

DISABILITY SERVICES RETENTION AND DISPOSAL SCHEDULE

An authorisation under section 26 of the *Public Records Act 2002* for the disposal of Disability Services records created by Department of Communities, Disability Services and Seniors.

Where printed, this reproduction is only accurate at the time of printing.
The [Queensland Government \(For Government\) website](#) should always be referred to
for the current, authorised version.

Using this schedule

The Disability Services retention and disposal schedule authorises the disposal of the core business public records (data, information and records) created by the Disability Services area of the Department of Communities, Disability Services and Seniors. It applies to records created in any format, unless otherwise specified in the class description.

The Disability Services retention and disposal schedule can be used in conjunction with the [General retention and disposal schedule](#) (GRDS). Record classes in the Common Activities section of the GRDS can be applied to any function undertaken by the agency, provided the retention period meets all of the agency's specific regulatory requirements and there are no exclusions listed.

Any references to repealed legislation may be taken as a reference to current legislation if the context permits.

The Department of Communities, Disability Services and Seniors is the responsible agency for the Disability Services Retention and Disposal Schedule at the time of approval of the schedule. However, in the event of an administrative change, or the transfer of a function from one public authority to another, this retention and disposal schedule will continue to apply to the records covered by the schedule. For further advice on the currency of approved retention and disposal schedules following administrative change, please contact Agency Services at Queensland State Archives on (07) 3037 6630 or rkqueries@archives.qld.gov.au.

Any previously authorised retention and disposal schedule covering record classes described in this schedule is now superseded and previous versions should be removed from use. It is the agency's responsibility to maintain the current approved schedule within their business practices and systems.

Revoked schedules include:

- QDAN 96/0049
- QDAN 97/0176
- QDAN 98/0007
- QDAN 98/0066

Schedules should be reviewed at least every 5 years.

Records relating to vulnerable persons:

While using this schedule, the Department of Communities, Disability Services and Seniors needs to carefully consider records relevant to the proactive protection of vulnerable persons. These are covered by disposal authorisations [GRDS COMMON ACTIVITIES – PROACTIVE PROTECTION OF VULNERABLE PERSONS-RELEVANT RECORDS](#). For guidance on identifying and managing these records see the [Guideline on creating and keeping records for the proactive protection of vulnerable persons](#).

Where there is an inconsistency in disposal action between the GRDS and the Disability Services Retention and Disposal Schedule for records related to vulnerable persons, the disposal authorisation with the longest retention period should be applied. For example, if records relating to vulnerable persons are required to be kept permanently under the Disability Services Retention and Disposal Schedule, then this disposal authorisation would take precedence over the related GRDS class.

When this schedule should not be used

It is an offence under the *Criminal Code Act 1899* (s129) *'for a person who, knowing something is or may be needed in evidence in a judicial proceeding, damages it with intent to stop it being used in evidence'*. A duty of care exists for agencies to ensure records that may be needed in evidence in a judicial proceeding, including any legal action or a Commission of Inquiry, are not disposed of. Internal processes should be implemented to meet this obligation,

which may include consultation with your legal or Right to Information area or issuing an internal records disposal freeze if it is reasonably expected that a judicial proceeding may occur e.g. retaining property files that may contain information on the use of asbestos in buildings.

Additionally, any group of records covered by a disposal freeze issued by the State Archivist cannot be disposed of while the freeze is in place. Disposal freezes generally relate to a particular topic or event which has gained prominence or provokes controversy. Further information about current disposal freezes and whether they affect the use of this schedule is available from the [Queensland Government \(For Government\) website](#).

Records which are subject to a request for access under the *Right to Information Act 2009*, the *Information Privacy Act 2009* or any other relevant Act must not be destroyed until the action, and any applicable appeal period, has been completed.

Schedule layout

Each class has been allocated a unique number to aid with the disposal of records. Further implementation information is available on the [Queensland Government \(For Government\) website](#).

