APPRAISAL LOG

Legal Services Commission retention and disposal schedule

Legal Services Commission

Date: 21/03/2018



Title	Scope Note
LEGAL SERVICE REGULATION	The function of regulating Queensland's legal services through receiving, processing and managing complaints about individual legal practitioners or law practices; initiating 'own motion' investigations as appropriate; conducting compliance audits of incorporated legal practices and multi-disciplinary partnerships; commencing disciplinary or other regulatory action as appropriate; and undertaking related policy development and educational activities.

COMPLAINTS MANAGEMENT

Activities associated with receiving and dealing with complaints, including 'own motion' investigations about the conduct of legal practitioners and law practice employees, responding to enquiries regarding the making of a complaint and initiating disciplinary action against legal practitioners and law practice employees. Complaints management includes activities associated with maintaining a discipline register.

Note: Complaint investigation records managed on behalf of the Queensland Law Society are not covered by this Schedule.

Please refer to the Queensland Law Society Retention and Disposal Schedule QDAN 674 for these records.

Disposal Authorisation	Record class and retention period	Justifying the retention period
2080	Discipline register A discipline register kept in accordance with section 472 of the Legal	Why are these records created: The register is created electronically and is used to research previous complaints about any alleged offender or firm. The information is also made available on the LSC web site. This is a core business requirement of the Commission in the provision of its function as the regulator of
	Profession Act 2007 records details of disciplinary actions made by an order of a court or disciplinary body e.g. Queensland Civil and Administrative Tribunal (QCAT) and Legal Practice Committee (LPC) that finds a practitioner guilty of professional misconduct. The Legal Services Commissioner	Queensland's legal services. Why the records are retained for this retention period: This register is retained permanently in agency under s. 472 of the <i>Legal Profession Act 2007</i> , as the Commissioner must keep a discipline register regarding disciplinary action taken under this Act against an Australian legal practitioner. Further details relating to earlier disciplinary action may be included in the register. Section 472 also states that the discipline register must be available for public inspection. Section 474 of the Act states if a disciplinary action has been quashed on appeal or review, any reference to that disciplinary action must be removed from the disciplinary register except if the
		disciplinary action was quashed on appeal or review after the action was publicised by the Commissioner. The retention period for the Discipline register is Permanent – Retain in agency because the information within the register is not readily known and generally of little interest to the broader public. This register is

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Disposal Authorisation	Record class and retention period	Justifying the retention period
	must make the register available for public inspection. Information captured	used to research previous complaints, meaning the database would be used frequently by the Commission making it a permanent active record. In the Queensland Civil and Administrative Tribunal (QCAT) schedule, the retention period for occupational regulation cases is 12 years after business action completed and appeal process finalised.
	includes, but is not limited	Applicable legislation/standards:
	to:	Legal Profession Act 2007 Section 472
	 full name of person 	Comparison with other schedules' retention period:
	against whom disciplinary action was taken	State Records Authority of New South Wales Functional Retention and Disposal Authority FA352 Office of the Legal Services Commissioner Reference 1.3.1.
	law practice who employed person	Summary records of disciplinary actions involving legal practitioners that are handled by the Commission, the Law Society or the Bar Association. Includes practitioner identification details, findings and determinations – Required as State Archives.
	disciplinary body e.g. Queensland Civil and Administrative Tribunal	Public Record Office Victoria PROS 08/11 Retention and Disposal Authority for Records of the Legal Services Commissioner Reference 1.1.0.
	Administrative Tribunal (QCAT) and Legal Practice Committee (LPC) which ordered the disciplinary action • findings and penalty of the disciplinary body.	Summary record of all enquiries and complaints received by the Legal Services Commissioner (LSC). Summary information for formal complaints registered includes the type of complaint, file number, name of complainant, name of respondent; summary of assessment and dispute resolution and disciplinary outcomes, and summary of the case. Summary information for enquiries includes the type of enquiry, file number and summary of the enquiry and if provided names of complainant and/or respondent. – Retain as State Archives.
		Queensland State Archives – Queensland Civil and Administrative Tribunal (QCAT) Retention and Disposal Schedule QDAN 731 v.1 Record Class 2.1.4 Permanent Case Management
	Disposal action –	Records relating to matters that have been brought to the tribunal which are selected by the
	Permanent. Retain in agency.	President or Principal Registrar to be exceptional, set a precedent, are notable for their contribution in developing the law, their factual complexity or the level of public interest generated.— Retain permanently.
		Queensland State Archives – Queensland Law Society Retention and Disposal Schedule QDAN 674v.1 Record Class 1.1.1 Register of members
		Register of members kept in accordance with section s 81 and 210 of the Legal Profession Act 2007 and sections 9 and 21 of the Legal Profession Regulation 2007. Includes audit log of data maintained in a business system. – Retain permanently.
		Other comments/factors for consideration:

