

No.	Function/ Activity	Description	Disposal action	Justification
31.0.0	WASTE MANAGEMENT	<p>The function of providing services by the organisation to ratepayers for the removal and destruction of solid waste and waste reduction. Includes activities related to waste disposal operated by the organisation including tips, land fill, composting sites, worm farms, recycling operations and chemical waste disposal sites.</p> <p>See CORPORATE MANAGEMENT for records relating to tenders and contracts for the outsourcing or provision of services, policies, procedures, reporting, audits and standards concerning the conduct of operational processes or the provision of services</p> <p>See CUSTOMER SERVICE Public Reaction for records relating to the handling of complaints regarding waste management services, dumped rubbish, etc.</p> <p>See ENVIRONMENTAL MANAGEMENT Monitoring for records relating to the monitoring of environmental conditions and the impact of waste management facilities and operations on the environment</p> <p>See LAWS AND ENFORCEMENT for</p>		

		<p>records relating to orders, infringements, penalties and prosecutions for breaches of waste management regulations</p> <p>See PLANT, EQUIPMENT AND STORES for records relating to the acquisition and disposal of waste management plant and equipment</p> <p>See PROPERTY MANAGEMENT for records relating to the acquisition, conservation and disposal of waste management facilities, including the storage and disposal of hazardous waste/chemicals, for security of plant and infrastructure and for records relating to the remediation of contaminated land</p>		
<i>SRNSW Queries</i>	Are there any agreements relating to waste management and the operation of waste management facilities that need to be covered in this function? If so, please provide some examples of specific agreements and what they relate to.			
31.1.0	Campaigns	<p>Activities associated with raising awareness of a special program to achieve a purpose, such as rubbish removal or improving waste management.</p> <p>See INFORMATION MANAGEMENT Publications for records relating to the design and production of publications for waste management campaigns</p>		
31.1.1		Records relating to campaigns to reduce littering and promote clean ups, including Clean-up Australia, B-	Retain minimum of 5 years after action completed, then destroy	

		tidies, junk mail, neighbourhood garage sales and illegally dumped rubbish including abandoned shopping trolleys and cars. Records include promotional material such as posters and brochures.		
31.2.0	Design and Construction	<p>The activity of designing and constructing waste management facilities and equipment, including major maintenance work involving structural changes.</p> <p>See PROPERTY MANAGEMENT for records relating to the design and construction of waste management buildings and properties, including conservation management plans</p> <p>See PROPERTY MANAGEMENT Leasing-Out for records relating to agreements to use the organisation's facilities, such as litter bins, for advertising</p> <p>See WASTE MANAGEMENT Service Provision for records relating to the development of waste management schemes and services, including waste management schedules</p>		
<i>SRNSW</i>	<p>This activity now covers the design and construction of specialised waste management facilities, plant and equipment. Buildings, offices, depots, etc. are now covered under PROPERTY MANAGEMENT - Design and Construction.</p> <p>Agreements to use council facilities for advertising (GDA10, entry 31.2.4) are not records relating to the design and construction of waste management facilities, and may also apply to structures other than bins. These will now be covered under PROPERTY MANAGEMENT - Leasing-Out.</p> <p>Waste collection schedules and waste management schemes (GDA10, entry 31.2.3) will now be covered under WASTE MANAGEMENT - Service Provision as these</p>			

	records do not relate to the design and construction of waste management facilities.			
31.2.1		<p>Key records relating to the design, construction, major renovation or restoration of specialised waste management facilities, plant and infrastructure that is of significance due to the fact that it is:</p> <ul style="list-style-type: none"> • a recipient of a prestigious State, national or international architectural or design award • a unique or innovative design/technology • an important local or regional landmark, or • heritage listed. <p>Records include:</p> <ul style="list-style-type: none"> • building and development applications and construction certificates, including supporting documentation recording reviews of environmental factors such as environmental impact statements, archaeological or heritage impact statements • records demonstrating public reaction to the 	Required as State archives	Equivalent to GDA10, entry 31.2.1. Confirms existing authorised decision.

