

Queensland State Archives



Annual Report 2009–10



Queensland Government
Queensland State Archives



The Hon Robert Swarten MP at the media release of the 1979 Queensland Cabinet Minutes, December 2009

The Honourable Robert Swarten MP
Minister for Public Works and Information
and Communication Technology
Level 7, 80 George Street
Brisbane Qld 4000

28 September 2010

Dear Minister

I am pleased to submit Queensland State Archives' Annual Report on the administration of the *Public Records Act 2002* for the financial year ended 30 June 2010. This document is the eighth Annual Report presented to Parliament in accordance with the Act.

Yours sincerely

Ms Janet Prowse
Executive Director & State Archivist
Queensland State Archives

The cover illustration features two of the convict records held at Queensland State Archives entered onto the UNESCO Australian Memory of the World Register in 2009.

*Left:
Extract from Plan of Female Factory, Brisbane Town, Moreton Bay, 1837
Queensland State Archives,
Digital Image ID 5236*

*Right:
Extract from Layout of Brisbane Town, Moreton Bay, 20 September 1839
Queensland State Archives,
Digital Image ID 5211*

An Annual Report of the State Archivist of Queensland as required under section 56 of the Public Records Act 2002.

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Disclaimer

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The year 2010 marks the 75th anniversary of the commencement of the construction of Brisbane's iconic Story Bridge. This image from the collection held at Queensland State Archives shows a bridge inspector preparing to inspect the Story Bridge's foundation for the eastern cylinder of Pier 26, 29 April 1936

Queensland State Archives, Digital Image ID 3657

About us



Queensland State Archives is the custodian of the largest and most significant documentary heritage collection in Queensland. It manages, preserves and facilitates public access to the state's permanent archival public records.

Above: Queensland State Archives celebrated its 50th anniversary in November 2009

As the lead agency for recordkeeping, Queensland State Archives is also responsible for the development and implementation of a whole-of-Government recordkeeping policy framework. The framework ensures a consistent approach to the creation, management, disposal, storage, preservation and retrieval of government information.

Queensland State Archives is part of the Information and Communication Technology Division within the Department of Public Works.

Our vision

Connecting people to the recorded memory of government.

Our mission

To provide leadership in the management of public records for present and future generations.

Our values

Queensland State Archives commits to the following values:

- our connection with the recorded memory of government
- the democratic right to access government information
- professional integrity
- collaboration, co-operation and mutual support.

Functions

Under sections 24 and 25 of the *Public Records Act 2002*, Queensland State Archives has a range of functions and powers, including the ability to:

- issue standards regulating the creation, management, disposal, storage and preservation of government records
- conduct research and provide advice to public authorities about the making, managing and preserving of public records
- issue policies, standards and guidelines to achieve compliance with the legislative policy frameworks for best-practice records management
- ensure the archival collection is accessible to government and the people of Queensland
- identify and preserve public records of permanent value as the state's archives
- provide climate-controlled storage facilities for permanent archival records.

Department of Public Works' values

The Department of Public Works' REFLECT philosophy stipulates the behaviour sought from all levels of the organisation.

Respect for each other, our clients, the diversity of skills in the workforce and diverse cultural backgrounds

Efficiency in the way business is conducted and in dealing with clients

Flexibility in working arrangements, dealing with clients and dealing with problems

Leadership that provides clear organisational strategic direction; that encourages teamwork to achieve the strategic direction; that is visible and consistent; that leads by example; and that allows management and employees to be partners

Encouragement in career progression, in personal development and in thinking of innovative ways of doing business

Communication that is open, consistent and two-way

Trust between management and employees, and between the department and its clients.

Highlights



'Top 150: Documenting Queensland' and 'Queensland Firsts' at Cobb & Co. Museum, Toowoomba



The Hon Robert Swarten MP, Minister for Public Works and Information and Communication Technology, with Mr Robert Sharman, Queensland's first Archivist, in November 2009

Celebrating the state's history

More than 100 000 Queenslanders viewed Queensland State Archives' two exhibitions 'Top 150: Documenting Queensland' and 'Queensland Firsts', when they toured to 32 venues around the state from February 2009 to April 2010.

The exhibitions were part of Queensland State Archives' events and exhibition program which contributed to the state's Q150 celebrations, marking the 150th anniversary of Queensland's separation from New South Wales.

Queensland State Archives celebrated its own 50th anniversary in November 2009 with an on-site display and a morning tea attended by previous staff members, including Queensland's first Archivist, Mr Robert Sharman.

In addition, the Executive Director and State Archivist, Ms Janet Prowse, addressed the members of the Royal Historical Society of Queensland about the past achievements and future direction of Queensland State Archives, to mark its 50th anniversary.

Parliament House celebrated its 150th anniversary in May 2010. To mark the event, Queensland State Archives displayed the historic plans and records of Parliament House. Over 2000 people attended a Parliament House Open Day on 22 May, where the banners were on display.

Bustard Head Lighthouse plans

To mark Queensland's 150th anniversary, the National Archives of Australia presented Queensland with a framed copy of plans for the building of the historic Bustard Head Lighthouse near the Town of 1770. Completed in 1868, the Bustard Head Lighthouse was the second one erected on our coast, after Cape Moreton, and the first to be built by the new government of Queensland.

Digital Content Strategy – Statement of Intent

In February 2010 Queensland State Archives and State Library of Queensland published *Towards a Queensland Digital Content Strategy: A Statement of Intent* to outline the policy context within which digital content is being created, managed and made accessible. The statement documents the challenges and opportunities for Queensland in this area and the leadership role of the State Library of Queensland and Queensland State Archives as custodians of the state's largest and most significant documentary heritage collections.

The *Statement of Intent* acknowledges that fostering the creation, use and re-use of digital content is a critical element for achieving economic and cultural outcomes.



Dr Jackie Huggins AM, Ms Janet Prowse and Mr Ian Cook, Deputy Chair of the Australian Memory of the World Committee, at the UNESCO Australian Memory of the World Register presentation in October 2009



Ms Natalie MacDonald, the Associate Director-General of the Department of Public Works and Mr Ross Gibbs, the Director-General of the National Archives of Australia, at the handover of the Bustard Head Lighthouse plans in October 2009

Australian Memory of the World Register (UNESCO)

The significance of convict records held in Queensland State Archives' collection was recognised through a certificate of inscription onto the *Australian Memory of the World Register* (UNESCO).

