

# State Records Act 1997

## Operational Records Disposal Schedule

South Australian Housing Trust (trading as SA Housing Authority  
(SAHA) and predecessor agencies)

RDS 2020/06 Version 1

Approved Date: 16 June 2020

Effective Date: 17 August 2020 – 16 June 2030



|                               |  |
|-------------------------------|--|
| <b>RDS No</b>                 | RDS 2020/06 Version 1  |
| <b>Disposal Schedule Type</b> | Operational Records Disposal Schedule  |
| <b>Agency</b>                 | SA Housing Authority   |
| <b>Records Scope</b>          | Records documenting SAHA's functions, activities and associated records of the agency  |
| <b>Records Coverage Dates</b> | 1 January 1901 - ongoing   |
| <b>Effective Dates</b>        | 17 August 2020 to 16 June 2030   |
| <b>Status</b>                 | Determined by Director State Records and approved by State Records Council   |
| <b>Associated RDS</b>         | RDS 2011/24 version 2 - Department for Communities and Social Inclusion - Housing SA (and predecessor agencies) is superseded by this RDS. |

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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**

**South Australian Housing Trust (trading as SAHA) and predecessor agencies**

**Approved Date: 16 June 2020**

**Effective Date: 17 August 2020 – 16 June 2030**

## **Authorisation by State Records**

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

## **Approval**

In accordance with section 23 of the *State Records Act 1997*, this RDS constitutes a determination by the Director, State Records, with the approval of State Records Council, at their meeting held on 16 June 2020.

# 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 *the South Australian Housing Authority (SAHA)*, 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 *SAHA* 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](http://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.

### 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 11 point bold Arial upper case at the start of each section. (e.g. **ASSET MANAGEMENT**)

**Activity/Process:** The activities and processes relating to each function are shown in 11 point bold Arial sentence case (e.g. **Acquisition**).

**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 managing the contractual, environmental and financial aspects of property acquisition, disposal, management and leasing of land and properties owned by SAHA. Includes innovative design, build programs, construction and maintenance of existing housing and property stock. •
- 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 SAHA. 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.

Retention periods set down in the Schedule are the minimum requirements and SAHA may extend the retention period of the record if it considers there is an administrative need to do so. Where SAHA 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). SAHA needs to comply with these policy documents - available from State Records' website ([www.archives.sa.gov.au](http://www.archives.sa.gov.au)).

The custody of official records on networks or hard drives is also the responsibility of agencies. SAHA 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 Temporary Records

Temporary records can only be destroyed with the approval of the CE or delegate in accordance with the *Destruction of Official Records Guideline* issued by State Records of South Australia. Failure to comply with this direction falls under Section 17 of the *State Records Act 1997* and may be considered by ICAC as misconduct or maladministration.

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

- GDS 16 Impact of Native Title Claims on Disposal of Records to ensure records which are relevant to native title claims in South Australia are identified and preserved;
- GDS 27 for Records Required for Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care to ensure the preservation of official records that may relate to the rights and entitlements of the individuals who present a court claim or apply for an ex gratia payment and of the State Government in defending or processing those claims and applications; and
- 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.
- GDS 36 for Records of Relevance in relation to Child Abuse or Alleged Child Abuse to ensure that records of relevance are protected and available for any subsequent actions involving the South Australian as well as for future reference and accountability purposes and to protect the rights and entitlements of stakeholders.
- GDS 37 for Records of Relevance to the Royal Commission into Aged Care Quality and Safety 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.
- GDS 38 for Records of Relevance to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability 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.

SAHA 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.

SAHA 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 SAHA 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.

# Context Statement

## Context of the Agency Covered by the Schedule

### History and Background<sup>1</sup>

The South Australian Housing Trust (SAHT), is trading as the South Authority Housing Authority (SAHA) and is publicly branded as Housing SA (HSA).

The South Australian Housing Authority (SAHA) is the South Australian Government agency responsible for implementing the functions of the South Australian Housing Trust, the Office of Housing Regulation, and the South Australian Housing Safety Authority. Housing SA is the term used by SAHA for identifying the organisation to the public.

This RDS supersedes RDS2011/24 Version 2 to more adequately cover all functions, activities, and associated records of SAHA. This RDS, with its consolidated housing functions and additional conveyancing and complaints functions, will provide an updated, consistent, and accurate Schedule for disposing of the Agency's operational records.

### The South Australian Housing Trust (SAHT)<sup>2</sup>

The South Australian Housing Trust (the Trust) has a rich and proud history of helping South Australians to access secure housing.

The Trust was established in 1936 to provide low-cost rental housing to working people and their families, as a means of supporting industrial development in the state. Post World War II its role expanded to deliver new housing supply, including rental and purchases and soldier settling housing, to meet the post-war population and migration boom. As well as building many thousands of houses for low-income working families, the Trust also created economic investment, developed entire new suburbs and the supporting infrastructure.

SAHA delivers, for the Trust, a range of programs that aim to support its clients in sustaining healthy and viable tenancies, accessing the private rental market, and exiting homelessness and a transition to a more stable lifestyle.

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<sup>1</sup> SAHA Housing Authority. 2019. *Our History*. [online] Available at: <<https://www.housing.sa.gov.au/about-us/our-history>> [Accessed 23 October 2019]

<sup>2</sup> Marsden, S. (1986) *Business Charity and Sentiment: The South Australian Housing Trust, 1936-1986*: Wakefield Press, Adelaide.

Marsden, S. (2011) *Business Charity and Sentiment Part Two: The South Australian Housing Trust, 1987-2001*: Wakefield Press, Adelaide.

The history of the SAHT is long and complex, and whilst a brief summary of SAHT's history is included below, reference should be made to the following two publications that document the SAHT's history in detail:

- *Business Charity and Sentiment: The South Australian Housing Trust, 1936 - 1986* by Susan Marsden, Wakefield Press, Netley, 1986, ISBN 0949268879
- *Business Charity and Sentiment Part Two: The South Australian Housing Trust 1987 - 2011* by Susan Marsden, Wakefield Press, Kent Town, 2011, ISBN 9781862549715

The SAHT was established by The Liberal and Country League (LCL) government in 1936 as a response to a general shortage of affordable housing for low income earners. In response to recommendations of the Building Act Enquiry Committee [GA2508] about widespread substandard housing, the *Housing Improvement Act 1940* was passed, which gave the SAHT powers to declare dwellings as unfit for habitation and to regulate the rentals of sub-standard dwellings. The work was undertaken by various administrative units of the SAHT, including the Housing Improvement Section, Housing Improvement and Rent Control Section and the Housing Improvement Branch.

Whilst the provision of affordable housing to individuals in need was an important factor in the formation of the SAHT it is also important to note that a significant early and ongoing role of the SAHT was to provide a solution to the issue of worker housing. This was undertaken in the context of the government's push to rapidly industrialise South Australia under the leadership of Thomas Playford's reign as LCL Premier (1938–1965).

Shortage of building supplies limited the early growth of the housing construction efforts of the SAHT, but following the war, a building boom developed in the 1950s. During the period of the mid-1950s to 1960s rental units grew to over 27,000 and SAHT had made major contributions to the growth of the State's cities, towns and industrial land and factories. Large housing estates were developed around Adelaide and the satellite city of Elizabeth was founded.

The 1970s and 1980s saw continued growth and increased diversity in the housing solutions that the SAHT were developing and in 1986 SAHT completed construction of its 100,000th house.

The early 1990s saw a shift in strategy towards a focus on individuals in the greatest need as the SAHT faced a substantial reduction in the volume of work because of external financial constraints. SAHT embarked on a program of strategic stock reduction in order to best meet the challenging financial environment it was now operating within. These changes were cemented in 1995 with the enactment of a new South Australian Housing Trust Act that put the focus on social housing rather than the broad public housing and industrial development agenda that had previously existed.

Increased demand for social housing combined with reduced funding throughout the period 1996 through to 2007 provided challenges for SAHT as it was required to respond and adapt rapidly and flexibly to these pressures.

In 2007 the *Statutes Amendment (Affordable Housing) Act 2007* was enacted that resulted in the cessation of the Aboriginal Housing Authority (AHA) and the South Australian Community Housing Authority (SACHA). The functions of these two agencies became the remit of the South Australian Housing Trust (SAHT).

At the same time, the SAHT utilised section 17 of the *South Australian Housing Trust Act 1995* to make use of the administrative services of the Department for Families and Communities (DFC) to support its functions.

In October 2011, the Department of Families and Communities, originally formed in July 2004, underwent a name change to Department for Communities and Social Inclusion (DCSI), and the urban renewal and real estate management functions of the SAHT were transferred to Renewal SA.

