

DA654 - Disposal Schedule (A859588)

Class No.	Class Name	Description and Examples	Minimum Retention Period	Disposal Action	Statement of Value
1	Case Files and Client Information				
1.1	Client Summary Records				
1.1.1	Veterans' electronic client summary metadata	<p>Electronic summary datasets consisting of key information either extracted from an electronic client management system or entered into a database. This data includes but is not limited to:</p> <ul style="list-style-type: none"> • Name, date of birth, and last known address • Date of death and service attributability • Service details, including which period(s) of service is qualifying operational service for the purpose of entitlements • Applications information, including: <ul style="list-style-type: none"> - Date and type of each application (eg new conditions, reassessment of existing conditions, review of decision, etc) - All conditions and impairments applied for under impairment-based entitlements • All accepted and declined medical conditions and impairments, including brief description of impairment and summary reason for accept or decline • Impairment percentage for every accepted condition • Combined Whole Person Impairment (WPI) percentage under the American Medical Association (AMA) guidelines (for calculations under the Veterans' Support Act 2014) • War Disablement Pension total impairment score (for calculations under the War Pensions Act 1954) • Service memorial address (if available) 	10 years after decease of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Knowledge - Societal, Whakapapa/ genealogical</i>

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1.1.2	Dependents' electronic summary metadata	<p>Summary data for surviving spouses, partners, children and dependents, where such data can be persistently linked with veteran metadata. Includes:</p> <ul style="list-style-type: none"> • Name and date of birth • Relationship to veteran • Applications and outcomes • Details of any conditions or infirmities related to the veterans' service (for a child) • Date and reason for cancellation <p>Note: Apply this class when this information is readily available and can be easily connected with veteran metadata.</p>	7 years after cancellation or 10 years after the death of the veteran, whichever is later	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Knowledge - Societal, Whakapapa/ genealogical</i>

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1.1.3	Viet Nam veterans' registration forms	Forms collecting information on the health and experiences of Viet Nam veterans and their spouses, partners, children, and grandchildren for research purposes under the Viet Nam Veterans MOU.	15 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Knowledge - Societal, Whakapapa/ genealogical</i>
1.1.4	Memorial plaque database (legacy records)	Consolidated record of memorial plaques provided between 2000-2015, including: <ul style="list-style-type: none"> • Name • Dates of birth and death • Service information • Cemetery and plot location 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Knowledge - Whakapapa / genealogical</i>
1.1.5	War 92 files (legacy records)	"War 92" attributability of death sheets harvested from WDP files destroyed before 2001	10 years after decease	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Knowledge - Societal, Whakapapa / genealogical</i>
1.1.6	War Pension index cards (legacy records)	Index cards kept by the Department of Social Welfare and predecessors	10 years after decease	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Knowledge - Societal, Whakapapa / genealogical</i>
1.2 WAR/WAM legacy system data					
1.2.1	Legacy electronic data not selected for migration or retention	All remaining WAR data that was not selected for migration into VSS or retention under class 1.1.1 or 1.1.2 of this schedule. Includes: <ul style="list-style-type: none"> • Bank and payment information • Contact details • Notes • Non-client parties 	7 years after disestablishment of WAR system	Destroy	Short to medium-term transactional value

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1.3	Client Case Files				
1.3.1	Veterans' electronic case files	Scanned or born-digital electronic documentation supporting the administration of a veteran's services and entitlements, including but not limited to: <ul style="list-style-type: none"> • Applications • Decisions and reviews • GP and specialist reports • Case management notes • Rehabilitation plans • Correspondence • Payment history 	10 years after decease or 7 years after cancellation of last dependents' entitlement associated with the veteran, whichever is later	Discharge or Destroy	Medium to long-term business value
1.3.2	Dependents' electronic case files	Scanned or born-digital electronic documentation supporting the administration of services and entitlements to a surviving spouse or partner, children, or dependents. Includes: <ul style="list-style-type: none"> • Applications and supporting documentation • Decisions and reviews • Correspondence • Payment history 	7 years after cancellation or decease	Destroy	Medium to long-term business value
1.3.3	WDP case files (legacy records)	Paper case files relating to War Disablement Pension entitlements. WDP files contain: <ul style="list-style-type: none"> • Applications • Correspondence • Medical reports • Duplicate copies of service documents 	10 years after decease	Discharge or Destroy	Medium to long-term business value
1.3.4	SSP case files (legacy records)	Paper case files relating to Surviving Spouse and Partner Pension entitlements. SSP files contain: <ul style="list-style-type: none"> • Applications • Correspondence 	7 years after cancellation or decease	Destroy	Medium to long-term business value

