

ANNUAL REPORT 2021–2022



Communication Objective

This Annual Report provides information about Queensland State Archives' non-financial performance for 2021-2022. It has been prepared in accordance with the *Public Records Act 2002*.



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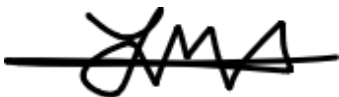
The Honourable Leeanne Enoch MP
Minister for Communities and Housing
Minister for Digital Economy and
Minister for the Arts
1 William Street Brisbane, QLD 4000

31 October 2022

Dear Minister

I am pleased to submit for presentation to Parliament the Annual Report 2021–2022 for Queensland State Archives. This document is the 20th Annual Report submitted to Parliament in accordance with the *Public Records Act 2002*.

Yours sincerely

A handwritten signature in black ink, appearing to be 'LH', written over a horizontal line.

Louise Howard
Queensland State Archivist
Queensland State Archives
Department of Communities, Housing and Digital Economy

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

Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

As the Archives are a place for learning we also respectfully recognise the continuing role of Aboriginal and Torres Strait Islander peoples as knowledge keepers in relation to their Traditional Country.

We acknowledge those of the past, the ancestors whose strength has nurtured this land and its people, and who have passed on their wisdom. We acknowledge those of the present for their leadership and ongoing effort to protect and promote Aboriginal and Torres Strait Islander peoples and cultures. We acknowledge those of the future, the Elders not yet born, who will inherit the legacy of our efforts.

We recognise it is our collective efforts, and responsibility as individuals, communities, and governments, to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

Table of Contents

Message from the State Archivist.....	6
Who we are.....	8
What we do	8
Our mission	8
Our vision	8
Our performance.....	9
Our achievements.....	11
COVID-19 response.....	11
First Nations First Program	11
Digital Archiving Program.....	13
Access and Engagement	13
Collection and Discovery and Preservation Services	15
Government Records and Information.....	17
Volunteer program	18
Recordkeeping across government.....	19
Independent Review of the Public Records Act.....	19
Status of recordkeeping across government	19
Looking forward	21
Our people	23
Departmental Graduate Program.....	23
Corporate breakdown.....	23
Our governance	25
Public Records Review Committee.....	25
Organisational structure	27

Message from the State Archivist

In September 2021 Queensland State Archives (QSA) became part of the Communities Division of the Department of Communities, Housing and Digital Economy (DCHDE). We have embraced the opportunities for collaboration and partnerships that this connection brings.

In May 2022 it was announced that the *Public Records Act 2002* (the Act) would undergo an independent review to modernise and strengthen government recordkeeping. The Act sets the foundations for recordkeeping requirements for Queensland public authorities, including how records should be managed, preserved, and made available for access. The Act is now 20 years old and does not consider the digital advancements of the past decades and nor does it adequately represent all Queenslanders. It predates the *United Nations Declaration of the Rights of Indigenous Peoples 2007* and fails to recognise the rights of Aboriginal and Torres Strait Islander peoples or provide any special provisions for our First Nations communities.

The independent review was led by retired Supreme Court Judge, the Honourable John Byrne AO RFD and supported by a panel of experts. The review supports the Queensland Government's commitment to integrity and governance in the public sector. I believe this is a welcome and timely review. We know from past experiences that incidences of failures in recordkeeping can have serious consequences, and I look forward to seeing the outcome next year.

Over the last two years QSA has taken steps towards meeting our commitment to being an archive that supports Aboriginal and Torres Strait Islander self-determination and embraces First Nations' worldviews, knowledge and culture. This year we have continued to advance our *First Nations First* program, with a commitment to improving outcomes for Aboriginal and Torres Strait Islander Queenslanders, including the appointment of our inaugural First Nations Archives Advisor.

The QSA collection holds approximately 3.5M items created by government over the past 200 years. Thousands of these items relate to Aboriginal and Torres Strait Islander peoples, documenting many aspects of their lives.

These records are vital evidence for the forthcoming truth telling process of the Queensland Government's Path to Treaty commitments and during this time we aim to be an archive that is a space for healing and remembrance for Aboriginal and Torres Strait Islander peoples. We hope that these important conversations lead Queenslanders, and indeed the rest of the country, to acknowledge our shared dark history and use that knowledge to achieve meaningful reconciliation as we move together on to the Path to Treaty.

This year also saw the commencement of the next stage of implementation of our Digital Archive Program, building on QSA's earlier successful implementation of a new archival management system. Once implemented, the Digital Archive will enable us to preserve permanent value born-digital public records and secure Queensland's digital cultural heritage. To improve understanding and confidence in managing recordkeeping across agencies within Queensland, QSA devised a strategic engagement plan, the Government Records Improvement Program (GRIP), which has been based on a Human Centred Design Approach (HCD). The objective of the program is to establish recordkeeping as an integrated aspect of the way Queensland public servants work across Government. It will run until 2023 and is a critical strategic priority for QSA.

The popularity of our digital channels continued to grow, with over 16.14 million records being accessed by Queenslanders and our global community. Due to the increasing popularity of our digital channels, the digitisation of our physical collection is a priority for us with the aim of making our valuable records available to all, no matter their location.

