

Processing Record Requests from Family Information Networks and Discovery

Department of Health and Human Services Archives

HSD/14/6084
Updated 4 Jun 2015

Family Information Networks and Discovery (FIND) service

The Family Information Networks and Discovery (FIND) service operates under the *Freedom of Information Act (1982)* and the *Victorian Adoption Act (1984)*. Its function is to provide eligible applicants with assistance to access records concerning their interactions with the Victorian State Government. Requests may concern wardship (pre-1986), adoption, psychiatric, disability or child protection files.

Some requests for State Ward records may arise from subpoenas and warrants received by FIND.

Subpoenas and warrants must be served on FIND – they are not to be received or processed by Archives.

Requests – time constraints

The Requests Team at DHHS Archives responds to requests from FIND for departmental records. Responses must be completed within 14 working days of receiving the initial request.

Making requests – FIND

- Staff from FIND and the Requests Team have access to the FIND shared network drive *n038/group/Request to Archives*.
- FIND creates a new folder (a “request folder”) in the shared network drive for each new request for information. The folder title includes the unique file number allocated to identify the request, and the client’s name.
- Documentation within each request folder will include the request document created by FIND.
- The request documentation will provide the client classification (Ward or Non-Ward), file search criteria, birth and adoptive details and the response Due Date.

Receiving and actioning requests

- Members of the Requests Team access the shared network drive at regular intervals throughout each day to check for new requests.
- When each new request folder is received in the shared network drive, the request folder is cut and pasted into the Archives shared network drive on server N071:
 - Adoption requests are placed in the folder named *P:\arc-serv2\ADOPTIONS*. Wardship and all other requests are placed in the folder named *P:\arc-serv2\FIND Requests*.

Registering requests in TRIM

- All FIND adoption requests must be registered in the TRIM record type *FRIS Document*.
- The registered document is contained to the TRIM FIND File Number generated by FIND.



TRIM process

- Select File followed by the drop-down menu option New.
- The Record screen appears presenting all the Record Types.
- Select FRIS DOCUMENT.

- Click on the OK button at the bottom of the screen.
- The New Record FRIS DOCUMENT screen opens under the General Tab.
- Populate all the mandatory and non-mandatory fields with metadata.
- The Security Classification and Access Controls are preset to the required caveats of the Record Type.
- Click the OK button at the bottom of the screen to register the document.
- Record the TRIM document number, e.g. WWD/13/3586, in the spreadsheets located in *P:larc-serv2\ADOPTIONS REQUESTS* so that its progress in being actioned by the Requests team can be monitored.

Tab – General

Mandatory fields

- Mandatory fields must be populated. The icon  indicates a mandatory field. TRIM will not permit other tabs to be accessed until all mandatory fields have been completed.
- The *New Record FRIS DOCUMENT* screen shows  against four fields:
 - Record Title (Free Text)
 - Author
 - Container
 - Current Location (Assignee)

Non-mandatory fields

- The following non-mandatory fields must be completed.
 - Document Type
 - Enclosed?

Document field metadata

- *Record Title (free text)* e.g. FIND request for Wardship records, client name and date of birth (DOB)
- *Author*: The FIND Team member who is the author of the request document
- *Container*
 - For Adoption requests use the ‘R’ number provided on the application form
 - For wardship and other requests use the ‘W’ file number on the application form
- *Current location (assignee)*: Set to ‘FCSG IMT SD R Operations’
- *Document Type*: Select ‘Request’ from the drop down menu selections.
- *Enclosed?* Ticking the box will grey out the ‘Current location (assignee)’ field and contain the document to the TRIM FIND file number.

Searching for adoption records

Search in TRIM for Accessions containing adoptive client details e.g. name, date of birth, birth and adoptive mother’s names.

Accessions

- Accession AS/1997/780 contains Defunct Adoption Agency client records. The TRIM entry for this accession contains 208 boxes and 12 spreadsheets. The spreadsheets contain:
 - Client details by name, date of birth, parents names, file number, Agency, PROV Series listings
 - Listings in either alphabetic (name) or numerical (file number) order
- Accession AS/1994/348 contains Adoption Histories ranging between 1920 and 1982. The TRIM entry for this accession contains 126 boxes and one spreadsheet. The spreadsheet contains:
 - Client details by date of birth, birth name, birth mother, adoptive parents, file number

- Listing of agency files ordered from archival services.