### SAHA

In May 2018, service delivery was transferred from Renewal SA and DCSI to a new agency, the South Australian Housing Authority (SAHA). Some administrative services continue to be provided to SAHT by the Department of Human Services (DHS) under a Memorandum of Administrative Arrangement (MoAA).

### Housing Safety Authority

The Housing Safety Authority is responsible for implementing the *Housing Improvement Act 2016*.

The enactment of the *Housing Improvement Act 2016* saw the inclusion of SAHT owned properties within the scope of the Act. In response, the Housing Improvement Branch of Housing SA was organisationally structured to become the Housing Safety Authority in recognition of its new independent role.

The role of the Housing Safety Authority is to ensure that housing meets the prescribed minimum housing standards, to regulate unsafe or unsuitable housing, and to raise community awareness of the prescribed minimum housing standards.

### Office of Housing Regulation

South Australia is a participating jurisdiction in the National Regulatory System for Community Housing (NRSCH) and subsequently implemented *The Community Housing Providers (National Law) (South Australia) Act 2013*. This Act introduced nationally consistent requirements against which all registered community housing providers are now regulated. Community housing is housing provided and managed by non-government organisations.

A key principle of the National Regulatory System is that each participating jurisdiction maintain clear separation of regulatory decision making from policy and funding decisions. To achieve this separation, an independent Office of Housing Regulation has been established in South Australia, which regulates the operations of registered community housing providers.

SAHA, acting on behalf of the Office of Housing Regulation, maintains responsibility for administering community housing funding contracts and for promoting the development of community housing in South Australia.

### Role and Function<sup>3</sup>

The role of the SAHA is to deliver the roles and functions of the SAHT, Housing Safety Authority and Office of Housing Regulation. This includes provision of a range of housing related services to the public, access to emergency and crisis accommodation, private rental assistance, and rental support services.

In addition to the customer services activities undertaken in providing housing services, SAHA also performs a wide variety of activities relating to the function of asset management. This includes activities associated with the acquisition, disposal and maintenance of housing stock and property such as engineering and technical services, land planning and development, conveyancing, insurance, and compliance.

In the delivery of services, SAHA also works collaboratively with a range of community housing providers and service providers.

SAHA also partners with other agencies to maximise affordable housing outcomes for South Australians and provide an efficient and effective regulatory service of organisations providing housing services on behalf of government. Activities include:

- Assisting people to secure and maintain affordable and appropriate housing by:
  - acting as a landlord of public housing (housing owned by the government)
  - managing various forms of public housing in the state
  - providing private rental assistance
  - providing advice and referral on housing options and housing related issues and
  - supporting initiatives to increase the supply of affordable housing.
- Providing houses to meet housing needs, or to support or promote programs or other initiatives within the private or not-for-profit sectors to meet housing needs.
- Facilitating support for South Australians to increase their ability to achieve successful housing outcomes.
- Ensuring the long term financial viability of public housing in the State.
- Providing and maintaining a stock of public housing for South Australians in housing need.

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<sup>3</sup> *South Australian Housing Trust Act 1995*. [online] Available at:

<https://www.legislation.sa.gov.au/LZ/C/A/SOUTH%20AUSTRALIAN%20HOUSING%20TRUST%20ACT%201995.aspx>  
> [Accessed 23 October 2019]

SAHA Housing Authority. 2019. [online] Available at: <<https://www.housing.sa.gov>> [Accessed 23 October 2019]

- Providing advice to the Minister on issues, initiatives or programs associated with the housing needs of the community.

Over past years, these activities have been represented by a number of strategic boards, panels and committees within SAHA including:

- Public Housing Appeal Panel
- Housing Management Council
- South Australian Affordable Housing Trust Board

## Structure Description

The South Australian Housing Authority (SAHA) is comprised of the following divisions:

- Strategy and Governance
- Asset and Contract Management
- Customers and Services
- Finance and Investment
- People and Safety

SAHA delivers its services primarily through regional offices located across several metropolitan and regional locations. Other customer services and corporate services are delivered through Adelaide CBD locations.

## Predecessor Agencies

Predecessor agencies include:

- South Australian Community Housing Authority, GA768 (1998 - 2007)
- Aboriginal Housing Authority, GA1230 (2000 - 2007)

## Successor Agencies

On 30 March 2015, the South Australian Civil and Administrative Tribunal (SACAT) commenced to exercise the jurisdiction previously held by the Residential Tenancies Tribunal (RTT) and the Housing Appeals Panel. This included the role of reviewing government public housing appeals decisions.

## Legislation

Relevant Legislation administered by the Agency:

- *Community Housing Providers (National Law) (South Australia) Act 2013*
- *Development Act 1993*
- *Urban Renewal Act 1995*
- *Housing Improvement Act 2016*
- *Land and Business (Sale and Conveyancing) Act 1994*

- *Residential Tenancies Act 1995*
- *South Australian Housing Trust Act 1995*
- *Statutes Amendment (Affordable Housing) Act 2007*

Relevant Legislation NOT administered by Agency:

- *Criminal Assets Confiscation Act 2005*
- *Intervention Orders (Prevention of Abuse) Act 2009*
- *Unclaimed Goods Act 1987*

## Context of the Records Covered by the Schedule

### Coverage of RDS 2020/06 Version 1

RDS 2020/06 Version 1 is intended to provide ongoing comprehensive coverage of the operational records of the South Australian Housing Authority (SAHA) (and predecessors), including series that are ongoing but also series that are closed and subject to review. These records include but are not limited to the following Government Record Series:

- Customer and Client Files
- Property and Real Estate files including acquisition, construction and, demolition, disposal and sales records
- Housing Improvement case files
- Project files
- Program files
- Drawings, plans, maps, photographs, architectural and engineering records
- Operational policy and procedures

Specifically, this RDS covers the following active Government Record Series:

| Series Id<br>GRS | Series Title  | Series Date<br>Range |
|------------------|---|----------------------|
| GRS 1283         | Salt Damp Inspection Reports                                      | 1977 - Ct            |
| GRS 1339         | Major Completed Projects, Alphabetical Series – Planning Division | 1960 - Ct            |
| GRS 1351         | Plans, Specifications and Contracts - SAHT                        | 1960 - Ct            |
| GRS 1379         | Project Files – Land Development                                  | 1923 - Ct            |
| GRS 1380         | Specifications for Projects – South Australian Housing Trust      | 1970 - Ct            |

| Series Id<br>GRS | Series Title   | Series Date<br>Range |
|------------------|--|----------------------|
| GRS 1386         | Design and Construct Contracts, Tenders and Associated Documentation                                       | 1990 - Ct            |
| GRS 1387         | Specifications and Contracts, Numerical Series – SAHT  | 1950 - Ct            |
| GRS 1664         | Documents for Signing and Sealing  | 1980 - Ct            |
| GRS 1772         | Completed Project Files  | 1984 - Ct            |
| GRS 4311         | Land and Properties Purchasing Files   | 1989 - Ct            |
| GRS 4319         | House Sales – Review, Evaluations and Sales Statistics Reports   | 1979 - Ct            |
| GRS 4320         | Projects and Display Homes   | 1987 - Ct            |
| GRS 4355         | Land Purchases – Declines  | 1985 - Ct            |
| GRS 4726         | Joint Ventures Project Files   | 1981 - Ct            |
| GRS 4732         | Section 90 Enquiries (Housing Industry and Rent Control)   | 1991 - Ct            |
| GRS 5038         | Minutes of the Board, Chronological Series – South Australian Housing Trust                                | 1937 - Ct            |
| GRS 5280         | Public Liability and Public Risk Insurance Files   | 1987 - Ct            |
| GRS 5612         | Soil Contamination Lab Reports   | 1981 - Ct            |
| GRS 6356         | Joint Venture Activities – Local Government and Community Housing Program (LGCHP)                          | 1984 - Ct            |
| GRS 7313         | Departmental Responses to Ministerial Enquiries – South Australian Housing Trust                           | 1990 - Ct            |
| GRS 7317         | Correspondence Files, Multiple Number Series (RecFind) – South Australian Housing Trust                    | 1970 - Ct            |
| GRS 8094         | Historical Records – South Australian Housing Trust  | 1936 - Ct            |
| GRS 8820         | Design and Construct – Contracts, Tender and Associated Documentation for the Crisis Accommodation Program | 1997 - Ct            |
| GRS 10604        | Asbestos Management Records, Alphabetical Series by Street Name – South Australian Housing Trust           | 1995 - Ct            |
| GRS 10608        | Completed House Sales – Aboriginal and Torres Strait Islander Clients                                      | 2001 - Ct            |
| GRS 11387        | Community Housing Project Files, Numerical and 'CHP' Prefix – Housing SA                                   | 1998 - Ct            |
| GRS 13417        | Annual Reports – South Australian Housing Trust  | 1937 - Ct            |

| Series Id<br>GRS | Series Title   | Series Date<br>Range |
|------------------|--|----------------------|
| GRS 13916        | Daily Shift Journals – Aboriginal Transitional Accommodation Centres – Housing SA                    | 2004 - Ct            |
| GRS 15356        | Housing Sale Files, Numerical – Housing SA   | 1993 - Ct            |
| GRS 15666        | Agenda and Minutes – Audit, Later Audit and Finance Committee – South Australian Housing Trust Board | 1989 - Ct            |
| GRS 15758        | Client Files, Single Number – South Australian Housing Trust, Later Housing SA                       | 1959 - Ct            |

RDS 2020/06 Version 1 does not cover records already in the custody of State Records as part of the Government Records Group (GRG) 71. These records have been deemed permanent in accordance with a disposal determination made for all GRGs by the Manager [Director] of State Records and approved by the State Records Council on 9 November 1999.