Disposal

No further authorisation is required from the State Archivist for the records disposed of under this schedule. However, disposal must be appropriately documented in accordance with the [Records Governance Policy](#). Approval from your CEO or authorised delegate is also required prior to disposal.

Any disposal of public records without authorisation from the State Archivist may be a breach of the *Public Records Act 2002 (s13)*.

How we can help?

More information on implementing schedules is available on the [Queensland Government \(For Government\) website](#). Any enquiries about this schedule or recordkeeping should be directed in the first instance to your Records Manager. If further information is required, please contact Queensland State Archives on (07) 3037 6630 or via the [Queensland Government \(For Government\) website](#).

Approved by State Archivist: Mike Summerell

Date: 14 September 2020

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DISABILITY SERVICES

The function of supporting and advocating for people with disability, working in partnership with the disability sector to help Queenslanders with disability reach their full potential and monitoring the NDIS (National Disability Insurance Scheme) to ensure it delivers the expected outcomes for Queenslanders with disability. Includes provision of accommodation and respite services to enable people with intellectual disability and high support needs to live as independently as possible; and the provision of care, support and protection of people with an intellectual or cognitive disability subject to involuntary detention under a forensic order (disability).

Includes the following activities:

- providing advice and recommendations
- authorisation and review of applications and plans
- creating and maintaining control mechanisms e.g. registers
- managing individual clients accessing disability services, support and accommodation
- coordination and management of disability service employees
- managing incidents within a disability services provided service or facility
- implementation of the state disability plans
- managing and overseeing a client's financial arrangements
- operating and managing service provision to clients in associated premises
- developing, implementing and monitoring quality assurance frameworks
- reporting
- vacancy management
- screening for suitability to provide disability support and services

This retention and disposal schedule should be used in conjunction with the General Retention and Disposal Schedule (GRDS) – proactive protection of vulnerable persons – relevant records. For any records relating to vulnerable persons, the GRDS disposal authorisations should apply unless existing minimum retention periods in this schedule are greater than, or equal to, those specified in the GRDS.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2555	Public records relating to: <ul style="list-style-type: none"> • Registers – significant – control mechanisms, such as books, lists, records of dates, events, registers or other important pieces of information. Includes data from online business applications detailing case files. Includes registers: 	Permanent. Transfer to QSA after business action completed.	14 September 2020

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • register of practitioners • register of use of regulated behaviour controls • online data collection (ODC) online reporting tool • critical incident register (CIRMS) • register of clients • Client records – significant – case management records of service provision to individual clients with an intellectual disability where the department provides full-time, part-time or temporary care in situations where the case: <ul style="list-style-type: none"> • became the subject of an external inquiry or investigation • became the subject of a departmental review which had adverse findings against the department or • led to a change in policy, practice or law which had a major impact on the department • State disability plan implementation – implementation of the state disability plan that commits to building a fairer, more inclusive Queensland where people with disability, their families and carers, can access opportunities on the same basis as everyone else and to contribute and participate in all that Queensland has to offer. The whole-of-government implementation ensures that agencies are compliant with legislation, guidelines, policies or standards in regard to dealing with issues impacting Queenslanders with disability. • Major incidents – reporting, investigation, and resolution of major critical incidents that occur as a result of providing accommodation and respite facilities and services to people with disability or involuntarily detaining people with intellectual or cognitive disability at the Forensic Disability Services Facility. Incidents may include: <ul style="list-style-type: none"> • death of a person. • life threatening injury to a person who is a client, carer, staff member or visitor whilst attending or using department facilities. • serious injury to a person that results in hospitalisation. • abduction of or by a person who is a client, carer or staff member. 		

