Queensland State Archives
ANNUAL REPORT

2013
–2014

Great state. Great opportunity.

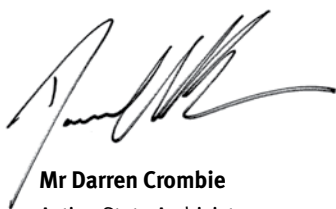Queensland
Government

The Honourable Ian Walker MP
Minister for Science, Information Technology, Innovation and the Arts
Level 5, Executive Building
100 George Street
Brisbane Qld 4000

30 September 2014

Dear Minister

I am pleased to submit Queensland State Archives' Annual Report on the administration of the *Public Records Act 2002* for the financial year ended 30 June 2014. This document is the 12th Annual Report presented to Parliament in accordance with the Act.

Yours sincerely

Mr Darren Crombie
Acting State Archivist
Queensland State Archives

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

Contents

Ms Susan Boulton, Acting Manager Public Access

Who we are

"Without archives there would be little verifiable past and mankind would be left with no more than the fleeting present and the unknowable future"

Sir Ninian Stephen, Governor-General of Australia

Queensland State Archives (QSA) connects Queenslanders with their past – the histories of their families, the local community and the state – by ensuring that the significant records of government are available and accessible.

Established in 1959, the archival collection comprises millions of public records dating back to the early Moreton Bay penal settlement of 1823.

Public records form the cornerstone of government accountability. They provide unique evidence and context of the actions and decisions taken by governments over time. Through the *Public Records Act 2002*, QSA supports democracy and government integrity; maintaining the corporate memory of government by overseeing the making and keeping of Queensland's public records.

As the state's lead agency for government recordkeeping, QSA offers practical recordkeeping advice and tools to over 500 Queensland public authorities.

QSA is a business unit of the Department of Science, Information Technology, Innovation and the Arts.

Our vision

Connecting people to the recorded memory of government

Our mission

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

Our values

We value:

- our role in ensuring the recorded memory of government
- the public's right to access government information
- our professional integrity and standards
- collaboration, cooperation and mutual support.

Our work

We:

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

Our organisation

Profile

As the state's archival authority, we safeguard the permanent public records of all Queensland public authorities and ensure continued public access to the state's historical government records. The stories of our state and our people can be found in almost 52 kilometres of documents, registers, indexes, letters, maps, plans, diaries, cabinet minutes, architectural drawings and photographs stored in our climate controlled facility at Runcorn.

So that current and future records are created, captured and available for future generations, we work with the state's 500 or so public authorities to enable accurate and effective recordkeeping. As Queensland's lead agency for recordkeeping, we strengthen democracy by supporting transparent, efficient and open government.

QSA supports the Queensland Government's work to renew culture and values across the public service. The Queensland Government's goal of becoming the most responsive and respected public service in the nation is embedded in the public service values.

Public Records Review Committee

The Public Records Review Committee was established in March 2003 under the *Public Records Act 2002* to advise the Minister and the State Archivist on the administration and enforcement of the Act.

In addition to its advisory role, the committee also has a number of dispute resolution functions. If requested by a public authority, the committee can review decisions of the State Archivist not to authorise the disposal of particular public records. The committee can also be asked to resolve disputes between the State Archivist and a public authority about setting restricted access periods for records.

Since its inception in March 2003, the committee has held 32 meetings, providing advice on a range of recordkeeping challenges and collection management issues including digital archiving.

Three committee meetings were held in 2013-2014.

Members of the Public Records Review Committee

Mr Donald Mackenzie – Chair

Barrister, Queensland Bar

Don MacKenzie has worked within the criminal justice system for over 21 years, starting as a law clerk in the Public Defenders Office in 1990. He was admitted as a barrister in 1993 and spent the next 15 years working for the Legal Aid Office and the Office of the Director of Public Prosecutions (Qld), rising to the position of Consultant Crown Prosecutor. Mr MacKenzie holds a Master of Laws, a Bachelor of Arts and a Graduate Diploma of Military Justice.