The *Australian Memory of the World Register* (UNESCO) is a selective list of Australia's significant documentary heritage. It is maintained by the Australian Memory of the World Program, which safeguards, protects and facilitates access to and the use of documentary heritage and is one of over 60 similar programs worldwide.

Online services

In December 2009 Queensland State Archives received the results of research into client needs and expectations regarding online service delivery. The research findings informed the subsequent development of an Online Services Plan to guide work in this area over the next three years.

Initial actions delivered under the plan include establishing mechanisms for online client feedback and releasing a new electronic communication bulletin.

In order to improve access to Queensland State Archives' extensive image collection, a search interface Image Queensland was launched in June 2010. This interface, available through the Queensland State Archives' website, will support improved access to digitised items.

Multicultural initiatives

Supporting the Department of Public Works' Multicultural Action Plan, Queensland State Archives provides assistance to multicultural groups by offering guided tours of its repositories and presenting tailored seminars and themed displays.

To celebrate Harmony Day in March 2010, Queensland State Archives conducted a seminar, developed a display and held an event celebrating the contribution of the Queensland Russian community. The event at the Queensland Russian Community Centre at Woolloongabba was hosted by the Honourable Annastacia Palaszczuk, Minister for Disability Services and Multicultural Affairs.

Other highlights included participation in the National Aboriginal and Islander Day Observance Committee Family Day in Musgrave Park and attendance at the Queensland Government Multicultural Festival in October 2009.

Collection management

Over 1.2 linear kilometres of registers, files, maps, plans and images were added to the state's archival collection during 2009–10. The impressive results are linked to Queensland State Archives' strategic transfers program, developed to coincide with the recently expanded archival facility.

The introduction of the Right to Information reforms has focused attention on the availability of Queensland Government records and was a contributing factor in these record transfers.

Archival staff continue to preserve and conserve selected items from the collection, and the Collections and Records Disaster Management Plan has been updated.

Industry conference

Queensland State Archives contributed to the 2009 joint conference of the Australian Society of Archivists, the Archives and Records Association of New Zealand and the Pacific Regional Branch of the International Council on Archives, held in Brisbane from 14 to 17 October 2009.

The conference, which centred on the themes of memory, integrity and sustainability, provided an international forum for discussions on contemporary recordkeeping, archival and information management issues.

Queensland Government *Toward Q2 through ICT (2009–2014)* strategy

In September 2009, the Premier launched the *Toward Q2 through ICT (2009–2014)* strategy, a five-year plan to support the Queensland Government's vision for the state. The strategy has a strong focus on improving the way government information is managed and accessed and is a significant driver for information management reforms across the sector.

Queensland State Archives is responsible for two key actions under the ICT strategy:

- continuing to implement the Right to Information reforms through the roll-out of recordkeeping training and awareness programs and the ongoing implementation of the recordkeeping assessment framework
- reviewing digital archiving methods across government and developing an approach to this issue, including the potential for a Queensland Digital Archive. As a first step in this work, Queensland State Archives released a discussion paper in May 2010 to raise awareness of the importance of this complex problem and to seek feedback on how Queensland public authorities are responding, or planning to respond, to the challenge.



*Harmony Day celebrations at the Queensland Russian Community Centre, March 2010
L–R Ms Janet Prowse, Ms Irina Bruk, Russian Honorary Consul and the Hon Annastacia Palaszczuk, Minister for Disability Services and Multicultural Affairs*

Outreach services

Queensland State Archives continues to provide community outreach programs to highlight its collections and services. In 2009–10, 29 seminars were held in locations such as Toowoomba and Redland Bay with 917 participants.

Initiatives for improvements in government recordkeeping

Queensland State Archives continued its work to improve government recordkeeping. Achievements in 2009–10 included:

- conducting the inaugural *Recordkeeping Baseline Survey*
- developing components under the recordkeeping assessment framework
- launching the recordkeeping awareness program
- commissioning a training needs analysis and implementing recordkeeping training for public sector staff
- publishing a range of new policies including the *Custody and Ownership Guideline* and the *Recordkeeping Guideline for Small Public Authorities*.

Outcomes and achievements

Outcome: Improving the delivery of government services and information to the community

In 2009–10 Queensland State Archives:

- hosted two meetings for the Public Records Review Committee to advise the Minister for Public Works and Information and Communication Technology and the State Archivist on the administration and enforcement of the *Public Records Act 2002*
- issued, with the State Library of Queensland, *Towards a Queensland Digital Content Strategy: A Statement of Intent* for Queensland that establishes the policy context within which digital content is being created, managed and used
- issued the inaugural *Recordkeeping Baseline Survey* under the new recordkeeping assessment program and published the findings of the survey
- revised and reissued the *Digitisation Disposal Policy*, with the addition of a toolkit of resources to assist public authorities with implementation
- approved *General Retention and Disposal Schedule for Original Paper Records that have been Digitised*
- developed a *Custody and Ownership Guideline* to provide advice on the responsibility for managing public records during outsourcing, shared service arrangements, privatisations and public-private partnerships
- conducted information management training for senior executives
- developed a guideline for public authorities titled *Digital Rights Management Technologies and Public Records* to provide advice on the recordkeeping implications of digital rights management technology
- developed a *Recordkeeping Guideline for Small Public Authorities* to assist staff in certain public authorities to understand and implement basic recordkeeping practices and to meet their obligations under the *Public Records Act 2002*
- contributed to leading information management forums, including the Australasian Digital Recordkeeping Initiative, to consider the challenges associated with the long-term preservation of electronic records
- organised three recordkeepers' forums, two in Brisbane and one in Townsville, with a total of 348 representatives from 127 agencies, on a range of strategic issues including Government 2.0, recordkeeping implications of the Right to Information reforms and web content management
- issued eight comprehensive or partial retention and disposal schedules for the Department of Environment and Resource Management, the Prostitution Licensing Authority, the Land Court, the Electoral Commission of Queensland, the university sector, the Department of Employment, Economic Development and Innovation, Queensland University of Technology and Queensland State Archives
- provided advice on contemporary recordkeeping issues to public authorities, including local governments and government-owned corporations, through presentations at six Records Management Association of Australasia events
- provided advice on recordkeeping and information management issues in response to 1078 specific enquiries from public authorities



