

# Agency Users

## Application Form

Complete this form and email it to [recordsissuesoffice@prov.vic.gov.au](mailto:recordsissuesoffice@prov.vic.gov.au) to become a Public Record Office Victoria (PROV) authorised agency user. You will either need your manager's signature or for your manager to email the form to us directly to confirm their approval.

Note: You need to create an online account first using your government email address, then when we receive this signed form you will be contacted by email confirming your access to specific agency records. Once your account is activated, you will be able to order records in accordance with the Terms and Conditions below by using your username (government email address) and password.

### User Account Details

Name

Email address

Victorian Agency Name

VA Number

Position Title

Office

Section

Contact Number

Office Email

### I would like to become an approved Agency User

I have read the terms and conditions and agree to be bound by them without limitation while acting as an Authorised Agency User

Signature

Date

### This section must be completed by your Manager:

I verify that \_\_\_\_\_ is approved to become a PROV Authorised Agency User.

Manager Name

Position Title

Phone

Signature

Date

## Terms and Conditions

Public Record Office Victoria (PROV) operates a Record Retrievals Service. A primary function of the Office is to arrange for the temporary loan (issue) of records in PROV custody to the government agencies responsible for them. PROV also maintains a file tracking system to ensure the location and security of the files is known at all times.

### Authorised Agency User

Requests for the issue of records may only be made by an authorised Agency User. The Agency User should preferably be located in the agency's registry or records section. A maximum of 6 officers per agency can be authorised. Authorisations must be kept current and authorising managers are required to inform PROV of account cancellations within 7 days of an Authorised Agency user ceasing in their designated role within the Agency.

Authorised Agency user accounts must be renewed on an annual basis on 1 July each year by sending an email from the responsible agency approving manager to PROV listing the User Names and First and Surnames of users to be approved for renewal.

### Ordering Records

You may order up to 24 records at a time with a limit of 8 per delivery.

You may pick-up your order the same business day if you order before 8:00am. Orders will be need to be picked up within 7 business days or your orders may be cancelled. Please contact us if you cannot arrange your orders to be picked up within this timeframe.

When you make a selection of orders you can select to collect them by selecting 'send the original' in the Selections page. This will trigger that process to start.

### Period of Loan

A 60 day limit applies on the temporary loan of records in PROV's custody to government agencies responsible for them.

You can extend the borrow period for an order from your dashboard however you may still be contacted regarding outstanding records that have been issued to your Agency.

### Collecting Records

Records ordered from PROV will be available for pick-up between 10:00am - 11:00am Monday – Friday at

Victorian Archives Centre  
Loading bay  
112 Macaulay Road  
North Melbourne VIC 3051  
Phone: 03 9348 5600  
Fax: 03 9348 5684  
Email: [recordsissuesoffice@prov.vic.gov.au](mailto:recordsissuesoffice@prov.vic.gov.au)

Times for Collecting and Returning Records:  
Monday - Friday 10:00am - 11:00am

## Procedures for Couriers

When arranging a courier to pick-up or return records to PROV, please ensure that all relevant details are communicated clearly. This will ensure the efficient and timely delivery of the records. The following conditions must be observed:

- The courier must have written authorisation by the agency to pick-up an order. If the courier is an agency staff member that staff member must provide identification prior to receiving the records.
- The courier will be required to report at the loading bay roller doors at the above address.
- The courier should inform PROV staff of the nature of the call via the intercom (eg collection and return of records for Department of Premier and Cabinet, 1 Treasury Place, Melbourne).
- A PROV staff member will arrange to meet the courier in the loading bay.
- The courier will be required to sign for the collection of the records.

## Permanent Record Identification

All storage containers and records have been issued with a permanent barcode. Most barcodes are placed on the face of the record or on the polythene bag which contains the record.

Agency officers must ensure that all barcode labels remain intact on the records, and that records remain in their correct file covers, file bags, delivery bags, and containers. Agency officers must not affix any other labels to records and containers.

## Treatment of Records on Issue

Records must be preserved in their original context and in their original physical condition. If this is not done, records become harder to locate and more difficult to use

### Please read our conditions for retrieval below:

- Please view this record in a secure environment.
- Do not add, remove or destroy any paper or documents from this record.
- Do not re-register, re-number or reactivate this record (If necessary, make copies to place on a record you are creating.)
- The record must not leave the custody of your organisation unless this is legally required. If this occurs, please ensure these conditions are visible to the requester and the record is returned to PROV once its use is complete.
- Do not copy this record in a way that will damage it or risk its physical condition.
- This record must maintain its permanent barcode identification where applicable.
- If the record is in a protective sleeve, please make sure it is returned with the sleeve and in the original shipping bag.

Storage containers and records should be treated with care when handling. Do not attempt to mend damaged records, particularly with adhesive tape. Your repairs may cause further deterioration to the records in the long term. If you have a concern about damage to a record please advise PROV when you return the record.

## Return of Records

Records which have been issued to you should be returned to PROV as soon as practicable and within 60 days of issue.

PROV will only accept returning record items which have been issued by PROV. Records which were not previously in PROV custody must not be included with other records being returned.

## Disclaimer

PROV reserves the right to vary the provisions of these Terms and Conditions at any time without notice. Please see the PROV website ([www.prov.vic.gov.au](http://www.prov.vic.gov.au)) for the latest Terms and Conditions.