

**Office of the
State Archivist**



**DISPOSAL SCHEDULE FOR
AURORA ENERGY**

Disposal Authorisation (DA2509)

**Version 1.0
March 2021**

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Authorisation

Under Section 20 (2) (b) of the *Archives Act 1983* (Tas), I authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule.

Ross Latham
State Archivist

Version	Date	Comments
1.0	23 Mar 2021	New template

DOCUMENT DEVELOPMENT HISTORY

Version	Date	Comments
1.0	23 Mar 2021	Authorised release

Introduction

OVERVIEW

ARCHIVES LEGISLATION

The *Archives Act 1983* (Tas) 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 custody of their creating agency, or their transfer to the Tasmanian Archives.

Section 10 (1) (a) of the Act 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.

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 Archives 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 Tasmanian Archives 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 Office of the State Archivist.

Interpretation

DEFINITIONS

Permanent records are those that will be transferred to the Tasmanian Archives to be retained as State archives. The *Archives Act 1983* (Tas) establishes 25 years as the maximum required timeframe for the transfer of permanent records to the Tasmanian Archives 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 **Aurora Energy**.

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* (DA2158) 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 Archives procedures for unscheduled records.

PRESERVATION OF RECORDS

Section 10 (1) (a) of the *Archives Act 1983* (Tas) 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 Tasmanian Archives 25 years after the date of creation. Agencies may make application to the Tasmanian Archives for earlier transfer of particular groups of records and the Tasmanian Archives may also initiate an earlier transfer arrangement.

Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archives.

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* (Tas) 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 use 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 INVESTIGATION 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: National Inquiry into the separation of Aboriginal and Torres Strait Islander Children from Their Families (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 Office of the State Archivist.

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 (Tas)*) 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 from our website.

Disposal Schedule

Reference	Description	Status and Disposal Action
01.00	<p>STATE GOVERNMENT OWNED COMPANY GOVERNANCE AND STRATEGIC MANAGEMENT</p> <p>The function of governing a state-owned company to ensure:</p> <ul style="list-style-type: none"> • business is conducted efficiently and effectively • compliance with relevant legislation for companies and contract obligations • reporting requirements are met • service targets, industry challenges and other environmental factors are met with a strategic response • emergencies and unexpected circumstances are prepared for and responded to with minimum disruption. <p>Includes the preparation and submission of tenders to win or renew service contracts.</p> <p>Note: Compliance with energy retailer and market regulations is covered in 2.0 ENERGY RETAILER REGULATORY COMPLIANCE MANAGEMENT.</p> <p>See 05.00 ENERGY RETAIL SERVICES PROJECT MANAGEMENT for business diversification projects.</p> <p>See <i>Disposal Schedule for Common Administrative Functions (DA2157)</i> 16.20.00 Risk Management (STRATEGIC MANAGEMENT) for records of the conduct and evaluation of drills or scenario testing of emergency/disaster response plans and protocols.</p>	
01.01	<p>Significant Records of Governance and Strategic Management</p> <p>Records of continuing value including:</p> <ul style="list-style-type: none"> • final copies of audit or compliance reports prepared or commissioned by the agency for presentation to Parliament, the Minister, or an external governing committee • audit, compliance, or accreditation testing results which create precedent, raise legal issues, or lead to policy or procedural change • source data and other business input to audit or compliance reports on company performance and operations that is considered necessary to substantiate report findings • the conduct of Board or committee meetings, including the agenda, minutes, reports and other papers tabled in a meeting for discussion/decision • the appointment of members to the Board • approved corporate strategic plans, including those for corporate branding and marketing • approved corporate risk management plans, including emergency response plans 	<p>PERMANENT</p> <p>Retain as State archives.</p>

