



Appraisal Log

Tourism Retention and Disposal Schedule QDAN 709 v.1

Department of Tourism, Major Events, Small Business and the Commonwealth Games

November 2014

Function No	Title	Scope Note
1.	Tourism Coordination	<i>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.</i>
Activities		
	<ul style="list-style-type: none"> 1.1. Advice 1.2. Agreements 1.3. Appointments 1.4. Development (including Regional Development) 1.5. Infrastructure Development 1.6. Marketing 1.7. Partnerships 1.8. Performance Management 1.9. Planning 1.10. Stakeholder Engagement 	

Ref. No	Record class description and disposal action	Log entry for appraisal
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>Disposal action: Retain for 7 years after action completed.</p>	<p>Background:</p> <p>Advice records are created in tourism coordination processes, in many roles, for example generating opportunities, investment and progress for the tourism and travel industries.</p> <p>Advice records provide customised advice to industry members and members of the public, potentially new and existing tourism providers, with provided information potentially relied upon for commercial decisions.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Identify advice request/requirement, research generic advice, research client particulars/circumstances, draft generic advice, tailor and package advice to client circumstances, seek approval, forward advice <p>Advice records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents advice ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with providing individual and circumstance-particular advice to industry members • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Advice about future government investment, strategies and market research encouraging advice recipient to consider public investment opportunities. <p>Governance:</p> <p><i>Tourism and Events Queensland Act 2012</i> broadly mandates the tourism coordination processes resulting in advice records being created but does not mandate any specific recordkeeping retention requirements.</p> <p>Business requirements:</p> <p>Tourism Division (DTESB) requires these records to be retained for 7 years after action completed as they:</p> <ul style="list-style-type: none"> • Meet the department's obligations for accountability and information accessibility • Act as a foundation for business enhancement and improvement • Working with and as an adjunct to other business processes and records created • Ensure legal reference, including appeals, judicial review and other court processes, against industry

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>members using information provided to their detriment and seeking recourse for damages/losses</p> <p>Community expectation:</p> <p>Stakeholders being tourism and travel industry members and associations would require these records to be available for 7 years after action completed with expectations to:</p> <ul style="list-style-type: none"> • Ensure legal reference, including appeals, judicial review and other court processes, against industry members using information provided to their detriment and seeking recourse for damages/losses <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions:</p> <p>Retention periods consistent with:</p> <p><i>State Records Office NSW DA136 Tourism NSW. Tourism Development - Advice - classes F5 1.1 and F5 1.2 RP or 10 year retention depending of significance.</i></p> <p><i>Public Records Office Victoria PROS 08/04 Tourism Management – Tourism Support and Development - Class 5.5.0 15 yr retention.</i></p> <p><i>NAA Records Authority 2013/00224651 Dept Industry Tourism and Resources – Tourism – Advice – Class 18439 Destroy 7 years after action completed.</i></p>
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</p>	<p>Background:</p> <p>Agreement records are created in tourism coordination processes, to evidence the foundational and facilitative agreements as basis for working with others in partnerships, collaborations, funding arrangements, through various means of agreements, e.g. memoranda of understanding, signed documents, formal agreements.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Identify need for agreement, identify potential parties, negotiate with potential parties, agree on parties, draft agreement, negotiate signing, plan and organise responsibilities under agreement, fulfil responsibilities (via other business processes), identify review date for agreement, review agreement <p>Agreement records cover various stages of agreeing, negotiating, maintaining and reviewing the facilitative agreements in place, supporting the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with managing agreements, ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with adverse public relations and media coverage from

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>reviewing agreements.</p> <p>Disposal action: Retain for 7 years after agreement terminated or expired.</p>	<p>department not proceeding with agreements of mixed public interest, for example, contracts worth large sums of money to industry but not proceeded with due to adverse environmental impacts</p> <ul style="list-style-type: none"> • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Agreements with public companies to participate in and sponsor investment attraction activities with view to extending industry reach or diversify markets. <p>Governance: <i>Tourism and Events Queensland Act 2012</i> mandates the processes resulting in records created but does not mandate any specific recordkeeping retention requirements. Sections 8 and 48 of the Act give powers relating to the making of agreements.</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained for 7 years after the agreement has expired or been terminated as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for and link to other business processes and records created as the impetus for follow on work such as development, marketing and partnerships • Ensure legal reference, including appeals, judicial review and other court processes initiated by agreement parties <p>Community expectation: Stakeholders, including parties to agreements, require these records to be available 7 years after the agreement has expired or been terminated with expectations to:</p> <ul style="list-style-type: none"> • Ensure mediation and negotiation of disputes to agreements with evidence of agreements required • Ensure legal reference, including appeals, judicial review and other court processes, against agreement parties seeking recourse for damages/losses/non-compliance <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions: The recommended retention period is consistent with the retention period for similar records covered in the</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>New South Wales disposal authority, namely: <i>NSW DA 136 F5.2.1 Tourism Development. Agreements.</i> Records relating to the negotiation, establishment, maintenance and review of agreements with such organisations as Roads and Traffic Authority (RTA), Sydney Airports Corporation Ltd (SACL), councils, chambers of commerce and businesses etc. supporting the Tourism Development function (e.g. Memorandum of Understanding, Team NSW etc.). Includes final versions of agreements. Retain for 7 years after expiry or termination of agreement, then destroy. <i>ACT Territory Records RDS 2003 – Tourism Management – Agreements – Class 2.7.3 Destroy 10 years after expiry of agreement.</i></p>
1.2.2	<p>Agreements not proceeded with 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>Disposal action: Retain for 2 years after decision to not proceed.</p>	<p>Background: Agreements not proceeded with are generally a small subset of agreement records. Agreement records are created in tourism coordination processes, to evidence the foundational and facilitative agreements as basis for working with others in partnerships, collaborations, funding arrangements, through various means of agreements, e.g. memoranda of understanding, signed documents, formal agreements.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Identify need for agreement, identify potential parties, negotiate with potential parties, agree with parties, draft agreement, negotiate signing, identify agreement not proceeding, communicate agreement not proceeding. <p>Agreement records cover various stages of agreeing, negotiating, maintaining and reviewing the facilitative agreements in place, supporting the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with managing agreements, ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with adverse public relations and media coverage from department not proceeding with agreements of mixed public interest, for example, contracts worth large sums of money to industry but not proceeded with due to adverse environmental impacts • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Agreements with public companies to participate in and sponsor investment attraction activities with view to extending industry reach or diversify market.

