

**Disposal Schedule  
for  
Energy Business records  
of  
Aurora Energy**

**Disposal Authorisation No. 2427**

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## **INTRODUCTION**

### **Archives legislation**

The *Archives Act 1983* stipulates that State and local government organisations, must not dispose of **records of any type or format** without the written approval of the State Archivist. Disposal of records involves their destruction, their removal from the custody of their creating Agency, or their transfer to the Tasmanian Archive & Heritage Office.

### **Schedule elements and arrangement**

The administrative functions covered by this schedule are arranged in alphabetical order as function headings. The activities performed under each function are listed in alphabetical order within each function.

- **Reference**

All function and activity headings and disposal classes are allocated a reference number. These reference numbers are used, in conjunction with the schedule number, to identify records in the Tasmanian Archive & Heritage Office disposal documentation. These numbers can also be used by agencies, in the same way, to indicate disposal authorisation in their records control systems, where the records have been registered in these systems.

- **Disposal classes**

The groups of records that document, and are derived from, the performance of the functions and activities are listed as disposal classes under each function/activity set.

It should be noted that Disposal Classes have been described in functional terms irrespective of the format or medium in which the records were created.

- **Status**

All disposal classes have either 'PERMANENT' or 'TEMPORARY' status. Records identified as 'PERMANENT' are those that will be transferred to the Archives Office to be retained as State archives. 'TEMPORARY' records are those that can be destroyed under the authority of this schedule.

- **Disposal action**

All temporary records identified in this schedule will have a disposal action which specifies the length of time for which the record must be retained before it can be destroyed under this authorisation.

### **Review of the schedule**

It is the responsibility of agencies to monitor administrative, legal or regulatory changes which may result in the need to alter disposal class descriptions or disposal actions for records covered by this schedule. When this occurs, this schedule should not be used to dispose of those records and the State Archivist should be informed of the need to revise the schedule. If necessary, the procedures for the disposal of unscheduled records can be used in the interim. Reviews may also be initiated by the Tasmanian Archive & Heritage Office.

### **Contacts**

Any enquiries relating to this schedule should be directed in writing to the Tasmanian Archive & Heritage Office, 91 Murray Street, Hobart, email [GISU@education.tas.gov.au](mailto:GISU@education.tas.gov.au), or by phoning 03 6165 5581.

**TASMANIAN ARCHIVE & HERITAGE OFFICE**

**DISPOSAL AUTHORISATION No. 2427**

**Title:** **Disposal Schedule for Aurora Energy**

**Authorisation:**

Under Section 20 (2) (b) of the Archives Act 1983, I hereby authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule in accordance with the procedures specified herein.

Ross Latham  
State Archivist

**Document Development History**  
**Build Status**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Reason</b>	<b>Sections</b>
1.1	23-09-2013	David Bloomfield	Initial Release	All
1.2	17-05-2017	David Bloomfield	Re-release of Retention and Disposal Schedule due to removal of expiry date	All

**Amendments in this Release**

<b>Section Title</b>	<b>Section Number</b>	<b>Amendment Summary</b>
Front page		Expiry date removed
Interpretation, Expiry and Coverage		Expiry date removed

## **INTERPRETATION**

### **Definitions**

**Permanent records** are those that will be transferred to the Tasmanian Archive & Heritage Office to be retained as State Archives. The Archives Act 1983 establishes 25 years as the maximum required timeframe for the transfer of permanent records to the Tasmanian Archive & Heritage Office unless an extension of time has been approved by the State Archivist.

**Temporary records** are those that can be destroyed under the authority of this schedule after a minimum retention period, or once certain requirements have been met.

### **Coverage**

This schedule **only** covers functional records of retailing at Aurora Energy known as Energy Business. Energy Business was formerly known as Aurora Retail.

This schedule **does not cover pre-1960 records**. The disposal of those records should be managed according to the procedures for unscheduled records.

The *Disposal Schedule for Short-term Value Records - DA No. 2158* covers the disposal of short-term value records which are created by most agencies. These documents are usually of a trivial nature or of such short-term value that they do not support or contribute to the business functions of the agency.

Records not covered by these schedules, or other authorised disposal schedules, should be disposed of according to the current Tasmanian Archive & Heritage Office procedures for unscheduled records.

### **Preservation of records**

Section 10 (1) (a) of the *Archives Act 1983* requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency.

### **Permanent records**

All disposal classes of records identified as having 'PERMANENT' status in this schedule should be transferred to the Archives Office 25 years after the date of creation. Agencies may make application to the Tasmanian Archive & Heritage Office for earlier transfer of particular groups of records and the Tasmanian Archive & Heritage Office may also initiate an earlier transfer arrangement.

Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archive & Heritage Office.

### **Temporary records**

All records identified as having 'TEMPORARY' status in this schedule will have a disposal action which is the authorised date for destruction. These disposal actions specify minimum retention periods. Temporary records can be kept as long as the agency wishes following the expiration of the specified period, but the provisions of the *Archives Act 1983* regarding their proper care and custody will still apply to them.

Frequently the disposal actions will refer to '**after action completed**' which means after completion of the transaction to which the records relate. The disposal action '**destroy when reference ceases**' authorises the destruction of records when all business needs to refer to the records have ceased.

### **Destruction of records**

The destruction method chosen for records authorised for destruction in this schedule should be appropriate to the medium in which the record exists. It is the responsibility of the agency to ensure that the identified records are actually destroyed, and that this process is confidential and secure. The following issues should be considered before destruction of any documents.

### **Right to Information**

Right to Information legislation prescribe rights and processes for access to documents held by government agencies. If a request for access under the legislation has been lodged, all records relevant to the request, regardless of whether they are due for destruction, must be identified and preserved until action on the request and any subsequent reviews are completed.

### **Personal Information Protection**

Personal Information Protection legislation provides appropriate safeguards for government agencies in collecting and handling individual's personal information, creating statutory obligations and a right to make a privacy complaint. If an application is in progress, all records relevant to the application must be identified and preserved until the action and any subsequent actions are completed.

### **Other investigations or inquiries**

If an investigation or inquiry is in progress, all records relevant to the investigation or inquiry must be identified and preserved until the action and any subsequent actions are completed.

### **Records relating to indigenous people**

Key recommendations of the Bringing Them Home Report 1997 relate to the need for the identification, preservation, indexing, management and access to records relating to Indigenous individuals, families and/or communities in accordance with established privacy principles.

Records relating to indigenous families and communities or which document links between indigenous people and localities are not to be destroyed and should be the subject of consultation with the Tasmanian Archive & Heritage Office.

### **Native title**

If a native title claim is in progress, all documents relevant to the claim must be identified and preserved until the action and any subsequent actions are completed.

### **Registration of destruction**

Central to the accountability process built into the disposal schedules is the requirement that agencies maintain a *Register of Records Destroyed*. It is important to recognise that the formal evidential record of destruction is contained in this registration process. The register is to be made available to the State Archivist (or his nominee) on request.