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • major security incident involving an emergence response to a hostage situation, fire, natural disaster, power failure. • alleged rape, sexual assault or serious assault • Quality framework – development, implementation and monitoring of the human services quality framework (HSQF) system, including human services quality standards to set a benchmark for the quality of service provision where the principles ensure respect of human rights, social inclusion, participation and choice are accorded to individuals. • Practice procedures – final approved versions of manuals, handbooks, etc. detailing procedures and outlining the processes and practices to be followed in the provision of services to cater for the needs of clients with disability. <p><i>See the disposal authorisation 1272 in the General Retention and Disposal Schedule for drafts which do not proceed to final records and have been incorporated into more substantial drafts or final documents</i></p>		
2556	<p>Public records relating to:</p> <ul style="list-style-type: none"> • Client records – other – detailed case management records of service provision to individual clients with an intellectual disability where the department provides full-time, part-time or temporary care that are not deemed significant under 2555. • Short term restrictive practice – approvals for short term use of restrictive practices including the use of chemical restraint, mechanical restraint, physical restraint and restricting access to items. Excludes approvals for containment and seclusion which are approved by the Office of the Public Guardian. • Minor incidents – reporting, investigation, and resolution of minor incidents (incidents not identified as major incidents under 2555 that occur as a result of providing accommodation and respite facilities and services to people with a disability. Incidents include: <ul style="list-style-type: none"> • client behaviour that could result in a potential risk to client or others. • injury for which a person attends and/or receives treatment by a medical practitioner but is not admitted to hospital as an inpatient. 	100 years after creation of record.	14 September 2020

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> unethical behaviour by staff, particularly if it involves taking advantage of clients 		
1559	<p>Public records relating to:</p> <ul style="list-style-type: none"> Facility management – day-to-day operations of the Forensic Disability Services Facility where clients, who have been remanded to the facility due to the severity of their crimes committed, reside in the facility which is a fit-for-purpose, secure facility that has been built to effectively manage extreme behaviours and the facility’s operations activities are designed to ensure their wellbeing. Includes summary reports of forensic disability clients in the facility, information about their care and activities undertaken and the staff who were on duty at the facility. Household management – day-to-day operations of an accommodation support household or a respite service centre where clients with disability reside together and activities are designed to ensure their wellbeing. Includes summary reports of clients in residential accommodation, information about their care and activities undertaken and the staff who were on duty in the household or centre. Vacancy coordination and allocation – allocation of vacant places to people with disability at accommodation support residences and at respite centres. Activities include prioritising, relocating and transferring clients within the residences and managing demands for places. Positive behaviour support – advice and assistance provided to Disability Services clinicians with the development of their positive behaviour plans for the management of their clients who have an intellectual disability and severe challenging behaviour. Includes the provision of opinion and advice on the care and management of Queensland residents who have an intellectual disability and are subject to a referral to the department. Registers – other – control mechanisms not deemed significant under 2555, such as books, list, records of dates, events, registers or other important pieces of information. Includes data from online business applications detailing case files. Registers include: <ul style="list-style-type: none"> search and contraband register staff key and communication equipment register visitor and contractor log 	<p>Retain until 31 December 2028.</p> <p><i>QSA will undertake a reassessment of this retention period prior to 31 December 2028</i></p>	27 March 2020

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Rostering – the organisation and administration of staff work attendance at an accommodation support residence, respite facility centre or forensic disability facility staff. Provides identification of which employee is rostered to which shift at a particular residence or at the respite centre or forensic disability facility and also confirms the attendance of that employee to a particular shift and any shift reallocations. • Client money management – management of client’s financial undertakings detailing all activities associated with the day-to-day management of the client’s financial affairs including advice on budget and savings planning, guidance and supervision of banking, and money handling. • Restrictive practice usage – statutory reporting requirement on the use of restrictive practices on adults with an intellectual or cognitive disability by service providers in Queensland to the NDIS Quality and Safeguards Commission. • Criminal history screening and assessments – criminal history screening and assessments undertaken on people who provide NDIS funded disability services and supports. People eligible for the screening are employees, volunteers, contractors and students of non-government service providers funded by the department or are NDIS registered providers or sole traders registered under the NDIS. <p>Excludes criminal history checks undertaken on an employee of the department as part of their employment screening.</p> <p><i>For criminal history checks on an employee of the department see General Retention and Disposal Schedule, reference 1240 – criminal history checks</i></p>		
2557	<p>Public records relating to:</p> <ul style="list-style-type: none"> • Carer supervision – provision of supervision of professional staff who have the responsibility for decision-making and provision of services to cater for the needs of clients with disability. Also referred to as ‘Individual Time’ where managers can discuss and monitor the caseloads of professional staff. <p><i>For performance management records for administrative staff see General Retention and Disposal Schedule, reference 1255 – Employee Performance.</i></p> <p><i>For employee service history records see General Retention and Disposal Schedule, disposal authorisation 1233</i></p>	Retain for 80 years from date of birth or 7 years from date of separation, whichever is later.	14 September 2020

