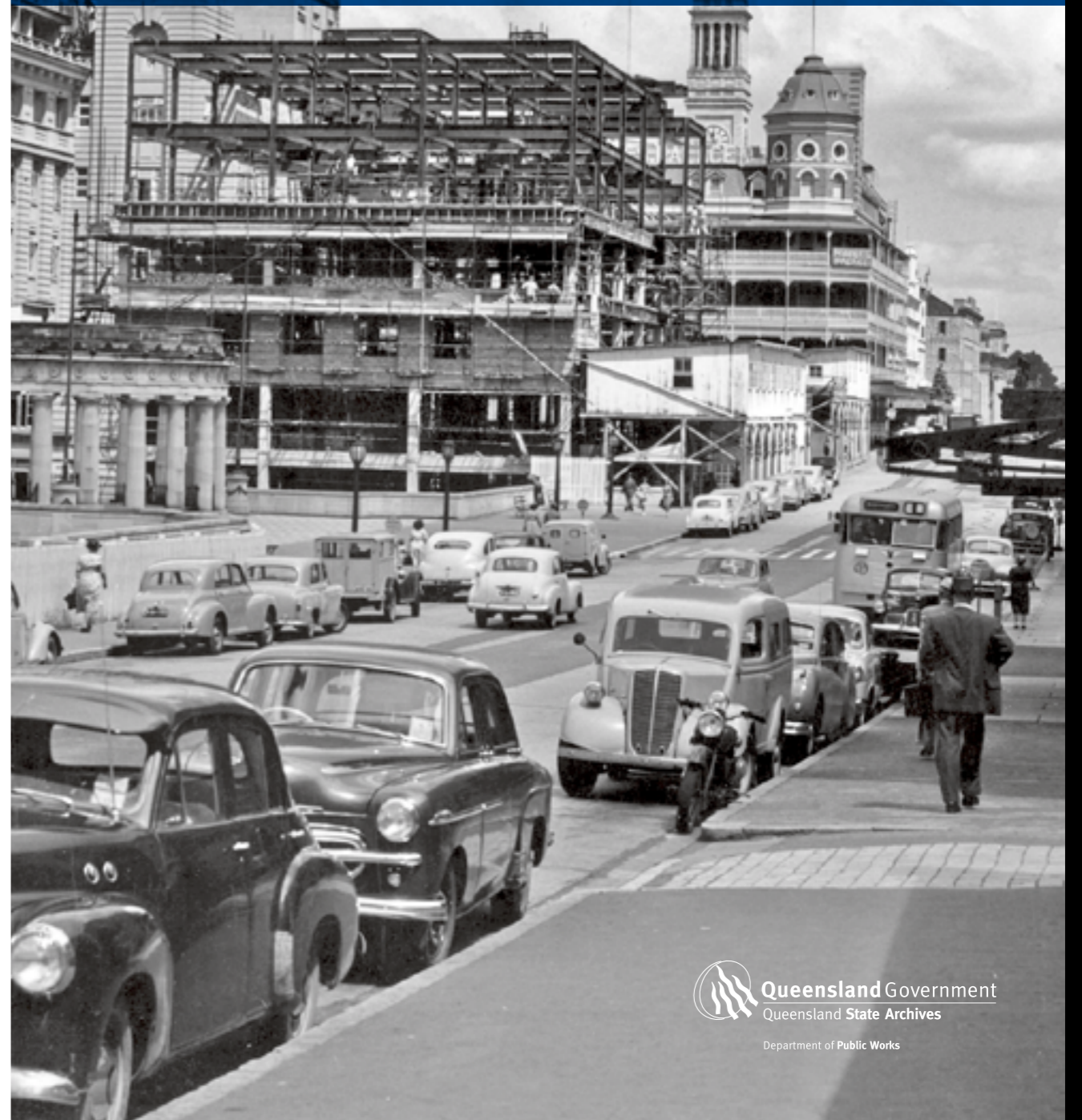


Queensland State Archives

Annual Report 2005/06



Cover:
Anzac Square buildings under
construction 1955
QSA Reference: A/26189

(L-R) Hon Judy Spence, Minister
for Police and Corrective Services;
Hon Robert Swarten, Minister
for Public Works, Housing and Racing
and Ms Janet Prowse, Director and
State Archivist at the opening of the
Stepping Out: Women in Public Records
exhibition on 7 December 2005



The Honourable Robert Swarten MP
Minister for Public Works and Housing
Level 7
80 George Street
Brisbane Queensland 4000

Dear Minister,

*I am delighted to submit Queensland State Archives' Annual Report on the
administration of the Public Records Act 2002 for the financial year ended 30 June
2006. This document is the fourth Annual Report submitted to Parliament in
accordance with the Act.*

Yours sincerely

Ms Janet Prowse
Director & State Archivist
Queensland State Archives

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

Queensland State Archives

Annual Report 2005/06

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Public Records Review Committee

(L-R) Cr Jim Webber, Rockhampton City Council with Mr Brian Herd, Chairman Public Records Review Committee



“Queensland State Archives remains committed to enhancing public access to its archival collection through a range of initiatives as highlighted in this report.”

Message from the Chairperson

The Public Records Review Committee has completed its third year of operation, after being established in March 2003 under the *Public Records Act 2002*.

The committee has continued to consider and address a range of contemporary information management and recordkeeping issues as well as provide advice to the Minister for Public Works, Housing and Racing and the State Archivist as appropriate.

To date, the committee has not been required to perform its dispute resolution or decision review functions. This is testament to the cooperative environment that continues to exist between public authorities and Queensland State Archives with regard to the resolution of any differences of opinion.

Queensland State Archives remains committed to enhancing public access to its archival collection through a range of initiatives as highlighted in this report. As custodian of the State's documented history, Queensland State Archives is also committed to ensuring the ongoing storage and preservation needs for archival public records. To meet this requirement, the design of a new building will accommodate paper-based storage, as well as film and microfilm vaults. Planning and development of infrastructure for the proposed Digital Archive will be integral to the building's design.

As lead agency for government recordkeeping, Queensland State Archives will continue to strategically address important information management issues, especially those associated with electronic records management.

