



Australian Government

National Archives of Australia

Records Authority
Department of Human Services

Job no 2009/00000482

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INTRODUCTION

The Department of Human Services (DHS) and the National Archives of Australia have developed this Records Authority to set out the requirements for the retention or destruction of records for the function of Child Support. It represents a significant commitment on behalf of DHS to understand, create and manage the records of its activities.

This Authority uses a classification scheme based on an analysis of the business of the agency. It takes into account legal and organisational recordkeeping requirements, and the interests of stakeholders of both DHS and the National Archives. It provides a framework that may be used as a guide when creating and managing records that document the core business.

This Authority gives DHS the permission, required under the Archives Act, for the disposal of the records described. The Authority sets out those records that need to be retained as national archives and the minimum length of time that other classes of records need to be kept. Retention periods are based on an assessment of business needs, broader organisational accountability requirements and community expectations, and are approved by the National Archives of Australia on the basis of information provided by the agency.

The Department of Human Services can use the following tools to dispose of their records:

- this Records Authority covering its agency specific records;
- general disposal authorities, such as the Administrative Functions Disposal Authority (AFDA), that covers functions and records common to every Commonwealth agency; and
- normal administrative practice (NAP) which allows for the destruction of records where the records are duplicated, unimportant or for short-term use only.

As changes in circumstances may affect future recordkeeping requirements, the periodic review of this Authority is recommended. All amendments must be approved by the National Archives.

Advice on using this Authority and other recordkeeping matters is available from the National Archives' website at www.naa.gov.au or by contacting the Agency Service Centre at recordkeeping@naa.gov.au or (02) 6212 3610.

APPLICATION OF THIS AUTHORITY

1. This Authority should be used in conjunction with the Administrative Functions Disposal Authority (AFDA) issued by the National Archives to cover administrative records common to most Commonwealth agencies.
2. This Authority should be used in conjunction with general disposal authorities issued by the National Archives that cover other types of records that may be created by the Department of Human Services (DHS) such as encrypted records and source records that have been copied.
3. This Authority is to be used to sentence records. Sentencing involves the examination of records in order to identify the individual disposal class to which they belong. This process enables sentencers to determine the appropriate disposal action for the records. Advice on sentencing is available from the National Archives.
4. Where the method of recording information changes (for example from a manual system to an electronic system, or when information is migrated from one system to a new system) this Authority can still be used to sentence the records created, providing the records document the same core business and activity. The information must be accessible for the period of time prescribed in this Authority. DHS will need to ensure that any software, hardware or documentation required to enable continuing access to the data is available for the periods prescribed.
5. In general, retention requirements indicate a minimum period for retention. DHS may extend minimum retention periods if it considers that there is an administrative need to do so. Where DHS believes that its accountability will be substantially compromised because a retention period or periods are not adequate, it should arrange for a review of the retention period.
6. DHS may destroy certain records without the formal authorisation as a normal administrative practice. This usually occurs where the records are duplicated, unimportant or for short-term use only. It does not replace the records disposal arrangements agreed to in authorities. Advice and guidance on destroying records as a normal administrative practice is available from the National Archives' website at www.naa.gov.au.
7. From time to time the National Archives places freezes on the disposal of some groups of records, which places a moratorium on the destruction of these records. If you require further information about disposal freezes and whether they affect the application of this Authority, please contact the National Archives.
8. Records in the care of DHS should be appropriately stored and preserved. DHS needs to meet this obligation to ensure that the records remain authentic and accessible over time. Under section 31 of the Archives Act 1983, access arrangements are required for records that become available to the public after thirty years.
9. Appropriate arrangements should be made with the National Archives when records are to be transferred into custody. The National Archives accepts for transfer only those records designated as national archives.
10. Advice on how to use this Authority is available from the Department of Human Services records manager. If there are problems with the application of the authority that cannot be resolved, please contact the National Archives.

CONTACT INFORMATION

For assistance with this authority or for advice on other recordkeeping matters, please contact National Archives' Agency Service Centre.

