



queensland state archives annual report 2002-03



Queensland Government
Queensland **State Archives**

Department of
Innovation and Information Economy



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Queensland State Archives

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Innovation and Information Economy

Queensland State Archives

Department of Innovation and Information
Economy, Sport and Recreation Queensland

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Sale of Purchase
Area 489 acres
A. N...*



queensland state archives annual report 2002-03



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



*Minister for Innovation and Information
Economy, the Honourable Paul Lucas MP,
with Director & State Archivist
Janet Prowse in a repository at Queensland
State Archives, Runcorn*

The Honourable Paul Lucas MP
Minister for Innovation and Information Economy
13th Floor, 111 George Street
BRISBANE QLD 4000

Dear Minister

I am pleased to present to you my Annual Report on the administration of the *Public Records Act 2002* for the financial year ended 30 June 2003. The document represents the inaugural Annual Report for Queensland State Archives, in accordance with the new legislation.

Yours sincerely

Janet Prowse
Director & State Archivist
Queensland State Archives



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Our Vision, Mission and Values



Our Vision

Connecting people to the recorded memory of government.



Our Mission

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



Our Values

We are committed to the following values:

- high standards of professional integrity in all aspects of service delivery
- efficient and effective service delivery
- consultation and engagement with our public and government clients
- equitable access to the archival collections
- the preservation of and public access to the cultural heritage of the State
- trained and motivated staff, who are team-orientated, innovative and responsive to change.



Main entrance at Queensland State Archives, Runcorn

About Us

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

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

With the introduction of the Act, Queensland State Archives became the lead agency for State and local government recordkeeping in Queensland. The Act and its accompanying recordkeeping Information Standards enable Queensland State Archives to develop and implement a comprehensive recordkeeping policy framework to ensure a consistent approach to the creation, management, disposal, storage, preservation, and retrieval of government information.

Functions

Sections 24 & 25 of the *Public Records Act 2002* provide Queensland State Archives with a range of functions and powers, including the ability to:

- issue standards regulating the creation, management, disposal, storage and preservation of government information
- conduct research and provide advice to public authorities about the making, managing and preservation of public records
- issue policies, standards and guidelines to achieve compliance with the legislative and policy framework for best practice records management
- ensure the archival collections are 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.



Manager, Public Access Nola Fulwood and researcher Andrew Walker inspect the 1890 central Queensland territorial separation petition

Organisational Structure

Queensland State Archives forms part of the Innovation and Information Economy (IIE) portfolio of the Department of Innovation and Information Economy, Sport and Recreation Queensland.

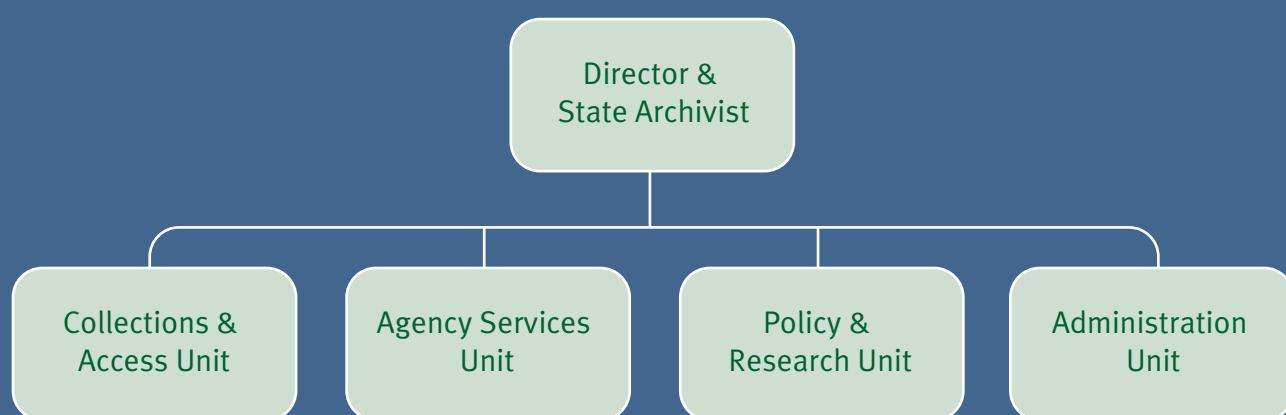
The **Collections and Access Unit** oversees the management and preservation of the collection at the Runcorn repositories. This includes arrangement and description activities, microfilming, and the maintenance and development of Archives One (the collection management database). The unit also contains the Public Access section that manages the provision of services to public clients. Services include the retrieval of records for researchers, copying of records, administering access to records on behalf of government agencies, preparing publications about archival records and organising public seminars and displays.

The **Agency Services Unit** sets whole-of-Government guidelines and undertakes a range of activities associated with the management, appraisal, disposal, retention and transfer of public records held at Queensland State Archives. The unit also provides storage and retrieval services for government clients.

The **Policy and Research Unit** identifies current and emerging trends and develops policies and guidelines for the management of public records. Together with the Agency Services Unit, it provides advice to government on strategic information management issues, including electronic records. The unit is responsible for developing the capacity of government employees to comply with the legislative and policy framework for public records management.

The **Administration Unit** provides services to Queensland State Archives in financial administration, and in the management of human resources, records, assets and facilities.

The Innovation and Information Economy organisational structure is contained in Appendix 1.