### Related Series Affected by RDS 2020/06 Version 1

There are no related series affected by this RDS.

### Complementary Schedules to RDS 2020/06 Version 1

There are no complementary disposal schedules to be used in conjunction with this RDS.

### Existing Disposal Schedules Superseded by RDS 2020/06 Version 1

RDS 2011/24 version 2 - Department for Communities and Social Inclusion - Housing SA (and predecessor agencies) is superseded by this RDS.

### Records Structure

The records structure in SAHA is largely decentralised in the respect that there is no centralised records management section centrally controlling records. Records creation, capture, management, and disposal are predominantly managed at the workgroup level.

Several agency-wide recordkeeping systems are in place and used by the workgroups to manage their records. For example, the DHS Objective Electronic Document and Records Management System (EDRMS) is used for the management of corporate records, property maintenance records and tenancy practitioner records, a database of contaminated sites used by Engineering and Technical Services and Salesforce is used by the Housing Safety Authority as their Customer Management System and also by SAHA for Private Rental Applications.

SAHA's mainframe system which is comprised of a range of several sub-systems (i.e. Property Management Database), is currently used to control a variety of operational client and property records.

The mainframe was commissioned in 1988 and contains a large quantity of detailed personal information on SAHA customers, past and present. Information recorded in the system includes demographic and financial information, records of customer interactions, household arrangements and housing services being utilised. In addition to customer information, the mainframe contains detailed information on SAHA property and dwellings such as valuations, future planning intent, rental, sales, purchase, and maintenance information.

The mainframe is due to be replaced by a modern case management system, "Connect" in 2020. Connect, like the mainframe, will be a repository for a wide range of client and property related information and records.

There are a range of other smaller systems being used to manage other operational records.

### **Broad Description and Purpose of the Records**

The purpose of the records covered in this schedule is to facilitate and document the operational functions and activities of SAHA and its predecessor agencies as described previously.

In particular, the records will include:

- Corporate records
- Customer / Client records
- Property and Real Estate records including acquisition, construction, maintenance, demolition, disposal, and sales records
- Housing Safety and Improvement records
- Project files
- Program files
- Drawings, plans, maps, photographs, architectural and engineering records
- Operational policy and procedures.

These records are arranged in a variety of recordkeeping systems ranging from simple series to complex series.

### **Functions and Activities Documented by the Records**

Functions and activities were determined through workshops with key staff within the Agency, discussions with key individuals, researching organisational resources, publications, and existing and superseded disposal schedules.

RDS 2020/06 Version 1 covers the following functions and activities of SAHA:

- Asset Management
  - Acquisition
  - Disposal (Housing Stock)

- Engineering and Technical Services
- Insurance
- Land Planning and Development
- Maintenance
- Planning and Development
- Program Management
- Project Management
- Property Case Records
  
- Community Services
  - Customer Case Records
  - Program Management
  - Project Management
  
- Complaints and Investigations
  - Cases – Complaints
  
- Conveyancing Services
  - Conveyancing
  
- Housing
  - Appeals
  - Customer Case Records
  - Joint Ventures
  - Liaison
  - Program Management
  - Project Management
  - Training
  
- Knowledge and Information Systems
  - System Management
  - Memorabilia Collection Management

### Arrangement of the Records

There are various arrangement systems in place for the records covered by this RDS including:

- Sequential numerical filing (e.g. Customer Files:00898906, 00898907 – number generated from the Mainframe)
  
- Sequential / Chronological filing (e.g. SAHT Board minutes 1/2011, 2/2011 where 1/2011 indicates the first meeting of 2011 and 2/2011 indicates the second meeting of 2011)
  
- Alpha numerical filing (e.g. Objective EDRMS corporate files DHS/19123456)
  
- Classified Numbering (used in RecFind prior to implementation of Objective e.g. 005/01/001 follows a pattern of Function/Activity/Sequentially allocated number where 005=Aboriginal Housing and 01=Committees and 001 indicates the first file registered within that context.)

- Alphabetical subject filing (Community Housing Organisation program files, e.g. Alpha Housing Organisation, Beta Housing Organisation etc.)
- Terminal digit filing (e.g. Housing Improvement Files HI11898 where the file is filed by its last two digits – generated from Salesforce).

Records are managed using a variety of recordkeeping systems for both electronic and physical records as previously described in the “Records Structure within SAHA” section.

### **Agency Creating the Records**

SAHA and the following predecessor agencies created the records covered by this RDS:

- Aboriginal Housing Authority (1998 - 2007)
- South Australian Community Housing Authority (1991 - 2007)
- Housing SA (2007 - 2018)

SAHA now has responsibility for administering them.

### **Agency Owning or Controlling the Records**

SAHA administers the records covered by this RDS and controls or owns them.

### **Date Range of the Records**

Records Date Range: 1936 to ongoing

### **Volume of the Records**

SAHA currently possesses approximately 29,330 linear metres of records in the custody of an approved storage provider and an estimated 950 linear metres are held in the custody of State Records. There would be approximately a further 3,500 linear metres of records (including active records) held on site across all SAHA locations.

### **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 nominated for permanent retention document the substantive role of SAHA and are of national significance or ongoing value to the state of South Australia. The appraisal objectives adopted by State Records of South Australia<sup>4</sup> for identifying records of permanent value relevant to the records covered by this schedule are:

**Objective 4:** *To identify and preserve official records substantially contributing to the knowledge and understanding of the society and communities of South Australia.*

Examples of records of SAHA that meet this objective include:

- records providing evidence of the planning and management of development projects (1.3.1, 1.5.1, 1.7.1, 1.7.2, 1.7.3, 1.9.1, 6.1.3)
- records evidencing how SAHA have significantly contributed to South Australian society through major projects (5.6.1)

**Objective 5:** *To identify and preserve official records that contribute to the protection and well-being 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 records of SAHA that meet this objective include:

- records providing evidence of how SAHA have significantly contributed to South Australian society through providing housing and community programs (1.1.1, 6.1.1)
- records detailing how SAHA supports the protection, physical wellbeing and social benefit of the public through social responsibility programs (3.1.1)
- records of surveys and data collection in relation to SAHA's Community Services plans, strategies and programs for future service delivery including homelessness and individuals with high needs (2.3.1, 6.1.5 and 6.1.7)
- records evidencing long term tenancy and the impact of changes in housing policy and socio economic conditions on an individual over an extended period of time (5.2.1)

### Permanent – Retain in Agency

These records are nominated for permanent retention – retain in agency as they have been identified as records of permanent value to SAHA, which are not permitted to be destroyed, and are not to be transferred to State Records' custody as state archives but held in the custody of the agency. Includes 1.2.1 Disposal (Housing Stock), 1.3.2 and 1.3.3 Engineering and Technical Services, 1.4.1 Insurance, 4.1.1 Conveyancing,

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<sup>4</sup> SRSA (2003). *Appraisal of Official Records – Policy and Objectives Version 1.8* [online] Available at: <<https://archives.sa.gov.au/node/5966>> [Accessed 23 October 2019]

6.1.2, 6.1.4, 6.1.6, 6.1.8, 6.1.9 Memorabilia Collection Management and 6.2.1 Systems Management.

### Temporary Records Rationale

Records nominated for temporary retention in the Schedule provide evidence of activities frequently undertaken and of less significance to Government or the community.

The retention periods assigned to temporary records are a combination of value appraisal by SAHA and the minimum retention periods required.

