

Tourism Retention and Disposal Schedule

Responsible public authority: Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB)

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Scope of retention and disposal schedule

This schedule applies to coordinating and assisting in the development and growth of the tourism sector in Queensland, the attraction of new investment in domestic and international tourism products and services within the state. This includes the provision of advice to new and existing tourism operators on investment attraction as well as the revitalisation of existing tourism assets. It also includes consultation with stakeholders and the industry to facilitate the promotion of Queensland as an attractive tourism investment destination with planning and development of strategies to grow Queensland's tourism economy. It includes planning and development of programs and marketing campaigns, and supporting economic development, infrastructure and regional capacity for tourism and travel industries, and associated partnerships, agreements, marketing and performance.

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References to repealed legislation within this schedule may be taken to be a reference to current legislation if the context permits.

The Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB) is the responsible agency for the *Tourism Retention and Disposal Schedule* at the time of approval of the schedule. However, 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.

Queensland State Archives

Department of Science, Information Technology, Innovation and the Arts



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.

Revocation of previously issued disposal authorities

Any previously issued disposal authority which covers disposal classes described in this retention and disposal schedule is revoked. The Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTEsb) should take measures to withdraw revoked disposal authorities from circulation. This includes, but is not limited to:

- 98/0060 Tourism, Small Business and Industry – Aviation Industry Files
- 98/0024 Tourism, Small Business and Industry Development - Grants Programs Schemes, Project Administration and Policy Development

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 8 – 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 8 – 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 QDAN 709 v.1 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 agency' 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. TOURISM COORDINATION

The function of coordinating and assisting in the development and growth of the tourism sector in Queensland, the attraction of new investment in domestic and international tourism products and services within the state. This includes the provision of advice to new and existing tourism operators on investment attraction as well as the revitalisation of existing tourism assets. It also includes consultation with stakeholders and the industry to facilitate the promotion of Queensland as an attractive tourism investment destination with planning and development of strategies to grow Queensland's tourism economy.

Reference	Description of records	Status	Disposal action
1.1	<p>ADVICE</p> <p><i>The activities associated with preparing and communicating advice providing information and guidance to the public as individual and business clients and industry members about matters within the scope of functional responsibility. Advice is often tailored to particular circumstances and can be upon request or as a proactive response to a perceived or known need for assistance. Includes offering opinions by or to the organisation as to an action or judgement. Include the process of advising.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records (GRDS) for advice records relating to financial management matters, legislation formulated by other public authorities, general administrative matters and Crown law and legal advice.</i></p>		
1.1.1	<p>Tourism and travel industries</p> <p>Records relating to providing advice about tourism and travel industries programs and activities, where advice is not related to a specific enforcement or monitoring action or case file. Includes correspondence and advice provided to business, industry and members of the public, which is important to the client and may involve specific research and customisation to client's circumstances</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • background and customised research • customised reports. 	Temporary	Retain for 7 years after action completed.
1.2	<p>AGREEMENTS</p> <p><i>The activities associated with establishing, maintaining, reviewing and negotiating agreements. Includes agreements as foundational and facilitative documents for collaborative arrangements, partnerships, outputs, products and services. Includes memoranda of understanding, informal agreements, signed documents and legal contracts.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records (GRDS) for records relating to the negotiation, establishment, maintenance and review of agreements relating to financial management and agreements about the performance of public authority functions between the public authority and other government entities.</i></p>		