The register must be clearly identified as the *Register of Records Destroyed* (under Section 20 (2) (b) of the *Archives Act 1983*) and should include the name of the agency. The register can be the same used for registering destructions authorised under other disposal schedules. A sample format indicating the required elements for the register and related procedures are available on the Tasmanian Archive & Heritage Office website.

<b>01.00.00</b>	<p><b>BUSINESS DEVELOPMENT</b>                  The function of identifying and developing new business and diversification opportunities. Includes opportunities outside the traditional areas of electricity distribution and retailing. Includes;</p> <ul style="list-style-type: none"> <li>• Tasmanian Gas Project</li> <li>• Retail Business Sales</li> <li>• PAYG(Pay As You Go)</li> <li>• NPAYG(National Pay As You Go)</li> <li>• TasTel</li> <li>• EasyPay</li> </ul>	
<b>01.01.00</b>	<p><b>ADVICE (BUSINESS DEVELOPMENT)</b>                  The activity of providing or receiving formal opinions about particular matters relating to the Business Development function.</p>	
01.01.01	Records documenting the provision and receipt of internal and external advice on issues which: <ul style="list-style-type: none"> <li>• underpin changes to policies, systems, and procedures.</li> <li>• create precedent</li> <li>• result from or in legal action</li> </ul>	PERMANENT
01.01.02	Records documenting the provision and receipt of internal and external advice on issues that do not underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
<b>01.02.00</b>	<p><b>AGREEMENTS (BUSINESS DEVELOPMENT)</b>                  The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Business Development function.</p>	
01.02.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review, and revocation.	TEMPORARY Destroy 7 years after expiry or last action, whichever is later
01.02.02	Deeds, agreements and contracts made under seal. Includes records supporting the negotiation, maintenance, review, and revocation.	TEMPORARY Destroy 13 years after expiry or last action, whichever is later
<b>01.03.00</b>	<p><b>AUDIT (BUSINESS DEVELOPMENT)</b>                  The activity of formally checking Aurora Energy's records and processes by internal or external investigators relating to the Business Development function.</p>	
01.03.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> <li>• create precedent</li> <li>• raise policy or legal issues</li> <li>• lead to procedural change</li> <li>• raise issues requiring broader follow up</li> </ul>	PERMANENT
01.03.02	Final versions of internal and external audit reports that do <u>not</u> create precedent raise policy or legal issues, lead to procedural change, or raise issues requiring broader follow up.	TEMPORARY Destroy 7 years after action completed

<b>01.04.00</b>	<b>BUSINESS OPPORTUNITIES (BUSINESS DEVELOPMENT)</b> The activity of identifying and examining potential new business opportunities and opportunities for work or services undertaken and managed on a contract basis relating to the Business Development function. Includes business diversification.	
01.04.01	Records documenting the identification and examination of business opportunities which lead to the completion of a business deal.	TEMPORARY Destroy 15 years after business ceases to operate, is sold, or expiry of any agreement or joint venture contract
01.04.02	Records documenting the identification and examination of business opportunities which do not lead to a successful business deal. Includes business profiles.	TEMPORARY Destroy 5 years after action completed
<b>01.05.00</b>	<b>COMMUNICATIONS (BUSINESS DEVELOPMENT)</b> The activity of sharing information throughout Aurora Energy relating to the Business Development function through, for example, newsletters, internet, intranet, etc.	
01.05.01	Contributions made to communications within Aurora Energy. Includes: <ul style="list-style-type: none"> <li>• intranet updates</li> <li>• education sessions</li> </ul>	TEMPORARY Destroy 1 year after action completed
<b>01.06.00</b>	<b>EVALUATION (BUSINESS DEVELOPMENT)</b> The activity of determining the suitability of programs, performance, and systems in meeting prescribed requirements relating to the Business Development function.	
01.06.01	Records documenting the evaluation of programs, performance and systems.	TEMPORARY Destroy 7 years after action completed
<b>01.07.00</b>	<b>MODELLING (BUSINESS DEVELOPMENT)</b> The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis relating to the Business Development function.	
01.07.01	Records documenting modelling relating to business development opportunities Includes: <ul style="list-style-type: none"> <li>• complaints management evaluation</li> <li>• cost to serve modelling</li> <li>• carbon price modelling</li> </ul>	TEMPORARY Destroy 10 years after business is disposed of and/or expiry of any agreement or joint venture contract
<b>01.08.00</b>	<b>PLANNING (BUSINESS DEVELOPMENT)</b> The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of the organisation. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
01.08.01	Final versions of plans	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation

<b>01.09.00</b>	<b>PRICING (BUSINESS DEVELOPMENT)</b> The activity of determining pricing for Aurora Energy's products and services relating to the Business Development function.	
01.09.01	Records documenting price determination of products and services which form part of the core business of Aurora Energy such as the supply of energy.	PERMANENT
01.09.02	Records documenting price determination of products and services that do not form part of the core business of Aurora Energy.	TEMPORARY Destroy 7 years after last action and or when price determination is superseded
<b>01.10.00</b>	<b>PROJECT BUDGETING (BUSINESS DEVELOPMENT)</b> The activity of preparing project budgets including the analysis of resource requirements, detailed cost estimates, justifications, etc. relating to the Business Development function.	
01.10.01	Records documenting project budgeting.	TEMPORARY Destroy 7 years after action completed
<b>01.11.00</b>	<b>REPORTING (BUSINESS DEVELOPMENT)</b> The activity of providing a formal response on any matter on which definite information is required relating to the Customer Management function.	
01.11.01	Records documenting reporting activities. Includes contributions to annual reports and statistical information.	TEMPORARY Destroy 3 years after action completed
<b>01.12.00</b>	<b>RISK MANAGEMENT (BUSINESS DEVELOPMENT)</b> The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact to the business relating to the Business Development function.	
01.12.01	Records documenting risk management activities.	TEMPORARY Destroy 3 years after action completed
<b>02.00.00</b>	<b>CONTRACTING SERVICES</b> The function of competing for external contracts for the provision of construction, operational, and maintenance resources. This includes identification and sourcing of contract opportunities and bid management.	
<b>02.01.00</b>	<b>AGREEMENTS (CONTRACTING SERVICES)</b> The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Contracting Services function.	
02.01.01	Final versions of signed simple agreements or contracts. Includes records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is the later

