

Queensland State Archives  
**Annual Report**  
2012–2013

The Honourable Ian Walker MP  
Minister for Science, Information Technology, Innovation and the Arts  
Level 5, Executive Building  
100 George Street  
Brisbane Qld 4000

30 September 2013

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 2013. This document is the 11th Annual Report presented to Parliament in accordance with the Act.

Yours sincerely

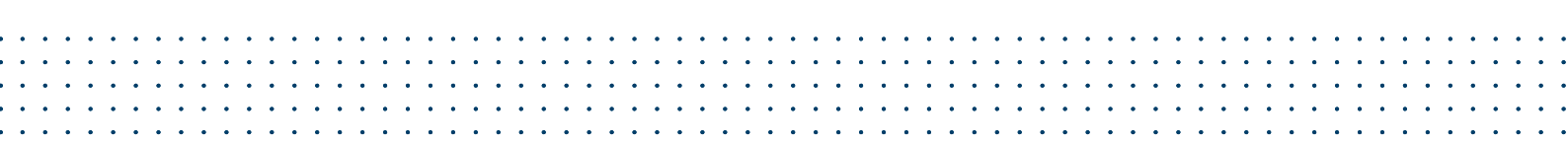
A handwritten signature in cursive script that reads "Janet Prowse".

Ms Janet Prowse  
Executive Director & State Archivist  
Queensland State Archives



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# About us

Queensland State Archives is established under section 21 of the *Public Records Act 2002* as the state's archives and records management authority.

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

As the lead agency for government recordkeeping, Queensland State Archives is also responsible for

developing, implementing and reviewing a whole-of-government Recordkeeping Policy Framework. This framework ensures a consistent approach to the creation, management, disposal and storage, preservation and retrieval of government information.

Queensland State Archives is a business unit of the Department of Science, Information Technology, Innovation and the Arts.

## 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 Archive values:

- Our role in ensuring the recorded memory of government
- The public's right to access government information
- Our professional integrity and standards
- Collaboration, cooperation and mutual support.

## Our functions and powers

Under sections 24 and 25 of the *Public Records Act 2002*, Queensland State Archives has a range of functions and powers, including the responsibility 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 and policy frameworks for best practice records management
- authorise the disposal of public records
- 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.

# Highlights

## International Congress on Archives

The 17th International Congress on Archives (ICA) was held in Brisbane from 20–24 August 2012, the first to be held in the southern hemisphere. The congress was highly successful, with over 1000 delegates attending from 92 countries generating an estimated \$3 million for Queensland’s economy.



**Executive Director and State Archivist Ms Janet Prowse speaking at the International Congress on Archives 2012**

Queensland State Archives participated in the ICA Organising Committee and maintained a strong involvement over the four days of the congress. Staff delivered seminars, conducted tours of the Queensland State Archives facility, chaired sessions

and answered queries about the archival policies and practices within the Queensland Government and the public sector more broadly.

Keynote speakers included Dame Stella Rimington (author, former head of Britain’s MI5 and former archivist), David Ferriero (United States National Archivist) and Spanish jurist Baltasar Garzón Real.

## Parliamentary Crime and Misconduct Committee Inquiry

The Parliamentary Crime and Misconduct Committee conducted an inquiry into the Crime and Misconduct Commission’s release and destruction of Fitzgerald Inquiry documents in March 2013, with a report tabled in Parliament on 5 April 2013.

The inquiry’s report contained a number of recommendations with specific actions for Queensland State Archives. In response to the report, the Minister for Science, Information Technology, Innovation and the Arts issued a directive to his Director-General on 8 April to take steps to close public access to item-level metadata relating to records that are subject to a restricted access period.

After complying with that directive, Queensland State Archives consulted with agencies to establish what item-level metadata could be reopened to public access.

In addition to the work associated with this metadata review, Queensland State Archives also undertook a review of its practices, procedures and advice to agencies regarding the setting of restricted access periods, transfer of records, release of item-level metadata in the public catalogue and the provision of authorised access to closed records.

The inquiry’s report also contained a number of recommendations focused on the records management practices of the Crime and Misconduct Commission (CMC). The State Archivist issued a

disposal freeze in April 2013 to suspend the disposal of certain CMC records while the commission undertakes an audit of its Fitzgerald Inquiry holdings. Queensland State Archives' staff met with the CMC representatives to discuss a review of Fitzgerald Inquiry material within the custody of Queensland State Archives, and to provide advice on the CMC's review of its own recordkeeping practices.

The inquiry has highlighted the need for informed and compliant recordkeeping practices across the public sector.

## Commissions of Inquiry

In 2012–2013 Queensland State Archives provided recordkeeping advice to the Queensland Health Payroll System Commission of Inquiry and the Queensland Child Protection Commission of Inquiry.

Queensland State Archives provided copies of records from the collection to these inquiries. In particular, in response to a summons from the Child Protection Inquiry, Queensland State Archives provided over 20,500 scanned records within nine working days.

Commissions of Inquiry are public authorities under the *Public Records Act 2002*, and as such are required to keep full and accurate records of their activities. At the start of a commission the State Archivist meets with the Commissioner to outline the recordkeeping responsibilities of the commission and the management of its public records upon its closure.

The State Archivist has approved a Retention and Disposal Schedule for use by all Queensland Commissions of Inquiry which sets out how long commission records must be retained. All hardcopy records of a commission are transferred to the custody of Queensland State Archives shortly after the closure of the commission. A regulation is passed under the *Public Records Act 2002* to assign a public authority with responsibility for the ownership and ongoing management of the records and their access restrictions.

## Release of the Digital Continuity Strategy

The rapid rate of obsolescence characteristic of information and communication technologies places unmanaged digital public records at high risk of becoming lost or inaccessible. In September 2012 Queensland State Archives released the *Queensland Government Digital Continuity Strategy* to provide a strategic direction for future-proofing the critical digital records of Queensland government business.

This strategy recognises the importance of establishing:

- digital archives infrastructure and services for ensuring the continuing accessibility and authenticity of permanent value digital records
- enhanced support for improving digital recordkeeping maturity across government
- advice, services and tools for Queensland public authorities to ensure all digital records in their custody are preserved and accessible for the required retention periods.

The strategy also establishes principles to ensure Queensland State Archives' work in the above three focus areas will:

- be proactive
- be sustainable
- preserve the authenticity of records
- maximise access options for users
- comply with standards.

Queensland State Archives established a governance committee which met five times during 2012–2013, to oversee planning for the additional investment required to successfully realise the strategy.

## Assisting in the response to contemporary ICT challenges faced by the Queensland Government

During 2012 the Queensland Government Chief Information Office (QGCI) conducted an audit of information and communications technology in the 20 Queensland Government departments. The audit identified a large number of ICT systems which are candidates for decommissioning, including significant business systems currently in poor technical health and systems that are not used for transacting current business.

As these systems contain public records, some of which may have no existing disposal coverage, it is expected that demand for disposal authorisation will rise. In response, Queensland State Archives began developing a streamlined methodology to provide public authorities with a standardised, transparent and defensible process for assessing the value of public records in ICT systems earmarked for decommissioning. Queensland State Archives also developed a suite of advice for each of the key steps involved in identifying, managing and, where necessary, preserving public records created in business systems.