Reference	Description	Status and Disposal Action
	<ul style="list-style-type: none"> • submissions or results of consultation that result in significant changes to a corporate plan • reports that review and evaluate emergency/unexpected circumstances responses once the event is over. Includes lessons learnt and recommendations for change, etc. (Note: Does not include drills or scenario tests. See Disposal Schedule for Common Administrative Functions (DA2157) 16.20.00 Risk Management (STRATEGIC MANAGEMENT)). 	
01.02	<p>Long-term Records of Governance and Strategic Management</p> <p>Records of long-term value including:</p> <ul style="list-style-type: none"> • data, reports, conclusions and outcomes of agency research • reports on emerging trends and recommendations for future services and/or projects. <p>Note: Approved projects and their management are covered by 05.00 ENERGY RETAIL SERVICES PROJECT MANAGEMENT.</p>	<p>TEMPORARY</p> <p>Destroy 25 years after action completed.</p>
01.03	<p>Medium-term Records of Governance and Strategic Management</p> <p>Records of medium-term value documenting the governance and strategic management of the agency. Includes records of:</p> <ul style="list-style-type: none"> • the identification and examination of business opportunities for merit • internal reports on the management of business functions, performance and review • reports prepared for distribution to external parties other than Parliament, the Minister, or an external governing committee • bids for services to be undertaken by the agency • the negotiation and signing of contracts with other parties to deliver services on their behalf • due diligence and other investigations into potential service partners • modelling and other evaluation processes • implementation and change management planning. <p>Also includes the declaration or disclosure of interest by Board or committee members in matters before the Board/committee.</p>	<p>TEMPORARY</p> <p>Destroy 15 years after action completed.</p>

Reference	Description	Status and Disposal Action
01.04	<p>Short-term Records of Governance and Strategic Management</p> <p>Records of short-term value including:</p> <ul style="list-style-type: none"> • audit or compliance testing results which do not create precedent, raise legal issues, or lead to policy or procedural change • source data and other business input to audit or compliance reports that is not considered necessary to substantiate report findings • quality management reviews, assessments and recommendations • implementation plans and supporting documentation to address issues identified during audit and quality management assessments • records documenting the remuneration of Board members, including allowances, benefits, entitlements etc for work performed by Board members • meeting digests, summaries, or action reports arising from Board/committee meetings for dissemination within the agency • requests to use data owned by the agency • drafts of reports on emerging trends and recommendations for future services and/or infrastructure • drafts of strategic plans and corporate risk management plans • source data on any area of business or potential business compiled or authored by the agency. Includes customer satisfaction and brand effectiveness surveys • operational business continuity and disaster recovery plans • records of the implementation of corporate branding and marketing strategies, including media and publication arrangements. <p>Includes records documenting the examination of business opportunities which do not lead to service additions or changes.</p> <p>Also includes data, reports and other research products compiled or authored by external organisations that have been collected to assist in determining new trends, research directions, and/or refining strategic objectives for the agency.</p>	<p>TEMPORARY</p> <p>Destroy 7 years after action completed.</p>
01.05	<p>Other Records of Governance and Strategic Management</p> <p>Other records that facilitate company governance and strategic management activities. Includes:</p>	<p>TEMPORARY</p> <p>Destroy 2 years after action completed.</p>

Reference	Description	Status and Disposal Action
	<ul style="list-style-type: none"> • meeting arrangements such as room and equipment bookings, catering, travel arrangements etc • unsuccessful applications for Board membership • duplicate copies of Board/committee meeting papers • draft versions of significant plans • work unit or team plans • working papers used to develop plans • comments and submissions from other areas of the agency • submissions or results of consultation which do not lead to a change in a corporate plan or implementation plan for major service changes. 	
02.00	<p>ENERGY RETAILER REGULATORY COMPLIANCE MANAGEMENT</p> <p>The function of complying with legislation, regulations and instructions issued by regulatory bodies that govern the energy retail market. Includes:</p> <ul style="list-style-type: none"> • the development and submission of price determination models and annual price proposals for approval by the regulator • reporting to shareholders and responding to requests by Ministers for information regarding regulation compliance • exception reporting on instances of non-compliance • routine (quarterly or annual) reports on compliance and performance required under regulations • ad hoc audits and reviews, eg an audit of policy and processes for dealing with customers who are experiencing hardship (a policy area required under the regulations) • progress reporting to a regulator on the implementation of mandatory changes to regulated processes and practices within the organisation • authorisations, licences and registrations for the purpose of operating or participating in energy markets. <p>Also includes reporting to Australian and State agencies that regulate other areas of the organisation's business, eg reporting to the Australian Securities & Investments Commission (ASIC) regarding licensed activity under an Australian Financial Services licence.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 07.13 Representations (GOVERNMENT RELATIONS) for records of the preparation and submission of Ministerials and other responses, eg to questions raised in Parliament.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 16.17.00 Reporting (STRATEGIC MANAGEMENT) for records of internal and external administrative reporting.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 16.20.00 Risk Management (STRATEGIC MANAGEMENT) for records of the identification and mitigation of risks to the business (including those identified by an audit process).</p> <p>See Disposal Schedule for Boards and Tribunals Function (DA2508) 01.00 BOARDS AND TRIBUNALS MANAGEMENT for records of board and committee meetings.</p>	