02.01.02	Deeds, agreements and contracts under seal. Includes records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry or last action, whichever is the later
<b>02.02.00</b>	<b>BID MANAGEMENT (CONTRACTING SERVICES)</b> The activity of managing bids for works or services to be undertaken by Aurora Energy. This includes proposals for services and quotations relating to the Contracting Services function.	
02.02.01	Records documenting the management of unsuccessful bids for works and services to be undertaken by Aurora Energy.	TEMPORARY Destroy 7 years after action completed
<b>02.03.00</b>	<b>MEETINGS (CONTRACTING SERVICES)</b> The activities associate with ad-hoc gatherings held to formulate, discuss, update, or resolve issues pertaining to the section, business unit or agency as a whole relating to Contracting Services. Includes arrangements, agenda and minutes. Excludes meetings of committees.	
02.03.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
<b>02.04.00</b>	<b>PLANNING (CONTRACTING SERVICES)</b> The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of the organisation relating to the Contracting Services function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
02.04.01	Final versions of plans.	TEMPORARY Destroy 5 years after plan is superseded or ceases to be in operation
<b>03.00.00</b>	<b>CUSTOMER MANAGEMENT</b> The function of managing customers including the planning, implementation, monitoring, provision and evaluation of services provided to customers. This includes, for example, managing Aurora Energy's relationship with customers, billing, customer enquiries, service planning, alliances, and complaints handling.	
<b>03.01.00</b>	<b>ACCOUNT MANAGEMENT (CUSTOMER MANAGEMENT)</b> The activity of managing customer accounts by liaising with the customer and providing advice on services and products and controlling authorities (permissions) received from customers for work to be undertaken.	
03.01.01	Records documenting the management of customer accounts. Includes; <ul style="list-style-type: none"> <li>• permissions received from customers.</li> <li>• approvals</li> <li>• enquiries</li> </ul>	TEMPORARY Destroy 7 years after account finalised or action completed, whichever is the later
03.01.02	Records documenting routine matters relating to account management including advice on products.	TEMPORARY Destroy 2 years after action completed
<b>03.02.00</b>	<b>ADDRESS MANAGEMENT (CUSTOMER MANAGEMENT)</b> The activity of managing customer and client address and mailing lists relating to the Customer Management function.	

03.02.01	Records documenting customer and client address and mailing lists.	TEMPORARY Destroy 7 years after action completed
<b>03.03.00</b>	<b>ADVICE (CUSTOMER MANAGEMENT)</b> The activity of providing or receiving formal opinions about particular matters relating to the Customer Management function.	
03.03.01	Records documenting the receipt or provision of internal and external advice which; <ul style="list-style-type: none"> <li>• underpin changes to policies, systems, and procedures.</li> <li>• create precedent</li> <li>• result from or in legal action</li> </ul>	PERMANENT
03.03.02	Records documenting the receipt and provision of internal and external advice on customer management issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action. Includes: <ul style="list-style-type: none"> <li>• advice received from consultants on consumption, supply and metering options</li> <li>• service interruptions</li> </ul>	TEMPORARY Destroy 7 years after action completed
<b>03.04.00</b>	<b>AGREEMENTS (CUSTOMER MANAGEMENT)</b> The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Customer Management function.	
03.04.01	Final versions of signed simple agreements or contracts. Includes records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is the later
03.04.02	Deeds, contracts and agreements under seal. Includes, records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry or action completed, whichever is the later
<b>03.05.00</b>	<b>AUDIT (CUSTOMER MANAGEMENT)</b> The activity of formally checking Aurora Energy's records and processes by internal or external investigators relating to the Customer Management function.	
03.05.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> <li>• create precedent</li> <li>• raise policy or legal issues</li> <li>• lead to procedural change</li> <li>• raise issues requiring broader follow up</li> </ul>	PERMANENT
03.05.02	Final versions of internal and external audit which do <u>not</u> : <ul style="list-style-type: none"> <li>• create precedent</li> <li>• raise policy or legal issues</li> <li>• lead to procedural change</li> <li>• raise issues requiring broader follow up</li> </ul>	TEMPORARY Destroy 5 years after action completed
<b>03.06.00</b>	<b>AUTHORISATIONS (CUSTOMER MANAGEMENT)</b> The activity of seeking and granting of permission to undertake specific actions relating to the Customer Management function.	

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03.06.01	Records documenting authorisations where the authorisation leads to a major change in Aurora Energy's policies, procedures, and systems.	PERMANENT
03.06.02	Records documenting authorisations where the authorisation does <u>not</u> lead to a major change in Aurora Energy's policies, procedures, and systems.	TEMPORARY Destroy 3 years after action completed
<b>03.07.00</b>	<b>BILLING (CUSTOMER MANAGEMENT)</b> The activity of providing customers with clearly understood, accurate, timely, and complete bills and billing information.	
03.07.01	Records documenting the billing activity where no dispute is entered into.	TEMPORARY Destroy 1 years after action completed
03.07.02	Records documenting the billing activity where there is a query and or dispute. Includes: <ul style="list-style-type: none"> <li>• account corrections</li> <li>• disputed accounts</li> <li>• non-electricity</li> <li>• reconciliations</li> <li>• revenue recovery</li> </ul>	TEMPORARY Destroy 7 years after action completed
<b>03.08.00</b>	<b>COMMUNICATIONS (CUSTOMER MANAGEMENT)</b> The activity of sharing information throughout Aurora Energy through, for example, newsletters, internet, intranet etc. relating to the Customer Management function.	
03.08.01	Contributions made to communications within Aurora Energy. Includes: <ul style="list-style-type: none"> <li>• intranet updates</li> <li>• education sessions</li> <li>• internal fact sheets for use in call centre</li> <li>• background information sheets for call centre</li> <li>• FAQ sheets</li> </ul>	TEMPORARY Destroy 1 year after reference ceases
<b>03.09.00</b>	<b>COMPLAINTS HANDLING (CUSTOMER MANAGEMENT)</b> The activity of receiving and handling any expression of dissatisfaction or grievance made to Aurora Energy by the general public, customers, and clients relating to the Customer Management function.	
03.09.01	Records documenting the receipt and handling of complaints which: <ul style="list-style-type: none"> <li>• create a precedent</li> <li>• raise policy or legal issues</li> <li>• result in legal action</li> </ul>	PERMANENT
03.09.02	Records documenting the receipt and handling of complaints which are resolved via internal processes. Includes complaints referred from the Ombudsman	TEMPORARY Destroy 5 years after action completed
<b>03.10.00</b>	<b>COMPLIANCE (CUSTOMER MANAGEMENT)</b> The activity of adhering to external or internal standards, regulations, or requirements to which the organisation is subject relating to the Customer Management function.	

