

State Records Authority of New South Wales

Functional Retention and Disposal Authority: FA327

This authority covers records documenting the function of superannuation funds management and scheme administration

Issued to SAS Trustee Corporation and Parliamentary Superannuation Contributory Fund

This functional retention and disposal authority is approved under section 21(2)c of the *State Records Act 1998* following prior approval by the Board of the State Records Authority of New South Wales in accordance with section 21(3) of the Act.

State Records Authority of New South Wales

Functional Retention and Disposal Authority

Authority no FA327

SR file no 05/0590

Scope

This functional retention and disposal authority covers records documenting the function of superannuation funds management and scheme administration from c.1906 onwards.

Public office

SAS Trustee Corporation and Parliamentary Superannuation Contributory Fund

Approval date

Jenni Stapleton
A/Director
State Records Authority of New South Wales

11/12/2012
Date

About the Functional Retention and Disposal Authority

Purpose of the authority

The purpose of this functional retention and disposal authority is to identify those records created and maintained by NSW public offices which are required as State archives and to provide approval for the destruction of certain other records created and maintained by NSW public offices, after minimum retention periods have been met.

The approval for disposal given by this authority is given under the provisions of the *State Records Act 1998* only and does not override any other obligations of an organisation to retain records.

The retention and disposal of State records

The records retention and disposal practices outlined in this authority are approved under section 21(2)(c) of the *State Records Act 1998 (NSW)*. Part 3 (Protection of State Records) of the Act provides that records are not to be disposed of without the consent of State Records with certain defined exceptions. These exceptions include an action of disposal which is positively required by law, or which takes place in accordance with a normal administrative practice (NAP) of which State Records does not disapprove. Advice on the State Records Act can be obtained from State Records.

The authority sets out how long the different classes of records generated by an organisation must be kept to meet its legal, operational and other requirements, and whether the records are to be kept as State archives. The State Records Authority ('State Records') reviews and approves organisations' retention and disposal authorities under the State Records Act.

This authority is the product of an appraisal process conducted in accordance with State Records' *Standard on the appraisal and disposal of State records*. It is the duty of a public office, in submitting a draft functional retention and disposal authority for approval, to disclose to State Records any information which affects the retention of the records covered by the authority.

State Records' decisions take into account both the administrative requirements of public offices in discharging their functional responsibilities and the potential research use of the records by the NSW Government and the public. One of State Records' functions is to identify and preserve records as State archives. These are records which document the authority and functions of Government, its decision-making processes and the implementation and outcomes of those decisions, including the nature of their influence and effect on communities and individual lives. Criteria for the identification of State archives are listed in *Building the Archives: Policy on records appraisal and the identification of State archives*. The Policy also explains the roles and responsibilities of State Records and of public offices in undertaking appraisal processes and disposal activities.

Implementing the authority

This functional retention and disposal authority covers records controlled by the public office and applies only to the records or classes of records described in the authority. The authority should be implemented as part of the records management program of the organisation. Two primary objectives of this program are to ensure that records are kept for as long as they are of value to the organisation and its stakeholders and to enable the destruction or other disposal of records once they are no longer required for business or operational purposes.

The implementation process entails use of the authority to sentence records. Sentencing is the examination of records in order to identify the disposal class in the authority to which they belong. This process enables the organisation to determine the appropriate retention period and disposal action for the records. Advice on sentencing can be obtained from State Records. See *Implementing a retention and disposal authority*.

Where the format of records has changed (for example, from paper-based to electronic) this does not prevent the disposal decisions in the authority from being applied to records which perform the same function. The information contained in non paper-based or technology dependant records must be accessible for the periods prescribed in the classes. Where a record is copied, either onto microform or digitally imaged, the original should not be disposed of without authorisation (see also the *General Retention and Disposal Authority – Imaged records*). Public offices will need to ensure that any software, hardware or documentation required to gain continuing access to technology dependent records is available for the periods prescribed.

Disposal action

Records required as State archives

Records which are to be retained as State archives are identified with the disposal action 'Required as State archives'. Records that are identified as being required as State archives should be stored in controlled environmental conditions and control of these records should be transferred to State Records when they are no longer in use for official purposes.

The transfer of control of records as State archives may, or may not, involve a change in custodial arrangements. Records can continue to be managed by the public office under a distributed management agreement. Public offices are encouraged to make arrangements with State Records regarding the management of State archives.

