

Annual Report

2011–2012



Queensland State Archives

Department of Science, Information Technology,
Innovation and the Arts



**Queensland
Government**

The Honourable Ros Bates MP
Minister for Science, Information Technology, Innovation and the Arts
Level 5, Executive Building
100 George St
Brisbane Qld 4000

20 September 2012

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 2012. This document is the 10th Annual Report presented to Parliament in accordance with the Act.

Yours sincerely



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 and is the custodian of the largest and most significant documentary heritage collection in Queensland. Queensland State Archives manages, preserves and facilitates public access to the state's permanent archival public records and is committed to developing strategies to help the Queensland community access the archival collection in interesting and innovative ways.

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. This framework aims to ensure a consistent approach to the creation, management, disposal, storage, preservation and retrieval of government information.

For most of the 2011-12 financial year Queensland State Archives was a business unit within the Information and Communication Technology Division of the former Department of Public Works. As a result of the machinery-of-government changes announced on 3 April 2012, Queensland State Archives transitioned to the newly formed Department of Science, Information Technology, Innovation and the Arts. The move formally took effect on 1 May 2012, with Queensland State Archives included in the new department's Government ICT Division.

The appendix contains the organisational structures of Queensland State Archives and 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 Archives 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

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:

- identify and preserve public records of enduring value
- ensure the archival collection is accessible to government and the people of Queensland
- conduct research and provide advice to public authorities about making, managing, keeping and preserving public records
- develop and promote efficient and effective methods, procedures and systems for making, managing, keeping, storing, disposing of, preserving and using public records
- issue policies, standards and guidelines regulating the creation, management, disposal, storage and preservation of government records
- authorise the disposal of public records
- provide climate-controlled storage facilities for permanent archival records.

Highlights

Expansion of the collection

The 2011–12 financial year saw the collection grow to over 48 kilometres, with Queensland State Archives taking possession of over 1522 linear metres of permanent public records including documents, files, registers, photographs, maps, plans and architectural and technical drawings. Machinery-of-government changes in 2012 had a sizeable impact on the management of the records held at Queensland State Archives, with significant transfers including:

- Queensland Floods Commission of Inquiry records comprising 648 boxes and 368 maps
- 216 architectural plans of Queensland Government buildings drawn by staff from the Office of the Colonial Architect between 1884 and 1887
- 4174 Brisbane and regional birth and death registers (over 241 linear metres) dating from 1980 to 2006 from the Registry of Births, Deaths and Marriages
- 1471 boxes comprising 265.5 linear metres of unclassified correspondence from 1933 to 2000 from the Public Trust Office
- 1138 Mining Warden records from the former Department of Employment, Economic Development and Innovation covering the period 1990 to 2003
- records dating from 1958 to 2002, including official and unofficial correspondence from the Office of the Governor
- 20 transfers of ministerial and Parliamentary Secretary records
- 216 boxes of Health Practitioner registration files from the Office of Health Practitioner Registration Boards from 1925 to 2009.

Online services

The year 2011–12 saw Queensland State Archives progress its online initiatives and make significant improvements to the way it delivers online services to its clients.

To enhance public access to the archival collection and the work of Queensland State Archives, a new-look website was launched in early March 2012. The redeveloped website better showcases Queensland

State Archives' services and collection online, and makes information easier to find through improved search functionality and navigational structures. New internal web content management systems, processes and governance also increase the efficiency of the site's management.

Queensland State Archives is committed to digitising high-use items to support researcher needs, including those living in rural and remote areas. Throughout the year over 5855 digital images were made available through the Image Queensland database. Over 22 264 images – including documents, maps, plans and photographs – are now available for online public access.

Collaboration between Queensland State Archives and the State Library of Queensland continued during 2011–12 as part of the joint *Digital Content Strategy*. Joint activities included the identification and provision of digital content to support the Australian history curriculum as well as promotional opportunities to highlight both organisations' collections through events and displays.

Throughout 2011–12 preliminary planning was also undertaken on a number of significant programs of work, including a digitisation project and an online channel initiative. The digitisation project aims to provide direction on digitising specific permanent hardcopy public records from the Queensland State Archives' collection. The online initiative will encompass social media strategies to engage both clients and Queensland State Archives' stakeholders, and will include activities to improve search and discovery tools for better on-site and online access to the collection.

During the year Queensland State Archives also provided wireless internet for researchers in the Public Search Room.

Digital continuity strategy

Queensland State Archives is leading a coordinated, whole-of-government approach to ensure the long-term accessibility of Queensland's digital public records. A key challenge for all governments around the world

is how to ensure the continued accessibility and authenticity of critical digital information despite the rapid rate of technological and administrative changes.

A key achievement during 2011–12 was the development of a draft Queensland Government *Digital continuity strategy*. Queensland State Archives undertook extensive consultation with public authorities to inform the strategy, including the release of an exposure draft in November 2011.

The draft strategy has identified guiding principles that will underpin a multi-year program of work and three strategic activities:

- promote digital continuity readiness and capabilities across government
- ensure public authorities have access to digital continuity tools, services, policies and guidance enabling ongoing access to digital records in their custody
- establish and maintain digital archives infrastructure and services to ensure the ongoing authenticity, accessibility and useability of permanent-value digital public records.