		<ul style="list-style-type: none"> • construction plans/designs as approved, including connection and system plans • plans/designs as executed and variations, including connection and system plans • specifications • photographs • drawings • site plans • archival recordings of demolition • records of structural changes made for installations, fit-outs and maintenance. 		
31.2.2		<p>Key records relating to the design, construction, major renovation or restoration of specialised waste management facilities, plant and infrastructure that is not:</p> <ul style="list-style-type: none"> • a recipient of a prestigious State, national or international architectural or design award • a unique or innovative design/technology • an important local or regional landmark, or • heritage listed. <p>Records include:</p>	Retain minimum of 7 years after structure or plant is disposed of, replaced, or ceases operation, then destroy or transfer to new owner as required	

		<ul style="list-style-type: none"> • building and development applications and construction certificates, including supporting documentation recording reviews of environmental factors such as environmental impact statements, archaeological or heritage impact statements • records demonstrating public reaction to the construction • plans/designs as approved, including connection and system plans • plans/designs as executed and variations, including connection and system plans • specifications • photographs • drawings • site plans • archival recordings of demolition • records of structural changes made for installations, fit-outs and maintenance. 		
31.3.0	Fees and Charges	The activities associated with the determination of fees and charges for items		

		<p>or services provided by the organisation and the management of customer accounts.</p> <p>See FINANCIAL MANAGEMENT for financial and accounting records relating to the management, receipt, expenditure and distribution of income received from the provision of waste management services</p>		
<i>SRNSW Queries</i>	Please advise if an entry is needed to cover records relating to the setting of fees for waste management services, e.g. fee schedules, pricing reviews, etc.			
31.3.1		<p>Records of waste management fees and charges including:</p> <ul style="list-style-type: none"> • garbage service accounts • sullage account records • trade waste collection service accounts. 	Retain minimum of 2 years after audit, then destroy	Equivalent to GDA10, entry 31.3.1. Confirms existing authorised decision.
<i>SRNSW Queries</i>	Could you please advise whether the records covered under this class are 'operational' copies of invoices, payments, etc. If so, would the 'originals' of these be retained for the 6 years after audit (entries 12.6.1 and 12.7.1 in GDA10 FINANCIAL MANAGEMENT)?			
31.3.2		Garbage and sanitary charges listing.	Retain until superseded, then destroy	Equivalent to GDA10, entry 31.3.2. Confirms existing authorised decision.
31.4.0	Guidelines	The activity of setting standards or determining a course of action. Includes devising guidelines for internal and external sources of authority, rules and instructions.		
31.4.1		Crew instructions for waste removal services.	Retain minimum of 1 year after superseded, then destroy	Equivalent to GDA10, entry 31.4.1. Confirms existing authorised

				decision.
<i>SRNSW Queries</i>	Could you please advise whether these are crew's copies of procedures (e.g. instructions on how to operate trucks, etc.), master copies of which would be retained for longer or if these are instructions detailing the daily jobs that crews are required to perform?			
31.4.2		Records relating to the development of guidelines and procedures for the operation of waste management facilities, equipment, etc. Records include: significant drafts and final versions of guidelines and procedures.	Retain minimum of 5 years after superseded, then destroy	New entry. Retention period encompasses potential use of the records for ongoing administrative, accountability and reference purposes.
<i>SRNSW</i>	New entry. Procedures and guidelines for the operation of waste management facilities were not previously covered in GDA10. Please advise if you think these should be retained for longer, e.g. in case issues arise.			
31.5.0	Liaison	The activities associated with maintaining regular general contact between the organisation and professional associations in related fields, other organisations, and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.		
31.5.1		Record relating to liaison with industry, professional and customer associations, the local community, etc. on routine matters concerning waste management, waste minimisation, location of waste management facilities such as tips, etc.	Retain minimum of 5 years after action completed, then destroy	Equivalent to GDA10, entry 31.5.1. Confirms existing authorised decision.
31.6.0	Maintenance	The activities		