QSA is a place familiar to me, having worked here in my early career, and on my return in August 2021 it was evident that the passion of those who work here had not waned despite the challenges presented by COVID-19 in recent years. I am proud of the incredible work and the excellent customer service that QSA staff deliver every day. I am also grateful for the support I receive from my Senior Leadership Team and thank all QSA staff and volunteers for their energy and enthusiasm. We have experienced challenges, however the progress we have made is due to the efforts of our wonderful team here at Runcorn.

I am excited about what the future holds for QSA. We will continue to help Queenslanders find themselves and their families in the records. We will help academics undertake research, and historians find untold stories within the collection, creating a sense of connection. We will remain committed to our core purpose – managing Queensland’s public records for people to discover and use. Our dedicated team will continue to work with and encourage agencies to promote better government recordkeeping to ensure that the permanent public records of Queensland survive and thrive, so they are accessible for all Queenslanders now, and into the future.

Louise Howard

Queensland State Archivist

Who we are

What we do

Queensland State Archives (QSA) provides a window to almost 200 years of the state's history, acknowledging that our First Nations people have had a connection to the lands and waters of Queensland for over 60,000 years. By providing access to millions of archival records, and by engaging with Queenslanders through our online channels, events and regional exhibitions, we help people connect with the state's rich and varied past. For government we are the custodian of the public record, managing and preserving the information we hold, while also providing expert recordkeeping advice to government agencies.

Our mission

Ensure the public records of Queensland are made, managed, kept and preserved for the use and benefit of present and future generations

Our vision

To inspire all Queenslanders to discover the stories contained within the record of the Queensland Government – anytime, anywhere.

Our performance

Improve services for Queensland

Improve services for Queensland		
	Target /Est 2021-2022	Actual 2021-2022
Access & Engagement measures		
Cost per record accessed	\$1.00	\$0.94
Collections & Discovery measures		
Total collection size (linear metres)		66,557
Total number of items in the collection		3,501,325
Total number of items created this year		68,924
Total items available to the public (in ArchivesSearch and open)		2,159,354
Percentage of collection open to the public		61.67%
Increase in items available to the public		22,777
Items digitised (excl. File Issue and Reading Room requests)		9,445
Postproduction activities (excl. File Issue and Reading Room requests)		1,504,549
Preservation work (treatment/activities)		13,680

Improve services for government

Improve services for government	2021-2022 Actual
Government Recordkeeping & Innovation	
Queries	
Queries – all query topics	325
Disposal authorisation	
Disposal authorisation numbers (DANs): <ul style="list-style-type: none"> • All disposal authorisations issued including DANs in whole schedules and GRDS. 	43
Retention and disposal schedules (RDS) issued: <ul style="list-style-type: none"> • Health Sector (Clinical Records) Retention and Disposal Schedule. • Queensland Law Society Retention and Disposal Schedule. 	2
Lost records notifications	1 Received, not yet authorised
Early disposal applications	0
Regulations under the <i>Public Records Act 2002</i>	
Queensland Coal Mining Board of Inquiry	1

Our achievements

COVID-19 response

The COVID-19 pandemic and associated health restrictions continued to impact QSA's operations and services. Our priority was to ensure the safety of the public and our staff, so our Reading Room, public programs and Volunteer Program were adjusted, in accordance with the health directions of the Queensland Government throughout the year. Increased cleaning, social distancing and strict hygiene rules continued on-site.

Our culture of flexibility and adaptability allowed us to:

- protect all staff, especially those who were vulnerable
- ensure a COVID safe environment for customers, contractors and staff onsite
- adapt work programs and equip staff to work from home when lockdown restrictions were enacted
- promote a whole-of-government training video about recordkeeping from home
- publicise advice about managing contaminated records
- deliver events online
- increase digital records online.

First Nations First Program

Following the release of QSA's Statement of Intent on 1 June 2021 we continue to deliver our First Nations First Program.

QSA aims to be an archive that that supports Aboriginal and Torres Strait Islander self-determination and embraces First Nations' worldviews, knowledge, and culture. The records at QSA tell the story of the colonisation of Queensland, the impacts of which still affect Aboriginal and Torres Strait Islander peoples today.

QSA's First Nations First Strategy 2022-2025 supports:

- Path to Treaty, particularly truth telling
- commitments to the federal Closing the Gap initiative
- the Queensland Government's Local Thriving Communities reform.

To achieve these goals, QSA will deliver several key projects and initiatives, including:

- Public Records Act Review
- Digitisation and repatriation of records
- First Wars project
- Cultural safety review

First Nations Archives Advisor

In July 2021 Butchulla woman Rose Barrowcliffe, an academic from the University of the Sunshine Coast, was appointed as the Queensland Government's inaugural First Nations Archives Advisor. In her role Ms Barrowcliffe has helped improve QSA's cultural capability, providing expert community-focused advice on cultural safety and sensitivities, while also providing guidance on the First Nations First program.

