



# Queensland State Archives

**Annual Report 2006 - 07**



**Queensland Government**  
**Queensland State Archives**

Department of Public Works



Ms Janet Prowse, Director and State Archivist, receives the Director-General's Award for Leadership from Mr Mal Grierson, Director-General of Department of Public Works, in September 2006

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



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 2007. This document is the fifth Annual Report presented to Parliament in accordance with the Act.

Yours sincerely

**Ms Janet Prowse**  
*Director & State Archivist*  
*Queensland State Archives*

# Queensland State Archives

## Annual Report 2006 - 07

### Contents

2	Message from the Chairperson
3	Public Records Review Committee
5	About Us
5	Our Vision, Mission and Values
7	Highlights
11	Future Directions
14	Outputs and Outcomes 2006-07
19	Status of Government Recordkeeping
22	Queensland State Archives' Corporate Profile
23	<b>Appendix 1:</b> Queensland State Archives' Organisational Structure Department of Public Works' Organisational Structure
24	<b>Appendix 2:</b> Public Records Review Committee

# Message from the Chairperson



"2007 MARKS THE FIFTH ANNIVERSARY OF THE *PUBLIC RECORDS ACT 2002* AND AS CHAIR OF THE PUBLIC RECORDS REVIEW COMMITTEE IT'S BEEN REWARDING TO FOLLOW QUEENSLAND STATE ARCHIVES' PROGRESS IN SUCCESSFULLY IMPLEMENTING ITS LEGISLATIVE ROLES"

L-R: Cr Don Seccombe, Mayor of Redland Shire, with Mr Brian Herd, Chairperson of the Public Records Review Committee



As the custodian of our archival public records, Queensland State Archives manages, preserves and provides public access to the most precious documentary heritage collection in this State. Over the past few years the Committee has monitored improvements in making the collection more accessible to the public, firstly through enhancements to the online catalogue, to the more recent plans to improve the volume and diversity of online content via the Digital Images project.

The *Public Records Act 2002* defines Queensland State Archives' role as the lead agency for recordkeeping, with legislative responsibility to research and provide policy advice on a wide range of information management and recordkeeping issues. The Committee has provided guidance around the development of the Recordkeeping Policy Framework, and acknowledges the broad range of advice published by Queensland State Archives as it explores the impact of new technologies

and contemporary information management issues on how public authorities create and use public records.

In particular, the consistent implementation over the past five years of the key umbrella recordkeeping policy, *Information Standard 40: Recordkeeping* and its associated compliance framework, is clearly having a positive influence on general recordkeeping reforms across government. I acknowledge Queensland State Archives for its ongoing commitment to working closely with key stakeholders to ensure the relevance of its recordkeeping policy program.

As Queensland prepares to celebrate its sesquicentenary in 2009, the State Government should be acknowledged for its support of the expanded archival facility at Runcorn, due to open in 2008, which is a fine example of infrastructure planning. The new building has been future-proofed by allowing space for a future Digital Archive.

The main challenge ahead for Queensland State Archives remains the provision of a significant research and development budget to work with a wide range of other experts, including archival authorities in Australia and internationally, to solve complex problems associated with the long-term preservation of electronic records.

As always, I acknowledge my colleagues on the Committee for their valuable contributions and sharing of expertise. And I thank the State Archivist and the staff of Queensland State Archives for their ongoing dedication and professionalism.



**Brian Herd**  
Chairperson,  
*Public Records Review Committee*

# Public Records Review Committee



L-R: Mr Brian Carroll, Ms Leonie Short, Ms Kay Ryan, Mr Peter Wood, Mr Brian Herd, Mr Ken Toogood, Dr Jennifer Harrison. Away: Mr Chris Gorry and Professor Malcolm Thomis

The Public Records Review Committee was established in March 2003 under the *Public Records Act 2002* (the Act). It advises both the Minister for Public Works, Housing and Information and Communication Technology and the State Archivist on the administration and enforcement of the Act.

The Committee can also, if requested by a public authority, 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 how a public record is classified with respect to setting a restricted access period for that record.

Four Committee members were reappointed in March 2006 with terms expiring in 2009, however one of these members, Mr George O'Farrell resigned in 2007. Mr Brian Carroll, Executive Director, Office of the Public Service Commissioner was appointed to the Committee in April 2007, replacing Mr O'Farrell.

Public authorities, in cooperation with the State Archivist, aim to achieve administrative resolution of potential disputes before issues are referred to the Committee for review or resolution. As at 30 June 2007, the Committee had not been called on to perform its dispute resolution or decision review functions.

The Committee, chaired by Mr Brian Herd, held meetings in July and November 2006 and in March 2007. One meeting per year is held outside of the metropolitan area with North Stradbroke Island the location for the July 2006 meeting.

Examples of issues relevant to the administration of the Act, which members reviewed during the year include:

- The compliance framework for *Information Standard 40: Recordkeeping*
- Queensland's Recordkeeping Policy Framework, including record-keeping reforms in non-government organisations and local government

- Electronic records management issues such as recordkeeping metadata, digital rights management and long-term preservation
- Archival collection management, and
- Queensland's privacy regime.

Meetings attendance for 2006-07 was as follows:

Member	No. of meetings
Mr Brian Herd (Chair)	3
Mr Chris Gorry	3
Dr Jennifer Harrison	3
Mr George O'Farrell	N/A*
Ms Kay Ryan	2
Ms Leonie Short	3
Prof Malcolm Thomis	3
Mr Ken Toogood	3
Mr Peter Wood	1

\* Mr O'Farrell resigned his position after his appointment as the Director-General for Tourism, Fair Trading, Wine Industry Development and Women.



PUBLIC RECORDS ACT 2002  
5

IMMIGRATION RECORDS ARE A RICH SOURCE OF INFORMATION FOR RESEARCHERS. IMMIGRATION LISTS SHOW NAMES, ARRIVAL DATES, AGES, OCCUPATION, OTHER MEMBERS OF THE FAMILY AND THE TYPE OF PASSAGE.

Harry 10, and Angela 5, arrive in Brisbane, 1960.  
Queensland State Archives Item ID435950,  
Photographic material



# About us

THE YEAR 2007 MARKS THE FIFTH ANNIVERSARY OF THE *PUBLIC RECORDS ACT 2002* (THE ACT) WHICH ESTABLISHED QUEENSLAND STATE ARCHIVES 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, preserves and facilitates public access to the State's permanent archival public records.

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

Dr David Solomon, historian, with Hon Robert Swarten, Minister for Public Works, Housing and Information and Communication Technology, at the release of the 1976 Cabinet Minutes.



## Functions

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

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

## 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.

## Department of Public Works' Values

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

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

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

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

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

**Encouragement** in career progression, in personal development and to think of innovative ways of doing business.

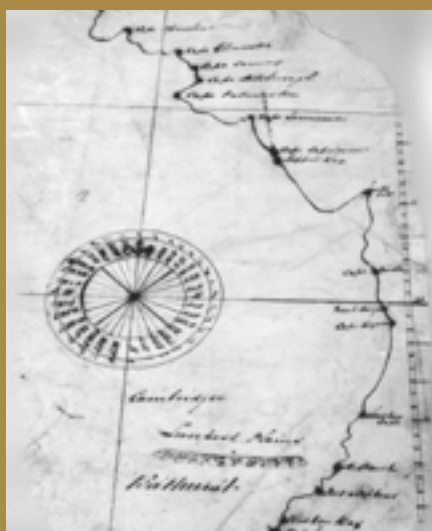
**Communication** that is open, consistent and two way.