Reference	Description	Status and Disposal Action
02.01	<p>Significant Records of Energy Retailer Regulatory Compliance Management</p> <p>Records of ongoing significance regarding the function of meeting regulatory compliance requirements for the retail of energy and supporting services. Includes:</p> <ul style="list-style-type: none"> • annual approved price proposals that set the price/charges for the succeeding year • approved price determination models that are used to develop the annual price proposals • formal reports to shareholders and other authorities on regulatory compliance, including exception reports on instances of non-compliance • strategic policy and plans for achieving and maintaining regulatory compliance. 	<p>PERMANENT</p> <p>Retain as State archives.</p>
02.02	<p>Short-term Records of Energy Retailer Regulatory Compliance Management</p> <p>Records of short-term significance arising from the energy retailer regulatory compliance management function. Includes:</p> <ul style="list-style-type: none"> • price determination model inputs, drafts, test results and other supporting documentation • annual price proposal drafts and other supporting documentation, including feedback from the regulator resulting in minor changes to the proposal • correspondence regarding the submission of price determination models and annual price proposals to the regulator for approval • summaries and detailed records of submissions received during public and stakeholder consultation, and records of decisions made regarding suggested changes contained in those submissions • correspondence regarding duties, authorisations and other issues arising during Australian Financial Services licence activity • records of actions undertaken at the request of regulators, eg the communication of changes to the market, implementation of changes across the market • records of compliance with licensed, permitted or other authorised activity, including applications and renewals to hold those licences, permits or approvals required for an energy retailer • procedures, manuals, guidelines and work instructions for regulatory compliance activities • reports prepared for and submitted to external regulatory bodies 	<p>TEMPORARY</p> <p>Destroy 10 years after action completed.</p>

Reference	Description	Status and Disposal Action
	<ul style="list-style-type: none"> implementation and evaluation of operational processes to achieve and maintain regulatory compliance. Includes evaluations and audits conducted for the purpose of reporting on compliance. 	
02.03	<p>Other Records of Energy Retailer Regulatory Compliance Management</p> <p>Other records documenting energy retailer regulatory compliance management, including:</p> <ul style="list-style-type: none"> drafts and other operational and facilitative documents that are summarised or superseded by final or formal versions mail-out lists and delivery tracking of communications regarding compliance management tasks or actions summary performance data prepared for delivery to the public regarding compliance measures. 	<p>TEMPORARY</p> <p>Destroy 2 years after action completed.</p>
03.00	<p>WHOLESALE ENERGY TRADING MANAGEMENT</p> <p>The function of participating in the energy trading market in order to purchase wholesale energy to onsell and supply to retail customers. Includes:</p> <ul style="list-style-type: none"> power, gas and renewable energy purchasing from generators or other trading agencies negotiation and establishment of agreements for the conduct of transactions and trades with other parties due diligence activities on parties with whom the organisation can trade energy, including reviews and analysis of credit exposure limits and guarantees modelling, market analysis and forecasting activities deals and contracts with major industrial clients deal capture and registration reporting on trading activity. <p>'Trade' or 'deal' are the terms used in this industry for the agreement between an energy generator/other energy supplier and a purchaser. In the context of this Disposal Authority the purchaser is the retail agency who then supplies that energy to its residential, business, commercial and industrial customers.</p> <p>Agreements between a seller/retailer of energy and an industrial purchaser for the supply of energy at a particular price are known as 'retail sales agreements'.</p>	
03.01	<p>Medium-term Records of Wholesale Energy Trading Management</p> <p>Records of medium value documenting the function of wholesale energy trading management. Includes:</p> <ul style="list-style-type: none"> master agreements with parties for the conduct of transactions and trades summary information or registers of deals made. 	<p>TEMPORARY</p> <p>Destroy 25 years after action completed.</p>