Reference	Description of records	Status	Disposal action
1.2.1	<p>Agreements made</p> <p>Records relating to making agreements between the department and other parties for tourism and travel industries programs and activities, for example, collaboration and contracting agreements. Includes agreements made with Tourism and Events Queensland for conducting tourism coordination, marketing and promotion activities. Includes records of establishing, negotiating, maintaining, and reviewing agreements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • contracts • deeds • memoranda of understanding. 	Temporary	Retain for 7 years after agreement terminated or expired.
1.2.2	<p>Agreements not proceeded with</p> <p>Records relating to establishing and negotiating agreements for the department and other parties for tourism and travel industries programs and activities, where agreements were not proceeded with. Includes withdrawn offers and proposed arrangements.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • draft contracts • draft memoranda of understanding 	Temporary	Retain for 2 years after decision to not proceed.
1.3	<p>APPOINTMENTS</p> <p><i>The activities associated with nominating and appointing candidates to representative, authorised and legislated positions within the organisation and to statutory authorities, councils, boards of management, committees etc. Includes recruiting, nominating, selecting and electing appointees. Includes determining terms, conditions, powers, limitations and remuneration of appointments.</i></p> <p><i>See the General Retention and Disposal Schedule for Administrative Records (GRDS) for the appointment of Chief Executive Officers and Senior Executive Officers directly appointed under the Public Service Act 2008 and delegations appointing departmental officers as representatives of the Chief Executive Officer in meetings of the Tourism and Events Queensland Board and similar bodies.</i></p>		
1.3.1	<p>Chief Executive Officer and representatives</p> <p>Records relating to appointing Chief Executive Officers (CEO) and Executive Officers under the <i>Tourism and Events Queensland Act 2012</i> (not under the <i>Public Service Act 2008</i>). Includes allocating conditions, and varying and terminating appointments.</p>	Permanent	Retain permanently.

Reference	Description of records	Status	Disposal action
	Records may include, but are not limited to: <ul style="list-style-type: none"> • instruments of appointment • qualifications • conditions and limitations on powers of inspectors • signed resignation notices. 		
1.4	<p>DEVELOPMENT</p> <p><i>The activities associated with encouraging development initiatives, often across various industries. Includes strategic planning and investment attraction to assist particular industries and the growth of the Queensland economy as a whole. Includes receiving, assessing, commenting and/or approving (or otherwise) development applications of proposed development projects.</i></p> <p><i>Also includes Regional Development where there is a special focus on developing regional tourism and travel operators in specific regions of Queensland.</i></p>		
1.4.1	<p><i>Business Development - Significant*</i></p> <p>Records relating to planning and implementing significant business development initiatives designed to support the tourism and travel industries and assist the tourism sector's growth. Includes identifying and examining significant business opportunities. Can also include consultation processes with community and key stakeholders.</p> <p>Records include but are not limited to:-</p> <ul style="list-style-type: none"> • feasibility and environmental impact studies • socio economic impact assessments • geological and site investigation reports • technical specifications and evaluations • archaeological reports • surveying records and drawings <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>	Temporary	Retain for 25 years after action completed.
1.4.2	<p><i>Business development - Other ~</i></p> <p>Records relating to planning and implementing other business development initiatives designed to support the tourism and travel industries and assist the tourism sector's growth. Includes identifying and examining business opportunities. Can also include</p>	Temporary	Retain for 7 years after action completed.

Reference	Description of records	Status	Disposal action
	<p>consultation processes with community and key stakeholders. Records include but are not limited to:-</p> <ul style="list-style-type: none"> • feasibility and environmental impact studies • socio economic impact assessments • geological and site investigation reports • technical specifications and evaluations • archaeological reports • surveying records and drawings <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>		
1.5	<p>INFRASTRUCTURE DEVELOPMENT</p> <p><i>The activities associated with overseeing approval, planning and funding processes, and coordinating and/or managing infrastructure projects to enable infrastructure development for fundamental community and industry facilities and systems. Infrastructure includes water, sewerage, transportation, communications, and critical buildings such as power plants and schools, and industry development related infrastructure such as airports, ports and commercial precincts. Includes planning building works, operational works, making material change of use applications, and reconfiguring lots.</i></p>		
1.5.1	<p><i>Tourism and travel infrastructure</i></p> <p>Records relating to the acquisition, holding and disposing of property associated with tourism and travel facilities and venues. Can also include consultation processes with community and key stakeholders.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • feasibility and environmental impact studies • socio economic impact assessments • geological and site investigation reports • technical specifications and evaluations • archaeological reports • surveying records and drawings • declarations. 	Permanent	Retain permanently.