Queensland State Archives' wide consultation on the draft methodology included meetings with integrity agencies. The decommissioning methodology and supporting toolkit is scheduled for release in late 2013.

## Increased visibility of Queensland's archival collection

Access pathways into the archival collection were broadened in 2012–2013 when metadata about Queensland State Archives' digital images were exported into the National Library of Australia's search portal, Trove. Enabling this harvest has meant that over 12,000 photographs and digitised images from the Queensland State Archives collection are now readily discoverable by a national and international audience through this widely used online search engine service.

## Online services

### Open data

Enhancing access to the collection through the use of online services continued to be a priority for Queensland State Archives in 2012–2013. A highlight was the release of 17 indexes through the Queensland Government's Open Data portal, allowing the creative use and re-use of this data. These indexes, in particular those indexes relating to convict records, were among the most popular of the portal's data sets.

### Social media

Queensland State Archives began using the social media platform [Historypin](#) to enhance public access to the collection. In June 2013 there were three complete collections in Historypin for the exhibitions 'Our Built Heritage', 'Brisbane City' and 'Celebrating 125 years of Longreach', in addition to selected images from the 'Royals in Queensland' exhibition. More images were uploaded to the Queensland State Archives [Flickr](#) account.

### Digitisation

Queensland State Archives' *Digitisation Strategy 2012–2016* was progressed through the development of digitisation criteria and technical specifications, to provide a foundation for future initiatives in this area. In 2012–2013, 1972 items were added to Image Queensland making a total of 24,382 items available online.

## Improving government recordkeeping

During the reporting period Queensland State Archives implemented a number of initiatives designed to improve government recordkeeping across Queensland public authorities through the publication of:

- [\*Selecting and managing storage media for digital public records\*](#) – this guideline highlights the recordkeeping issues associated with choosing particular technologies and media for storing digital public records. The guideline



was developed to ensure that access to public records, particularly over longer periods of time, is not compromised by the use of any particular technology

- the *Disaster preparedness and response for public records* guideline, which is designed to assist public authorities in developing disaster preparedness and response plans for public records and related recordkeeping systems
- the *Recordkeeping implications of mobile and smart devices* guideline to assist public authorities to meet their recordkeeping obligations under the *Public Records Act 2002* where such devices are used for business purposes.

In 2013 Queensland State Archives conducted the Recordkeeping Survey of Queensland Public Authorities. Key findings of this survey are included in the 'Status of government recordkeeping' section in this report.

## Open Government Strategy

As Queensland's lead agency for recordkeeping, Queensland State Archives is committed to embedding the open government principles of informing, participating, engaging and collaborating in its daily business. Supporting and maintaining the link between good information and records management practices, and appropriate ongoing open access to government information, is important. Consequently Queensland State Archives has developed an *Open Government Strategy*.

## Stakeholder engagement and collaboration

Queensland State Archives values stakeholder input into the development of recordkeeping policies and guidance. The Public Authority Practitioners' Group (PAPG) was established by Queensland State Archives to increase collaboration with this key stakeholder group. PAPG brings together 25 senior records management practitioners from a cross

section of Queensland public authorities, including state government departments, local government, government-owned corporations, statutory authorities and universities.

It operates as a forum to discuss government recordkeeping initiatives, share recordkeeping experiences and provide input into the scoping and development of future policy, guidelines and advice. This initiative has been well received by recordkeeping practitioners and provides timely and constructive input into policy development.

Issues explored by the group during 2012–2013 have included:

- retention and disposal of public records when decommissioning ICT business systems
- retention and disposal of human resources, information management and ICT records as part of the review of the *General Retention and Disposal Schedule for Administrative Records*
- development of the *Queensland State Archives' Appraisal Statement*
- disposal of records in the digital environment.

## Retention and disposal

In support of the development and implementation of systematic, effective and transparent retention and disposal programs by public authorities, Queensland State Archives published an *Appraisal Statement*. Designed to establish a consistent and transparent framework of characteristics that guide appraisal decisions, the *Appraisal Statement* also aids in the identification of public records with permanent retention value. It is critical that permanent-value public records are identified and appropriately managed to ensure their preservation for evidentiary, cultural and historical purposes.

Queensland State Archives continues to publish advice that will assist public authorities in efficiently developing retention and disposal schedules for review and approval by the State Archivist.

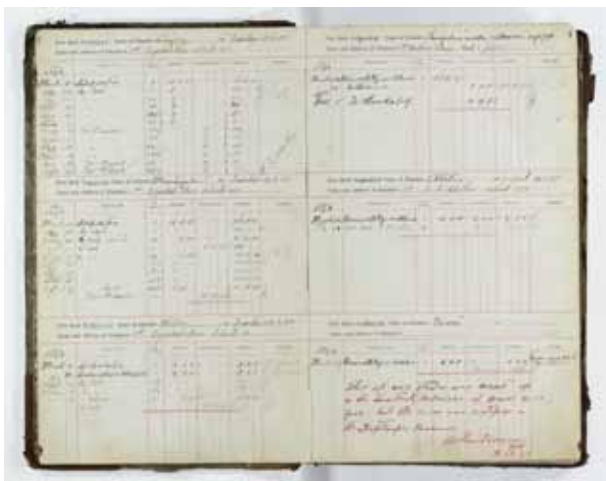
## Machinery-of-government changes

Major administrative machinery-of-government changes across government continued throughout 2012–2013 with Queensland State Archives providing advice on the recordkeeping impacts of such changes to affected public authorities and policy partners. Queensland State Archives published further recordkeeping advice as part of its machinery-of-government toolkit.

Queensland State Archives continues to monitor ongoing administrative changes to ensure that public records are managed and disposed of appropriately in accordance with the *Public Records Act 2002*.

## UNESCO Memory of the World

The Memory of the World Program was established by the United Nations Educational, Scientific and Cultural Organisation (UNESCO) to facilitate preservation of the world's documentary heritage, assist universal access to documentary heritage, and increase awareness worldwide of the existence and significance of documentary heritage. UNESCO's Australian Memory of the World Register lists documentary heritage which is regarded as having national significance.



**A page from the Ledger of Pacific Islanders' wages, Childers region, 1896-1903 – one of many records included in UNESCO's Australian Memory of the World Register**

In the year that marks the 150th anniversary of the arrival of the first South Sea Islanders to Queensland, 67 historically significant items from the Queensland State Archives collection have been included in the Australian Memory of the World Register.

The items form the Australian South Sea Islander Collection, which documents the first arrival in Queensland of Pacific Islanders who came as indentured labourers on the *Don Juan* in 1863, and the many thousands of subsequent arrivals as part of the 19th century Pacific Islands labour trade. The records also document the eventual repatriation or settlement in Queensland of the Islanders in the early 1900s.

As well as being significant for Australian South Sea Islanders, these documents hold social, political, economic and legal importance for Queensland and the nation.

To enhance accessibility, the records have been digitised and made available through Queensland State Archives' online catalogue [ArchivesSearch](#), and are complemented by a [guide on Australian South Sea Islander records](#).

## Release of 1982 Cabinet Minutes

Each year Queensland State Archives releases the Cabinet Minutes from 30 years before. On 1 January 2013 the 1982 Cabinet Minutes were released, along with a series of background papers. The release of the minutes offers Queenslanders a chance to inspect and review important decisions and milestones.