Disposal Authorisation	Record class and retention period	Justifying the retention period
		This register is created to permanently record the transgressions of solicitors and barristers and must be available for public inspection.
2081	Complaints management	Why are these records created:
	Records relating to complaints made pursuant to the <i>Legal Profession Act 2007</i> . Includes hard copy files and entries in case management system.	The Legal Profession Act 2007 enables the Commissioner to investigate a complaint about a lawyer's conduct which is capable of amounting to professional misconduct or unsatisfactory professional conduct. When a complaint is received, the Commissioner will assess the information provided in the complaints form and decide on the outcome. The outcome will be decided after the Commissioner investigates the complaint. The investigation process creates a collection of working papers that are used to make an assessment of the case. The investigation working papers form part of the complaints file. When the investigation is complete the Commissioner will decide the appropriate outcome.
	Includes dismissed,	The outcomes may include;
	withdrawn, delayed or prosecuted complaints.	(1) Minor outcomes without reference to a higher authority - Summary Dismissal – No action required.
	Records may include, but are not limited to:	(2) Disciplinary action with Legal Practice Committee (LPC) or Queensland Civil and Administrative Tribunal (QCAT).
	 written complaints from legal consumers, 	This results in the creation of a prosecution file. A discipline application is filed in LPC or QCAT for their use and retained in their jurisdiction.
	other legal practitioners and the Queensland Law	Compliant case notes have the same layout for both physical and electronic file and are registered in the LP central database.
	Society or Bar	Why the records are retained for this retention period:
	Association of Queensland about the conduct of legal	These complaint files are retained for this period as the Commissioner may need to refer back to these records after a judgment has been handed down by LPC or QCAT in the event that the legal practitioner and/or employee offends again.
	practitioners and law practice employees	Complaint files are retained for the same retention period regardless of the outcome e.g. dismissal, withdrawn, delayed, or prosecuted and disciplinary action. All files are retained in the same series,
	 investigation reports listing the evidence gathered throughout the investigation and 	irrespective of the outcome even where no action is taken. The complaints record class has not been separated into two classes as the small quantity of dismissed, withdrawn or delayed complaints does not justify the extra work in separating the series into two. The Commission is happy to retain all files for the same period of time, irrespective of outcome.
	recommendations from the Queensland Law	Under s.10 (4) of the <i>Limitations of Actions Act 1974</i> , an action shall not be brought upon a judgment after the expiration of 12 years from the date on which the judgment becomes enforceable.
	Society, Bar Association of	Applicable legislation/standards:

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Disposal Authorisation	Record class and retention period	Justifying the retention period
	Queensland or the Legal Services Commission including 'own motion' investigations • recommendations of the Legal Services Commissioner as to what action is to be taken regarding the complaint • correspondence with practitioners, complainants and professional bodies • file notes relating to phone calls, discussions and meetings with the complainant, respondent, professional bodies and LSC officers.	Legal Profession Act 2007 Limitations of Action Act 1974 Section 10(4) Comparison with other schedules' retention period: Queensland State Archives – Queensland Civil and Administrative Tribunal Retention and Disposal Schedule QDAN 731 v.1 Record Class 1.2.1 Anti-Discrimination Case management records relating to hearing complaints of alleged unlawful discrimination, sexual harassment, vilification and victimisation investigated by the Anti-Discrimination Commission Queensland and referred to QCAT Retain for 12 years after business action completed and finalisation of all appeal processes. Queensland State Archives – Fair Trading Retention and Disposal Schedule Disposal Authorisation 1674 Records relating to investigations of alleged breaches of legislation administered by the agency whey contraventions are unlikely to impact on the marketplace and where minor issues may evolve into larger issues if not addressed by investigative action and which are not covered under record class 1672 and 1673. – Retain for 10 years after last action. Queensland State Archives – Health Complaints Management Retention and Disposal Schedule QDAN 658 v.2 Record Class 1.1.1 Complaints – adults Records of assessment and actions taken by the HQCC to effectively resolve health service and health quality complaints relating to adults through the early resolution process. Includes complaints reviewed under the HQCC's Internal Review of Decisions Policy or external review by the Ombudsman's Office which do not result in a precedent or exceptional outcome Retain for 25 years after last action. Public Record Office Victoria PROS 08/11 Retention and Disposal Authority for Records of the Legal Services Commissioner Reference 1.3.0.
	Disposal action - Retain for 12 years after complaint is dismissed, withdrawn, delayed or prosecuted.	The assessment and investigation of disciplinary complaints and resolution of civil complaints (civil disputes). Includes complaints that contain both disciplinary allegations and disputes. Also includes investigations that have been initiated on the LSC's own motion. Includes records of the lodgement, assessment, investigation or resolution of complaint or dispute, referrals to delegates and/or prescribed investigative bodies and outcomes of the assessment and/or conciliation process. – Destroy 7 years after last action.

Disposal Authorisation	Record class and retention period	Justifying the retention period
2082	Prosecution case files	Why are these records created:
	Records relating to preparing, filing and prosecuting disciplinary applications and appeals. Includes hard copy files and entries in case management system.	Prosecution case files are created after the Commissioner has decided to prosecute against a legal practitioner or law practice employee. The decision to prosecute is made after the Commissioner has undertaken an investigation of the complaint. A discipline application is filed in the Legal Practice Committee (LPC) or the Queensland Civil and Administrative Tribunal (QCAT) to make a decision on disciplinary action. The prosecution case files also include a copy of the discipline application that is submitted by the Commissioner to either LPC or QCAT, to commence disciplinary proceedings. The Legal Services Commissioner creates these files with the information collected from the investigation.
	Records may include, but	Why the records are retained for this retention period:
	are not limited to:discipline applications	The files retain their business use until such time as a judgment is handed down by the Legal Practice Committee (LPC) or Queensland Civil and Administrative Tribunal (QCAT).
	lodge with disciplinary bodies e.g.	Under s.10 (4) of the Limitations of Actions Act 1974, an action shall not be brought upon a judgment after the expiration of 12 years from the date on which the judgment becomes enforceable.
	Queensland Civil and Administrative Tribunal	The Legal Profession (Australian Solicitors Conduct Rules) 2012, is used as a framework to deliver competent and quality legal services to clients. Rule 14 and 15 includes;
	(QCAT) and Legal Practice Committee (LPC)	Rule 14.1 A solicitor with designated responsibility for a client's matter must ensure, that upon completion or termination of the law practices engagement.
	 correspondence with respondents, witnesses, legal 	Rule 15 Notwithstanding Rule 14, when a solicitor claims to exercise a lien for unpaid legal costs over client documents which are essential to the client's defence or prosecution of current proceedings.
	representatives	Applicable legislation/standards:
	affidavits filed in the	Legal Profession Act 2007
	proceedings	Limitations of Action Act 1974 Section 10(4)
	 witness statements 	Legal Profession (Australian Solicitors Conduct Rules) 2012, Rule 14 and 15
	 judgments of the 	Comparison with other schedules' retention period:
	courts and tribunals relating to the	Queensland State Archives – Queensland Civil and Administrative Tribunal Retention and Disposal Schedule QDAN 731 v.1 Record Class 1.9.1 Occupational regulation case files
	prosecutionaudit reports.	Case management records relating to the review of decisions made by appointed governing bodies for occupations – Retain for 12 years after business action completed and finalisation of all appeal processes.
	See 2083 Audit records	