03.10.01	Records documenting compliance with standards such as customer service standards and charters.	TEMPORARY Destroy 7 years after superseded
<b>03.11.00</b>	<b>COMPLIMENTS (CUSTOMER MANAGEMENT)</b> The activity of managing compliments received from the general public, customers, and clients relating to the Customer Management function.	
03.11.01	Records documenting compliments which are received from members of the community. Includes; <ul style="list-style-type: none"> <li>• customer feedback</li> <li>• letters of thanks</li> <li>• explanation of accounts</li> </ul>	TEMPORARY Destroy 1 year after reference ceases
<b>03.12.00</b>	<b>EVALUATION (CUSTOMER MANAGEMENT)</b> The activity of determining the suitability of programs, performance, and systems in meeting prescribed requirements relating to the Customer Management function.	
03.12.01	Records documenting the evaluation of programs, performance and systems.	TEMPORARY Destroy 7 years after action completed
<b>03.13.00</b>	<b>FINALISATION (CUSTOMER MANAGEMENT)</b> The activity of bringing a specific project to a close including final signoffs and handover relating to the Customer Management function.	
03.13.01	Records documenting the finalisation of projects.	TEMPORARY Destroy 3 years after action completed
<b>03.14.00</b>	<b>IMPLEMENTATION (CUSTOMER MANAGEMENT)</b> The activity of carrying out or putting into action plans, policies, or procedures, which could be internally or externally driven relating to the Customer Management function.	
03.14.01	Records documenting the implementation of plans, policies, and procedures. Includes: <ul style="list-style-type: none"> <li>• Hydro Heat</li> <li>• Pay as you Go Meters (PAYG)</li> </ul>	TEMPORARY Destroy 5 years after action completed
<b>03.15.00</b>	<b>INVESTIGATIONS (CUSTOMER MANAGEMENT)</b> The activity of examining events, physical objects, land, equipment, records, etc., (excluding investigations of insurance claims) relating to the Customer Management function.	
03.15.01	Records documenting investigations. Includes: <ul style="list-style-type: none"> <li>• Illegal connections</li> <li>• statutory declarations</li> </ul> <p><i>See DA2157 LEGAL SERVICES for legal advice and legal opinions.</i></p>	TEMPORARY Destroy 7 years after action completed
<b>03.16.00</b>	<b>MEETINGS (CUSTOMER MANAGEMENT)</b> The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings relating to the Customer Management function.	

03.16.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
<b>03.17.00</b>	<b>METER READING (CUSTOMER MANAGEMENT)</b> The activity of reading electricity meters for the purpose of billing. Includes checks, schedules, and the issuing of reports relating to the Customer Management function.	
03.17.01	Records documenting meter readings. Includes meter reading reports.	TEMPORARY Destroy 7 years after action completed
<b>03.18.00</b>	<b>MODELLING (CUSTOMER MANAGEMENT)</b> The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis relating to the Customer Management function.	
03.18.01	Records documenting modelling.	TEMPORARY Destroy 7 years after action completed
<b>03.19.00</b>	<b>MONITORING (CUSTOMER MANAGEMENT)</b> The activity of checking and observing items or processes over a period of time relating to the Customer Management function. Includes reporting on those activities.	
03.19.01	Records documenting the monitoring of processes. Includes; <ul style="list-style-type: none"> <li>• energy usage plotting</li> <li>• use of preferred suppliers</li> <li>• billing</li> <li>• temperature data</li> </ul>	TEMPORARY Destroy 10 years after action completed
<b>03.20.00</b>	<b>PERFORMANCE MEASUREMENT (CUSTOMER MANAGEMENT)</b> The activity of measuring and monitoring business performance against identified criteria relating to the Customer Management function.	
03.20.01	Records documenting performance measurement relating to customer management.	TEMPORARY Destroy 3 years after action completed
<b>03.21.00</b>	<b>PLANNING (CUSTOMER MANAGEMENT)</b> The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of the organisation relating to the Customer Management function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
03.21.01	Final version of plans.	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation
03.21.02	Working papers used to develop all customer management plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan

<b>03.22.00</b>	<b>POLICIES &amp; PROCEDURES (CUSTOMER MANAGEMENT)</b> The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of the organisation's operating procedures.	
03.22.01	Final versions of policies.	PERMANENT
03.22.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> <li>• final copies of manuals</li> <li>• working papers</li> <li>• instructions</li> </ul>	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
<b>03.23.00</b>	<b>PRESENTATIONS (CUSTOMER MANAGEMENT)</b> The activity of preparing and presenting addresses/speeches internally or to external organisations relating to the Customer Management function.	
03.23.01	Records documenting presentations relating to customer management. Includes; <ul style="list-style-type: none"> <li>• preferred supplier presentations</li> <li>• energy forums</li> <li>• public events</li> </ul> <p><i>See DA2157 for or general presentations</i></p>	TEMPORARY Destroy 1 year after reference ceases
<b>03.24.00</b>	<b>PRICING (CUSTOMER MANAGEMENT)</b> The activity of determining pricing for Aurora Energy's products and services to customers.	
03.24.01	Records documenting price determination of products and services which form part of the core business of Aurora Energy such as the supply of energy.	PERMANENT
03.24.02	Records documenting price determination of routine products and services.	TEMPORARY Destroy 7 years after last action and or when price determination is superseded
<b>03.25.00</b>	<b>PROCUREMENT (CUSTOMER MANAGEMENT)</b> The activity of acquiring goods, services and property, including quotations and proposals submitted to Aurora Energy by external suppliers relating to the Customer Management function.	
03.25.01	Records documenting the procurement of goods and services..	TEMPORARY Destroy 7 years after action completed
<b>03.26.00</b>	<b>PROJECT BUDGETING (CUSTOMER MANAGEMENT)</b> The activity of preparing project budgets including the analysis of resource requirements, detailed cost estimates, justifications, etc. relating to the Customer Management function.	
03.26.01	Records documenting project budgeting.	TEMPORARY Destroy 7 years after action completed

<b>03.27.00</b>	<b>PROJECT MANAGEMENT (CUSTOMER MANAGEMENT)</b> The activities related to the oversight and overall management of Customer Relations projects to ensure their efficient delivery.	
03.27.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> <li>• scheduling and planning</li> <li>• progress management</li> <li>• target and goal setting</li> </ul>	TEMPORARY Destroy 7 years after project completed
<b>03.28.00</b>	<b>REPORTING (CUSTOMER MANAGEMENT)</b> The activity of providing a formal response on any matter on which definite information is required relating to the Customer Management function.	
03.28.01	Reporting activities including: <ul style="list-style-type: none"> <li>• statistical information</li> <li>• fault reports</li> <li>• debt reports</li> <li>• payment plans</li> <li>• disputed accounts</li> </ul> <p><i>See DA2157 PUBLICATION for annual reports.</i></p>	TEMPORARY Destroy 5 years after action completed
<b>03.29.00</b>	<b>RESEARCH &amp; ANALYSIS (CUSTOMER MANAGEMENT)</b> The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities of the organisation relating to the Customer Management function.	
03.29.01	Records documenting the analysis and interpretation of information.	TEMPORARY Destroy when reference ceases
<b>03.30.00</b>	<b>RISK MANAGEMENT (CUSTOMER MANAGEMENT)</b> The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact to the business relating to the Customer Management function.	
03.30.01	Records documenting risk management activities.	TEMPORARY Destroy 3 years after action completed
<b>03.31.00</b>	<b>TENDERING (CUSTOMER MANAGEMENT)</b> The activity of preparing and submitting formal offers or estimates by Aurora Energy to potential clients, usually made in writing, to undertake specific work or to supply goods or services, at a given rate relating to the Customer Management function. Includes receiving and evaluating tenders.	
03.31.01	Records documenting successful tenders that resulted in agreements and or contract signed under seal for services offered to Aurora Energy. Includes: <ul style="list-style-type: none"> <li>• evaluation criteria</li> <li>• expressions of interest</li> <li>• invitation to tender</li> <li>• request for proposals</li> </ul>	TEMPORARY Destroy 13 years after expiry of contract
03.31.02	Simple signed contracts and unsuccessful tender documentation.	TEMPORARY Destroy 7 years after tender process completed