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2558	<p>Public records relating to:</p> <ul style="list-style-type: none"> • Guide, hearing and assistance dog trainer authorisation: <ul style="list-style-type: none"> ○ applications made by institutions and individuals for approval as approved trainers of guide, hearing and assistance dogs. Includes unsuccessful and lapsed applications. ○ review of approved trainers of guide, hearing and assistance dogs by the chief executive. ○ immediate suspension or cancellation of an approval of an approved trainer or an approved training institution under the <i>Guide, Hearing and Assistance Dogs Act 2009</i>. Includes voluntary surrender of approval. 	10 years after business action completed.	14 September 2020

LEGACY RECORDS

This section covers legacy records of the Department of Communities, Disability Services and Seniors.

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
<p>DISABILITY CLIENT MANAGEMENT <i>The management of individual clients accessing disability services directly from the department. Disability client files created as part of Community and Individual Support Services. This function transitioned to the National Disability Insurance Scheme (NDIS) on July 1, 2019.</i></p>				
2559	<p><i>Individual Funding Management</i> Records relating to the administration of funds received and distributed by disability services in order to assist individual clients to access specialist disability services and support under part 4 of the <i>Disability Services Act 2006</i>. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Personal Information • Emergency and Family Information • Individual agreements • Consent Forms (completed) • Financial Information • Specific Support Needs Profile • Funding applications • Supporting documentation. • Conditions of funding – s39 of the <i>Disability Services Act 2006</i> • Ministerial approvals – s38 of the <i>Disability Services Act 2006</i> 	-	Retain 100 years after creation of record.	14 September 2020

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
<p>PLANNING</p> <p><i>The activities of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.</i></p>				
2560	<p>NDIS Transition including NDIS PMO</p> <p>Records created in the activity of managing the transition to the National Disability Insurance Scheme.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Allocation • Consultation • Planning • Program Management 	-	<p>Permanent.</p> <p>Transfer to QSA after business action completed.</p>	14 September 2020
<p>PROGRAM AND SERVICE FUNDING</p> <p><i>The activity of providing funding to individuals, families and external organisations in order to deliver or facilitate the delivery of departmental programs and services to support vulnerable Queenslanders. Includes the allocation and distribution of funds for various program and services initiatives offering recurrent funding, one-off funding, grants, sponsorships or bursaries. Also includes the selection, engagement, contract management and performance monitoring of external organisations funded to deliver programs and services on behalf of the department.</i></p> <p><i>This function transitioned to the National Disability Insurance Scheme (NDIS) on 1 July 2019.</i></p>				
1559	<p>Program Management</p> <p>Records relating to the development and implementation of programs relating to the provision of direct community, professional, and specialist services to people with a disability. Such programs include, but are not limited to the:</p> <ul style="list-style-type: none"> • Adult Lifestyle Support Program (ALSP) • Building Inclusive Communities • Child Safety Monitoring • Adult and Community Support Services (ACSS) • Family and Early Childhood Services (FECS) • Family Support Program • Friendship Program 	-	<p>Retain until 31 December 2028.</p> <p><i>QSA will undertake a reassessment of this retention period prior to 31 December 2028</i></p>	27 March 2020