Queensland State Archives Structure as of 30 June 2003



Senior Project Officer Cathy Mahoney, Manager Policy & Research Janet Benson, Manager Archival Collections Michael Rogers & Manager Client Services Jane Won

Strategic Outlook

From its humble beginnings in 1959 Queensland State Archives is today recognised as the custodian of the largest and most significant documentary heritage collection in Queensland. Its collection of government archival records, held in purpose-built repositories at Runcorn in Brisbane, dates back to the 1820's and occupies over 37 kilometres of shelving.

New framework for the new economy

In 2002 a new legislative and policy framework for public records management was introduced in Queensland, formalising Queensland State Archives' role as the lead agency for recordkeeping.

Central to this contemporary framework are the *Public Records Act 2002* and *Information Standard 40: Recordkeeping*.

The move reflects a global trend for archival authorities to make significant contributions to government efficiency and accountability through improved records management practices.

Queensland State Archives continues to manage, preserve and provide public access to archival public records. It is now also responsible for the provision of advisory and support services relating to a wide range of strategic information management issues.

These initiatives have accelerated demand across government for Queensland State Archives' recordkeeping advisory and support services, with the management of high expectations of service delivery a key challenge ahead.

Critical success factors

Key challenges over the coming years include:

- ensuring a high level of compliance by public authorities with the new legislative and policy framework for public records management
- collaborative research and endorsing strategies to improve the long-term management and preservation of electronic records
- raising awareness and building the capacity of government employees to achieve consistency in best practice records management
- improving public access to the State's historical collections.



Highlights 2002-03

This section provides an overview of notable achievements undertaken during the 2002-03 financial year to improve government recordkeeping and enhance public access to archival collections.

Proclaimed the *Public Records Act 2002*

The proclamation of the *Public Records Act 2002* on 1 July 2002 marked the introduction of a new legislative framework for public records management in Queensland. The Act, which promotes consistency and accountability in recordkeeping practices across government, replaces those sections of the *Libraries and Archives Act 1988* which dealt with public records.

More than 800 public authorities in Queensland – including State Government departments, local governments, statutory authorities, Ministerial offices and Government Owned Corporations – are covered under the legislation.

The main objective of the Act is to ensure that the public records of Queensland are made, kept, managed and preserved in a useable form for the benefit of present and future generations.

Section 27 of the Act outlines the independence of the State Archivist in making disposal decisions and section 7 makes Chief Executives responsible for recordkeeping within their agencies. More than 50 presentations were conducted to inform government about the Act and its accompanying Information Standards.

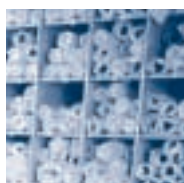
Established the Public Records Review Committee

On 17 March 2003, State Cabinet endorsed the appointment of a nine-member Public Records Review Committee to advise the Minister for Innovation and Information Economy and the State Archivist on the administration and enforcement of the *Public Records Act 2002*.

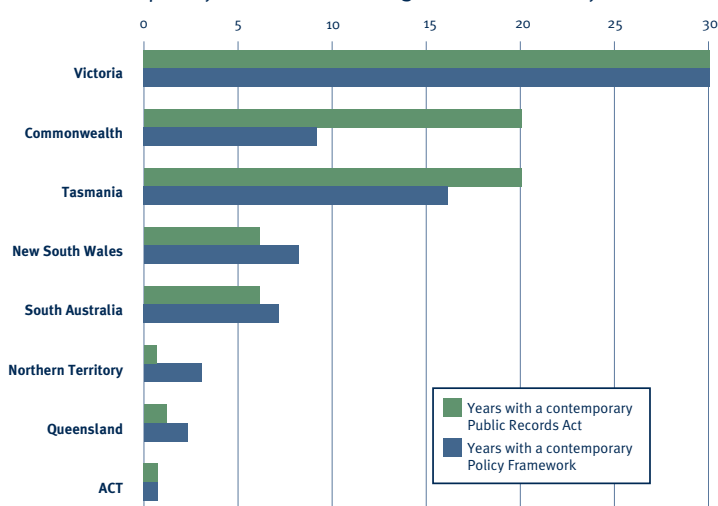
If requested by a public authority, the committee can review decisions of the State Archivist not to authorise the disposal of particular public records. The committee can also determine the outcome of disputes between the State Archivist and a Chief Executive of a public authority in regards to how a public record is classified for the purpose of setting a restricted access period.

Chaired by Mr Brian Herd, the committee held its inaugural meeting in Brisbane on 19 June 2003, with members considering a range of issues relevant to the administration of the Act.

Details of the committee's membership are outlined in Appendix 2.



Number of years Archival Authorities have administered contemporary Public Records Legislation and Policy Framework



Developed a new recordkeeping policy framework

Queensland State Archives developed a two-staged implementation process for *Information Standard 40: Recordkeeping*. Under stage one in 2002-03, State Government departments and local governments were required to comply by developing Strategic Recordkeeping Implementation Plans (SRIP) for the State Archivist's endorsement. All 26 departments and 65 of Queensland's 125 local governments have submitted SRIPs for endorsement.

Other recordkeeping policies developed and promoted by Queensland State Archives included *Information Standard 41: Managing Technology-Dependent Records*, *Managing Electronic Messages as Records*, and *Managing Records of Webpages and Websites*.

Product development funding was received from the Department of Industrial Relations to convert the email policy into an online training program for government employees in 2003-04.

Received an award for excellence

The development and implementation of Queensland's recordkeeping policy framework was recognised with Queensland State Archives receiving the *2002 Queensland State Award for Excellence and Innovation* at the Archives, Information and Records Management Joint Venture Conference on 17 October 2002. The Minister for Innovation and Information Economy, the Hon. Paul Lucas MP, presented Queensland State Archives with the award.