Transferring records identified as State archives and no longer in use for official purposes to State Records' control should be a routine and systematic part of a public office's records management program. If the records are more than 25 years old and are still in use for official purposes, then a 'still in use determination' should be made.

Records approved for destruction

Records that have been identified as being approved for destruction may only be destroyed once a public office has ensured that all other requirements for retaining the records are met. Retention periods set down in this authority are *minimum* periods only and a public office should keep records for a longer period if necessary. Reasons for longer retention can include legal requirements, administrative need, and government directives. A public office *must not* dispose of any records where the public office is aware of possible legal action (including legal discovery, court cases, formal applications for access) where the records may be required as evidence.

Once all requirements for retention have been met, destruction of records should be carried out in a secure and environmentally sound way. Relevant details of the destruction should be recorded. See *Destruction of records: a practical guide*.

Organisations should review functional retention and disposal authorities regularly to ensure that they remain relevant as the organisation's functions and activities, operating environment and requirements for records change. Retention requirements may change over time. This can occur when:

- business needs or practices change
- new laws, regulations or standards are introduced
- new technology is implemented
- government administration is restructured and functions are moved between entities, or
- unforeseen or new community expectations become apparent.

State Records recommends that organisations check any functional retention and disposal authorities more than 5 years old to ensure that the retention periods and disposal actions remain relevant.

Regardless of whether a record has been approved for destruction or is required as a State archive, a public office or an officer of a public office must not permanently transfer possession or ownership of a State record to any person or organisation without the explicit approval of State Records.

Administrative change

This functional retention and disposal authority has been designed to link records to the functions they document rather than to organisational structure. This provides for a stable retention and disposal authority that is less affected by administrative change. The movement of specified functions between branches or units within the public office does not require the authority to be resubmitted to State Records for approval.

However, when functions move from one public office to another the public office that inherits the new function should contact State Records to discuss use of any existing retention and disposal authority approved for use by a predecessor organisation.

Amendment and review of this authority

State Records must approve any amendment to this authority. Public offices that use the authority should advise State Records of any proposed changes or amendments to the authority.

State Records recommends a review of this authority after five years to establish whether its provisions are still appropriate. Either the public office or State Records may propose a review of the authority at any other time, particularly in the case of change of administrative arrangements or procedures which are likely to affect the value of the records covered by this authority.

In all cases the process of review will involve consultation between State Records and the public office. If the process of review reveals that this authority requires amendment, the necessary amendments should be made and approved.

Contact Information

State Records
PO Box 516 Kingswood NSW 2747
Telephone: (02) 9673 1788
Facsimile: (02) 8257 2901
E-mail: govrec@records.nsw.gov.au

**Functional Retention and Disposal Authority
Superannuation funds management and scheme administration (SAS Trustee Corporation and
Parliamentary Superannuation Contributory Fund)**

Authority number: FA327

Dates of coverage: c.1906+

List of Functions and Activities covered

Reference	Function	Activity	Page
1.0.0	FINANCIAL MANAGEMENT		8
1.1.0		Accounting – superannuation schemes	9
1.2.0		Reporting –superannuation schemes	9
2.0.0	FUNDS MANAGEMENT		10
2.1.0		Asset management	10
2.2.0		Fund Custody and Management	11
2.3.0		Investment Policies	13
3.0.0	SCHEME MEMBERSHIP AND ADMINISTRATION		13
3.1.0		Contract Management	14
3.2.0		Delegations	15
3.3.0		Member Communications & Information	15
3.4.0		Member Complaints	17
3.5.0		Member Surveys	18
3.6.0		Scheme Policies	18

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

List of Functions and Activities covered

Reference	Function	Activity	Page
4.0.0	SUPERANNUATION ADMINISTRATION		18
4.1.0		Customer service	18
4.2.0		Employers	19
4.3.0		Member	19
4.4.0		Reporting	20

Functional Retention and Disposal Authority
Superannuation funds management and scheme administration (SAS Trustee Corporation and Parliamentary Superannuation Contributory Fund)

