

Queensland Museum Retention and Disposal Schedule

Responsible public authority: Queensland Museum

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| Queensland Disposal Authority Number (QDAN) | 697 | Version | 1 |
| Date of approval | 30 January 2014 | | |
| Approved by State Archivist | Ms Janet Prowse | | |
| QSA File Reference | QSA14/165 | | |

Scope of Retention and Disposal Schedule

This schedule covers the core business records created by the Queensland Museum Network, including the Queensland Museum South Bank, the Sciencentre, the Railway Workshops Museum, Cobb + Co Museum, the Museum of Tropical Queensland and Hendra (QM Annex).

It covers the functions of collection management, event and exhibition management, public programs, research and commercial services.

This Schedule is to be used in conjunction with the [*General Retention and Disposal Schedule for Administrative Records*](#) (GRDS).

References to repealed legislation within this Schedule may be taken to be a reference to current legislation if the context permits.

In the event of an administrative change, or the transfer of a function from one public authority to another, this retention and disposal schedule will continue to apply to the records covered by the schedule. For further advice on the currency of approved retention and disposal schedules following administrative change, please contact Agency Services at Queensland State Archives on (07) 3131 7777.

Record Formats

This Schedule applies to records created in all formats, unless otherwise specified in the class description. This includes, but is not limited to, records in business systems, maps, plans, photographs, motion picture and records created using web 2.0 media.

Authority

Authorisation for the disposal of public records is given under s.26 of the *Public Records Act 2002* (the Act).

No further authorisation is required from the State Archivist for records disposed of under this schedule. However, the disposal of all public records must be endorsed by the public authority's Chief Executive Officer, or authorised delegate, in accordance with *Information Standard 31: Retention and Disposal of Public Records*, and recorded in the public authority's disposal log.

Public records that are not covered by an approved retention and disposal schedule cannot be disposed of by a public authority.

Disposal of public records not covered by an approved retention and disposal schedule is a contravention of s.13 of the Act.

Queensland State Archives

Department of Science, Information Technology, Innovation and the Arts

Revocation of previously issued disposal authorities

Any previously issued disposal authority which covers disposal classes described in this retention and disposal schedule is revoked. Queensland Museum should take measures to withdraw revoked disposal authorities from circulation.

Public records sentenced under revoked retention and disposal schedules should be re-sentenced prior to disposal.

For further advice on the currency of approved retention and disposal schedules, please contact Agency Services at Queensland State Archives on (07) 3131777.

Retention of records

All of the retention periods in this schedule are the minimum period for which the sentenced records must be maintained. Public records cannot be disposed of prior to the expiration of the appropriate retention period. However, there is no requirement for public records to be destroyed at the expiration of a minimum retention period.

Public records must be retained for longer if:

- i. the public record is or may be needed in evidence in a judicial proceeding, including any reasonably possible judicial proceeding
- ii. the public records may be obtained by a party to litigation under the relevant Rules of Court, whether or not the State is a party to that litigation
- iii. the public record must be retained pursuant to the *Evidence Act 1977*
- iv. there is a current disposal freeze in relation to the public record, or
- v. there is any other law or policy requiring that the public record be retained.

This list is not exhaustive.

Public records which deal with the financial, legal or proprietary rights of the State of Queensland or a State related Body or Agency regarding another legal entity and any public record which relates to the financial, legal or proprietary rights of a party other than the State are potentially within the category of public records to which particular care should be given prior to disposal.

Records which are subject to a Right to Information application are to be retained for the period specified in section 9 – INFORMATION MANAGEMENT of the [*General Retention and Disposal Schedule for Administrative Records*](#) in addition to their required retention period according to an approved retention and disposal schedule. The two periods run concurrently, and may result in a longer required retention period overall. This is in order to cover all appeal and review processes. Even though the records subject to an application may be ready for disposal according to an approved retention and disposal schedule at the time of the Right to Information application, the additional Right to Information retention requirements must still be applied. See section 9 – INFORMATION MANAGEMENT of the [*General Retention and Disposal Schedule for Administrative Records*](#) for records of Right to Information applications.

The disposal of public records should be documented in accordance with the requirements of *Information Standard 31: Retention and Disposal of Public Records*.

For further advice on the retention and disposal of public records under an approved retention and disposal schedule, please refer to the Queensland State Archives website or contact Agency Services at Queensland State Archives on 07 3131 7777.