In pursuit of the first of these strategic activities Queensland State Archives published two major new guidelines for public authorities in June 2012:

- *Migrating digital records: A guideline for Queensland public authorities* – to provide advice on managing recordkeeping issues and processes throughout a technology change, whereby records are moved from one computer hardware/software configuration to another
- *Metadata for digital continuity: A companion guideline to the Queensland Recordkeeping Metadata Standard* – to provide guidance on standardised descriptive information that can be used to help ensure continued access to authentic digital records.

Retention and disposal

Queensland State Archives is developing and implementing a strategic disposal framework that identifies existing and future advice and tools to help public authorities manage the retention and disposal of their public records. The framework is designed to

improve the implementation of systematic, effective and transparent disposal programs by public authorities.

In 2011 Queensland State Archives identified that similar Retention and Disposal Schedules had been developed for all previous Commissions of Inquiry. During the operation of the Queensland Floods Commission of Inquiry, in an attempt to reduce duplicated effort, Queensland State Archives developed a Retention and Disposal Schedule to cover all future Commissions of Inquiry. This move will help future commissions to identify and manage their public records.

Queensland State Archives' *General Retention and Disposal Schedule for Administrative Records* (GRDS) provides disposal coverage of administrative records common across government. During 2011–12 the GRDS was voted as the ideal model for use by the Council of Australasian Archives and Records Authorities National Bodies Working Group. To ensure currency, Queensland State Archives commenced a major review of the GRDS. This is a significant undertaking involving the review of all legislation and regulatory requirements affecting the corporate service functions of government. Consultation with central agencies and key regulatory bodies will be undertaken throughout 2012.

Machinery-of-government strategy

The pace, breadth and complexity of public sector reforms in Queensland have increased through changes such as departmental restructures, local government amalgamations, reforms by the Australian Government, and the privatisation of government assets. During times of administrative change, government's ability to effectively manage its public records may be impacted, and the ownership and custody of certain public records may change. As Queensland's lead agency for recordkeeping, Queensland State Archives has an interest in ensuring the transfer or divestment of government functions is supported by sound recordkeeping practices.

In 2011–12 Queensland State Archives conducted a number of activities in support of its broader strategic goal of building greater resilience around the impacts of such changes on government recordkeeping. A number

of new products were developed and released as part of the *Machinery-of-government toolkit* aimed at supporting impacted public authorities. Released in March 2012, the toolkit will be further expanded over the coming 12 months.

Improving government recordkeeping

During 2011–12 Queensland State Archives implemented a number of initiatives designed to improve government recordkeeping across Queensland public authorities including:

- publishing the *Guideline for managing digital photographic images*, which complements the *Guideline for managing closed circuit television records* published in 2010, to support public authorities to meet their obligations under the *Public Records Act 2002*
- collaborating with the Crime and Misconduct Commission on three joint publications: *Managing public records responsibly*, *Misconduct risks with public records* and *Retention and disposal of council records*
- a suite of advice on social media to raise awareness of recordkeeping issues and to build on existing advice on the use of Web 2.0.

Government stakeholder engagement and collaboration

Queensland State Archives values the input of stakeholders in the development of recordkeeping policies and guidance. To increase collaboration between Queensland State Archives and some of its stakeholders, a Public Authority Practitioners Group (PAPG) was established as a forum to discuss government recordkeeping initiatives, share recordkeeping experiences and provide input into the scoping and development of policy and other advice. PAPG brings together 25 senior records management practitioners from a cross-section of Queensland public authorities, including state government departments, local governments, government-owned corporations, statutory authorities and universities.

A network for public authorities that are commencing the development of a Retention and Disposal Schedule

was also established to stimulate cross-agency dialogue. The first workshop was conducted in April 2012 with nine public authorities in attendance. More workshops are planned as public authorities continue to develop their schedules.

Release of 1981 Cabinet Minutes

Each year Queensland State Archives releases the Cabinet Minutes from 30 years before. On 1 January 2012 the 1981 Cabinet Minutes were released, along with a series of background papers. The release of the minutes offers Queenslanders a chance to view the differences and similarities of Queensland past and present.

Community initiatives

Queensland Week and the Queen's Diamond Jubilee: In June 2012 Queensland State Archives participated in a range of activities to showcase its records and exhibitions in celebration of the anniversary of Queensland's official status as an independent colony. These activities included an information stand at both the John Oxley Library Discovery Day and the Government House Open Day hosted by the Governor of Queensland.

On 6 June 2012 Queensland State Archives further highlighted a range of records from its collection relating to the establishment and early history of Queensland at its Queensland Day seminar.

Continuing the practice of recent years, Queensland State Archives also sponsored the 2012 Queensland Day Dinner, hosted by the Royal Historical Society of Queensland. As 2012 celebrates the Diamond Jubilee of Queen Elisabeth II, 'The British royals: a Queensland story' banner exhibition was displayed and the State Archivist spoke at the dinner to promote Queensland State Archives' role in protecting and preserving Queensland's heritage.