L–R: Mr Tony Hayes, Associate Director-General, Department of Communities; Ms Janet Prowse, Executive Director and State Archivist; Ms Julie Kinross, Information Commissioner; Ms Natalie MacDonald, Associate Director-General, Department of Public Works; Dr Marianne Broadbent, Senior Partner, EWK International; Ms Margaret Allison, Public Service Commission Chief Executive and Mr Mal Grierson, Director-General, Department of Public Works at the Information Management for the Non-Information Management Executive briefing



Researcher Mr Chris Salisbury studies the 1979 Queensland Cabinet Minutes

- delivered a recordkeeping seminar series in Brisbane, Cairns, Mt Isa, Townsville, Maroochydore, Rockhampton, Longreach and Toowoomba to raise awareness of recordkeeping requirements and to assist attendees to advocate for recordkeeping best practice in their agencies, with 257 participants from 99 public authorities
- continued the implementation of the recordkeeping awareness program through the distribution of promotional material
- rolled out a recordkeeping training program including:
 - two online training modules
 - 18 facilitator-led training courses state-wide, covering the development and implementation of retention and disposal schedules and disaster preparedness, with 185 participants from 124 public authorities
- four information governance masterclasses for senior executives, with 83 representatives from 53 public authorities
- training materials, including presentation and speaking notes for customisation and use within public authorities
- published new and updated public records briefs under the following titles:
 - *Custody and Ownership of Public Records and Information Asset Custodianship*
 - *Managing Public Records during Privatisation*
 - *Managing Public Records during Outsourcing*
 - *Custody and Ownership Guideline – an Overview*
 - *Digital Rights Management Technologies and Public Records Guideline – an Overview*
 - *Information Privacy and the Management of Public Records*
 - *Revised Recordkeeping Information Standards*
 - *Machinery-of-Government changes and the Management of Public Records*
 - *Right to Information Act 2009 and the Management of Public Records*
 - *Developing a Recordkeeping Policy.*

Outcome: Providing the community with access to the state's historical and cultural records

In 2009–10 Queensland State Archives:

- toured two exhibitions, 'Top 150: Documenting Queensland' and 'Queensland Firsts', to 32 venues throughout Queensland to celebrate the 150th anniversary of Queensland's separation from New South Wales. The exhibitions were viewed by more than 100 000 Queenslanders.
- received recognition of the value of Queensland convict records through their inscription on the *Australian Memory of the World Register* UNESCO
- publicly released the 1979 Cabinet Minutes on 1 January 2010
- provided public access to 21 764 public records for 7050 clients in the Public Search Room at Queensland State Archives in Runcorn, Brisbane
- answered 19 120 reference enquiries in the Public Search Room
- responded to 5126 written and telephone reference queries
- recorded 7.64 million hits from 458 850 unique visitors to the Queensland State Archives' website
- received 76 transfers of public records measuring 1259 linear metres, including records from the Department of Education and Training, the Public Trustee of Queensland, the Supreme Court and the Port of Brisbane Authority



Senior Archivist, Mrs Jane Wassell, addresses an audience at the Redlands Museum in July 2009 to celebrate Queensland's 150th birthday

Outcomes and achievements *continued*

- launched online indexes to:
 - Wills 1901–1920
 - Prisoners who were held at St Helena Penal Establishment 1863–1900
 - Nominated Immigrants 1908–1922
 - The Assistant Immigration Agent, Maryborough 1875–1907
 - Chronological Register of Convicts 1824–1839
 - Brisbane Hospital Registers of Deaths and Special Removals 1899–1913
 - Brisbane Hospital Admission Registers 1872–1887
- produced a monthly online bulletin to provide information on public events and collection updates to email subscribers
- introduced Image Queensland, an online interface for digitised images, in June 2010
- participated in the National Aboriginal and Islander Day Observance Committee (NAIDOC) Day in July 2009 to provide information on public records relating to Indigenous Queenslanders
- hosted a stall at the Queensland Government's Multicultural Festival in October 2009
- celebrated the role of Russian immigrants in the history of Queensland with a Harmony Day seminar and an event with the Russian community in March 2010, featuring a portable display of public archival records from the collection and provided the display for Russian National Day celebrations in Canberra in June 2010
- celebrated the 150th anniversary of Parliament with a display at the Parliament House Open Day in May 2010
- participated in Heritage Week celebrations in May 2010
- hosted a booth and presented a seminar at the Local and Family History Fair in May 2010
- participated in Queensland Week celebrations with a seminar and an online 'Daily dose of history' promotion in June 2010
- sponsored the annual Queensland Day Dinner of the Royal Historical Society of Queensland in June 2010
- presented 29 seminars on collections and services with a total of 917 participants, including two joint seminars in conjunction with the State Library of Queensland and the National Archives of Australia, Brisbane Office
- provided 32 tours of Queensland State Archives' facilities to visitors from local and family history groups, schools, public authorities, community organisations and the general public
- presented papers at the Australian Society of Archivists' conference in Brisbane October 2009 and other forums
- provided copies of 37 662 pages of public records to clients
- registered and described 1114 series of public records, including new series and updates to existing series
- added over 133 209 item descriptions to the Archives One catalogue, including new items and revisions of existing descriptions
- applied preservation treatments to 1961 items including maps, plans, Births, Deaths and Marriage registers, Lands files and items required for exhibitions
- microfilmed 151 835 pages of public records
- digitised 71 308 public records
- hosted visits by archival representatives from China and Vanuatu
- recognised the contributions of 15 volunteers at Queensland State Archives. In 2009–10 the volunteers reached a milestone of creating 500 000 searchable entries for online indexes.



Queensland State Archives hosted a delegation from Shanghai in December 2009

Future directions



Principal Research Analysts, Ms Anna Morris and Ms Rowena Loo, review the digital archiving methods of government

Developing an approach to digital archiving

Governments are increasingly conducting business in the electronic environment, using new technologies to improve service delivery. As a result, the volume and complexity of the electronic information being created, received, managed and accessed is increasing exponentially. The roll-out of the National Broadband Network will also see an increased push for electronic content. A key information management challenge facing governments in the digital age is the long-term management and preservation of electronic information assets to support organisational sustainability, accountability and decision-making effectiveness.