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>Governance: <i>Tourism and Events Queensland Act 2012</i> mandates the processes resulting in records created but does not mandate any specific recordkeeping retention requirements. Sections 8 and 48 of the Act give powers relating to the making of agreements.</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained for 2 years after the decision has been made to not proceed with an agreement as they:</p> <ul style="list-style-type: none"> • Meet the department’s short term obligations for accountability and information accessibility • Ensure short term access to agreements for resurrection of agreement or reworking of agreement with change of circumstance e.g. changes in government, changes in funding etc. <p>Community expectation: Stakeholders, including parties to agreements, require these records to be available 2 years after the decision has been made to not proceed with an agreement with expectations to:</p> <ul style="list-style-type: none"> • Ensure short term availability for resurrection or reworking of agreements to avoid waste of government effort and resources • Ensure short term reference, including agreement parties seeking answers as to why agreement was not proceeded with. Short term nature comes from topical and current nature of agreements not proceeded with. <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions: No similar retention period matching this records class has been found in similar sector jurisdictions. Please refer to other requirements and expectations for justification of retention period.</p>
1.3.1	<p>Chief Executive Officers and representatives Records relating to appointing Chief Executive Officers (CEO) and Executive Officers under the <i>Tourism and Events Queensland Act 2012</i> (not</p>	<p>Background: Appointment records within the function of Tourism Coordination are created in meeting representative and selection requirements, including nomination and election processes, and subsequent remuneration negotiations and position scoping, giving powers by instruments of appointment, expressed with conditions and limitations as required.</p> <p>Illustrative process:</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>under the <i>Public Service Act 2008</i>). Includes allocating conditions, and varying and terminating appointments.</p> <p>Disposal Action: Retain permanently.</p>	<ul style="list-style-type: none"> Identify role need/vacancy, identify potential candidates, identify suitable candidates, identify short listed candidates, forward nomination/election notifications, run nomination/election process, identify successful candidate, negotiate remuneration, draft appointment including terms and conditions, seek approvals, appoint successful candidate, publish appointment notices. <p>Appointment records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> Evidence that documents business processes associated with appointments, including allocating conditions, varying and terminating appointments, ensuring all activities and decisions of the department are retained or disposed of appropriately Risk mitigation covering risks associated with litigation associated with not honouring appointment conditions, including remuneration, separation rights. Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> Chief Executive Officer and senior executive appointments for Tourism and Events Queensland (and similarly named bodies) appointed under Tourism and Events Queensland Act (not under Public Service Act). <p>Governance: Tourism and Events Queensland Act mandates the processes resulting in records created but does not mandate any specific recordkeeping retention requirements. Section 12 and 36 of the Act gives powers relating to appointments of Executive Officers to the employing office, and is not enabled under the Public Service Act.</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained permanently as they:</p> <ul style="list-style-type: none"> Meet the department’s obligations for accountability and information accessibility Ensure legal reference, including appeals, judicial review and other court processes. <p>Permanent retention criteria (where applicable): Meets the following appraisal characteristic/s:</p> <ul style="list-style-type: none"> 1 - authority, foundation and structure of government 5 - substantial contribution to community memory.

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>Community expectation:</p> <p>Community members in general require these records to be available permanently because:</p> <ul style="list-style-type: none"> • Historical interest, including societal development history • Records contribute to the knowledge and understanding of Queensland society by providing an insight into the significant roles and appointments that have shaped the tourism and travel industries. <p>Stakeholders, including parties to appointments, require these records to be available permanently with expectations to:</p> <ul style="list-style-type: none"> • Ensure evidence of appointments required • Ensure legal reference (within statutory timeframes), including appeals, judicial review and other court processes, against parties seeking recourse and reparatory measures for non-compliance to appointment contracts <p>Other jurisdictions:</p> <p>The retention period for similar records is covered in a Queensland disposal authority, namely: QDAN 662 1.2.1 (Public Service Commission) - Chief Executive Officers. Appointments. Records relating to the appointment of Chief Executive Officers to the Queensland Public Service in accordance with s92 of the Public Service Act. Retain Permanently. QDAN 249 v 7 15.1.1 (GRDS) - CEO and Statutory Office Holders – delegations of authority – Retain Permanently <i>State Records Office NSW DA136 Tourism</i> - Board Appointments – Classes F1.3.1 Permanent</p>
1.4.1	<p>Business development - significant *</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</p>	<p>Background:</p> <p>Development records, including regional development records, play a role in facilitating tourism growth, progress and investment opportunities for the tourism and travel industries, and revitalising existing tourism assets. Development records are created in regulatory processes of designing, applying, assessment, mandatory research and studies consultation, and approval processes.</p> <p>Illustrative processes for development, development approvals and development planning:</p> <ul style="list-style-type: none"> • Provide assistance to Industries and Projects that develop Tourism. • Research environment, research markets, determine broad direction appropriate to environment and markets, identify goals, identify objectives, identify strategies, draft planning document, consult with stakeholders, approve planning document, map activities, develop task lists, develop work schedules