Queen Victoria Terrace
Parkes ACT 2600
PO Box 7425
Canberra Mail Centre ACT 2610

Tel: (02) 6212 3610
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Website: www.naa.gov.au

AUTHORISATION

RECORDS AUTHORITY

Person to whom notice of authorisation is given:

Helen Williams AO
Secretary
Department of Human Services

Purpose:

AUTHORISES ARRANGEMENTS FOR THE DISPOSAL OF RECORDS IN ACCORDANCE WITH SECTION 24(2)(b) OF THE ARCHIVES ACT 1983

Application:

CHILD SUPPORT

This authorisation gives permission for the destruction, retention or transfer to the National Archives of Australia of the records described. The authority will apply only if these actions take place with the consent of the agency responsible for the core business documented in the records.

Authorising Officer

Date of issue:



17.06.09.

Ross Gibbs
Director-General
National Archives of Australia

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CHILD SUPPORT

The function of delivering services to separated parents to enable the transfer of payments for the benefit of their children. Includes registration, assessment, collection and transfer of payments and the development of guidelines and procedures. Also includes referring parents to other services, processing objections to child support decisions and following up on complaints relating to service delivery.

Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

Tip! Use for agreements with service providers and community agencies.

For agreements made for the provision of child support liability and payment, use CHILD SUPPORT - Child support agreements.

Entry	Description of records	Disposal action
19984	Final versions of agreements made covering the child support function and supporting documents, excluding agreements made between customers who have a child support case.	Destroy 7 years after expiry or other termination of agreement
19985	Signed deeds of release and deeds of indemnity and other similar agreements and supporting documents.	Destroy 7 years after indemnity ceases
19986	Signed agreements and contracts under seal and supporting records: Victoria and South Australia.	Destroy 15 years after completion or other termination of contract
19987	Signed agreements and contracts under seal and supporting records: New South Wales, Queensland, Western Australia (from 15 November 2005, Tasmania, Australian Capital Territory and Northern Territory).	Destroy 12 years after completion or other termination of contract
19988	Simple signed contracts and agreements resulting from tenders and supporting records.	Destroy 7 years after completion or other termination of agreement or contract
19989	Signed agreements and contracts under seal prior to 15 November 2005 resulting from tenders and supporting records: Western Australia.	Destroy 12 years after completion or other termination of contract

CHILD SUPPORT

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Assessment

The activities associated with determining the correct amount of child support liability. Includes determining the correct incomes of parents as well as care details of all children associated with the assessment.

For a departure from a child support formula assessment, use CHILD SUPPORT - Departure from Assessment.

Entry	Description of records	Disposal action
19991	Final assessment notices, updates to the child support register and supporting documentation including documentation from parents and other parties.	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised
19992	Documentation relating to ineligible child support assessment applications including original application and supporting documents.	Destroy on the date the child referred to in the application turns 18 or has completed the last year of secondary schooling, whichever is the later

CHILD SUPPORT

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Child Support Agreements

The processes associated with the establishment and approval of agreements made between parents for child support. Includes review by appropriate agencies.

For agreements with service providers and community agencies, use CHILD SUPPORT - Agreements.

For financial management not directly related to collection and payment of child support liability, use FINANCIAL MANAGEMENT.

Entry	Description of records	Disposal action
19993	Final version of child support agreement and supporting documentation including: <ul style="list-style-type: none"> • agreement acceptance notice • updates to the child support register • notional assessments • legal documents e.g. court orders • agreement authorities • reasonable maintenance action forms • other appropriate agency forms. 	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised

Collection and Payment Transfer

The activities associated with the collection and administrative enforcement of the child support liability. Includes negotiation of payment arrangements, implementing the agreed arrangements and monitoring and reviewing the arrangements. Includes crediting of non-agency payments, offsetting of debt and non-pursuit of debt. Also includes payment arrangements with employers and trustees and collection of international maintenance liabilities.

For collection and transfer enforcement that involves legal action, use CHILD SUPPORT - Legal Enforcement.