Dr Anne Tiernan

Associate Professor, School of Government and International Relations
Griffith University

Anne Tiernan is an Associate Professor in the School of Government and International Relations at Griffith University. She is author of several scholarly works including the recently released *Lessons in Governing: A Profile of Prime Ministers' Chiefs of Staff and The Gate Keepers: Lessons from Prime Minsters' Chiefs of Staff* (with R.A.W. Rhodes, Melbourne University Press). Dr Tiernan's research interests include: policy advice, executive advisory systems, policy capacity, federalism and intergovernmental coordination, agenda-setting and policy influence. A/Prof Tiernan consults regularly to Australian governments at all levels.

Councillor Jenny Lane

Councillor, Townsville City Council

Jenny Lane was elected to the Thuringowa City Council in 1994 and served until March 2008 when the cities of Thuringowa and Townsville were amalgamated. She was subsequently elected to the new City of Townsville Council in March 2008 and re-elected in April 2012. Councillor Lane is the Chair of the Governance and Finance Committee.

Dr Grace Sarra

Associate Professor, in the Education Faculty and researcher YuMi Deadly Centre
Queensland University of Technology

Grace Sarra is an Associate Professor and member of the equity committee in the education faculty at Queensland University of Technology and a researcher within the YuMi Deadly Centre. Dr Sarra is of Aboriginal and Torres Strait Islander heritage and has been teaching in schools and universities for over 20 years. She is a board member of the State Library of Queensland; Chair of the Indigenous Advisory group, State Library of Queensland; a member of the Indigenous Advisory Committee for the Australian Council for Educational Research (ACER); and a member of the Aboriginal and Torres Strait Islander Advisory Group for the Australian Curriculum, Assessment and Reporting Authority (ACARA).

Providing advice on a range of recordkeeping challenges

Ms Linda O'Brien

Pro Vice Chancellor, Information Services Griffith University

Linda O'Brien was appointed as Pro vice Chancellor (Information Services) at Griffith University in October 2008. She has substantial senior university management experience having worked in six Australian universities in a variety of roles, including Vice Principal Information at the University of Melbourne and Vice President (University Services) at the University of Newcastle. Linda has published and presented in her field, both nationally and internationally and is currently a board member of the Queensland Cyber Infrastructure Foundation and Chair of the Council of Australian University Librarians Research Advisory Committee.

Ms Julie Steel

Executive Director, Supreme District and Land Courts' Service

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

Mr Jeff Loof

Executive Director, Chief and Senior Executive Service, Public Service Commission

Jeff Loof has led executive performance and development programs across government. He provides creative and strategic executive leadership and management capability to the Queensland public sector and has held a variety of senior positions in central government agencies. Mr Loof has a Bachelor of Commerce, majoring in Human Resource Management and Industrial Relations.

Mr Chris Gorry

Founder and Director, Group Advantage

Chris Gorry is founder and director of software consulting firm Group Advantage Pty Ltd. He has experience in senior roles in the IT industry and has performed software and IT development roles for state and federal governments. Mr Gorry was a member of the Queensland State Government's Small to Medium Enterprises Taskforce, is a founding member of Software Queensland and a member of the Australian Institute of Company Directors.
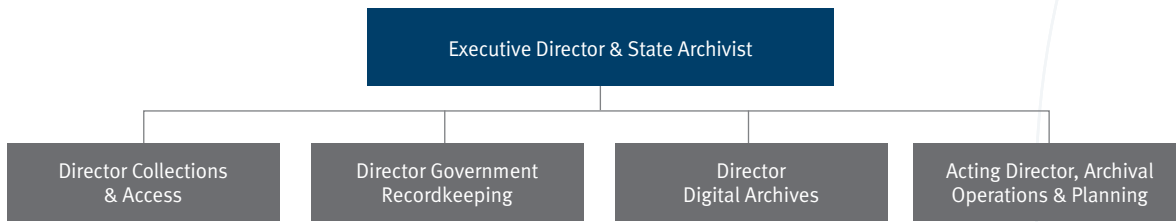
Dr Jennifer Harrison