Throughout 2021-2022 Ms Barrowcliffe developed a report on QSA's First Nations First Program, with an Interim Report delivered in March 2022. The report assesses QSA's responses to the Tandanya-Adelaide Declaration, which calls on archives internationally to open themselves to First Nations worldviews and become more inclusive, support for Path to Treaty, as well as specific recommendations, including:

- Culturally appropriate presentation of records relating to First Nations Peoples, including the First Wars records.
- Cultural sensitivity and safety.
- QSA's role in truth telling and healing.
- Improving services and accessibility for First Nations peoples.

- Understanding First Nations peoples and records relating to First Nations peoples.
- Providing opportunities for First Nations peoples at QSA.

On 30 June 2022 Ms Barrowcliffe submitted the *Queensland State Archives First Nations Program Final Report*. QSA will explore implementation of the report's recommendations in 2022-2023.

First Wars Project

In support of truth telling, QSA's First Wars Project aims to identify records relating to Queensland's painful shared history of frontier violence.

In collaboration with Queensland historian Dr Jonathan Richards, and supported by a team of QSA staff, almost 4,000 records have been identified, digitised, and assessed. The assessment of the records includes recording names and locations relevant to First Wars and assigning subject headings to aid with discoverability.

QSA is currently exploring options for sharing sensitive frontier violence records with First Nations individuals and communities.

Languages Project

In 2021-2022 QSA commenced the First Nations Languages Program, to support language workers and organisations in traditional language revitalisation across Queensland, and to build stronger relationships with Aboriginal and Torres Strait Islander communities.

To guide and help deliver the program QSA appointed an expert Indigenous languages researcher, Gamilaroi man, Des Crump.

The research stream of the program has resulted in the digitisation of over 50 archival items and the identification of over 70 Aboriginal and Torres Strait Islander languages. Universal Austlang codes have been applied to the descriptions of these records, enabling easier access for language researchers. These records will also be shared with relevant language workers, through community engagement activities and workshops.

In March 2022, QSA hosted the State Library of Queensland's week-long First Nations Language Residency, after the library was impacted by floods. Language workers from around the state learned how to use the archival collection while making important connections with other language workers.

The residency was a huge success, with attendees researching the Birri-Gubba/Juru (Townsville and Bowen areas), Wakka Wakka (Burnett area), Guugu Yimithirr (Cooktown/Hopevale), Guwar (Mulgumpin, or Moreton Island) and Kala Kawa Ya (Western Torres Strait) languages.

QSA is supporting the Language and Culture Program at Cherbourg State School, by identifying and supplying archival records containing the Wakka Wakka language. Over the past year QSA has visited Cherbourg twice in October 2021 and May 2022. The second visit included visits to Murgon State High School and Eidsvold State School, who also offer Wakka Wakka language programs. The visits to the schools have helped strengthen QSA's relationship with these communities and have helped QSA understand the needs of school-based language programs.

Cultural Capacity and Cultural Safety

Throughout the year QSA has increased the cultural capability of staff, with over 85% of staff completing the Building on the Strengths of our Stories (BOSS) cultural awareness training provided by the Department of Resources. The training includes discussions about legislative and legal frameworks enacted on Australia's First Peoples and helps to build an understanding around cause and effect and how intergenerational trauma still affects Australia's First Peoples today.

To make QSA a more culturally welcoming and safe space, Blaklash Creative was engaged to conduct a cultural audit of QSA's public spaces. In June 2022 Blaklash Creative conducted a community consultation day as part of the cultural audit. Participants provided feedback and ideas for improving QSA's public spaces to be more culturally safe and welcoming for First Nations visitors.

We continue to identify employment opportunities for Aboriginal and Torres Strait Islander peoples. With the employment of QSA's first Indigenous IT trainee, William Duncan, Language researcher Des Crump, and

First Nations Archives Advisor Rose Barrowcliffe, QSA will continue to resource positions to increase the cultural diversity of the workplace, and to provide career development opportunities for Aboriginal and Torres Strait Islander peoples.

Digital Archiving Program

In June 2021 the Queensland Government committed to preserving important digital records of Queensland, with a \$17.3m investment in the Digital Archive program. This program of work commenced within QSA in October 2021, with the establishment of a project team that worked in partnership with departmental and external commercial stakeholders to design and implement a digital archive solution.

Between October 2021 and June 2022, the Digital Archive team have:

- Participated in design workshops to realise the business needs of a Digital Archive
- Undertaken sprint sessions to test the outcomes of the design
- Collaborated with sector partners to further understanding of digital archive implementation and operation
- Designed business services to optimise outcomes related to the Digital Archive
- Managed change and engagement activities related to new business services
- Identified current born-digital collection items to be ingested into the Digital Archive.

A central focus of the Project Team is reviewing QSA's heritage collection for items that have digital assets (CDs, floppy discs, thumb drives) that can be converted for transfer into the Digital Archive post go-live. To convert these legacy digital records the team installed a forensic workstation known as FRED – Forensic Recovery of Evidence Device. FRED provides QSA with the capability to provide access to these legacy records for our community and also support public authorities in transferring similar records into QSA's custody.

The Digital Archive Program is a pioneering and innovative project for Queensland and the archival sector. When completed, the ability to manage and access permanent value digital records will transform the way our communities access and use information.

The project is currently on track to deliver Queensland's first government digital archive in 2023.