Harmony Day: Queensland State Archives celebrates Harmony Day each year by highlighting the contributions of a particular cultural group to Queensland's history. Harmony Day 2012 celebrations

highlighted the German community. Events included a public seminar, and an evening of recognition held at the German Club, Brisbane in March 2012 where Queensland State Archives' portable display 'From Hamburg to Moreton Bay: Germans in Queensland' was unveiled. Drawing on records and material from Queensland State Archives' collection, this display provides a snapshot of the German experience in Queensland. Content from the exhibition was also featured on Queensland State Archives' website.

NAIDOC: As the custodian of a significant collection of public records relating to Indigenous Queenslanders, Queensland State Archives seeks to continuously improve its engagement with the Indigenous community. Queensland State Archives participated in the National Aborigines and Islanders Day Observance Committee (NAIDOC) events in July 2011, providing 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 May 2012 was 'Innovation and

Invention'. Queensland State Archives presented a seminar, in collaboration with the State Library of Queensland and the National Archives of Australia, featuring a number of stories from Queensland State Archives' collection.

Genealogical and historical society engagement:

Queensland State Archives continued its engagement with key community stakeholders including genealogical and historical societies. At the first Unlock the Past: History and Genealogy Expo, in Brisbane in June 2012, Queensland State Archives hosted an information stand and gave presentations. Society members also attended a range of Queensland State Archives' seminars throughout the year.

Media interest in the collection: Material from Queensland State Archives' collection was highlighted in television programs including the *Who Do You Think You Are?* episode on Kerry O'Brien, one of Australia's most revered television journalists, and ABC News 24's *Weather Quarter*, about Clement Wragge, the Queensland Meteorologist appointed in 1887.

Objectives and achievements

Objective: Capture and connect the recorded memory of government

In 2011–12 Queensland State Archives:

- launched a dedicated *Machinery-of-government toolkit* to help public authorities manage and transfer records between organisations during times of administrative change; the toolkit has been widely promoted across government
- published the *2011 Report for recordkeeping survey of Queensland public authorities* providing a snapshot of the status of government recordkeeping
- released the *Report on the impact of the 2011 floods and Cyclone Yasi on certain public records*, which outlines the steps taken by Queensland State Archives to support public authorities in managing public records after these events
- received three notifications of incidents of lost public records and two applications to dispose of flood-damaged public records
- responded to 848 specific queries from public authorities about recordkeeping and information management
- provided support and advice to public authorities and central agencies responsible for implementing key administrative reforms, including Queensland Health, Queensland Rail, Local Government Association of Queensland, Queensland Treasury and the National Heavy Vehicle Regulator Project Office
- published tools under the *Strategic disposal framework* to improve the efficient and timely development of Retention and Disposal Schedules, including a revised Retention and Disposal Schedule template and legislative mapping advice
- had its *General Retention and Disposal Schedule for Administrative Records* voted as the ideal model for national bodies by the Council of Australasian Archives and Records Authorities National Bodies Working Group
- progressed a major review of the *General Retention and Disposal Schedule for Administrative Records* (GRDS)
 - approved a *Commission of Inquiry Retention and Disposal Schedule* for use by all current and future Commissions of Inquiry
 - approved 11 agency-specific Retention and Disposal Schedules covering:
 - Building Services Authority
 - Department of Communities (flood-damaged records)
 - Department of Communities (Housing and Homelessness Services)
 - Department of Community Safety (Corrective Services)
 - Department of Employment, Economic Development and Innovation (Office of Racing)
 - Department of Housing and Public Works
 - Department of Justice and Attorney-General (Births, Deaths and Marriages)
 - Department of Justice and Attorney-General (Crown Law)
 - Department of Transport and Main Roads (asbestos-contaminated records)
 - Queensland Building and Construction Industry Payments Agency
 - Queensland Law Society
 - provided targeted recordkeeping advice to the Queensland Floods Commission of Inquiry and the Queensland Reconstruction Authority
 - informed 44 new Chief Executive Officers of their recordkeeping responsibilities under the *Public Records Act 2002*
 - published new and updated public records briefs including:
 - *Managing digital photographic images as public records*
 - *Administrative change: A quick guide to identifying records for transfer*
 - *Advice on the destruction of public records*
 - *Commissions of Inquiry and managing public records*
 - *Collaborative workspaces and recordkeeping*
 - *Frequently asked questions about the General Retention and Disposal Schedule for Administrative Records (GRDS)*