<b>04.00.00</b>	<b>ENERGY TRADING</b> The function of the wholesale purchase or sale of energy from generators or other agencies involved in the supply of energy including, for example, renewable energy certificates, transmission, distribution, and ancillary services.	
<b>04.01.00</b>	<b>ADVICE (ENERGY TRADING)</b> The activity of providing or receiving formal opinions about particular matters relating to the Energy Trading function.	
04.01.01	Records documenting the receipt and provision of internal and external advice on issues which: <ul style="list-style-type: none"> <li>• underpin changes to policies, systems, and procedures.</li> <li>• create precedent</li> <li>• result from or in legal action</li> </ul>	PERMANENT
04.01.02	Records documenting the receipt and provision of internal and external advice on issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action. Includes: <ul style="list-style-type: none"> <li>• advice received from consultants</li> <li>• proposed generators</li> <li>• proposed wind farms.</li> </ul>	TEMPORARY Destroy 5 years after action completed
<b>04.02.00</b>	<b>AGREEMENTS (ENERGY TRADING)</b> The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Energy Trading function.	
04.02.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is the later
04.02.02	Deeds, agreements or contracts made under seal. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry or action completed, whichever is the later
<b>04.03.00</b>	<b>APPROVALS (ENERGY TRADING)</b> The activity of seeking and the granting of permission to undertake requested actions relating to the Energy Trading function.	
04.03.01	Records documenting approvals relating to issues which: <ul style="list-style-type: none"> <li>• result in changes to policies, systems, and procedures.</li> <li>• create precedent</li> </ul>	PERMANENT
04.03.02	Records documenting approvals which do not create precedents or have impact on policy or procedures.	TEMPORARY Destroy 15 years after action completed
<b>04.04.00</b>	<b>AUDIT (ENERGY TRADING)</b> The activity of formally checking Aurora Energy's records and processes by internal or external investigators relating to Energy Trading.	

04.04.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> <li>• create precedent</li> <li>• raise policy or legal issues</li> <li>• lead to procedural change</li> <li>• raise issues requiring broader follow up.</li> </ul>	PERMANENT
04.04.02	Final versions of internal and external audit reports which do <u>not</u> create precedent, raise policy or legal issues, lead to procedural change or raise issues requiring broader follow up.	TEMPORARY Destroy 5 years after action completed
<b>04.05.00</b>	<b>AUTHORISATIONS (ENERGY TRADING)</b> The activity of seeking and granting of permission to undertake specific actions relating to the Energy Trading function.	
04.05.01	Records documenting authorisations where the authorisation leads to a major change in Aurora Energy's policies, procedures, and systems.	PERMANENT
04.05.02	Records documenting authorisations where the authorisation does <u>not</u> lead to a major change in Aurora Energy's policies, procedures, and systems.	TEMPORARY Destroy 3 years after action completed
<b>04.06.00</b>	<b>COMMUNICATIONS (ENERGY TRADING)</b> The activity of sharing information relating to the Energy Trading function throughout Aurora Energy through, for example, newsletters, internet, intranet, etc.	
04.06.01	Contributions made to communications within Aurora Energy includes <ul style="list-style-type: none"> <li>• information sheets,</li> <li>• fact sheets</li> <li>• education sessions</li> </ul>	TEMPORARY Destroy 1 year after action completed
<b>04.07.00</b>	<b>MARKET ANALYSIS (ENERGY TRADING)</b> The activity of profiling a product or service by investigating the impact of political, legal, economic, competitive, social, and technological effects on the product or service entering the market relating to the Energy Trading function.	
04.07.01	Records documenting market analysis.	TEMPORARY Destroy 7 years after action completed
<b>04.08.00</b>	<b>MEETINGS (ENERGY TRADING)</b> The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings relating to the Energy Trading function	
04.08.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 3 years after action completed
<b>04.09.00</b>	<b>MODELLING (ENERGY TRADING)</b> The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis relating to the Energy Trading function	

04.09.01	Records documenting modelling activities.	TEMPORARY Destroy 7 years after action completed
<b>04.10.00</b>	<b>PLANNING (ENERGY TRADING)</b> The activity of identifying key issues to be addressed both externally and internally relating to the Energy Trading function for the short and long term direction of the organisation. Includes short and long term planning, business plan development, growth strategies, merger integration and business diversification.	
04.10.01	Final versions of plans.	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation
04.10.02	Records used to develop all energy trading plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
<b>04.11.00</b>	<b>POLICIES &amp; PROCEDURES (ENERGY TRADING)</b> The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of the organisation's operating procedures relating to the Energy Trading function.	
04.11.01	Final version of policies.	PERMANENT
04.11.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> <li>• final copies of manuals</li> <li>• working papers</li> <li>• instructions</li> </ul>	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
<b>04.12.00</b>	<b>PROCUREMENT (ENERGY TRADING)</b> The activity of acquiring goods, services and property, including quotations and proposals submitted to Aurora Energy by external suppliers relating to the Energy Trading function.	
04.12.01	Records documenting the procurement of goods and services.	TEMPORARY Destroy 7 years after action completed
<b>04.13.00</b>	<b>REPORTING (ENERGY TRADING)</b> The activity of providing a formal response on any matter relating to the Energy Trading function on which definite information is required.	
04.13.01	Final copies of reports. Includes contributions to annual reports and statistical information.  <i>See DA 2157 PUBLICATION for annual reports</i>	TEMPORARY Destroy 3 years after action completed
<b>04.14.00</b>	<b>RESEARCH &amp; ANALYSIS (ENERGY TRADING)</b> The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities relating to the energy trading function.	

