and managing insurance to protect businesses that employ workers in South Australia from the costs of a work injury. Includes claims processing	
3.1	Claims Processing	<i>Provision of consultation, advice and services in respect to claims for compensation against the Return to Work Scheme. Includes assessing, preparing, processing, referring, negotiating and settling claims.</i>	
3.1.1	Claims Processing	Summary claim information held in systems (i.e. Cúram and Figtree). Includes claim number, injured worker name, accident employer, date of injury, brief injury description and date claim finalised. Note: Summary reports are produced in annual and board reports.	TEMPORARY Destroy 10 years after last entry.
3.1.2	Claims Processing	Serious injury (whole person impairment) compensation case files. Records include: <ul style="list-style-type: none"> • Medical • Financial • Legal • Communications and Notes • Complaints Use Item 3.1.4 where person is not seriously injured but receives whole person impairment assessment.	TEMPORARY Destroy 10 years after death of claimant or lump sum payment.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3.1.3	Claims Processing	Death compensation case files. Records include: <ul style="list-style-type: none"> • Medical • Financial • Legal • Communications and Notes • Complaints 	TEMPORARY Destroy 10 years after action completed.
3.1.4	Claims Processing	Compensation claims where the injured worker has been assessed for whole person impairment but is not seriously injured. Use Item 3.1.2 where person is seriously injured.	TEMPORARY Destroy 30 years after action completed.
3.1.5	Claims Processing	Claims under special funds i.e. Statutory Reserve Fund, the Insurance Assistance Fund, and the Mining and Quarrying Industries Fund.	TEMPORARY Destroy 10 years after action completed.
3.1.6	Claims Processing	All other claim files. Use Item 3.1.2 where person is seriously injured. Use Item 3.1.4 where whole person impairment is conducted but person is not seriously injured.	TEMPORARY Destroy 10 years after action completed.
3.1.7	Claims Processing	Records relating to claims not held in claim files. Includes duplicates, xrays and other claim material. Series closed 1 July 2015.	TEMPORARY Destroy 10 years after action completed.
3.1.8	Claims Processing	Records returned from legal providers. Majority of information is duplicated on RTWSA files. Series closed 1 July 2015	TEMPORARY Destroy 10 years after action completed.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3.1.9	Claims Processing	Records relating to the management of claims by the self-insured employer. Includes the provision of claims data. Note: Not the claim file. See Item 3.1.2-3.1.7 for claim files.	TEMPORARY Destroy 10 years after action completed.
3.2	Compliance and Monitoring	<i>Monitoring compliance of claimants, employers and providers with the requirements of the Scheme investigating suspected breaches and responding with appropriate measures. Includes audits and maintaining systems to prevent fraudulent claims on the Scheme. Use Item 3.4.2 for employer compliance.</i>	
3.2.1	Compliance and Monitoring	Referrals received reporting alleged offences under the Act. Use Investigations where reports require investigation.	TEMPORARY Destroy 10 years after action completed.
3.2.2	Compliance and Monitoring	Copies of investigator licences issued by another agency held by RTWSA for investigators who perform work on behalf of the Corporation.	TEMPORARY Destroy 5 years after action completed.
3.3	Dispute Resolution	<i>The process of handling disputes pertaining to claims or premium fees and charges.</i>	
3.3.1	Dispute Resolution	Records relating to disputes or legal proceedings against the scheme that are precedent setting matters or result in substantial changes to legislation, policy and/or procedures.	PERMANENT
3.3.2	Dispute Resolution	Records relating to claim disputes that are not held on the claim file. Includes advice, instructions etc.	TEMPORARY Destroy 10 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3.3.3	Dispute Resolution	Records generated as a result of an employer's right to apply for a review. Includes disputes in relation to their insurance premium rate, fines or conditions placed on insurance premiums.	TEMPORARY Destroy 7 years after action completed.