## 10th Anniversary of the Public Records Act

July 2012 marked the 10th anniversary of the *Public Records Act 2002* which established Queensland State Archives as the Queensland Government's archival authority and the lead agency for recordkeeping.

The Act ensures the public records of Queensland are made, kept, managed and preserved in a

useable form for the benefit of present and future generations, and promotes consistency and accountability in recordkeeping practices across government.

To commemorate the occasion Queensland State Archives published *Ten highlights of the Public Records Act 2002* and held a celebratory morning tea for staff.

## Securing the archival collection

The Queensland State Archives Collection Management Policy was published in January 2013 as part of an ongoing commitment to actively build and maintain the collection.

This year the collection grew to over 49 kilometres. Over 1500 linear metres of permanent public records were transferred to Queensland State Archives during the 2012–2013 financial year including documents, files, registers, photographs, maps, plans and a number of architectural scale models.

The drive by public authorities to reduce storage costs has contributed to the increased transfers received by Queensland State Archives. Significant transfers include:

- Child Protection Commission of Inquiry records comprising 309 boxes
- 2800 boxes comprising 505 linear metres of court transcripts from the State Reporting Bureau
- records of the Crime and Misconduct Commission Review Panel
- over 60,000 photographs and negatives from the Department of Transport and Main Roads
- 75 boxes of District Southport Indictments 1984–2002
- records of the now-defunct Office of Health Practitioner Registration Boards
- Premier Newman’s apology for forced adoptions
- records from local government authorities covering Quilpie, Mount Isa, Aramac, the Whitsunday region, Sarina, Logan and Ipswich
- 23 linear metres of records and artefacts from GoPrint.

Preservation and maintenance work on the collection included:

- the rehousing of glass-plate negative collections
- treating 2671 records affected by biological material
- treating and digitising Australian South Sea Islander iron-gall-ink letterpress books to improve access.

## Immigration Index launch

The online Immigration Index, featuring the details of shipping registers from 1848–1912, was launched on 25 October 2012 by Mr Michael Pucci, Member for Logan, at the Queensland Maritime Museum. Over 261,000 passengers and approximately 500 ships are represented on the index which represents a major and ongoing body of work involving the digitisation of the state’s public records to improve access to these popular holdings.

## Nursing exhibition



**The exhibition *The most honourable and humane profession: Nursing in Queensland* charts the history of the nursing profession in Queensland from the 1820s until today.**

On 13 June 2013 the Executive Director and State Archivist launched an exhibition depicting the history of nursing in Queensland entitled *The most honourable and humane profession: Nursing in Queensland*. Guest speaker Ms Pixie Annat MBE OAM shared with the audience her recollections of her 50-plus years of nursing. A [video](#) featuring veteran nurses discussing their careers has proved to be a popular feature of the exhibition.

## Community engagement

### Queensland Week

In June 2013 Queensland State Archives participated in a range of activities showcasing its records and exhibitions in celebration of the anniversary of Queensland's official status as an independent colony. These activities included information stands at the Government House Open Day hosted by the Governor of Queensland and the Centenary Open Day hosted by the Royal Historical Society of Queensland.

Continuing the practice of recent years, Queensland State Archives sponsored the 2013 Queensland Day Dinner, hosted by the Royal Historical Society of Queensland. As 2013 marks the society's centenary, a selection of records relating to 1913 was displayed. The State Archivist spoke at the dinner to promote Queensland State Archives' collaboration with the Royal Historical Society, and Queensland State Archives' role in protecting and preserving Queensland's heritage.

### Harmony Day

Queensland State Archives celebrates Harmony Day on 21 March each year by highlighting the contributions of a particular cultural group to Queensland's social, cultural and economic history. In 2012–2013 celebrations highlighted the Scottish community. Queensland State Archives events included a public seminar, where the portable display *Céud Míle Fáilte: Scots in Queensland* was unveiled. Drawing on records and material from the state's collection, this display provides a snapshot of the Scottish experience in Queensland. Content from the exhibition is also featured on Queensland State Archives' website.

### NAIDOC Week

As the custodian of a significant collection of public records relating to Indigenous Queenslanders, Queensland State Archives seeks to strengthen its engagement with the Indigenous community. Queensland State Archives participated in the National Aborigines and Islanders Day Observance Committee (NAIDOC) events in July 2012, hosting an information stand at the annual Fun Day in Musgrave Park, Brisbane.

### National Trust of Queensland Heritage Festival

The theme of the annual National Trust of Queensland Heritage Festival in April/May 2013 was 'Community milestones'. During the festival, Queensland State Archives featured its 'Queensland Firsts' exhibition, displaying records that document 50 history-defining milestones which were firsts for Queensland.

### Genealogical and historical society engagement

Genealogical and historical societies are key community stakeholders for Queensland State Archives. During the year Queensland State Archives hosted an information stand and delivered presentations at a number of societies and libraries. Society members also attended a range of Queensland State Archives' seminars. Queensland State Archives delivered a number of talks at the annual National Archives of Australia's 'Shake your family tree' event, in Brisbane in April 2013.

### Queensland Migration Heritage Partnership

Queensland State Archives contributed to the Queensland Migration Heritage Partnership events through the delivery of a number of seminars, a new index and online exhibition about the immigrant vessel the *Oronsay*.

# Outcomes and achievements

## Improving the delivery of government services and information to the community

In 2012–2013 Queensland State Archives:

- commenced liaison with over 60 agencies to review metadata for records subject to a Restricted Access Period, and revised advice to agencies on transfer and setting Restricted Access Periods, in accordance with recommendations in the Parliamentary Crime and Misconduct Committee's *Report No. 90, Inquiry into the Crime and Misconduct Commission's release and destruction of Fitzgerald Inquiry documents*
- conducted the biennial whole-of-government recordkeeping survey to assess the compliance of public authorities with the *Public Records Act 2002*
- published the *Disaster preparedness and response for public records* guideline to assist public authorities in developing disaster preparedness and response plans for public records and related recordkeeping systems
- released the *Recordkeeping implications for mobile and smart devices* guideline to assist public authorities to meet their recordkeeping obligations under the *Public Records Act 2002* where such devices are used for business purposes
- published the *Queensland State Archives' Appraisal Statement* to establish a consistent and transparent framework of characteristics to guide appraisal decisions
- issued a disposal freeze to the Crime and Misconduct Commission on certain public records that may contain records of the Fitzgerald Inquiry
- consulted externally on a revised *General Retention and Disposal Schedule for Administrative Records* specifically on human resources records and received feedback from 64 public authorities
- released the *Retention and Disposal Schedule template* and *Appraisal Report template* to assist public authorities in developing a core business retention and disposal schedule
- published Queensland State Archives' *Open Government Strategy*
- tracked and monitored over 200 machinery-of-government changes
- approved seven agency-specific retention and disposal schedules covering:
  - Department of the Premier and Cabinet
  - Queensland Workplace Rights Office
  - Queensland Audit Office
  - South Bank Corporation
  - Registry of Births, Deaths and Marriages
  - Health Sector public authorities (clinical records)
  - Office of the Governor
- informed 97 new Chief Executive Officers of their recordkeeping responsibilities under the *Public Records Act 2002*
- published new and revised public records briefs including:
  - *Drones and associated recordkeeping implications*
  - *Delegation of authority to approve the final disposal of public records*
  - *Managing legacy paper records*
  - *Administrative change – Data collection for transition and recovery planning*
  - *Local government records – frequently asked questions*
  - *Retention and Disposal Schedule review process – checklist*
  - *Identification of permanent public records using the Queensland State Archives' Appraisal Statement*
  - *Managing public records responsibly*
  - *Disaster preparedness and response for public records guideline – an overview*

