

	Victorian Office PO Box 260 Melton Victoria 3337 T (03) 9747 3077 F (03) 9747 6599	New South Wales Office 119 Willoughby Road Crows Nest NSW 2065 T (02) 8987 1926 F (02) 9439 2157	Queensland Office PO Box 4286 Elanora Queensland 4221 T (07) 5525 7733 F (07) 5525 7744	<h1>Case Study</h1>
<small>Records Solutions is a business of Kramenna Pty Ltd ATF the Kramenna Trust ACN 105 354 292 ABN 60 668 604 588 Email: enquire@rs.net.au Web: www.rs.net.au</small>				

State Trustees Limited (STL) RDA Project

1. *The Organisation*

The Office of the Public Trustee was constituted and incorporated by the Public Trustee Act 1939 which was amended by the Public Trustee Act 1940. The Public Trustee was empowered to act as administrator, trustee, executor and attorney and was required to undertake the protection and management of the property of certified persons in mental hospitals, of voluntary patients who gave authority to act on their behalf, of persons incapable of managing their own affairs due to age, disease, illness or physical or mental disorders and of persons who directed the Public Trustee to manage their estates.

On 1 July 1994, State Trustees Limited (STL) succeeded the Office of the Public Trustee as Victoria's first State owned company under the State Trustees (State Owned Company) Act 1994. Now a major player in the corporate financial world and trading in a competitive commercial arena, STL's fundamental focus changed to one of profits, financial success and development of commercial products to be sold to the Victorian community. However, as a state owned company, the organisation is still subject to the provisions of the Victorian Public Records Act 1973.

The core services provided by STL include but are not limited to:

- Estate Planning
- Will Preparation Services
- Executor Services
- Power of Attorney Services
- Personal Financial Planning & Solutions
- Trustee Services
- Genealogical Services (location next-of-kin and will beneficiaries)
- Management of Private Trust Funds
- Taxation Services
- Disability Services
- Investment funds management
- VCAT Examinations
- Funds administration services for the Residents Trust Fund
- Charitable Trusts including State Trustees Australia Foundation
- Sale of Properties

2. The Challenge

As a diverse organisation producing a wide variety of documentation, STL were aware of deficiencies in its Records Management (RM), particularly in relation to an ever growing record storage problem which was compounded by the fact that the organisation had no Record Disposal Authority (RDA). In 2006/2007 STL commenced the process of correcting this situation by developing a Public Records Office of Victoria (PROV) approved Record Disposal Authority (RDA).

Records Solutions Pty Ltd was engaged to develop the RDA that would:

- create and establish an authoritative and user friendly, RDA that met the organisation's legal and governance responsibilities in appraising the pre 1996 STL "public" records; and
- ensure that RDA met the STL's legal and commercial requirements and service the business goals of the organisation.

Importantly the RDA was required to meet the legal requirements of the Public Record Office Victoria (PROV) and the organisation's internal legal and governance requirements.

The complexity of Acts and Regulations pertaining to STL operations added to the challenge of this assignment, as did the business requirement to make the RDA accessible and "user friendly" to all STL staff when sentencing and appraising business records.

3. The Process

Our team worked closely with all STL business units and specifically as the drafts evolved to a final version, with STL's legal department.

The diverse nature of the records identified for appraisal which included health records, financial records, wills, estate deeds, birth and death certificates, legal records, taxation records, Powers of Attorney, contracts, commercially sensitive corporate records, marketing records, business plans, board of management records, etc compounded the challenge of this project.

Eventually a final draft was submitted to the Public Record Office Victoria's Public Record Advisory committee (PRAC) in June 2007 for final State Government approval.

4. The Outcome

The final submitted version of the RDA was approved by PRAC in July 2007 with the RDA becoming an official and legal standard, endorsed by PROV in August 2007.

PRAC commented that the RDA developed for STL by Records Solutions was "of an exceptionally high standard" and complimented the project team on their efforts in effectively meeting "the challenge of appraising the records of an organisation as complex and diverse as STL".