

RECORDS MANAGEMENT FOR ORGANISATIONS FUNDED UNDER THE SERVICE AGREEMENT

CHECKLIST FOR THE TRANSFER OF RECORDS TO DHHS

The Department of Health and Human Services works in partnership with funded organisations to manage information about the delivery of services to its clients. The department is governed by legislation to ensure that both information privacy and the right to access information for its clients are met.

For these reasons it is a requirement that files relating to the support provided by funded organisations on behalf of the Department of Health and Human Services continue to be managed after the termination of a service agreement if the organisation ceases to deliver the services.

Records relating to clients and services funded by the Department of Health and Human Services are the property of the department.

The following checklist will assist funded organisations in planning the timely transfer of records to the Department of Health and Human Services where the funded organisation will cease to exist as a corporate entity. The checklist should be completed by the funded organisation and forwarded to the Department of Health and Human Services through Local Connections.

Name of organisation	
Location of organisation	
Contact name and telephone number	
Local Connections Officer	

		Yes
1.	Date of closure if known or service end date. <div style="border: 1px solid black; height: 60px; width: 100%;"></div>	
2.	Initial contact has been made with the Department of Health and Human Services Records Management unit. Email: mailto:recordsservicecentre@dhs.vic.gov.au Phone: 03 9096 8999	
3.	The organisation understands that under the terms of the service agreement the Department of Health and Human Services continues to retain legal ownership of all records created, managed and maintained relating to the delivery of the services provided even after the service agreement ceases.	

		Yes
4.	The organisation will provide access to the department under the <i>Freedom of Information Act 1982</i> (Vic), or any other laws that apply to the records as long as they remain in the organisation's custody or control.	
5.	Please provide a brief description of the records being transferred to the Department of Health and Human Services: <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
6.	Client files have been separated from administration files relating to the delivery of the services. <i>(Client files need to be kept for much longer than administration files)</i>	
7.	All client files have been clearly marked with: <ul style="list-style-type: none"> • the client name, or names of relevant family members • client date of birth if available • unique file identifier 	
8.	All administration files relating to the delivery of the services have been clearly marked with: <ul style="list-style-type: none"> • a title describing the contents • unique file identifier 	
9.	All documentation (including photos) are attached, or bound securely, to a file cover.	
10.	All files are stored in archive boxes. <i>(Contact the Department of Health and Human Services Records Management unit for advice)</i>	
11.	The content of each box has been listed. <i>(Include details such as box number, file title, client's name, date of birth, etc.)</i>	
12.	Client files relate only to those clients supported on behalf of the Department of Health and Human Services.	
13.	No client identifying information is visible on any of the boxes.	

		Yes
14.	If files are stored with a storage service provider please provide the name of the storage provider and the account number. <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	
15.	If yes, arrangements have been made with the service provider for the records to be transferred to the Department of Health and Human Services.	
16.	If electronic records are to be transferred they are available in an accessible format on a portable device.	
17.	Electronic records have been summarised. <i>(Include details such as device number, document title, client's name, date of birth, etc.)</i>	
18.	All electronic records have been extracted from computer hard drives including desktop units, laptops, tablets, smart phones etc. <i>(No client information is to remain on any equipment to be disposed of.)</i>	
19.	All files have been sentenced according to the Record Retention Guide for Funded Organisations .	

What we can't accept

The Department of Health and Human Services is not able to accept:

- copies of reference material
- advertising material
- personal material
- internal newsletters, memos and bulletins, unless you are the author

Further information

- [Fact sheet 4: Record disposal and transfer](#).
- [Record Retention Guide for Funded Organisations](#).
- Contact the Department of Health and Human Services Records Management unit.

Email: recordsservicecentre@dhs.vic.gov.au

Phone: 03 9096 8999