Listing of agency records

The TRIM document HSD/14/11798, *AS/1997/780 Accession Listings* is a scanned listing of agency records held at the DHS Archives and the Public Record Office Victoria (PROV). The information contained in the folder predates Accessions created in TRIM.

Searching for wardship and other records

- Search in TRIM for name and DOB of the applicant or name given by applicant.
- Records located at PROV are identified and ordered.
- Records relating to institutional admission dates as outlined on the relevant Ward card are searched for and retrieved. The Ward card is the primary search tool which documents a client's recorded admissions and discharges through various institutions.
 - Ward cards from VPRS/16205 have been scanned and placed on TRIM. These can be printed to aid searching and a copy can be saved in the appropriate search folder in P:\arc-serv2\FIND Requests.
- Most child protection and disability records are identifiable on TRIM through searching by name or date of birth.
 - Some series collections are not grouped as an Accession in TRIM. Items within these series are registered at Box level only. In such a case, consult the Manual Series Registers for Box contents listings. (Refer to the Manual Finding Aids process for the use of registers).
- If no records are identified through searching TRIM, microfiche index cards must be searched (see the *Manual Finding Aids* process).
- Refer to the process *Processing Requests for Psychiatric Patient Medical Histories* (HSD/14/8375) for directions on searching for psychiatric patient records.

For brief descriptions of digitised Ward cards and microfiche records, see the Appendix to this document.

File movement cards

File movement cards are used when boxes, files or registers have been removed from storage for scanning. Small slips of paper are used instead when index cards are removed from boxes for scanning.

Whether on a file movement card or a paper slip, details for any item must include:

- Date
- File title
- Taken by
- Requested by.

Sending hardcopy records to FIND

Occasionally hard copy records are required by FIND, usually because the team is looking for very specific information and therefore scanning an entire file is not required.

- *Index cards:* Accession and stack location must be written in pencil on the bottom right hand side of the back of each card. Note that this is to identify the item's Home Location – originals are returned to storage and only scanned copies are sent to FIND.
- *Files:* A sticker showing the Accession and stack location of the file is attached, together with another sticker reading WHEN FINISHED WITH FILE RETURN TO ARCHIVES.
- The Current Location in TRIM must be updated to the requestor at FIND.
- Every file sent to FIND must be registered in TRIM to enable file tracking. Files not previously registered in TRIM must be registered prior to sending the file off-site.

Completing requests

Once a record has been located and retrieved by Archives staff:

- Locate the correct FRIS Document in TRIM
- Enter record details as a search result in the Notes Field of the FRIS Document registered in TRIM by the Requests Team for the search request
- Update the record's location in TRIM to 'FIND Scanning Officer'.
- The title of the document is changed from 'FIND Request...' to 'RSC Response to FIND Request...'
- Generate a printout of the FRIS Document, listing the search results.
 - *Select the Report FACESHEET – TRIM ARCHIVES REQUEST.*
- Attach the request printouts to the hard copy record and place it on the 'FIND records' shelf next to the FIND scanning officer's workstation.
- The record is scanned into either *P:\arc-serv2\ADOPTIONS* or *P:\arc-serv2\FIND Requests* shared network folder.
- Once scanning is complete, the records are placed in designated white buckets situated near the Level 3 repository to be returned by the Storage Team.
 - The TRIM request printouts must be shredded by the scanning officer.
- Once the record has been returned to its original location, the record's Current Location is updated in TRIM.
- The spreadsheet located in the *P:\arc-serv2\FOI REQUESTS* folder (which also includes FIND requests) is updated to include:
 - The name of the requests officer who undertook the searches
 - The date the search was completed
 - The number of searches undertaken / Accessions searched
 - If a search has not found any records, enter 'Nil Results' in the Comments field.

Appendix

Digitised Ward Cards

- All Ward Cards are digitised and registered as PDFs contained to Accession AS/1990/015 in TRIM
- The Accession is now located at PROV – VPRS 16205.
 - A spreadsheet is attached to the Accession linking each TRIM box number to its corresponding VPRS box barcode number
- There are 59 boxes contained to the Accession.
 - The record number of each pdf. is derived from the box number to which it is contained
 - The client's name is used as the Records Title

Microfiche records

- Microfiche records are searched to verify a client's wardship and identify the Ward number.

The Ward number is used to identify the co