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>consultation processes with community and key stakeholders.</p> <p>* Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal Action: Retain for 25 years after action completed.</p>	<p>for task lists, run planned work as per other business processes, monitor performance as per performance management processes, review plans.</p> <p>Development records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with Tourism development ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with approving developments with eventual adverse outcomes such as environmental damage, extraordinary rehabilitation, and handling rectification works such as vegetation rehabilitation and contamination clean ups. Includes potential enforcement of fixes by other organisations party to the contravening development. • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Strategic plans of tourism industry development priorities for government attention and funding <p>Governance: <i>Tourism and Events Queensland Act 2012</i> mandates the process resulting in records created but does not mandate any specific recordkeeping retention requirements. Sections 3 and 7 of the Act give powers relating to tourism experience and destination development.</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained for the recommended period as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Ensure legal reference, including appeals, judicial review and other court processes • The records are needed to provide evidence of these decisions and support actions. • The records represent ccles over time required for reference to effectively assess long-term impacts. They are the foundations for corporate memory for enhancement and improvement of economic impacts and outcomes. <p>Other jurisdictions: <i>State Records Office NSW DA136 Tourism Development – Infrastructure Approvals F5 6.1 or F5 6.2</i> retain 7 yrs. <i>PROV Tourism Management – Tourism – Support and Development - Class 5.5.0</i> Retain 15 years</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
1.4.2	<p>Business development - other</p> <p>~</p> <p>Records relating to the planning and implementing other business development initiatives designed to support the tourism and travel industries and assist the tourism sector's growth that is not deemed significant under reference 1.4.1.</p> <p>~ Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal Action:</p> <p>Retain for 7 years after action completed.</p>	<p>Background:</p> <p>Tourism and travel industry development records play in a role in facilitating tourism growth, progress and investment opportunities for the tourism and travel industries, and revitalising existing tourism assets with redevelopment applications.</p> <p>Development records are created in regulatory processes of designing, applying, assessment, mandatory research and studies (such as environmental impact statements, impact assessment studies) consultation, and approval processes.</p> <p>Illustrative processes for development, development approvals and development planning:</p> <ul style="list-style-type: none"> • Plan project, research land requirements, research environmental requirements, research construction requirements, research engineering requirements, plan infrastructure, plan development, design development, design operational works, submit development application, receive approval, tender construction, tender other works, oversee construction, oversee operational and other works, complete project. • Receive development application, assess application, request further information, approve/reject application • Research environment, research markets, determine broad direction appropriate to environment and markets, identify goals, identify objectives, identify strategies, draft planning document, consult with stakeholders, approve planning document, map activities, develop task lists, develop work schedules for task lists, run planned work as per other business processes, monitor performance as per performance management processes, review plans. <p>Development records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with development ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with approving developments with eventual adverse outcomes such as environmental damage, extraordinary rehabilitation, and handling rectification works such as vegetation rehabilitation and contamination clean ups. Includes potential enforcement of fixes by other organisations party to the contravening development. • Protection of rights and interests of the Government, the organisation, its staff, clients and the community <p>Exemplification:</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<ul style="list-style-type: none"> • Plans of tourism industry development activities • Development applications submitted for approval for changes to material use of airport land outlying to main development <p>Governance: Tourism and Events Queensland Act mandates the processes resulting in records created but does not mandate any specific recordkeeping retention requirements. Sections 3 and 7 of the Act give powers relating to tourism experience and destination development.</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained 7 years after action completed as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for corporate memory with enhancement and improvement of impacts and environmental outcomes of non-State significant (other) developments • Link to planning and infrastructure development processes and records created • Ensure legal reference, including appeals, judicial review and other court processes • Have lower risks and less need to be kept long term than significant developments. <p>Community expectation: Stakeholders including parties to developments, require these records to be available 10 years after action completed because:</p> <ul style="list-style-type: none"> • Ensure legal reference with short-medium term reference requirements <p>Community members in general require these records to be available 10 years after action completed because:</p> <ul style="list-style-type: none"> • Records contribute to the current knowledge and understanding of how Queensland, and the tourism industry, developed in recent times • Learnings from environmental decisions associated with non-State significant (other) developments need to be available for the immediate period post-development where the greatest risk of damage. <p>Other jurisdictions: <i>State Records Office NSW DA136 Tourism Development</i> – Infrastructure Approvals F5 6.1 or F5 6.2 retain 7 yrs.</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
1.5.1 - 1.5.2	<p>Tourism and travel infrastructure</p> <p>Records relating to acquisition, planning, improvement works and disposing of infrastructure and property associated with tourism and travel facilities and venues. Can also include consultation processes with community and key stakeholders. Includes planning building works, operational works, making material change of use applications, and reconfiguring lots relating tourism, tourism activities and experiences.</p> <p>Disposal Action: Retain permanently.</p> <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. Records may include, but are</p>	<p><i>PROV Tourism Management – Tourism – Support and Development - Class 5.5.0 Retain 15 years</i></p> <p>Background:</p> <p>Tourism and travel infrastructure development records play in a role in facilitating tourism growth, progress and investment opportunities for the tourism and travel industries in tourism and travel infrastructure. Infrastructure development records are created in government processes of designing, applying, assessment, mandatory research and studies (such as environmental impact statements, impact assessment studies) consultation, and approval processes.</p> <p>Illustrative processes for infrastructure development including planning:</p> <ul style="list-style-type: none"> • Plan infrastructure project, research land requirements, research environmental requirements, research construction requirements, research engineering requirements, plan infrastructure, design infrastructure, design operational works, submit development application, receive approval, tender construction, tender other works, oversee construction, oversee operational and other works, complete project. • Research environment, research markets, determine broad direction appropriate to environment and markets, develop mission statement, identify goals, identify objectives, identify strategies, draft planning document, consult with stakeholders, approve planning document, map activities, develop task lists, develop work schedules for task lists, run planned work as per other business processes, monitor performance as per performance management processes, review plans. <p>Infrastructure development records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with infrastructure development ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with approving developments with eventual adverse outcomes such as environmental damage, extraordinary rehabilitation, and handling rectification works such as vegetation rehabilitation and contamination clean ups. Includes potential enforcement of fixes by other organisations party to the contravening development. • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Property development plans, including concept, master and working plans, engineering plans including civil works, requisite impact studies, applications and approvals for major road link to airport.