Records created before 1950

Records described in QDAN697v1 that were created before 1950 should be referred to Queensland State Archives for further appraisal before any disposal action is taken by the public authority. For further advice please refer to the Public Records Brief: [Pre-1950s public records](#) which is available from the Queensland State Archives' website.

Transfer of public records to Queensland State Archives

Records covered by a class with the disposal action of 'Retain permanently' should be transferred to Queensland State Archives with the approval of the State Archivist. Records covered by a class with the disposal action of 'Retain permanently by the Queensland Museum' are not eligible for transfer to Queensland State Archives unless re-appraised and assigned a disposal action of 'Retain permanently'.

Agencies are required to submit a transfer proposal containing details of the records under consideration for transfer. Queensland State Archives will assess the transfer proposal before formal approval to transfer is issued. Please refer to the Guideline on [Transferring Public Records to Queensland State Archives](#) available from the Queensland State Archives' website. The State Archivist reserves the right to revise any previous decisions made with regard to the appraisal and transfer of records. Contact Agency Services at Queensland State Archives on (07) 3131 7777 for further details.

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1. ABORIGINAL AND TORRES STRAIT ISLANDER COLLECTION MANAGEMENT

The function of control and management of all museum collections relating to Aboriginal and Torres Strait Islander heritage. This includes natural history, historical, technological, ethnographic and culturally sensitive collections, including library collections. Includes acquisition, documentation, interpretation, preservation and repatriation.

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|---------------------|
| 1.1 | <p>SECRET AND SACRED OBJECTS</p> <p><i>The activity of managing the storage and return of secret and sacred objects and the repatriation of human remains, in accordance with the wishes of communities, including Aboriginal and Torres Strait Islander communities, the place of origin and any appropriate persons where traditional rights can be substantiated. Also includes the role of Queensland Museum as the custodian of secret and sacred objects and human remains.</i></p> | | |
| 1.1.1 | <p>Advice</p> <p>Records relating to the provision of advice by Queensland Museum regarding Aboriginal and Torres Strait Islander secret and sacred objects and the repatriation of human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • deaccessioning advice • donations and bequests advice • repatriation advice • safe keeping advice. | Permanent | Retain permanently. |
| 1.1.2 | <p>Audit</p> <p>Records relating to internal and external audits of the management of secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • external audits • internal audits • loans audits • temporary custody audits. | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|---------------------|
| 1.1.3 | <p>Community Room</p> <p>Records relating to the management of the Community Room. Includes authorisations to access secret and sacred objects and human remains, scheduling and environmental monitoring.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • consultation • exchanges • identification • storage. | Permanent | Retain permanently. |
| 1.1.4 | <p>Disposal</p> <p>Records relating to the disposal of secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • conversion to another medium or format documentation • destruction documentation • transfers documentation <p><i>See reference number 1.1.8 for Repatriation</i></p> | Permanent | Retain permanently. |
| 1.1.5 | <p>Loans</p> <p>Records relating to the temporary loan of secret and sacred objects and human remains, including the transfer of custodial care to another party. Also includes borrowing of items by Queensland Museum.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • insurance • rights and responsibilities agreements • terms and conditions • transportation and storage. | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 1.1.6 | <p>Provenance</p> <p>Records relating to the history of ownership and exhibition of secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • identification documentation • provenance documentation • restoration reports • treatment reports. | Permanent | Retain permanently. |
| 1.1.7 | <p>Quarantine</p> <p>Records relating to quarantine arrangements for importing and exporting secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • confiscation records • destruction of items reports • notifications documentation. | Permanent | Retain permanently by Queensland Museum. |
| 1.1.8 | <p>Repatriation</p> <p>Records relating to the formal repatriation of secret and sacred objects and human remains. Includes return of objects and repatriation of human remains and transfer of custody to traditional owners.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • notifications documentation • reports. | Permanent | Retain permanently. |
| 1.1.9 | <p>Safe keeping</p> <p>Records relating to the acquisition of culturally sensitive material, including secret and sacred objects and human remains. Includes acquisition by purchase, donation, acceptance and receipt of a gift or trade.</p> | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| | <p>Records may include, but are not limited to records documenting:</p> <ul style="list-style-type: none"> • acquisitions • bequests • donations. | | |
| 1.1.10 | <p>Storage</p> <p>Records relating to storage facilities for secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • certifications • environmental monitoring • insurance policies • storage facilities. | Permanent | Retain permanently by Queensland Museum. |
| 1.1.11 | <p>Research</p> <p>Records relating to research and investigation into culturally sensitive material, including secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • recommendations • reports • research strategies. | Permanent | Retain permanently. |
| 1.1.12 | <p>Valuation</p> <p>Records relating to the valuation of secret and sacred objects and human remains.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • certifications. • valuations. | Permanent | Retain permanently. |

2. MUSEUM COLLECTION MANAGEMENT

The function of control and management of all natural history, historical, technological, ethnographic and culturally sensitive museum collections, including library collections. Includes acquisition, documentation, interpretation, preservation and repatriation.