The *Toward Q2 through ICT (2009–2014)* strategy requires Queensland State Archives to review digital archiving methods across the Queensland Government and develop an approach to this issue, including the potential for a future digital archive. In accordance with this mandate, Queensland State Archives

will survey public authorities in 2010–11 on their current approaches and plans in this area. A report on the findings, to be available in early 2011, will be used to inform a whole-of-Government research and development program and to identify options for suitable ways forward. In 2011, Queensland State Archives hopes to raise further awareness about the complex problem of digital preservation, which is not simply a technology issue but has wider business, policy and economic impacts for the state.



Strategic disposal framework

The inaugural *Recordkeeping Baseline Survey* of public authorities revealed many agencies are experiencing challenges in ensuring comprehensive programs are in place to regulate the retention and disposal of the public records throughout their enterprises. In 2011, Queensland State Archives will develop a strategic disposal framework to assist public authorities to comply with *Information Standard 31: Retention and Disposal of Public Records*. The framework will provide further clarity around the legislative and policy requirements in this area.

Queensland State Archives will release a disposal freeze policy in late 2010 to outline for chief executives the conditions under which the State Archivist may issue a freeze upon an existing disposal decision for certain public records. In Australia, disposal freezes have generally been initiated by archival authorities in circumstances where an event has generated substantial public interest or the threat of legal action is pending. The documented policy will be the first of its kind in Australia and may be considered for endorsement by the Council of Australasian Archives and Records Authorities as a model for possible use in other jurisdictions.

Further advice will also be developed on issues associated with machinery-of-Government changes, to clarify recordkeeping priorities and compliance requirements during such scenarios.

Ms Katherine Brennan, Manager Business Services and Planning with Mrs Lisa Shultz, Senior Project Officer June 2010

Right to Information reforms

In 2010–11, Queensland State Archives will continue to play an important role in supporting the Queensland Government's Right to Information reforms and in promoting open and accountable government. Queensland State Archives will support the Right to Information Day in September 2010, an initiative of the Office of the Information Commissioner. Also supported by the Department of the Premier and Cabinet and the Department of Justice and Attorney-General, the initiative includes the annual Solomon Lecture, followed by a national forum to discuss significant information management and access issues.

Queensland State Archives will continue to deliver initiatives under its successful recordkeeping awareness and training programs to reinforce the importance of sound recordkeeping practices. A recordkeeping 'road map' and maturity model will be released under the recordkeeping assessment framework, to assist public authorities with their compliance efforts. The 'road map' will provide a methodology for public authorities to identify current levels of recordkeeping maturity and to set targets for future performance, relevant to the size and complexity of the authority. Under the strategic transfers program, public authorities will be encouraged to continue to send archival records to Queensland State Archives so that these can be catalogued and made available for public access, subject to any restricted access conditions. Under the recordkeeping policy program, a survey on the use of Web 2.0 in government will be used to inform the development of subsequent recordkeeping advice in this area.



Mr Lauri Korhonen, Reprography Supervisor, digitising records May 2010

Digital content strategy

Following the release of *Toward a Queensland Digital Content Strategy: A Statement of Intent* in February 2010, Queensland State Archives and the State Library of Queensland are seeking to develop a supporting joint Digital Content Action Plan. As custodians of the largest and most significant documentary heritage collections in the state, the two organisations are committed to publishing more archival and cultural material to meet the growing public demand for online access to digital content.

Online service delivery

Improving online service delivery is a priority for Queensland State Archives, in order to meet growing public demand for digital content and online services. Effective and innovative modes of delivery will be investigated and suitable public records will be identified for conversion into digital formats. Underpinning the work in this area will be a review of the supporting ICT infrastructure and the Queensland State Archives' website. Other planned initiatives include improved searching of the online indexes to the archival collection, and providing online access to the popular immigration registers. In 2010–11, Queensland State Archives will undertake a survey of its clients to gauge their satisfaction with current services and to determine any areas of service delivery improvement.



Ms Mariette Waters, Archivist with Archival Collections, processes a transfer of records, May 2010

Status of government recordkeeping



Ms Louise Howard, Policy Officer, Ms Elizabeth O'Brien, Principal Policy Officer and Ms Karen Morris, Manager Policy and Research

Overview

Under section 56 of the *Public Records Act 2002* (the Act), Queensland State Archives is required to report annually on the status of government recordkeeping. Some 600 public authorities are covered by the Act, including state government departments, local governments, government-owned corporations, statutory entities and universities. In order to track recordkeeping developments in public authorities, Queensland State Archives conducts research, undertakes surveys and consultation, holds forums, monitors annual reports and reviews the public reports of a range of public sector agencies for recordkeeping issues, including the Queensland Audit Office, the Crime and Misconduct Commission and the Queensland Ombudsman.

Public authorities are required to have due regard to the standards and guidelines issued by the State Archivist under the Act.

Right to Information reforms

To support the Right to Information reforms, in 2009–10 Queensland State Archives undertook an extensive program of work covering four areas:

- revised *Information Standard 40: Recordkeeping* and *Information Standard 31: Retention and Disposal of Public Records* to clarify the minimum compliance requirements and to ensure the standards' alignment to wider information management reforms
- developed a recordkeeping assessment framework, including a baseline survey to measure recordkeeping compliance
- undertook recordkeeping training programs to enhance capability, and
- introduced recordkeeping awareness programs to highlight the value of good recordkeeping.

The implementation of Right to Information reforms across the sector has served to keep recordkeeping and information management issues in the spotlight. While many public authorities in general have embraced

the above program of work to support their compliance endeavours, a continued investment and commitment is needed in order to translate increased awareness into sustainable best practice.

Inaugural Recordkeeping Baseline Survey

In 2009 Queensland State Archives issued the inaugural *Recordkeeping Baseline Survey* to formally measure compliance, with the minimum requirements of the revised *Information Standard 40: Recordkeeping* and *Information Standard 31: Retention and Disposal of Public Records*.

The survey was issued to 243 public authorities responsible for managing their own records and those of other entities. The survey enabled public authorities to self-assess compliance levels and to identify areas requiring improvements.