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
1.0.0	FINANCIAL MANAGEMENT	<p>The function of managing financial resources. Includes actuarial, financial and regulatory reporting, taxation payments, the issue of monies to scheme members and keeping of accounts for both members and the scheme as a whole.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT - Financial statements for records relating to the preparation and review of financial statements and summaries</p>	
1.0.1		Final versions of the triennial actuarial reviews undertaken for the schemes.	Required as State archives
1.0.2		Records relating to the work undertaken by the scheme actuary. Includes records of working papers, meetings with the actuary and other stakeholders, draft reports and correspondence with the actuary on business issues, records relating to the triennial and other reviews, calculations in respect of employer, members or scheme liabilities, benefit, funding and solvency and tax certificates.	Retain minimum of 7 years after end of financial year in which record was created or after action completed, whichever is relevant, then destroy
1.0.3		<p>Records relating to income tax assessment, deductions, working papers, notes of discussions with Tax Office officers and related correspondence.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT - Accounting for records relating to the assessment and payment of taxation, including income tax</p>	Retain minimum of 40 years after action completed or until fund is wound up, whichever is longer, then destroy
1.0.4		Records relating to the assessment of tax rules that apply to the Trustee or to Schemes.	Retain minimum of 7 years after action completed, then

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>FINANCIAL MANAGEMENT - Accounting – superannuation schemes</i>			
		See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT - Compliance for records relating to compliance with mandatory or optional standards or with statutory requirements regarding financial management	destroy
1.1.0	Accounting – superannuation schemes	The process of collecting, recording, summarising and analysing information on financial transactions in the administration of superannuation accounts. See SUPERANNUATION ADMINISTRATION - Member for records relating to individual members' superannuation accounts	
1.1.1		Records relating to financial transactions in the administration of superannuation accounts including cash flow, cheque (remittance, requisition, unrepresented, cancelled), invoices, journals, receipts, reconciliations, unit pricing and reports. NOTE: Accounting records relating directly to a member's superannuation account should be retained as per requirements applying to records documenting the management of an individual's account (including contributions and benefits payments and file history). See entry 4.3.1.	Retain minimum of 10 years after audit completed, then destroy
1.2.0	Reporting – superannuation schemes	The process associated with documenting the outcome of business activities in the course of maintaining and managing superannuation scheme records, and providing statements or findings of the results of the examination or investigation.	
1.2.1		Records relating to financial reports affecting the maintenance and administration of member superannuation accounts.	Retain minimum of 10 years after audit completed, then destroy
1.2.2		Records relating to the provision of statistical returns and other data to the regulatory superannuation authorities such as the Australian Prudential Regulation Authority (APRA) and its predecessor Insurance and Superannuation Commission	Retain minimum of 10 years after end of financial year to

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>FUNDS MANAGEMENT</i>			
		(ISC). Includes working papers relating to the preparation of reports and returns.	which the report relates, then destroy
2.0.0	FUNDS MANAGEMENT	The management and investment of scheme assets (i.e. Pooled Funds). See General Retention and Disposal Authority <i>Administrative records</i> GOVERNING BODIES for records of meetings, papers, etc., of the Board and its Committees	
2.1.0	Asset management	The activities involved in monitoring the performance of the Asset Consultant, determining and reviewing investment advice and recommendations regarding investment managers. See General Retention and Disposal Authority <i>Administrative records</i> TENDERING for records relating to the selection and appointment of asset consultants and fund custodians	
2.1.1		Records relating to the monitoring and performance of the Asset Consultant. Records include contract amendments, notes of meetings, reports and related correspondence.	Retain minimum of 12 years after expiry or termination of agreement or minimum of 12 years after action completed, whichever is longer, then destroy
2.1.2		Records relating to the development and review of investment advice provided by the Asset consultant in relation to the annual review of the investment objectives and strategy and strategic asset allocation, including asset class reports, research reports, drafts, notes of discussions and related correspondence.	Retain minimum of 12 years after end of the year in respect of which the advice relates, then