- *Administrative change and the ownership and control of public records under the Public Records Act 2002*
- *Pre-1950s public records*
- *Restricted access periods*
- *Delegated access authorisations*
- received three notifications from public authorities regarding the loss of public records from:
  - Queensland Art Gallery/Gallery of Modern Art
  - Paroo Shire Council
  - Queensland Industrial Relations Commission
- processed and approved six applications for the early disposal of flood-damaged records from:
  - Queensland Shared Services
  - Bundaberg Regional Council
  - Wide Bay Hospital and Health Service (two applications)
  - Metro South Hospital and Health Service
  - Department of Transport and Main Roads
- hosted or participated in a range of events to enhance records and information management maturity in Queensland Government recordkeeping, including:
  - a digitisation disposal workshop at the Records and Information Professionals Australasia (RIMPA) Local Government and Corporations Chapter Seminar in Bundaberg, attended by 22 records professionals from seven public authorities
  - a workshop on developing and implementing a retention and disposal schedule in conjunction with RIMPA in Brisbane which was attended by 61 participants
  - a forum about the recordkeeping implications of decommissioning ICT systems attended by 31 South East Queensland Chief Information Officers and other senior executives of government departments
  - quarterly Public Authority Practitioners' Group meetings attended by records and information management professionals from across 25 public authorities
  - the RIMPA State Conference in Brisbane, at which Queensland State Archives presented

on the *Recordkeeping implications of mobile and smart devices* guideline, with 77 attendees

- collaborated with tertiary institutions to promote the records and information management profession within the public sector
- responded to 1275 specific queries from public authorities about recordkeeping and information management matters
- consulted with key policy partners during the development of guidelines and other advice to ensure the advice provided meets the needs of public authorities
- provided feedback on more than 13 significant policies and documents developed by other archival authorities and key policy partners
- sent over 2500 letters to Chief Executive Officers of public authorities advising of the release of new recordkeeping products.

## Objective: Engage individuals and communities in learning and discovery

In 2012–2013 Queensland State Archives:

- achieved a 93.4 per cent satisfaction rating from customers using Public Access services
- provided access to 20,776 records for 5943 visitors to the public search room
- answered 14,818 reference enquiries in the public search room
- responded to 5729 written and telephone reference enquiries
- recorded over 380,000 visitors to the Queensland State Archives website
- provided 13,470 copies of pages of public records to customers
- produced a monthly online bulletin to provide information on public events and collection updates

- undertook the research, collation, significance assessment of 67 South Sea Islander records for the successful nomination of these to the UNESCO Australian Memory of the World register
- publicly released the 1982 Cabinet Minutes on 1 January 2013
- released 17 data sets to the Queensland Government Open Data portal
- Australian Comforts Fund
- Brisbane’s World Fair: Expo 88
- The most honourable and humane profession: Nursing in Queensland
- published two historical essays on the Queensland State Archives website, including:
  - *Scots in Queensland*
  - *Government House*



#### Queensland State Archives’ Public Search Room

- added over 299,245 item descriptions to the Archives One catalogue, including new items and revisions of existing descriptions
- received 97 transfers of public records measuring 1518 linear metres
- produced 18 online exhibitions for Image Queensland:
  - Our built heritage
  - Celebrating 125 years of Longreach
  - Petitions
  - Agriculture in Queensland
  - Coming to Queensland: the migrant experience
  - Brisbane City
  - Remembrance Day
  - Moustache mementos from Queensland
  - *SS Oronsay*
  - Tourism in Queensland
  - Queensland tourism posters
  - Government House
  - Nineteenth century public buildings
  - Celebrate International Women’s Day
  - *Céud Míle Fáilte: Scots in Queensland*
- assisted with research for an episode of the television series *Who do you think you are?*, broadcast on SBS on 23 April 2013
- assisted ABC’s *Australian Story* with an episode on researcher and author Stephanie Bennett which aired on 17 June 2013
- opened the exhibition *The most noble and humane profession: Nursing in Queensland* in June 2013, developed in consultation with nursing community representatives
- collaborated with tertiary institutions to promote the records and information management profession
- participated in the National Aborigines and Islander Day Observance Committee (NAIDOC) Day in July 2012 to provide information on public records relating to Indigenous Queenslanders
- jointly presented a seminar on shipping records in July 2012 with the State Library of Queensland and the National Archives of Australia
- assisted with research for an exhibition for the Supreme Court of Queensland due to be installed late 2013

- researched and produced a portable display featuring public records from the collection illustrating the contribution of the Scottish community to the development of Queensland
- sponsored the annual Queensland Day Dinner of the Royal Historical Society of Queensland in June 2013
- hosted an information booth and display at Government House for Queensland Day in June 2013
- presented 49 off-site and 16 on-site seminars on collections and services
- provided 42 tours of Queensland State Archives' facilities to visitors from local and family history groups, schools, public authorities, community organisations and the general public
- launched the new online index to Immigration 1824–1912 with digital images
- launched online indexes to:
  - Wills 1936–1940
  - *Oronsay* 1925–1974
  - Nurses Exams 1915–1925
  - Miners' Rights 1874–1880
  - Inquests 1887–1892
  - Imperial Pensions (Country Accounts) 1898–1912
  - Brisbane Hospital Deaths 1933–1942
  - Immigration 1882–1938
- completed indexing two series of records to be used in association with the exhibition *The most noble and humane profession: Nursing in Queensland*.
- updated 25 guides and produced three new guides, including brief guides for Nurses and Australian South Sea Islander records and a search procedure on the Public Trustee's records
- held an event to recognise the contribution of Queensland State Archives' 15 volunteers.
- added 1972 digital images of records to Image Queensland including records from Moreton Bay's convict era and records relating to South Sea Islanders
- undertook 16,301 conservation treatments to 12,080 items to stabilise fragile records
- surveyed and rehoused 220 archival films and commenced a pilot to investigate outsourcing digitisation of the motion picture film within the collection
- digitised 149,727 pages of archival records and created preservation microfilm of 77,509 pages to provide access and ensure preservation of fragile, significant records including Colonial Secretary's Correspondence for 1885–1886 and indexes, Moreton Bay's convict era records and Australian South Sea Islander records.



# Future directions

## Building capability in the management of digital records

The business of government is increasingly being transacted online through business systems, with the digital information generated by these systems serving as the evidence or public record of government activity. It is, however, evident that many systems may not have been designed to effectively manage public records throughout their lifespan.



### **A forum hosted by Queensland State Archives to help agencies with the challenges of retaining and disposing of public records when decommissioning business systems**

Queensland State Archives will continue to advocate for the improved management of public records created in business systems and intends to further assist Queensland public authorities by developing practical guidance and advice on recordkeeping in business systems, including the release in late 2013 of the *Managing public records when decommissioning business systems toolkit*.