- *General Retention and Disposal Schedule for Administrative Records (GRDS) – An Overview*
- *Grant funding – reporting requirements*
- *Identifying and managing vital records*
- *Guideline for Managing Digital Photographic Images – an overview*
- *Managing public records responsibly, Misconduct risks with public records and Retention and disposal of council records*, published jointly with Crime and Misconduct Commission
- *Recordkeeping and blogs*
- *Developing Retention and Disposal Schedules – Identifying & Mapping Legislative Recordkeeping Requirements*
- *Social media and public records*
- *Web content management systems and recordkeeping*
- hosted a range of events to enhance records and information management maturity in Queensland Government recordkeeping, including:
 - the December 2011 South East Queensland Local Government Chief Information Officers Forum and presented on key records and information management issues affecting this sector
 - bi-monthly Public Authority Practitioners’ Group meetings which were attended by 25 records and information management professionals from across 21 public authorities
 - training for 40 ministerial services staff, providing practical advice on transferring ministerial records to Queensland State Archives to ensure that public records of enduring value will be available for use by present and future generations
 - facilitated the first meeting of a new support network formed to help public authorities currently developing a Retention and Disposal Schedule
 - held masterclasses to promote recordkeeping best practice, attended by 56 participants from 28 public authorities
 - staged three records and information management forums – two in Brisbane and one in Townsville – with a total of 249 representatives from 104 agencies
- held an Introduction to Retention and Disposal workshop in Townsville in July 2011, with 48 representatives from 14 public authorities
- conducted a Records in Business Systems workshop in Brisbane in December 2011, with 90 representatives from 35 public authorities
- hosted a Where Are You and Where Do You Want To Be?: Assessing and Improving Recordkeeping workshop in Brisbane in May 2012, with 42 representatives from 27 public authorities
- presented on contemporary recordkeeping issues to public authorities at the Records and Information Management Professionals Australasia (RIMPA) events
- participated as members of both the Steering and Program Committees for the 17th International Congress on Archives, to be held in Brisbane on 20-24 August 2012
- contributed a case study on the use of the International Council on Archives’ (ICA) *Guidelines and Functional Requirements for Records in Business Systems* for inclusion in a suite of recordkeeping software implementation guidance being developed by the ICA.

Objective: Engage individuals and communities in learning and discovery

In 2011–12 Queensland State Archives:

- achieved a 93 per cent satisfaction rating from customers using Public Access services
- provided access to 21 928 records for 6742 visitors to the Public Search Room
- answered 14 011 reference enquiries in the Public Search Room
- responded to 5524 written and telephone reference enquiries
- recorded approximately 450 000 visitors to the Queensland State Archives’ website
- launched a new-look website for Queensland State Archives
- provided 44 444 copies of pages of public records to customers

- added over 826 269 item descriptions to the Archives One catalogue, including new items and revisions of existing descriptions
- received 98 transfers of public records measuring 1522 linear metres
- produced a monthly online bulletin to provide information on public events and collection updates to email subscribers
- produced 10 virtual exhibitions for Image Queensland:
 - ‘Papal Visit 1986’
 - ‘Townsville’
 - ‘Forests in Queensland’
 - ‘Supreme Court of Queensland’
 - ‘Processions’
 - ‘Timeless Treasures’
 - ‘Germans in Queensland’
 - ‘Great Barrier Reef: a Queensland treasure’
 - ‘Public Service in Queensland’
 - ‘To Queensland with love: the Russians’
- published a number of historical essays on the Queensland State Archives website, including:
 - *Burke and Wills*
 - *Moreton Bay convict settlement*
- undertook research and participated in filming of an episode of the television series *Who do you think you are?*, televised on 3 April 2012
- undertook research and digitised items for the ABC News 24 weather program *The Weather Quarter* on Clement Wragge, Queensland Meteorologist
- engaged with local Indigenous elders and undertook a review of significant Indigenous records within Queensland State Archives’ collection
- collaborated with tertiary institutions to promote the records and information management profession within the public sector
- participated in the National Aborigines and Islander Day Observance Committee (NAIDOC) Day in July 2011 to provide information on public records relating to Indigenous Queenslanders
- assisted with research for a book celebrating 150 years of the Supreme Court of Queensland due to be published in 2012
- researched and developed a portable display for the 150th anniversary celebrations of the Supreme Court of Queensland
- hosted a stall at the Queensland Government’s Multicultural Festival in October 2011
- publicly released the 1981 Cabinet Minutes on 1 January 2012
- researched and produced a portable display featuring public records from the collection illustrating the contribution of the German community to the development of Queensland
- presented a joint seminar with the State Library and National Archives of Australia during Heritage Week in May 2012 as part of the National Trust of Queensland Heritage Festival
- sponsored the annual Queensland Day Dinner of the Royal Historical Society of Queensland in June 2012
- hosted an information booth and display at Government House for Queensland Day June 2012
- hosted a stall at the State Library of Queensland’s John Oxley Library Discovery Day
- presented 22 off-site and 19 on-site seminars on collections and services
- provided 29 tours of Queensland State Archives’ facilities to visitors from local and family history groups, schools, public authorities, community organisations and the general public
- launched online indexes to:
 - the register of admissions to the Westbrook Reformatory for Boys 1871–1906
 - Toowoomba Girls Reformatory admissions 1881–1903
 - Toowoomba Girls Reformatory discharges 1882–1903
 - an update to the Southern District Wills 1930–1935
 - Inquests 1881–1886
- updated two guides: a search procedure on land selections, and a brief guide on tracing the history of your house
- added 5855 digital images of records to Image Queensland for public access
- microfilmed 39 321 pages of public records
- applied 5659 preservation treatments to 3921 items

- continued preservation work, including restoration of two original series of glass-plate negatives created by the former Department of Primary Industries that show departmental activities, and include images of Queensland's geographic features, cities and towns, infrastructure and buildings, industry and agriculture, and flora and fauna; work also commenced on the 64 metre *Central Queensland territorial separation petition scroll*
- completed indexing two series of records to be used in association with an upcoming nurses exhibition
- enabled wireless internet for researchers in the Public Search Room
- held an event to recognise the contribution of Queensland State Archives' 15 volunteers.