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 2.1 | <p>ACCESS</p> <p><i>The activity of providing access to museum collections, including library collections. Includes locating relevant information through catalogues, indexes and other finding aids.</i></p> | | |
| 2.1.1 | <p>Permissions</p> <p>Records relating to administering access permissions to museum collections, including requests for access from members of the public, researchers, staff members and other institutions.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • policy • requests. | Permanent | Retain permanently by Queensland Museum. |
| 2.2 | <p>ACCESSIONING</p> <p><i>The activity of establishing physical and intellectual control over museum collections, including library collections. Includes gifts, bequests, purchases and transfers from other institutions.</i></p> | | |
| 2.2.1 | <p>Accessioning</p> <p>Records relating to information and systems required to take physical and legal custody of collection items. Includes information on provenance, contents and format.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • descriptive information • finding aids • research and investigations. | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 2.3 | <p>ACQUISITIONS</p> <p><i>The activity of acquiring museum collections, including library collections through donations, bequests, purchases and transfers from other institutions.</i></p> | | |
| 2.3.1 | <p>Acquisitions</p> <p>Records relating to the acquisition of museum collections, including library collections. Includes donations, purchase information, agreements, deeds, wills, valuations, financial records, correspondence and any permits required to acquire museum collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • assessments and justifications • documentation on donations and bequests • permits. • records of purchase • research and investigation reports • transfer of ownership papers. | Permanent | Retain permanently. |
| 2.3.2 | <p>Acquisitions – rejected</p> <p>Records relating to offers of museum items, including rare books not accepted for museum and library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • documentation on gifts and bequests • research and investigation. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 2.4 | <p>ADVICE</p> <p><i>The activity of giving and receiving advice on museum collections, including library collections. Includes advice to and from the general public, other institutions, researchers and staff members.</i></p> <p><i>See reference number 1.1.1 for advice on secret and sacred objects and repatriation of human remains.</i></p> | | |
| 2.4.1 | <p>Inquiries</p> <p>Records relating to receiving and responding to inquiries on museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • advice • research • written and telephone inquiries. | Temporary | Retain for 10 years after last action. |
| 2.5 | <p>ARRANGEMENTS</p> <p><i>The activity of making arrangements for the receipt and storage of museum collections, including library collections.</i></p> | | |
| 2.5.1 | <p>Arrangements</p> <p>Records relating to the transferring, storing, exhibiting and exchanging of museum collections, including library collections. Includes deliveries of museum items and equipment, authorisations and entitlements which are managed by collection managers, curators and conservators.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • authorisations • exhibition arrangements • insurance policies • storage facilities • transportation. | Permanent | Retain permanently by Queensland Museum. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 2.5.2 | <p>Storage</p> <p>Records relating to storage areas for museum collections, including library collections which are managed by facilities managers.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • authorisations • certifications • environmental monitoring • insurance policies. | Permanent | Retain permanently by Queensland Museum. |
| 2.6 | <p>AUDIT</p> <p><i>The activity of auditing museum collections, including library collections, programs and operations to ensure compliance with agreed or legislated standards.</i></p> <p><i>See reference number 1.1.2 for audits of secret and sacred objects and repatriation of human remains.</i></p> | | |
| 2.6.1 | <p>Audit</p> <p>Records relating to internal or external audits of museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • external audits • internal audits. | Permanent | Retain permanently by Queensland Museum. |
| 2.6.2 | <p>Inventory</p> <p>Records relating to stocktaking of museum collections, including library collections. Includes counting of items and identification of missing items.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • condition reports • missing items reports • stock take records. | Permanent | Retain permanently by Queensland Museum. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|---------------------|
| 2.7 | <p>CONSERVATION</p> <p><i>The activity of conserving museum collections, including library collections to ensure long term preservation. Includes examination, documentation, preventive care, treatments, research and education.</i></p> | | |
| 27.1 | <p>Conservation</p> <p>Records relating to assessing the condition of museum items and rare books and reports of any chemical or physical treatments required for long term preservation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • condition reports • conservation reports. | Permanent | Retain permanently. |
| 2.7.2 | <p>Conservation research</p> <p>Records relating to research and experimentation that produces new knowledge to improve conservation of museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • literature reviews • research methodologies • treatments. | Permanent | Retain permanently. |