Strategies for ensuring that recordkeeping requirements are embedded into new ICT systems, so that whole-of-life management of the public records is proactively considered from the outset, will also be a focus over the coming years.

## Building digital continuity capability

Queensland State Archives will continue to implement the *Digital Continuity Strategy* in line with the *Queensland Government ICT strategy 2013–17*.

This work will include developing whole-of-government solutions for digital continuity and programs for the modernisation of Queensland State Archives. An important activity will be planning for the replacement of Queensland State Archives' current archival collection management system with a contemporary system that has the ability to control and provide access to archival resources in both traditional and digital formats.

## Commission of Audit

At least 28 of the government-supported recommendations from the *Final report of the independent commission of audit* will impact on Queensland State Archives and its regulatory role. Recommendations such as administrative changes arising from the selling of state-owned assets or businesses, the transfer of asset ownership and contestability/competitive tendering of existing government services will add to Queensland State Archives' work program over the next few years. Queensland State Archives will identify and monitor the machinery-of-government changes to ensure that public records are appropriately managed and protected under the *Public Records Act 2002*.

Changes implemented as a result of the audit will require:

- authorisation for the disposal of public records through a Retention and Disposal Schedule approved by the State Archivist
- the assigning of ownership of public records of abolished public authorities through a regulation under the *Public Records Act 2002*
- the provision of recordkeeping advice to newly established public authorities on their recordkeeping responsibilities.

## Review of the Recordkeeping Policy Framework

Queensland State Archives' Recordkeeping Policy Framework (the framework) governs the creation, management, storage, preservation, retrieval and disposal of government information within all Queensland public authorities. The framework ensures a consistent approach to recordkeeping and includes the legislation, policies, standards and guidelines that Queensland State Archives operates within and administers. Authority for the framework derives from the State Archivist's power under the *Public Records Act 2002* (the Act) to make policies, standards and guidelines for the management of public records.

In 2013–14 Queensland State Archives will review the framework to ensure it continues to provide relevant policy, advice and support for Queensland public authorities. The review will incorporate consultation with key stakeholders and identify and respond to gaps in required recordkeeping advice.

## Retention and disposal

A major review of the General Retention and Disposal Schedule for Administrative Records will continue in 2013–2014, incorporating legislative and regulatory changes that impact on recordkeeping across government. Phase two of the review will focus on those functions relating to information management, information technology, telecommunications and publications. The ongoing review aims to increase the disposal coverage of public records that are common to all public authorities, allowing public records to be disposed of in a timely and efficient manner. Queensland State Archives will conduct external consultation as part of the review to ensure the schedule continues to meet the needs of users.

In 2013–2014 Queensland State Archives will continue to explore further ways of improving retention and disposal coverage of public records across government. This will include developing functional retention and disposal schedules which will authorise the disposal of similar core business records held by multiple public authorities. Increased

development of sector retention and disposal schedules will also be explored, allowing the disposal of public records by groups of similar public authorities such as courts and port authorities.

## Exploring online opportunities

In 2013–2014 Queensland State Archives will continue to explore online engagement opportunities to meet client expectations. A priority will be an enhanced social media presence, including the use of Facebook and Twitter.

Ongoing activities will include:

- the digitisation and online publication of high-use, fragile and/or significant archival items, e.g. Colonial Secretary's Correspondence 1859–1896 and the Moreton Bay Penal Settlement records
- preparing and delivering online exhibitions through Image Queensland
- publishing more indexes on the Queensland Government open data portal
- developing requirements for upgrading and enhancing the core archival management system to improve collection management and access.

Digitisation initiatives in 2013–2014 will include:

- piloting the digitisation of video and audio formats to enhance access
- scoping of potential digitisation projects that may be outsourced.

## 150th anniversary of the arrival of South Sea Islanders

Queensland State Archives will support a series of events commemorating the 150th anniversary of the first Pacific Islander arrivals to the state including:

- a state reception in August 2013
- a major exhibition opening at the State Library of Queensland in August 2013
- hosting information stands at community events
- the loan of the portable Australian South Sea Islander display for community events

- seminars on Queensland State Archives' South Sea Islander collection at several local libraries in 2013.

## Centenary of service commemorations

The centenary of World War 1 will be commemorated nation-wide from 2014 until 2018. Queensland State Archives has developed a four year plan for this significant anniversary including exhibitions, online essays, increasing resources available for students, workshops to track family history during wartime, lectures about the war years in Queensland and joint projects with other cultural and historical institutions.

## Royal Historical Society of Queensland centenary

The Royal Historical Society of Queensland marks its 100th anniversary celebrations with a centenary dinner on 21 August 2013. In recognition of the society's key role in promoting and preserving Queensland history, Queensland State Archives will sponsor the event.

## Response to the PCMC Inquiry

Queensland State Archives will continue to address the actions outlined in the government response to the Parliamentary Crime and Misconduct Committee's *Inquiry into the Crime and Misconduct Commission's release and destruction of Fitzgerald Inquiry documents*.

# Status of government recordkeeping

## Overview

Under section 56 of the *Public Records Act 2002*, the State Archivist is required to report on the status of government recordkeeping. Information for this report has been based on a biennial recordkeeping survey. Some 500 public authorities are covered by the legislation, including state government departments, local governments, government-owned corporations and statutory entities. Public authorities are required to have regard to the standards and guidelines issued by the State Archivist under section 7 of the Act.

In order to track recordkeeping developments in public authorities, Queensland State Archives conducts research, surveys, consultation, holds forums and reviews a range of reports presented by regulatory and integrity agencies.

## 2013 Recordkeeping Survey

Queensland State Archives surveys public authorities biennially to collect recordkeeping data and measure compliance against the minimum requirements of *Information Standard 40: Recordkeeping (IS40)* and *Information Standard 31: Retention and Disposal of Public Records (IS31)*.

These surveys are integral to Queensland State Archives' Recordkeeping Assessment Framework for Queensland public authorities, which helps public authorities to comply with their recordkeeping requirements and encourages continual improvement.

The first survey under this framework, the Recordkeeping Baseline Survey, was completed in 2009. The second survey in 2011 was administered with the assistance of the Office of Economic and Statistical Research. The third survey was undertaken in February 2013 and was administered by the

Government Statistician (previously the Office of Economic and Statistical Research). Two hundred and sixty-six public authorities responded to the survey, giving a response rate of 65 per cent. A detailed report on the survey is on the [Queensland State Archives website](#).

## Findings of the 2013 survey

The 2013 survey results indicate an improvement in all except two of the principles of IS40 and IS31. There were marked improvements in:

- the documentation of business activities and recordkeeping requirements
- formally assigning recordkeeping activities to staff
- fully secure paper and digital recordkeeping systems
- the number of public authorities with a fully developed and implemented Retention and Disposal Schedule.

In 2013 the majority of respondents in the government department sector reported a decrease in recordkeeping staff. This, in conjunction with the machinery-of-government changes in March 2012, may have contributed to the sector's decrease in endorsed recordkeeping strategies and comparatively poor compliance with the requirement to have an identifiable records management program. Government departments, however, were more likely to have regular reporting arrangements in place (to update their public authority's CEO of recordkeeping issues) and secure recordkeeping systems than any other sector.