Objective: Future-proof the digital records of government business

In 2011–12 Queensland State Archives:

- published the *Guideline for managing digital photographic images* to help public authorities meet their obligations under the *Public Records Act 2002*
 - revised the *Guideline for the planning of an electronic document and records management system (eDRMS)*
 - published *Metadata for digital continuity: A companion guideline to the Queensland Recordkeeping Metadata Standard* in June 2012 to provide guidance to public authorities on standardised descriptive information that can be used to help ensure continued access to authentic digital records
 - was approached by the UK Association of Departmental Records Officers and granted them permission to use and adapt the Queensland State Archives' *Government Recordkeeping and Web 2.0* survey to investigate how UK public authorities are using Web 2.0 technologies and managing associated records
 - published the *General Retention and Disposal Schedule for Digital Source Records* and the *Migrating digital records: A guideline for Queensland public authorities* in June 2012 to advise public authorities on managing recordkeeping issues
- and processes throughout a technology change
 - participated in a panel discussion on 'Standing on the shoulders of giants – the promise and challenge of digital data', hosted by the friends of Griffith University Library
 - collaborated with the Office of the Information Commissioner to host a Right to Information Day breakfast panel discussion chaired by Dr Nicholas Gruen on the topic 'Liberating digital content: the challenges and opportunities of open government'; the panel featured: Executive Director and State Archivist, Ms Janet Prowse; Australian Government Chief Information Officer, Ms Ann Steward; Executive Officer of the ICT Industry Workgroup, Dr Paul Campbell; and Mr Rory McLeod of the State Library of Queensland
 - consulted with key policy partners during the development of a number of guidelines and other advice, including the draft Queensland Government *Digital continuity strategy*, to ensure Queensland State Archives advice meets the needs of public authorities
 - continued planning for the development of future digital archiving capabilities, including:
 - drafting functional requirements for digital archiving
 - identifying risks, benefits and appropriate program governance
 - assessing existing technical tools, researching models and approaches used by counterpart institutions in Australia and abroad
 - consulting with stakeholders across the Queensland public sector.

Status of government recordkeeping

Under section 56 of the *Public Records Act 2002*, Queensland State Archives is required to report annually on the status of government recordkeeping. Some 600 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 due regard to the standards and guidelines issued by the State Archivist under section 7 of the *Public Records Act 2002*.

In order to track recordkeeping developments in public authorities, Queensland State Archives conducts research, surveys and consultation, and holds forums. Annual reports and a range of regulatory and integrity agencies' reports are also monitored and reviewed. Queensland State Archives has identified through this research that there is an ongoing need to raise awareness of the importance of records and information management to support transparent and accountable business processes.

Annual reports

Agencies that meet the Department of the Premier and Cabinet's (DPC's) *Annual report requirements for Queensland Government agencies* must 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*.¹ The requirements do not apply to local governments or government-owned corporations, which report against different requirements.

The analysis of annual reports by Queensland State Archives covers annual reports tabled in Parliament for the 2010–11 reporting period. In total, 97 public authorities (an increase of 30 compared to the previous

year) were obligated to report on recordkeeping as per the DPC's annual report requirements.

Of the 88 annual reports reviewed by Queensland State Archives, 36 public authorities included the complete requisite information, 11 public authorities mentioned two recordkeeping components and 23 entities referred to one component. Only public authorities covered by the annual report requirements were included in the 2010–11 analysis, as this provides a defined group of public authorities that can be compared on an annual basis; previously this was not always possible.

No specific format for reporting on recordkeeping is provided in the DPC's annual report requirements. Therefore, as with previous years, the recordkeeping content of public authorities' annual reports varies markedly in both length and content.

Three popular topics were covered – electronic document and records management systems (eDRMS), web content management and social media. These areas will be considered for additional recordkeeping advice.

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 an insight into current recordkeeping performance and information management practices in Queensland public authorities and inform the development of Queensland State Archives' targeted advice.

1. Under item 16.3, 'Information systems and recordkeeping', in the *Annual report requirements for Queensland Government agencies: Requirements for the 2011–2012 reporting period*. Available at <http://premiers.qld.gov.au/publications/categories/guides/assets/annual-report-requirements-2011-2012.doc>

Recordkeeping issues of a general nature were identified in a number of the reports reviewed in the 2011–12 financial year. Reviews of several reports identified the following needs:

- improvements in documentation and governance practices
- greater progress and efficiencies in the approach to digitisation
- regular training to officers on recordkeeping systems and obligations
- better transparency around key decisions which impact on client agencies.

The Auditor General Report No 4. for 2011 *Information systems governance and security: financial and assurance audit* identified the need for improved disaster preparedness planning. Consequently, Queensland State Archives is developing a guideline to help public authorities meet their recordkeeping obligations with respect to the preparation for, and management of, public records during a disaster.

In response to the *Report to Parliament No. 13 for 2010 - Results of audits at 31 October 2010 - Financial and compliance audit* by the Queensland Auditor-General, in April 2012 Queensland State Archives gave a presentation at the *Statutory bodies information forum* hosted by the Statutory Agencies Support Unit of Queensland Health. Queensland State Archives will consult hospital foundations as it develops tools for small public authorities to help them meet their recordkeeping obligations.