I congratulate my colleagues on the committee, the State Archivist and the staff of Queensland State Archives for their high level of advice, dedication, professionalism and support over the past 12 months.

Mr Brian Herd
Chairperson

Back Row (L-R) Mr Peter Wood, Professor Malcolm Thomis, Dr Jennifer Harrison, Mr Ken Toogood, Mr Chris Gorry
Front Row (L-R) Ms Kay Ryan, Mr George O'Farrell, Mr Brian Herd (Chair) and Ms Leonie Short



Public Records Review Committee

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

The committee may also, if requested by a public authority, review decisions of the State Archivist not to authorise the disposal of particular public records. In addition, the committee may be requested to resolve disputes between the State Archivist and a public authority about how a public record is classified with respect to setting a restricted access period for that record.

Public authorities, in cooperation with the State Archivist, aim to achieve administrative resolution of potential disputes before such issues are referred to the committee for review or resolution. As at 30 June 2006, the committee had not been called on to perform its dispute resolution or decision review functions.

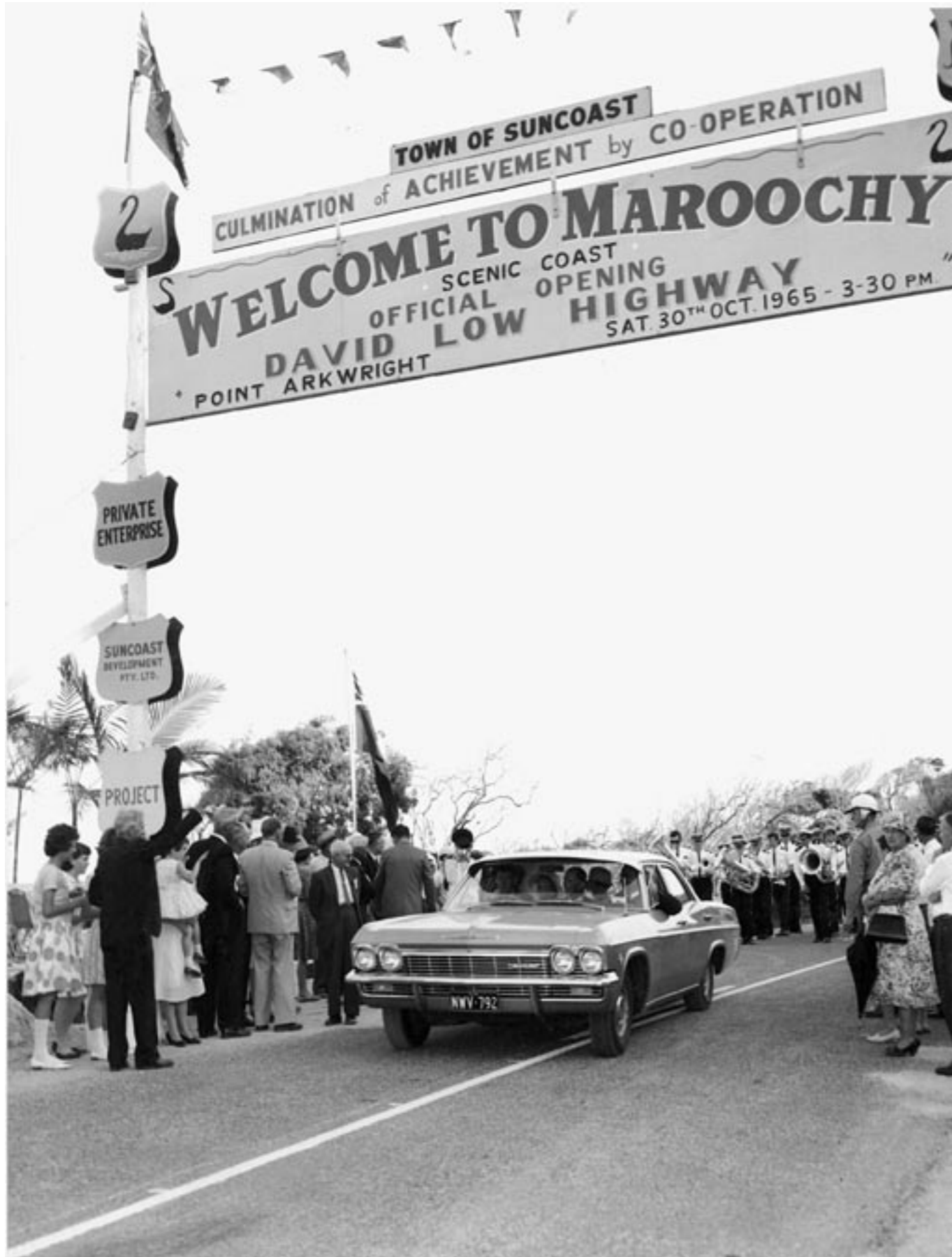
The committee, chaired by Mr Brian Herd, held meetings in July and November 2005 and in March 2006. The committee plans to hold one meeting per year outside the metropolitan area and, accordingly, the July 2005 meeting was held in Rockhampton.

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

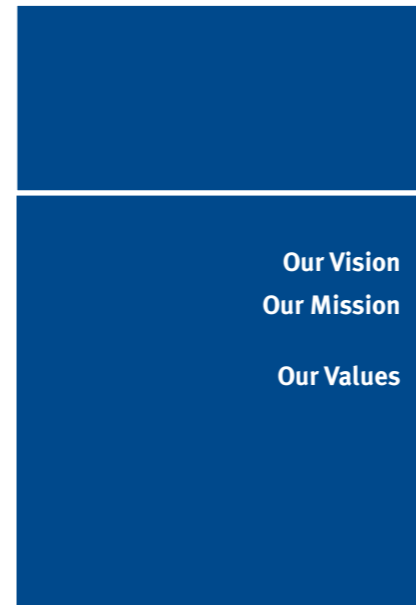
- information management and recordkeeping in Indigenous councils
- email records management in public authorities
- development of an eGovernment Policy Framework for Electronic Records Management
- recordkeeping for non-government organisations
- the Queensland State Archives expansion project
- early planning for a Digital Archive for Queensland.