Internationally renowned research historian and academic

Jennifer Harrison is a research adviser with the School of History, Philosophy, Religion & Classics at The University of Queensland. Dr Harrison lectures and publishes in Australia and internationally on family, local and applied history, particularly convict origins and migration trends.
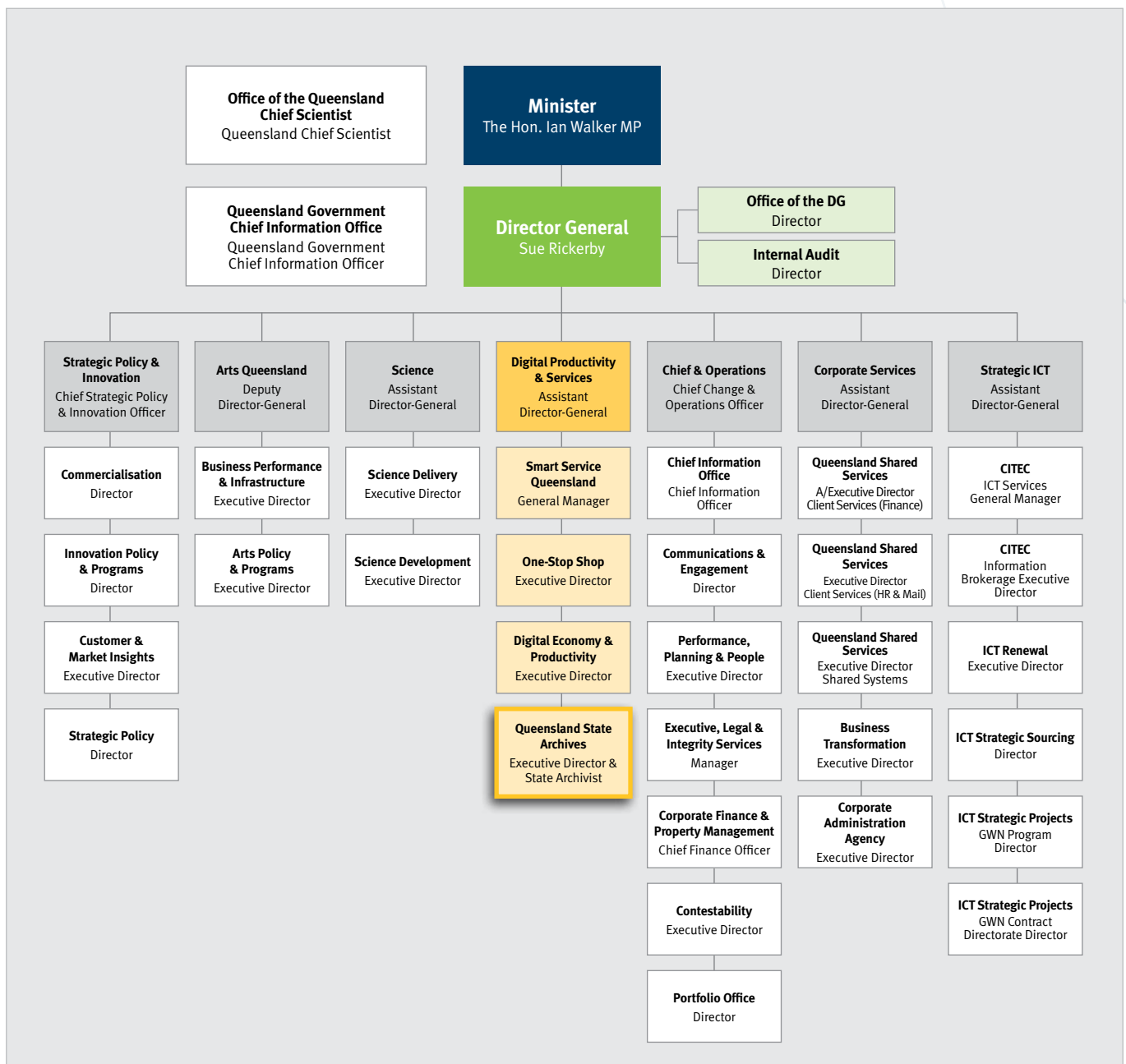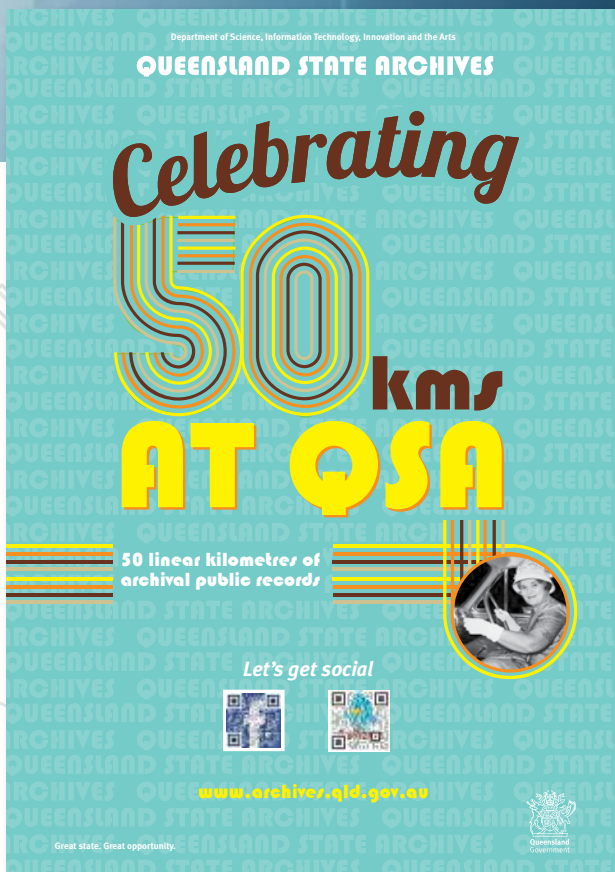
Structure