Disposal Authorisation	Record class and retention period	Justifying the retention period
	Disposal action – Retain for 12 years after	Queensland State Archives – Veterinary Surgeons Board of Queensland Retention and Disposal Schedule Disposal Authorisation Number 1581
	final decision is made.	Records relating to prosecuting other offences under legislation including but not limited to
		Veterinary Surgeons Act 1936, Animal Care and Protection Act 2001, Land Protection (Pest and Stock Route Management) Act 2002, Health (Drugs and Poisons) Regulation 1996, Radiation Safety Act 1999 or Chemical Usage (Agricultural and Veterinary) Control Act 1988. – 12 years after business action completed.
		State Records Authority of New South Wales Functional Retention and Disposal Authority FA389 Office of Director of Public Prosecutions Reference 2.2.2
		Records relating to criminal proceedings in the Local Court, Drug Court, District Court, Supreme Court, Court of Criminal Appeal and High Court that are not precedent setting or of widespread public interest. Includes case notes, copies of Court held material such as transcripts and judgements, copies of evidentiary materials, correspondence, court documents, submissions etc. – Retain minimum of 50 years after matter registration or minimum of 7 years after action completed, whichever is longer, then destroy.
		National Archives of Australia Records Authority Insolvency and Trustee Service Australia Class 13933
		Records documenting the preparation and submission of a brief of evidence to the Commonwealth prosecution agency. Includes correspondence, supporting or working papers whether submission is successful or unsuccessful. – Destroy 7 years after action completed.

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COMPLIANCE AUDITS

Activities associated with compliance audits of Incorporated Legal Practices (ILPs), Multi-Disciplinary Partnerships (MDPs) and the compliance of the practice, its officers and employees under section 130 of the Legal Profession Act 2007. The Legal Services Commissioner can undertake three types of audits, self-assessment audits, web-based audits and practice audits or reviews.

Disposal Authorisation	Record class and retention period	Justifying the retention period
2083	Audit records Records including self- assessment audits, web- based audits and practice audits or reviews. Records may include but are not limited to: draft or completed audit reports planning and conduct of audits review comments correspondence with Incorporated Legal Practices and Multi- Disciplinary Partnerships notification of the Incorporated Legal Practices and Multi- Disciplinary Partnerships commencing business letters sent to Incorporated Legal Practices and Multi- Disciplinary Partnerships commencing business	Why are these records created: The relevant legislation empowers the Commissioner to conduct an audit (a 'compliance audit) of an Incorporated Legal Practice (ILP) and Multi-Disciplinary Partnership (MDP), its officers or employees. Compliance audits are used to prevent, detect and deter conduct which may amount to unsatisfactory professional conduct or professional misconduct. The Commissioner may undertake three types of audits including self-assessment audits, web based audits and practice audits or reviews. Compliance audits also support and educate ILPs and MDPs to comply with the Act. The Commissioner also sends letters to newly established Incorporated Legal Practices and Multi-Disciplinary Partnerships stating relevant legislation and rules to be followed. Why the records are retained for this retention period: Compliance audit records are retained for this retention period to allow the Commission to refer back to prior audits completed on an Incorporated Legal Practice, Multi-Disciplinary Partnerships, its officers or employees. These records are also retained for this period in case of sufficient complaints about Incorporated Legal Practices or Multi-Disciplinary Partnerships. Audit documents created by the Commission are retained electronically in a database which includes correspondence sent to Incorporated Legal Practices or Multi-Disciplinary Partnerships by the Commissioner. Under s. 10 (4) of the Limitations of Actions Act 1974, an action shall not be brought upon a judgment after the expiration of 12 years from the date on which the judgment becomes enforceable. Applicable legislation/standards: Section 130 of the Legal Profession Act 2007 Limitations of Action Act 1974 Section 10(4) Comparison with other schedules' retention period: State Records Authority of New South Wales Functional Retention and Disposal Authority FA352 Office of the Legal Services Commissioner Reference 1.1.1. Documentation related to contact with, visits to and inspections of law firms and legal practices to e