Access and Engagement

As the state adapted and responded to COVID-19, QSA continued to deliver an integrated range of initiatives that connected Queenslanders with their past.

Online and digital engagement

QSA engages directly with online communities in many ways to provide broader, enriched access to our collection and services. Through our online and digital engagement, we are providing Queenslanders all over the state with the opportunity to browse indexes, view and order records online, peruse image and video galleries, read blogs and engage directly via our social media platforms and forums. These forms of online engagement change our service model to allow access at any time and in any area, with particular benefits for rural and remote areas of the state.

Our online and digital engagement brings together archivists, digitisation specialists, conservators and communicators to digitise and share thousands of archival images on online platforms and social media. Our targeted communication strategies deliver curated content directly to Queenslanders.

Over the 2021-2022 period the QSA collection of archival images was accessed over 16.14 million times, surpassing our Service Delivery Statement access measure by over 725,808. The online 1980s Queensland album which includes images of Queensland in the 1980s was the most popular. Queenslanders were also particularly fond of the Schools of Queensland and 1970s street scene albums, proving that nostalgia is a powerful drawcard and that Queenslanders well and truly connect with and celebrate the State's past.

Regional

QSA continued to connect and engage regional Queenslanders with the state's history and culture by delivering travelling exhibitions to support regional communities and venues. By targeting non-traditional venues and designing digital interactive exhibitions aimed at younger community members, QSA has enabled more Queenslanders to connect with their history.

Regional and off-site exhibitions, 2021-2022

Venue partner	Date	Project	Attendance
Waltzing Matilda Centre, Winton	July 2021-September 2021	Copper	10,497
Brisbane Airport	September 2020-January 2022	Copper	9,263
Brisbane Airport	September 2020-January 2022	Pac Ma'am	4,394
Bribie Island Seaside Museum	December 2021-February 2022	Copper	2,340
Bribie Island Seaside Museum	December 2021-February 2022	Pac Ma'am	843
Toowoomba City Library	March 2022-April 2022	Copper	453
Toowoomba City Library	March 2022-April 2022	Pac Ma'am	337
Museum of Tropical Queensland, Townsville	May 2021-August 2021	Place Invaders	6,020
Gladstone Convention Centre	August 2021	Place Invaders	2,636
World Science Festival Toowoomba	October 2021	Place Invaders	1,580
Ipswich	November 2021	Place Invaders	1,788
Fairymead House, Bundaberg	March 2021-June 2022	Toad vs Beetle	3,114
Total Regional and off-site exhibition attendance			40,151

Seniors

Memory Lounge promotes social inclusion for older people and people living with dementia by using photographs from the QSA collection as a stimulus for conversation and prompting memories. While our on-site Memory Lounge program had been on hold due to COVID-19, in May 2022 we welcomed back our first group with a facilitated session with enthusiastic participants from Blue Care.

We have partnered with the Customer and Digital Group Design and Capability team within DCHDE to explore how the Memory Lounge program could be delivered via a digital format to regional and rural areas, helping to address loneliness and social isolation. Key stakeholders attended a design workshop in March. The project is on track for a minimum viable product in 2023.

Partnerships

QSA maintained its partnerships with Griffith University through the Harry Gentle Resource Centre for QSA Talks, and the Medical Humanities school who collaborated with QSA to deliver a regional pilot of the Memory Lounge program. A new Griffith University connection was also established with Kungullanji Research Program for Indigenous students, with a view to support their conference in November 2022.

The Kyabra Community Association partnership was rekindled after an 18-month hiatus due to COVID-19, resulting in a National Sorry Day Yarn that was delivered in May 2022, and plans for more events into the future. As a local neighbour and fellow departmental entity, this partnership has paved the way for future collaborative events and projects.

Access Services

QSA welcomed over 2,000 visitors to the Reading Room during the 2021-2022 year with approximately 15,000 records delivered to the Reading Room. Numbers were impacted by closures due to flood events and COVID-19 restrictions. Registered researcher numbers grew steadily and were supported by telephone and email, responding to over 7,000 enquiries.

A number of initiatives have made the collection held at QSA more easily discoverable and accessible. Through the combined efforts of archivists and volunteers working on multiple indexing projects and open data sets, over 2.3 million entries were available online and linked back to records in the collection, and over 50 research guides were published online assisting researchers to understand the scope of the collection and identify records of interest.

Digitisation and Collection Services

The collection held at QSA is made up of over 3.5 million analogue items, of which less than 2.5% are digitised, so most records are not available online. Our digitisation program targets records that are iconic, significant, and popular with the aim of making more records available and accessible to a wider number of people. In the past financial year, over 469,000 pages were digitised.

To further enhance our service offering we partnered with Avantix, to digitise a selection of Microfilm as part of an outsourcing pilot. Digitising microfilm enables us to provide continued access to the public and allows QSA to provide a more manageable service ongoing. Outsourcing the digitisation of most of the Microfilm collection provides more cost-effective and timely delivery, with QSA being able to provide access to records on Microfilm in a digital format.

Records that were digitised for significant projects in the past year include:

- Records about our colonial First Wars as part of the First Nations First program.
- Registers of Miners Homestead Perpetual Leases which provide information about land leased for mining and assist with disputes over ownership of land and native title.
- School admission registers.