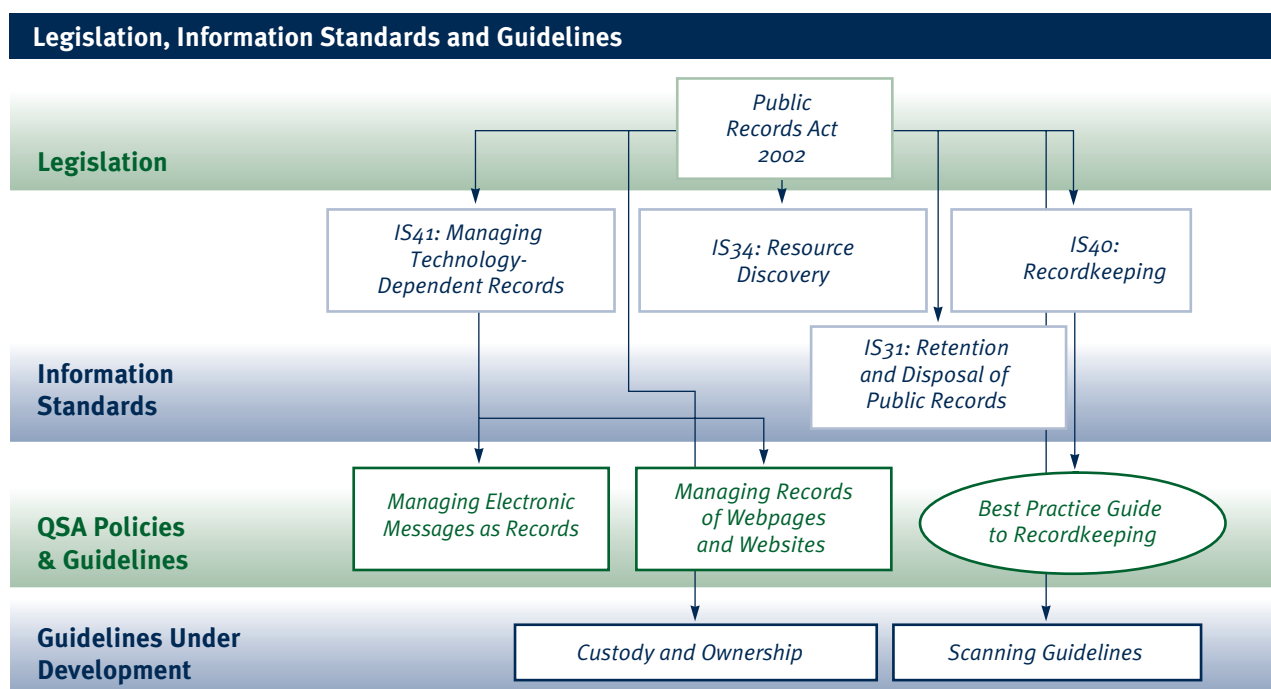


Reprography Supervisor Lauri Korhonen and members of the Chinese delegation inspect the microfilm camera

Hosted international delegations

Queensland State Archives hosted three international delegations of senior archival representatives from Malaysia, Vietnam and Shanghai. The delegations reflect international interest in Queensland State Archives' collection management system, building design, and expertise in the conservation and preservation of archival collections.

Queensland Recordkeeping Policy Framework





Bill Kitson PSM and Minister for Innovation and Information Economy, the Honourable Paul Lucas MP, at the History in Our Own Backyard exhibition opening



State Archivist Janet Prowse with Queensland Chief Justice the Hon. Paul de Jersey AC

Celebrated Runcorn's 10th anniversary milestone

Several hundred people attended celebrations to mark Queensland State Archives' 10th anniversary at its purpose-built Runcorn repositories in Brisbane on 20 January 2003. Opened by the Minister of Innovation and Information Economy, the Honourable Paul Lucas MP, the event included behind-the-scenes tours and displays of archival treasures, with the historical research community well represented.

Improved the management of court records

In 2002 a Court Records Working Group was established to improve the management of court records in Queensland. Public records from the justice sector comprise almost one-third of the archival collection held by Queensland State Archives and are popular among researchers.

Queensland State Archives hosted visits by the Chief Justice, the Hon. Paul de Jersey AC and Chief Judge Patricia Wolfe, who both subsequently championed the development of Retention and Disposal Schedules for the Supreme and District Courts. A Schedule for the Magistrates Court, developed earlier, will be reviewed in 2004.

The storage of court records is a major issue across Queensland as many of these records have a permanent retention status. While several large transfers of court records were accepted in 2002-03, Queensland State Archives will collect information on the location and volume of archival court records as part of its whole-of-Government storage survey in 2004. Responses to this survey will contribute to planning an extension to its Runcorn repositories, expected in the near future.

Responded to a review of Queensland Health records

Following a major review of its archival records, Queensland Health issued Queensland State Archives with a request to amend the restricted access periods for more than 200 series of health records held in custody at the Brisbane repositories. (Set by Chief Executives of public authorities, restricted access periods determine when records will become available to members of the public.)

A joint working group was established to respond to this detailed request, with Queensland State Archives undertaking ten months of research to thoroughly evaluate the access regime and archival descriptions of the Queensland Health archival collection, which occupies one kilometre of shelving.

Queensland Health's requests primarily centre on the need to align health records to the access provisions under the *Public Records Act 2002* to ensure consistency in the management of health records. The project will continue throughout 2004 to enable Queensland Health to consider, and reach agreement on, Queensland State Archives' assessment of an appropriate access regime for this collection.