3.4	Employer Registration	<i>Recording specific data about employers and issuing a unique registration number which positively identifies one employer from another.</i> <i>Includes original registration, renewals, and certificates of registration, information on appeals, reviews and employers no longer in the Return to Work Scheme.</i>	
3.4.1	Employer Registration	Summary employer registration information held in systems (currently Cúram and Salesforce). Includes employer registration number, employer name, number of employees, date registered and date ceased registration, etc.	TEMPORARY Destroy 10 years after last entry in system.
3.4.2	Employer Registration	Employer records including: <ul style="list-style-type: none"> • Registration case files • Compliance • Debt recovery • Audit • Review of audit findings • Return to Work Coordinator notifications Use Item 1.4.1 for evaluation and audits relating to self-insured evaluations.	TEMPORARY Destroy 10 years after action completed.
3.4.3	Employer Registration	Records documenting the details of audits, financial and classification details, discussions with employers and determinations.	TEMPORARY Destroy 10 years after action completed.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3.4.4	Employer Registration	Unregistered employer notifications and forms.	TEMPORARY Destroy 5 years after action completed.
3.5	Fund Management	<i>The activity of managing other compensation funds including the Special Reserve Fund, Mining and Quarrying Industries Fund (previously the Silicosis Committee) and the Insurance Assistance Fund.</i>	
3.5.1	Fund Management	Registers of information used in the defence of claims against the Special Funds. The registers include information about employers and their insurers including business name, insurance company details, policies and dates.	TEMPORARY Destroy 100 years after last entry.
3.5.2	Fund Management	Records relating to managing the funds. Includes actuarial valuations, assessments, fund budgets, performance reports, fund activity reports, financial recoveries, administration records, financial records, employers/companies records. See Item 3.1 for claim records.	TEMPORARY Destroy 20 years after action completed.
3.6	Information Access	<i>The activity of providing access to information held within the Return to Work Scheme to those with an enforceable right to see it and arranging access to external sources of information needed by the Scheme.</i>	
3.6.1	Information Access	Records generated as a result of injured workers' right of access to their claim file. Includes applications and determinations. Use GDS 30 for FOI applications.	TEMPORARY Destroy 10 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3.6.2	Information Access	Applications and arrangements for exchange / disclosure of information. Includes sharing information with other workers compensation authorities. See Item 3.6.3 for requests for access to claims information from other jurisdictions.	TEMPORARY Destroy 10 years after action completed.
3.6.3	Information Access	Request for access to claims information from other agencies and jurisdictions, e.g. Centrelink, child support services, etc. Includes requests and responses. See Item 3.6.2 for applications for exchange of information.	TEMPORARY Destroy 10 years after action completed.
3.7	Insurance Premium Development	<i>The activities relating to annual insurance premium setting and planning for issuing new insurance premiums. Includes industry rates re-setting, composition of end of year insurance premium packs for all employers, planning dates for mail outs, printing of forms and notices, ministerial consultation, Board sign-off, publication in the SA Government Gazette, and post implementation reviews.</i>	
3.7.1	Insurance Premium Development	Records relating to setting RTWSA Insurance Premium Provisions and Orders. Includes master copies of the Provisions and Orders, consultation with the Minister, and publishing in the SA Government Gazette.	PERMANENT
3.7.2	Insurance Premium Development	Records relating to the setting, design, issue and promotion of annual insurance premiums. Includes design of insurance premium packs, project plans and post implementation reviews.	TEMPORARY Destroy 20 years after action completed.



ReturnToWorkSA (and predecessor agency)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INSURANCE MANAGEMENT			
3.8	Public Reaction	<i>The process of handling public reaction to an agency's policies or services. Includes anonymous letters, letters of complaint and letters of congratulation or appreciation received from the public. (KWAAA)</i>	
3.8.1	Public Reaction	Records relating to complaints lodged with ReturnToWorkSA, other than complaints normally lodged on employer files or claim files. Includes complaints about breaches of Service Standards.	TEMPORARY Destroy 10 years after action completed.



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