A total of 132 public authorities responded to the survey, giving a response rate of 54.3 per cent. The full results are available on Queensland State Archives' website.

For the purpose of analysis, the respondents were grouped by sector. The response rate by each government sector is shown in Figure 1.

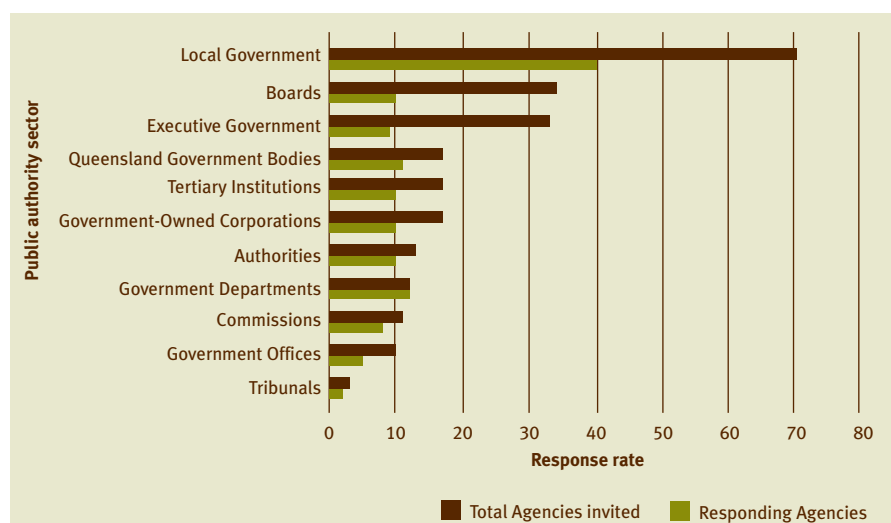


Fig 1: Public authorities by sector and response rate

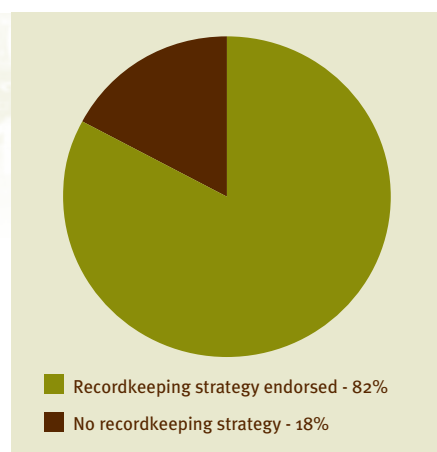


Fig 2: Percentage of public authorities with a recordkeeping strategy

Key findings of baseline survey

Analysis of the baseline survey results revealed a number of findings about the status of government recordkeeping. Responses to the survey indicated that almost all respondents met key recordkeeping requirements, including documenting their business activities and having a recordkeeping strategy endorsed by their chief executive.

While this is encouraging, the ongoing challenge of effectively managing records in different formats is also evident, with many agencies still in the process of defining and implementing systematic processes for creating and storing both electronic and physical records.

Another area of challenge identified was the ability to measure and monitor recordkeeping within the public authority. Under the recordkeeping assessment framework, of which the baseline survey forms one component, Queensland State Archives will continue to develop advice to assist public authorities to monitor their own recordkeeping performance.

A key tool to be developed is a recordkeeping maturity model and 'road map' for continuous improvement. This tool will provide a methodology for public authorities to not only identify current levels of recordkeeping but also to set targets for future performance, relevant to their size and complexity.

In addition to these specific findings, three key strategic issues emerged:

1. Impact of machinery-of-Government changes

In the past two years there have been extensive machinery-of-Government changes, including the local government reform process, changes to state government departments, a water sector restructure and reviews of tribunals, boards and other bodies. The survey responses overwhelmingly indicated these changes have had a substantial impact on the ability of affected public authorities to meet the requirements of the *Public Records Act 2002* and the recordkeeping Information Standards.

2. Challenges of enterprise-wide compliance

Many public authorities are still working towards ensuring the requirements of the recordkeeping Information Standards are implemented across the entire organisation. The survey responses showed that, in many cases, recordkeeping tools and practices did not cover, or were not implemented across, the whole public authority.

This lack of comprehensive coverage may be connected to the machinery-of-Government changes, or may also highlight the time required to move from a development phase to full implementation. Differences in the implementation of recordkeeping practices within a public authority may also reflect the impact of varying management support across each agency's separate business units.

3. Extent of retention and disposal schedule coverage

The survey indicated potential capacity challenges in developing and implementing retention and disposal schedules in accordance with the requirements of *Information Standard 31: Retention and Disposal of Public Records*.

As shown in Figure 3, a third of responding public authorities indicated that they do not have a retention and disposal schedule approved by the State Archivist that covers all of their core business records.

Local government authorities were among some of the public authorities indicating a lack of such a schedule. However, as the *Local Government Sector Retention and Disposal Schedule* is available for use by all local government authorities, this response may indicate the survey questions around *Information Standard 31* were unclear.

Another factor affecting this statistic may have been the lack of an option in the survey for a public authority to indicate that a retention and disposal schedule was under development. A number of public authorities indicated in their free-text responses that they were undertaking this process.

Reflecting the lack of comprehensive retention and disposal schedule coverage in many public authorities, the survey results also showed challenges in implementing records disposal practices. Through the recordkeeping training program, courses have been developed to assist public authorities with these responsibilities.