**Trust** between management and employees and between Public Works and its clients.

## Our Values

Queensland State Archives commits to the following values:

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



Map of the capes and bays from Cape Arnhem to Port Jackson drawn by the crew of the HMS Rattlesnake, 1848.  
Queensland State Archives Item ID714384



Burdekin River map 1863.  
Queensland State Archives Item ID629348

QUEENSLAND STATE ARCHIVES' MAP COLLECTION INCLUDES OVER 10,000 HYDROGRAPHIC CHARTS, JAPANESE WW2 INVASION MAPS AND ELECTORAL SURVEYS AS WELL AS DRAWINGS OF THE EARLY COLONY.



# Highlights

## Expanded Infrastructure

In January 2007 the Queensland Government commenced construction of a \$52 million extension project to expand Queensland State Archives' facility at Runcorn, Brisbane. The new infrastructure will more than double the capacity and is expected to meet the storage needs of the State's permanent archival records for the next 10 to 15 years.

Contractor Laing O'Rourke is working with the Department of Public Works' Project Services Unit to deliver the project. The new facility includes infrastructure provision for a future Digital Archive and incorporates the latest ecologically sustainable development technologies. The facility is expected to be operational by mid-2008.

## Recordkeeping Policy Framework

Queensland State Archives continued to enact its legislative responsibility as the State's lead agency for recordkeeping by enhancing the Recordkeeping Policy Framework through the provision of additional and updated policies and guidelines for public authorities.

The *e-Government Policy Framework for Electronic Records Management Discussion Paper* was sent to Queensland public authorities in June 2006. The paper sought feedback on the key electronic recordkeeping issues impacting on public authorities. Queensland State Archives has analysed feedback from the consultation process to confirm overwhelming support for the research and development of a suite of new

policies and guidelines on a wide range of electronic records management issues, including recordkeeping meta-data and Voice over Internet Protocol.

The *Microfilming Disposal Policy* covers the disposal of paper records after the records are microfilmed. The policy provides guidance to agencies seeking approval to dispose of paper records and related compliance requirements. The policy was released in November 2006 in conjunction with an updated *Guideline for Best Practice Microfilming of Public Records*.

Queensland State Archives' *Stakeholder Engagement Framework* was reviewed to ensure it aligned with State Government engagement policies.

Significant Retention and Disposal Schedules approved during 2006-07 include revised schedules for the Local Government sector and Ministers of the Crown and a new schedule for the Crime and Misconduct Commission. The first authorisation under the *Digitisation Disposal Policy* was approved for the Queensland University of Technology.

Queensland State Archives issued a joint publication with the Crime and Misconduct Commission to provide advice to agencies on the responsible management of public records in the lead-up to the 2006 State Government election.



L-R Mr Tony Pennisi, Project Manager with Laing O'Rourke; Hon Stephen Robertson, Minister for Health and Member for Stretton; Ms Janet Prowse, Director and State Archivist and Mr Mark Dohnt, Project Services Project Manager inspect the construction of the QSA2 expansion project in April 2007

L-R: The Hon Henry Palaszczuk MP, Professor Eric Ketelaar and Captain Kasper Kuiper, Dutch Honorary Consul, at the Australia on the Map celebrations in July 2006



### Compliance Framework

In November 2006 Queensland State Archives issued a self-assessment guideline and checklist to 24 State Government departments and 125 local governments to help them assess their own level of compliance with *Information Standard 40: Record-keeping*. Queensland State Archives will issue a similar checklist and guideline to statutory authorities and Government-owned corporations in 2007.

Queensland State Archives also issued an *Information Standard 40: Record-keeping* compliance survey to nine State Government departments and 88 local governments. The results of the survey will assist Queensland State Archives to fulfil its legislative requirement to report on agencies' compliance with *Information Standard 40*, and to consider what measures may need to be taken to prevent or reduce non-compliance.

### Recordkeeping in Indigenous Councils

As part of its commitment to the Queensland Government's Champions Program for Indigenous Communities, Queensland State Archives developed a recordkeeping training package, which includes presentation material and recordkeeping information kits. The training package was delivered in September 2006 to senior management consultants working with Indigenous Councils in North Queensland.

### Outreach Services

Queensland State Archives continued its program of field trips to regional centres of Queensland to provide information regarding its collection and services and how to preserve personal records and memorabilia. Seminars were presented in Boonah, Kandanga and Mackay. As part of the visit to Mackay, a *Small Archives Seminar* was held to provide advice, practical skills and expert knowledge to support collecting institutions across the Central Queensland region.

### Improving Collection Management

The implementation of the redesigned collection management database, *Archives One*, and its online public access catalogue, *ArchivesSearch*, was completed in 2007. Queensland State Archives provided six seminars to introduce the new *ArchivesSearch* to the public, agency officers and professional organisations.

Preservation Services completed a 10-year project to film 971,250 pages from 36,196 land selection files for agricultural, pastoral leases covering the period 1868-1887. Queensland State Archives' microfilm program ensures that important and popular series in the collection are available to current and future generations.

Ms Saadia Thomson-Dwyer, Archivist, and  
Mr Niles Elvery, Manager Public Access,  
answer questions at the Family History Fair,  
September 2006



### Australia on the Map 1606 – 2006 Celebrations

The national Australia on the Map celebrations marked the 400th anniversary of the charting of 300km of Cape York coastline by the Dutch spice vessel, *Duyfken*. The voyage signified the first recorded contact by Europeans and resulted in Australia appearing on the world map for the first time. As a member of the Queensland Steering Committee, Queensland State Archives organised a lecture by world-renowned Dutch archivist, Professor Eric Ketelaar at Customs House in July 2006. The lecture coincided with the arrival of the replica *Duyfken* to Brisbane.

Guests toured the vessel and attended Professor Ketelaar's lecture. Queensland State Archives also developed a travelling display featuring Dutch immigration records to coincide with the commemoration.

### Community History Project

Queensland State Archives delivered two community history workshops and contracted two prominent Queensland historians, Professor Kay Saunders and Dr Murray Johnson to research and write an historical overview of the areas affected by the proposed Wyaralong and Traveston dams. It is expected that the booklets will be launched in late 2007.

The workshops were held at Boonah and Kandanga and instructed researchers on how to start a collection and then how to best preserve and store their records, memorabilia and photos.

### Multicultural Initiatives

Queensland State Archives continued to deliver presentations on collections and services to the general public, cultural heritage organisations, government and community groups. Tours of the Runcorn repositories were conducted for visitors from local and family history groups, schools, universities, public authorities, community organisations and the general public.

As part of other multicultural initiatives, Queensland State Archives celebrated Harmony Day on 21 March 2007 through a special seminar acknowledging the role and contribution of the Greek community to Queensland's history and development. The accompanying display resided at the Greek Club for Easter and Paniyiri celebrations in 2007.