| 2.8 | <p>DEACCESSIONING</p> <p><i>The activity of removing accessioned materials from museum collections, including library collections.</i></p> | | |
| 2.8.1 | <p>Deaccessioning</p> <p>Records relating to identifying and removing items from museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • decisions • justifications • notifications to owners of items • recommendations. | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|---------------------------------------|
| 2.9 | <p>DISPOSAL</p> <p><i>The activity of disposing of items from museum collections, including library collections where custody and ownership of items was transferred to Queensland Museum at the time of acquisition. Includes transfers to other institutions and destruction.</i></p> <p><i>See reference number 2.14.1 for repatriation of museum items where ownership was not transferred to Queensland Museum.</i></p> <p><i>See reference number 1.1.4 for disposal of secret and sacred objects and repatriation of human remains.</i></p> | | |
| 2.9.1 | <p>Disposal</p> <p>Records relating to the disposal of items from museum collections, including library collections. Includes disposal by sale, transfers to other institutions, conversion to another format and destruction.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none"> • auction records • destruction logs • sale documents. | Permanent | Retain permanently. |
| 2.10 | <p>ENVIRONMENTAL MONITORING</p> <p><i>The activity of creating and maintaining appropriate environmental conditions for museum collections, including library collections. Includes monitoring of temperature, humidity, air quality, light and biological infestation.</i></p> | | |
| 2.10.1 | <p>Environmental conservation</p> <p>Records relating to routine monitoring of environmental conditions, including pest management and mould growth.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • air quality and conditioning reports • inspections • lighting reports • temperature reports. | Temporary | Retain for 5 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 2.10.2 | <p><i>Environment reports and studies</i></p> <p>Records relating to reports and studies on environmental monitoring of museum collections, including library collections. Includes reports and studies on light exposure, humidity, temperature, pollutants and pest control.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • recommendations • rectification actions • reports • treatments. | Permanent | Retain permanently by Queensland Museum. |
| 2.11 | <p>LOANS</p> <p><i>The activity of managing the temporary transfer of museum collections, including library collections for the purposes of exhibition, consultation and reproduction. Also includes borrowing of items from another party.</i></p> <p><i>See reference number 1.1.5 for loans of secret and sacred objects and repatriation of human remains.</i></p> | | |
| 2.11.1 | <p><i>Loans</i></p> <p>Records relating to the temporary loan of items from museum collections, including library collections. Also includes items borrowed by Queensland Museum.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • condition reports • insurance policies • rights and responsibilities agreements • terms and conditions • transportation. | Permanent | Retain permanently. |
| 2.12 | <p>PROVENANCE</p> <p><i>The activity of obtaining information regarding the origins, custody and ownership of items in museum collections, including library collections.</i></p> <p><i>See reference number 1.1.6 for provenance of secret and sacred objects and repatriation of human remains.</i></p> | | |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|---------------------------------------|
| 2.12.1 | <p>Provenance</p> <p>Records relating to the history of ownership and exhibition of items in museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • provenance documentation • restoration reports • treatment reports. | Permanent | Retain permanently. |
| 2.13 | <p>QUARANTINE</p> <p><i>The activity of managing quarantine arrangements for importing and exporting museum collections, including library collections.</i></p> <p><i>See reference number 1.1.7 for quarantine of secret and sacred objects and repatriation of human remains.</i></p> | | |
| 2.13.1 | <p>Quarantine</p> <p>Records relating to quarantine arrangements for importing and exporting items in museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • confiscation records • destruction of items reports • notifications documentation. | Temporary | Retain for 10 years after lat action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|---------------------|
| 2.14 | <p>REPATRIATION</p> <p><i>The activity of managing the formal disposal of museum items where Queensland Museum was the custodian only. Includes the return of items to legitimate owners.</i></p> <p><i>See reference number 2.9.1 for disposal of museum items where custody and ownership was transferred to Queensland Museum.</i></p> <p><i>See reference number 1.1.8 for repatriation of secret and sacred objects and repatriation of human remains.</i></p> | | |
| 2.14.1 | <p>Repatriation</p> <p>Records relating to the formal repatriation of museum collections, including library collections. Includes return of items to legitimate owners and transfer of custody.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • arrangements • notifications reports • transfers documentation. | Permanent | Retain permanently. |
| 2.15 | <p>VALUATION</p> <p><i>The activity of valuing museum collections, including library collections, to determine fair market value.</i></p> <p><i>See reference number 1.1.12 for valuation of secret and sacred objects and human remains.</i></p> | | |
| 2.15.1 | <p>Valuation</p> <p>Records relating to the valuation of museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • certifications. • valuations. | Permanent | Retain permanently. |