		<p>associated with the upkeep, repair, servicing and preservation of internal/external conditions of premises, equipment, infrastructure and facilities.</p> <p>See PROPERTY MANAGEMENT – Design and Construction for records relating to major maintenance works on buildings involving structural changes</p> <p>See PROPERTY MANAGEMENT – Planning for conservation management plans</p>		
<i>SRNSW</i>	<p>GDA10 entry 31.6.1 has been removed - records of major maintenance works on buildings and facilities involving structural changes will now be covered under PROPERTY MANAGEMENT - Design and Construction. Conservation management plans are now covered under PROPERTY MANAGEMENT - Planning.</p>			
31.6.1		<p>Records relating to maintenance works carried out on waste management plant and equipment. Records include:</p> <ul style="list-style-type: none"> • reports • records relating to work carried out • specifications and plans, etc. <p>Note: Where records become part of compensation claims, they may need to be retained for longer as part of the claim case file (see RISK MANAGEMENT – Compensation).</p>	Retain minimum of 7 years after action completed, then destroy	Equivalent to GDA10, entry 31.6.2. Confirms existing authorised decision.
31.6.2		Records of routine scheduled maintenance carried out on waste	Retain minimum of 2 years after action completed, then destroy	Equivalent to GDA10, entry 31.6.3. Confirms existing authorised

		management plant and equipment, including cleaning of plant and equipment. Records include work requests and schedules, etc.		decision.
31.6.3		Records relating to the replacement, cleaning and repair of public litter and recycling bins.	Retain minimum of 2 years after action completed, then destroy	Equivalent to GDA10, entry 31.6.4. Confirms existing authorised decision.
31.7.0	Notifications	The activity of issuing or receiving notices regarding a failure of or a requirement for compliance, inappropriate practices, or of an intention to take action. Includes information notices received or sent by the organisation.		
31.7.1		Notices relating to dumping of rubbish or littering where further action, such as issue of penalties or infringements or prosecution, results. Records include notifications, submissions, supporting documentation, etc. Note: Where notices and orders result in legal action, records may need to be retained for longer as part of case file (see LAWS AND ENFORCEMENT – Local Laws and Prosecutions and LEGAL SERVICES – Litigation).	Retain minimum of 7 years after action completed, then destroy	Equivalent to GDA10, entry 31.7.1. Confirms existing authorised decision.
31.7.2		Notices relating to dumping of rubbish or littering where no further action results. Records include notifications,	Retain minimum of 3 months after action completed, then destroy	Equivalent to GDA10, entry 31.7.2. Confirms existing authorised decision.

		submissions, etc.		
31.8.0	Planning	The process of formulating ways in which objectives can be achieved. Includes the determination of services and needs, and the solution to those needs.		
31.8.1		Records relating to the development of medium to long term plans and strategies to support the delivery of existing waste management services and for the day-to-day management of waste management facilities, e.g. demand management plans, plans for management of waste disposal at large events, etc. Excludes conservation management plans. Records include: <ul style="list-style-type: none"> • final versions and significant drafts of plans • background research • associated correspondence indicating who the plans apply to and responsibilities for their implementation 	Retain minimum of 5 years after plan superseded, then destroy	
<i>SRNSW Queries</i>	Since this entry covers medium to long term plans for waste management services, should the retention period be increased, for example to 10 years after plan superseded?			
31.8.2		Records relating to the development of plans and strategies for the design, construction or acquisition of major waste management facilities and for the	Required as State archives	New entry. Records reflect current issues and trends relating to the management and disposal of waste and provide

		<p>provision of new and/or innovative waste management services and methods. Records include:</p> <ul style="list-style-type: none"> • final versions and significant drafts of plans • background research. 		evidence of the direction taken by the organisation in the conduct of one of its main roles and responsibilities.
<i>SRNSW</i>	New entry. Records not previously covered in GDA10.			
31.9.0	Registration	Compiled registers and summary records.		
31.9.1		Summary records of cases of rubbish dumping and littering. Records include registers.	Retain minimum of 7 years after action completed, then destroy	Equivalent to GDA10, entry 31.9.1. Confirms existing authorised decision.
31.9.2		Summary records of graffiti removal work carried out by the organisation, documenting owners/occupiers of premises, nature and cost of work and any amounts charged by the organisation. Records include registers.	Retain minimum of 7 years after action completed, then destroy	New entry. Retention period encompasses potential use of the records for ongoing administrative, accountability and reference purposes and should legal issues or disputes arise. Councils are required to keep registers of graffiti removal work under s67C of the <i>Local Government Act 1993</i> .
<i>SRNSW Queries</i>	Please advise if you create and maintain any other types of summary records relating to waste management, e.g. summary records of waste collections, tips, etc.			
<i>SRNSW</i>	New entry. Councils are required to keep registers of graffiti removal work under s67C of the <i>Local Government Act 1993</i>.			
31.10.0	Reporting	The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies),		