04.14.01	Records documenting the analysis and interpretation of information relating to projects and activities of the organisation.	TEMPORARY Destroy when reference ceases
<b>05.00.00</b>	<b>FINANCIAL MANAGEMENT</b>	
	The function of managing financial resources. Includes establishing, operating and maintaining financial systems, controls and procedures. Includes financial planning, framing budgets, budget submissions, obtaining grants and managing funds in the form of allocations from the consolidated fund. Also includes revenue from charging, trading and investments.	
	<i>See DA 2157 FINANCIAL MANAGEMENT for financial management activities not covered in this schedule.</i>	
<b>05.01.00</b>	<b>AGREEMENTS (FINANCIAL MANAGEMENT)</b>	
	The activity of managing legal arrangements between two or more parties to support the Financial Management function.	
05.01.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is the later
05.01.02	Deeds, agreements or contracts made under seal. Includes, records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 12 years after expiry or action completed, whichever is the later
<b>05.02.00</b>	<b>MODELLING (FINANCIAL MANAGEMENT)</b>	
	The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis to support the Financial Management function.	
05.02.01	Records documenting modelling activities.	TEMPORARY Destroy 7 years after action completed
<b>05.03.00</b>	<b>TREASURY MANAGEMENT (FINANCIAL MANAGEMENT)</b>	
	The activity of managing the funds of the organisation including investments, borrowings and operational cash flows in an efficient and economical manner, and the management of all associated financial, liquidity, credit, currency and commodity risk.	
	<i>See DA 2157 FINANCIAL MANAGEMENT for trusts, investments or loans undertaken by Aurora Energy.</i>	
05.03.01	Records documenting credit assessments and monitoring of counter parties that have a financial arrangement with Aurora Energy	TEMPORARY Destroy 7 years after removal from list of approved counter parties
05.03.02	Records documenting the forecasting process to provide an economic outlook for Aurora Energy.	TEMPORARY Destroy 7 years after action completed

<b>06.00.00</b>	<b>MARKETING</b>	
	The function of providing marketing services including, product development, market planning, and promotions' relating to Aurora's retail business.  <i>See DA 2157 COMMUNITY RELATIONS for promoting the organisation as a whole.</i>	
<b>06.01.00</b>	<b>AGREEMENTS (MARKETING)</b>	
	The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts to support the Marketing function.	
06.01.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is the later
<b>06.02.00</b>	<b>COMMUNICATIONS (MARKETING)</b>	
	The activity of sharing information regarding the Marketing function within Aurora Energy through, for example, newsletters, Internet, intranet etc.	
06.02.01	Contributions made to communications within Aurora Energy Includes: <ul style="list-style-type: none"> <li>• natural gas scripts</li> <li>• PAYG</li> <li>• interruption to power cards</li> </ul>	TEMPORARY Destroy 1 year after action completed
<b>06.03.00</b>	<b>COMPETITIVE INTELLIGENCE (MARKETING)</b>	
	The activity of identifying and projecting strategies that current or emerging competitors may pursue, identifying issues and assessing business implications for Aurora Energy.	
06.03.01	Records documenting competitive intelligence activities.	TEMPORARY Destroy 7 years after action completed
<b>06.04.00</b>	<b>EVALUATION (MARKETING)</b>	
	The activity of determining the suitability of marketing programs, performance, and systems in meeting prescribed requirements.	
06.04.01	Records documenting the evaluation of programs, performance, and systems Includes the Insulation Program.	TEMPORARY Destroy 7 years after action completed
<b>06.05.00</b>	<b>MARKET ANALYSIS (MARKETING)</b>	
	The activity of profiling a product or service by investigating the impact of political, legal, economic, competitive, social, and technological effects on the product or service entering the market.	
06.05.01	Records documenting the analysis of a product or service.	TEMPORARY Destroy 7 years after action completed
<b>06.06.00</b>	<b>MEETINGS (MARKETING)</b>	
	The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings held to support the Marketing function.	

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06.06.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
<b>06.07.00</b>	<b>MODELLING (MARKETING)</b> The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis relating to the Marketing function.	
06.07.01	Records documenting modelling activities.	TEMPORARY Destroy 7 years after action completed
<b>06.08.00</b>	<b>PLANNING (MARKETING)</b> The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of the organisation relating to the Marketing function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
06.08.01	Final versions of plans.	TEMPORARY Destroy 5 years after plan is superseded or ceases to be in operation
06.08.02	Records used to develop all plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
<b>06.09.00</b>	<b>POLICIES &amp; PROCEDURES (MARKETING)</b> The activity of developing decisions, directives, and precedents for future actions and decision making which form the basis of the organisation's operating procedures relating to the Marketing function.	
06.09.01	Final version of policies.	PERMANENT
06.09.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> <li>• final copies of manuals</li> <li>• working papers</li> <li>• instructions</li> </ul>	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
<b>06.10.00</b>	<b>PRESENTATIONS (MARKETING)</b> The activity of preparing and presenting addresses/speeches internally or to external organisations to support the Marketing function.	
06.10.01	Records documenting presentations, Includes: <ul style="list-style-type: none"> <li>• Marketing Institute awards</li> <li>• branding/rebranding</li> <li>• gas updates.</li> </ul>	TEMPORARY Destroy 5 years after reference ceases
<b>06.11.00</b>	<b>PRODUCT DEVELOPMENT (MARKETING)</b> The activity of offering new or modified products to current market segments for promoting company growth.	

06.11.01	Records documenting the development marketing strategies for new or modified products.	TEMPORAY Destroy 15 years after the product is discontinued
<b>06.12.00</b>	<b>PRODUCT MANAGEMENT (MARKETING)</b> The activity of developing and interpreting marketing strategies and plans for a specific product or brand.	
06.12.01	Records documenting product management for specific products or brands which are financially profitable. Includes specific market strategies and marketing plans.	PERMANENT
06.12.02	Records documenting product management of specific products or brands which are <u>not</u> financially profitable.	TEMPORARY Destroy 2 years after the product is discontinued
<b>06.13.00</b>	<b>PROJECT BUDGETING (MARKETING)</b> The activity of preparing project budgets including the analysis of resource requirements, detailed cost estimates, justifications, to support the Marketing function.	
06.13.01	Records documenting project budgeting.	TEMPORARY Destroy 7 years after action completed
<b>06.14.00</b>	<b>PROJECT MANAGMENT (MARKETING)</b> The activities related to the oversight and overall management of Marketing projects to ensure their efficient delivery.	
06.14.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> <li>• scheduling and planning</li> <li>• progress management</li> <li>• target and goal setting</li> </ul>	TEMPORARY Destroy 7 years after project completed
<b>06.15.00</b>	<b>PROMOTION (MARKETING)</b> The activity of promoting Aurora Energy's products and services through television, radio, print, and the Internet.	
06.15.01	Records documenting the promotion of products and services which relate to Aurora's core business and/or to products and services which have a major impact on company growth. Includes; <ul style="list-style-type: none"> <li>• credit campaign</li> <li>• aurora insurance</li> <li>• heating campaign</li> <li>• insulation campaign</li> <li>• natural gas</li> <li>• PAYG</li> </ul> <p><i>Records deposited under legal deposit are excluded from this class.</i></p>	PERMANENT Records deposited under Legal Deposit are excluded from this Schedule. Where the publication is held in an electronic format, transfer to TAHO's Stable Tasmanian Open Repository Service (STORS).
06.15.02	Records documenting the promotion of products and services which have a minor impact on company growth. Includes items such as; <ul style="list-style-type: none"> <li>• Aurora branded stationary</li> <li>• Aurora branded clothing (caps, beanies etc.)</li> <li>• records of attendance at shows and events.</li> </ul>	TEMPORARY Destroy 15 years after action completed