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Home and Community Care • Innovative Support and Housing • Intensive Behaviour Support • Local Area Coordination • Post School Services • Project 300 (P300) • Spinal Cord Injuries Program • Suspected Child Abuse and Neglect (SCAN), and • Young Adults Exiting the Care of the State <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Proposals • Results of consultation • Briefing papers • Discussion papers • Action plans, and • Implementation plans 			
1559	<p>Sector Funding</p> <p>Files created in the function of sourcing and providing funds to organisations other than Disability Services Queensland, to enable those organisations to provide support services for people with a disability, their families and carers. Includes sponsorships and distributing grants to other government and non-government organisations for the purpose of supplying specialists support services to people with a disability and their families.</p> <p>Also includes providing funds for events and projects promoting community inclusive approaches and for projects building community support for people with a disability.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Agreements 	-	<p>Retain until 31 December 2028</p> <p><i>QSA will undertake a reassessment of this retention period prior to 31 December 2028</i></p>	27 March 2020

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Allocation • Audit reports • Consultation • Funding Management • Investigations • Planning • Program Management 			
<p>INSTITUTION RECORDS</p> <p><i>Institutions operated by predecessor agencies including but not limited to:</i></p> <p><i>Challinor Centre 1860–1998, aka Ipswich branch of the Woogaroo Lunatic Asylum, Ipswich Hospital for the Insane, Ipswich Mental Hospital, Ipswich Special Hospital.</i></p> <p><i>Basil Stafford Centre 1968–2013, also known as Farm Ward Complex. The Centre provided accommodation and associated care services for intellectually disabled people, including children.</i></p>				
2561	<p><i>Basil Stafford</i></p> <p>Inactive client files</p>	-	Permanent. Transfer to QSA after business action completed.	14 September 2020
2562	<p><i>Challinor Centre</i></p> <p>Inactive client files</p> <p><i>Previously approved under QDAN 98/0066</i></p>	From 1995	Permanent. Transfer to QSA after business action completed.	14 September 2020
1559	<p><i>Challinor Centre</i></p> <p>Visitor Reports (File 2185)</p> <p><i>Previously approved under QDAN 98/0007</i></p>	1987 +	Retain until 31 December 2028. <i>QSA will undertake a reassessment of this retention period prior to 31 December 2028</i>	27 March 2020

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
2563	<p><i>Challinor Centre</i> Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Inactive patient/client files up to 1994 • Register of Criminally Insane Patients 1938–1955 • Admission Registers 1861– • Discharge Registers 1885– • Residents Ages & Religion Book • Letter Book of Samuel Lewis 1893–1899 • Medical Journal of H Byam Ellerton 1911–1922 • Time & Occurrence Book 1915–1916 • Nurses Signing on Book 1917–1918 • Staff Register – Female 1911–1928 • Produce grown on farm 1936–1959 • Farm – livestock and milk 1959–1960 • Farm produce 1959–1960 • Complaint book 1979–1982 • Register of restraint 1973–1978 • Meal book 1977–1978 • Index to case books – male 1937 • Index to case books – female 1937 • Patient record book – male index 1913–1973 • Case books – male 1866-1952 • Case books – female 1911-1953 • Head attendants' books – Male Wards 1910–1939 • Day & Night Reports – Male Ward No.1 1911–1940 • Duty book – male 1917 • Duty book – female 1919–1938 	1861 - 1994	Permanent. Transfer to QSA after business action completed.	14 September 2020