Future Directions

This section highlights key challenges ahead for Queensland State Archives in improving government recordkeeping and enhancing public access to archival collections.



Preparing a Capacity Development Strategy

In 2004 Queensland State Archives will research and prepare a Capacity Development Strategy aimed, over time, to raise awareness of recordkeeping issues and to enhance the recordkeeping skills of government employees. Components of the strategy will include online training modules, practical guidelines, surveys and formal training opportunities. Discussions are being held with the Australian Catholic University on the potential to develop courses leading to formal qualifications for the archives and records management sectors in Queensland. The strategy will assist in strengthening the recordkeeping culture across government.

Queensland State Archives will also develop its inaugural Workforce Plan to ensure the capacity of its own workforce to meet the legislative and policy requirements for public records management and to continually improve its archival operations and services at Runcorn.



Managing an accelerated demand for services

The new legislative and policy framework for public records management has accelerated the demand for a range of strategic information management services and recordkeeping tools. In 2004 Queensland State Archives will further explore options for the development over the next five years of numerous agency-specific Retention and Disposal Schedules to ensure the effective management and lawful disposal of public records. Queensland State Archives will examine ways to proactively address the shortage of appraisal skills across government.

Managing agency compliance with recordkeeping policy frameworks

In 2003-04 statutory authorities and Government Owned Corporations will be required to develop and submit for endorsement Strategic Recordkeeping Implementation Plans (SRIP). Given the large number of small statutory authorities in Queensland, some of these agencies will have the option to complete a questionnaire, providing Queensland State Archives with valuable data on the status of recordkeeping. A range of in-house auditing guidelines for public authorities will also be developed to position agencies for future external audits of recordkeeping practices and processes.



Queensland State Archives' recordkeeping training session in Cairns



Continuing the government publishing program

The research and publication of a range of best practice recordkeeping guidelines for government will continue, with plans underway in 2003-04 to release publications relating to the scanning of public records, custody and ownership, and the implications of shared service arrangements and public-private partnerships.

Researching and publishing a program for electronic records

Options will be explored to develop a collaborative research program to assist agencies to improve the management of electronic records. The program will also explore, over time, options for the long-term management and preservation of the Queensland Government's permanent electronic records.

Conducting a distributed custody survey

In 2003-04 Queensland State Archives will conduct a whole-of-Government survey to determine the existing volume, location and formats of records that may be required for retention as permanent public records. The survey is in response to section 10 of the *Public Records Act 2002* which requires public authorities to inform the State Archivist of records over 25 years old. Such records are taken to be in the custody of the State Archivist and the public may have a right to access these records. Developing an administrative and technical solution to provide public access to a distributed government collection of archival public records will be a major challenge for both Queensland State Archives and public authorities over the next five to 10 years. In light of this legislative provision, many agencies have already expressed a desire to accelerate the transfer of archival public records to Queensland State Archives, significantly impacting on the proposed building expansion program.



*Preservation Services Officer
Brian Devenny preserves an
archival register*

Developing Shared Service Initiative recordkeeping systems and processes

Queensland State Archives will continue to provide advice to Queensland Treasury on the Shared Services Initiative in relation to the recordkeeping implications associated with the procurement of a whole-of-Government solution for an electronic document and records management system. Research undertaken by Queensland State Archives has revealed that a technical solution alone for the management of electronic records will be ineffective. Foundation recordkeeping tools and a sound recordkeeping culture need to be in place well ahead of the installation of any new system.

Improving collection management procedures

In 2003-04 the archival collection management software Archives One will be redeveloped to accommodate business requirements associated with the *Public Records Act 2002* and to align it to international standards of archival description, improving resource discovery for clients.

In response to Queensland State Archives' risk management program for the archival collection, copies will be made of master microfilms and these duplicates will be stored at an interstate archival authority.

An assessment of the Department of Public Works' current building maintenance program for the Runcorn repositories will be undertaken to ensure a shared commitment to the protection of the State's largest and most significant documentary heritage collection.

The recommendations of ScreenSound Australia's report into the management of audio-visual collections will be reviewed and practical information will be distributed to agencies with large collections of public records in these formats.



Department of Aboriginal and Torres Strait Islander Policy's Community and Personal Histories branch staff members Loris Williams and Nicole Williams in the research room at Runcorn

Improving public access

Queensland State Archives will explore options for an expanded web publishing program to improve public access to its archival collection. Over time this program may also provide an online portal to other historical collections, both public and private, in Queensland.

Managing the storage of public records

Despite the moves to an electronic environment, huge volumes of textual-based archival public records remain in the custody of agencies and will be eventually transferred to Queensland State Archives. A controlled program will be developed to enable priority public records to be transferred in stages, allowing time to plan and build an extension to the repositories in the near future. Planning for the building expansion will be advanced in 2003-04.

At the same time, Queensland State Archives will seek to advance a collaborative research program to examine the options for the long-term management and preservation of the Queensland Government's electronic records. This research program will inform the development by Queensland State Archives of a digital archive for the management of permanent electronic records.