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>FUNDS MANAGEMENT - Asset management</i>			
			destroy
2.1.3		Records relating to advice and reports provided by the Asset Consultant in relation to the investment managers, including drafts, manager reviews, performance reports of managers, records of discussions and related correspondence.	Retain minimum of 12 years after action completed, then destroy
2.2.0	Fund Custody and Management	<p>Management of the custody of superannuation scheme assets and securities.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> CONTRACTING-OUT for records relating to negotiation and renewal of primary contracts with the custodian and the hiring of contractors</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> TENDERING for records relating to the selection and appointment of fund custodians</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNING BODIES - Meetings for records relating to Board or Committee submissions and decisions</p>	
2.2.1		Records relating to the review of custody contracted services, including reports of independent reviewer, notes of meetings and all correspondence.	Retain minimum of 12 years after completion of review, then destroy
2.2.2		<p>Records relating to the monitoring of the custodian's contracts and services. Includes records relating to:</p> <ul style="list-style-type: none"> • amendments to the primary contract or additional agreements (such as the Securities Lending Agreement) with the custodian • reports (daily, monthly or annual) submitted by or relating to the 	Retain minimum of 12 years after action completed or minimum of 12 years after termination of the custodian's

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>FUNDS MANAGEMENT - Fund Custody and Management</i>			
		<p>performance of the custodian (includes daily asset allocation and cash reports, monthly accounting reports, breach and annual compliance reports, and reports from investment managers on the performance of the custodian)</p> <ul style="list-style-type: none"> • instructions to, notes of meetings and associated correspondence with the custodian. 	services, whichever is longer, then destroy
2.2.3		<p>Records relating to the management of funds by external fund managers. Includes records relating to:</p> <ul style="list-style-type: none"> • the selection, negotiation and monitoring of contracts with fund managers • agreements with fund managers and any amendments to them • reports submitted by fund managers (includes fund manager's quarterly and annual reports, and breach and annual compliance reports) • instructions to and notes of meetings and associated correspondence with fund managers. 	Retain minimum of 12 years after expiry or termination of agreement or minimum of 12 years after action completed, whichever is longer, then destroy
2.2.4		<p>Records relating to external Transition Managers, their selection, the negotiation of contracts, the monitoring of their contracts and related correspondence with the Managers. Records include:</p> <ul style="list-style-type: none"> • Transition Management Agreements, instructions and amendments to mandates • Managers' post transition and annual compliance reports • notes of meetings and associated correspondence. <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNING</p>	Retain minimum of 12 years after expiry or termination of agreement or minimum of 12 years after action completed, whichever is longer, then destroy

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>FUNDS MANAGEMENT - Investment Policies</i>			
		BODIES - Meetings for records relating to the provision of reports, advice or submissions to the Board relating to transition managers	
2.3.0	Investment Policies	The activities associated with developing and establishing decisions, directions and precedents. See General Retention and Disposal Authority <i>Administrative records</i> GOVERNING BODIES for policies and codes of conduct applying to Board members	
2.3.1		Final, approved versions of policies required for the investment management of the Pooled Fund, including: <ul style="list-style-type: none"> • Investment Policy Statement • Liquidity Management Policy • Environment, Social & Governance Policy • Valuation Policy. 	Required as State archives
2.3.2		Records relating to the development and review of investment policies for the Pooled Fund. Records include drafts and associated supporting documentation.	Retain minimum of 7 years after policy is superseded, then destroy
3.0.0	SCHEME MEMBERSHIP AND ADMINISTRATION	Activities associated with the administration of scheme memberships and the monitoring of the administration of the schemes. See General Retention and Disposal Authority <i>Administrative records</i> GOVERNMENT RELATIONS - Representations for records of ministerials and of correspondence with or reporting to the Premier, Cabinet or Treasurer See General Retention and Disposal Authority <i>Administrative records</i>	

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SCHEME MEMBERSHIP AND ADMINISTRATION - Contract Management</i>			
		<p>INFORMATION MANAGEMENT - Compliance for records relating to privacy codes of practice, statements and management plans and to the handling of requests to access information</p> <p>See General Retention and Disposal Authority <i>Administrative records</i></p> <p>PUBLICATION - Production for records relating to forms, e.g. membership application forms, and the structure and development of the organisation's website</p>	
3.1.0	Contract Management	<p>The activities associated with the review and monitoring of contracted services provided by service providers.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i></p> <p>CONTRACTING-OUT for records relating to the negotiation and renewal of the primary contract with the administrators and the hiring of contractors</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> TENDERING for records relating to the selection and appointment of contractors</p>	
3.1.1		Records relating to the review of the administration contracted services, including reports from independent reviewers, notes of meetings and all correspondence.	Retain minimum of 12 years after completion of review, then destroy
3.1.2		<p>Records relating to the monitoring of the administration contracts and related correspondence with the administrators. Includes records of:</p> <ul style="list-style-type: none"> • reports submitted by the administrator (performance, breach and other regular reports) • instructions to administrators • amendments to administration agreements, which may involve the 	Retain minimum of 12 years after the expiry or termination of the administrator's services or minimum of 12 years after action completed,