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1.3.5	Declined WDP or SSP files (legacy records)	Case files where the entitlement applied for was declined but where future applications are possible.	100 years after date of birth	Destroy	Medium to long-term business value
1.3.6	Case management files (legacy records)	Paper case files relating to provision of case management services. These files contain: <ul style="list-style-type: none"> • Intake information and case notes • Correspondence • Coordination of services • Management of contracts for services such as home help, lawn mowing etc 	7 years after cancellation or decease	Destroy	Medium to long-term business value
1.4 Administration of Commemorative and Memorial Services					
1.4.1	Year of the Veteran and Certificates of Appreciation (legacy records)	Applications, correspondence, and administration of: <ul style="list-style-type: none"> • Applications for Year of the Veteran lapel pins and certificates • Applications for Certificates of Appreciation and lapel pins • Administrative registers, templates 	7 years after last information entry	Destroy	Short to medium-term business value
1.4.2	Provision of memorial plaques (legacy records)	Memorial plaque "case file" batches sorted by annual running number. Includes: <ul style="list-style-type: none"> • Applications • Service checks • Correspondence • Instructions to suppliers 	7 years after last information entry	Destroy	Short to medium-term business value
1.5 National Review Officer (legacy records)					
1.5.1	Reviews and decisions (legacy records)	Includes copies of: <ul style="list-style-type: none"> • Reviews of decisions • Re-openings • Decisions 	10 years after last information entry	Destroy	Short to medium-term business value

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2	Policy				
2.1	Legislation and Legal				
2.1.1	Development of legislation and regulations	<p>Substantive records on VA's response to legislative issues, or development or drafting of legislation. Includes:</p> <ul style="list-style-type: none"> • Agency responses to legislative issues • Records providing evidence of high level administration of legislation • Substantive comment on draft legislation • Supporting material such as substantive drafts, correspondence, contextual information 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Legitimacy of Authority</i>
2.1.2	Indexing of entitlements	<p>Annual adjustment of pension rates against the Consumer Price Index. Includes:</p> <ul style="list-style-type: none"> • Original signed Executive Orders in Council • Supporting documentation 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Legitimacy of Authority</i>
2.1.3	Substantive comments on other agencies' legislation and regulations	<p>Major feedback or submissions on other agencies' legislation or regulations, especially where substantive change is suggested:</p> <ul style="list-style-type: none"> • Internal briefings and memoranda • Legal opinions • Briefings and notes for VA staff attending Select Committee meetings • Supporting documentation <p>Excludes:</p> <ul style="list-style-type: none"> • Formal submissions captured on the Select Committee record • Submissions on financial or employment legislation (covered by GDA6) 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability</i>

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2.2	Policy				
2.2.1	Strategic policy	<p>Overarching, governing policies that originate from legislation:</p> <ul style="list-style-type: none"> • Final authorised policies • High level delegations of authority and memoranda of understanding with other agencies • Substantive drafts and other supporting documentation 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Legitimacy of Authority</i>
2.2.2	Operational policy	<p>Policy developed for the provision of statutory services and entitlements to veterans and their families. Includes:</p> <ul style="list-style-type: none"> • Policy on entitlements and eligibility • Policy on services to veterans • Secretary for War Pensions/General Manager's directives • Declarations of qualifying operational service (previously war and emergency service) • High level consolidated procedure manuals • Substantive drafts and supporting documentation 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Legitimacy of Authority</i>
2.2.3	Operational procedures	<p>Instructions on the application of operational policy:</p> <ul style="list-style-type: none"> • Procedure documents • Guides and factsheets 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements</i>
2.2.4	Policy projects	<p>Ad hoc projects to develop or review policies and policy positions, including:</p> <ul style="list-style-type: none"> • Policy developed for the provision of services to veterans outside of core statutory obligations • Policy developed at the request of CDF or the Minister • Policy developed to articulate VA's position on veterans' issues and topics of high public interest 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Accountability</i>