Examples include:

50 years or more – Activities documenting the long term nature of housing including the planning, development and maintenance and the long term relationships that individuals have with SAHA

- 1.6.1 Maintenance, 1.7.4, 1.7.5 and 1.7.6 Planning and Development, 1.8.1 Program Management, 1.9.2 Project Management, 2.1.1 Community Case Records, 2.2.1 Program Management, 4.1.2 and 4.1.3 Conveyancing, 5.1.1 Appeals, 5.2.2 Customer Case Records, 5.3.1 Joint Ventures, 5.4.1 Liaison, 5.5.1 Program Management and 5.6.2 Project Management

Less than 50 years – Activities documenting the planning, development and management of housing assets, interaction with the community including service delivery and routine administrative records

- 1.1.2 Acquisition, 1.2.2 and 1.2.3 Disposal Housing Stock, 1.3.4 Engineering and Technical Services, 1.5.2 Land Planning and Development, 1.6.2, 1.6.3, 1.6.4 and 1.6.5 Maintenance, 1.7.7 and 1.7.8 Planning and Development, 1.8.2 Program Management, 1.9.3 Project Management, 1.10.1 Property Case Records, 2.1.2 Customer Case Records, 2.2.2 and 2.2.3 Program Management, 2.3.2 Project Management, 3.1.2 Cases – Complaints, 4.1.4 Conveyancing, 5.1.2 Appeals, 5.2.3 Customer Case Records, 5.3.2, 5.3.3, 5.3.4, 5.3.5, 5.3.6, and 5.3.7 Joint Ventures, 5.4.2, 5.4.3, 5.4.4 Liaison, 5.5.2 Program Management, 5.6.3, 5.6.4 Project Management, 5.7.1 and 5.7.2 Training and 6.1.2 Systems Management

### Other Disposal Considerations

There are no other disposal considerations in relation to this RDS.

### Disposal Recommendation Effect on Related Records

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

### **Alternative Record Formats**

Record formats covered by this RDS include optical disk, microfilm magnetic media (VHS and audiotapes) and photographic film.

### **Impact on Native Title Claims**

All documentation of proposed housing developments incorporates consideration of Aboriginal heritage matters including investigation/reporting on Aboriginal heritage. Records relating to the research and the consultative process for all aspects of documenting a suspected Aboriginal heritage site may have potential value for evidence in Native Title cases.

## **Indigenous Considerations**

The determinations within RDS 2020/06 Version 1 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 2020/06 Version 1 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.

# Scope Note

## Records Covered by this Schedule

This RDS 2020/06 Version 1 applies to operational records of the South Australian Housing Authority and its predecessors. Refer to the Coverage section on pages 15 to 20.

## How to Apply this Schedule

### Use in conjunction with GDS

This Schedule should be used in conjunction with GDS 30, as amended, or its successor. Cross-references to the GDS 30 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.

To identify records in relation to Child Abuse or Alleged Child Abuse, please refer to GDS 36. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2023.

To identify records that may be potentially relevant to the Royal Commission into Aged Care Quality and Safety, please refer to GDS 37. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2025.

To identify records that may be potentially relevant to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, please refer to

GDS 38. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2025.

### **Use in conjunction with, or complementary to, other RDS**

This Records Disposal Schedule does not complement any existing schedules.

### **Other RDS superseded by RDS 2020/06 Version 1**

RDS 2020/06 Version 1 supersedes RDS 2011/24 Version 2

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

SAHA will review and re-sentence records where retention periods have been altered.

### **Records excluded from RDS 2020/06 Version 1**

There are no records excluded from cover by this RDS.

### **Application to records in all formats**

RDS 2020/06 Version 1 applies to records in all formats, including databases and other electronic records. SAHA 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 2020/06 Version 1 are minimum retention periods for which records need to be retained. It is at the discretion of SAHA as to whether records are kept for longer than the minimum period.

### **Acronyms**

- AFSS Aboriginal Family Support Services
- ATSI Aboriginal and Torres Strait Islander
- BST Business System Transformation
- CHP Community Housing Provider
- DHS Department of Human Services
- HSA Housing Safety Authority
- LGA Local Government Authority
- MAPS Multi Agency Protection Services

- PRAP Private Rental Assistance Program
- PSP Preferred Service Provider
- SAHA South Australian Housing Authority
- SAHT South Australian Housing Trust

### Definitions of terms specific to RDS 2020/06 Version 1

- **Aboriginal Housing** – the provision of more accessible housing options for ATSI communities in order to improve Aboriginal housing outcomes and reduce the socio-economic gap between the Aboriginal people and the rest of SA's population.
- **Acquittal funding**– Acquittal funding reporting is an agency management report required to be provided by external organisations that receive agency grant monies under a grant funding agreement. It would include the amount of funding provided by the agency to the external entity, what the funds were spent on and any resulting surplus/deficit amounts.
- **Affordable Housing** – is a program to facilitate public access to reduced cost of home ownership for low income groups.
- **Community House Cooperative** - also known as volunteer member/tenant managed community housing, managed by members who are usually also tenants. Within these properties, tenants actively participate in running the Community Housing Organisations.
- **Community Housing** – is the promotion, development, and support of the community housing sector, managed by non-government organisations to deliver social and affordable housing outcomes.
- **Community Housing Organisations** – not for profit organisations that provide secure, affordable, long term housing rental for people on low incomes or with special needs.
- **Community Housing Providers** – independent organisations with strong links to their community providing housing for specific disadvantaged groups in the community.
- **Executive** – a person or group of persons having administrative or supervisory authority in an organisation.
- **Handover** – the process of SAHA taking control of a property constructed by a third party. A record of handover is made on a Form A (submitted to LGA) and the Certificates of Compliance for the property. Handover is also accompanied by receipt of the keys to a property.
- **High Needs** - describes individuals that have urgent or special housing needs including those with disabilities or mental health issues, women and children escaping domestic violence and those at risk.

- **Housing Stock** – housing stock are housing properties and land that are expected to be sold or tenanted in the ordinary course of the Agency’s business.
- **Minor matters** – operational routine business events that do not involve serious breaches of compliance.
- **Newbuild** - properties that are tendered, contracted, and constructed by SAHA as an outcome of a funded capital program, either for SAHA retention or transfer to a Community Housing provider.
- **Orders** – an order made under the *Housing Improvement Act 2016*, to address housing that is unsafe or unsuitable for human habitation; to control the rent of unsafe or unsuitable housing; and for other purposes.<sup>5</sup>
- **Public Housing** – is the ongoing management of tenancies for vulnerable and low income households who cannot access or maintain other forms of accommodation i.e. renting privately.
- **Significant** - involves public interest or controversy and may include cases where there was extensive Parliamentary debate and/or coverage in the media.
- **Substantial Project** - projects capable of potentially generating significant public interest or media scrutiny or are unique and set precedence.
- **Self-Build Properties** – properties constructed by Community Housing Organisations based on agency specifications and supervision.
- **Transitional Accommodation** – provides affordable short term and transitional accommodation for Aboriginal people from remote communities and regional centres.

## 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.

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<sup>5</sup> *South Australian Housing Improvement Act 2016*. [online] Available at:

<https://www.legislation.sa.gov.au/LZ/C/A/HOUSING%20IMPROVEMENT%20ACT%201940.aspx> [Accessed 23 October 2019]

## **Records and Litigation**

Where SA Housing is aware that records may be required for use in litigation, for use in a government inquiry 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 inquiries are complete (including appeals) and then have the original retention period applied to the records.

## **Pre-1901 Records**

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

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

# List of Functions and Activities

| Item No.                   | FUNCTION<br>Activity / Process      | Description / Disposal Class  | Disposal Action   |
|----------------------------|-------------------------------------|---|---|
| <b>1. ASSET MANAGEMENT</b> |                                     |   |   |
| 1                          | <b>ASSET<br/>MANAGEMENT</b>         | <b>The function of managing the contractual, environmental, and financial aspects of property acquisition, disposal, management and leasing of land and properties owned by SAHA. Includes innovative design, build programs, construction and maintenance of existing housing and property stock.</b>  |   |
| 1.1                        | <b>Acquisition</b>                  | <i>The process of gaining ownership or use of property and other items required in the conduct of business through purchase or requisitions. (KAAA)</i>   |   |
| 1.1.1                      | Acquisition                         | Records relating to land and property purchase, including housing or land purchased on the open market or acquired through transfers and or lease arrangements. For example, valuation and inspection reports, details of audits and upgrade including costs, contracts, all liaison with property consultants, and inspectors and any monitoring activities. Also includes records relating to offers for purchase of land declined by SAHA and records relating to Aboriginal Housing properties. | <b>PERMAMENT</b>  |
| 1.1.2                      | Acquisition                         | Supplementary/supporting records relating to the acquisition of land and properties, including draft versions, reference material and working papers.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed. |
| 1.2                        | <b>Disposal<br/>(Housing Stock)</b> | <i>The activities associated with disposing of property and/or land no longer required by SAHA, by sale, transfer or lease, auction, destruction, or any other means.</i>   |   |