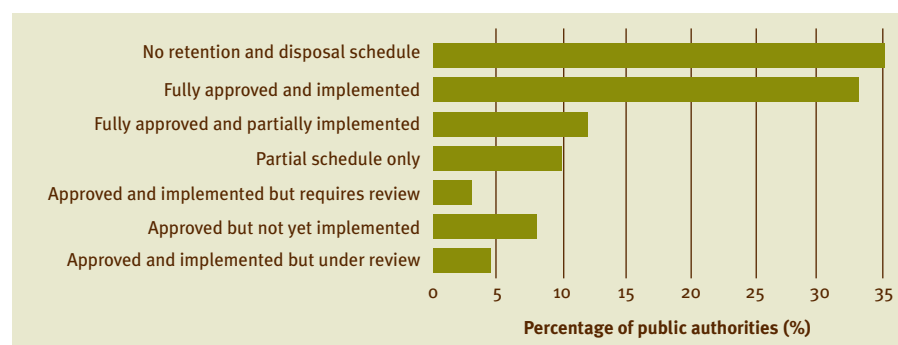


Fig 3: Percentage of public authorities with an approved retention and disposal schedule



Front Row: Miss Ruth Nitkiewicz, Senior Appraisal Archivist; Ms Sharon Mennis, Principal Appraisal Archivist; Ms Katrin Hurlimann-Graham, Senior Appraisal Archivist; Ms Ruth Dickson, Principal Appraisal Archivist and Ms Josephine Horner, Manager Agency Services
Back Row: Mrs Ingrid MacDonald, Principal Appraisal Archivist; Mrs Patricia Byers, Research Officer and Mr Ken Toogood, Research Officer

The *Recordkeeping Baseline Survey* will be repeated every two years, allowing Queensland State Archives to measure trends and improvements in recordkeeping over time. Public authorities are encouraged to use the results of the survey to inform the continuous improvement of their recordkeeping practices.

Annual reports

In accordance with the Department of the Premier and Cabinet's *Annual Report Guidelines*, agencies are required to report on their compliance with the provisions of the *Public Records Act 2002*, *Information Standard 40: Recordkeeping* and *Information Standard 31: Retention and Disposal of Public Records*. While not all public authorities (for example local governments) are required to comply with these particular guidelines, this reporting process provides valuable information on recordkeeping trends in public authorities.

Of the 169 annual reports examined for the 2008–09 financial year, 93 were required to comply with the guidelines and provide a report on recordkeeping. Of these, 72 agencies (77 per cent) included the required records management information. Featuring strongly among the recordkeeping priorities of many public authorities was a focus on the implementation of electronic document and records management systems.

Other commonly reported topics included activities associated with:

- compliance with the *Public Records Act 2002*, the recordkeeping Information Standards and the *Right to Information Act 2009*
- the development and implementation of core tools such as retention and disposal schedules, business classification schemes and thesauruses, and
- strategic recordkeeping planning, disaster preparedness and the digitisation of records.

Many public authorities outlined their recordkeeping achievements during the year and also indicated planned actions and future strategies.

Recordkeeping implications in other reports

Queensland State Archives monitors the public reports of a range of Queensland public authorities, including the Queensland Audit Office, the Crime and Misconduct Commission and the Queensland Ombudsman to identify any findings related to recordkeeping and information management issues. Recordkeeping issues identified in these public reports provide further information on the current recordkeeping performance and information management practices in Queensland public authorities.

An investigation by the Queensland Audit Office of the processes in place to monitor the implementation of legislation, policy and guidelines within state government departments, including the implementation of the *Public Records Act 2002*, concluded that all the audited departments had a recordkeeping policy that sets out departmental objectives, key functions and staff responsibilities.

Public reports reviewed in 2009–10 showed that agencies responsible for monitoring public authorities, such as the Queensland Audit Office, have a strong awareness of the importance of information management in supporting transparency and accountability of business processes.

Also evident in reports examined was an increase in the implementation of electronic business and records management systems by public authorities.

Other findings relating to records and information management include:

- investigation by the Queensland Audit Office of the framework and systems that selected local governments have in place to administer grants and funding to community organisations, individuals and local businesses. The investigation found inconsistencies in frameworks, particularly with regard to keeping records of grant funding and acquittal processes.
- an investigation into the administration of a particular public authority, which identified that poor management of public records was a key deficiency in administrative practices for security classification and business decisions. It recommended adherence to recordkeeping requirements under the *Public Records Act 2002* would address these issues.

- a Crime and Misconduct Commission investigation into a state government review process, which found the absence of formal and systematic recordkeeping processes for some activities, exposed both public sector staff and the public authority to speculation and risk. In response to these findings, the agency improved its recordkeeping procedures and processes to address these issues. Specific actions included the implementation of a recordkeeping training strategy and the development of a recordkeeping framework.



Mr Mal Grierson, Director-General of the Department of Public Works, addresses the audience at the Recordkeeping and Information Management Forum in Brisbane in September 2009

Retention and disposal of public records

The *Public Records Act 2002* prohibits the disposal of public records without the authorisation of the State Archivist. *Information Standard 31: Retention and Disposal of Public Records (IS31)*, administered by Queensland State Archives, assists public authorities to meet their retention and disposal requirements under the Act.

IS31 encourages agencies to implement systematic, transparent and regular disposal programs which support:

- the efficient delivery of government services
- continuity of business processes
- accountability
- access to government information and
- the preservation of Queensland's cultural heritage.

A key component of *IS31* is the requirement for all public authorities to have a comprehensive retention and disposal schedule which covers their core business records. The coverage of administrative records is supported by the *General Retention and Disposal Schedule for Administrative Records*, which is applicable to all public authorities.

The State Archivist approved nine retention and disposal schedules in 2009–10, including schedules for the Department of Environment and Resource Management, the Electoral Commission of Queensland, the Land Court and the university sector. Substantial progress was made on the development of comprehensive schedules for the Department of the Premier and Cabinet, the Department of Public Works and for the non-clinical records of Queensland Health.

Queensland State Archives continues to support agencies by providing training in the development and implementation of retention and disposal schedules.



Recordkeeping seminar series, Longreach April 2010

Information Management Skills Action Plan

A key deliverable under the *Information Management Skills Action Plan 2009–2014* was the delivery of targeted information management training for senior executives. Titled *Information Management for the Non-Information Management Executive*, the briefings focused on the importance of information management leadership and the key information management governance and strategic planning roles for senior government decision-makers.

Senior executives from 53 Queensland public authorities, including state and local government, government-owned corporations and statutory entities attended the briefings. The briefing was recorded and DVDs of the recording will be distributed to Queensland Government chief executives in late 2010 to further build the information management capability of senior executives.

The Public Records Review Committee

The Public Records Review Committee was established in March 2003 under the *Public Records Act 2002* to advise the Minister for Public Works and Information and Communication Technology and the State Archivist on the administration and enforcement of the Act.