Reference	Description	Status and Disposal Action
03.02	<p>Short-term Records of Wholesale Energy Trading Management</p> <p>Records of short-term value documenting the wholesale energy trading management function. Includes:</p> <ul style="list-style-type: none"> • purchasing arrangements and negotiations, including conditions of purchase, calculations and other analysis documents that support a particular purchase decision • records of negotiations, analysis and correspondence to formulate and establish agreements for transactions and trades with other parties • financial checks on parties with whom an agreement is proposed, eg credit exposure limits, reported financial position, guarantees, etc • company profiling and familiarisation with the status, performance, objectives, etc of parties with whom an agreement is proposed • records of the development, establishment and review of models used to inform wholesale trades and deals • records of market analysis and forecasting • detailed records of particular deals struck and contracts entered into • reports on trading activity prepared for inclusion in broader governance, strategic management or regulatory compliance report. 	<p>TEMPORARY</p> <p>Destroy 10 years after action completed.</p>
04.00	<p>ENERGY RETAIL SERVICES SUPPLY, SALES AND CUSTOMER MANAGEMENT</p> <p>The function of managing the sale of energy (electricity or gas) and supporting services to residential and commercial customers. Includes:</p> <ul style="list-style-type: none"> • the development of retail service products, including discount and concession criteria and tariffs that may apply • the registration and maintenance of service account details (new customers, adding and/or removing service addresses for existing customers, renewal and return of prior customers, customer exit/cessation) • processing connections and disconnections at serviced properties • retail consulting and advice to assist customers in choosing their preferred product, including the review of existing products being used/purchased by a customer to determine if these continue to be the preferred choice, and/or advising affected customers where a particular product is being discontinued and providing assistance in choosing a preferred replacement product • issuing and renewing contracts for the supply of energy and associated services to customers • billing services, including follow up of non-payment by customers, the development of payment plans and other assistance for those customers experiencing financial difficulty in making payments, and debt collection against those customers that renege on payments. 	

Reference	Description	Status and Disposal Action
	<p>For records of wholesale trading to source energy for sale to retail customers, see 03.00 Wholesale Energy Trading Management.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 01.10.00 Enquiries and 01.22.00 Public Reaction (COMMUNITY RELATIONS) for records of enquiries or complaints received from customers or members of the general public in relation to contracts, accounts, services or any other aspect of operations.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 12.11.05 Duty Rosters (PERSONNEL) for records of resource planning for the operation of call centres and other customer service points.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 15.13.00 Training (STAFF DEVELOPMENT) for records of the administration and delivery of training to staff contracted or hired for call centre and other customer service duties.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 15.05.00 Compliance (STAFF DEVELOPMENT) for records of call monitoring and other quality management sampling of customer service delivery.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 05.01.09 Debt Management (FINANCIAL MANAGEMENT) for records of debt recovery and write offs.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 16.07.00 Customer Experience (STRATEGIC MANAGEMENT) and 16.14.00 Planning (STRATEGIC MANAGEMENT) for records of customer experience and business development planning.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 01.17.00 Marketing (COMMUNITY RELATIONS) for records of marketing and advertising of products and services.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 09.08.00 Control (INFORMATION MANAGEMENT) for records of mail distribution to customers.</p>	
04.01	<p>Medium-term Records of Energy Retail Services Supply, Sales and Customer Management</p> <p>Records of medium-term value documenting wholesale trading agreements and the management of large and/or complex commercial customer accounts and contracts. Includes:</p> <ul style="list-style-type: none"> • contract negotiations and agreements • special provisions made to ensure sufficient supply of energy to nominated premises to meet peak load requirements, eg for industrial processing and other energy-intensive operations. Includes liaison with energy suppliers and distributors regarding specialised connection and metering arrangements. • special provisions to manage large government clients with multi-site individual metering or other complex billing requirements, eg departments responsible for state schools or public hospitals and health services 	<p>TEMPORARY</p> <p>Destroy 25 years after action completed.</p>

Reference	Description	Status and Disposal Action
	<ul style="list-style-type: none"> records of trading for the sourcing of electricity or gas, or to offset carbon emissions, or to achieve other environmental targets contracts entered into with energy wholesalers for the supply of energy (electricity or gas) to meet the needs of retail customers agreements entered into for environmental or carbon trading metering and billing procedures, manuals, guidelines and work instructions for providing services to large and/or complex commercial customers. 	
04.02	<p>Short-term Records of Energy Retail Services Supply, Sales and Customer Management</p> <p>Records of short-term administrative value regarding the sale of energy and associated services to residential and small commercial customers. Includes:</p> <ul style="list-style-type: none"> contracts with customers for the supply of energy arranging for connections or disconnections of energy (electricity or gas) to properties review and renewal of contracts to ensure customers are receiving supply and services that best meet their needs, including the compilation of offers designed to retain customers that might otherwise terminate their contract/account the administration of concessions, including the collection of concession eligibility information, concession checks, and the removal of concessions that no longer apply meter reading data and billing calculations, bills issued for payment, reminder notices and final demands for payment payment plans and records of other individual support services, including case management, delivered to vulnerable customers (residential customers only), or customers experiencing temporary hardship/difficulties in meeting payments (both residential and commercial customers) credit risk assessments carried out for new large commercial potential customers wishing to contract with the organisation for the provision of energy and associated services procedures, manuals, guidelines and work instructions for providing services to residential and small commercial customers. 	<p>TEMPORARY</p> <p>Destroy 7 years after action completed.</p>