Meeting attendance for 2005-06 was as follows:

Member	Number of meetings attended
Mr Brian Herd (Chair)	3
Mr Chris Gorry	2
Dr Jennifer Harrison	3
Mr George O'Farrell	2
Ms Kay Ryan	3
Ms Leonie Short	3
Prof Malcolm Thomis	3
Mr Ken Toogood	2
Mr Peter Wood	3



Opening of the Noosa to Maroochydore Road, 1965
QSA Reference: SRS 194 1



Our Vision
Our Mission
Our Values



Connecting people to the recorded memory of government.
To provide leadership in the management of public records for present and future generations.
Queensland State Archives commits to the following values:

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

About Us

About Us

Queensland State Archives is established under section 21 of 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, preserves and facilitates public access to the State's permanent archival public records.

As the lead agency for Government recordkeeping, Queensland State Archives is responsible for the development and implementation of a whole-of-Government recordkeeping policy framework to ensure a consistent approach to the creation, management, disposal, storage, preservation and retrieval of government information.

Functions

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

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

Department of Public Works' Values

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

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

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

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

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

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

Communication – that is open, consistent and two-way.

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



Laying railway tracks, location unknown, circa 1900
QSA Reference: SRS 189 1

(L-R) Mr Mark Dohnt, Project Manager Project Services; Ms Katherine Brennan, Manager Business Services and Planning; Ms Janet Prowse Director and State Archivist and Mr Bretton Watson, Architect Project Services



Highlights

Expanded Infrastructure Approved

In the 2005-06 State Budget the Queensland Government announced a \$52 million infrastructure investment to expand Queensland State Archives' facility at Runcorn, Brisbane. The new facility will double the storage capacity for the State's archival public records and make provision for a future Digital Archive. Planning for the project has been coordinated by the Department of Public Works and Queensland State Archives, with tenders expected to be called in late 2006, and the new facility operational by mid 2008.

Electronic Records Management

Queensland State Archives established a small Digital Government Unit in January 2006 to accelerate research into complex issues associated with management and long term preservation of electronic records. The unit will produce a business case and a governance framework for the development of the State's inaugural Digital Archive.

The unit will work with Chief Information Officers and information management and recordkeeping professionals to formulate additional policy advice in the area of electronic records management. This work will result in the re-engineering of the Queensland Government's Recordkeeping Policy Framework to provide more practical and timely policy advice in this area.

Evolution of the Recordkeeping Policy Framework

Queensland State Archives' Recordkeeping Policy Framework, introduced in 2001, continued to evolve in 2005-06 with a range of additional policies and guidelines developed for public authorities. The *Guideline for the Development of Retention and Disposal Schedules* was designed to assist public authorities in understanding the processes involved in the creation and maintenance of such schedules. The *Digitisation Disposal Policy* covers the disposal of certain original paper records after they have been digitised. Developed in response to the implementation of electronic Document and Records Management Systems (eDRMS) across government, the policy provides guidance on how to seek disposal authorisation and outlines associated criteria and conditions. The digitisation of public records is frequently implemented in conjunction with an eDRMS to capitalise on the opportunity to manage records in a single electronic environment.

Significant policies updated in 2005-06 included *Guideline for the Digitisation of Paper Records* and *Managing Records of Online Resources and Services*.

Among significant Retention and Disposal Schedules approved during 2005-06 were the first sector-wide schedule for Government-owned corporations in the

energy sector, and schedules for the Commissions of Inquiry into the Bundaberg Hospital and Queensland Hospitals. The public records of the two health inquiries were transferred to Queensland State Archives.

The four Recordkeepers' Forums hosted by Queensland State Archives in 2005-06, including one in Rockhampton, were attended by 360 information management professionals representing 85 public authorities.

Queensland State Archives successfully negotiated with the Department of the Premier and Cabinet to amend the *Annual Report Guidelines for Queensland Government Agencies* to require agencies to report on recordkeeping and information management within their organisations.

Audit and Compliance Framework

Queensland State Archives conducted further research and engaged with key stakeholders to identify options for a future Audit and Compliance Framework for recordkeeping in Queensland's public sector. A poor recordkeeping culture in a number of agencies has been highlighted in the past few years in public documents, including reports issued by the Queensland Audit Office, the Crime and Misconduct Commission and the Queensland Ombudsman.

(L-R) Ms Ruth Nitkiewicz Research Officer; Mrs Susan Rigney, Manager Digital Government Unit and Ms Anna Morris, Senior Research Analyst



Queensland State Archives assisted North Queensland authorities in their efforts to recover records following Cyclone Larry

The first compliance deadline for *Information Standard 40: Recordkeeping* is December 2006 for State Government departments and local governments. A self-assessment checklist has been developed for public authorities to measure their own level of compliance.

Recordkeeping in Indigenous Councils

In early 2005, 15 Aboriginal Community Councils achieved local government status and therefore became public authorities subject to the *Public Records Act 2002*. Queensland State Archives recognises the unique needs and circumstances of Indigenous communities and has adopted a staged approach to addressing information management and recordkeeping challenges within Indigenous councils. In September 2005 Queensland State Archives sought support through the Government Champions Program for the delivery of key recordkeeping messages to Indigenous councils.

Queensland State Archives also worked with the Department of Local Government, Planning, Sport and Recreation to develop a communication strategy and recordkeeping information kit. It will be delivered to Indigenous communities via training and management consultants who are working with them to increase their capacity to meet corporate governance and accountability requirements.

Advice to Shared Service Initiative

Queensland State Archives continued to advise the State Government's Shared Service Initiative on the implementation of the electronic Document and Records Management System (eDRMS) across Government departments. Queensland State Archives is a member of several expert reference groups examining various components of eDRMS such as document and records management, enterprise content management and web content management. Advice was also given to shared service providers who are supplying recordkeeping services to public authorities.

Improving Collection Management

The logical and physical re-design of *Archives One* (the relational database that supports the management and cataloguing of the State's archival public records) and its online public access catalogue, *ArchivesSearch*, were undertaken in 2005-06. Once the revised online collection management system is completed in late 2006, seminars will be organised to introduce the public to the new *ArchivesSearch* facility to help them understand its full potential in accessing the State's archival collection.

