You might have a mountain of paper records that is gradually getting higher and higher. Now’s the time to tackle it using some of our tips below:

**So what’s in the mountain?**
Look for:
+ date range of the records
+ which agency created the records and why did they create them (i.e. identify function and activities of the agency)
+ control records such as indexes or registers
+ talk to staff who may have worked with the records if they are still around
+ how many records are there

**But …**

**… what do we do with the mountain?**
+ determine what schedule covers the records
+ list and sentence
+ talk to other agencies if the records don’t belong to you
+ contact Agency Services if there is no coverage for the records in a retention and disposal schedule

**I’ve done all this, so …**

**… where to from here?**
+ permanent value records can be transferred to QSA if they are not being actively used by your business
+ document the destruction with the appropriate approval for lawful disposal
+ transfer records to responsible agency if they are not yours or get approval for destruction where appropriate

**End of the road ….**

**… no more paper mountain?**
+ set up processes for managing records before they go to:
  - storage areas
  - storage providers
+ put a regular disposal program in place
+ anything else that helps to stop creating paper mountains:
  - training
  - talk to other agencies.

**PAPER MOUNTAIN GONE!**

**What else do I need to think about:**
Not all paper records will belong to your agency.
Could current business processes and recordkeeping practices be improved so you don’t create further mountains?
Keep the records that haven’t met their minimum retention period yet.