<b>06.16.00</b>	<b>REPORTING (MARKETING)</b> The activity of providing a formal response on any matter relating to the Marketing function on which definite information is required.	
06.16.01	Final copies of reports. Includes contributions to annual reports and statistical information.	TEMPORARY Destroy 3 years after action completed
<b>06.17.00</b>	<b>RESEARCH &amp; ANALYSIS (MARKETING)</b> The activity of gathering, analysing, and interpreting information to support the development of projects and the business relating to the Marketing function.	
06.17.01	Records documenting the gathering, analysis, and interpretation of information to support future decision making.	TEMPORARY Destroy 5 years after action completed
<b>06.18.00</b>	<b>RISK MANAGEMENT (MARKETING)</b> The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact to the business relating to the Marketing function.	
06.18.01	Records documenting the risk management activity.	TEMPORARY Destroy 3 years after action completed
<b>07.00.00</b>	<b>REGULATORY AFFAIRS</b> The function of managing and influencing the regulatory rules affecting Aurora Energy and its interests. These rules are governed by the provisions of the Tasmanian Electricity Code (TEC), the National Electricity Code (NEC), legislation, national electricity laws, supporting regulations and guidelines. This includes submissions to code reviews, price determinations, and managing the relationship with regulators.	
<b>07.01.00</b>	<b>ADVICE (REGULATORY AFFAIRS)</b> The activity of providing or receiving formal opinions about particular matters relating to the regulatory affairs function.	
07.01.01	Records documenting the provision or receipt of internal and external advice issues which: <ul style="list-style-type: none"> <li>• underpin changes to policies, systems, and procedures</li> <li>• create precedent</li> <li>• result from or in legal action</li> </ul>	PERMANENT
07.01.02	Records documenting the receipt and provision of internal and external advice which do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
<b>07.02.00</b>	<b>AGREEMENTS (REGULATORY AFFAIRS)</b> The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts to support the Regulatory Affairs function.	
07.02.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is the later

07.02.02	Deeds, agreements and contracts made under seal. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry or action completed, whichever is the later
<b>07.03.00</b>	<b>AUDIT (REGULATORY AFFAIRS)</b> The activity of formally checking Aurora Energy's records and processes by internal or external investigators relating to the regulatory Affairs function.	
07.03.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> <li>• create precedent</li> <li>• raise policy or legal issues</li> <li>• lead to procedural change</li> <li>• raise issues requiring broader follow up</li> </ul>	PERMANENT
07.03.02	Final versions of internal and external audit which do <u>not</u> : <ul style="list-style-type: none"> <li>• create precedent</li> <li>• raise policy or legal issues</li> <li>• lead to procedural change</li> <li>• raise issues requiring broader follow up</li> </ul>	TEMPORARY Destroy 5 years after action completed
<b>07.04.00</b>	<b>COMMUNICATIONS (REGULATORY AFFAIRS)</b> The activity of sharing information throughout Aurora Energy through, for example, newsletters, the Internet, intranet, etc. that supports the Regulatory Affairs function.	
07.04.01	Contributions made to communications within Aurora Energy. Includes: <ul style="list-style-type: none"> <li>• intranet updates</li> <li>• regulatory and compliance education sessions to Aurora staff</li> </ul>	TEMPORARY Destroy 1 year after action completed
<b>07.05.00</b>	<b>COMPLIANCE (REGULATORY AFFAIRS)</b> The activity of adhering to external or internal standards, regulations, or requirements to which the organisation is subject relating to the Regulatory Affairs function.	
07.05.01	Records documenting compliance activities. Includes annual compliance certificates.	PERMANENT
<b>07.06.00</b>	<b>MEETINGS (REGULATORY AFFAIRS)</b> The activity of arranging, preparing agendas, and recording minutes of ad-hoc meetings to support the Regulatory Affairs function.	
07.06.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
<b>07.07.00</b>	<b>PLANNING (REGULATORY AFFAIRS)</b> The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of the organisation that support the Regulatory Affairs Function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
07.07.01	Final versions of plans.	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation

07.07.02	Records used to develop all regulatory affairs plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
<b>07.08.00</b>	<b>POLICIES &amp; PROCEDURES (REGULATORY AFFAIRS)</b> The activity of developing decisions, directives, and precedents for future actions and decision making relating to the Regulatory Affairs function, which form the basis of the organisation's operating procedures.	
07.08.01	Final version of policies and procedures which have an impact on the overall policies, procedures and systems of Aurora Energy.	PERMANENT
07.08.02	Final versions of procedures which do <u>not</u> have an impact on the overall policies, procedures and systems of Aurora Energy. Also includes; <ul style="list-style-type: none"> <li>• all draft policies</li> <li>• final copies of manuals</li> <li>• working papers</li> <li>• instructions</li> </ul>	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
<b>07.09.00</b>	<b>PRESENTATIONS (REGULATORY AFFAIRS)</b> The activity of preparing and presenting addresses/speeches internally or to external organisations to support the Regulatory Affairs function.	
07.09.01	Records documenting internal presentations e.g. presentations relating to the role of the Economic Regulator.	TEMPORARY Destroy 5 years after action completed
<b>07.10.00</b>	<b>PRICING (REGULATORY AFFAIRS)</b> The activity of determining pricing for Aurora Energy's products and services to customers that relate to the Regulatory Affairs function.	
07.10.01	Records documenting price determinations for products and services to which regulations apply.	PERMANENT
<b>07.11.00</b>	<b>PROJECT MANAGEMENT (REGULATORY AFFAIRS)</b> The activities related to the oversight and overall management of Regulatory Affairs projects to ensure their efficient delivery.	
07.11.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> <li>• scheduling and planning</li> <li>• progress management</li> <li>• target and goal setting</li> </ul>	TEMPORARY Destroy 7 years after project completed
<b>07.12.00</b>	<b>REPORTING (REGULATORY AFFAIRS)</b> The activity of providing a formal response on any matter relating to the Regulatory Affairs function.	
07.12.01	Final copies of reports. Includes contributions to annual reports and statistical information.  <i>See DA 2157 PUBLICATION for annual reports</i>	TEMPORARY Destroy 3 years after action completed