Outreach services

A *Small Archives Seminar Program* was held in Malanda in May 2006 to support organisations across the Tablelands, Cairns and Tully regions to manage their heritage collections. The seminar provided advice, practical skills and expert knowledge to small collecting institutions in the cultural heritage sector.

Queensland State Archives continued its program of field trips to regional and remote centres to provide information on collections and services. Seminars were presented in Rockhampton, Barcaldine, Winton, Longreach, Toowoomba and Malanda. While in North Queensland, staff travelled to locations affected by Cyclone Larry and provided assistance to local public authorities on the preservation of archival records and advised on collection management.

Multicultural Initiatives

Queensland State Archives is committed to implementing the Department of Public Works' *Multicultural Action Plan*. This year Queensland State Archives represented the department at the Queensland Multicultural Festival. An information stand displaying promotional material on collections and services and multicultural images from the collections stored at Queensland State Archives drew considerable interest from festival visitors. Other multicultural activities included a presentation on South Sea Islanders' records and an information stand at the Stanthorpe Apple and Grape Harvest Festival.

Queensland State Archives celebrated

Harmony Day in March 2006 with a multicultural seminar program and the launch of a portable display, *At Home in New Holland: the Dutch in Queensland*. The display celebrates the significant role that Dutch people have played in Queensland, beginning with the mapping of Queensland during the *Duyfken* expedition 400 years ago.

In October 2005 Queensland State Archives hosted a week-long visit by a Korean delegation with representatives from the National Archives of Korea and the Institute of Korean History. The group's aim was to learn and compare information about records management, digital archives and the appraisal of public records.



Burdekin Bridge construction, 1955
QSA Reference: SRS 194 1

(L-R) Ms Karen Morris, Policy Officer; Ms Catherine Mahoney, Manager Policy and Research Unit and Ms Esther Blest, Policy Officer



Future Directions

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

Infrastructure and Policy Planning for a Digital Archive

Plans are underway for the design and construction of an expanded archival facility at Runcorn by mid 2008. An important component of the new facility will be the provision of infrastructure for the State's inaugural Digital Archive for permanent electronic records. A business case to support this initiative is being developed, along with significant consultation and research programs which will underpin the initiative over the coming years.

Queensland State Archives will continue to work productively with other archival authorities in Australia and abroad as part of the Australasian Digital Recordkeeping Initiative. Collaboration on this scale is important to ensure Queensland's solutions for the long-term management and preservation of electronic records to align with those being developed elsewhere in the world.

Levels of Recordkeeping Capacity within Public Authorities

July 2007 marks the fifth anniversary of the *Public Records Act 2002* and an important milestone for public authorities as they approach compliance deadlines linked to *Information Standard 40: Recordkeeping*. Queensland State Archives will continue to consult the State's 650 public authorities to determine the extent and range of information management advice that is required to support best practice recordkeeping.

Over the coming years it will be important for public authorities to make their Strategic Recordkeeping Implementation Plans an integral part of their annual planning cycles and incorporate recordkeeping reforms and strategies into corporate strategic planning documents.

Queensland State Archives will engage with key stakeholders to identify options for a future audit and compliance framework for recordkeeping in Queensland's public sector. In particular the development of a range of self-audit tools will be further explored.

Building the capacity of public authorities to improve recordkeeping practices will continue to be a core area of focus for Queensland State Archives.



Ms Joanne Colwell, Senior Project Officer for the Queensland State Archives Stage 2 Project, with Mr Phil Knight, Security and Communications Consultant, GHD

Information Management Reforms

As the lead agency for recordkeeping, Queensland State Archives has an important role to play in issuing standards, policies and guidelines in this area.

However in line with developments in Australia and abroad, Queensland State Archives is increasingly required to provide a range of advice in the broader area of information management.

This re-orientation will see Queensland State Archives collaborate more often with other key agencies to participate in a range of initiatives and contribute to the development of wider information policy advice.

Creation of Digital Content

As the custodian of the largest and most significant documentary heritage collection in the State, it is important that Queensland State Archives is able to provide the public with online access to its collection. The upgraded collection management system, *Archives One*, will enable the catalogue to provide electronic links to certain digital images in the collection, enhancing public access to the State's history. Queensland State Archives will continue to explore ways to make more digital content available online.

Celebrating the State's History

2009 marks the 150th anniversary of Queensland's separation from New South Wales. That year also marks the 50th anniversary of Queensland State Archives.

In 2006-07 Queensland State Archives will survey government and the community to determine how organisations are planning to use the archival collections in preparing for these important celebrations, as well as advance its own program of work to support the celebrations.



Maryborough Bridge construction, 1896
QSA Reference: PRV 14402 1 Item 2

Queensland State Archives hosted a delegation from Shanghai in December 2005



Business Classification Scheme and Thesauri Masterclass at Queensland State Archives, March 2006



Outputs and Outcomes

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

Whole-of-Government priority
Delivering a responsive government

Output
Support a responsive public sector focused on improving government service delivery