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>not limited to:</p> <ul style="list-style-type: none"> • raw data collected during consultation with stakeholders • working papers • drafts of final reports. <p>Disposal Action: Retain for 5 years after last action.</p>	<ul style="list-style-type: none"> • Property purchase plans, including title information, valuations, financial settlements and resumptions for major road link to airport. <p>Governance: Tourism and Events Queensland Act mandates the processes resulting in records created but does not mandate any specific recordkeeping retention requirements. Sections 3 and 7 of the Act give powers relating to tourism experience and destination development, including requisite infrastructure development.</p> <p>Business requirements: Tourism Division (DTESB) requires some of these records to be retained permanently as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for corporate memory with enhancement and improvement of impacts and environmental outcomes of developments • Link to planning and development processes and records created • Ensure legal reference, including appeals, judicial review and other court processes • Provide ongoing access to infrastructure records and property records associated with infrastructure. <p>Not all of the records relevant to tourism and travel infrastructure are required to be permanent e.g. raw data collected during consultation exercises. This routine material can be retained for 5 years to meet operational requirements in the management of tourism and travel infrastructure.</p> <p>Permanent retention criteria (where applicable): Meets the following appraisal characteristic/s:</p> <ul style="list-style-type: none"> • 2 Primary functions and programs of Government • 3 Enduring rights and entitlements • 5 Substantial contribution to community memory • 6 Environmental management and change <p>Community expectation: Stakeholders including parties to developments, require these records to be available permanently because:</p> <ul style="list-style-type: none"> • Long term and ongoing nature of maintenance works associated with infrastructure • Construction and maintenance links to future infrastructure developments <p>Community members in general require these records to be available forever because:</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<ul style="list-style-type: none"> Facilitative nature of records for ongoing improvement and development of State <p>Other jurisdictions:</p> <p>Permanent retention is proposed based on other requirements and expectations above as justification. The recommended retention period is higher than the retention period for similar records covered in a Victorian disposal authority, namely:</p> <p><i>PROV Tourism Management</i> Support and Development. The provision of advice and assistance to industries and projects that affect tourism. Includes advice and assistance in order to facilitate infrastructure projects that will attract tourists to Melbourne and regional Victoria. Infrastructure projects might constitute (but are not limited to) the building or upgrade of tourist attractions or tourist facilities such as hotels. Advice and assistance might be to (but are not limited to) developers, industries, shire councils and assistance might take the form of helping negotiate permits or helping conduct feasibility or economic impact studies. Destroy 15 years after administrative use has concluded. Retain 15 years after administrative use has concluded.</p> <p><i>Tasmania DA 2186 05.12.01</i> Records relating to strategic development issues such as infrastructure, inter-government co-operation, utilities and other measures important to future mining operations where the agency provides significant input or co-ordinates comment. Permanent.</p>
1.6.1	<p>Marketing Tourism and Travel Opportunities</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>Disposal Action:</p> <p>Retain for 7 years after action completed.</p>	<p>Background:</p> <p>Tourism marketing records are created in researching, evaluating, advertising, promoting, and selling processes for departmental products, services, resources and information.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> Identify strategic planning requirements and priorities, identify market projections (links to performance management processes), research market of campaign target, commission marketing campaign, design marketing campaign, approve marketing campaign, design advertising media programs (i.e. television, print advertising, online, news via media releases), commission production of media programs, approve running of media programs, communicate media programs, run media releases, run media programs, review media programs, review marketing campaigns (links to performance management processes), assess success against planning requirements and priorities, review performance of marketing campaign and media programs (links to performance management processes) <p>Tourism marketing records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> Evidence that documents business processes associated with marketing ensuring all activities and decisions of the department are retained or disposed of appropriately