Director and State Archivist, Ms Janet Prowse, was guest speaker at the Annual General Meeting of Honorary Consuls of Queensland in June 2007.

Queensland State Archives sponsored the Family History Fair held at Mt Gravatt in September 2006 and hosted delegations of archivists and record-keepers from Beijing and from the Pacific Regional Branch of the International Council on Archives.

### Director-General's Award for Leadership

The Director-General of the Department of Public Works, Mr Mal Grierson, presented the Director and State Archivist, Ms Janet Prowse with the Department of Public Works' Director-General's Award for Leadership at the Recognition of Excellence Awards ceremony in September 2006.



Leaving Croydon (London) on 7th  
January, 1928, at 6.45 a.m. I conveyed  
this letter in my 'Baby Avro' Aeroplane  
from Hon. J. Huxham, Agent-General for  
Queensland, and personally handed same to  
Hon. W. McCormack, M.L.A., Premier of  
Queensland, immediately upon my arrival at  
Bundaberg on 27th February, 1928, at 4.20 p.m.

Queensland Government Office  
109, Strand  
London, W.C.2.

2nd. February, 1928.

Dear Mr. McCormack,

I have much pleasure in informing you  
that Mr. Bert Hinkler, who has a world-wide reputation  
as an aviator and who is a native of Bundaberg, proposes  
to leave this country in a day or two in an all-British  
machine with the object of flying back to Queensland.  
If he succeeds, and I have every confidence in his ability  
to achieve his objective, the flight will be a record in  
the history of aviation, representing, as it will, a one-  
man effort to fly between here and Australia.

I think you will agree with me that Queensland  
is proud to claim Bert Hinkler as one of its own citizens,  
and his past and present achievements will no doubt be  
suitably applauded and recognised by all sections of the  
community on his arrival in Queensland.

Yours faithfully,

AGENT-GENERAL.

The Honourable William McCormack, M.L.A.,  
Premier of Queensland,  
B R I S B A N E.

P.S. Mr. Hinkler has kindly promised to deliver this  
letter to you by his own Aeroplane Mail.



# Future Directions

THIS SECTION HIGHLIGHTS SOME OF THE KEY CHALLENGES AHEAD FOR QUEENSLAND STATE ARCHIVES IN IMPROVING GOVERNMENT RECORD-KEEPING AND ENHANCING PUBLIC ACCESS TO ARCHIVAL COLLECTIONS.

## Proactive Transfers Program

Construction of an expanded archival facility is expected to be completed by mid-2008. As well as doubling Queensland State Archives' storage capacity for physical records, the new facility will also provide infrastructure for a future Digital Archive for the State's permanent records in electronic formats.

The expansion of Queensland State Archives' facility, including new state-of-the-art repositories, will encourage public authorities to progressively transfer permanent archival records to the Archives. The Collections Unit has developed a proactive Transfers Program and Strategy for paper-based records to forecast and schedule such transfers.

## Long-Term Preservation of Electronic Records

Queensland State Archives will continue to seek a major research and development budget which is essential to the planning of a future Digital Archive for the State.

In the meantime, Queensland State Archives will continue to work productively with other government archival authorities in Australasia on common solutions for the long-term preservation and management of electronic records as part of the Australasian Digital Recordkeeping Initiative. As well, Queensland State Archives remains committed to consultation with public authorities in this area, and to developing further policies and guidelines in the area of electronic records management.

## Recordkeeping Policy Framework

In consultation with public authorities, Queensland State Archives will further enhance the Recordkeeping Policy Framework by continuing to research and publish additional policies, guidelines and tools to assist public authorities to improve recordkeeping practices. The Framework will continue to be aligned to, and complement, broader Queensland Government information management strategies and priorities. Further forums and masterclasses will be developed to assist in raising recordkeeping awareness and capacity.

In 2007 some State Government departments and local governments reported gaps in aspects of compliance with *Information Standard 40: Recordkeeping (IS40)*. In response, this information will be assessed and, where appropriate, additional advice will be prepared and published. In 2008 Government-owned corporations and over 400 statutory entities will be required to demonstrate compliance to IS40. Queensland State Archives will provide assistance by issuing self-assessment checklists, followed by a formal compliance survey.



Mr Lauri Korhonen, Reprography Supervisor, scans images for the Digital Images Project





Researchers at the Community History Workshop held at Boonah in April 2007

### Commitment to Digital Content

In mid-2008, a pilot project to provide online access to digitised images of items from the Queensland State Archives' collection will be completed with the launch of the *Image Queensland* website. The digital images are created from the original analogue records.

The images will be available through the online catalogue *Archives One* and also via a dedicated online interface, *Image Queensland*.

Each image will be described in the collection management system, *Archives One*, to ensure its authenticity and to provide context. An additional feature of the service will be the development of online exhibitions. With Queensland State Archives as the custodian of the largest and most significant documentary heritage collection in the State, the *Image Queensland* initiative will make more digital content available for clients.

### Services Plan

In 2008 the Collections and Access Unit will develop a Services Plan to reflect and respond to the different research needs of its various client groups. A key component will be an Online Services Plan to document strategies the Unit will develop and implement to improve engagement with its growing number of online clients. The plans are a response to the community's trend away from walk-in clients to virtual clients and online services.