Sub Output One
Government recordkeeping

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

Outcomes 2005-06

- Hosted two meetings of the Public Records Review Committee in Brisbane to advise both the Minister for Public Works, Housing and Racing and the State Archivist on the administration and enforcement of the *Public Records Act 2002*.
- Hosted one meeting of the Public Records Review Committee in Rockhampton, complemented by a small function for representatives of family and local history groups in the area.
- Held three Recordkeepers' Forums in Brisbane, with themes including the relationship between freedom of information and recordkeeping, email management, and electronic document and records management solutions; held one Recordkeepers' Forum in Rockhampton with the theme *Recordkeeping in the Regions*. Total attendance at Recordkeepers' Forums was 360 people representing 85 different agencies.
- Launched the *Digitisation Disposal Policy* on the authorisation of the early disposal of original paper records after digitisation.
- Released *The e-Government Policy Framework for Electronic Records Management Discussion Paper* in June 2006.
- Published revised *Managing Records of Online Resources and Services* policy and guidelines.
- Addressed the Records Management Association of Australasia Annual Conference in Brisbane in May 2006.
- Initiated the establishment of a Privacy Working Group with the Department of Justice and Attorney-General to address privacy issues relating to information management and access in Queensland's public sector.
- Commenced development of an email management strategy to assist Queensland public authorities to better manage emails that are public records.
- Published 12 *Public Records Alerts* on a range of recordkeeping and information management issues.
- Ongoing provision of recordkeeping policy advice on a day-to-day basis with a client base of over 650 public authorities.
- Consultation with the Local Government Association of Queensland (LGAQ) and the Local Government Managers Australia (LGMA Queensland Branch) on recordkeeping in local government.
- Shared sponsorship with Department of Public Works at the annual LGAQ conference at Brisbane in August 2005; shared sponsorship with the department at the annual LGMA conference at Airlie Beach in October 2005.
- Issued licences for either *Keyword AAA* or *Keyword for Councils* (thesauri) to 16 public authorities.
- Capacity survey of 128 smaller public authorities to determine their awareness of, attitude towards and capability to meet a range of information management and recordkeeping requirements.
- Hosted a delegation from South Korea.
- Hosted a Business Classification Scheme and Thesauri Masterclass at Runcorn in March 2006 for 47 attendees from 25 agencies.
- 715 successful completions of Queensland State Archives' *Managing Electronic Messages as Records* online training module.
- 370 subscriptions to Queensland State Archives' *listserv* which provides updates on events and new policy instruments and tools available on its website.
- Issued a comprehensive Retention and Disposal Schedule for the Government-Owned Corporations involved in the energy sector.
- Issued a Retention and Disposal Schedule for records currently held at the Workshops Rail Museum (Queensland Museum).
- Approved the first comprehensive Retention and Disposal Schedules for the Office of the Parliamentary Counsel, the Anti-Discrimination Commission and Tribunal and updated the Retention and Disposal Schedule for the Magistrates Court of Queensland.
- Issued the *Guideline for the Development of Retention and Disposal Schedules*.
- Lent 2,597 records to agencies for the purpose of research, legal discovery and to address freedom of information requests.
- \$52 million funding approved for Queensland State Archives building expansion project which will double the storage space of the Runcorn facility by 2008.
- Collaborated with Project Services and the Queensland Government Accommodation Office within the Department of Public Works on the Queensland State Archives expansion project expansion project.
- Undertook a materials handling review to consider optimal work practices and design issues for Queensland State Archives expansion project.
- Completed a security review which considered physical, electronic, administrative and other security practices.
- Began work on the appraisal of 11,000 motion picture film and audio tapes held at Queensland State Archives as part of the film conservation project.

Ms Jocelyn Cuff, Administrative Supervisor and Mr Kevin Brown, Administrative Officer



At the launch of the *At Home in New Holland: the Dutch in Queensland* exhibition

(L-R) Mr Peter Henneken, Director-General of Industrial Relations, Mrs Maryanne Eastmann, Mrs Gwen Sanders and Capt. Kasper Kuiper, Dutch Honorary Consul



Outputs and Outcomes cont'd

Whole-of-Government priority
Delivering responsive government

Output
Engage communities in government decisions and processes

Sub Output Two
Collection management and public access

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

Outcomes 2005-06

- Received 48 transfers of permanent public records measuring 823 linear metres at the Runcorn repositories, including the records of the Bundaberg Hospital and Queensland Public Hospitals Commissions of Inquiry (2005) Cabinet Minutes (1989 – 1990), General Correspondence of the Department of Natural Resources, Mines and Water (1912 – 1989) and Intestacy Files of the Public Trust Office (1933 – 1955).
- Arranged and described permanent public records to item level to enhance comprehensive access, including over 10,000 drawings of Queensland public buildings listed by name of school, gaol, courthouse, police station, residence, office or other public building; and listing by personal name of early insanity, intestacy and will files.
- Completed the redesign of the collection management database, *Archives One*, and the online public access catalogue, *ArchivesSearch*.
- Registered and described 243 agencies, including new agencies, machinery of government changes to agencies and updates on existing agency registrations.
- Added 108,582 items to the online catalogue to enhance comprehensive access.
- Approved policies, including *Use of Personal Cameras, Handling Guidelines for Archival Public Records, Retrieval and Return of Archival Public Records, Public Research Policy (Written and Telephone Inquiries)* and the *Volunteers Policy*.
- Provided public access to permanent public records for 6,845 researchers in the Runcorn Public Search Room.
- Provided assistance with 15,039 reference queries and retrieved 25,949 permanent public records for researchers in the Public Search Room.
- Provided written and telephone reference services to 3,747 clients.
- Recorded 4,781,244 hits on the Queensland State Archives website from 141,865 visitors.
- Delivered 25 presentations on collections and services to the general public, cultural heritage organisations, government and community groups.
- Celebrated Harmony Day on 21 March 2006 to acknowledge the roles of people from diverse backgrounds and their contributions to Queensland's history and development.
- Provided tours of the Runcorn repositories to 613 visitors from local and family history groups, schools, universities, public authorities, community organisations and the general public.
- Launched the exhibition *Stepping Out: Women in Public Records* to celebrate the role women have played in Queensland's history and development.
- Launched the portable display *At Home in New Holland: the Dutch in Queensland* to celebrate the contribution of the Dutch in Queensland, beginning with the *Duyfken* expedition 400 years ago.
- Provided information on collections and services to regional Queensland through field trips to Rockhampton, Barcaldine, Winton, Longreach, Toowoomba, Stanthorpe and Malanda.
- Hosted a joint seminar, *Access to Archives*, in July 2005 with the Australian Society of Archivists.
- Hosted two public morning teas with the State Archivist to discuss research activities and issues.
- Presented a *Small Archives Seminar* to regional collecting institutions in Malanda with participants from across the Tablelands and the Cairns and Tully regions.
- Presented a *Small Archives Seminar* at the Museums Australia National Conference in Brisbane in May 2006.
- Reviewed and publicly released the 1975 Cabinet minutes on 1 January 2006.
- Undertook a field trip in May 2006, to locations affected by Cyclone Larry to provide preservation advice and support to public authorities.
- The Manager Preservation Services attended the 4th Australian Institute for the Conservation of Cultural Material, Paper, Books and Photographic Symposium in Wellington, New Zealand.
- Updated the publication, *Microfilm Guidelines*.
- Carried out preservation treatments on 593 items from the collection, including completion of the preservation of Woorabinda Birth, Death and Marriage Registers.
- Produced 90,855 frames of microfilm of public records.
- Created 60,707 digital images of public records.
- Took 3,265 photographs for preservation and access purposes.
- Answered 378 detailed queries for conservation information from metropolitan and regional clients.
- Produced a general brochure about Queensland State Archives for use by the public and government clients.
- Produced three editions of *Runcorn Record*, an information newsletter for family and local history researchers.
- Liaised with Queensland's 150th Celebrations office to plan for 2009.