Social Enterprise Partnership

In May QSA engaged Jigsaw – a social enterprise that trains and transitions people living with a disability into employment – to assist with the digitisation of school admission registers, which are very popular with family history researchers.

Throughout the six-week period, Jigsaw staff worked on-site at QSA digitising school admission registers. They completed 406 hours of scanning and digitised 2,560 registers - twice the number expected.

Through this partnership Jigsaw employees gained valuable work experience and expressed their pride about their contribution to preserving Queensland's history. In return QSA had some of its most popular records digitised and staff benefited from helping increase the skills of others and building their awareness of working with differently abled people.

QSA is planning to engage Jigsaw again in 2022-2023.

Collection and Discovery and Preservation Services

Collection Enrichment and Discovery

The past year has seen the Collections, Enrichment and Discovery team continue to build on the successful implementation of our archival management system, ArchivesSpace. In July we implemented an enhancement for streamlined bulk uploads and, following this, uploaded almost 10,000 digitised documents and 4,000 maps.

We have also added sensitivity statements to all First Nations related series of records for which the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) is the responsible agency.

We are also updating our business processes in preparation for the addition of born digital records into our collection.

Throughout the year we have continued to improve the availability of legacy record collections for the public through the addition of meaningful descriptions and metadata. We are currently partnering with DSDSATSIP on multiple projects aimed at increasing the discoverability of First Nations records within the collection. Some of these projects include:

- the upload of copies of records digitised by the Community and Personal Histories unit, into ArchivesSpace
- enhancing the description of 350 boxes of legacy First Nations records received in October 2021.

In addition to making previously unavailable archival records discoverable, we have also returned almost 1,400 boxes of temporary records to responsible public authorities, freeing up space for future transfers of significant public records.

This year has also seen the continued partnership between QSA and the Queensland Industrial Relations Commission (QIRC). Staff from QIRC have been onsite at QSA sentencing their legacy records since 2019 with permanent archival records being progressively added to the collection.

National Redress Scheme

QSA supports the National Redress Scheme, established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse, through digitising records and conducting searches in support of redress claims. Some of the records requested under the Redress Scheme include school admission registers, teacher staff cards, children's homes admission registers, health institution files and correction facility registers. In 2021-2022, over 2,000 files from the collection were requested by agencies to support the Redress Scheme, and over 5,000 records were digitised.

Preservation Services

Preservation Services completed more than 12,000 treatments on more than 6,000 records this financial year.

A significant portion of the collection's most at risk audio-visual records were digitised including magnetic video, audio and motion picture film. This followed a comprehensive procurement process with multiple contracts awarded to undertake this specialised work. In all, more than 1,700 items have been digitised this year, bringing the total to more than 2,600. Newly digitised material includes First Nations content, Queensland Rail Heritage Collection, and significant and interesting titles from the Department of Transport and Main Roads, the Department of the Premier and Cabinet and other agencies.

Two key preservation projects undertaken this year were the preservation of significant records listed on the UNESCO Memory of the World Register including iconic Convict and South Sea Islander records. QSA also continued its Glass Plate Negative Program, treating and digitising heritage glass plate negatives transferred from Queensland Rail's Workshops Rail Museum. This includes creating new custom housing to keep each of these fragile records safe into the future.

Transfers

QSA's archival collection continued to grow throughout the year, with the Collections and Discovery team processing 40 transfers, consisting of 33,134 items. In total these transfers added 364 linear metres to the collection.

Included in this total was an unusually high number of private donations (12), commonly referred to as 'estrays', meaning government records that have been moved out of official custody. One of these included a Prospecting Register found under the floorboards of a private home during renovations. Created by the Charters Towers Mining Warden from 1872–1873, it details a wealth of information about the area's goldfields including details of mining claims, licensing and prospectors.

A key priority of our proactive transfers program is supporting our regional partners in realising transfers to QSA. This year QSA engaged with North and South Burnett Regional Councils to work in partnership to transfer 47 linear metres of valuable regional records from Kingaroy, Nanango and Gayndah into the collection. These included council minutes, agendas and reports, as well as rates, valuation and cemetery records.

File Issue

QSA supports government agencies by providing the File Issue service for the return of records to agencies. In 2021-2022, 21 agencies used the File Issue service, with over 5,200 records issued either as original physical records or a digitised copy, dispatched through our agency portal ArchivesGateway. We also assisted agencies with 223 requests for assistance with record searches.

Government Records and Information

The Government Records and Information team have been working with government to increase confidence and understanding of legislation and policies related to records and information management within the public sector.

Traditionally QSA has engaged with agencies through a compliance focused methodology that has focused on supporting records managers and related professions.

The Government Recordkeeping Improvement Program (GRIP) commenced this year. Inspired through a Human Centred Design approach, GRIP was developed to build recordkeeping capability and increase efficiencies and savings to government by working in partnership with our information community.

Key highlights under GRIP's suite of projects 2021-2022 are:

Retention and Disposal Schedule Simplification

The rapid and transformative change in the way data and information is created and used has meant we need to reimagine the process of retention and disposal of records. *Under the Public Records Act 2002*, a disposal authorisation is required if you want to dispose of a public record. Currently, Queensland agencies use disposal authorisations to help determine what information created during their working duties to keep and for how long. The current schedule model is a complex and technical resource with over 250 current agency specific schedules (covering 46% of all public authorities).