3. COMMERCIAL SERVICES

The function of marketing and distributing products and services on a commercial basis. Includes wholesale trading, retail, online sales, museum tours, holiday programs, ticketing, venue hire, catering and the commercial operations of the Sciencentre.

See **PUBLISHING** for marketing of Queensland Museum books.

See the General Retention and Disposal Schedule for Administrative Records for records of Committees.

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 3.1 | <p>FRONT OF HOUSE SERVICES</p> <p><i>The activity of providing reception services, museum admissions and protective services.</i></p> | | |
| 3.1.1 | <p>Front of house</p> <p>Records relating to museum visitors, including reception and the allocation of staff to manage and direct museum visitors.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • complaints • customer service records • surveys • visitor analyses. | Temporary | Retain for 10 years after last action. |
| 3.2 | <p>HERITAGE WORKSHOPS</p> <p><i>The activity of conducting workshops in traditional trades, including stonemasonry, blacksmithing and millinery. Instruction in trade skills is by skilled artisans and conducted in custom built factory facilities.</i></p> | | |
| 3.2.1 | <p>Heritage workshops</p> <p>Records relating to workshops and instruction in traditional trades.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • customer service records • marketing materials • planning documents • surveys. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 3.3 | <p>OPERATING LICENCES, PERMITS AND REGISTRATIONS</p> <p><i>The activity of operating a business and gaining relevant permission from a legislative authority through applications, approvals, accreditations and inspections.</i></p> | | |
| 3.3.1 | <p><i>Operating Licences and Permits</i></p> <p>Records relating to licences and permits, including health certificates and railway environment regulations, granted by authorities to the Queensland Museum to carry out business activities and other actions.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • certificates • notifications. | Permanent | Retain permanently by Queensland Museum. |
| 3.3.2 | <p><i>Registrations</i></p> <p>Records relating to the registration made with authorities for certain rights and privileges for trading with respect to business names.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications • certificates • notifications. | Permanent | Retain permanently by Queensland Museum. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 3.4 | <p>ORDER PROCESSING <i>The activity of receiving and processing orders for Queensland Museum publications.</i></p> | | |
| 3.4.1 | <p>Order processing Records relating to the processing of orders, including delivery of orders and managing product returns. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • enquiries • inventory • publications • reports. | Temporary | Retain for 7 years after the financial year to which the records relate. |
| 3.5 | <p>RETAIL SERVICES <i>The activity of managing wholesaling and retailing of products, services and programs through Queensland Museum outlets. Includes retail shops, cafes, online sales, tours and holiday programs.</i> <i>See the General Retention and Disposal Schedule (GRDS) for the retention and disposal of financial records.</i></p> | | |
| 3.5.1 | <p>Products and services Records relating to the provision of products and services for staff, students and visitors throughout Queensland Museum retail outlets, including shops and cafes. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • complaints • customer service inquiries • surveys. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 3.5.2 | <p>Visitor and financial reports</p> <p>Records relating to the number of museum visitors and revenue received from museum visits. Includes summary reports.</p> <p>Records may include, but are not limited:</p> <ul style="list-style-type: none"> • customer service records • fees and concessions • planning documents • visitor analyses. | Temporary | Retain for 10 years after last action. |
| 3.5.3 | <p>Commissions and royalties</p> <p>Records relating to the management of commissions and royalties received or paid by Queensland Museum during commercial operations.</p> <p>Record may include, but are not limited to:</p> <ul style="list-style-type: none"> • event management records • exhibition payments • publications. | Temporary | Retain for 10 years after last action. |

4. EVENT AND EXHIBITION MANAGEMENT

The function of developing and managing events, exhibitions, festivals and conferences for cultural or educational purposes. Includes travelling exhibitions, competitions, and exhibitions curated from the permanent collection or from borrowed works.

See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records of Committees.