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SCHEME MEMBERSHIP AND ADMINISTRATION - Delegations</i>			
		<p>replacement of the agreement with a new agreement</p> <ul style="list-style-type: none"> • compliance monitoring documentation • notes of meetings and related correspondence. <p>See General Retention and Disposal Authority <i>Administrative records CONTRACTING-OUT</i> for records relating to the hiring of contractors, including performance and evaluation reports.</p>	whichever is longer, then destroy
3.2.0	Delegations	The process of recording the CEO's decisions under delegated authority as the Board/Trustee delegate.	
3.2.1		<p>Records of decisions made by the CEO in exercising a Trustee delegation. Includes records relating to the applications, supporting documentation, medical or legal advice and related correspondence. Records include decisions on:</p> <ul style="list-style-type: none"> • acceptance of applications made outside the statutory time frame • release of benefits on compassionate grounds • commutation of pensions to a lump sum • write off of debts • employers' contribution variations and adjustment to employer reserves. 	Retain minimum of 10 years after delegation exercised, then destroy
3.2.2		Registers containing summary information of CEO delegations, complaints, inquiries, disputes, appeals and ministerial representations.	Required as State archives
3.3.0	Member Communications &	The activities associated with the preparation, approval and dissemination of communications and information to scheme members.	

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SCHEME MEMBERSHIP AND ADMINISTRATION - Member Communications & Information</i>			
	Information		
3.3.1		Annual reports to members providing an overview of scheme management and performance.	Required as State archives
3.3.2		Records relating to the approval and sign off of annual statements to members. Includes records relating to the approval of template for annual statements for a particular year, sample statements and sign off by the Trustee. See entry below for Explanatory notes to annual statements.	Retain minimum of 10 years after relevant year of the annual statement, then destroy
3.3.3		Explanatory notes for annual statements to assist in interpreting the Annual Statement sent to members.	Retain minimum of 50 years after relevant year of the explanatory statement, then destroy
3.3.4		Fact sheets, newsletters and investment updates (final or master copy) providing information to members about their schemes, scheme rules or current issues in superannuation generally.	Required as State archives
3.3.5		Records relating to the development, review and sign-off of content of fact sheets, newsletters and investment updates. Includes drafts of fact sheets, disclaimers, etc., and any changes made, notes of meetings and related correspondence.	Retain minimum of 10 years after publication or minimum of 10 years after superseded, whichever is longer, then destroy
3.3.6		Records relating to the approval of the content of benefit statements, notices,	Retain minimum of

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SCHEME MEMBERSHIP AND ADMINISTRATION - Member Communications & Information</i>			
		<p>payment summaries, etc., for mail out to members. Records include the updated template and sample content of notice, summary, letter, explanatory notes, etc., for mailing to members (including envelopes), sign-off sheets required by the administrator, actual sign-off by a relevant officer and information of the quantity mailed and the mailing date.</p> <p>Includes mail outs of Benefit Statements, Annual Review Day Notices, PAYG Payment Summaries, Consumer Price Index (CPI) variation notices and diaries and other specific mail outs undertaken to all or particular members or pensioners.</p>	10 years after mail out, then destroy
3.3.7		Records relating to the provision of general information seminars to scheme members. Records include attendance information, presentation materials and notes.	Retain minimum of 20 years after action completed, then destroy
3.4.0	Member Complaints	<p>The activities associated with managing complaints from members regarding entitlement decisions or the level of service provided by the Scheme Administrator.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNMENT RELATIONS - Inquiries for records relating to formal Inquiries carried out by external bodies such as the Ombudsman</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNMENT RELATIONS - Representations for records relating to the receipt and handling of ministerial representations</p>	
3.4.1		Records relating to the receipt and handling of complaints from members in regard to a decision made by the administrator in relation to a benefit entitlement affecting the member or concerning the level of service provided by the Scheme administrator. Includes records relating to the member's written complaint or dispute about a benefit entitlement, submitted or obtained medical evidence, legal advice, records of discussions with the member or their representative, e.g. their legal representative, research papers, notes from discussions and related	Retain minimum of 10 years after action completed, then destroy