Reference	Description of records	Status	Disposal action
1.5.2	<p><i>Tourism and travel infrastructure - supporting documents</i></p> <p>Supporting records relating to the acquisition, holding and disposing of property associated with tourism and travel facilities and venues.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • raw data collected during consultation with stakeholders • working papers • drafts of final reports. 	Temporary	Retain for 5 years after action completed.
1.6	<p>MARKETING</p> <p><i>The activities associated with analysing, creating, promoting and selling products and services. Includes market research, sales forecasting, advertising, media releases, promotion, pricing and product evaluation.</i></p>		
1.6.1	<p><i>Marketing tourism and travel opportunities</i></p> <p>Records relating to marketing tourism and travel opportunities in Queensland for the development and growth of tourism and travel industries. Includes undertaking or contributing to Tourism Queensland's activities of marketing research, forecasting, campaigns and promotions.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • marketing research reports • marketing plans and presentations. 	Temporary	Retain for 7 years after action completed.
1.7	<p>PARTNERSHIPS</p> <p><i>The activities associated with managing joint collaborations for agreed outcomes in areas of joint interest or responsibility, where there are agreed responsibilities, agreements, joint contribution of funds and/or time. Includes operations between departments, either within the organisation or with other organisations, or with the government. Also includes private sector ventures with public sector organisations, and co-research or collaboration between inter-departmental units, departments or organisations.</i></p>		
1.7.1	<p><i>Joint Ventures - Significant*</i></p> <p>Records relating to managing significant tourism or travel related joint operations with other organisations (private sector and government) and foreign partnerships for direct investment into the Queensland Tourism industry by the department with contracts, joint contribution of funds, time, co-research or collaboration, where the partnership provides a significant contribution to tourism or travel industry outcomes.</p>	Temporary	Retain for 25 years after action completed.

Reference	Description of records	Status	Disposal action
	<p>Records include but are not limited to:-</p> <ul style="list-style-type: none"> • memoranda of understanding • contracts and variations • reports • specifications • funding proposals <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>		
1.7.2	<p>Joint ventures - other*</p> <p>Records relating to managing tourism or travel related joint operations with other organisations (private sector and government) by the department where the partnership contributes to tourism or travel industry outcomes that are not deemed significant under 1.7.1.</p> <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>	Temporary	Retain for 7 years after partnership/ agreement expires.
1.8	<p>PERFORMANCE MANAGEMENT</p> <p><i>The activities associated with managing the performance of both the organisation. Includes the systematic process of monitoring the results of activities, collecting and analysing performance information to track progress toward planning results, using performance information to inform program decision-making and resource allocation, and communicating results achieved, or not attained, to advance organizational learning. Also includes identifying, evaluating, and developing corporate performance so that the organisation's goals and objectives are achieved.</i></p>		
1.8.1	<p>Monitoring performance of tourism bodies</p> <p>Records relating to monitoring performance of tourism bodies in developing and growing the tourism and travel industries and increasing tourism and travel opportunities and exposure. Includes monitoring the success of marketing campaigns, promotions, exhibitions and other initiatives.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • performance agreements • market data, forecasts and statistics 	Temporary	Retain for 7 years after action completed.
1.9	<p>PLANNING</p> <p><i>The activities associated with making decisions about future directions, actions and goals to be achieved, and organising activities to reach</i></p>		

Reference	Description of records	Status	Disposal action
	<i>desired goals. Involves the creation and maintenance of planning documents i.e. plans. Includes formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.</i>		
1.9.1	<p><i>Tourism and travel industry planning - significant*</i> Records relating to planning significant tourism and travel industry development initiatives, programs, strategies, priorities and activities for improved community and tourism and travel industry outcomes. Can also include consultation processes with community and key stakeholders.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • strategic, corporate and business plans • industry reports and plans • work programs and schedules. <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>	Permanent	Retain permanently.
1.9.2	<p><i>Tourism and travel industry planning - other~</i> Records relating to planning other tourism and travel industry initiatives, programs, strategies, priorities and activities for improved community and tourism and travel industry outcomes. Can also include consultation processes with community and key stakeholders.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none"> • strategic, corporate and business plans • industry reports and plans • work programs and schedules <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>	Temporary	Retain for 10 years after action completed.
1.10	<p>STAKEHOLDER ENGAGEMENT</p> <p><i>The activities associated with conducting ongoing community engagement and consultative processes with stakeholders with an active, two way relationship and information flow, potentially crossing a wide range of issues and activities. Stakeholders can include countries, corporations, governments, associations, officials or persons. Includes correspondence and submissions from stakeholders about departmental legislation, policies, programs, projects, processes, procedures, etc.</i></p>		
1.10.1	<p><i>Consultation and engagement - significant*</i> Records relating to conducting consultative and engagement processes with</p>	Permanent	Retain permanently.