Ref. No	Record class description and disposal action	Log entry for appraisal
		<ul style="list-style-type: none"> • Risk mitigation covering risks associated with misleading advertising claims and legal action • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Annual Queensland tourism marketing campaigns to boost tourism for state from research, design, creation, running and monitoring campaign. <p>Governance:</p> <p>Tourism and Events Queensland Act mandates the processes resulting in records created but does not mandate any specific recordkeeping retention requirements. Sections 3 and 7 of the Act give powers relating to marketing tourism and travel opportunities.</p> <p>Business requirements:</p> <p>Tourism Division (DTESB) requires these records to be retained 7 years after action completed as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for business enhancement and improvement • Links to marketing forecasting/research business processes and records created • Links to performance monitoring/management business processes and records created • Creates corporate memory of marketing campaigns and advertising in recent years, and allow repeatability or enhancement for successful campaigns • Ensure legal reference, including appeals, judicial review and other court processes <p>Community expectation:</p> <p>Stakeholders, including parties to agreements, require these records to be available 7 years after action completed with expectations to:</p> <ul style="list-style-type: none"> • Ensure legal reference, including appeals, judicial review and other court processes, against parties seeking recourse and reparations for legal action misleading advertising claims <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions:</p> <p>The recommended retention period is consistent with the retention period for similar records covered in the</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>Victorian disposal authority, namely: <i>VIC PROS 08-04 5.2.0 Tourism Campaigns</i> - Planning and Administration. Records relating to the planning and administration of tourism campaigns. Includes liaison about the design and development of campaign materials, what forms of media the campaign should be conducted through and other administrative activities relating to the delivery of any campaign. Destroy 7 years after conclusion of campaign. <i>State Records Office NSW DA136 F4.1.1 Marketing – Advertising</i> 10 year retention.</p>
1.7.1	<p>Joint ventures - significant * Records relating to managing significant tourism or travel related joint ventures with other organisations (private sector and government) 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> <p>* Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal action: Retain for 25 years after action completed.</p>	<p>Background: Tourism related partnership records are created in setting up arrangements to work with others in significant partnerships and joint ventures set up to carry significant tourism coordination responsibilities, activities and programs.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> The establishment of very high level joint ventures to encourage Tourism such as partnerships with other counties to facilitate direct investment into the Queensland Tourism industry. <p>Partnership records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> Evidence that documents business processes associated with partnerships ensuring all activities and decisions of the department are retained or disposed of appropriately Risk mitigation covering risks associated with not complying with departmental responsibilities, including financial implications of agreements, and legal action from non-compliance. Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> Partnership agreements working with airports, businesses and local councils to expand tourism-critical airport and port infrastructure and supporting tourist facilities such as shopping and food destinations, hotels, restaurants, stop-over facilities such as lounges and amenities <p>Governance: <i>Tourism and Events Queensland Act</i> mandates the processes resulting in records created for tourism coordination responsibilities, activities and programs but does not mandate any specific partnership arrangements or relationships except with Tourism and Events Queensland. The Act does not mandate any recordkeeping retention requirements.</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>See other records classes created by the business of the partnership for information about governing sections of the Act.</p> <p>Business requirements:</p> <p>Tourism Division (DTESB) requires these records to be retained for the recommended period as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for business enhancement and improvement • Link to agreement processes where formal agreements are drawn up for partnerships • Facilitate other business processes and records created through the partnership arrangements • Ensure legal reference, including appeals, judicial review and other court processes • The records represent Cycles over time required for reference to effectively assess long-term impacts. They are the foundations for corporate memory for enhancement and improvement of economic and environmental impacts and outcomes. • The records are needed to provide evidence of these decisions, support actions, and provide a history of partnerships with organisations and overseas countries. <p>Other jurisdictions:</p> <p>The recommended retention period is higher than the retention period for similar records in a New South Wales disposal authority, namely:</p> <p><i>NSW DA 136 F5.7.1 Tourism New South Wales.</i> Records relating to the management of joint venture projects such as those associated with developing business related tourism for NSW with partners such as the Sydney Convention and Visitors Bureau (SCVB). Includes proposals, funding agreements, contracts etc. Retain minimum of 7 years after last action or expiry of the agreement, whichever is the longer, then destroy.</p>
1.7.2	<p>Joint ventures - other ~ Records relating to managing tourism or travel related joint ventures with other organisations (private sector and government) by the department where the partnership contributes to tourism or travel industry</p>	<p>Background:</p> <p>Tourism related partnership records are created in setting up arrangements to work with others in non-State significant (other) partnerships and joint ventures set up to carry non-State significant (other) tourism coordination responsibilities, activities and programs.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Identify need for partnership, identify potential parties, negotiate with potential parties, agree on parties, agree on funding*, agree on roles and responsibilities, identify format of agreement (e.g. formal agreement, memorandum of understanding) , draft agreement or instrument (as required),