Entry	Description of records	Disposal action
19994	Records documenting collection and payment transfer and supporting documentation including payment monitoring.	Destroy 7 years after action completed
19995	Documentation from employers relating to one or more collection actions for payers in their employment. Includes: <ul style="list-style-type: none"> • correspondence • monthly reconciliation statements • employment details of payers • cheque remittance advice. 	Destroy 7 years after the financial year in which the record originated

CHILD SUPPORT

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Committees

The activities associated with the management of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agendas, etc.

Entry	Description of records	Disposal action
19996	Records of internal and external committees formed to consider matters relating to the child support function. Includes: <ul style="list-style-type: none"> • documents establishing the committee and its conduct • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers. 	Destroy 5 years after action completed
19997	Papers documenting the administration of committees which consider matters relating to the child support function. Includes: <ul style="list-style-type: none"> • agenda • notices of meetings • draft minutes. 	Destroy 5 years after action completed

Complaint Management

The activities associated with receiving and responding to a customer complaint relating to service delivery and bringing the matter to resolution. Includes monitoring and assessing complaints, preparing related reports and recommendations.

For improvements to service delivery, use CHILD SUPPORT – Service Improvement and Support.

For complaints against a child support decision made by the agency, use CHILD SUPPORT - Objections.

Entry	Description of records	Disposal action
19998	Records documenting the management of complaints relating to assessment decisions.	Destroy 7 years after complaint action completed
19999	Records documenting the management of other customer complaints relating to services provided. Includes customer comments, service reviews, responses to the customers and reports.	Destroy 2 years after complaint action completed
20000	Working papers relating to complaints management.	Destroy 2 years after complaint action completed

CHILD SUPPORT

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Departure from Assessment

Activities associated with departing from the child support formula assessment. Includes checking of existing records, registering additional details, researching customer's capacity to pay child support, conducting conferences, preparing notices of decision, varying assessments and negotiating of a new child support agreement.

For assessments that are part of the initial and ongoing assessment process based on child support formula, use CHILD SUPPORT - Assessment.

Entry	Description of records	Disposal action
20001	Final assessment decision notices, updates to the child support register and supporting documentation including: <ul style="list-style-type: none"> • applications and response for change of assessment in special circumstances, from parents and other parties • documentation relating to agency initiated change to assessment • legal documents e.g. court documents. 	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised
20002	Working papers and copies of documents produced by senior case officers in support of changes to assessment.	Destroy 3 months after the final notice of decision has been issued

Enquiries

The activities associated with the handling of requests for information about the organisation and its services by the general public, agency employees or another organisation.

For enquiries from customers relating to their own case, use the relevant activity. For example, for an enquiry about their assessment, use Assessment.

For the management of requests from the public for access to records under the FOI, Privacy and Archives Acts and other Acts specific to the agency, use INFORMATION MANAGEMENT.

Entry	Description of records	Disposal action
20003	Records documenting the handling of enquiries from agency employees or another government organisation covering the child support function.	Destroy 2 years after action completed

CHILD SUPPORT

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Investigation

The activities associated with gathering information where there is suspicion of fraud and/or serious misconduct, reporting of possible fraud and/or serious misconduct or other actions that may affect the assessment or collection of the child support liability. Includes research, analysis of information gathered, recommended action including referral for legal advice or another government agency for action.

For legal advice relating to investigations, use LEGAL SERVICES - Advice.

For resulting litigation, use LEGAL SERVICES - Litigation.

Entry	Description of records	Disposal action
20004	Documentation of advice where no investigation takes place.	Destroy 2 years after last action
20005	Documentation of investigations that do not result in a court penalty.	Destroy 7 years after last action
20006	Documentation of investigations that result in a court penalty.	Destroy 2 years after end of penalty period or 7 years after last action, whichever is the latter

Legal Enforcement

The activities associated with the legal enforcement of child support liability using court proceedings.

For legal advice not directly associated with the legal enforcement of child support assessment and payments, use LEGAL SERVICES – Advice.

For legal action other than that associated with the legal enforcement of child support assessment and payments, use LEGAL SERVICES - Litigation.