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SCHEME MEMBERSHIP AND ADMINISTRATION - Member Complaints</i>			
		correspondence. NOTE: See SUPERANNUATION ADMINISTRATION – Member for complaint records maintained by the Administrator as part of the member’s membership records.	
3.4.2		Records relating to queries from members or other persons in respect of general scheme entitlements, scheme rules, scheme policies, delegations or other matters and to complaints raised informally and not proceeded with. Records include correspondence, file or case notes.	Retain minimum of 5 years after action completed, then destroy
3.5.0	Member Surveys	The activities associated with undertaking survey of scheme members, analysis of the collected data and documenting results.	
3.5.1		Records relating to member surveys. Records relate to the final and draft survey questions, analysis of results and draft reports on evaluations.	Retain minimum of 5 years after action completed, then destroy
3.6.0	Scheme Policies	The activities associated with developing and establishing decisions, directions and precedents.	
3.6.1		Records relating to determinations made under the Scheme legislation that form part of the Scheme rules and are used in the interpretation of members’ benefit entitlements.	Required as State archives
4.0.0	SUPERANNUATION ADMINISTRATION	The function of providing superannuation administration activities and services. Includes administration and maintenance of employer and member accounts, compliance, customer service and associated reporting activities.	
4.1.0	Customer service	Activities associated with the provision of information to customers.	

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SUPERANNUATION ADMINISTRATION - Customer service</i>			
4.1.1		Records relating to the provision of information concerning the administration of schemes and services to internal and external customers including operational staff, fund members, pensioners, potential beneficiaries, employers and advisors. Includes call centre recordings. NOTE: Records documenting calls and the provision of information and advice specifically relating to a member's superannuation account should be retained as per requirements applying to records documenting the management of an individual's account (see entry 4.3.1).	Retain minimum of 5 years after action completed, then destroy
4.2.0	Employers	The activities associated with the exchange of information between the scheme and the employer concerning superannuation.	
4.2.1		Records relating to communications and liaison with employers regarding the administration of superannuation and payment of contributions. Includes records relating to the provision of information and advice, investigations or queries, complaints or disputes, updating of employer details and case notes.	Retain minimum of 50 years after action completed, then destroy
4.3.0	Member	The activities associated with the management of the terms and conditions of scheme membership at the member level.	
4.3.1		Records documenting the management of an individual member's account (contributions and benefit payments and file history). Includes: <ul style="list-style-type: none"> • applications • personal member details • contribution and payment calculations • debt recovery correspondence and reports 	Retain minimum of 10 years after account (including pension account) is finalised (see notes), then destroy

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SUPERANNUATION ADMINISTRATION - Reporting</i>			
		<ul style="list-style-type: none"> • written and telephone communications in relation to the individual scheme member • medical examinations/assessments/declarations • member statements, notices, payment summaries • details of family law orders • complaints, reviews, appeals and disputes in relation to decisions concerning individual members, and associated legal advice • contribution and benefit advice and counselling provided to an individual member. <p>NOTE: A member's account or file history can include an original account or an original account and any pension that is created as a result of the original account. The original account is not considered finalised until the pension account is finalised.</p> <p>NOTE: Where a member elects to take a lump sum in full commutation of a SSS pension, the member's spouse may be entitled to receive a reversionary pension in the event of the member's death. In these cases, 'account finalised' should be interpreted as the date on which the spouse reversionary pension ceases being paid, rather than the date on which the lump sum commutation payment was paid to the member.</p>	
4.4.0	Reporting	The process associated with documenting the outcome of business activities in the course of maintaining and managing superannuation scheme records, and providing statements or findings of the results of the examination or investigation.	
4.4.1		Records relating to reports regarding the internal management and maintenance of	Retain minimum of

Superannuation funds management and scheme administration

Authority number: FA327

Dates of coverage: c.1906+

No	Function/Activity	Description	Disposal Action
<i>SUPERANNUATION ADMINISTRATION - Reporting</i>			
		superannuation member accounts in the process of documenting business activities with respect to monies coming in, held in or paid out from accounts and relating to superannuation statistics for Australian Tax Office reporting.	10 years after audit completed, then destroy