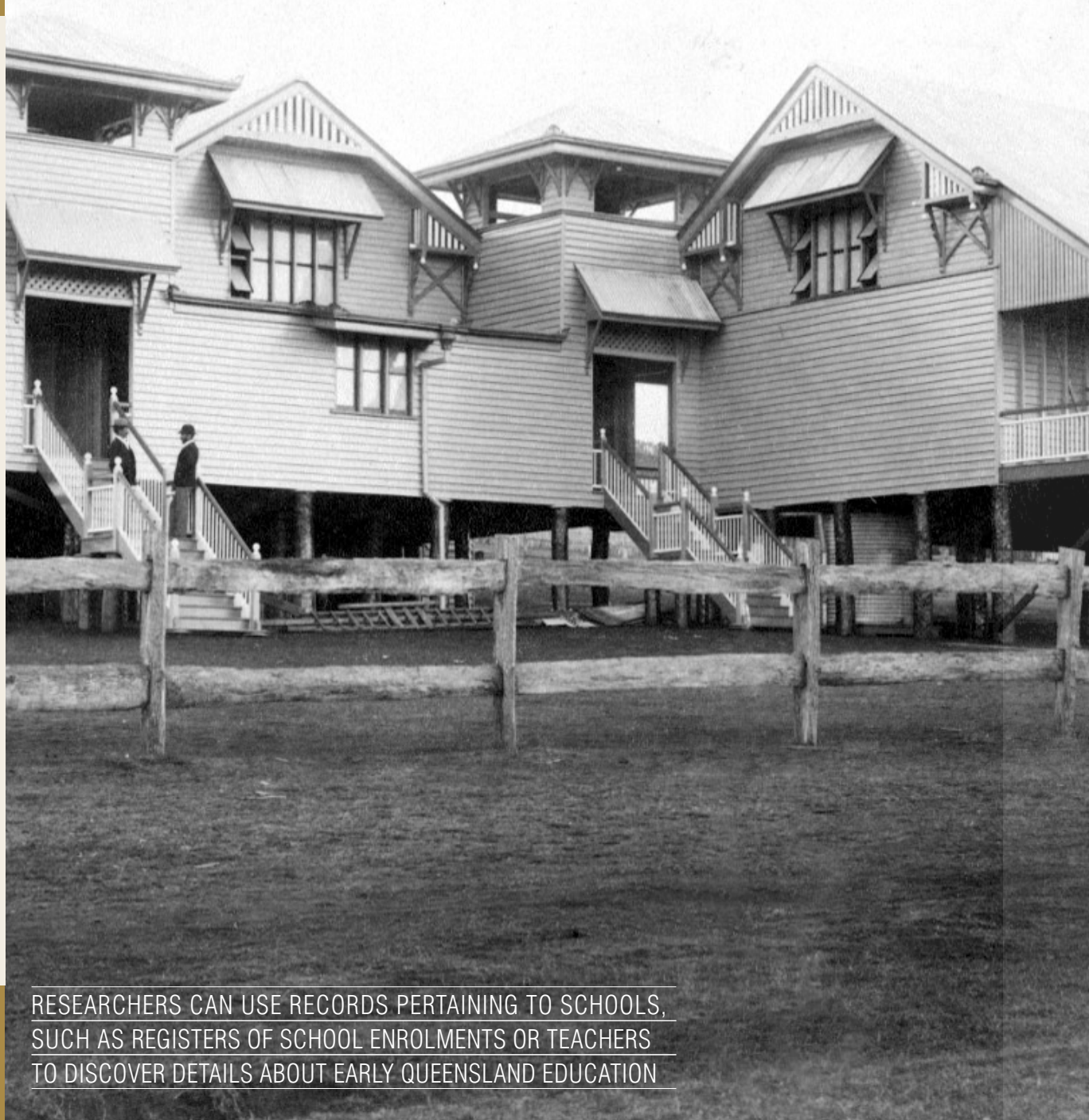
### Celebrating the State's History

The year 2009 represents the 150th anniversary of the separation of Queensland from the colony of New South Wales and also marks the 50th anniversary of the establishment of Queensland State Archives.

Queensland State Archives is working with the Queensland Government and the historical research community to plan a range of celebrations to commemorate these significant milestones in Queensland's history.

### International Congress

The National Archives of Australia has announced Brisbane as the location for the 2012 Congress for the International Council on Archives. The Council Congress is held every four years. Queensland State Archives will be represented on a management committee for the event, to be held at the Brisbane Convention and Exhibition Centre. The event could attract up to 3000 Archivists from around the world.



RESEARCHERS CAN USE RECORDS PERTAINING TO SCHOOLS,  
SUCH AS REGISTERS OF SCHOOL ENROLMENTS OR TEACHERS  
TO DISCOVER DETAILS ABOUT EARLY QUEENSLAND EDUCATION

Mt Morgan State School circa 1900.  
*Queensland State Archives Item ID 867334*

# Outputs and Outcomes

Queensland State Archives has two major outputs that make a contribution to the achievement of the following Government priorities:

## **Whole-of Government priority**

Delivering responsive Government

## **Output**

Support a responsive public sector focussed on improving Government service delivery

## **Sub-output One**

Government recordkeeping

## **Contribution**

Improving the delivery of Government services and information to the community



Queensland State Archives staff welcome archivists from the Beijing Municipal Archives  
November 2006

## **Outcomes 2006-07**

- Hosted two meetings of the Public Records Review Committee in Brisbane to advise both the Minister for Public Works, Housing and Information and Communication Technology and the State Archivist on the administration and enforcement of the *Public Records Act 2002*.
- Hosted one meeting of the Public Records Review Committee at Point Lookout, North Stradbroke Island, complemented by a small function for representatives of family and local history groups in the area.
- Held one Recordkeepers' Forum in Brisbane, focusing on recordkeeping compliance for State Government Departments and local government. Held one Recordkeepers' Forum in Townsville, providing introductory recordkeeping information. Total attendance at Recordkeepers' Forums was 186 people representing 69 different agencies.
- Published *Information Standard 40: Compliance Guidelines and Checklist* and conducted a survey of *Information Standard 40* compliance.
- Delivered a recordkeeping presentation and recordkeeping information kits to senior management consultants working with Indigenous Councils in North Queensland.
- Attended two meetings of the Council of Australasian Archives and Records Management Authorities.
- Participated in Australasian Digital Recordkeeping Initiative meetings and projects.
- Issued a joint publication, *Managing Public Records Responsibly*, with the Crime and Misconduct Commission in the lead-up to the 2006 State Government election.
- Provided an oral submission to the Australian Law Reform Commission's Review of Privacy.



L-R: Ms Alex Pearce and Mr Steven Watson,  
Senior Project Officers with Ms Katherine Brennan,  
Manager Business Services and Planning



- Participated in State Government initiatives addressing a range of issues relating to the management of electronic records including the Web Steering Committee and the Web Content Policy Expert Reference Group.
- Presented papers at the Records Management Association of Australasia International Convention in Cairns during September 2006 on Queensland State Archives' Recordkeeping Policy Framework.
- Published Queensland State Archives' *Stakeholder Engagement Framework*.
- Ongoing provision of recordkeeping policy advice on a day-to-day basis to a client base of 650 public authorities.
- 1091 successful completions of Queensland State Archives' *Managing Electronic Messages as Records* online training module.
- 209 subscriptions to Queensland State Archives' online listserv which provides updates on events and new policy instruments and tools available on its website.
- Released the *e-Government Policy Framework for Electronic Records Management Discussion Paper* to Queensland public authorities.
- Published the *Microfilming Disposal Policy* together with an updated version of the *Guideline for Best Practice Microfilming of Public Records*.
- Issued comprehensive Retention and Disposal Schedules for Offices of Ministers of the Crown, the Queensland Police Service, the Crime and Misconduct Commission and the Queensland Rural Adjustment Authority.
- Issued a revised sector wide Retention and Disposal Schedule for local government authorities.
- Issued 10 Retention and Disposal Schedules including schedules for the Queensland Studies Authority, the Office of Racing, the Department of Natural Resources and Water and the Atherton Tablelands Maize Marketing Board.
- Published a *Digitisation Disposal Policy* and issued the first authorisation under this policy to the Queensland University of Technology.
- Published 11 *Public Record Briefs* on a range of recordkeeping and information management issues.
- Issued licences for either *Keyword AAA* or *Keyword for Councils* to public authorities.
- Hosted delegation from the Pacific Regional Branch of the International Council on Archives in April 2007.
- Hosted delegation of Chinese archivists from the Beijing Municipal Archives in November 2006.