Reference	Description	Status and Disposal Action
	<p>Note: records of permission provided by applicants to confirm health card and/or other concession eligibility status with concession issuing agencies must be kept in accordance with retention requirements set by those agencies.</p>	
05.00	<p>ENERGY RETAIL SERVICES PROJECT MANAGEMENT</p> <p>The function of managing projects that transform the organisation and/or develop and roll out new products, services or energy technology to deliver energy retail services, including the decommissioning of products, services and technology being replaced. Includes projects which explore and/or follow up business diversification or development opportunities. Includes:</p> <ul style="list-style-type: none"> • project initiation, design and consultation, including the investigation of ideas or suggestions for business diversification, development or improvement • business case development, planning and implementation • establishing project governance and reporting requirements, including delegations of authority for project purchasing and delivery sign off • development of product or service descriptions including terms and conditions and other defining documentation • development and implementation of communication plans, advertising and marketing strategies regarding new products and services • arrangements for joint ventures or other project delivery sharing mechanisms • communication (both internal and external) of the project purpose and outcomes, evaluation results and/or changes. Includes status or progress reporting • project closure and handover to the business • evaluation and review of project outcomes, including recommendations made regarding business diversification, development or improvement. <p>Projects include those which may:</p> <ul style="list-style-type: none"> • merge or divide the organisation with/from other energy agencies • transform the legal status of the organisation, eg from a state agency to a state-owned company • roll out new metering or account servicing technology, eg the implementation of smart meters • roll out new options for customer payment methods, eg pay as you go or prepaid credit options • add new energy products for sale, eg the addition of gas retail services in the mid-2000s • implement new or fundamentally change existing service processes, including the outsourcing of service delivery activities or those required by legislative/regulatory change • pursue opportunities outside the traditional areas of energy and renewable retailing. 	

Reference	Description	Status and Disposal Action
	<p>See Disposal Schedule for Common Administrative Functions (DA2157) 17.00 TECHNOLOGY & TELECOMMUNICATIONS for records of projects to implement or decommission office administration software, IT systems and equipment.</p> <p>See Disposal Schedule for Common Administrative Functions (DA2157) 16.03.00 Committees (STRATEGIC MANAGEMENT) for records of steering groups, committees or other project governance bodies established to oversee the implementation of a project.</p>	
05.01	<p>Significant Records of Energy Retail Services Project Management</p> <p>Records of continuing value documenting the development, management and review of projects which significantly alter the status of the organisation, or the methods by which energy is retailed by the organisation, or which explore and/or follow up business diversification opportunities. Includes:</p> <ul style="list-style-type: none"> • final approved project design documentation and implementation plans, including governance arrangements • final approved product or service descriptions including terms and conditions • final approved communication/advertising/marketing strategies and/or plans • summaries of public and stakeholder consultation conducted during the design and/or review of projects • formal advice or submissions from the public or stakeholders which significantly alter the scope, content and/or purpose of a project, including those which set precedent for the design of subsequent projects to deliver similar outcomes • final reports and recommendations arising from the review and evaluation of projects • decisions to decommission a product, service or technology, including project plans, communication strategies and other documentation of finalisation, removal or replacement • final reports and recommendations on new business and diversification opportunities, including results of projects which trial or pilot new approaches, products or services. 	<p>PERMANENT</p> <p>Retain as State archives.</p>