Queensland State Archives published the *Grant funding – recordkeeping requirements* public records brief in July 2011 in response to the *Report on an investigation into the alleged misuse of public monies, and a former ministerial advisor* by the Crime and Misconduct Commission. The public records brief provides advice to public authorities about the recordkeeping requirements associated with the administration of grants.

In March 2012 the Queensland Floods Commission of Inquiry tabled its report into the flooding in Queensland in December 2010 and January 2011. Many of the findings and recommendations made by the commission have potential impacts for public authorities' recordkeeping, including the sharing of records and information across commonwealth, state and local governments and the public.

The Queensland Ombudsman's *The Hendra virus report: An investigation into agency responses to Hendra virus incidents between January 2006 and December 2009*, published in November 2011, revealed that some recordkeeping practices failed to comply with obligations under the *Public Records Act 2002*. The report made several recommendations with regard to recordkeeping practices and improvements.

Lost and damaged records

After the floods in 2011, the State Archivist wrote to public authorities informing them of the steps to take 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.

During 2011–12 three notifications of lost public records, totalling 53 records, were received. The records were not lost as a result from the January 2011 natural disasters, but were:

- contaminated by raw sewage from a blocked sewerage pipe which inundated a building
- accidentally destroyed
- accidentally lost outside the grounds of a government facility.

Most of the lost records were temporary and could be recreated from other sources.

Two applications to dispose of flood-damaged public records were also received, and Queensland State Archives is working with a regional council that has damaged public records due to poor storage conditions.

Retention and disposal of public records

All public authorities create records that document their business activities, and in doing so, require an orderly regime for the disposal of public records that are no longer required. Under section 26 of the *Public Records Act 2002*, the State Archivist is responsible for authorising the disposal of public records.

Information Standard 31: Retention and disposal of public records supports public authorities in implementing systematic, transparent and regular disposal programs. All public authorities are required under IS31 to have a Retention and Disposal Schedule that covers their core business records and sets out minimum periods of time for which public records must be kept.

During 2011–12, the State Archivist approved a total of 14 Retention and Disposal Schedules including schedules issued to a number of government departments such as the Department of Housing and Public Works, Department of Community Safety (Corrective Services), Department of Justice and Attorney-General (Births, Deaths and Marriages) and Department of Justice and Attorney-General (Crown Law). The State Archivist approved a Commissions of Inquiry Retention and Disposal Schedule covering the records of the Queensland Flood Commission of Inquiry. This schedule will also be used to cover the records of future Commissions of Inquiry.

Over the last year 18 public authorities approached Queensland State Archives to initiate the development of agency-specific Retention and Disposal Schedules. This increased awareness of recordkeeping practices appears to be linked to the responses provided by several public authorities to the *2011 Report for Recordkeeping Survey of Queensland Public Authorities*.

Changes in dedicated recordkeeping units and staff

Queensland State Archives has undertaken an analysis of the changes in dedicated recordkeeping units or staff as highlighted in the *2011 Report for Recordkeeping Survey of Queensland Public Authorities*. This report showed the percentage of public authorities:

- with a dedicated recordkeeping unit decreased from 52 per cent in 2009 to 44 per cent in 2011
- with dedicated recordkeeping staff decreased from 73 per cent in 2009 to 67 per cent in 2011.

Following a detailed analysis of the survey data, potential reasons for these decreases include:

- More agencies responded (86 per cent in 2011 compared to 54 per cent in 2009), however not all of

the additional agencies had dedicated recordkeeping units and/or staff.

- There were variances in the types of public authorities surveyed between 2009 and 2011. For example, in 2011 there were three large public authorities that responded to the survey that did not respond in 2009.
- Recordkeeping units and/or staff may have been reorganised – this may have included the development of decentralised or devolved recordkeeping management models or the merging of recordkeeping units with other units.

Queensland State Archives will monitor these findings in the next biennial survey due to occur in 2013.

Future directions

Developing an approach to digital archiving

Queensland State Archives will continue to support the need for a coordinated whole-of-government approach to determining digital archiving solutions.

During 2012–13 Queensland State Archives will finalise and begin implementing the *Digital continuity strategy* and will work with partners across the Queensland Government, including the Queensland Government Chief Information Office, to develop viable and cost-effective models for whole-of-government digital archiving that will help ensure that digital public records remain accessible for future generations.

Queensland State Archives will also continue to help public authorities respond to the numerous technical and administrative challenges associated with ensuring the long-term preservation of and access to critical digital information. In 2012–13 Queensland State Archives will publish guidance on digital continuity issues, including advice on disposing of digital records and on technologies for medium to long-term storage of digital public records.

Work will continue on advocating for the need for greater investments in the long-term management and preservation of records in digital formats.

Online services

Queensland State Archives recognises the importance of developing, maintaining and preserving its collection and maximising access to archival items. The digitisation of archival items is fundamental to our vision of ‘Connecting people to the recorded memory of government’ in the 21st century.

A four-year digitisation strategy will be developed for a focused and sustainable program that will significantly increase the availability of digital versions of records in the custody of Queensland State Archives.

Policies and procedures for Queensland State Archives’ use of social media will also be implemented in 2012–13.