Outputs and Outcomes 2002-03

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

Whole-of-Government Priority: More jobs for Queenslanders - skills and innovation – the Smart State

Output: Policy and regulatory frameworks for the Smart State

Sub Output One: Government Recordkeeping

Contribution	Outcomes 2002-03
Improving the delivery of government services and information to the community	<ul style="list-style-type: none"> ■ proclamation of the <i>Public Records Act 2002</i> on 1 July 2002, marking the introduction of a new legislative framework for public records management in Queensland ■ establishment of a nine-member Public Record Review Committee to advise the Minister for Innovation and Information Economy and the State Archivist on the administration and enforcement of the <i>Public Records Act 2002</i> ■ development of a comprehensive recordkeeping policy framework - encompassing <i>Information Standard 40: Recordkeeping</i>, <i>Information Standard 41: Managing Technology-Dependent Records</i>, and the <i>Managing Electronic Messages as Records</i>, and <i>Managing Records of Webpages and Websites</i> guides ■ conducted recordkeeping training and education programs for public authorities in metropolitan areas and in regional centres including Longreach, Gladstone, Bundaberg and Cairns ■ held four forums in Brisbane for government information and records management staff. Papers were presented at numerous conferences and seminars, and eight Public Records Alerts were issued to agencies ■ provided recordkeeping policy advice on matters such as the status of records received and created by university Chancellors and local government elected members, the scanning of textual records and the management of records of publicly-funded non-Government organisations ■ consulted with key peak bodies on archival and records management issues including the Council of Federal, State and Territory Archives, the Australian Society of Archivists, and the Records Management Association of Australasia ■ secured whole-of-Government licences for two keyword thesauri with access being provided to 143 agencies resulting in substantial costs savings for government



Whole-of-Government Priority: More jobs for Queenslanders - skills and innovation – the Smart State

Output: Policy and regulatory frameworks for the Smart State

Sub Output One: Government Recordkeeping

Contribution	Outcomes 2002-03
Improving the delivery of government services and information to the community	<ul style="list-style-type: none"> ■ established a Court Records Working Group to improve the management of court records in Queensland ■ commenced a review and evaluation of the restricted access periods on over 200 series of Queensland Health records ■ developed the first comprehensive Retention and Disposal Schedules for the Supreme Court, Queensland Police and TAFE Institute records ■ issued disposal authorities for records from the Department of the Premier and Cabinet (for records created by the State Migration Office and the Yungaba Migrant Centre) and Queensland Treasury (for records relating to funding, grants, economic policy formation and management of trusts) ■ reviewed the <i>General Retention and Disposal Schedules for Administrative Records</i> and for <i>Local Government Records</i>, bringing them into alignment with the <i>Keyword AAA</i> and the <i>Keyword for Council</i> thesauri and new legislative requirements to retain public records ■ lent 2,979 records to agencies for the purposes of research, legal discovery and to address freedom of information requests ■ commenced negotiations with Queensland Rail on the proposed transfer of records' ownership from its former Railway Historical Centre to the Queensland Museum-controlled Workshops Rail Museum at Ipswich. The transfer cannot be considered until Queensland Rail finalises a complete inventory of these archival holdings and an approved disposal authority is issued. The transfer of public records between public authorities must be authorised by the State Archivist where there has been no transfer of powers and functions

Outputs and Outcomes 2002-03 (cont.)

Whole-of-Government Priority: Community engagement and a better quality of life

Output: Policy and regulatory frameworks for the Smart State

Sub Output Two: Collection management and public access

Contribution	Outcomes 2002-03
Providing the community with access to the State's historical and cultural records	<ul style="list-style-type: none"> ■ managed major transfers of archival records including immigration records (Department of the Premier and Cabinet), school admission records (Education Queensland), national parks and reserves gazettal files and beach protection authority plans (Environmental Protection Agency), Torres Strait Islander personal files and social history cards (Department of Aboriginal and Torres Strait Islander Policy), and records from the Queensland Institute of Medical Research ■ transferred 65 consignments of archival records measuring 432 linear metres to the Runcorn repositories. Factors contributing to an anticipated accelerated transfers program include the move by public authorities to reduce restricted access periods on public records (therefore enabling the records to be transferred earlier), the legislative requirements for public authorities to provide public access to archival records (whether or not these are in the physical custody of Queensland State Archives) and the cost and availability of secondary storage facilities in Queensland ■ repatriated a police watch house register recording the names of striking shearers detained in Barcaldine in March 1891 from a private museum in Rockhampton ■ conducted an annual workshop on disaster preparedness with representatives from 13 public authorities attending ■ licenced Archives One software to State Records of South Australia, taking to four the number of Australian States using the collection management software developed by Queensland State Archives and Technology One ■ undertook conservation treatments on 4,939 historically important items, including <ul style="list-style-type: none"> □ Letterbooks for the Justice and Attorney-General Department (1862 - 1900) □ Letterbooks for the Police Magistrate, Maryborough (1862 - 1910) □ Card Register to Nominated Immigrants (1923 - 1940) □ Military Maps created by the Australian Survey Corps, with assistance from the Queensland Survey Office (1942 - 1945) ■ hosted over 8 000 visitors to the Runcorn repositories, and counted over 120,000 hits on Queensland State Archives' web site ■ answered 17, 690 reference queries and retrieved 26, 011 records for clients in the public search room