		and to provide formal statements or findings of the results of the examination or investigation.		
31.10.1		Records of returns of: <ul style="list-style-type: none"> • street cleaning water • trade waste receipts • refuse disposal receipts • refuse collection vehicle reports. 	Retain minimum of 1 year after action completed, then destroy	Equivalent to GDA10, entry 31.10.1. Confirms existing authorised decision.
<i>SRNSW Queries</i>	Could you please advise whether these records are the same as the records covered in entry 31.11.2 (Service Provision – records of daily operations and volumes)? If not, could you please provide more information about these records, e.g. who are these returns made to, etc.			
31.11.0	Service Provision	The activities relating to the provision of services by the organisation or by other agencies on behalf of the organisation. Includes requests and applications for services, assessment of eligibility and entitlements, liaison with other agencies regarding the provision of services. See COMMERCIAL ACTIVITIES for records relating to the provision of waste management services on a commercial basis, such as agreements, etc. See CORPORATE MANAGEMENT Reporting for reports on waste management operations submitted to external organisations under statutory reporting requirements, such as waste contributions		

		<p>reports and reports on results of volumetric surveys</p> <p>See WASTE MANAGEMENT – Guidelines for records of procedures and guidelines for the operation of waste management facilities and plant</p>		
<i>SRNSW Queries</i>	Please review activity and advise whether there are any gaps in coverage of records relating to waste management service provision. If so, please provide examples of records and advise appropriate retention periods.			
31.11.1		<p>Records relating to the operation and management of waste management facilities by the organisation or by other agencies and contractors on behalf of the organisation including:</p> <ul style="list-style-type: none"> • tips and depots • land fill • composting sites • worm farms • recycling operations • chemical waste disposal sites. <p>Records include:</p> <ul style="list-style-type: none"> • records relating to the closure of waste management sites and facilities, including closure plans, etc. • management plans • records of inspections of specialised waste management equipment • records of volumetric 	Retain minimum of 20 years after facility ceases to operate, then destroy	

		<p>surveys of landfills</p> <ul style="list-style-type: none"> records of the development and implementation of waste treatment processes at the facility, which are not considered to be innovative or where the process is not patented by the organisation directions from external organisations, such as the Environmental Protection Authority, to undertake certain actions. <p>Note: where there is potential for long-term health and environmental impacts due to contaminated land, records should be retained in accordance with ENVIRONMENTAL MANAGEMENT - Monitoring (entry 11.5.2) and PROPERTY MANAGEMENT - Conservation (entries 5.14.4 and 5.14.5).</p>		
<i>SRNSW</i>	<p>Also covers records relating to the development of waste management processes, systems and schemes that are not innovative or significant - formerly covered by GDA10 - WASTE MANAGEMENT - Design and Construction (GDA10, entry 31.2.2).</p> <p>Note proposed increase in retention period from until equipment/facilities are replaced to 20 years after facility ceases to operate for records relating to the development of waste management processes, etc. that are not innovative.</p>			
31.11.2		Records of routine operations, daily volumes and transactions of waste management facilities.	Retain minimum of 7 years after action completed, then destroy	Equivalent to GDA10, entry 31.11.2. Confirms existing authorised decision.

		<p>Records include:</p> <ul style="list-style-type: none"> • records of waste received and stockpiled at the facility • records of materials transported from the facility for use, recovery, recycling, disposal or processing at another place • agreements appointing authorised agents for waste transportation • waste transport certificates • consignment authorisations. 		
<i>SRNSW</i>	<p>Examples of records added. Consignment authorisations, agreements appointing authorised agents and waste transport certificates must be retained for at least 4 years (<i>Protection of the Environment Operations (Waste) Regulation 2005</i>, cl.32 and 35).</p>			
31.11.3		<p>Records relating to the provision of commercial and trade waste removal, treatment and disposal services.</p>	<p>Retain minimum of 7 years after expiry or termination of agreement, then destroy</p>	<p>Equivalent to GDA10, entry 31.11.3. Confirms existing authorised decision.</p>
31.11.4		<p>Records relating to domestic waste collection including:</p> <ul style="list-style-type: none"> • clean-ups • collection of garden waste • household items • green and recyclable waste • special collections including 	<p>Retain minimum of 1 year after action completed, then destroy</p>	<p>Equivalent to GDA10, entry 31.11.4. Confirms existing authorised decision.</p>