In addition to these general findings, four strategic issues from the survey emerged in 2013:

1. the need to improve digital continuity maturity
2. the monitoring and auditing of recordkeeping practices

3. the improvement required in processes to ensure records are created, stored and maintained systematically
4. the need to increase coverage of Retention and Disposal Schedules.

Details of these strategic issues are outlined below.

### **Need to improve digital continuity maturity**

Digital continuity is the ability to access and use digital records for as long as required, and through organisational, business and technological changes. Ensuring long-term access to records is difficult due to the deterioration of storage media, obsolescence of software, storage media and hardware, and complexities associated with ensuring the authenticity and integrity of digital records.

As part of informing Queensland State Archives' digital archives program, the 2013 survey included a number of questions regarding digital continuity in public authorities. Less than half (47 per cent) of public authorities were confident all their digital information would remain accessible for its entire retention period. Twelve per cent of public authorities indicated they had previously lost the ability to access digital information before the expiry of the required retention period.

Queensland State Archives is working to address these challenges to ensure the continued accessibility of Queensland's digital public records, including planning for a future digital archive. The scale of the challenge requires a strategic and coordinated response that recognises it is not simply a question of technology. Queensland State Archives is developing management and preservation strategies, policies and approaches to assist public authorities with digital continuity challenges.

### **Monitoring and auditing of recordkeeping practices**

According to IS40 Principle 2, recordkeeping systems, procedures and practices must be periodically monitored, evaluated and revised to ensure compliance with cultural, business, legislative and accountability requirements. At a minimum, public authorities must:

- incorporate an assessment of recordkeeping compliance and performance into internal audit and/or business improvement process reviews
- act upon any compliance issues identified by reviews or audit processes to improve records management within the agency.

The responses to the 2013 survey indicated generally low compliance rates with Principle 2. Only 38 per cent of responding authorities indicated regular audits or reviews of recordkeeping systems were undertaken, while a greater proportion of authorities (43 per cent) indicated they undertook audits or reviews on an ad hoc basis and 20 per cent said they never undertook recordkeeping audits or reviews. Of those that had undertaken audits or reviews, there was a slight decrease in the implementation of recommendations.

### **Improvement required in processes to ensure records are created, stored and maintained systematically**

Under Principle 6 of IS40, the creation, storage and maintenance of records must be implemented systematically and comprehensively. All systems (both manual and electronic), that create and maintain records must be supported by accurately documented recordkeeping policies and assigned responsibilities. At a minimum, public authorities must:

- implement processes to ensure records are created, stored and maintained systematically
- ensure records document the complete range of business undertaken by a public authority.

The responses to the 2013 survey showed the overall number of public authorities that indicated processes were implemented to ensure both paper and digital records were created, stored and maintained systematically decreased from 67 per cent in 2011 to 58 per cent in 2013.

A much smaller proportion of government departments (28 per cent) indicated they had processes in place to ensure both paper and digital records were created, stored and maintained than local government authorities (65 per cent) and other public authorities (61 per cent). This

was also a decrease from 2011, in which 54 per cent of government departments indicated such processes were in place. This may be due to recent machinery-of-government changes and decreases in recordkeeping staff. This is an issue that will continue to be monitored.

### **Need to increase coverage of Retention and Disposal Schedules**

Under Principal 2 of IS31 public records cannot be disposed of without approval from the State Archivist, with approval usually taking the form of a Retention and Disposal Schedule.

A Retention and Disposal Schedule:

- describes the type of business a public authority performs
- identifies the public records produced as a result of that business
- specifies how long public records must be kept.

Low rates of retention and disposal coverage of public records continued as a theme of the 2013 survey, despite continued improvement from 2011 and 2009.

The survey responses demonstrated a small increase in retention and disposal coverage, with 40 per cent of respondents indicating they had an approved and fully implemented Retention and Disposal Schedule. This compares with 38 per cent in 2011 and 33 per cent in 2009. The survey showed that 31 per cent of public authorities (down from 40 per cent in 2011) believed they were not covered by a core business Retention and Disposal Schedule. This finding (of 31 per cent) may not be an accurate reflection, as a number of public authorities which are covered by a sector-wide Retention and Disposal Schedule did not indicate this in their response.

Given the current requirements have been in place for over 10 years, retention and disposal coverage is still considered unsatisfactory with significant room for improvement.

It is interesting to note that 48 per cent of respondents indicated they plan to develop a new or revised schedule in the next two years. This finding will have a significant impact on Queensland State Archives' work program over the coming years.

### **Future directions**

The information gathered from the 2013 survey will be used to inform Queensland State Archives' work plan to ensure the continuous improvement of recordkeeping practices in Queensland public authorities.

Over the next two years Queensland State Archives will:

- review its Recordkeeping Policy Framework to ensure it continues to provide relevant policy, advice and support for Queensland public authorities and is aligned with broader Queensland Government information management strategies and priorities
- consider the need for specific advice for monitoring and auditing recordkeeping practices
- continue to work towards improving the digital continuity capability of Queensland public authorities records through the digital archive program
- explore opportunities to increase the coverage of public records by approved Retention and Disposal Schedules.

Queensland State Archives will continue to survey recordkeeping compliance every two years, allowing trends and changes to be tracked over time. This will also enable Queensland State Archives to assess the success of its responses to the challenges identified by these surveys.

### **Recordkeeping implications in other reports**

Queensland State Archives regularly reviews public reports of regulatory and integrity agencies such as the Queensland Audit Office, the Crime and Misconduct Commission, the Office of the Queensland Ombudsman and the Office of the Information Commissioner. These reports provide insight into current recordkeeping performance and information management practices in Queensland public authorities and inform the development of targeted advice.

Recordkeeping issues of a general nature were identified in a number of the reports reviewed in the 2012–2013 financial year. These reports raised various issues including:

- inadequate documentation/reporting regarding activities, decisions and performance
- confidentiality agreements not being properly documented and hindering accountability
- the need to improve recordkeeping performance generally.

The Auditor-General's report *Tourism industry growth and development: Report to Parliament 3: 2012–13* highlights recordkeeping implications, including the need to properly document decisions and actions. Queensland State Archives is considering the need to develop specific advice on project management and reporting.

The Commission for Children and Young People and Child Guardian released the *Fatal assault and neglect of Queensland children report* which provides an example of how effective recordkeeping (including the provision of access to government datasets) has the potential to protect vulnerable individuals and save lives.

## Lost and damaged records summary

Authorisation for the disposal of damaged public records may be requested from the State Archivist in unusual circumstances such as a disaster or other critical incident. In such cases, the records must be unsalvageable due to the extent of the damage or prohibitive costs in restoring the records. Notification to the State Archivist must also be made where records have been lost due to a disaster or other event.

Following the Queensland floods in 2013, the State Archivist wrote to public authorities in flood-affected areas reminding them of the requirements to formally notify Queensland State Archives of any public records that had been lost, and the process to seek authorisation to destroy records that were irreparably damaged.

As a result of the 2013 floods, the State Archivist approved three applications to dispose of damaged public records from public authorities in the Bundaberg region. The records had been inundated with flood waters and were deemed unsalvageable and posed a workplace health and safety risk to staff. All of the records had a temporary retention period in an approved Retention and Disposal Schedule and the majority could be recreated from other sources.