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|---------------------|
| 4.1 | <p>EVENTS AND EXHIBITIONS</p> <p><i>The activity of developing and managing events and exhibitions in various formats. Includes events and exhibitions developed by Queensland Museum and by collaboration with external organisations.</i></p> | | |
| 4.1.1 | <p>Significant events and exhibitions</p> <p>Records relating to the design, development and installations of significant events and exhibitions, including permanent and travelling exhibitions. Includes event and exhibitions of state, national and international significance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • evaluation • contracts • customer service records • design and installation plans • marketing materials • project plans, timelines, reports • research reports. | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 4.1.2 | <p><i>Routine events and exhibitions</i></p> <p>Records relating to the design, development and installations of routine events and exhibitions, including travelling exhibitions not covered under reference 4.1.1.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none">• evaluation• contracts• customer service records• design and installation plans• marketing materials• project plans, timelines, reports• research reports. | Temporary | Retain for 10 years after last action. |

5. FUNDRAISING

The function of raising funds, including receiving bequests, philanthropic grants, sponsorship and financial donations. Does not include funding from the State government.

See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records of Committees and Conferences.

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|------------------------------------|
| 5.1 | <p>CORPORATE FUNDRAISING</p> <p><i>The activity of raising funds and attracting sponsorship and support from the corporate sector. Includes partnerships and in-kind arrangements.</i></p> | | |
| 5.1.1 | <p>Corporate membership register</p> <p>Records relating to contact and mailing lists used for corporate fundraising activities. Includes the corporate membership register maintained by the Queensland Museum Foundation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications. | Temporary | Retain entries until superseded. |
| 5.1.2 | <p>Corporate memberships</p> <p>Records relating to financial benefits for corporate members, including members of the public who can be corporate members. Includes corporate packages which may consist of invitations, discounts and publications.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications • project plans, timelines, reports. | Temporary | Retain 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 5.1.3 | <p><i>Policy</i> Records relating to policies, standards, guidelines and procedures for sponsorship. Includes fraud control policies and instructions. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • policies • procedures • research. | Permanent | Retain permanently. |
| 5.1.4 | <p><i>Sponsorships and partnerships - successful</i> Records relating to successful sponsorships and partnerships for fundraising activities. Includes specific projects and kits tailored to sponsors. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications • events • marketing • planning • project plans, timelines, reports. | Temporary | Retain for 10 years after last action. |
| 5.1.5 | <p><i>Sponsorships – unsuccessful</i> Records relating to unsuccessful applications for corporate sponsorships and partnerships. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications • notifications • research. | Temporary | Retain for 5 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 5.2 | <p>DEEDS</p> <p><i>The activity of establishing the Trust Deed of the Queensland Museum Foundation Trust for charitable purposes.</i></p> | | |
| 5.2.1 | <p>Deeds</p> <p>Records relating to the establishment of the Queensland Museum Foundation Trust as a charitable trust.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • policy • project plans, timelines, reports. | Permanent | Retain permanently. |
| 5.3 | <p>EVENTS AND PROJECTS</p> <p><i>The activity or organising fundraising events and managing projects for the Queensland Museum Foundation. Includes planning, marketing and reporting on events and projects.</i></p> | | |
| 5.3.1 | <p>Event and project organisation</p> <p>Records relating to organising events and managing projects. Includes programs, guest lists and photographs.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • marketing • project plans • reports • timelines. | Temporary | Retain for 10 years after last action. |
| 5.3.2 | <p>Event and project reporting</p> <p>Records relating to reviewing and reporting on events and projects. Includes event and project registers, contracts and evaluations.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • evaluation • project plans, timelines, reports • reviews. | Temporary | Retain for 10 years after last action. |

6. PUBLIC AND EDUCATION PROGRAMS

The function of creating and delivering educational programs to stimulate and broaden public interest, enjoyment and understanding of museum collections, including library collections.

See the General Retention and Disposal Schedule for Administrative Records (GRDS) for Committees and Visitor Injury Compensation Claims.