Cadet surveyors' exam, 1966
QSA Reference: SRS 194 1 Item 22

Members of the Local Government
Reference Group November 2005

Back Row (L-R) Ms Michelle Simpson, Redland Shire Council; Mr John Andrews, Maroochy Shire Council; Mr Mark Hansen, Logan City Council; Mr Richard Lewis, Ipswich City Council; Mrs Ingrid MacDonald Queensland State Archives and Ms Lisa Lytle, Logan City Council. Front Row (L-R) Mr Shawn Voss, Pine Rivers Shire Council; Miss Josephine Horner, Queensland State Archives and Mr Michael Rogers Queensland State Archives



Status of Government Recordkeeping

As the lead agency for recordkeeping, Queensland State Archives is committed to developing and providing comprehensive standards, policies and advice to assist public authorities to achieve compliance under the Queensland Government's legislative and policy framework for recordkeeping.

Managing Electronic Records

With government business increasingly being conducted online, there is significant demand from public authorities for additional policy advice and assistance in the area of electronic records management.

Advice sought from Queensland State Archives over the past 12 months included:

- identification of public records in the digital environment
- capture and management of emails
- implementation of electronic document and records management systems
- web content management
- digitisation
- digital signatures and authentication
- metadata standards
- information security and privacy
- recordkeeping functionality of core business systems.

The trend towards the implementation of electronic Document and Records Management Systems (eDRMS) in public authorities appears to have generated a renewed interest in recordkeeping. However, for those public authorities without existing comprehensive recordkeeping systems and procedures, the introduction of an eDRMS has proved to be a challenge and highlighted the need for, and the value of, specialist in-house recordkeeping knowledge.

All public authorities are advised to establish in-house recordkeeping expertise to maintain and improve recordkeeping practices. Managing public records in the electronic environment is complex and requires professional information management and recordkeeping knowledge. While additional services can be outsourced, it is essential to also maintain in-house information management and recordkeeping expertise to ensure the coordination and implementation of a wide range of best practice recordkeeping policies and procedures.

Re-engineered Policy Framework

As a response to the need for additional policy advice on electronic records management, Queensland State Archives will re-engineer the Queensland Government's recordkeeping policy framework. A discussion paper,

Mr Trevor Marshall, Administrative Officer, receives a transfer of registers of ecclesiastical files from Townsville Supreme Court, November 2005



(L-R) Ms Maianna Tetuira, Administration Officer with Community and Personal Histories Branch of the Department of Aboriginal and Torres Strait Islander Policy, receives help from Ms Shiranthi Siyambalapatiya, Public Access Archivist

Developing an e-Government Policy Framework for Electronic Records Management was issued to public authorities in June 2006 to ascertain the additional policy advice needed in this area. Queensland State Archives considers a revised policy framework for electronic records management an essential prerequisite for the development of a Digital Archive for the Queensland Government. From 2007 Queensland State Archives will issue a series of discussion papers on digital preservation and the need for a Digital Archive solution to preserve the State's permanent public records in electronic formats. Provision has been made for the Digital Archive in the expanded Queensland State Archives' facility (refer to the Highlights section of this report).

Annual Reporting of Recordkeeping

In 2005-06 Queensland State Archives negotiated to have the Department of the Premier and Cabinet's *Annual Report Guidelines* amended to include the annual reporting of recordkeeping compliance by chief executive officers. An assessment of a sample of these annual reports revealed all State Government departments and 20 large statutory bodies complied with the reporting requirements. Among recordkeeping initiatives reported included the:

- development and review of strategic recordkeeping information plans
- identifiable recordkeeping project teams within agencies
- recordkeeping training for staff as part of induction programs
- appointment of Chief Information Officers and other information managers with responsibility for overseeing recordkeeping
- development of internal recordkeeping policies, plans and procedures; business classification schemes and thesauri and agency-specific Retention and Disposal Schedules
- reviews of storage arrangements for records.

Recordkeeping Implications from other Reports

Poor recordkeeping practices among some agencies were featured in a number of public reports. In its 2005 report, *Results of Performance Management Systems Audits of Output Performance Reporting*, the Queensland Audit Office indicated that a culture of poor recordkeeping in several State Government departments contributed to information and documents not being available for audit purposes. The Queensland Ombudsman also reported to Parliament's Legal, Constitutional and Administrative Review

Committee that poor recordkeeping was one of the causes of systemic problems that were often the subject of complaints to the Ombudsman's office. The Crime and Misconduct Commission, in the 2006 report of its inquiry into the 2004 Gold Coast City Council election, recommended better recordkeeping in local government.

Compliance to Information Standard 40: Recordkeeping

December 2006 marks the first compliance deadline for State Government departments and local governments for *Information Standard 40*, which was released in 2001. A self-assessment checklist will assist these public authorities to demonstrate compliance and improvements in recordkeeping practices over that five-year period. Statutory authorities and Government-owned corporations have until December 2007 to demonstrate compliance to *Information Standard 40*.

Demand for Retention and Disposal Schedules

For all public authorities, the lawful disposal of public records is regulated through Retention and Disposal Schedules, approved by the State Archivist under the *Public Records Act 2002*. As an approved Retention and Disposal Schedule is a key compliance requirement of *Information Standard 40*, many new schedules are

under development or existing schedules are being reviewed and updated. To respond to demand for advice in this area, Queensland State Archives published a comprehensive guideline on how to prepare Retention and Disposal Schedules. However, the limited recordkeeping expertise within some public authorities has resulted in Queensland State Archives having to partner with many agencies in the development of such schedules, significantly increasing the workload of its appraisal archivists.