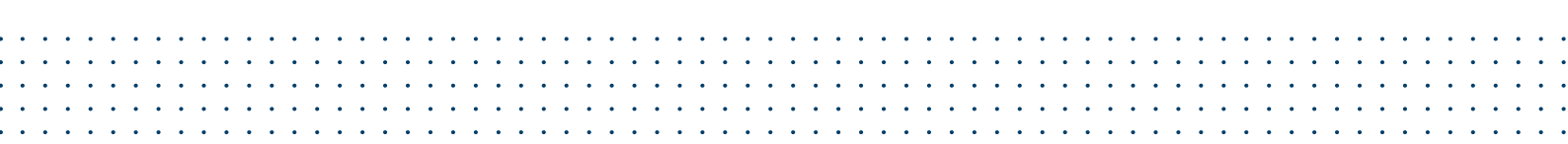
In 2013 the State Archivist also approved two further applications to dispose of damaged public records as a consequence of the 2011 Queensland floods.

## Retention and disposal of public records

Under section 26 of the *Public Records Act 2002*, the State Archivist is responsible for authorising the disposal of public records. Authorisation assists public authorities in implementing a systematic and efficient disposal regime to ensure that public records are not retained for longer than required for cultural, social, legal, community and business purposes.

Authorisation for the disposal of public records by the State Archivist is generally provided in a Retention and Disposal Schedule. It is a requirement under *Information Standard 31: Retention and disposal of public records (IS31)* for all public authorities to have a Retention and Disposal Schedule that covers their core business records and sets out minimum periods of time for which records must be retained.

During 2012–2013, the State Archivist approved 13 Retention and Disposal Schedules which included six schedules approving the early disposal of flood damaged records. Retention and Disposal Schedules covering core business records were also approved for the Department of the Premier and Cabinet, the Queensland Workplace Rights Office, the Queensland Audit Office, South Bank Corporation, the Office of the Governor and the Registry of Births, Deaths and Marriages. A Health Sector Schedule was also issued to allow the disposal of clinical records for the Department of Health and Hospital and Health Services.



The past year has seen Queensland State Archives working on the development and review of over 50 Retention and Disposal Schedules. This increase from previous years appears to be linked to public authorities wanting to reduce their storage costs by lawfully destroying public records that have exceeded their approved retention periods.



# The Public Records Review Committee

The Public Records Review Committee was established in March 2003 under the *Public Records Act 2002* (the Act) to advise the Minister for Science, Information Technology, Innovation and the Arts and the State Archivist on the administration and enforcement of the Act.

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 held 29 meetings, providing advice on a wide range of recordkeeping challenges and collection management issues including digital archiving.

All memberships expired in December 2012 and the committee was reconstituted on 22 December 2012. Three committee meetings were held in 2012–2013 at which advice was provided on:

- the development of an Appraisal Statement designed to guide appraisal decisions and assist in the identification of public records with permanent retention value
- the growing workloads associated with Commissions of Inquiry, machinery-of-government changes and the implementation of the proposed *Managing public records when decommissioning business systems toolkit*
- the progress of Queensland State Archives' work on a whole-of-government approach to the long-term management and preservation of the government's digital information assets, and its plans for the development of a future digital archive to ensure the continued accessibility of Queensland's public records in digital formats

- Queensland State Archives success with the inscription of the Australian South Sea Islander records on the UNESCO Australian Memory of the World Register.

## Members of the Public Records Review Committee

### Mr Donald Mackenzie - Chair Barrister, Queensland Bar

Don MacKenzie has worked within the criminal justice system for over 21 years, commencing as a law clerk in the Public Defenders Office in 1990. He was admitted as a barrister in 1993 and spent the next 15 years working for the Legal Aid Office and (mostly) the Office of the Director of Public Prosecutions (Qld), rising to the position of Consultant Crown Prosecutor. Mr MacKenzie holds a Master of Laws, a Bachelor of Arts and a Graduate Diploma of Military Justice.



### Dr Anne Tiernan Associate Professor School of Government and International Relations Griffith University

Anne Tiernan is an Associate Professor in the School of Government and International Relations at Griffith University. She is a Faculty Member with the Australia and New Zealand School of Government (ANZSOG) and coordinates ANZSOG activities in Queensland. She has recently completed an ARC Discovery Project (with Patrick Weller and John Wanna) that examined the policy advisory capacity of the Australian Public Service. Between 2008 and 2012 Dr Tiernan was a member of the Board of Commissioners of the Queensland Public Service Commission and has consulted regularly to Australian governments at all levels.



**Councillor Jenny Lane**  
Councillor, Townsville City  
Council

Jenny Lane was elected to the Thuringowa City Council in 1994 and served until March 2008 when the cities of Thuringowa and Townsville were amalgamated. She was subsequently elected to the new City of Townsville council in March 2008 and re-elected in April 2012. Councillor Lane is the Chair of the Governance and Finance Committee, and holds diplomas from the Australian Institute of Company Directors and the Australian Institute of Public Participation.



Research Infrastructure, Co-Principal Investigator for the Australian and New Zealand Horizon Report 2012 and as a board member of the Queensland Cyber Infrastructure Foundation.

**Ms Julie Steel**  
Executive Director  
Supreme District and  
Land Courts' Service

Julie Steel was admitted to practice as a solicitor of the Supreme Court of Queensland in 1989. She has extensive experience in legal practice and procedure, courts management, and justice policy and administration. From 1999–2005 she held a variety of positions with the Department of Corrective Services. In November 2005 she started working in the courts and is currently the Executive Director of the Supreme, District and Land Courts' Service.



**Dr Grace Sarra**  
Senior Lecturer and researcher  
YuMi Deadly Centre  
Queensland University of  
Technology

Grace Sarra is presently a Senior Lecturer and member of the equity committee in the education faculty at the Queensland University of Technology (QUT) and a researcher within the YuMi Deadly Centre. Dr Sarra is of Aboriginal and Torres Strait Islander heritage and has been teaching in schools and universities for over 20 years. She is a board member of State Library of Queensland; Chair of the Indigenous Advisory group, State Library of Queensland; a member of the Indigenous Advisory Committee for the Australian Council for Educational Research (ACER); and a member of the Aboriginal and Torres Strait Islander Advisory Group for the Australian Curriculum, Assessment and Reporting Authority (ACARA).



**Mr Jeff Loof**  
Executive Director  
Chief and Senior Executive  
Service  
Public Service Commission

Jeff 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.



**Ms Linda O'Brien**  
Pro Vice Chancellor  
Information Services  
Griffith University

Linda O'Brien has more than 25 years experience in higher education information and IT management roles across a number of universities, most recently as Pro Vice Chancellor (Information Services) at Griffith University. Ms O'Brien has contributed to a number of state and national initiatives in her area of expertise, including membership of the eResearch Expert Working Group developing the 2011 national Strategic Roadmap for



**Mr Chris Gorry**  
Founder and Director  
Group Advantage

Chris Gorry is founder and director of software consulting firm Group Advantage Pty Ltd. He has extensive experience in senior roles in the IT industry and has performed software and IT development roles for state and federal governments. Mr Gorry was a member of the Queensland State 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.