Reference	Description of records	Status	Disposal action
	<p>stakeholders where an ongoing active relationship, and two-way flow of information, exists, where engagement revealed significant issues of public interest, precedents or matters or which have had a significant impact on the agency's decisions to initiate, develop and operate tourism and travel industry initiatives. A case file may cross a wide range of issues and activities (e.g. planning, development, reviewing, legislation, etc.).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • submission reports • correspondence, memoranda, briefs <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>		
1.10.2	<p><i>Consultation and engagement - other~</i></p> <p>Records relating to conducting consultative and engagement processes with stakeholders where an ongoing active relationship, and two-way flow of information, exists, where engagement revealed other issues or which have had an impact on the agency's decisions to initiate, develop and operate tourism and travel industry initiatives. A case file may cross a wide range of issues and activities (e.g. planning, development, reviewing, legislation, etc.).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • submission reports • correspondence, memoranda, briefs <p>*~ Refer to Appendix: Definition of Significant Versus Other</p>	Temporary	Retain for 7 years after action completed.

2. LEGACY RECORDS

This section covers legacy records of the Department of Tourism, Major Events, Small Business and the Commonwealth Games created prior to the creation of the department in March 2012.

Reference	Description of records	Date range	Status	Disposal action
3.1	AVIATION INDUSTRY <i>Department of Tourism, Small Business Industry (DTSBI) 26/02/1996 - 29/06/1998</i>			
3.1.1	<p><i>Development Impact of Aviation Industry on Queensland Tourism Industry</i></p> <p>Records relating to the Aviation industry and its impact on the development of the Queensland Tourism Industry.</p> <p>General correspondence files containing information on international and domestic airlines, freight and tourism services, travel statistics, airport infrastructure, sale of airports, consultants' reports and briefings, conference and seminar papers, news clippings, copies of policy documents.</p> <p><i>Previously approved under QDAN 98/0060.</i></p>	Circa 1992 – 2012	Temporary	Retain for 2 years after last action, then destroy.

Appendix: Definition of Significant Versus Other*** Significant**

Significance may be determined by a number of factors:

- Department is the lead agency with another government agency or private organisation
- Substantial changes or influences government policy or direction
- Results in a significant government project or program
- Significant contribution to the body of knowledge on a particular subject
- Considerable economic impact (e.g. major government contracts, corporatisation of government assets)
- Notable environmental impact (e.g. drought, salinity, genetically modified crops, heritage buildings/places, world heritage listings, national parks/reserves)
- Extent of profound changes to lives of individuals, families or communities (e.g. Native Title)
- Public reaction or sensitivity
- Serious impact or consequence (e.g. deaths, a large case)
- Precedent setting prosecutions, court cases (e.g. first of its kind)

If on balance of the factors, the records represent significant issue/s, retain as “Significant”.

If in doubt, seek advice or keep as default with review until more information becomes available.

~ Other**(Also known as non-State significant, not significant, minor, low value, low risk, routine)**

Non-significance of records may be determined by a number of factors:

- Lesser in size, scope or importance
- Represents one individual's opinion on topic of low value to community
- Not serious i.e. routine, duplicable, low value, short applicability, short term relevance
- Not resulting in changes to Government or agency policy, or minor changes only
- Not generating or outlaying significant funds
- Not substantial public interest in the context of the definitions of 'significant' above
- Low value to community
- Inconsequential or low risk if records not kept
- Minor operational details
- Routine matters
- Working papers, audio, video or other recordings used as working notes only

If on balance of the factors, the records represent non-significant issues, retain as "Other".

If in doubt, seek advice or keep as default with review until more information becomes available.