|       |   |   |  |
|-------|---|---|--|
| 1.2.1 | Disposal (Housing Stock)                  | Records relating to housing property sales, including sale and lease back or head-leasing arrangements, completed industrial land sales and disposal of land and property under the <i>Criminal Assets Confiscation Act 2005</i> . Includes electronic sales register detailing property location, construction and inspection details, case files documenting sales of housing stock to former tenants or the general public and sales of developed/sub-divided house and land packages and records relating to sales or trade of parcels of land or business/industrial property.   | <b>PERMANENT</b><br>Retain in agency.                        |
| 1.2.2 | Disposal (Housing Stock)                  | Records relating to rental purchase cancellations and withdrawn applications for purchase by former tenants, and/or real estate agent documentation relating to develop/sub divide land and home sales packages.  | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 1.2.3 | Disposal (Housing Stock)                  | Records relating to strata and community title sales issues including maintenance and insurance.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed. |
| 1.3   | <b>Engineering and Technical Services</b> | <p><i>The activities involving the application of scientific principles to design or develop compliant buildings or properties or structures. Includes the environmental management activities of:</i></p> <ul style="list-style-type: none"> <li><i>a) Identification, monitoring and removal of asbestos and asbestos contained in products from all Agency owned or leased properties</i></li> <li><i>b) Monitoring soil characteristics and possible contamination to ensure safe and effective utilisation of Agency land resources</i></li> <li><i>c) Managing, controlling, and economising energy usage throughout the Agency and its properties</i></li> <li><i>d) Investigating ways of treating and recycling water used in Agency properties</i></li> </ul> <p><i>Planning, implementing, monitoring, reporting, and assessing a project's impact on the environment.</i></p> |  |
| 1.3.1 | Engineering and Technical Services        | Indexes and registers of drawings, plans and encumbrances for architectural, civil, engineering, environmental, geotechnical, planning, development, structural and survey functions. Also includes specifications catalogue index, contract registers, and original drawings, plans and footing documentation.   | <b>PERMANENT</b>   |

|       |                                    |  |  |
|-------|------------------------------------|--|--|
| 1.3.2 | Engineering and Technical Services | <p>Registers, indexes, and controls over identification, monitoring and removal of asbestos including documentation of asbestos remediation of SAHA (and predecessors) rental properties and management practices related to specific building materials that contain asbestos.</p> <p><b>See: Item 1.6.1 ASSET MANAGEMENT – Maintenance</b> for records relating of Housing Maintenance inspectors reports and maintenance books.</p> <p><b>See: Item 1.6.3 ASSET MANAGEMENT – Maintenance</b> for records of completed orders for repairs for ‘outsourced repairs and maintenance work’.</p> <p><b>See: GDS30v2:6.10.1 FINANCIAL MANAGEMENT – Procurement (Goods &amp; Services)</b> for tenders relating to asbestos remediation.</p> | <b>PERMANENT</b><br>Retain in agency.                        |
| 1.3.3 | Engineering and Technical Services | <p>Records of investigation and remediation documentation incorporating the contaminated sites data base, including site histories, general information, meeting notes, reports, identifiable photographs of contaminated sites and all other phases of investigation and remediation. Also includes enquiries and responses involving contaminated sites arising as part of administering the terms of <i>Land Business (Sale and Conveyance) Act 1994</i>.</p> <p><b>See: GDS30v2:6.10.1 FINANCIAL MANAGEMENT – Procurement (Goods &amp; Services)</b> for tenders relating to asbestos remediation.</p>   | <b>PERMANENT</b><br>Retain in agency.                        |
| 1.3.4 | Engineering and Technical Services | <p>Records relating to structural inspections. Includes records for treatment of termites.</p> <p><b>See: Item 1.6.1 ASSET MANAGEMENT – Maintenance</b> for records relating of Housing Maintenance inspectors reports and maintenance books.</p>  | <b>TEMPORARY</b><br>Destroy 25 years after action completed. |
| 1.4   | <b>Insurance</b>                   | <i>The process of taking out premiums to cover loss or damage to property or premises, and to cover customers and staff against injury or death resulting from incidents on the agency’s premises or whilst engaged during employment. (KAAA)</i>  |  |

|       |                                      |   |   |
|-------|--------------------------------------|---|---|
| 1.4.1 | Insurance                            | Insurance records including valuations.   | <b>PERMANENT</b><br>Retain in agency.                       |
| 1.5   | <b>Land Planning and Development</b> | <i>The activities involved in sub-dividing, redeveloping, or preparing land for a project.</i>  |   |
| 1.5.1 | Land Planning and Development        | Records relating to projects dealing with building and subdivisions for SAHA land development and all compulsory acquisition cases. Includes consultant and design information, proposals, diagrams, costings, planning papers, budget sheets, footing recommendations, and utilities etc (i.e. incorporating a whole village development or large number of homes or house and land package developments).   | <b>PERMANENT</b>  |
| 1.5.2 | Land Planning and Development        | Supplementary records relating to land planning including subdivisions that do not proceed. Includes draft strategies, reference materials and working papers.  | <b>TEMPORARY</b><br>Destroy 5 years after action completed. |
| 1.6   | <b>Maintenance</b>                   | <p><i>The activities associated with the upkeep, repair, servicing, and preservation of internal/external conditions of premises, equipment, etc. (KAAA)</i></p> <p><b>See: Item 1.10 ASSET MANAGEMENT – Property Case Records</b> for records relating to monitoring of properties from construction through to disposal.</p> <p><b>See: GDS30v2:1.11 ASSET/PHYSICAL RESOURCE MANAGEMENT – Maintenance</b> - for records relating to maintenance of properties used by the agency.</p> |   |

|       |             |  |  |
|-------|-------------|--|--|
| 1.6.1 | Maintenance | <p>Records of Housing Maintenance (inspectors) reports, books, maintenance order books, non-conformance reports, maintenance report complaints, service performance analysis reports and contractor reports. Includes initiating documents provided to raise maintenance work orders for maintenance of group living projects, boarding houses, and emergency accommodation services etc. For example, history of repainting and repairs.</p> <p><b>See: Item 1.3.4 ASSET MANAGEMENT – Engineering and Technical Services</b> for records relating to the management of property termites.</p> <p><b>See: Item 1.3.2 ASSET MANAGEMENT – Maintenance</b> for records relating to asbestos identification, monitoring and removal.</p> | <p><b>TEMPORARY</b><br/>Destroy 50 years after action completed.</p> |
| 1.6.2 | Maintenance | <p>Records relating to maintenance including investigating, undertaking, and monitoring special projects such as the bulk provision of smoke alarms, ceiling insulation, safety doors and locks. Includes the operational aspects of maintenance including administrative and financial components, staff and tenant liaison, maintenance self-assessment reports, investigations, and audits on procedures. Includes call back forms and initiating documents provided to raise maintenance work orders.</p>  | <p><b>TEMPORARY</b><br/>Destroy 10 years after action completed.</p> |
| 1.6.3 | Maintenance | <p>Records of completed orders for repairs for 'outsourced repairs and maintenance work', including property handover forms, tenant satisfaction surveys and contractor liaison documentation.</p> <p><b>Note:</b> Excludes asbestos identification, monitoring and removal.</p> <p><b>See: Item 1.3.2 ASSET MANAGEMENT – Engineering and Technical Services</b> for records relating to asbestos identification, monitoring and removal.</p>  | <p><b>TEMPORARY</b><br/>Destroy 10 years after action completed.</p> |

|       |                                 |  |  |
|-------|---------------------------------|--|--|
| 1.6.4 | Maintenance                     | Records relating to the arrangements for the removal of goods left on vacancy and other payments of removal costs. Includes associated registers.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed. |
| 1.6.5 | Maintenance                     | Records relating to the financial arrangements of fencing. For example, cost sharing between SAHA and a property neighbour.  | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 1.7   | <b>Planning and Development</b> | <i>The activity of planning, surveying, and analysing the number and condition of housing stock in order to determine their suitability for projects and sales. Also includes the activities of managing housing stock available for tenant allocation.</i>  |  |
| 1.7.1 | Planning and Development        | Records of significant analysis (statistics and surveys of current usage), including portable sleep outs, single person households and head-leasing arrangements. Examples include Asset Condition Forecasting and 10 Year Forecasting.  | <b>PERMANENT</b>   |
| 1.7.2 | Planning and Development        | Records relating to asset planning for medium density and urban regeneration. Includes conversions and stock redevelopment/regeneration for both urban and regional areas.   | <b>PERMANENT</b>   |
| 1.7.3 | Planning and Development        | Records relating to special arrangements such as data exchange agreements, concessions, and pricing reviews. For example, market rents and previous transfers of property to the Urban Renewal Authority.  | <b>PERMANENT</b>   |
| 1.7.4 | Planning and Development        | Records relating to real estate development and town planning documentation. For example, analysis of the 30 years Greater Adelaide Plan involving housing stock usage.  | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |
| 1.7.5 | Planning and Development        | Double unit separation case files where the creation of new property files as separate identities is created i.e. titles, valuations, utilities services etc.<br><br><b>See: GDS30v2:1.11 ASSET/PHYSICAL RESOURCE MANAGEMENT – Maintenance -</b> for records relating to maintenance of properties used by the agency. | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |

|       |                           |  |  |
|-------|---------------------------|--|--|
| 1.7.6 | Planning and Development  | Records relating to the demolition of SAHA stock. For example, site plans, photographs, approvals, services disconnections, service separations and remediations, soil reports, termite reports, project records, titles and valuation records.  | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |
| 1.7.7 | Planning and Development  | Records relating to arrangements for council, land tax and water rates including meter reading, dispute resolution and fines recovery.   | <b>TEMPORARY</b><br>Destroy 10 years after action completed. |
| 1.7.8 | Planning and Development  | Supplementary records relating to planning and development including draft versions, reference materials and working papers.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 1.8   | <b>Program Management</b> | <i>The activities involved with managing, developing, supporting, and promoting a group of related projects in a highly coordinated manner for the benefit of the sector. May include joint ventures with the Commonwealth, other State and/or Local Government agencies as well as external service providers, non-governmental organisations and/or private enterprises.</i>   |  |
| 1.8.1 | Program Management        | Records relating to the development, implementation, ongoing monitoring, and audits of the effectiveness of SAHA programs and service delivery initiatives. Includes submissions, approvals, discussion papers, workshops, funding proposals and applications, legal opinion, research reports and recommendations, questionnaires, checklists, requests for information, performance figures and key performance indicators, program reports and analysis, survey material, data collection and feasibility studies, for example Better Neighbourhoods. | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |
| 1.8.2 | Program Management        | Supplementary/supporting records relating to the development of Agency programs and initiatives including draft versions, reference material and working papers.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 1.9   | <b>Project Management</b> | <i>The activities involved in the management of a defined series of actions including planning, implementing, monitoring, reporting, and assessing an endeavour that is created by the Government for the benefit of the housing sector. May include joint ventures with the Commonwealth, other State and/or Local Government agencies as well as external service providers, non-governmental organisations and/or private enterprises.</i>  |  |

|        |                              |  |  |
|--------|------------------------------|--|--|
| 1.9.1  | Project Management           | Records relating to the development, implementation, and management of substantial projects. Includes ongoing monitoring and audits of the project, submissions, approvals, funding proposals and applications, legal opinion, research reports and recommendations, performance figures and key performance indicators, reports and analysis and data collection including investigation and reporting on Aboriginal Heritage sites. Examples include group home and multi-story buildings projects including construction (1,000 Homes in 1,000 Days). | <b>PERMANENT</b>   |
| 1.9.2  | Project Management           | Records relating to the development, implementation, and management of other projects. Includes ongoing monitoring and audits of the project, submissions, approvals, funding proposals and applications, legal opinion, research reports and recommendations, performance figures and key performance indicators, reports and analysis and data collection. Examples include individual and double unit residential development projects.   | <b>TEMPORARY</b><br>Destroy 20 years after action completed.     |
| 1.9.3  | Project Management           | Records relating to joint ventures or Commonwealth/State operational projects where the Agency does not have a lead role or provides minimum input.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed.     |
| 1.10   | <b>Property Case Records</b> | <i>The processes associated with monitoring a property from construction through to disposal including painting, maintenance, construction of pergolas, installation of air-conditioners and home visit checks. Also referred to as a Dwelling File.</i><br><br><b>See: Item 1.6 ASSET MANAGEMENT – Maintenance</b> for records relating to upkeep and repair of properties.   |  |
| 1.10.1 | Property Case Records        | Records documenting condition monitoring and maintenance of regional properties including asbestos checklists, internal painting order forms, maintenance inspector reports and home visit checklists, contained in a property sleeve/docket.<br><br><b>See: GDS30v2:1.11.2 ASSET/PHYSICAL RESOURCE MANAGEMENT – Maintenance -</b> for records relating to maintenance of properties used by the agency included on an asbestos or hazardous substance register.   | <b>TEMPORARY</b><br>Destroy 40 years after disposal of property. |

| Item No.                    | FUNCTION<br>Activity / Process | Description / Disposal Class  | Disposal Action  |
|-----------------------------|--------------------------------|---|--|
| <b>2 COMMUNITY SERVICES</b> |                                |   |  |
| 2                           | <b>COMMUNITY SERVICES</b>      | <b>The function of design, delivery and evaluation of programs and services to ensure that individuals can access and remain in social housing (which includes public and community housing). This includes services for homeless, high needs and individuals with difficulties maintaining successful tenancies and is achieved via partnerships/joint ventures with Preferred Service Providers (PSPs).</b>   |  |
| 2.1                         | <b>Customer Case Records</b>   | <i>The activities involved in managing customer personal information as well as the case planning and service provision for agency customers. Includes complaints or fraud investigation relating to the customer.</i><br><b>See: Item 5.2 HOUSING – Customer Case Records</b> – for customer, client or tenant personal information as well as case planning and service provision for agency customers.   |  |
| 2.1.1                       | Customer Case Records          | Customer case records (including ATSI customers) developed by the Agency as part of its customer management support role for its social responsibility programs. For example, Aged Homeless Assistance Program. Includes case records previously held by funded service/support providers (PSP's). Also includes Customer Case Records relating to Emergency Housing and Transitional Accommodation.  | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |
| 2.1.2                       | Customer Case Records          | Supplementary records relating to emergency accommodation. For example Hotel booking confirmations.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 2.2                         | <b>Program Management</b>      | <i>The activities involved with managing initiatives in a highly coordinated manner including planning, implementing, monitoring, reporting, and assessing a long term or ongoing endeavour that is created by the Government for the benefit of the housing sector. May include joint ventures with the Commonwealth, other State and/or Local Government agencies as well as external service providers, non-governmental organisations and/or private enterprises.</i> |  |
| 2.2.1                       | Program Management             | Records relating to the development, implementation, ongoing monitoring, and audits of the effectiveness of Agency programs and initiatives. Includes submissions, approvals, funding proposals, reports, research, and recommendations. Program examples include AFSS, Kurlana Tanguinya 'New Dreams', Tika Turka, Street Connect and MAPS.  | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |

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| 2.2.2 | Program Management        | Supplementary records associated with providing ATSI customers short to medium term accommodation during their transition from an itinerant lifestyle. Also referred to as Transitional Accommodation.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 2.2.3 | Program Management        | Supplementary/ supporting records relating to the development of Agency programs and initiatives, including draft versions, reference material and working papers.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 2.3   | <b>Project Management</b> | <i>The activities involved in the management of a defined series of actions including planning, implementing, monitoring, reporting, and assessing a temporary or short-term endeavour that is created by the Government for the benefit of the housing sector. May include joint venture with the Commonwealth, other State, and/or Local Government agencies, as well as external service providers, non-governmental organisations, and/or private enterprises.</i> |  |
| 2.3.1 | Project Management        | Records relating to the development, implementation, ongoing management, monitoring and audits of the effectiveness of community service projects and initiatives capable of potentially generating significant public interest or media scrutiny. Includes submissions, approvals, funding proposals, reports, and recommendations. Examples include Homelessness Round Table and Inner City Rough Sleep Count.   | <b>PERMANENT</b>   |
| 2.3.2 | Project Management        | Records relating to the management of all other community service projects. Includes submissions, approvals, funding proposals, reports, and recommendations.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed. |

| Item No.                               | FUNCTION<br>Activity / Process                    | Description / Disposal Class   | Disposal Action  |
|--|---|--|--|
| <b>3 COMPLAINTS AND INVESTIGATIONS</b> |   |  |  |
| <b>3</b>                               | <b>COMPLAINTS<br/>AND<br/>INVESTIGATION<br/>S</b> | <b>The function of managing complaints and investigations in relation to substandard housing, including inspections to identify defects and the issuing of housing improvement orders.</b>   |  |
| <b>3.1</b>                             | <b>Cases -<br/>Complaints</b>                     | <i>The activities associated with managing case files relating to the handling of complaints received by the Housing Safety Authority (HSA). Activities documented in case files can include complaints, assessments, inspections, communications, requests for information and Orders.</i>  |  |
| <b>3.1.1</b>                           | Cases -<br>Complaints                             | Records relating to the handling of cases that may have established precedents, were instrumental in change in policy or legislation, or which created significant public interest or controversy. For example, housing improvement, excessive rent, landlord and tenant rent control investigation, safety checks on electrical wiring in properties. Includes records relating to compliance with requirements around prosecution. For example, arson on properties and drug labs. | <b>PERMANENT</b>   |
| <b>3.1.2</b>                           | Cases -<br>Complaints                             | Cases relating to the management of other complaints received by the HSA. Includes complaint forms, assessments, inspections, communications, requests for information and Orders.   | <b>TEMPORARY</b><br>Destroy 20 years after action completed. If in digital form maintain and reformat as required for administrative purposes. |