### Whole-of Government priority

Delivering responsive Government

### Sub-output Two

Collection management and public access

### Contribution

Providing the community with access to the State's historical and cultural records

Mr Bruce Cowell, Assistant Conservator, works on a flexible negative conservation project



## Outputs and Outcomes (cont)

- Completed the appraisal of 144 motion picture films as part of a film conservation project.
- Lent 808 records to agencies for the purpose of research, legal discovery and to address freedom of information requests.
- Received 49 transfers of permanent public records measuring 930 linear metres at the Runcorn repositories, including: records of the Toowoomba Shire Council (1866-1990); Ecclesiastical files and registers from the Supreme Court, Central District, Townsville (1931-1948); Wills, Public Trust Office (1933-1955); General Correspondence Files – Cherbourg, Woorabinda and Bamaga (1928-1998), Communities Department; and Architectural Services Files (1929-1998), Queensland Rail.
- Implemented the redesigned collection management database, *Archives One*, and the online public access catalogue, *ArchivesSearch*, and provided six seminars in its use to the public, agency officers and professional organisations.
- Arranged and described permanent public records to item level to enhance access, including: records of the Education Department; insolvency files; Department of Public Works' project specification files and nominated immigration files.
- Registered and revised 4,972 agency descriptions, including new agencies, machinery-of-Government changes to agencies and updates on existing agency registrations.
- Registered, revised and described 8,667 series, including new series and updates on existing series registrations.
- Added 80,745 new items to the online catalogue to enhance access.
- Completed the remaining indexing of assisted immigrant passenger lists to provide a comprehensive index of the Registers of Immigrant Ships' Arrivals, 1848-1912.
- Completed the index to lists of non-British residents in Queensland Police Districts in 1913, giving better access to information on arrival, country of origin, and naturalisation.
- Provided public access to archival records for 6,857 researchers in the Public Search Room at Runcorn, Brisbane.
- Responded to 17,344 reference queries and retrieved 24,115 archival records for researchers in the Public Search Room.
- Provided written and telephone reference services to 3,549 clients and copied 29,062 items for public orders.
- Recorded 5.4 million hits and 425,603 unique visits to the Queensland State Archives website.
- Delivered 20 presentations on collections and services to the general public, cultural heritage organisations, government and community groups.
- Contracted two prominent Queensland historians to write historical overviews of Boonah and its Northern District and the Mary River Valley as part of the Community History Project for the Community Futures Task Force.



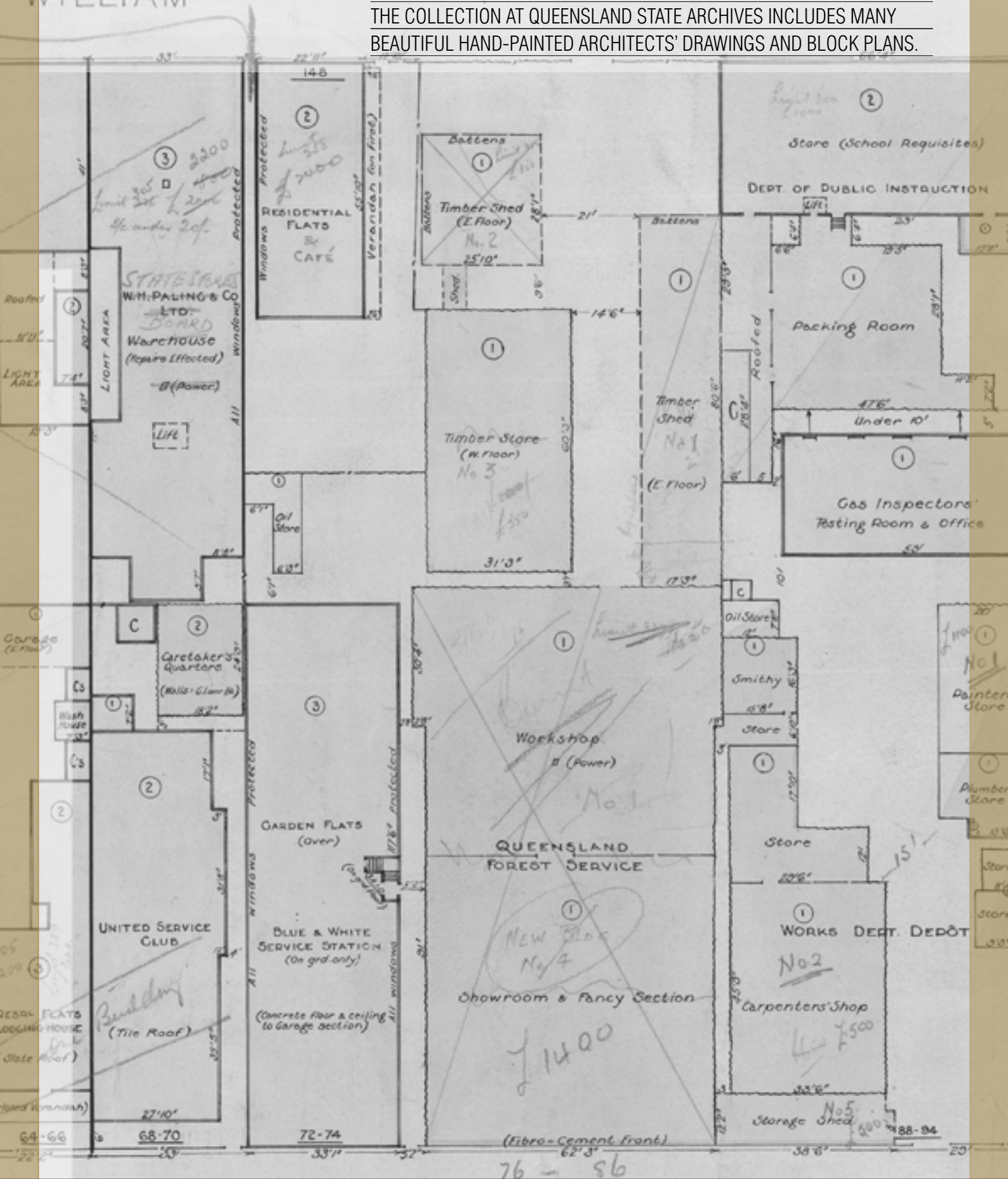
L-R: Mr Bryan Quant, Chief Information Officer, Department of Public Works; Paul Burgess, Manager Information Support Division, Department of Public Works; Ms Karen Friedl, Manager Collections and Access; Mr Eric Kruip, General Manager, Project Services, Technology One; Mr Andrew Grainger, Project Manager, Technology One; and Mr Tony Dunn, Senior Analyst/System Architect, Technology One attend the launch of the revised *Archives One*



- Contributed to the Community Futures Task Force through the delivery of Community History Workshops in Boonah and Kandanga to assist the general public in preserving personal records and memorabilia.
- Provided tours of the Runcorn repositories to 165 visitors from local and family history groups, schools, universities, public authorities, community organisations and the general public.
- Provided information on collections and services to regional Queensland through field trips to Mackay and Stradbroke Island.
- Celebrated Harmony Day on 21 March 2007 to acknowledge the role and contribution of the Greek community to Queensland's history and development.
- Launched the exhibition *In the West*.
- Hosted a joint seminar in Mackay on services and the collection with the National Archives of Australia and the State Library of Queensland as well as hosting a *Small Archives Seminar* for local collecting institutions.
- Hosted two morning teas with the State Archivist to discuss research activities and issues with the public.
- Publicly released the 1976 Cabinet Minutes on 1 January 2007.
- Carried out preservation treatments on 844 items from the collection, including a register of Monumental Plans and Headstones, Toowong Cemetery, (1893-1908).
- Completed a 10 year project to microfilm 971,250 pages of Land Selection Files 1868-1887, representing 36,196 items.
- Produced 153,304 frames of microfilm of public records.
- Answered 763 detailed queries for conservation information from public authorities.
- Produced three editions of the *Runcorn Record*, an information newsletter for family and local historians.
- Sponsored a stall and participated in a seminar session at the Family History Fair in September 2006.
- Presented a paper to the Reference and Public Programs Special Interest Group at the Australian Society of Archivists' annual conference in October 2006.
- Presented a Disaster Preparedness Seminar to representatives from 21 public authorities in Townsville in October 2006.
- Continued to plan for the State's 150th anniversary celebrations in 2009.