Whole-of-Government Priority: Community engagement and a better quality of life

Output: Policy and regulatory frameworks for the Smart State

Sub Output Two: Collection management and public access

Contribution	Outcomes 2002-03
Providing the community with access to the State's historical and cultural records	<ul style="list-style-type: none"> publicly released the 1972 State Cabinet minutes, following the expiry of the 30 year access restriction. The minutes include details of land acquisition for the Wivenhoe Dam, the introduction of workers' compensation rights for de facto wives, and an edict that all male public servants should wear neck ties began a pilot digitisation program to improve public access to archival collections. Under this test program, 54 volumes of immigration records dating from 1864 to 1978 were simultaneously microfilmed and scanned using new technologies. The digital records will be made available for public access in 2003-04 held 13 seminars on aspects of archival collections for public audiences, three of which were in partnership with the State Library's John Oxley Library of Queensland History and the National Archives of Australia's Brisbane office. Queensland State Archives staff provided over 40 presentations to local and family history groups and community organisations. Field trips were taken to Cairns, Gladstone, Maryborough and Rockhampton to promote awareness and use of the archival collections. Four 'Morning Teas with the State Archivist' were held for the public, allowing an opportunity for researchers to provide feedback on services and to discuss research objectives held three exhibitions celebrating the <i>Year of the Outback</i> and Queensland State Archives' 10th anniversary at Runcorn, as well as the <i>History in Our Own Backyard</i> display which provided a showcase for treasures from local historical societies and museums in Queensland produced publications to assist researchers access to the archival collections, including Departmental guides to the Commissioner of Crown Land, Public Works, and Lands and Works. Signposts for the Capricorn Coast and Innisfail were produced, along with brochures on Native Police and Black Tracker records, Scholarships and Examinations, and South Sea Islanders and the Kanaka Trade. As well, the Boer War index to pay books was finalised developed and funded a comprehensive ten-year assets replacement program, enabling Queensland State Archives to upgrade its microfilm reader printers and provide ergonomic chairs for researchers who spend on average four hours per visit to the facility.



Status of Government Recordkeeping in 2002-03

1. Overview

In response to the release of *Information Standard 40: Recordkeeping* (IS40) in early 2002, public authorities in Queensland were required to develop and submit for endorsement a Strategic Recordkeeping Implementation Plan (SRIP). These plans detailed their strategies for compliance with the standard's seven recordkeeping principles over the next four years.

Implementation of IS40 was programmed in two stages with State government departments and local governments targeted in 2002-03. Statutory authorities and Government Owned Corporations must provide a response to IS40 in 2003-04.

Aggregated data from the plans assists Queensland State Archives in identifying priorities for further research and for the development of tailored support and advisory services for government.

Public authorities must comply with legal, administrative, cultural and business recordkeeping requirements through reliable recordkeeping systems that ensure government business is adequately documented, preserved and made accessible through full and accurate records.

2. Summary of main findings

In phase one of the implementation of IS40, all 26 State Government departments and 65 of 125 local governments submitted SRIPs which have been subsequently endorsed as suitable strategies for working towards compliance with the key requirements of IS40. The remaining local governments will have an option to complete a recordkeeping questionnaire in 2003-04 to provide Queensland State Archives with data on the status of their recordkeeping regimes.

Overall, there is widespread support for a uniform approach to the creation, capture, management, disposal and preservation of public records. Support for consistency ranges from data entry standards through to the capability of information and communication technology (ICT) infrastructures.

Main findings to emerge from the SRIPs to date are:

- the need to improve the management of electronic records
- a commitment to the development of fundamental recordkeeping systems and tools
- support for an audit and compliance framework
- the need for capacity development and cultural change.

Among other common findings are the need to protect records from unauthorised use, alteration and access through adequate control measures; gaining improved intellectual control over semi-active records held in secondary storage facilities; and an examination of internal governance arrangements to enable strategic recordkeeping issues to be routinely addressed at executive management levels in agencies.



3. Details of main findings

3.1 Improvements in the management of electronic records

Governments worldwide are recognising that the capture and long-term preservation of electronic records is becoming increasingly difficult. The volume of electronic records being generated is growing at an exponential rate, however initiatives to manage these records are not keeping pace.

Some public authorities in Queensland are concerned over their capacity to manage the volume, formats and complexity of electronic records.

Challenges include:

- the provision of a single point of access for the searching and retrieval of records
- content management for internet records
- the recovery of all information from legacy systems when converting to new software applications
- the capture of emails and faxes into recordkeeping systems
- the interfacing of different systems which store records.

Other key issues include the need to address inconsistent ICT infrastructures across enterprises, and overcoming bandwidth limitations that may adversely impact on the transmission of electronic records to and from regional offices.

By 2005-06 Queensland State Archives plans to secure funding for a collaborative research program to develop a digital archival repository for the long-term storage and management of the Queensland Government's permanent electronic records.

The State's digital archive may be difficult to achieve without improvements by public authorities to the management of electronic records in the short to medium term.



File Issue Officer Greg Dobeli in a repository at Runcorn

3.2 Commitment to fundamental recordkeeping systems and tools

There is commitment across government to the provision and application of fundamental recordkeeping systems and tools. In particular widespread support exists to develop, update or review local recordkeeping policies and procedures, business continuity and disaster preparedness plans, business classification schemes, functional thesauri and retention and disposal schedules.

Public authorities acknowledge the need to promote consistency in the application of recordkeeping tools, policies and practices across their enterprises.

3.3 Development of an audit and compliance framework

To improve accountability, public authorities have expressed support for the development of self-audit guidelines that will help them monitor their compliance with recordkeeping policies and practices.

These self-audit guidelines will form an important bridging strategy as Queensland State Archives moves towards the development and introduction of a more formal compliance-auditing framework over the next few years.

3.4 Capacity development and cultural change

The emergence of distributed desktop environments over the last 10 years has resulted in recordkeeping responsibilities being devolved to end-users. Despite this trend, there is low awareness and acceptance across government that recordkeeping is everyone's responsibility.

There are insufficient numbers of skilled records management staff to manage the increasing complexity and variety of systems and records. New competencies will be needed by government employees to improve the management of government information.

Some public authorities have reported the need for the introduction of internal change management and education programs to overcome the under-utilisation of, and user-resistance towards, existing recordkeeping systems.