**Dr Jennifer Harrison**

Internationally renowned  
research historian and  
academic



Jennifer Harrison is a research adviser 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.

# Corporate profile

## 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 that delivers strategic priorities
- a culture that 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* (Queensland) and the *Public Service Act 2008*.

### Employment profile

As at 30 June 2013, Queensland State Archives had 76 full-time equivalent employees.

### Equal employment opportunity profile

Women AO6–AO8	16.7
Women SO & SES	2
Aboriginal and Torres Strait Islanders	2
Non-English speaking background	5.6
People with a disability	0.8

## Volunteers

Fifteen registered volunteers supported Queensland State Archives' archival work programs including indexing projects and basic preservation tasks during 2012–2013. Coordinated by senior reference archivist Ms Saadia Thomson-Dwyer, the volunteers have completed indexing the Colonial Secretary correspondence for the years 1859–1885. The

State Archivist thanked volunteers for their valuable contribution at a morning tea during National Volunteer Week in May 2013.

## Services to Indigenous people

The Community and Personal Histories Branch of the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs operates a research service for the Indigenous community from Queensland State Archives' facility at Runcorn.

## Recordkeeping

Queensland State Archives develops and implements key programs of work annually to meet the requirements of whole-of-government recordkeeping standards, policies and guidelines issued in accordance with the *Public Records Act 2002*.

Internal recordkeeping procedures and guidelines are regularly reviewed to ensure currency, and staff receive regular training in recordkeeping methodology and in the use of the Queensland State Archives electronic document and records management system.

## Workplace health and safety

Queensland State Archives is committed to providing a healthy and safe work environment for everyone by adopting and promoting the provisions of the *Work Health and Safety Act 2011* and its associated regulations. Queensland State Archives has a trained Workplace Health and Safety Adviser, Fire Safety Adviser, Rehabilitation Coordinator and two First Aid Officers.



## Financial statements

*The Department of Science, Information Technology, Innovation and the Arts Annual Report for 2012–2013* incorporates Queensland State Archives' financial statements. Copies of the department's annual report can be obtained by contacting:

**Department of Science, Information Technology,  
Innovation and the Arts**

GPO Box 5078  
Brisbane QLD 4001

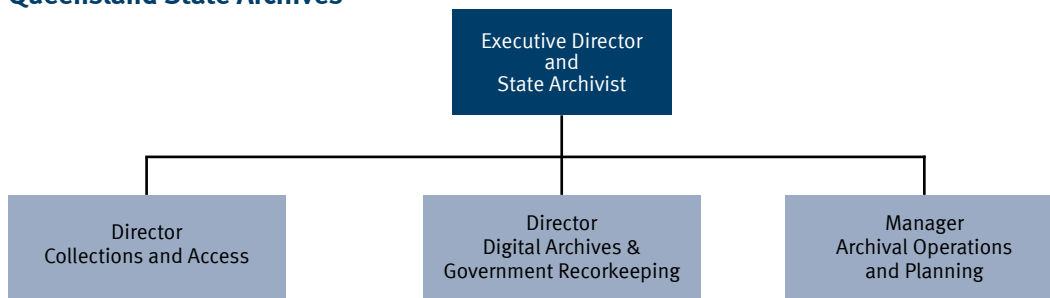
Phone: (07) 3224 8303

Web: [www.qld.gov.au/dsitia/annual-report/](http://www.qld.gov.au/dsitia/annual-report/)

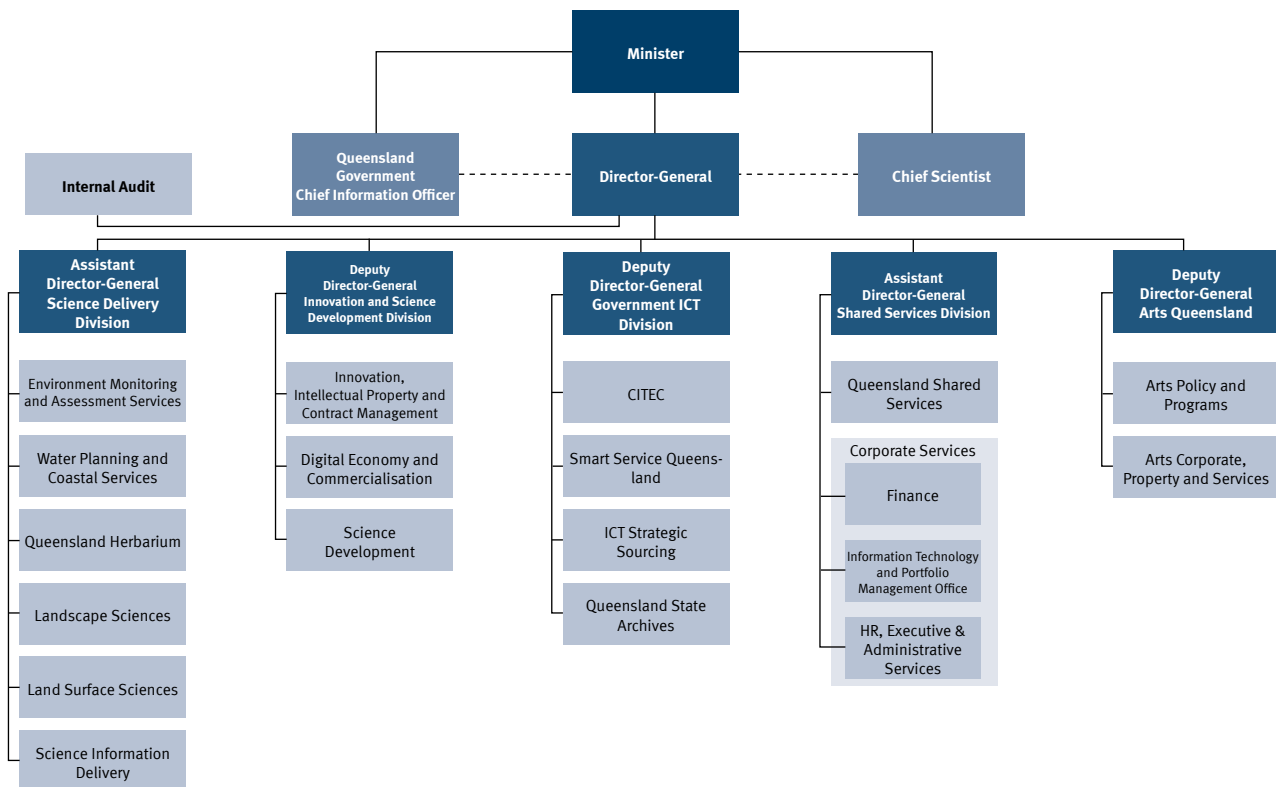
# Appendix

## Organisational structures as at 30 June 2013

### Queensland State Archives



### Department of Science, Information Technology, Innovation and the Arts



#### **Interpreter service**

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to effectively communicate the report to you.



#### **Queensland State Archives**

435 Compton Road  
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Sunnybank Hills Queensland 4109

Web: [www.archives.qld.gov.au](http://www.archives.qld.gov.au)

For additional copies of the Queensland State Archives Annual Report, contact us on

Phone: 07 3131 7777

Fax: 07 3131 7764

or

Email: [info@archives.qld.gov.au](mailto:info@archives.qld.gov.au)

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