Recordkeeping Capacity and Skills Shortage

The Queensland Government has acknowledged a looming skills shortage in the fields of information and communications technology (ICT) and information management. The increased use of the internet to deliver government services, and the huge investments in new ICT business systems, have increased the demand for a wide range of qualified recordkeeping and information management professionals with expertise in the area of electronic records management.

Through strategic workforce planning initiatives, public authorities can identify the range of information management and recordkeeping skills required to manage and maintain

information in core business systems and generated through online services.

Due to competing labour demands, information management expertise in some specialised fields, such as metadata, may be difficult to recruit and larger public authorities may need to invest in specialist training programs.

Queensland State Archives will continue to work with a range of government-wide initiatives to provide assistance in identifying key skill sets for managing public records in the electronic environment, as well as explore options to update the expertise of certain professional staff.

Small Agency Survey

In 2006 Queensland State Archives engaged the Office of Economic and Statistical Research to conduct a survey of 128 smaller public authorities, mostly local governments, to determine their awareness of, attitude towards and capability to meet a range of information management and recordkeeping requirements. The survey confirmed that small public authorities with limited resources struggle to achieve recordkeeping compliance and require higher levels of support from Queensland State Archives in comparison to larger entities. While smaller agencies offer little formal recordkeeping training to

staff and have few trained staff, they do not perceive their staff's ability to keep records as a major challenge.

Shared Services

The trend towards shared services and changes to existing shared services arrangements continues to offer recordkeeping challenges to agencies and shared service providers alike. Under the *Public Records Act 2002* chief executives of public authorities are responsible for ensuring their agency makes and keeps full and accurate records of its activities. This responsibility is not diminished if an agency decides to enter into arrangements for a shared service provider to carry out all, or some of, the agency's recordkeeping functions. Agencies need to ensure they have comprehensive recordkeeping clauses in written agreements or contracts with their shared service providers.

Another characteristic of a shared service arrangement is the transfer of experienced and qualified records management staff from individual agencies to the shared service providers. While the sharing of expertise at a macro level may bring benefits to a wider portfolio, it may also weaken an individual agency's attempt to develop the in-house expertise needed to promulgate routine best practice recordkeeping.



Back Row (L-R) Mrs Susan Rigney, Manager Digital Government Unit; Ms Karen Friedl, Manager Collections and Access
 Front Row (L-R) Mr Michael Rogers, Manager Agency Services; Ms Janet Prowse, Director and State Archivist; Ms Katherine Brennan, Manager Business Services and Planning and Ms Catherine Mahoney, Manager Policy and Research Unit

Queensland State Archives Corporate Profile

Organisational Capacity

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

We achieve this through:

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

Equal Employment Opportunity

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

Employment Profile

As of 30 June 2006 Queensland State Archives had 46 full-time equivalent employees.

EEO profile as at 30 June 2006

Aboriginal and Torres Strait Islanders	0
People with a Disability	3
Non-English speaking background	7
Women AO6 plus	12
Women SO plus	1

Volunteers

Queensland State Archives values the contributions of the dedicated volunteers who offer complementary support to the archival work programs. A Volunteers Policy provides guidelines for the program and current volunteer indexing projects to support online access will enhance the visitor's experience of the website. There are currently nine registered volunteers.

Services to Indigenous People

The Community and Personal Histories Branch of the Department of Aboriginal and Torres Strait Islander Policy continues to operate a research service for the Indigenous community from the Queensland State Archives facility at Runcorn.

Recordkeeping

Queensland State Archives revised its *Strategic Recordkeeping Implementation Plan* to maintain the currency and relevance of this key document. Substantial progress was made on developing a Business Classification Scheme and a new Retention and Disposal Schedule for the organisation. In addition, procedures for the administration of Queensland State Archives' recordkeeping system were developed and mail handling procedures were revised.

Workplace Health and Safety

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

Workforce Management

In 2006 Queensland State Archives continued the development of a Workforce Plan to ensure the capacity of its own workforce in meeting its legislative roles and functions.

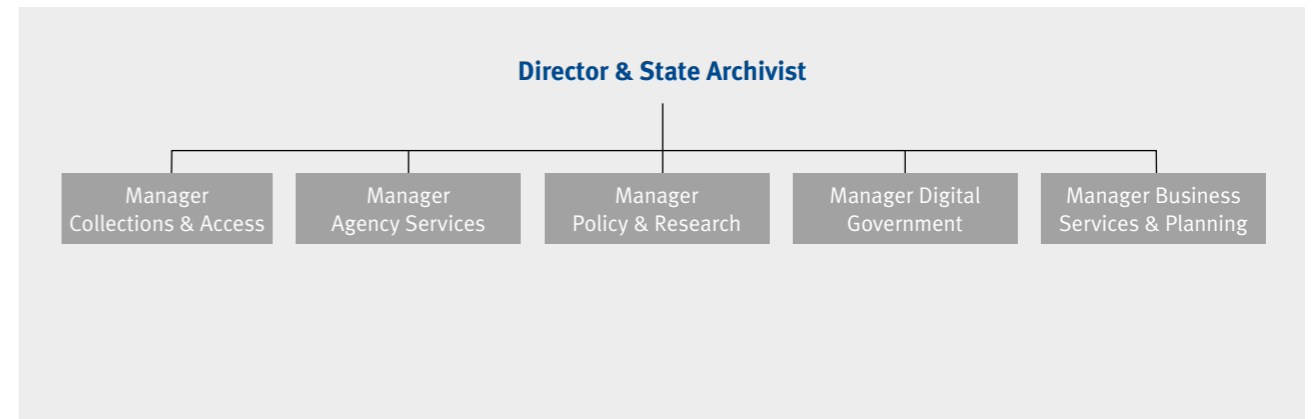
Financial Statements

The Department of Public Works Annual Report for 2005-06 incorporates Queensland State Archives' financial statements. Copies of the Department's Annual Report can be obtained by contacting:

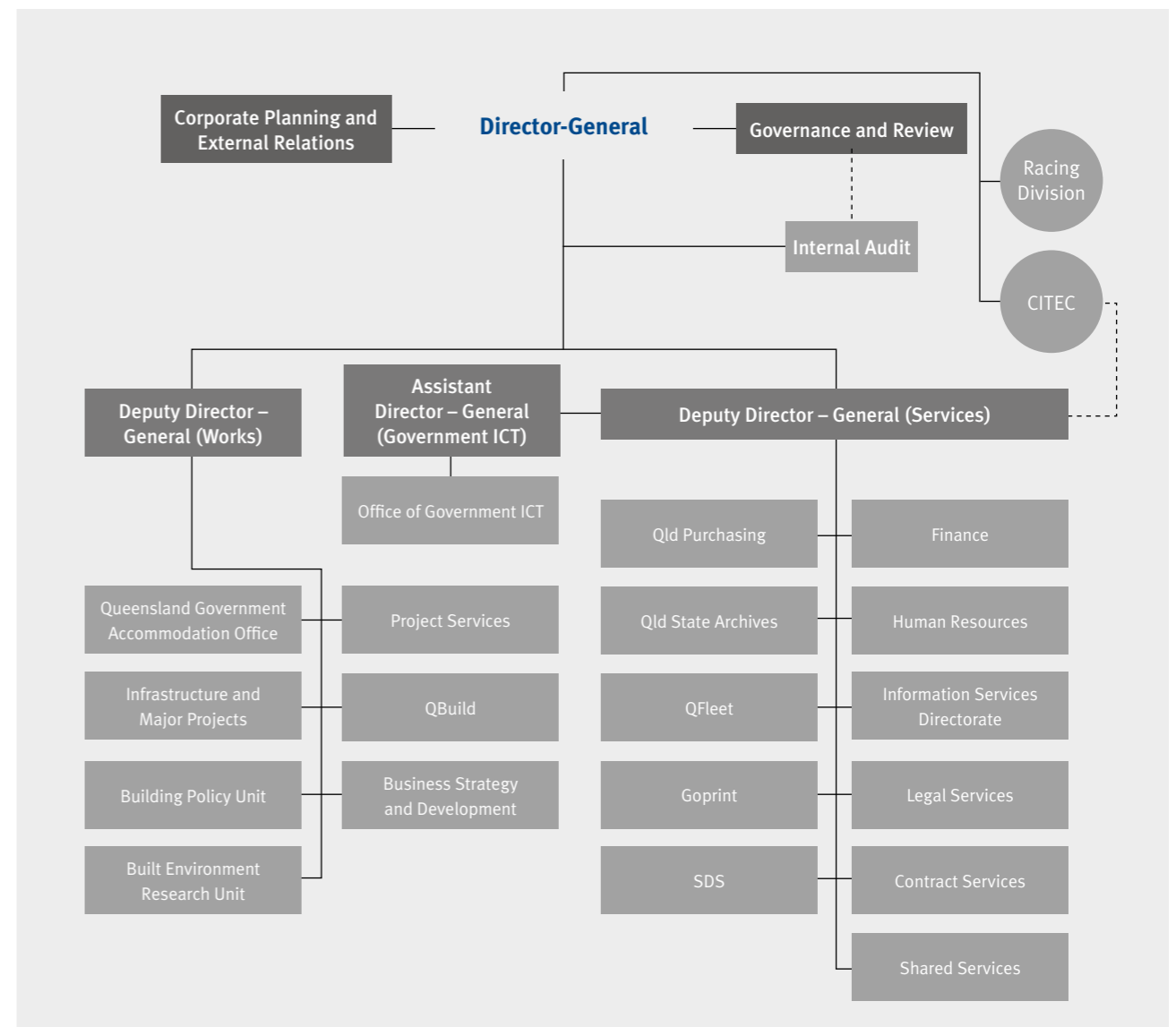
Corporate Planning & External Relations Unit

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 Web: www.publicworks.qld.gov.au
 Email: dpw@publicworks.qld.gov.au

Appendix 1: Queensland State Archives Organisational Structure



Department of Public Works Organisational Structure



Appendix 2: Public Records Review Committee



Mr Brian Herd (Chairperson)

Partner at Carne Reidy Herd Lawyers, Brisbane.

Mr Herd, who has been practising law for over 20 years, is highly qualified in the area of legal compliance and corporate governance. He is also well versed in equity issues through his expertise in Elder Law and his contributions toward ensuring and upholding the legal rights of family elders and the aged.



Ms Leonie Short

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

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



Mr George O'Farrell

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

Mr O'Farrell represents the interests of State Government agencies on the committee. He has over 20 years' experience in the public sector including Parliamentary, Cabinet and policy development work and has held senior executive roles in a number of State public sector agencies in Australia.



Dr Jennifer Harrison

Internationally experienced research historian and academic

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



Ms Kay Ryan

Partner at Shannon Donaldson Province Lawyers, Dalby

Ms Ryan is an accomplished and experienced lawyer with a strong interest in applied history and family history. Apart from pursuing a legal career for the past 14 years, she has also studied local and applied history and has been heavily involved in a number of family history organisations, representing Queensland on the Council of the Australasian Federation of Family History Organisations.



Mr Chris Gorry

Chief Executive Officer, Avand

Mr Gorry co-founded Avand (formerly Advanced Data Integration) in 1994 and he has overseen the company's emergence as the leading supplier of electronic document management solutions (eDMS) for local government in Australia; he is also spearheading Avand's expansion into other growth areas with its DataWorks eDMS. Mr Gorry was a member of the Queensland State Government's Small to Medium Enterprises Taskforce, and a founding member and secretary of Software Queensland (an incorporated association representing the Queensland software development industry). He has more than 20 years' experience in the IT industry.



Prof Malcolm Thomis

Prof Emeritus and Honorary Research Consultant, University of Queensland.

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



Mr Peter Wood

Former Deputy Mayor, Toowoomba City Council

Mr Wood has extensive experience in the public and university sectors and represents the interests of local government on the committee. He was a member of Toowoomba City Council from 1980 until 2004 and Deputy Mayor from 1992. He was an Executive Member of the Urban Local Government Association for 10 years. His involvement in public life has resulted in a strong focus on the provision of services to the public, while his interests include local government planning.



Mr Ken Toogood, PSM

Principal Registrar & Administrator, Supreme Court of Queensland

Mr Toogood, who represents the interests of the judiciary on the committee, is also Registrar of the Court of Appeal, District Court, Planning and Environment Court, Children's Court and Health Practitioners' Tribunal.



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