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 6.1 | <p>HOLIDAY PROGRAMS</p> <p><i>The activity of delivering holiday programs to the general public by Queensland Museum. Includes programs of cultural, historical and scientific interest.</i></p> | | |
| 6.1.1 | <p><i>Holiday programs</i></p> <p>Records relating to the planning, running and evaluation of holiday programs delivered by Queensland Museum. Includes partnership programs within the Cultural Precinct.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • evaluation • liaison • marketing • program plans. | Temporary | Retain for 10 years after last action. |
| 6.1.2 | <p><i>Holiday programs - registrations</i></p> <p>Records relating to the registration of the general public and school groups for holiday programs. Includes names of participants and dates of visits.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 6.1.3 | <p><i>Holiday programs – statistics</i> Records relating to statistical summaries of holiday programs that are included in the Annual Report. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports. | Temporary | Retain until publication of Annual Report. |
| 6.2 | <p>REMINISCENCE PROGRAMS <i>The activity of delivering reminiscence programs in consultation with community groups. Includes supply of reminiscence kits.</i></p> | | |
| 6.2.1 | <p><i>Reminiscence programs</i> Records relating to reminiscence programs. Includes researching, reviewing and supplying reminiscence kits. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • evaluation • liaison records • marketing • program plans. | Temporary | Retain for 10 years after last action. |
| 6.2.2 | <p><i>Reminiscence programs – registrations</i> Records relating to the registration of visitors for reminiscence programs. Includes names of participants and dates of visits. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|---|
| 6.2.3 | <p><i>Reminiscence programs – statistics</i> Records relating to statistical summaries of reminiscence programs that are included in the Annual Report. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports . | Temporary | Retain until publication of Annual Report. |
| 6.2.4 | <p><i>Reminiscence kits</i> Records relating to researching and developing reminiscence programs and kits. Record may include, but are not limited to:</p> <ul style="list-style-type: none"> • community relations files • liaison records. | Temporary | Retain for 5 years after kits are superseded. |
| 6.3 | <p>SCHOOLS AND GROUPS <i>The activity of delivering programs to schools and community groups to broaden interest, enjoyment and understanding of museum collections, including library collections. Includes education programs consistent with school curricula.</i></p> | | |
| 6.3.1 | <p><i>Schools and groups - programs</i> Records relating to education programs for schools and groups. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • evaluation • liaison • marketing • program plans. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 6.3.2 | <p><i>Schools and groups – registrations</i></p> <p>Records relating to the registration of school and community groups for museum public programs. Includes names of participants and dates of visits.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports. | Temporary | Retain for 10 years after last action. |
| 6.3.2 | <p><i>Schools and groups – statistics</i></p> <p>Records relating to statistical summaries of public programs that are included in the Annual Report.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports. | Temporary | Retain until publication of Annual Report. |
| 6.3.4 | <p><i>Teachers – Professional Development</i></p> <p>Records relating to professional development delivered by Queensland Museum. Includes programs, subjects and names and dates of attendees.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison records • reports • research. | Temporary | Retain for 10 years after last action. |

7. PUBLISHING

The function of producing and publishing various publications relating to the functions of Queensland Museum. Publications include scientific and natural history periodicals, scientific texts and special interest research. The publishing service is undertaken as a joint venture with commercial publishing companies and produces books, papers, reports, posters, catalogues and brochures.

See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records of Committees, corporate style and inventory.

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 7.1 | <p>IMAGES</p> <p><i>The activity of capturing photographs, pictures, designs, drawings, video and other illustrated materials unique to Queensland Museum collections, including library collections. Includes permissions for use of images, intellectual property rights and copyright for works created by Queensland Museum.</i></p> | | |
| 7.1.1 | <p>Images</p> <p>Records relating to visual materials, including prints, paintings, photographs, motion pictures, video and digital images of museum collections, including library collections. Includes permissions for use and intellectual property rights.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • Digital asset management (DAMS) • joint ventures • liaison. | Permanent | Retain permanently by Queensland Museum. |
| 7.2 | <p>QUEENSLAND MUSEUM PUBLICATIONS</p> <p><i>The activity of researching, developing and publishing Queensland Museum publications. Includes design, layout, desktop publishing, printing and binding.</i></p> <p><i>See reference number 2.4.1 for Order Processing</i></p> | | |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 7.2.1 | <p>Design</p> <p>Records relating to the design, drafting and preparation of Queensland Museum publications.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • Digital Asset Management (DAMS) • joint ventures • liaison • research. | Temporary | Retain for 15 years after last action. |
| 7.2.2 | <p>Publication</p> <p>Records relating to the production of Queensland Museum publications. Includes graphic design, indexing, drafts, proof reading, printing and binding.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • design • Digital Asset Management (DAMS) • joint ventures • research. | Temporary | Retain for 15 years after last action. |
| 7.2.3 | <p>Reproduction services</p> <p>Records relating to the reproduction of items from museum collections, including library collections for commercial use.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • agreements • Digital Asset Management DAMS) • liaison • requests • research. | Temporary | Retain for 15 years after last action. |

8. RESEARCH MANAGEMENT

The function of increasing knowledge of natural history and cultural heritage through scientific investigation. Includes the management of research priorities, research activities and fieldwork and the administration of collaborative projects.