Cultural change is required across government to achieve consistency in best practice records management and to strengthen the recordkeeping culture.

A Capacity Development Strategy will be introduced by Queensland State Archives in 2003-04 to enhance the ability of government employees to understand and respond to their legislative recordkeeping responsibilities. The strategy will address awareness, attitudes and skills.

4. Summary

The new comprehensive legislative and policy framework for public records management in Queensland represents a proactive approach to achieving consistency in best practice records management.

The requirement by public authorities to produce a SRIP has placed recordkeeping issues on the agendas of executive management teams across government. These teams are incorporating strategic recordkeeping issues within existing planning and governance frameworks and have recognised the need to manage records as critical corporate assets.

Continued leadership by Chief Executives is required to ensure the performance and productivity of their enterprises through the availability and timely retrieval of relevant information.

Queensland State Archives will undertake further research and policy development, and tailor its support and advisory services to assist public authorities in strengthening the recordkeeping culture across government.



IT Officer Elizabeth Samuels & Archivist Lorraine Harden checking data in the Archives One system

Queensland State Archives Corporate Profile ■ ■ ■

Organisational capacity

Queensland State Archives' integrated planning framework is supported by Departmental corporate governance plans for:

- Equal Employment Opportunity
- Learning and Development
- Workforce Management.

We achieve this through:

- providing excellence in human resource services
- treating employees with courtesy, fairness and respect
- quality training programs that foster a learning environment
- a proactive, responsive and positive leadership team.

Equal Employment Opportunity

Queensland State Archives supports an Australian society in which the human rights of all are respected, protected and promoted. This is achieved through Equal Employment Opportunity (EEO) for all Aboriginal and Torres Strait Islander (ATSI) people, people from Non-English Speaking Backgrounds (NESB), People with Disabilities (PWD) and Women.

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

Generally, Queensland State Archives has a higher EEO representation than the departmental profile with the NESB profile representing 12.3 per cent of its workforce and PWD accounting for 12.3 per cent.

Employment profile

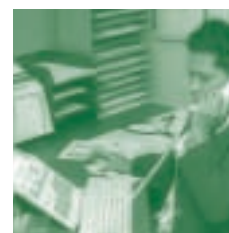
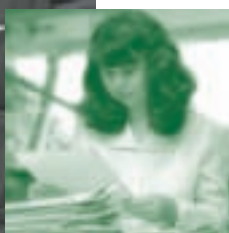
As of 30 June 2003, Queensland State Archives had 37 full-time equivalent employees.

EEO Profile as at 30-06-03

ATSI	PWD	NESB	Women A06 plus	Women SO plus
0	6	6	7	1



Administrative Officer Kevin Brown copying files for clients





Reprography Officer Wendy Trace prepares a document for scanning

Volunteers

Volunteers provide an important contribution to the indexing of Queensland State Archives' archival collections. In 2002-03 six volunteers provided assistance in this regard.

Services to Indigenous people

Support to the Queensland Indigenous community continued in 2002-03 with the provision of access to historical records relating to Aboriginal and Torres Strait Islander peoples, Native Title and community histories.

The Department of Aboriginal and Torres Strait Islander Policy's Community and Personal Histories branch continued to operate a research service for Indigenous people from Queensland State Archives' Runcorn facility.

Workplace health and safety

During the reporting period, Queensland State Archives conducted a number of activities to promote workplace health and safety. In March 2003 a risk management survey was conducted to identify hazards that could adversely affect the health and safety of employees and members of the public visiting the Runcorn facility. The Workplace Health and Safety Committee meets regularly to address relevant issues.

Workforce management

In 2003 Queensland State Archives began the development of its inaugural Workforce Plan to ensure the capacity of its own workforce in meeting its legislative roles and functions. The document will incorporate a training and development plan.