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Disposal Authorisation	Record class and retention period	Justifying the retention period
	commencing business. Disposal action – 12 years after finalisation of audits or the decision to prosecute.	conducted by practices and the provision of support in complying with legislation. – Retain minimum of 10 years after cessation of practice or minimum of 2 years after death of legal practitioner, whichever is shorter, then destroy. Queensland State Archives – General Retention and Disposal Schedule (GRDS) Disposal Authorisation 1008 Records relating to audits which are not significant. – Retain for 7 years after business action completed. Queensland State Archives – Queensland Law Society Retention and Disposal Schedule QDAN 674v.1 Record Class 1.3.4 Compliance records – Continuing professional development (CPD) scheme Records relating to audits of members' attendances at courses that qualify for continuing professional development point credit. – Retain for 7 years after last action. Other comments/factors for consideration: The Legal Services Commissioner has, by agreement with the Queensland Law Society, accepted primary responsibility for 'auditing' incorporated legal practices. The Legal Services Commission has the right to conduct audits on Incorporated Legal Practices and Multi-Disciplinary Partnerships, however this is not a business requirement that is undertaken often.

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Title	Scope Note
LEGAL PRACTICE COMMITTEE	The function of the Legal Practice Committee, a disciplinary body established under the Legal Profession Act 2004 and continued under the Legal Profession Act 2007, is to hear and hand down judgment on discipline applications lodged with them by the Legal Services Commission.
	The Committee also has an advisory function to monitor the effectiveness of the legal profession rules - the Australian Solicitors Rule 2012 (ASCR), the Barristers' Conduct Rules and the Incorporated Legal Practice Rule and makes recommendations to the Minister.

DISCIPLINE MANAGEMENT

Activities associated with receiving and dealing with discipline applications received under Section 80 of the Legal Profession Regulations 2017, from the Legal Services Commission about the conduct of legal practitioners and law practice employees.

Disposal Authorisation	Record class and retention period	Justifying the retention period
2084	Discipline matters	Why are these records created:
	Records relating to discipline applications lodged by the Legal Services Commission. Includes hard copy files and electronic records.	The Legal Practice Committee is a disciplinary body established under the <i>Legal Profession Act 2007</i> , and has the functions and powers afforded to it under the Act. The LPC uses the discipline application files lodged by the Legal Services Commission to decide if a legal practitioner or law practice employee is guilty of unsatisfactory professional conduct and decides the appropriate penalty. These applications are not lodged by the Commission until the complaint has been investigated and the Commissioner has made the decision to prosecute.
	Records may include, but	Why the records are retained for this retention period:
	are not limited to:	Discipline matters including discipline application files and relevant documentation are retained for this
	 original discipline application registered and stamped by the committee 	period to allow the committee to refer to these matters in the future. The Legal Profession Regulations 2017 Section 80 Part 4.9 requires that the Commission lodge with the committee an application for disciplinary action. A full copy of the decision is provided by the Legal Practice Committee along with a summary which is published in the discipline register available on the Legal Services Commission website.
	notices of address for	Under s.10 (4) of the <i>Limitations of Actions Act 1974</i> , an action shall not be brought upon a judgment
	servicestatements of agreed facts	after the expiration of 12 years from the date on which the judgment becomes enforceable.
		Applicable legislation/standards:
	 submissions from the Legal Services 	Legal Profession Regulations 2017 Section 80