WILLIAM

THE COLLECTION AT QUEENSLAND STATE ARCHIVES INCLUDES MANY BEAUTIFUL HAND-PAINTED ARCHITECTS' DRAWINGS AND BLOCK PLANS.



GEORGE

Block Plan 80 George Street, 1935  
Queensland State Archives Item ID 108935

# Status of Government Recordkeeping

AS THE LEAD AGENCY FOR RECORDKEEPING, QUEENSLAND STATE ARCHIVES CONTINUED TO PROVIDE HIGH-LEVEL POLICY ADVICE TO PUBLIC AUTHORITIES ON BEST PRACTICE RECORDKEEPING AND ASPECTS OF INFORMATION MANAGEMENT.

Under section 56 of the *Public Records Act 2002*, Queensland State Archives is required to report annually on the status of government recordkeeping.

Highlights from recordkeeping findings in 2006-2007 include:

- Public authorities provided evidence of increased commitment to continual improvement of recordkeeping practices.
- Recordkeeping has gained the attention of senior executives within public authorities, many of whom demonstrate commitment and support for their agency's records management program.
- Agencies that reported high levels of recordkeeping compliance are characterised by identifiable recordkeeping programs and

systems; have documented policies and procedures; achieved agency-wide implementation; clarified recordkeeping roles and responsibilities; and allocated adequate funding and resources to support recordkeeping programs.

- Some agencies have fostered internal recordkeeping capacity by encouraging staff to achieve formal recordkeeping qualifications.
- Barriers to recordkeeping compliance include lack of clarity around recordkeeping roles and responsibilities, limited resources and funding, and staff and skills shortages (particularly for small local governments).

Recordkeepers' Forum Townsville, October 2006



## Compliance with *Information Standard 40: Recordkeeping*

In 2002, *Information Standard 40: Recordkeeping* (IS40) was released. Public authorities were expected to achieve compliance with the seven principles of IS40 by 30 December 2006 for State Government departments and local governments, and by 30 December 2007 for Government-owned corporations and statutory authorities.

The seven principles of *Information Standard 40* are:

- *Principle 1:* Recordkeeping must ensure public authorities are compliant and accountable.
- *Principle 2:* Recordkeeping must be monitored and audited.
- *Principle 3:* Recordkeeping must be assigned and implemented.
- *Principle 4:* Recordkeeping must be managed.
- *Principle 5:* Recordkeeping systems must be reliable and secure.
- *Principle 6:* Recordkeeping must be systematic and comprehensive.
- *Principle 7:* Full and accurate records must be made and kept for as long as they are required for business, legislative, accountability and cultural purposes.

In accordance with the compliance deadline of 30 December 2006, Queensland State Archives issued a self-assessment checklist to 24 State Government departments and 125 local governments in October 2006. The self-assessment checklist was against the seven principles of IS40, as was the subsequent formal survey.



As a result of the self-assessment process, 17 departments and 44 local governments sought extensions of time to achieve compliance. Most of these agencies returned a completed checklist to support their request for an extension. In most cases extensions of time granted varied from three to 12 months. A number of Shared Service Providers also completed and returned the checklist.

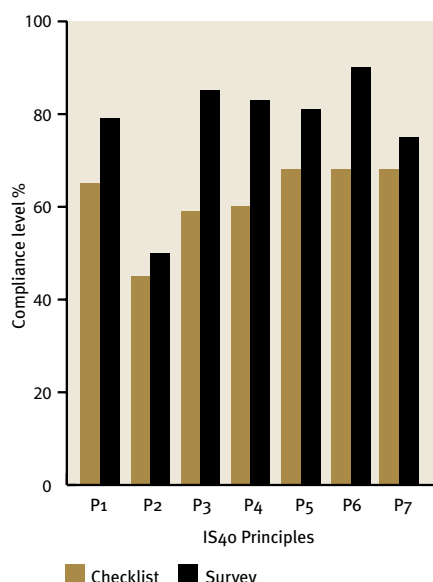
The public authorities that did not request an extension of time and those agencies whose extensions had expired (nine departments and 88 local governments in all), were issued with a formal IS40 Compliance Survey. As at 30 June 2007, 62 surveys had been returned with 35 surveys outstanding (all of these represent local governments). Several councils advised that the proposed local government amalgamations impacted on their ability to complete the survey.

It is worth noting that less than 45% of Queensland public authorities considered they were in a position to complete an IS40 Compliance Survey, despite a five-year compliance timeframe.

However, the data from the surveys received by Queensland State Archives to date has revealed an average IS40 compliance level of 76%. In terms of IS40 principles, the highest levels of compliance were recorded against Principle 6 (89%) and Principle 3 (86%). The lowest level of compliance was recorded for Principle 2 (51%).

Diagram A compares IS40 compliance levels for the self-assessment checklist and the formal survey.

**Diagram A**  
**Comparison of compliance levels**  
**Checklist and Survey**



The four State Government Shared Service Providers that completed the self-assessment checklist indicated comparatively lower levels of record-keeping compliance. Shared Service Providers that undertake a range of recordkeeping activities on behalf of State Government departments will need to demonstrate further advances in recordkeeping reforms.

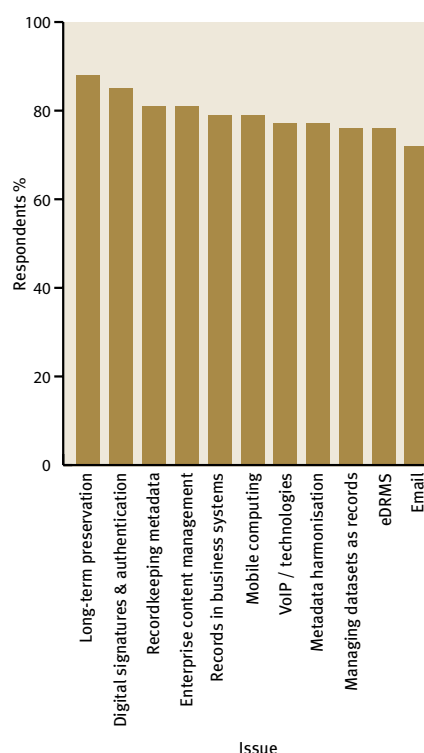
In 2007-08 Queensland State Archives will determine the policy responses to identified gaps in recordkeeping compliance and develop appropriate policies, guidelines and tools in consultation with public authorities. Public authorities that were granted extensions will be required to complete formal compliance surveys, and data from these additional responses will be analysed as part of this process.