The Retention and Disposal Schedule Simplification project was designed to radically simplify our approach to retention and disposal. Shifting from an agency-specific to a whole-of-government model. In late 2021, a series of workshops were held with over 135 participants from various government agencies, universities, local councils, other public authorities and vendors to identify the issues under the current model and together co-design and develop a new, radically simplified retention and disposal framework. The outcome of those workshops has informed the development of a simplified model that will reduce the current 47,000 classes to just six. A design and test pilot, in collaboration with an external agency, will be taking place next year to progress the development of this work.

Project Declutter

Project Declutter aims to deliver savings and efficiencies by working in partnership with government agency partners to reduce the predicted spend of \$165m (2019-2029) on the storage of physical records. QSA is undertaking a pilot partnership with two business units within the Department of Communities, Housing and Digital Economy (DCHDE) to map out and analyse their current storage behaviours and related implications to develop recommendations for action.

Recordkeeping Advice Simplification

An in-depth review and improvement of QSA's government-facing website and online resources is underway to simplify and build confidence in applying recordkeeping requirements to business operations and improve recordkeeping within public authorities. A range of improvements were completed in 2021-22, including:

- Simplified web advice and 'Get started with records management' published:
 - 22 webpages reduced to 4
 - 23,600 words reduced to 3,800
 - Average reading time of 157 minutes reduced to 25 minutes
- New blog launched
- New newsletter design and format launched
- 'Damaged records' section simplified and *Application to dispose of damaged or missing public records form* simplified and updated following client feedback

Volunteer program

QSA's 16 dedicated volunteers work across the organisation and play a crucial role in making the collection more accessible, as well as providing valuable contributions toward improving the description and conservation of records held in the collection.

This work includes adding names and other useful information to the record metadata, which is then imported into the catalogue, making records easily searchable by name or topic, rather than having to use control numbers sourced from separate indexes.

In 2021-2022, QSA volunteers made 22,008 entries accessible via our online indexes and the Open Data portal. Since the program's inception in 2006, our volunteers have created 2.3 million online indexed entries, over 244 online indexes and Open Data datasets.

After the temporary suspension of onsite volunteers due to COVID-19 safety measures, volunteers gradually returned onsite in 2022.

Work completed by volunteers in 2021 and 2022 included:

- cleaning, housing, and listing over 4,000 Real Property Land transaction files
- rehousing and listing over 1,500 Queensland Rail photographs, negatives and transparencies
- adding tags to the online catalogue
- transcribing and indexing admission registers and description books for HM Gaol (Boggo Road), pre-1900
- letterbooks of the Governor of Queensland from 1859
- photographic records, descriptions and criminal histories of prisoners - HM Gaol/Prison, Brisbane (Boggo Road) 1883-1913, and
- completing descriptions for several valuable indexes including:
 - Pharmacy Index
 - Westbrook Reformatory Discharges 1872-1906
 - Mariners Certificates 1877-1939
 - Registers of Companies - Companies Office, Rockhampton.

Recordkeeping across government

Successful open government relies on sound recordkeeping practices to support public accountability and transparency. Under the *Public Records Act 2002*, Queensland public authorities are required to manage public records responsibly to ensure that information is complete, reliable, accessible, and usable for as long as they are needed.

Independent Review of the Public Records Act

In May 2022 it was announced that the *Public Records Act 2002* will undergo a review to ensure the legislative framework supports the contemporary management and preservation of digital records and emerging technology impacts on public authorities. The review will contribute to the examination of culture and accountability in the public sector through consideration of recordkeeping practices that support good governance and decision making by government. In alignment with Queensland Government's commitment to Path to Treaty the review will also consider how to best enable the inclusion of First Nations Peoples in decision making about control and access of public records regarding First Nations Peoples

The independent review is led by retired Supreme Court Judge, the Honourable John Byrne AO RFD, supported by a panel of experts including:

- Mr David Fricker CdOAL GAICD

Discipline: Archival regulatory frameworks

- Adjunct Professor Linda O'Brien

Discipline: Information systems, data management

- Dr Katie McConnel

Discipline: Queensland history and cultural heritage

- Professor Bronwyn Fredericks,

Discipline: Indigenous studies and engagement

The panel will deliver their report to government in August 2022 and QSA will consider the outcome of the review during 2022/2023.

Status of recordkeeping across government

As the records management authority for Queensland, QSA has undertaken analysis of reports published by Queensland integrity agencies, noting references to recordkeeping practices within public authorities.

This analysis examined the 23 reports tabled during the 2021-2022 financial year by the following four Queensland integrity agencies:

- Queensland Audit Office
- Queensland Ombudsman
- Office of the Information Commissioner
- Crime and Corruption Commission.