Improving recordkeeping practices

The *Recordkeeping policy framework* and its interrelated elements provide a practical roadmap to encourage continual improvement in recordkeeping practices. This framework enables public authorities to assess and monitor their own compliance with the *Public Records Act 2002* and *Information Standard IS40: Recordkeeping* and *Information Standard IS31: Retention and Disposal of Public Records*. In 2012–13 Queensland State Archives will commence a review of the *Recordkeeping policy framework* and the two recordkeeping information standards.

Queensland State Archives surveys public authorities biennially to measure compliance against the minimum requirements of IS40 and IS31. This survey will be conducted again in 2013.

Through its research and stakeholder engagement Queensland State Archives has seen a growing trend in Queensland public authority employees’ use of mobile and smart devices to access government resources such as email, file servers and databases. This poses a number of recordkeeping challenges for capturing public records created on these devices. In response to this, Queensland State Archives will develop advice on the recordkeeping implications associated with mobile and smart devices to help public authorities meet their obligations under the *Public Records Act 2002*.

Retention and disposal

A major review of the *General Retention and Disposal Schedule for Administrative Records* will continue in 2012–13, incorporating legislative and regulatory changes impacting on government recordkeeping. The review aims to improve the clarity of recordkeeping guidelines and instructions for records and information

management practitioners. The review will also aim to respond to emerging trends including outsourced business activities and digital recordkeeping practices. A practitioners' reference group will be established to ensure the review maintains a strong client focus.

Open and accountable government

Queensland State Archives leads an extensive program of assessment, training and awareness initiatives in support of open, accountable and participatory government that relies on sound recordkeeping.

Ongoing activities will include:

- the development of online recordkeeping training modules for public authorities
- ongoing research and scoping to inform the development of self-assessment tools
- tools to help small public authorities meet their recordkeeping obligations
- implementation of a Queensland State Archives' open government strategy, recognising the importance of open government and its principles of informing, engaging and participating
- recordkeeping forums and targeted workshops for public authorities in Brisbane and regional areas.

Machinery of government

Queensland State Archives' *Machinery-of-government strategy* will be published following consultation across government. An ongoing program of work will include the development of further tools and advice to support impacted public authorities, and will raise awareness of the potential recordkeeping risks associated with administrative change.

A key focus area will be developing and maintaining strong partnerships with central agencies to achieve greater coordination across government.

Indigenous and multicultural strategies

Queensland State Archives values its Indigenous and multicultural collections and enabling access to these materials, while respecting appropriate cultural and ethical practices. A number of strategies will be implemented by Queensland State Archives to provide leadership and services in the management of Indigenous and multicultural records, and to preserve and provide access to these permanent records.

Tenth anniversary of the *Public Records Act 2002*

July 2012 will mark the tenth anniversary of the *Public Records Act 2002*. The Act established Queensland State Archives as the Queensland Government's archival authority and the lead agency for recordkeeping, and codified the independence of the State Archivist in relation to disposal decisions. Queensland State Archives plans to commemorate the initiative with the release of a publication detailing its key highlights achieved under the Act.

International Council on Archives Congress

The 17th International Congress on Archives will be held at the Brisbane Convention and Exhibition Centre from 20-24 August 2012. As the world's major international archival professional congress organised by the International Council on Archives (ICA), it is expected to attract over 1000 delegates. The event, held every four years, is the first ICA congress to be held in Australia and will have the theme of 'A Climate of Change'.

The Queensland Government is a gold sponsor of the congress, and as an integral member of the congress steering committee, Queensland State Archives will play a key role in the event, including providing speakers, chairs and panellists; hosting conservation workshops run by expert Japanese paper conservators; and facilitating on-site visits to the Runcorn repositories for delegates.

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 (Qld)* and the *Public Service Act 2008*.

Employment profile

As at 30 June 2012, Queensland State Archives had 74 full-time equivalent employees.

Equal employment opportunity profile as of 30 June 2012

Women A06–A08	16
Women SO & SES	3
Aboriginal and Torres Strait Islanders	2
Non-English speaking background	6.6
People with a disability	0.6

Volunteers

In 2011–12 up to 15 registered volunteers supported Queensland State Archives' many archival work programs including indexing projects and basic preservation tasks. Coordinated by Senior Reference Archivist Ms Saadia Thomson-Dwyer, the Queensland State Archives Volunteers Policy provides guidelines for this program.

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 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 working environment for everyone. This is achieved by adopting and promoting the provisions and intent of the *Work Health and Safety Act 2011* and its associated regulations. Queensland State Archives' Workplace Health and Safety Committee meets on a regular basis.

Financial statements

The Department of Science, Information Technology, Innovation and the Arts' Annual Report for 2011–12 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/

Public Records Review Committee

Under section 29 of the *Public Records Act 2002*, the Public Records Review Committee advises both the Minister and the State Archivist on issues affecting the administration or enforcement of the Act.

The functions of the committee include reviewing, if requested by a public authority, decisions of the State Archivist not to authorise the disposal of particular public records. The committee may also resolve disputes between the State Archivist and a public authority about setting restricted access periods for records. Since the commencement of the Act, the State Archivist has made over 30 200 disposal decisions.

In 2011–12 the committee was chaired by Mr Miguel Diaz. The committee held three meetings in 2011–12 – two in Brisbane, the other in Townsville. During these meetings the committee considered a range of issues, including:

- the results of Queensland State Archives' 2011 biennial Recordkeeping Survey
- Queensland State Archives' involvement in various machinery-of-government initiatives including the sale of government assets and COAG reforms
- updates on the programs of work being undertaken by Queensland State Archives to improve the management of digital content across government.