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>outcomes that are not deemed significant under 1.7.1.</p> <p>Disposal action: Retain for 7 years after partnership/agreement expires.</p>	<p>negotiate signing*, plan and organise responsibilities under partnership, fulfil responsibilities (via other business processes), identify review date for agreement*, review agreement* (*if required)</p> <p>Partnership records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with partnerships ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with not complying with departmental responsibilities, including financial implications of agreements, and legal action from non-compliance. • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Partnership agreements and other communicative and facilitative records working with businesses and local councils to provide tourism facilities (such as camping spots and transport options), working with travel agents to provide tourism information, destinations and itineraries, working with airports to improve flights facilitating destinations spruiked by marketing campaigns, working with transport authorities and local councils for tourist related signage <p>Governance: <i>Tourism and Events Queensland Act</i> mandates the processes resulting in records created for tourism coordination responsibilities, activities and programs but does not mandate any specific partnership arrangements or relationships except with Tourism and Events Queensland. The Act does not mandate any recordkeeping retention requirements.</p> <p>See other records classes created by the business of the partnership for information about governing sections of the Act</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained 7 years after partnership ends as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for business enhancement and improvement • Link to agreement processes where formal agreements are drawn up for partnerships • Facilitate other business processes and records created through the partnership arrangements • Ensure legal reference, including appeals, judicial review and other court processes

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>Community expectation:</p> <p>Stakeholders, including parties to agreements, require these records to be available 7 years after partnership ends with expectations to:</p> <ul style="list-style-type: none"> • Ensure mediation and negotiation of disputes to partnerships with evidence of partnership arrangements and agreements required • Ensure legal reference, including appeals, judicial review and other court processes, against agreement parties seeking recourse for damages / losses / non-compliance <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions:</p> <p>The recommended retention period is consistent with the retention period for similar records covered in the New South Wales disposal authority, namely:</p> <p><i>NSW DA 136 F5.7.1 Tourism New South Wales.</i> Records relating to the management of joint venture projects such as those associated with developing business related tourism for NSW with partners such as the Sydney Convention and Visitors Bureau (SCVB). Includes proposals, funding agreements, contracts etc. Retain minimum of 7 years after last action or expiry of the agreement, whichever is the longer, then destroy.</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>Disposal action:</p> <p>Retain for 7 years after action</p>	<p>Background:</p> <p>Performance management records are created in monitoring other processes, namely those processes run under the tourism coordination function, for the aims of improving tourism and travel industries.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Identify strategic planning requirements and priorities, identify market projections, create metrics framework, identify data, analytics and metrics including key performance identifiers, identify review media programs, review marketing campaigns, assess success against planning requirements, priorities, projections and targets, review performance of marketing campaign and media programs (links to performance management processes), identify results and improvement recommendations, draft report of results, seek approval, disseminate report, communicate results <p>Performance management records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with monitoring and managing ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with continually running unsuccessful and ineffective