| Item No.                       | FUNCTION<br>Activity / Process   | Description / Disposal Class   | Disposal Action  |
|--------------------------------|----------------------------------|--|--|
| <b>4 CONVEYANCING SERVICES</b> |                                  |  |  |
| 4                              | <b>CONVEYANCING<br/>SERVICES</b> | <b>The function of managing the legal process of transferring title or ownership of land or property from one person to another. Includes providing conveyancing services to other government agencies.</b>  |  |
| 4.1                            | <b>Conveyancing</b>              | <i>The activities associated with preparing legal documents required for any real estate transaction. Includes preparation of contracts, settlements, applications for divisions, the creation of easements etc.</i>   |  |
| 4.1.1                          | Conveyancing                     | Records relating to the activities associated with conveyancing where SAHA has acted on behalf of a Minister or under delegation from a Minister. Examples include, the purchase or sale of government land when given an exemption under Premier and Cabinet Circular 114, sale of land under the <i>Criminal Assets Confiscation Act 2005</i> for the Director of Public Prosecutions or under delegation.<br><br><b>See: Item 4.1.4 CONVEYANCING SERVICES – Conveyancing</b> - for applications, rescissions, and consents for Affordable Housing Land Management Agreements. | <b>PERMANENT</b><br>Retain in agency.                        |
| 4.1.2                          | Conveyancing                     | Records relating to the activities associated with providing conveyancing services to Community Housing Providers under the <i>Community Housing Providers (National Law) Act 2013</i> . Includes transferring of land from SAHA to CHPs, from CHPs to SAHA and from one CHP to another.   | <b>TEMPORARY</b><br>Destroy 50 years after action completed. |
| 4.1.3                          | Conveyancing                     | Records in relation to correcting errors in ownership of a Title where SAHA has been responsible for the errors. Includes acting on behalf of the aggrieved party if agreed.   | <b>TEMPORARY</b><br>Destroy 50 years after action completed. |

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| 4.1.4 | Conveyancing | <p>Records relating to the activities associated with applications, rescissions, and consents for Affordable Housing Land Management Agreements.</p> <p><b>See: Item 4.1.1 CONVEYANCING SERVICES – Conveyancing</b> – records relating to Conveyancing where SAHA has acted on behalf of a Minister or under delegation from a Minister.</p> | <p><b>TEMPORARY</b><br/>Destroy 20 years after action completed.</p> |
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| Item No.         | FUNCTION<br>Activity / Process | Description / Disposal Class  | Disposal Action  |
|------------------|--------------------------------|---|--|
| <b>5 HOUSING</b> |                                |   |  |
| 5                | <b>HOUSING</b>                 | <b>The function of providing services and housing options for the community to deliver social and affordable housing to increase the ability for South Australians to achieve successful housing outcomes. Includes Aboriginal Housing, Affordable Housing, Community Housing and Public Housing.</b>   |  |
| 5.1              | <b>Appeals</b>                 | <i>The activities involved in the process of appeals against decision by application to a high authority. (KAAA)</i>  |  |
| 5.1.1            | Appeals                        | Records relating to customer (client or tenant) appeals against Agency decisions that have generated significant public interest or media scrutiny for which the Agency maintains a separate case file from its regular customer files. Includes records of the former Public Housing Appeal Panel, complainant correspondence as well as appeal reviews, panel reports and outcomes. | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |
| 5.1.2            | Appeals                        | Records relating to routine customer (client or tenant) appeals against Agency decisions for which the Agency maintains a separate case file from its regular customer files. Includes complainant correspondence as well as appeal reviews, panel reports and outcomes.  | <b>TEMPORARY</b><br>Destroy 15 years after action completed. |

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| 5.2   | <b>Customer Case Records</b> | <p><i>The activities involved in managing customer, client, or tenant personal information as well as the case planning and service provision for Agency customers. Includes complaints or fraud investigation relating to the customer. Also includes agency files from defunct and/or defunded service providers.</i></p> <p><i>Includes:</i></p> <ul style="list-style-type: none"> <li>• <i>personal information, banking, and employment details</i></li> <li>• <i>Applications relating to housing and outcomes including customer waiting list documentation and general correspondence</i></li> <li>• <i>Correspondence relating to the exchange of customer information with other customer support and funding organisations. For example, Centrelink</i></li> <li>• <i>Private Rental Assistance (PRAP) details</i></li> <li>• <i>Customer complaints, investigation, appeals and outcomes</i></li> <li>• <i>Tenant property information.</i></li> </ul> <p><i>Documentation relating to the determination of rebates and rent charges to tenants. Also includes general rent increase notification documents and rent review forms.</i></p> <p><b>See: Item 2.1 COMMUNITY SERVICES – Customer Case Records</b> – for community services programs and services.</p> <p><b>See: Item 6.1.1 KNOWLEDGE AND INFORMATION SYSTEMS – Systems Management</b> - for master databases.</p> |                  |
| 5.2.1 | Customer Case Records        | Customer case records of long term tenants that have an unbroken tenancy of more than 50 years.   | <b>PERMANENT</b> |

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| 5.2.2 | Customer Case Records | <p>Customer case records (including ATSI customers) including:</p> <ul style="list-style-type: none"> <li>• applications for financial assistance, change of circumstance forms, defaults on bond or financial guarantee. Includes special housing programs.</li> <li>• Tenant case records including requests for maintenance, rent reviews/assessments, internal redecoration forms, property condition reports, multiple transfer forms and regular tenant circumstance change reports. Includes special housing programs.</li> <li>• Customer case records previously held by defunct non-government PSP's that the Agency had joint venture dealings with under a grant funding agreement.</li> <li>• Case records relating to investigations and outcomes involving suspected customer fraud.</li> </ul> <p><b>See Item 6.1.1 KNOWLEDGE AND INFORMATION SYSTEMS – Systems Management</b> for master databases.</p> | <p><b>TEMPORARY</b><br/>Destroy 80 years after action completed.</p>                           |
| 5.2.3 | Customer Case Records | <p>Supplementary customer case records of short term value. Includes hardcopy records that are entered into systems shortly after creation. Includes:</p> <ul style="list-style-type: none"> <li>• Private Rental Assistance forms</li> <li>• Risk Assessment Tool</li> <li>• Home Visit Checklist</li> <li>• Rapid Risk Assessment Tool</li> <li>• Access Screening Tool</li> <li>• Access Assessment Tool</li> <li>• Risk Identification Tool</li> </ul>   | <p><b>TEMPORARY</b><br/>Destroy 2 months after entry verified on Agency customer database.</p> |
| 5.3   | <b>Joint Ventures</b> | <p><i>The activities involved in managing joint operations between departments, either within the organisation or with other organisations, or with the government, where there is a contract, joint contribution, or funds and/or time. Also includes private sector ventures with public sector organisations, and co-research or collaboration between inter-departmental units, departments, or organisations. (KAAA)</i></p>  |  |

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| 5.3.1 | Joint Ventures | Records or correspondence recording the interaction between the Agency and PSP's and records between the Agency and individual organisations. Includes agendas and minutes of meetings, details of financial and management assessments, and amalgamations of PSP's Also includes records documenting the closure and winding up of defunct co-operatives and associations and the development of the Com-house Co-operative. | <b>TEMPORARY</b><br>Destroy 80 years after action completed.               |
| 5.3.2 | Joint Ventures | Masters of all standard plans and specifications for Self-Build properties.   | <b>TEMPORARY</b><br>Destroy 10 years after property is sold or demolished. |
| 5.3.3 | Joint Ventures | Records of individual houses under construction. For example, site plans, participation agreements, copies of allotment plan, residential mortgage valuation, correspondence with local council, certificates of inspection with self-build clients and details of land purchase.   | <b>TEMPORARY</b><br>Destroy 10 years after property is sold or demolished. |
| 5.3.4 | Joint Ventures | Records relating to liaison during construction. Includes minutes of meetings with clients and building supervisors, time sheets and general correspondence with self-build groups.   | <b>TEMPORARY</b><br>Destroy 10 years after action completed.               |
| 5.3.5 | Joint Ventures | Records relating to building supervision. Includes building supervisors' reports and all correspondence including suppliers' quotes during the construction process.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed.               |
| 5.3.6 | Joint Ventures | Records of documents relating to claims made by groups on a regular basis for work progress and materials purchased.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed.               |
| 5.3.7 | Joint Ventures | Supplementary/supporting records relating to local government planning and development issues including liaison with local council authorities. Includes draft versions, reference materials and working papers.  | <b>TEMPORARY</b><br>Destroy 5 years after action completed.                |
| 5.4   | <b>Liaison</b> | <i>The activities associated with maintaining regular general contract between the organisation and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures. (KAAA)</i>                                      |  |