Reference	Description	Status and Disposal Action
05.02	<p>Short-term Records of Energy Retail Services Project Management</p> <p>Records of short-term value documenting energy retail services project management, including:</p> <ul style="list-style-type: none"> • records of project management meetings and working groups • records of project operations and implementation activity, including the maintenance of risk and issue identification and mitigation records • review planning, development of surveys and other evaluation methods, the collection of service statistics and other data, analysis and collation of results • reports and other performance data collected • formal advice or submissions from the public or stakeholders which do not alter the scope, content and/or purpose of the project, or set precedent for the design of future projects • procedures, manuals, guidelines and work instructions for energy retail services project management • communication, advertising or marketing campaign implementation and delivery. 	<p>TEMPORARY</p> <p>Destroy 10 years after action completed.</p>
05.03	<p>Other Records of Energy Retail Services Project Management</p> <p>Other records documenting the delivery of energy retail services projects, including:</p> <ul style="list-style-type: none"> • drafts and other operational and facilitative documents supporting the design of a project, planning of implementation or decommissioning tasks, the design of its review/evaluation or the exploration of new business and diversification opportunities, eg identification of resources required, mail-out lists and delivery tracking of communications with staff, customers, and other stakeholders requesting participation or updating on progress, etc • summary performance data prepared for delivery to the public regarding project progress and/or success measures • facilitation of the communication, advertising or marketing of new or changed products and services, including arrangements with mailing houses, media outlets, bookings, event venue and catering arrangements, etc. 	<p>TEMPORARY</p> <p>Destroy 2 years after action completed.</p>

Reference	Description	Status and Disposal Action
06.00	<p>TASMANIAN COMMUNITY SUPPORT</p> <p>The function of engaging with and providing support to the Tasmanian community. Includes:</p> <ul style="list-style-type: none"> • programs which provide grants or other financial assistance to eligible organisations and groups, eg the annual Community Grants program that supports projects or programs that help disadvantaged Tasmanians • donations made to charities, not-for-profits, or community groups • loan schemes that support the uptake of energy efficient products by small business, community groups or disadvantaged households • rebate schemes for concession card holders or other eligible groups • community volunteering programs • partnerships with community organisations to further their aims, eg partnering with The Smith Family to break the cycle of disadvantage by providing scholarships to inspire school children to value education and pursue a career in the State; or partnering with organisations such as the Tasmanian Men’s Shed Association or the Association for Children with a Disability to assist with the design and production of communications. 	
06.01	<p>Significant Records of Tasmanian Community Support</p> <p>Records of ongoing value which document the Tasmanian community support function. Includes:</p> <ul style="list-style-type: none"> • records of the establishment of community support programs, including funds and schemes • records of partnerships to deliver community support programs • records of terms and conditions, including eligibility criteria for community support programs • registers or summary records of successful applications for annual community grant funding programs • detailed annual reports on the community support function (Note: these are in addition to the high-level summary information included in the organisation's Annual Report) • reports which review and evaluate the efficacy of community support programs and their goals • final reports on community support programs which expire, conclude or are discontinued. 	<p>PERMANENT</p> <p>Retain as State archives.</p>

Reference	Description	Status and Disposal Action
06.02	<p>Short-term Records of Tasmanian Community Support</p> <p>Records of short-term value documenting community support programs. Includes:</p> <ul style="list-style-type: none"> • arrangements, including media announcements and other communications, to launch or advertise community programs, the eligibility criteria and/or application submission details • applications received for assistance under a community support program • records of the evaluation of applications and decisions made • correspondence with applicants • reports received from successful applicants regarding the expenditure of grant funding or other funding assistance for which reporting is required as a condition of receipt • invitations to, and records of, events or functions held by other organisations or groups that launch or celebrate the commissioning of equipment, services or programs funded or supported through community support programs • records of the administration of community support programs, including processes which track and recognise volunteering by staff with external community organisations, and correspondence with partners regarding program activities, etc • procedures, manuals, guidelines and work instructions for community support programs • notification of the receipt, and conferral, of external awards for the organisation's community support programs, eg in 2019 Aurora Energy won the Volunteering Tasmania Corporate and Civic Volunteering Award. 	<p>TEMPORARY</p> <p>Destroy 7 years after action completed.</p>
06.03	<p>Other Records of Tasmanian Community Support</p> <p>Other records which document the function of community support. Includes:</p> <ul style="list-style-type: none"> • facilitative records for the arrangement of meetings or events such as room bookings, catering etc • unsolicited requests for donations or grants that do not fall within community program parameters • applications received from ineligible applicants • correspondence/responses made to unsolicited requests or ineligible applications. 	<p>TEMPORARY</p> <p>Destroy 2 years after action completed.</p>