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Day & Night Reports – Male Ward No.2 1920–1938 • Day & Night Reports – Male Ward No.3 1910–1937 • Head Attendants Books – Female Wards 1923–1940 • Day & Night Reports – Female Ward No.1 1912–1938 • Day & Night Reports – Female Ward No.2 1920–1940 • Day & Night Reports – Female Ward No.3 1922–1940 • Hospital (Male & Female) Ward Books 1926–1940 <p><i>Previously approved under QDAN 98/0066</i></p>			
INSTITUTION RECORDS <i>Administrative Records</i>				
1559	<p><i>Residential Care Officers</i> Selection of Residential Care Officers, Pre-Employment Training, Position Descriptions, Draft Training Manuals (File 2514)</p> <p><i>Previously approved under QDAN 98/0007</i></p>	1987	Retain until 31 December 2028. <i>QSA will undertake a reassessment of this retention period prior to 31 December 2028</i>	27 March 2020
2564	<p><i>Subject files</i> Subject files of predecessor departments. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • 5H11 History of Intellectually Handicapped Services Branch • 7C2 Correspondence – Parents/Guardians, Complaints about conditions/children’s welfare and positive feedback • 8F2 Alternative Living Service • 8F25 Guidelines for purchase of a house • 8F26 Accommodation Support Services – Key Features (file contains similar information to 8F25) • 8F23 Incidents involving clients 	1975-1991	Permanent. Transfer to QSA after business action completed	14 September 2020

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • 8F28 Land acquisitions • 8F10 Respite Care Charging • 8F12 Procedures for managing seriously disruptive incidents • 8F14 Guidelines for determining target groups of Intellectually Handicapped service • 8A1 Individual training and environment plans • 8J1 Sterilisation Issues, Intellectually Handicapped, Consent for Medic Services – applications for hysterectomy on clients • 8J3Typhoid – Challinor centre • Disability support program objectives • Intellectually Handicapped Services Branch Procedures Manual Vol 1 • Integration of Intellectually Handicapped Services Branch with Department of Family Services • History of Individual Training and Environment Plans • Ministerial Briefing • 5R2 Baillie Henderson Hospital – History file and Sub Committee Private Hostels Baillie Henderson • 6AReports – Inquiry into Mental Health 1990, Senate Inquiry into Accommodation for People with a Disability1990, and Senate Inquiry into Employment of Disabled People 1989 • 5H11 Strategic and Operational Planning – Division of Intellectual Disability Services • 5H36 Strategic evaluation by Treasury – Intellectual Disability Services • 5L1 Branch Executive Meetings – (Intellectual Handicap Services Branch\Intellectual Disability Services) • 5H28 Deinstitutionalisation • 5I1 Policy General File re Branch, Regional and Care Policy 			

Disposal Authorisation	Description of records	Date range	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • 5I2 Policy – Client Target Group • 5H7 Deinstitutionalisation <p><i>Previously approved under QDAN 96/0049</i></p>			
INSTITUTION RECORDS				
<i>Financial Records</i>				
2565	<p>Residential Trust Account Rockhampton Villa Details of funds kept in trust accounts and approval to expend funds. (Files 2206, 6346, DDS01047)</p> <p><i>Previously approved under QDAN 98/0007</i></p>	1987	Permanent. Transfer to QSA after business action completed.	14 September 2020
2566	<p>Residential Care – approvals to be a Licensed Institution Charges to Licences/person in charge and information relating to operation of home/institution. (Files 1930, 1931, 1929)</p> <p><i>Previously approved under QDAN 98/0007</i></p>	1986	Permanent. Transfer to QSA after business action completed.	14 September 2020
INSTITUTION RECORDS				
<i>Intellectually Disabled Citizens Council of Queensland</i>				
2567	<p>Client Files - Intellectually Disabled Citizens Council of Queensland Files of individuals who have dealt with volunteer friends program conducted by the Intellectually Disabled Citizens Council of Queensland (IDCCQ). These clients are now deceased or have moved to an area not serviced by the Volunteer Friends program of have been revoked from the program because the IDCCQ has determined they no longer require the services of the program.</p> <p><i>Previously approved under QDAN 98/0007</i></p>	-	Permanent. Transfer to QSA after business action completed.	14 September 2020