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| 5.4.1 | Liaison                   | Records documenting presentations and accommodation proposals to Local Government Authorities (Councils) for collaboration to deliver accommodation solutions for ATSI customers. Includes sketch designs by architects, presentations, and support documentation. For example, Yatala Housing Committee presentations regarding Newbuild properties.  | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |
| 5.4.2 | Liaison                   | Records documenting presentations, discussions, and accommodation proposals to Local Government Authorities (Councils) for collaboration to deliver accommodation solutions. Includes sketch designs by architects and presentations.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed. |
| 5.4.3 | Liaison                   | Records relating to routine customer relations initiatives designed to foster good relations between the Agency and its customers. For example, gardening competitions and plant give-a-ways.  | <b>TEMPORARY</b><br>Destroy 10 years after action completed. |
| 5.4.4 | Liaison                   | Supplementary/supporting records relating to the development of routine presentations and accommodation proposals to Local Government Authorities (Councils) for collaboration to deliver accommodation solutions. Includes draft versions, reference material and working papers.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 5.5   | <b>Program Management</b> | <i>The activities involved with managing, developing, supporting, and promoting a group of related projects in a highly coordinated manner for the benefit of the sector. May include joint ventures with the Commonwealth, other State and/or Local Government agencies as well as external service providers, non-governmental organisations and/or private enterprises.</i>   |  |
| 5.5.1 | Program Management        | Records relating to the management of programs including documentation in relation to the development, implementation, monitoring and audits of the effectiveness of Agency programs and initiatives. For example, submissions, approvals, funding proposals and applications, legal opinion, research reports and recommendations, performance figures and key performance indicators, reports and analysis, and data collection. | <b>TEMPORARY</b><br>Destroy 80 years after action completed. |

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| 5.5.2 | Program Management        | Supplementary/supporting records relating to the development of Agency programs and initiatives, including draft versions, reference material and working papers.  | <b>TEMPORARY</b><br>Destroy 5 years after action completed.  |
| 5.6   | <b>Project Management</b> | <i>The activities involved in the management of a defined series of actions including planning, implementing, monitoring, reporting, and assessing a temporary or short term endeavour that is created by the Government for the benefit of the housing sector. May include joint ventures with the Commonwealth, other State and/or Local Government agencies as well as external service providers, non-governmental organisations and/or private enterprises.</i> |  |
| 5.6.1 | Project Management        | Records relating to the management of substantial projects. Includes documentation relating to the development, implementation, ongoing monitoring, and audit of the effectiveness of Agency projects. Also includes successful tenders/contracts and investigation/reporting on Aboriginal Heritage sites.  | <b>PERMANENT</b>   |
| 5.6.2 | Project Management        | Records relating to the management of other projects). Includes documentation relating to the development, implementation, ongoing monitoring, and audit of the effectiveness of Agency projects.  | <b>TEMPORARY</b><br>Destroy 50 years after action completed. |
| 5.6.3 | Project Management        | Records relating to joint ventures or projects where the Agency does not have a lead role or provides minimum input.   | <b>TEMPORARY</b><br>Destroy 15 years after action completed. |
| 5.6.4 | Project Management        | Preliminary records relating to the tender process including unsuccessful tenders.   | <b>TEMPORARY</b><br>Destroy 8 years after action completed.  |
| 5.7   | <b>Training</b>           | <i>The activities associated with all aspects of training the Agency is involved in, for external service providers, Community Housing Organisations, cooperatives, associations, non-government organisations or external government agencies.</i><br><br><b>See: GDS30v2 Item 5.17 EMPLOYEE MANAGEMENT – Training</b> for all aspects of training (external/internal) available to employees   |  |
| 5.7.1 | Training                  | Masters of all guidelines, manuals and procedures developed for Community Housing Organisations, cooperatives, associations, and self-build clients.   | <b>TEMPORARY</b><br>Destroy 8 years after action completed.  |

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| 5.7.2 | Training | Supplementary/supporting records relating to the development of Agency training including draft versions, reference material and working papers. | <b>TEMPORARY</b><br>Destroy 5 years after action completed. |
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| Item No.                                   | FUNCTION<br>Activity / Process           | Description / Disposal Class   | Disposal Action                      |
|--|--|--|--------------------------------------|
| <b>6 KNOWLEDGE AND INFORMATION SYSTEMS</b> |  |  |                                      |
| 6  | <b>KNOWLEDGE AND INFORMATION SYSTEMS</b> | <b>The activities associated with maintaining and preserving Information Management systems including mainframes, databases, and hard copy memorabilia collections.</b>  |                                      |
| 6.1  | <b>Memorabilia Collection Management</b> | <i>The activities associated with maintaining and preserving physical memorabilia c1936 - 1990s of SAHA and predecessors.</i><br><br><b>See: GDS30</b> for common records made or received by SAHA and not covered by this RDS including awards, forms and stationery, newspapers, publications, financial reports, policies and procedures, strategic reports, and training material. |                                      |
| 6.1.1                                      | <b>Memorabilia Collection Management</b> | Original minutes, letters, correspondence, registers and indexes maintained as part of the memorabilia collection and not covered under other record classes.  | <b>PERMANENT</b>                     |
| 6.1.2                                      | <b>Memorabilia Collection Management</b> | Duplicates and copies of minutes, letters, correspondence, registers and indexes maintained as part of the memorabilia collection.   | <b>PERMANENT</b><br>Retain in agency |
| 6.1.3                                      | <b>Memorabilia Collection Management</b> | Original drawings, plans, specifications, charts of dwellings and sites maintained as part of the memorabilia collection and not covered under other record classes.   | <b>PERMANENT</b>                     |
| 6.1.4                                      | <b>Memorabilia Collection Management</b> | Duplicates and copies of drawings, plans, specifications, charts of dwellings and sites maintained as part of the memorabilia collection.  | <b>PERMANENT</b><br>Retain in agency |
| 6.1.5                                      | <b>Memorabilia Collection Management</b> | Original photographs that are dated and where subjects of people are identified, maintained as part of the memorabilia collection and not covered under other record classes.  | <b>PERMANENT</b>                     |
| 6.1.6                                      | <b>Memorabilia Collection Management</b> | Duplicate copies and prints of photographs, as well as photographs with no date or identification, maintained as part of the memorabilia collection.   | <b>PERMANENT</b><br>Retain in agency |

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| 6.1.7 | <b>Memorabilia Collection Management</b> | Original audio visual material maintained as part of the memorabilia collection and not covered under other record classes.  | <b>PERMANENT</b>  |
| 6.1.8 | <b>Memorabilia Collection Management</b> | Duplicates and copies of audio visual material maintained as part of the memorabilia collection.   | <b>PERMANENT</b><br>Retain in agency                        |
| 6.1.9 | <b>Memorabilia Collection Management</b> | Records created or received by tenants or third parties. For example rent books donated to the memorabilia collection.<br><br>Includes memorabilia objects such as plaques, paintings, posters, stamps, instruments, plates, trays, trophies and certificates.   | <b>PERMANENT</b><br>Retain in agency                        |
| 6.2   | <b>Systems Management</b>                | <i>The activities associated with managing line of business systems and master databases of SAHA and predecessors.</i>   |   |
| 6.2.1 | Systems Management                       | Records, information, and metadata held within line of business applications and master databases not covered elsewhere. Including but not limited to: <ul style="list-style-type: none"> <li>• Mainframe</li> <li>• Salesforce</li> <li>• BST Connect</li> <li>• PR Connect</li> <li>• Maintenance Call Centre System</li> </ul> <p><b>See: Item 5.2 HOUSING – Customer Case Records</b> – for customer, client or tenant personal information as well as case planning and service provision for agency customers.</p> <p><b>See: Item 5.2.2 HOUSING – Customer Case Records</b> – for customer case records (including ATSI).</p> | <b>PERMANENT</b><br>Retain in agency.                       |
| 6.2.2 | Systems Management                       | Supplementary records relating to the management of line of business systems and master databases.   | <b>TEMPORARY</b><br>Destroy 5 years after action completed. |

Appendix A – SAHA Organisation Chart – As at Nov 2019