Ref. No	Record class description and disposal action	Log entry for appraisal
	completed.	<p>marketing campaigns, promotions and initiatives.</p> <ul style="list-style-type: none"> • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Monitoring and comparing actual tourism data against annual performance targets contained in strategic plans and reports. • Monitoring success of marketing campaigns through increased exposure and resulting increased incoming tourism revenue and numbers. <p>Governance:</p> <p>There is no legislative basis for performance management processes. The impetus comes from best practice management standards and creates the processes resulting in records created. Tourism and Events Queensland Act does not mandate any specific recordkeeping retention requirements.</p> <p>Business requirements:</p> <p>Tourism Division (DTESB) requires these records to be retained 7 years after action completed as they:</p> <ul style="list-style-type: none"> • Meet the department's obligations for accountability and information accessibility • Are a foundation for business enhancement and improvement • Comes out of other business processes and records created • Ensure legal reference, including appeals, judicial review and other court processes <p>Community expectation:</p> <p>Stakeholders, including parties to marketing activities, require these records to be available 7 years after action completed with expectations to:</p> <ul style="list-style-type: none"> • Ensure monitoring of performance of marketing campaigns over a recent period to ensure funds are well spent • Enable contracts with marketing companies are good value and achieve outcomes as expected, and where performance parameters are built into contracts, these can be adequately monitored and enforced over a period of time • Ensure legal reference, including appeals, judicial review and other court processes <p>Community members in general require these records to be available for a similar time period with similar expectations</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>Other jurisdictions:</p> <p>Seven year retention is proposed based on other requirements and expectations above as justification. The recommended retention period is higher than the retention period for similar records covered in a New South Wales disposal authority, namely:</p> <p>NSW DA 136 F4.13.1 Tourism. Records relating to monitoring of media coverage of Tourism New South Wales marketing campaigns. Includes news clippings, press comments, media reports etc. Retain minimum of 3 years after last action, then destroy.</p>
1.9.1	<p>Tourism and travel industry planning - significant*</p> <p>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>* Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal action: Retain permanently.</p>	<p>Background:</p> <p>Planning records are created in planning, reviewing and evaluating tourism and travel industry development processes.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Research environment, research markets, determine broad direction appropriate to environment and markets, develop mission statement, identify goals, identify objectives, identify strategies, draft planning document, consult with stakeholders, approve planning document, map activities, develop tactical and operational plans, develop task lists, develop work schedules for task lists, run planned work as per other business processes, monitor performance as per performance management processes, review plans. <p>Planning records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with planning ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with knowledge of past planning activities disappearing, with potential for repetition of mistakes, or unnecessary cycling through unsuccessful methodologies • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Tourism strategies, strategic plans and long term plans targeting effort • Investment plans, including growth, projections, priorities <p>Governance:</p> <p>Tourism and Events Queensland Act mandates some of the processes resulting in records created but not all.</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>Sections 39 and 40 of the Act give powers relating to expectations and statements of intent. Other processes, for example strategic planning processes, come from best practice management. Tourism and Events Queensland Act does not mandate any specific recordkeeping retention requirements.</p> <p>Business requirements:</p> <p>Tourism Division (DTESB) requires these records to be retained permanently as they:</p> <ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for business management, enhancement and improvement • Potentially lead and guide every business process and the records created • Ensure legal reference, including appeals, judicial review and other court processes <p>Permanent retention criteria (where applicable):</p> <p>Meets the following appraisal characteristic/s:</p> <ul style="list-style-type: none"> • 2 Primary functions and programs of Government • 5 Substantial contribution to community memory • 6 Environmental management and change <p>Community expectation:</p> <p>Community members in general require these records to be available permanently because:</p> <ul style="list-style-type: none"> • Historical interest, including societal and economic development history • Records contribute to the knowledge and understanding of Queensland society by providing an insight into planning processes and key strategic plans guiding the State • Learnings from running functions of the Department in high level planning documents of significant activities need to be available for the longer term. <p>Other jurisdictions:</p> <p>The recommended retention period is consistent with the retention period for similar records covered in National Archives disposal authorities, namely:</p> <p><i>NAA 2007-00307997 17817 Tourism Planning.</i> Records documenting the design, development, and establishment of programs and schemes relating to the tourism function that have far-reaching social, health, industry, economic, national or international implications or have been the subject of widespread public debate or controversy. Includes: background research and information, consultations with stakeholders, submissions from stakeholders, assessment and selection of action agenda, draft program outlines and</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
1.9.2	<p>Tourism and travel industry planning - other ~ 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>~ Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal action: Retain for 10 years after action completed.</p>	<p>objectives, evaluation of program pilots, risk assessments, feedback and comments, final versions of programs and schemes, program participants' contact details, program reports, program implementation action plans. Retain as national archives (permanently).</p> <p>Background: Planning records are created in planning, reviewing and evaluating tourism and travel industry development processes.</p> <p>Illustrative process:</p> <ul style="list-style-type: none"> • Research environment, research markets, determine broad direction appropriate to environment and markets, develop mission statement, identify goals, identify objectives, identify strategies, draft planning document, consult with stakeholders, approve planning document, map activities, develop tactical and operational plans, develop task lists, develop work schedules for task lists, run planned work as per other business processes, monitor performance as per performance management processes, review plans. <p>Planning records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with planning ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with knowledge of past planning activities disappearing, with potential for repetition of mistakes, or unnecessary cycling through unsuccessful methodologies • Protection of rights and interests of the Government, the organisation, its staff, clients and the community <p>Exemplification:</p> <ul style="list-style-type: none"> • Short term planning, implementation strategies, operational plans <p>Governance: Tourism and Events Queensland Act mandates some of the processes resulting in records created but not all. Sections 39 and 40 of the Act give powers relating to expectations and statements of intent. Other planning processes come from best practice management. Tourism and Events Queensland Act does not mandate any specific recordkeeping retention requirements.</p> <p>Business requirements: Tourism Division (DTESB) requires these records to be retained permanently as they:</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
		<ul style="list-style-type: none"> • Meet the department’s obligations for accountability and information accessibility • Are a foundation for business management, enhancement and improvement • Potentially lead and guide every business process and the records created • Ensure legal reference, including appeals, judicial review and other court processes <p>Community expectation: Stakeholders, including parties to agreements, require these records to be available 10 years after action completed with expectations to:</p> <ul style="list-style-type: none"> • Ensure legal reference, including appeals, judicial review and other court processes, against agreement parties seeking recourse for damages/losses/non-compliance • Learnings from running the Department including planning documents need to be available for the short-medium term. <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions: The recommended retention period is consistent with the retention period for similar records covered in National Archives disposal authorities, namely: <i>NAA 2007-00307997 17818 Tourism Planning.</i> Records documenting the design, development, and establishment of programs and schemes relating to the tourism function that DO NOT have far-reaching social, health, industry, economic, national or international implications and have NOT been the subject of widespread public debate or controversy. Includes: background research and information, consultations with stakeholders, submissions from stakeholders, assessment and selection of action agenda, draft program outlines and objectives, evaluation of program pilots, risk assessments, feedback and comments, final versions of programs and schemes, program participants’ contact details, program reports. Destroy 10 years after termination of the program (including all predecessor or successor names of the program) or after all obligations associated with the program are fulfilled, whichever is the later <i>State Records Office NSW DA 136 – Marketing – Planning – F4 14.1 - 10 year retention.</i></p>
1.10.1	<p>Consultation and engagement - significant * Records relating to conducting consultative and engagement</p>	<p>Background: Stakeholder engagement records can be a subset of other records classes where consultation and liaison are part of the job, however they are also created as separate but influential records sets.</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>processes with 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>* Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal action Retain permanently.</p>	<p>Illustrative process:</p> <ul style="list-style-type: none"> Identify aspirations, identify stakeholders, identify champion stakeholders, identify and assess material issues and stakeholder needs, identify stakeholder participants for material issues and informing business processes, identify stakeholder roles and responsibilities (including roles of collaborating, reviewing, assessing, advising, deciding, informing, communicating, receiving), draft stakeholder plan, initiate engagement as per plan monitor stakeholder interaction (links to other business processes as per context of material issues), review engagement (links to performance management process). <p>Stakeholder engagement records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> Evidence that documents business processes associated with every other process where stakeholders provide input and receive information on a regular basis, ensuring all activities and decisions of the department are retained or disposed of appropriately Risk mitigation covering risks associated with inadequately consulting with stakeholders where their information and policy positions are not clearly available in records created. Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> Communication from industry critical member associations about issues of key importance, including grass roots or on the ground feedback to government action and implementations, potential legislative changes. Targeted information sent to industry critical member associations of messages of public importance e.g. safety implications or as critical for more accurate disbursement of information to specific groups (e.g. electricians) where known issues exist. <p>Governance: There is no legislative basis for stakeholder engagement processes. The impetus comes from best practice management and stakeholder engagement standards and creates the processes resulting in records created. Tourism and Events Queensland Act does not mandate any specific recordkeeping retention requirements.</p> <p>Business requirements: Tourism Division (DTESB) requires significant stakeholder engagement records to be retained permanently as they:</p> <ul style="list-style-type: none"> Meet the department's obligations for accountability and information accessibility