Entry	Description of records	Disposal action
20007	Documentation relating to legal enforcement action. Includes: <ul style="list-style-type: none"> • meeting notes and correspondence with customer • commence legal action documents for AGS • letter of demand • payment arrangement information • supporting evidence documentation • affidavits • copies of assessment • court orders and legal documents arising from the court action • third party documents • copies of superseded search documents. 	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised

CHILD SUPPORT

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Meetings

The activities associated with ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to managing the section. Includes arrangements, agenda, taking of minutes etc. Excludes committee meetings.

Entry	Description of records	Disposal action
20008	Final version of minutes and supporting documents tabled at meetings held to support the child support function. Includes meetings with external agencies.	Destroy 5 years after action completed
20009	Working papers documenting the conduct and administration of meetings to support the child support function. Includes: <ul style="list-style-type: none"> • agenda • notices of meeting • draft minutes. 	Destroy 2 years after action completed
20010	Copies of minutes and other meetings documents.	Destroy 2 years after action completed

Objections

The activities associated with the management of objections where parents dispute decisions made by the agency. Includes receiving and processing the objection, advising and recording of the outcome and responding to requests for information relating to an appeal.

For complaints on routine service matters, use CHILD SUPPORT – Complaint Management.

Entry	Description of records	Disposal action
20011	Final notice of objection decision and supporting documentation including: <ul style="list-style-type: none"> • originating letter of objection and copies • records of meetings with parents • correspondence with parents and other parties to the objections • search results • supporting evidence provided by parents • supporting evidence for decision such as calculations. 	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised

CHILD SUPPORT

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Objections - Continued

Entry	Description of records	Disposal action
20012	<p>Documentation prepared by the agency relating to appeals to higher bodies such as the Social Security Appeals Tribunal includes:</p> <ul style="list-style-type: none"> • copies of documents relevant to the appeal • appeal decision • copies of additional information collected by the appeal body as part of the appeal process 	<p>Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred:</p> <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised
20013	<p>Final notice of objection decision relating to an employer. Includes: supporting documentation, working papers and drafts relating to objections.</p>	<p>Destroy 7 years after the financial year in which the record originated</p>

Outreach

The tailored activities associated with engaging with child support customers who have complex or high need cases. Includes personalised face-to-face meetings and interviews.

For situations where parents need services provided by other government or community organisations, use CHILD SUPPORT - Referral.

For the production of outreach materials, use PUBLICATION – Production.

Entry	Description of records	Disposal action
20014	<p>Records of interviews and meetings with child support customers.</p>	<p>Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred:</p> <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised

CHILD SUPPORT

The function of delivering services to separated parents to enable the transfer of payments for the benefit of their children. Includes registration, assessment, collection and transfer of payments and the development of guidelines and procedures. Also includes referring parents to other services, processing objections to child support decisions and following up on complaints relating to service delivery.

Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

For improvements to services, use CHILD SUPPORT – Service Improvement and Support.

Entry	Description of records	Disposal action
20015	Final version of business plans relating to the child support function.	Destroy 3 years after plan is superseded
20016	Working papers used to develop plans. Includes draft plans, reports analysing issues, feedback and comments.	Destroy 1 year after plan is superseded

Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
20017	Records documenting the development and establishment of child support services policies. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • major drafts • final policy documents 	Destroy 7 years after policy is superseded
20018	Records documenting input into policy formulation in other agencies. Includes: <ul style="list-style-type: none"> • comments and research documentation • results of consultation • feedback on draft policy 	Destroy 3 years after promulgation of new policy or 3 years after last action, whichever is the later
19990	Copies of child support policy developed by parent or other government agencies.	Destroy when reference ceases

Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
20019	Master sets of management procedures, corporate guidelines and procedural instructions relating to the child support function.	Destroy 5 years after documents are superseded

CHILD SUPPORT

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Procedures - Continued

Entry	Description of records	Disposal action
20020	Records documenting the development of procedures, guidelines and instructions supporting the child support function.	Destroy 1 year after action completed
20021	Copies of management procedures, corporate guidelines and procedural instructions.	Destroy 1 year after documents are superseded

Referral

The activities associated with referring parents to external agencies such as family and parent support groups, counsellors and interpreters, for additional advice and support. Includes liaison, planning, implementing and monitoring of referral arrangements.

For services that are designed for special categories of parents, use CHILD SUPPORT – Targeted Services.