Mr Miguel Diaz, Chair of the Public Records Review Committee

In addition to its advisory role, the committee also has a number of dispute resolution functions. If requested by a public authority, the committee can review decisions of the State Archivist not to authorise the disposal of particular public records. The committee can also be asked to resolve disputes between the State Archivist and a public authority about setting restricted access periods for records.

Since its inception in March 2003, the committee has provided advice on a wide range of recordkeeping challenges and collection management issues.

All memberships expired in March 2009 and the committee was reconstituted on 29 September 2009. Two committee meetings were held in 2009–10 at which advice was provided on:

- the program of work being progressed by Queensland State Archives under the Queensland Government's *Toward Q2 Through ICT (2009–2014)* strategy and implementation plan, particularly building a strong recordkeeping culture across government, and determining an approach to the long-term management and preservation of electronic information assets
- addressing the reported adverse impacts on a public authority's strategic recordkeeping programs as a result of machinery-of-Government changes
- improving the management of digital content across government, and converting more of the state's archival collection into digital form to improve access.



Queensland Parliament celebrated its 150th anniversary in May 2010. This photo shows workers taking a break during construction of Parliament House in 1878. Charles Tiffin, Queensland's first colonial architect and the designer of Parliament House, often spoke of the advantages of trade unions. He was sympathetic to the plight of the workers and introduced a day labour system under his immediate supervision for the construction of the Parliament House buildings.

Queensland State Archives Digital ID 3376

Corporate profile



Queensland State Archives' staff celebrate 50 years of archives

Organisational capability

Queensland State Archives works within an integrated planning framework to ensure the government's priorities and policies, and the department's strategic directions, are reflected in its corporate governance plans and performance.

This is achieved through:

- a clear mission for the organisation which delivers strategic priorities
- a culture which treats employees with courtesy, fairness and respect
- a proactive, responsive and positive leadership team.

Equal employment opportunity

Queensland State Archives is committed to complying with the requirements of the *Anti-Discrimination Act 1991 (Qld)* and the *Public Service Act 2008*.

Employment profile

As at 30 June 2010, Queensland State Archives had 53 full-time equivalent employees.

Equal employment opportunity profile as of 30 June 2010

People with a disability	3
Non-English speaking background	9
Aboriginal and Torres Strait Islanders	0
Women AO6-AO8	15
Women SO plus	1

Volunteers

Queensland State Archives has 15 registered volunteers who support archival work programs, including indexing projects and basic preservation tasks. A volunteers policy provides guidelines for the program, which is coordinated by archivist Ms Saadia Thomson-Dwyer.

Services to Indigenous people

The Communities and Personal Histories Branch of the Department of Communities operates a research service for the Indigenous community from the Queensland State Archives' facility at Runcorn.

Recordkeeping

Queensland State Archives maintains effective recordkeeping practices through training, awareness of roles and responsibilities and by regular reviews of its recordkeeping procedures and

guidelines. The implementation of an electronic document and records management system in the 2008–09 year enhanced Queensland State Archives' ability to capture and manage its corporate records.

Workplace health and safety

The Workplace Health and Safety Committee meets regularly to address relevant issues.

Workforce management

In 2009–10, Queensland State Archives continued to develop and implement the workforce plan to ensure the capability of its workforce to meet its legislative roles and functions.

Financial statements

The Department of Public Works' Annual Report for 2009–10 incorporates Queensland State Archives' financial statements. Copies of the department's Annual Report can be obtained by contacting:

External Relations

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Brisbane Queensland 4001

Phone: (07) 3222 2652

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Web: www.publicworks.qld.gov.au

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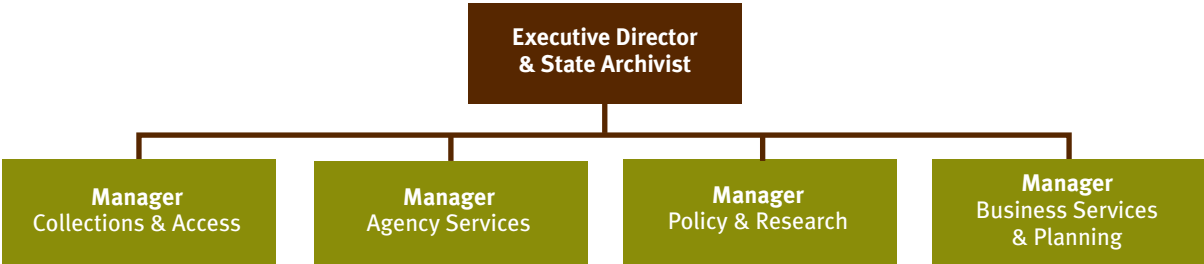


Volunteer Mrs Narelle Penfold, indexing archival records as part of the Public Access Indexing Project