Financial statements

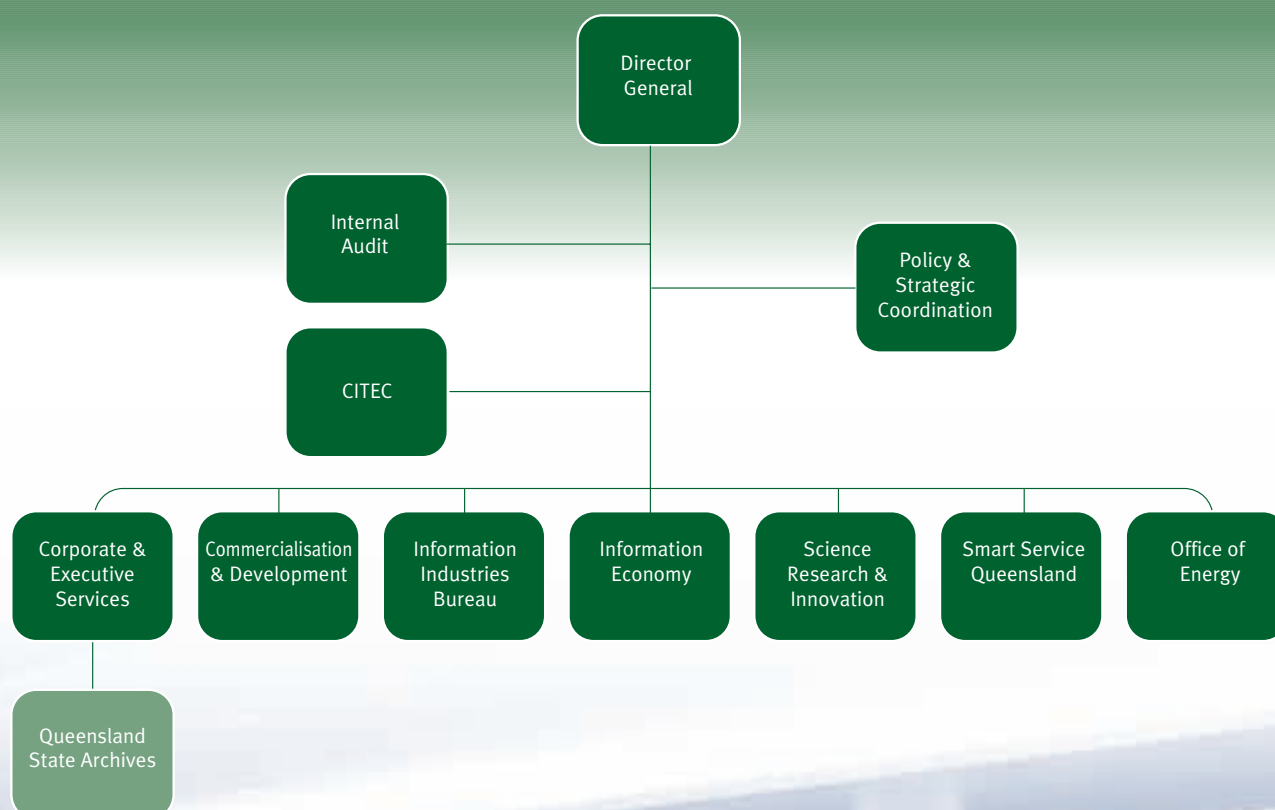
The 2002-03 Annual Report of the Department of Innovation and Information Economy, Sport and Recreation Queensland incorporates Queensland State Archives' financial statements for 2002-03. Copies of the Departmental Annual Report can be obtained by contacting:

Department of Innovation and Information Economy,
Sport and Recreation Queensland
PO Box 187 BRISBANE ALBERT STREET QLD 4002
Phone: (07) 3235 4312
Web: www.iie.qld.gov.au
Email: info@iie.qld.gov.au



Appendix 1

Innovation and Information Economy Structure as of 30 June 2003



Public Search Room at Runcorn

Appendix 2

Public Records Review Committee membership

The Public Records Review Committee was formed under section 29 of the *Public Records Act 2002* to strengthen the management of public records in Queensland. Committee members include:



Mr Brian Herd, Partner at Carne Reidy Herd Lawyers in Brisbane, is the chairperson of the committee. Mr Herd, who has been practising law for 20 years, is highly qualified in the area of legal compliance. Mr Herd is well versed in equity issues through his contributions toward ensuring the legal rights of family elders and the aged are upheld.



Professor Malcolm Thomis, Professor Emeritus and Honorary Research Consultant, University of Queensland. Professor 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. Professor Thomis has been a Fellow of the Royal Historical Society for 30 years and is a widely published author of history books, essays and articles.



Dr Jennifer Harrison, internationally renowned research historian and academic. Dr Harrison conducts research for the University of Queensland and a number of interstate universities and has lectured in Australia and abroad on applied history and family history. Dr Harrison, who is involved with numerous family history groups and is a widely published writer, has also worked in radio and television.



Mr Chris Gorry, Chief Executive Officer of Advanced Data Integration. Mr Gorry co-founded Advanced Data Integration (ADI) in 1994 after spending many years working in software development roles for State and Federal government agencies and businesses and in senior positions in the information technology services market. He has overseen the evolution of ADI and its flagship product DataWorks since its inception as a four person start-up, to its current position as a market leader in the provision of total information management solutions to government and corporate organisations. Mr Gorry is a member of the State Government's SME Taskforce and has over 25 years experience in the information technology industry.



Ms Leonie Short, Senior Lecturer in Dental and Oral Therapy, School of Oral Health, Faculty of Health Science, Griffith University. Ms Short is an experienced researcher and lecturer, who has travelled widely to conduct international research on a range of issues. Ms Short also holds positions on a range of other health and social sector organisations.

Ms Kay Ryan, Associate at Shannon Donaldson Province Lawyers, Toowoomba. Ms Ryan is an accomplished and experienced lawyer with a strong interest in applied history and family history. Ms Ryan, who has pursued a legal career for the past 12 years, has also studied local and applied history and been heavily involved in a number of family history organisations, representing Queensland on an Australasian council.



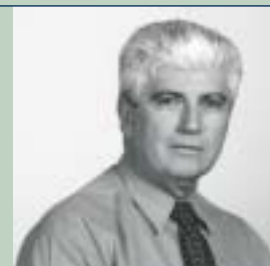
Councillor Peter Wood, Deputy Mayor, Toowoomba City Council. Councillor Wood has extensive experience in the public and university sectors and represents the interests of local government on the committee. Councillor Wood's extensive experience in public life has resulted in a strong focus on the provision of services to the public and his interests include local government planning.



Mr George O'Farrell, Executive Director, Office of Public Service Merit and Equity. Mr O'Farrell represents the interests of State Government agencies on the committee. Mr O'Farrell has over 20 years experience in the public sector, including parliamentary, Cabinet and policy development work and has held executive roles in a number of State public sector agencies in Australia.



Mr Ken Toogood, Principal Registrar, Supreme Court of Queensland, represents the interests of the judiciary on the committee. Mr Toogood is Registrar of the Court of Appeal, the District Courts, the Planning and Environment Court, the Children's Court and the Health Practitioners' Tribunal.



Queensland State Archives

Department of Innovation and Information
Economy, Sport and Recreation Queensland

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