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Disposal Authorisation	Record class and retention period	Justifying the retention period
	Commission and the legal practitioner orders made by the committee transcripts of proceedings records of penalties and costs awarded minutes agenda. See 2082 Prosecution case files. Disposal action – 12 years after committee's decision.	Limitations of Action Act 1974 Section 10(4) Comparison with other schedules' retention period: Queensland State Archives – Veterinary Surgeons Board of Queensland Retention and Disposal Schedule Disposal Authorisation Number 1581 Records relating to prosecuting other offences under legislation including but not limited to Veterinary Surgeons Act 1936, Animal Care and Protection Act 2001, Land Protection (Pest and Stock Route Management) Act 2002, Health (Drugs and Poisons) Regulation 1996, Radiation Safety Act 1999 or Chemical Usage (Agricultural and Veterinary) Control Act 1988. – 12 years after business action completed. Queensland State Archives – Courts Sector Retention and Disposal Schedule QDAN705v.1 Record Class 2.1.3 Hearings – Civil – District Court Records relating to civil cases filed in the Magistrates Court jurisdiction where a judgment or order has been given including records of hearings related to applications. – Retain for 12 years after date of judgment. State Records Authority of New South Wales Functional Retention and Disposal Authority FA389 Office of Director of Public Prosecutions Reference 2.2.2. Records relating to criminal proceedings in the Local Court, Drug Court, District Court, Supreme Court, Court of Criminal Appeal and High Court that are not precedent setting or of widespread public interest. Includes case notes, copies of Court held material such as transcripts and judgements, copies of evidentiary materials, correspondence, court documents, submissions etc. – Retain minimum of 50 years after matter registration or minimum of 7 years after action completed, whichever is longer, then destroy. Public Record Office Victoria PROS 08/11 Retention and Disposal Authority for Records of the Legal Services Commissioner Reference 2.2.0. Disciplinary applications made by the LSC to the Tribunal against a legal practitioner. Disciplinary application case records include the application, Tribunal orders, legal advices and the outcome. – Destroy 7 years after last action.

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Disposal Authorisation	Record class and retention period	Justifying the retention period
2085	Advisory matters Records relating to advisory matters of the Legal Practice Committee. Records may include, but are not limited to: • policy papers • submissions gathered by willing participants in written documents • minutes and agendas • reference materials • opinions from counsel or legal representatives • transcripts. Disposal action — Permanent. Transfer to QSA after business action completed.	Why are these records created: The Legal Practice Committee is a disciplinary body established under the Legal Profession Act 2007, and has the functions and powers afforded to it under the Act. This Committee monitors the effectiveness of the legal profession rules, the Australian Solicitors Conduct Rule and the Barrister's Rule, and makes recommendations to the Minister in relation to legal profession rules under section 226 of the Act. These rules govern the standard of conduct expected of all solicitors, barristers and law practice employees in their practice of law in Queensland. Why the records are retained for this retention period: The retention period is permanent – transfer to QSA after last business action completed as these records include high level decisions regarding legal profession rules while making recommendations to the Minster. This retention period also allows the Legal Practice Committee to refer back to the records if necessary and it is required by the committee to fulfil their function. Applicable legislation/standards: Legal Profession Act 2007 Section 226 Legal Profession Act 2007 Part 7.3 Comparison with other schedules' retention period: State Records Authority of New South Wales Functional Retention and Disposal Authority FA352 Office of Legal Services Commissioner Reference 1.6.1 Final reports of original research into the legal profession and related regulatory issues conducted or commissioned by the organisation. Includes reports of surveys conducted and practice guidelines developed to assist the legal profession e.g. Practice Guidelines on Outsourcing and Cloud Computing. – Required as State Archives. Queensland State Archives – Queensland Law Society Retention and Disposal Schedule QDAN 674v.1 Record Class 4.1.1 Advocacy and advice – major matters Records relating to the development of advice on major legal matters concerning the operations and functions of the Queensland Law Society that lead to changes in legislation or accepted legal practice. – Retain permane

Disposal Authorisation	Record class and retention period	Justifying the retention period
		Queensland State Archives – General Retention and Disposal Schedule (GRDS) Disposal Authorisation 1013
		Records relating to external advisory bodies that provide support for policy development, decision making and service delivery of agencies by providing informed and independent advice. Includes the nomination and appointment of advisory board members. – Permanent – Transfer to QSA after business action completed.

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