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2.2.5	External agency-driven policy	VA comments on policy projects where another agency is the lead agency. Includes: <ul style="list-style-type: none"> • Copies of consultation documents • Emails and other correspondence • Legal advice 	7 years after last information entry	Destroy	Medium to long-term business value
2.3 Policy Research					
2.3.1	Medical issues research	Research into medical issues affecting veterans, which influences policy: <ul style="list-style-type: none"> • Issues affecting multiple veteran groups • Issues affecting specific veteran groups (e.g. ionising radiation) 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements</i>
2.3.2	Operational service research	Research into operations conducted by NZDF forces to determine whether they should be declared Qualifying Operational Service under the Veterans' Support Act 2014 (formerly War and Emergency service under the War Pensions Act 1954). Includes supporting material to these decisions.	20 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Rights and Entitlements; Legitimacy of Authority</i>
3 Corporate					
3.1 Governance					
3.1.1	Establishment and change management	Records documenting the establishment of Veterans' Affairs and subsequent organisational change processes. Includes: <ul style="list-style-type: none"> • Records documenting the acquisition of the War Pensions Central Processing Unit from MSD • Records documenting structural changes required for the implementation of the Veterans' Support Act 2014 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Legitimacy of Authority</i>

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3.1.2	Strategic leadership	Records documenting decisions about the strategic direction and governance of Veterans' Affairs, including: <ul style="list-style-type: none"> • Senior management team meeting agendas, minutes, papers • Records of decisions and decision-making processes • Ad hoc records kept by the Secretary for War Pensions or General Manager/Head of Veterans' Affairs 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability; Legitimacy of Authority</i>
3.2 Supporting the Head of Veterans' Affairs					
3.2.1	Stakeholder relationship-building	Records providing evidence of substantive relationship-building between Veterans' Affairs and key stakeholder groups. <ul style="list-style-type: none"> • Briefings for staff meeting with groups • Records of staff speeches and presentations • Meeting agendas, papers, and minutes • Correspondence 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability; Knowledge - Societal</i>
3.2.2	Correspondence & enquiries	Correspondence received and answered on behalf of the Head of VA, including: <ul style="list-style-type: none"> • General correspondence • Routine requests • Minor complaints • Letters of thanks and appreciation 	7 years after last information entry	Destroy	Short to medium-term business value See also: GDA6 6.1.7; 6.1.19; 6.1.20
3.2.3	Entitlements investigations and reconsiderations	Investigations into how policy applies to unique individual circumstances, where the Head of VA has discretion to grant entitlements, or where policy has changed since the initial application. A copy of the outcome is also placed on the client case record.	7 years after last information entry	Destroy	Short to medium-term business value
3.2.4	Complaints under the Code of Rights that set precedent	Complaints and investigations into complaints under the Code of Veterans' and Other Claimants' Rights that set precedent or change agency policy and practices. Includes: <ul style="list-style-type: none"> • Complaints • Correspondence and investigation • Legal advice and opinions • Supporting documents 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability</i>