Public authorities

In the reports analysed by QSA, recordkeeping practices were referenced for the following public authorities:

- departments and agencies: 8
- statutory bodies and government-owned corporations: 45
- local governments: 77

Recordkeeping

Recordkeeping issues of varying degrees were identified in **11 (or 48%)** of the reports. The most common recordkeeping issues were ineffective recordkeeping practices (e.g., procedures, policies, workplace culture) and systems and technology limitations (e.g., maintenance, security, capability, automation). Other

contributing factors included decentralised records management systems and inadequate recordkeeping training or awareness.

Additionally, the Queensland Audit Office (QAO) found the risks of cyber threats have intensified in frequency and sophistication. It is anticipated that the COVID-19 pandemic will continue to impact government operations and require increased use of digital solutions. Ensuring systems are secure enough to protect important government information and assets remains a recommendation for all sectors (Water, Energy, Transport, Health, Education, Local Government, and State entities) in QAO's reports for 2021-2022.

Complaints

During 2021-2022 the State Archivist received two complaints about potential breaches of the *Public Records Act 2002* by Queensland public authorities. The State Archivist reviewed each complaint and those matters have been closed. Five complaints from previous years were also closed. As at 30 June 2022, there were no open complaints.

Looking forward

In 2022-2023, QSA will continue providing access and research services as well as engaging with Queenslanders to connect them with the state's rich and varied past and to provide recordkeeping support and guidance to public authorities.

Our strategic priorities for the coming year are:

- First Nations First
- Digital Archive Program
- Government Records Improvement Program
- Response to the Public Records Act Review

First Nations First

We will continue to develop our First Nations First program of work for the next twelve months which includes:

First Wars Project

In 2022-2023 QSA will deliver a suite of First Nations related community engagement activities, including:

- a panel event at the Judith Wright Arts Centre discussing Queensland's frontier wars
- a broadcast of the panel event on QSA social media channels, to coincide with the Blackfella Films documentary 'The Australian Wars' on SBS
- the release of the panel event on SBS on Demand on 5 October 2022
- the release of 250 digitised frontier violence records and an essay by Dr Jonathan Richards
- a QSA exhibition of artwork, 'skeletons', by Waanyi artist Judy Watson inspired by QSA records relating to frontier violence.

We will also build on our relationship with the Queensland History Teachers Association to determine requirements and resources to help students and teachers undertaking Aboriginal and Torres Strait Islander Studies.

Metadata Improvement Project

The metadata improvement project involves identifying and enhancing the metadata of First Nations records held by QSA to make them easier to find. QSA is developing a framework for a consistent approach to describing First Nations records using the Australian Institute of Aboriginal and Torres Strait Islander Studies Austlang codes, the vocabulary of Aboriginal and Torres Strait Islander languages and subject headings.

First Nations Languages Program

As the relationship with Cherbourg State School develops, QSA hopes to find other opportunities to support the school's Language and Culture Program and to support other schools' Language Programs.

Uncle Des Crump has been contracted to continue supporting the Languages Program with workshops at QSA planned for July 2022 and March 2023. These workshops will offer support for Language workers from all over Queensland to research the collection and network.

Cultural safety

In July 2022 Blaklash will deliver their final audit report, including findings, observations and design recommendations based on making QSA's public spaces welcoming and culturally safe for Aboriginal and Torres Strait Islander visitors. QSA will review the report and its recommendations to revitalise our public spaces.

Government Records Improvement Program

The Retention and Disposal Simplification pilot with a public authority will be completed in 2022-2023. The pilot project findings will be used to refine the process before a staged approach roll out to other agencies is implemented

Upon the completion of the Project Declutter Pilot, a staged approach will be used to implement this offering within other agencies and significantly reduce the predicted spend on storage of physical records for Queensland Government.

Public Records Act Independent Review

Following a range of public and stakeholder consultation activities that were undertaken between 1 and 30 June 2022, the Public Records Independent Review panel will submit a final report in August 2022. QSA will consider the outcome of the review and any associated recommendations during 2022/2023.

Our people

Departmental Graduate Program

We actively support the development of emerging professionals through student placements with partner universities and participation in the Department of Communities, Housing and Digital Economy graduate program. This year we welcomed two new graduates. A graduate archivist within our Access & Engagement Team who will build their knowledge and skills through on-the-job training and ongoing professional development over the next two years. We also welcomed our first Graduate Conservator to the team within Preservation services.

Corporate breakdown

As of 30 June 2022, Queensland State Archives employed 71.8 full-time equivalent employees.

Gender

Female = 53.00 FTE | Male = 18.80 FTE

Total – 71.8 FTE

Workforce profile

Equal Employment Opportunity (EEO) targets and results

EEO target group	Status
People from a non-English speaking background	10.14%
People with disability	4.35%
Women in leadership (SO and SES)	100%

Health safety and wellbeing

Healthy workforce programs for staff

Program	2021-22 Staff Numbers
Seasonal Influenza	40
Health Assessments	0 (Due to COVID-19)

Classification breakdown

Active Classification Level	Total FTE
AO2	5.8
AO3	11.51
AO4	6.5
AO5	14.29
AO6	10.9
AO7	7.6
AO8	5.6
PO3	2.8
PO4	1.8
TO3	1
SO	3
SES3	1
Grand Total	71.8

Early retirement, redundancy, and retrenchment

During 2021-2022, 0 employees received early retirement, redundancy and/or retrenchment packages.