Entry	Description of records	Disposal action
20022	Records documenting the management of referral arrangements with external providers etc. Includes ongoing liaison, establishment of feedback processes, conditions of arrangements.	Destroy 5 years after referral arrangements are superseded

CHILD SUPPORT

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Registration

The activities associated with registrable maintenance liability. Includes the registration of agreements, court orders, assessments, collection of liabilities, spousal maintenance and overseas maintenance liabilities.

For changes to the child support formula assessment, use CHILD SUPPORT – Assessment.

For a departure from the formula assessment, use CHILD SUPPORT - Departure from Assessment (change of assessment- COA).

Entry	Description of records	Disposal action
20023	Registration of the liability in the child support register.	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised
20024	Application and supporting documentation for registration of liability including notification to parents and associated agencies such as Centrelink.	Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred: <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised

CHILD SUPPORT

The function of delivering services to separated parents to enable the transfer of payments for the benefit of their children. Includes registration, assessment, collection and transfer of payments and the development of guidelines and procedures. Also includes referring parents to other services, processing objections to child support decisions and following up on complaints relating to service delivery.

Reporting

The processes involved with initiating or providing a formal response to a situation or request, either internal, external or as a requirement of corporate policies and to provide a formal statement of findings as to the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, reports, reviews and returns.

Entry	Description of records	Disposal action
20025	Final version of internal formal reports and reports made to external agencies in compliance with legislation, etc., relating to the child support function.	Destroy 5 years after action completed
20026	Final version of periodic internal reports on general administrative matters used to monitor and document recurring activities to support the child support function. Includes cumulative summary reports and work progress reports.	Destroy 3 years after action completed
20027	Copies of reports relating to the child support function.	Destroy 3 years after action completed
20028	Working papers documenting the development of all reports to support the child support function. Includes datasets, drafts and comments received.	Destroy 1 year after action completed

Service Improvement and Support

The activities associated with the planning, monitoring, review and redevelopment of services delivered to, or services provided by the organisation, both internal and external. Includes service specific technology, service audits and surveys, receiving and assessing internal and external customer feedback.

For complaints relating to child support services, use CHILD SUPPORT – Complaint Management.

For procedures relating to services, use CHILD SUPPORT – Procedures.

Entry	Description of records	Disposal action
20029	Records relating to service support including monitoring and security.	Destroy 3 years after action completed
20030	Records documenting the collection of information on which service quality decisions are based to ensure quality of service provision. Includes: <ul style="list-style-type: none"> • research of best practice and benchmarking • service feedback • peer reviews • pilot projects and service testing • reports. 	Destroy 2 years after action completed

CHILD SUPPORT

The function of delivering services to separated parents to enable the transfer of payments for the benefit of their children. Includes registration, assessment, collection and transfer of payments and the development of guidelines and procedures. Also includes referring parents to other services, processing objections to child support decisions and following up on complaints relating to service delivery.

Service Improvement and Support - Continued

Entry	Description of records	Disposal action
20031	Records documenting decisions to update procedures and guidelines.	Destroy 1 year after completion of new guidelines and procedures
20032	Records documenting quality checks and monitoring of case management data and information.	Destroy 2 years after action completed

Targeted Services

The activities associated with the provision of additional child support services to specific groups of parents such as those who are new to the child support process, indigenous parents and those requiring additional specialised support including more personalised contact. Includes planning, development and delivery of these services.

For improvements to service delivery, use CHILD SUPPORT – Service Improvement and Support.

For publications relating to child support, use PUBLICATIONS - Production.

Entry	Description of records	Disposal action
20033	Customer identified records relating to specialist support and service provided in relation to child support.	<p>Destroy 7 years after the date the youngest child has turned 18 or completed the last year of secondary schooling and the following have occurred:</p> <ul style="list-style-type: none"> • all incomes are reconciled • all debt collected • all complaints finalised
20034	<p>Documents relating to the planning, development and delivery of targeted services. Includes:</p> <ul style="list-style-type: none"> • research materials • service documentation • training materials. 	Destroy 2 years after action completed or superseded whichever is the later