## Re-engineered Policy Framework

In June 2006 Queensland State Archives sought feedback from agencies, via the *e-Government Policy Framework for Electronic Records Management Discussion Paper*, on re-engineering the Queensland Government Record-keeping Policy Framework to better assist agencies to deal with the challenges of managing electronic records. The results of the consultation were published on Queensland State Archives' website in February 2007.

The strong response to the discussion paper showed that agencies are aware of the complex issues to be considered when managing electronic records. More than 70% of respondents requested some form of advice on every issue raised in the discussion paper. Diagram B outlines the areas of support indicated for additional research and advice to be published by Queensland State Archives. A program of work has been established in response.

**Diagram B**  
**Required advice from Queensland**  
**State Archives on electronic records**  
**management**



L-R: Miss Josephine Horner, Senior Appraisal Archivist; Ms Ruth Nitkiewicz, Project Officer; Mr Michael Rogers, Manager Agency Services and Mrs Ingrid Macdonald, Appraisal Archivist.

## Retention and Disposal of Public Records

Under the *Public Records Act 2002* public authorities can dispose of public records under their control with approval from the State Archivist. In order to seek approval to dispose of records, a public authority must develop a Retention and Disposal Schedule for its core business records. These schedules complement the *General Retention and Disposal Schedule for Administrative Records*, used by all public authorities.

Queensland State Archives provides appraisal advice to public authorities to ensure that all classes of public records created and received by each agency are identified and the corresponding appropriate retention periods are determined to meet a wide range of legislative, regulatory and accountability requirements. As part of this process, public records required for permanent retention are also identified.

In 2006-07 Queensland State Archives worked with the local government sector to undertake a major review of the Retention and Disposal Schedule for Local Government. As a result, this sector has a comprehensive contemporary schedule which takes into account the recordkeeping implications associated with a wide range of recent significant legislative changes, such as amendments to the *Integrated Planning Act 1997* and the *Building Act 1975*. The revised schedule has improved coverage for activities including development applications (for example, tidal, plumbing and drainage works), increased retention periods for building development applications (in line with legislative changes) and new record classes relating to such matters as Code of Conduct for Councillors and fire safety standards for budget accommodation facilities.

A number of public authorities are yet to complete agency-specific Retention and Disposal Schedules for the State

Archivist's approval. Specialist skills in the area of the appraisal of records, to determine the value of public records against legislative, regulatory and accountability frameworks, are generally low across government.

## Recordkeeping Implications in other Reports

The issue of poor recordkeeping has featured in a number of public reports issued in 2006-07, highlighting how it can undermine decision-making and efficient business. The Queensland Audit Office, in its report on an audit of universities and grammar schools, found some TAFE student records lacked sufficient contextual information to allow proper decision-making. However, the Queensland Audit Office noted internal audits and reviews of policies and procedures were contributing to improved recordkeeping practices.

The Queensland Audit Office also identified the need for a number of Indigenous councils to address a range of recordkeeping issues, particularly in relation to financial records. Queensland's 15 Aboriginal Shire Councils, which have local government status, and 17 Islander Councils are public authorities under the *Public Records Act 2002*. Queensland State Archives has undertaken initiatives to support improved recordkeeping practices in Indigenous councils including the provision of tailored recordkeeping information to the councils and partnering with other entities that support Indigenous councils, for example, the Department of Local Government, Planning, Sport and Recreation and the Local Government Association of Queensland.

A number of reports highlighted how inadequate recordkeeping had contributed to a lack of accountability and decision-making in relation to capital works programs and tendering processes. Queensland Audit Office's audit of the Capital Works Programs of four State Government depart-



Ms Dianne Taylor, Administration Officer, welcomes Mr Andre Duwalder and Ms Geraldine Davie to the Public Search Room

ments found central project files did not include "relevant and significant" information relating to key stages and approvals for some projects. The Office of the Queensland Ombudsman's investigation into one council's administration and management of development applications found no overarching recordkeeping system, inadequate recordkeeping by the council and recommended specific recordkeeping procedures to be put in place.

Another council was investigated by both the Office of the Queensland Ombudsman and the Crime and Misconduct Commission. The investigation found a failure to properly maintain the pecuniary interest register; failure to keep records of phone conversations, teleconferences and decision-making in relation to tender processes; and failure by the council to ensure staff were made aware of their recordkeeping responsibilities.

## Sustaining Recordkeeping Reform

Queensland State Archives notes the growing support at executive level for public authorities' recordkeeping programs.

In 2007-08 Queensland State Archives will continue to consult with public authorities in developing high-level policy advice and practical recordkeeping guidelines and tools which support best practice records management in Queensland's public sector.



# Queensland State Archives Corporate Profile

## Organisational Capacity

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

We achieve this through:

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

## Equal Employment Opportunity

Queensland State Archives is committed to complying with the requirements of the *Anti-Discrimination Act 1991* and the *Equal Opportunity in Public Employment Act 1992*.

## Employment Profile

As of 30 June 2007 Queensland State Archives had 47 full-time equivalent employees.

## EEO profile as of 30 June 2007

Aboriginal and Torres Strait Islanders	0
People with a Disability	7
Non English Speaking Background	10
Women AO6 plus	13
Women SO plus	1

## Volunteers

Queensland State Archives has 14 registered volunteers who support archival work programs including indexing projects. A Volunteers Policy provides guidelines for the program coordinated by Ms Elizabeth Hawkins.

## Services to Indigenous people

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

Queensland State Archives' volunteers  
Back L-R: Ms Erin Hobson, Mr Peter Scott, Ms Elizabeth Hawkins, Archivist and Volunteers Coordinator, Ms Karen Laughton, Ms Beverly Isdale, Ms Jin Hanson, Ms Dianna Ottaway, Ms Barbara Samuels Front: Miss Linda Hore, Ms Roberta Lawson, Miss Jacqueline Croker

## Recordkeeping

Queensland State Archives revised its own Strategic Recordkeeping Implementation Plan (SRIP) to maintain the currency of this key document. An Operational Recordkeeping Implementation Plan (ORIP) was also developed to align with the revised SRIP. A functional business classification scheme and a Retention and Disposal Schedule have been implemented. Internal record-keeping work instructions were reviewed for compliance.

## Workplace Health and Safety

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

## Workforce Management

In 2007 Queensland State Archives continued the development and implementation of the Workforce Plan to ensure the capacity of its own workforce to meet its legislative roles and functions.