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3.2.5	Routine and minor complaints under the Code of Rights	Routine and minor complaints under the Code of Veterans' and other Claimants' Rights, which do not change agency policy or practices	7 years after last information entry	Destroy	Short to medium-term business value
3.2.6	Legal proceedings	Records of legal proceedings either led or defended by the VA, where the case set precedent, gained media attention, or where the outcome changed policy and practices. Includes: <ul style="list-style-type: none"> • Legal advice and opinions • Internal briefings and memoranda • Other supporting documentation that presents VA's perspective on the proceedings • Evidence of the impact of judgements on policy and practices • Evidence of the impact of case law on subsequent legislative review 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability; Legitimacy of Authority</i>
3.3 Supporting Statutory Bodies					
3.3.1	Appointments to statutory positions	Best record of appointments to statutory bodies: <ul style="list-style-type: none"> • Letters of recommendation • Letters of appointment • CVs and bios of members • Substantive correspondence 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Legitimacy of Authority</i>
3.3.2	Management	Records documenting: <ul style="list-style-type: none"> • Establishment of body • Policy and terms of reference • Body governance matters • Correspondence of a substantive nature 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability; Legitimacy of Authority</i>
3.3.3	Administration	<ul style="list-style-type: none"> • Low level operational correspondence • Meeting arrangements and catering • Travel and accommodation 	7 years after last information entry	Destroy	Short to medium-term business value
3.3.4	Meetings	<ul style="list-style-type: none"> • Meeting agendas, minutes, papers • Decisions • Reports and recommendations 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability</i>

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3.3.5	Appeal decisions	Records of decisions made on appeals to the: <ul style="list-style-type: none"> • War Pensions Appeal Board • Veterans' Entitlements Appeal Board 	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability</i>
3.3.6	Appeal case files	<ul style="list-style-type: none"> • Copies of evidence for hearings • Audio recordings of oral evidence • Transcriptions <p>Note: Original copies of evidence presented by the appellant must be returned to the appellant if requested. VA may retain copies.</p>	10 years after last information entry	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability</i>
3.4 Business Support					
3.4.1	Major contracts	Records of major contracts that change the way VA procures and provides services to veterans, or commits a significant portion of funding. Could include: <ul style="list-style-type: none"> • Master Service Agreements for nation-wide service delivery contracts (e.g. lawns and gardens, home help, pharmaceuticals, memorial plaques, etc.) • Performance agreements and performance audits of major contracts 	10 years after all conditions met	Transfer to Archives New Zealand	Permanent archival value: <i>Accountability</i> See also: GDA6 4.2.2
3.4.2	Unsuccessful tenders	Records of unsuccessful tenders, including tenders for Master Service Agreements	2 years after close of tender process	Destroy	Short to medium term business value See also: GDA6 4.2.4

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3.5	Commemorative Activities				
3.5.1	Commemorative programmes, events and projects	<p>Veterans' Affairs' involvement in the planning or management of nationally and internationally significant commemorative events where Veterans' Affairs is the lead agency. Includes:</p> <ul style="list-style-type: none"> • Planning briefs • Decision-making records • Final programmes, itinerary, VIP guest list • Records of competition winners and prizes • Post-activity reports 	10 years after last information entry	Transfer to Archives New Zealand	<p>Permanent archival value: <i>Knowledge – Cultural</i></p> <p>See also: GDA6 6.1.12</p>
3.5.2	Administration of commemorative programmes and events	<p>Routine administration of events, including:</p> <ul style="list-style-type: none"> • VA input into events where another agency is the lead agency • Correspondence • Staff travel and accommodation arrangements • Budget administration 	7 years after last information entry	Destroy	<p>Short to medium-term business value</p> <p>See also: GDA6 4.3.2; 6.1.13</p>
3.5.3	Commemorative Assistance Contributions	<p>Administration of grants for community-led commemorative activities and veterans' commemorative travel to visit the place of their service. Includes:</p> <ul style="list-style-type: none"> • Applications for funding • Correspondence 	7 years after last information entry	Destroy	Short to medium-term business value
3.5.4	Service cemetery grants and capital works	<p>Case records of service cemeteries and inspections kept for the purpose of allocating funds for cemetery maintenance and capital works. Includes:</p> <ul style="list-style-type: none"> • Cemetery visit reports • Photographs • Correspondence with RSAs • Correspondence with local authorities • Administrative registers and databases 	7 years after last information entry	Destroy	<p>Short to medium-term business value</p> <p><i>Note: Service cemeteries are owned by local authorities, and their records are covered by the List of Protected Records for Local Authorities.</i></p>