<b>07.13.00</b>	<b>RISK MANAGEMENT (REGULATORY AFFAIRS)</b> The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact to the business relating to the Regulatory Affairs function.	
07.13.01	Records documenting risk management activities.	TEMPORARY Destroy 3 years after action completed
<b>07.14.00</b>	<b>SUBMISSIONS (REGULATORY AFFAIRS)</b> The activity of preparing and submitting a formal statement supporting a case or opinion held by Aurora Energy that is submitted to another organisation for the purpose of either gain or support relating to the Regulatory Affairs function.	
07.14.01	Submissions and supporting documentation made to other organisations.	TEMPORARY Destroy 3 years after action completed
<b>08.00.00</b>	<b>SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT</b> The function of providing and implementing programs for safety, health, and environmental management. Includes compliance with legislation and standards, planning, and ongoing monitoring.	
<b>08.01.00</b>	<b>AGREEMENTS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to Safety, Health & Environmental Management.	
08.01.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review, and revocation.	TEMPORARY Destroy 7 years after expiry or action completed, whichever is later
08.01.02	Deeds, agreements and contracts made under seal. Includes records supporting the negotiation, maintenance, review, and revocation	TEMPORARY Destroy 13 years after expiry or action completed, whichever is later
<b>08.02.00</b>	<b>AUDIT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of formally checking Aurora Energy's Safety, Health & Environmental Management records and processes by internal or external investigators.	
08.02.01	Final versions of internal and external audit reports which recommend changes that have impact on the policies, systems, and procedures of Aurora Energy.	PERMANENT
08.02.02	Final versions of internal and external audit reports which recommend routine changes and do <u>not</u> have an impact on the policies, systems, and procedures of Aurora Energy.	TEMPORARY Destroy 5 years after action completed

08.02.03	Records documenting the planning and conduct of internal and external audits. Includes: <ul style="list-style-type: none"> <li>• liaison with the auditing body</li> <li>• minutes of meetings</li> <li>• draft report</li> <li>• comments</li> </ul>	TEMPORARY Destroy 2 years after action completed
08.03.00	<b>COMMUNICATIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of sharing information relating to Safety, Health & Environmental Management throughout Aurora Energy through, for example, newsletters, internet, intranet, etc.	
08.03.01	Contributions made to communications within Aurora Energy. Includes: <ul style="list-style-type: none"> <li>• intranet updates</li> <li>• Safety, Health and Environmental Management educations sessions</li> </ul>	TEMPORARY Destroy 5 years after action completed
08.04.00	<b>ENVIRONMENTAL PROGRAMS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of managing programs that deal with specific environmental issues.	
08.04.01	Records documenting environmental programs.	PERMANENT
08.05.00	<b>HEALTH PROMOTION (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of establishing and maintaining a healthy work environment.	
08.05.01	Records documenting any medical examinations of employees which are undertaken for health surveillance purposes. Includes: <ul style="list-style-type: none"> <li>• ergonomic assessments</li> <li>• flu vaccination program.</li> </ul>	TEMPORARY Destroy 75 years from the employee's date of birth.
08.06.00	<b>IMPLEMENTATION (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of carrying out or putting into action plans, policies or procedures, which could be internally or externally driven relating to the Safety, Health and Environmental Management function.	
08.06.01	Records documenting the implementation of plans, policies, and procedures which have an impact on Aurora Energy's overall mission.	PERMANENT
08.07.00	<b>MEETINGS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings relating to Safety, Health & Environmental Management.	
08.07.01	Final versions of notes or minutes, and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
08.08.00	<b>MODELLING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of designing, testing, and evaluating sample model profiles or systems and activities relating to Safety, Health & Environmental Management.	

08.08.01	Records documenting modelling activities.	TEMPORARY Destroy 7 years after action completed
<b>08.09.00</b>	<b>PERFORMANCE MEASUREMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of measuring and monitoring business performance relating to Safety, Health & Environmental Management against identified criteria.	
08.09.01	Records documenting performance measurement activities.	TEMPORARY Destroy 3 years after action completed
<b>08.10.00</b>	<b>PLANNING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of identifying key issues to be addressed relating to Safety, Health & Environmental Management, both externally and internally for the short and long term direction of the organisation. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
08.10.01	Final versions of plans.	TEMPORARY Destroy 7 years after plan is superseded or ceases to be in operation
08.10.02	Records used to develop all plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
<b>08.11.00</b>	<b>POLICIES &amp; PROCEDURES (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of developing decisions, directives, and precedents for future actions and decision making relating to Safety, Health & Environmental Management which forms the basis of the organisation's operating procedures.	
08.11.01	Final version of policies.	PERMANENT
08.11.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> <li>• final copies of manuals</li> <li>• working papers</li> <li>• instructions</li> </ul>	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
<b>08.12.00</b>	<b>PRESENTATIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of preparing and presenting addresses/speeches internally or to external organisations relating to Safety, Health & Environmental Management.	
08.12.01	Records documenting presentations.	TEMPORARY Destroy 3 years after action completed

<b>08.13.00</b>	<b>REPORTING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of providing a formal response on any matter relating to the Safety, Health and Environmental Management function.	
08.13.01	Final versions of reports. Includes contributions to annual reports and statistical information.  <i>See DA 2157 PUBLICATION for annual reports. See DA2157 OCCUPATIONAL HEALTH AND SAFETY for compliance reports according to the regulations of the Work Health and Safety Act 2012</i>	TEMPORARY Destroy 3 years after action completed
<b>08.14.00</b>	<b>RESEARCH &amp; ANALYSIS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities of the organisation relating to the Safety, Health and Environmental Management function.	
08.14.01	Records documenting the analysis and interpretation of information to be used for future decision making.	TEMPORARY Destroy when reference ceases
<b>08.15.00</b>	<b>RISK MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact of Safety, Health and Environmental management issues to the business.	
08.15.01	Records documenting risk management relating to major projects and or involve hazardous materials.	PERMANENT
08.15.02	Records documenting the risk management activities which do <u>not</u> relate to major projects or include hazardous materials.	TEMPORARY Destroy 3 years after action completed
<b>08.16.00</b>	<b>VEGETATION MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of managing and controlling vegetation.	
08.16.01	Records documenting the management and control of vegetation of sites of national significance or which have been contaminated with hazardous materials. Includes natural, historic, and indigenous sites of significance that are listed in the Register of the National Estate, by the World Heritage Commission, classified by the Tasmanian National Trust or on the Tasmanian Heritage listing.	PERMANENT
08.16.02	Records documenting the management and control of vegetation of sites which have no national significance and are of a routine nature.	TEMPORARY Destroy 3 years after action completed
<b>08.17.00</b>	<b>WASTE MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT)</b> The activity of managing all by-products of natural biological and human activities, whether harmful or not. Includes provision for their collection, storage, transportation, transfer, processing, treatment, and disposal and includes measures such as minimisation and reduction.	

Disposal Schedule for Energy Business records of Aurora Energy DA No. 2427

08.17.01	Records documenting the management of waste which is contaminated.	PERMANENT
08.17.02	Records documenting the management of waste which is <u>not</u> contaminated.	TEMPORARY Destroy 3 years after action completed