## Financial Statements

The Department of Public Works' Annual Report for 2006-07 incorporates Queensland State Archives' financial statements. Copies of the Department's Annual Report can be obtained by contacting:

## External Relations

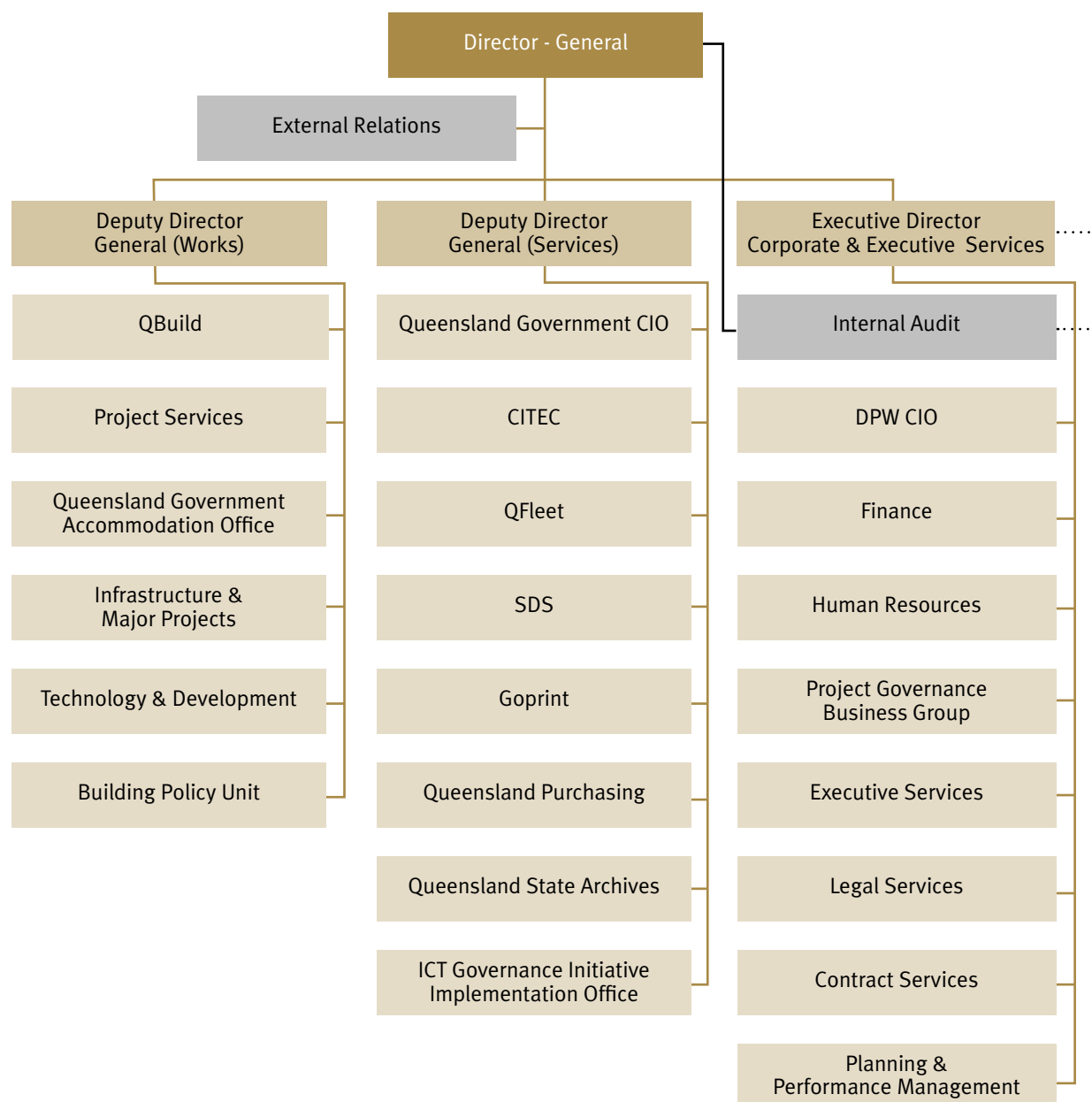
Department of Public Works  
GPO Box 2457  
Brisbane Queensland 4001  
Phone: (07) 3222 2652  
Fax: (07) 3227 6413  
Web: [www.publicworks.qld.gov.au](http://www.publicworks.qld.gov.au)  
Email: [dpw@publicworks.qld.gov.au](mailto:dpw@publicworks.qld.gov.au)



## Appendix 1: Queensland State Archives' Organisational Structure 2006 - 07



## Department of Public Works' Organisational Structure 2006 - 07



## Appendix 2: Public Records Review Committee



**Mr Brian Herd** (Chairperson)

*Partner at Carne Reidy Herd Lawyers, Brisbane*

Mr Herd has over 20 years' experience in the areas of legal compliance, risk management and corporate governance, especially in not-for-profit and community organisations. Through his expertise in Elder Law, he plays a major role in, and makes a significant contribution to, the interests of the elderly and the aged care and retirement sectors.



**Ms Kay Ryan**

*Partner at Shannon Donaldson Province Lawyers, Toowoomba*

Ms Ryan has 15 years' experience as a lawyer. She has also studied local and applied history and has been heavily involved in a number of family history organisations, representing Queensland on the council of the Australasian Federation of Family History Organisations.



**Prof. Malcolm Thomis**

*Prof Emeritus and Honorary Research Consultant, University of Queensland*

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



**Mr Ken Toogood PSM**

*Former Principal Registrar & Administrator, Supreme Court of Queensland*

Mr Toogood represents the interests of the judiciary on the Committee and has over 40 years' experience in administration of Queensland Courts.



**Ms Leonie Short**

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

Ms Short, an experienced researcher and lecturer, has travelled widely to conduct international research on a range of issues. Ms Short also holds positions on a range of other health and community sector organisations.



**Dr Jennifer Harrison**

*Internationally experienced research historian and academic*

Dr Harrison is a research adviser with the University of Queensland and is associated with the post-graduate program. As the Queensland researcher for the Australian Dictionary of Biography, she undertakes research for the Australian National University. Dr Harrison lectures in Australia and internationally on family, local and applied history, particularly convict origins and migration trends.



**Mr Chris Gorry**

*Chief Executive Officer, Avand*

Mr Gorry co-founded Avand in 1994 after 20 years of software and IT developing roles for state and federal governments. He has overseen Avand's emergence as the leading supplier of enterprise content management solutions to the local government market and is spearheading the company's expansion. Chris was a member of the Queensland State Government's Small to Medium Enterprises Taskforce, and is a founding member of Software Queensland.



**Mr Peter Wood OAM**

*Former Deputy Mayor, Toowoomba City Council*

Mr Wood has extensive experience in the public and university sectors and represents the interests of local government. He was a member of Toowoomba City Council from 1980 until 2004 and Deputy Mayor from 1992. As an active Member of the Urban Local Government Association, he has a strong interest in town planning and in the provision of services to the public.



**Mr George O'Farrell**

*Director-General of the Department of Tourism, Fair Trading, Wine Industry Development and Women*

As Public Service Commissioner, Mr O'Farrell represented the interests of State Government on the PRRC until 2006. He has over 20 years' experience in Parliamentary, Cabinet and policy development work. Following his appointment as Director-General of the Department of Tourism, Fair Trading, Wine Industry Development and Women in July 2006 he withdrew as a member of the Public Records Review Committee.



**Mr Brian Carroll**

*Executive Director, Office of the Public Service Commissioner*

Mr Carroll represents the interests of State Government agencies on the committee. He has over 40 years' experience in the public sector, including 17 years in senior corporate management roles. He is a member of the Industrial Relations Society of Queensland, the Institute of Public Administration Australia and was Treasurer (Queensland Division) of the Public Sector Union from 1986 to 1989. He has a strong community interest in surf lifesaving.