		chemicals, etc. Records include:		
		<ul style="list-style-type: none"> • work orders and requests • waste collection schedules • job sheets, etc. 		
<i>SRNSW</i>	Examples of records added.			
<i>SRNSW Queries</i>	Could you please provide any additional examples of records?			
31.11.5		Records relating to the provision of waste containers to residents, including recycling crates and bins, garbage bins, etc. Includes provision of new containers and the replacement of stolen or damaged containers.	Retain minimum of 2 years after action completed, then destroy	Equivalent to GDA10, entry 31.11.5. Confirms existing authorised decision.
31.11.6		Records relating to arrangements for periodic scheduled street cleaning, such as monthly street sweeping.	Retain minimum of 5 years after action completed, then destroy	Equivalent to GDA10, entry 31.11.6. Confirms existing authorised decision.
<i>SRNSW Queries</i>	<p>Could you please provide some examples of records?</p> <p>Please advise whether you consider that these records should be retained for a shorter time, given that this entry covers routine arrangements for periodic scheduled activities.</p>			
31.11.7		Records relating to waste recycling programs, including composting, recycling of glass/PET and waste paper, worm farming.	Retain minimum of 2 years after action completed, then destroy	Equivalent to GDA10, entry 31.11.7. Confirms existing authorised decision.
<i>SRNSW Queries</i>	Could you please provide some examples of records?			
31.11.8		Recordings of video monitoring systems installed at the facility by order of regulatory bodies, such as the Environment Protection Authority.	Retain minimum of 1 year after date of recording, then destroy	New entry. Operators of waste facilities required to pay contributions under s.99 of the <i>Protection of the</i>

				<i>Environment Operations Act 1997</i> may be directed by the EPA to install video monitoring systems, recordings of which must be retained for at least 1 year from the time of the recording (<i>Protection of the Environment Operations (Waste) Regulation 2005</i> cl.16).
<i>SRNSW</i>	New entry. Added to cover records required to be made and kept by legislation (<i>Protection of the Environment Operations (Waste) Regulation 2005</i> cl.16).			
31.11.9		Records relating to the issue of licences to the organisation to operate waste management facilities. Records include: <ul style="list-style-type: none"> • applications and renewals • licences • associated correspondence. 	Retain minimum of 7 years after expiry or termination of licence, then destroy	New entry. Retention period encompasses potential use of the records for ongoing administrative, accountability and reference use and is consistent with that of similar records in DA190 (Waste Service NSW) – WASTE FACILITY – Licensing (entry 6.19.1).
<i>SRNSW</i>	New entry. Records not previously covered in GDA10.			
31.11.10		Records relating to graffiti removal work carried out by the organisation. Records include: <ul style="list-style-type: none"> • consents of property owners • work orders • records documenting nature and location of works 	Retain minimum of 2 years after action completed, then destroy	New entry. Under s.67A of the <i>Local Government Act, 1993</i> councils may carry out graffiti removal work. Retention period encompasses potential use of the records for ongoing administrative, accountability and reference purposes.

		<ul style="list-style-type: none"> records documenting payments by property owners. 		Summary records of graffiti removal works and amounts charged will be retained for longer (see entry 31.9.2).
<i>SRNSW</i>	New entry. Records relating to graffiti removal not previously covered in GDA10.			
31.11.11		Records relating to the development and implementation of waste treatment and collection processes, recycling schemes, etc. which are considered to be innovative or where the process is patented by the organisation.	Required as State archives	New entry. Equivalent to GDA10, entry 31.2.1 (records relating to the development of innovative or significant waste management systems, schemes and processes) - confirms existing authorised decision. Records provide evidence of the development and implementation of innovative waste management processes and/or of the organisation's development of waste management processes. Retention period is consistent with that of similar records in DA190 (Waste Service NSW) – WASTE MANAGEMENT – Treatment (entry 7.21.1).
<i>SRNSW</i>	New entry. Also covers records relating to the development of innovative or significant waste management systems, processes or schemes formerly covered in GDA10 - WASTE MANAGEMENT - Design and Construction (GDA10, entry 31.2.1).			
<i>SRNSW Queries</i>	Could you please advise whether councils patent waste treatment/management processes?			