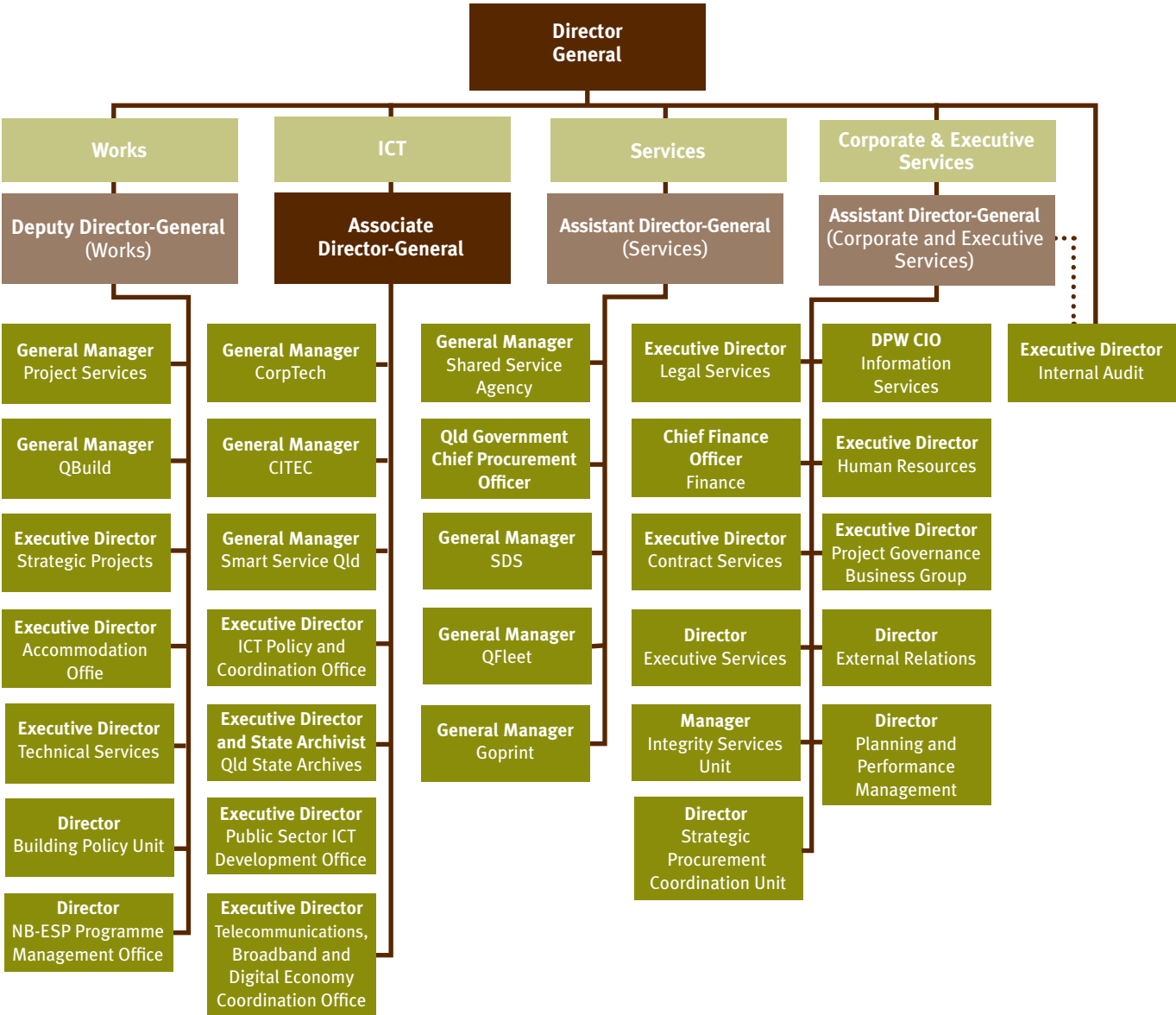
Appendices

Appendix 1

Queensland State Archives’ organisational structure



Department of Public Works’ organisational structure 2009–10



Appendix 2

Public Records Review Committee Members



Mr Miguel Diaz – Chair

*Director Business Development,
SkillsTech Australia*

Miguel Diaz brings more than 20 years of business development management experience, working with the most prominent names in professional services. His areas of expertise include strategic business planning; client engagement and development; negotiation and consultation; sales and marketing.

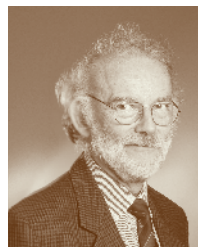
Prior to his business career, Mr Diaz spent several years as a professional performer in opera, theatre and television. His experience in both business and the arts means that Mr Diaz brings with him a wealth of practical knowledge to the committee.



Dr Jennifer Harrison – Member

*Internationally-renowned research
historian and academic*

Dr Harrison is a research advisor with The University of Queensland and is associated with the post-graduate program. Dr Harrison lectures in Australia and internationally on family, local and applied history, particularly convict origins and migration trends.



Professor Malcolm Thomis – Member

*Professor Emeritus and Honorary Research
Consultant, The University of Queensland*

Professor Thomis has more than 40 years of experience as an academic historian, culminating in his six years as Pro-Vice-Chancellor (Humanities) at The University of Queensland. He has been a Fellow of the Royal Historical Society for more than 30 years and is a widely published author of history books, essays and articles.



Ms Leonie Short – Member

*Senior Lecturer in Oral Health Therapy,
School of Dentistry and Oral Health,
Griffith University (Gold Coast campus)*

Ms Short, an experienced researcher and lecturer, has travelled widely to conduct international research on a range of issues.

Ms Short also holds positions on a range of other health and community sector organisations.



Mr Chris Rose PSM – Member

Chief Executive Officer, Logan City Council

Mr Rose has extensive experience in local government, having worked in local authorities in New South Wales and Queensland. He received a Public Service Medal for services to local government in January 2010. He is a Fellow of the Australian Institute of Company Directors and a Fellow of Local Government Managers Australia. Mr Rose has served as the Chief Executive Officer of Logan City Council, currently the sixth largest council in Australia, since February 2006.



Mr Chris Gorry – Member

Founder and Director of Group Advantage.

Mr Gorry is founder and director of software consulting firm Group Advantage Pty Ltd. He has extensive experience in senior roles in the information technology (IT) industry and has performed software and IT development roles for state and federal governments. Mr Gorry was a member of the Queensland Government's small-to-medium Enterprises Taskforce, and is a founding member of Software Queensland and a member of the Australian Institute of Company Directors.



Ms Margaret Strelow – Member
Small business owner

Ms Strelow has demonstrated a lifelong commitment to learning and education with formal qualifications in the arts, in literacy and in education studies. She is a passionate supporter of her local community and was Mayor of Rockhampton for eight years from 2000 to 2008.

This followed a career based around education that included roles as child care director, teacher and tutor. Her special interests include the preservation of Queensland's built heritage.



Ms Robyn Hill – Member
Director of Courts, Department of Justice and Attorney-General

Ms Hill was admitted to practice as a barrister of the Supreme Court of Queensland in 1993. She has extensive experience in legal practice and procedure, courts management, and justice policy and administration. From 2002 to 2005, she served as a member of the Queensland Law Reform Commission. During 2006, Robyn established a consulting business to provide strategic business advice to the private and public sectors. In February 2007, she was appointed as the Principal Registrar and Court Administrator, Supreme and District Courts Queensland.



Mr Jeff Loof – Member
Executive Director, Chief and Senior Executive Service, Public Service Commission

Mr Loof has extensive experience in leading executive performance and development programs across government. He provides creative and strategic executive leadership and management capability to the Queensland public sector and has held a variety of senior positions in central government agencies. Mr Loof has a Bachelor of Commerce, majoring in Human Resource Management and Industrial Relations.



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