See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records of agency surveys, Committees and presentations.

| Reference | Description of records | Status | Disposal action |
|-----------|--|-----------|--|
| 8.1 | <p>ANIMAL ETHICS</p> <p><i>The activity of addressing ethical issues in research on non-human animals, including the relevance of field research to be conducted. Research is generally limited in scope to non-human vertebrates.</i></p> <p><i>Excludes activities associated with invertebrate animals, plants and complex ecological systems.</i></p> | | |
| 8.1.1 | <p>Animal ethics</p> <p>Records relating to animal ethics which address ethical issues in research, including field research.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • identification • reports. | Permanent | Retain permanently by Queensland Museum. |
| 8.1.2 | <p>Accreditation</p> <p>Records relating to the accreditation of Queensland Museum as a place to do research.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • certification • reports. | Permanent | Retain permanently by Queensland Museum. |
| 8.2 | <p>ARTICLES AND PAPERS</p> <p><i>The activity of producing written articles and papers by Queensland Museum staff. Includes articles and papers in publications, newspapers, magazines, scientific journals and catalogues.</i></p> | | |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 8.2.1 | <p>Articles and papers</p> <p>Records relating to articles and papers by Queensland Museum staff which are published in newspapers, magazines, scientific journals and catalogues.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • liaison • publications | Temporary | Retain for 10 years after publication. |
| 8.3 | <p>FIELD TRIPS</p> <p><i>The activity of carrying out research through field trips. Includes diaries, scientific notes, photographs and drawings.</i></p> | | |
| 8.3.1 | <p>Field trips</p> <p>Records relating to museum researchers and scientists in the field. Includes research data.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • correspondence • diaries • photographs • reports. | Permanent | Retain permanently. |
| 8.4 | <p>INSTITUTIONAL LIAISON</p> <p><i>The activity of liaison, communication and consultation between Queensland Museum and other institutions, including scientific associations, universities and other museums.</i></p> | | |
| 8.4.1 | <p>Liaison</p> <p>Records relating to communication and consultation on matters in the natural sciences, technology and natural history.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • collaborative research ideas • correspondence. | Temporary | Retain for 10 years after last action. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 8.5 | <p>LICENCES, PERMITS AND REGISTRATIONS</p> <p><i>The activity of gaining permission from a legislative authority to collect specimens for research and preservation purposes from locations, including national parks. Includes permits for the removal and export of items.</i></p> | | |
| 8.5.1 | <p><i>Licences, permits and registrations</i></p> <p>Records relating to licences, permits and registrations for the collection, removal and disposal of specimens for scientific and cultural research, and preservation.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • applications • certifications • guidelines • licenses • permits. | Permanent | Retain permanently by Queensland Museum. |
| 8.6 | <p>RESEARCH</p> <p><i>The activity of researching areas of interest to support museum collections, including natural history, historical, technological, ethnographic and culturally sensitive collections, including library collections.</i></p> | | |
| 8.6.1 | <p><i>Research - significant</i></p> <p>Records relating to significant research and investigation to support museum collections, including library collections.</p> <p>Significant research may include research that is:</p> <ul style="list-style-type: none"> • of high scientific or public interest • subject to widespread debate • influential in changing a commonly held view or approach. <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • recommendations • research notes. | Permanent | Retain permanently. |

| Reference | Description of records | Status | Disposal action |
|-----------|---|-----------|--|
| 8.6.2 | <p>Research – other</p> <p>Records relating to research and investigation to support museum collections, including library collections which does not add to a body of research or confirm a new understanding or approach.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • recommendations • research notes. | Temporary | Retain for 10 years after last action. |
| 8.7 | <p>INSTITUTIONAL VISITORS</p> <p><i>The activity of managing visiting scientists, researchers and honoraries who visit the museum for research purposes. Includes grants funding from Queensland Museum and other parties.</i></p> | | |
| 8.7.1 | <p>Visiting scientists, researchers and honoraries</p> <p>Records relating to scientists, researchers and honoraries visiting the museum for the purposes of research using museum collections, including library collections.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • grant information • liaison • recommendations • reports. | Temporary | Retain for 10 years after last action. |