Ref. No	Record class description and disposal action	Log entry for appraisal
		<ul style="list-style-type: none"> • Are a foundation for business management, enhancement and improvement • Potentially inform every business process and the records created on the policy position and information supplied by significant stakeholders or stakeholders about significant issues • Ensure legal reference, including appeals, judicial review and other court processes <p>Permanent retention criteria (where applicable):</p> <p>Meets the following appraisal characteristic/s:</p> <ul style="list-style-type: none"> • 5 Substantial contribution to community memory <p>Community expectation:</p> <p>Community members, and influential stakeholders, require these records to be available permanently because:</p> <ul style="list-style-type: none"> • Historical interest, including public service history and community reaction to significant issues. • Records contribute to the knowledge and understanding of Queensland society by providing an insight into that relate to particular people and organisations that held particular influence • Provided for reference within legal timeframes (before permanent retention for above purposes) <p>Other jurisdictions:</p> <p>The recommended retention period is consistent with the retention period for similar records covered in the National Archives disposal authority, namely:</p> <p><i>NAA 2007-00307997 17817 Tourism Planning.</i> Records documenting the design, development, and establishment of programs and schemes relating to the tourism function that have far-reaching social, health, industry, economic, national or international implications or have been the subject of widespread public debate or controversy. Includes: background research and information, <u>consultations with stakeholders</u>, <u>submissions from stakeholders</u>, assessment and selection of action agenda, draft program outlines and objectives, evaluation of program pilots, risk assessments, feedback and comments, final versions of programs and schemes, program participants' contact details, program reports, program implementation action plans. Retain as national archives (permanently).</p>
1.10.2	<p>Consultation and engagement - other ~ Records relating to conducting consultative and engagement processes with stakeholders</p>	<p>Background:</p> <p>Stakeholder engagement records can be a subset of other records classes where consultation and liaison are part of the job, however they are also created as separate but influential records sets.</p> <p>Illustrative process:</p>

Ref. No	Record class description and disposal action	Log entry for appraisal
	<p>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>~ Refer to Appendix: Definition of Significant Versus Other</p> <p>Disposal action: Retain for 7 years after action completed.</p>	<ul style="list-style-type: none"> • Identify aspirations, identify stakeholders, identify champion stakeholders, identify and assess material issues and stakeholder needs, identify stakeholder participants for material issues and informing business processes, identify stakeholder roles and responsibilities (including roles of collaborating, reviewing, assessing, advising, deciding, informing, communicating, receiving), draft stakeholder plan, initiate engagement as per plan monitor stakeholder interaction (links to other business processes as per context of material issues), review engagement (links to performance management process). <p>Stakeholder engagement records support the business of the department for purposes of:</p> <ul style="list-style-type: none"> • Evidence that documents business processes associated with every other process where stakeholders provide input and receive information on a regular basis, ensuring all activities and decisions of the department are retained or disposed of appropriately • Risk mitigation covering risks associated with inadequately consulting with stakeholders where their information and policy positions are not clearly available in records created. • Protection of rights and interests of the Government, the organisation, its staff, clients and the community. <p>Exemplification:</p> <ul style="list-style-type: none"> • Communication from industry associations about issues, including grass roots or on the ground feedback to government action and implementations, potential legislative changes. • Targeted information sent to industry associations for more accurate disbursement of information to specific groups e.g. retirees. <p>Governance: There is no legislative basis for stakeholder engagement processes. The impetus comes from best practice management and stakeholder engagement standards and creates the processes resulting in records created. Tourism and Events Queensland Act does not mandate any specific recordkeeping retention requirements.</p> <p>Business requirements: Tourism Division (DTESB) requires non-State significant (other) stakeholder engagement records to be retained 7 years after action completed as they:</p> <ul style="list-style-type: none"> • Meet the department's obligations for accountability and information accessibility • Are a foundation for business management, enhancement and improvement • Potentially inform every business process and the records created on the policy position and

Ref. No	Record class description and disposal action	Log entry for appraisal
		<p>information supplied by stakeholders.</p> <ul style="list-style-type: none"> • Ensure legal reference, including appeals, judicial review and other court processes <p>Community expectation: Provided for reference within legal timeframes Stakeholders, including parties to agreements, require these records to be available 7 years after action completed with expectations to:</p> <ul style="list-style-type: none"> • Ensure short term legal reference, including appeals, judicial review and other court processes, against action from disgruntled stakeholders parties seeking to change influence through the courts <p>Community members in general require these records to be available for a similar time period with similar expectations.</p> <p>Other jurisdictions: <i>State Records Office NSW DA 136 Tourism NSW - External Relations – Liaison - Class F3 - 1.1 - 3 year retention</i></p>

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.