Public Records Review Committee members

Committee Chair

- Mr Miguel Diaz – Associate Director Business Development, Ernst & Young

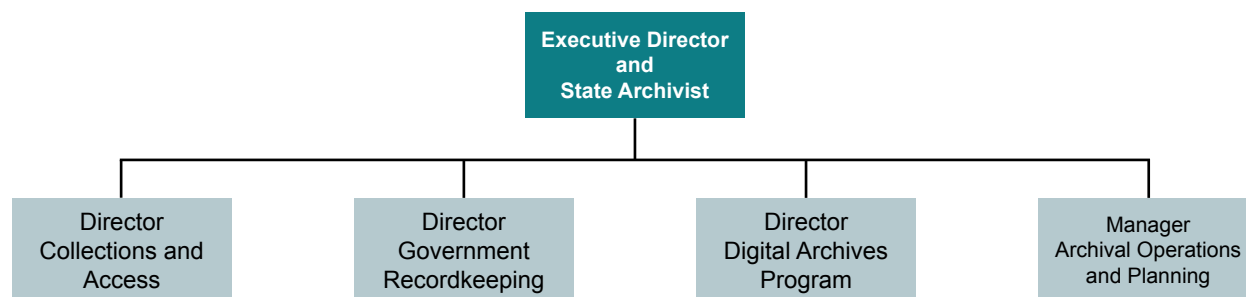
Members

- Professor Malcolm Thomis – Professor Emeritus and Honorary Research Consultant, The University of Queensland
- Dr Jennifer Harrison – Internationally renowned research historian and academic
- Mr Chris Gorry – Founder and Director of Group Advantage
- Ms Leonie Short – Associate Professor in Oral Health, School of Medical and Applied Sciences, CQ University
- Mr Chris Rose PSM – Chief Executive Officer, Logan City Council
- Ms Margaret Strelow – small business owner and now Mayor of Rockhampton
- Jeff Loof – Executive Director, Chief and Senior Executive Services, Public Service Commission
- Ms Julie Steel – Executive Director, Supreme, District and Land Courts' Service

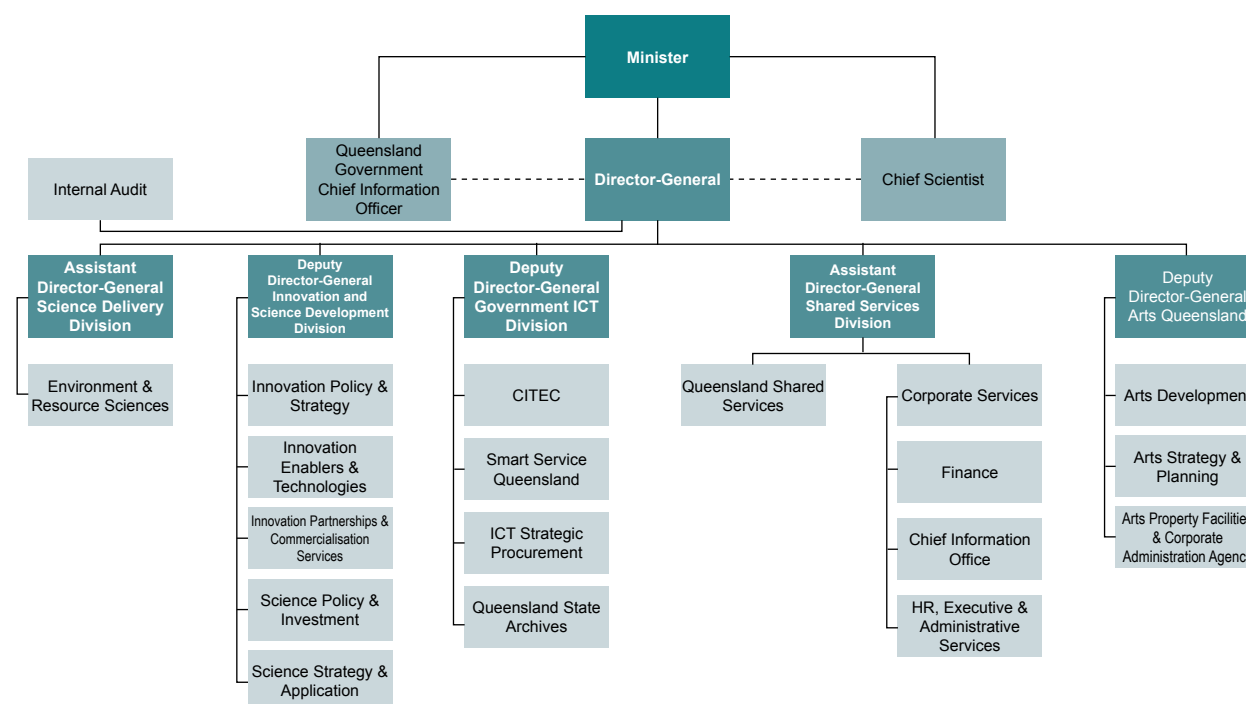
Appendix

Organisational structures as at 30 June 2012

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.

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