Working for Queensland Survey 2020

Surveys completed by QSA employees	62
Participation rate	93%
Employees who recommend QSA as a great place to work	86%
Employees who are proud tell others that they work for QSA	84%
Satisfaction with ability to access and use flexible work arrangements	93%
Employees feel QSA has an inclusive culture where diversity is valued and respected	87%
Employees understand what is expected of them to do well in their job	92%
My manager treats employees with dignity and respect	90%
People in my workgroup treat each other with respect	92%
People in my workgroup treat customers with respect	95%
People in my workgroup are honest, open and transparent in their dealings	85%

Our governance

Public Records Review Committee

The Public Records Review Committee was established in March 2003 under the *Public Records Act 2002*. Its purpose is to advise the Minister for Communities, Housing and Digital Economy and the State Archivist on the administration and enforcement of the Act. In addition to its advisory role, the committee has several dispute resolution functions. If requested by a public authority, the committee can review decisions of the State Archivist not to authorise the disposal of particular records. The committee can also be asked to resolve disputes between the State Archivist and a public authority about restricted access periods for records.

Our Public Records Review Committee as of 30 June 2022

Chairperson/Member Ms Julie Steel

Executive Director, Supreme, District and Land Courts' Service, Justice Services

Ms Steel was admitted to practice as a solicitor of the Supreme Court of Queensland in 1989. She has extensive experience in legal practice and procedure, courts management, and justice policy and administration. From 1999–2005, she held a variety of positions with the Department of Corrective Services. In November 2005 she started working in the courts and she has been the Executive Director of the Supreme, District and Land Courts' Service since February 2010.

Member: Ms Sandie Angus

Sandie Angus is an experienced strategic leader and non-executive director with significant legal, governance, and risk management expertise. She is admitted as a solicitor and has over thirty years' experience working in law firms and in the government finance and electricity sectors. She sits on the boards of various not-for-profit companies in the health, sports, education and disability sectors.

Member: Ms Monica Bradley

Monica is a non-executive director with technology, innovation and global impact investment expertise. Monica is a director of Enova Renewable Energy, Coex Services, Queensland University of Technology and QBDF Venture Fund managed by QIC. She is a strong advocate for women, diversity, inclusion and First Nations recognition. She has held advisory board roles with Queensland Government's Innovation Advisory Council, Beyond Zero Emissions and the SheEO capital fund for women-led businesses. The cornerstone of Monica's executive career was her ability to deliver revenue growth, new business formation or transformation in challenging and uncertain environments. She held leadership, sales, operations, and strategy roles in New York, Abu Dhabi, Sydney, Perth, Canberra and Brisbane. Her expertise, accumulated over decades and across continents, has its foundations in the industrial sectors of global trade, transportation and logistics, followed by a decade in professional services predominantly in government reform and most recently in sustainability, technology, start-ups, education and venture capital.

Member: Mr Ross Buchanan

Ross Buchanan was appointed Global Investment Commissioner at Trade and Investment Queensland in August 2019. He is responsible for attracting productive foreign direct investment to Queensland across a broad range of industry sectors. Prior to taking up that role, he was Executive Director of the Economic Policy team in the Department of the Premier and Cabinet. Ross has held senior executive roles in the Queensland Government for close to 20 years, working on trade, industry, policy and investment projects. He was the Queensland Trade and Investment Commissioner – Japan for three years and drove business expansion efforts for Queensland across the UK, Europe and Africa on a subsequent two-year posting in London.

Ross is a lawyer by training and spent 10 years working at major firms in Brisbane and Tokyo. While working for an international legal firm in Tokyo for 3 years, he provided advice on international commercial business transactions. Other roles included working in the infrastructure industry and commercial advisory area. Ross holds an MBA from Queensland University of Technology and bachelor's degrees in law (hons), commerce and arts from The University of Queensland.

Member: Ms Kate Slack

Kate brings a wealth of experience in Administrative and Public law to her position on the Public Records Review Committee. Kate's practice as a Barrister at the private Bar in Queensland focuses on this area of the law in both Commonwealth and State jurisdictions. Kate maintains chambers in Brisbane though is often briefed to appear in matters in the Federal Court and Administrative Appeals Tribunal in all Australian States and Territories. Prior to being called to the Bar, Kate was employed as a Senior Solicitor at Sparke Helmore Lawyers. She holds a Bachelor of Laws (Hons) and a Bachelor of Arts in Politics and Government from Griffith University.

Member: Dr David Solomon AM

Dr David Solomon AM has three degrees from Australian National University - BA, LLB (Hons) and D.Litt. He also has an honorary doctorate (D.Univ) from Griffith University. He worked as a political, then legal, journalist, first in Canberra then in Brisbane. In 1992-3 he was chair of the Electoral and Administrative Review Commission (EARC) one of the two Commissions established as a result of the Fitzgerald Inquiry. After retiring from journalism he chaired an inquiry into Freedom of Information legislation in Queensland (2007-8) which resulted in the Right to Information Act. He later chaired an inquiry into the process of handling complaints against local government councillors. He was Queensland Integrity Commissioner from 2009- 2014.

Organisational structure