Queensland State Archives

```
┌─────────────────────────────────────────────────┐
│        Executive Director & State Archivist       │
└─────────────────────────────────────────────────┘
```

Director Collections & Access	Director Government Recordkeeping	Director Digital Archives	Acting Director, Archival Operations & Planning

Department of Science, Information Technology, Innovation and the Arts

Organisational Structure as at 30 June 2014

Office of the Queensland Chief Scientist
Queensland Chief Scientist

Minister
The Hon. Ian Walker MP

Queensland Government Chief Information Office
Queensland Government Chief Information Officer

Director General
Sue Rickerby

Office of the DG
Director

Internal Audit
Director

Strategic Policy & Innovation
Chief Strategic Policy & Innovation Officer

Arts Queensland
Deputy Director-General

Science
Assistant Director-General

Digital Productivity & Services
Assistant Director-General

Chief & Operations
Chief Change & Operations Officer

Corporate Services
Assistant Director-General

Strategic ICT
Assistant Director-General

Commercialisation
Director

Business Performance & Infrastructure
Executive Director

Science Delivery
Executive Director

Smart Service Queensland
General Manager

Chief Information Office
Chief Information Officer

Queensland Shared Services
A/Executive Director Client Services (Finance)

CITEC
ICT Services General Manager

Innovation Policy & Programs
Director

Arts Policy & Programs
Executive Director

Science Development
Executive Director

One-Stop Shop
Executive Director

Communications & Engagement
Director

Queensland Shared Services
Executive Director Client Services (HR & Mail)

CITEC
Information Brokerage Executive Director

Customer & Market Insights
Executive Director

Digital Economy & Productivity
Executive Director

Performance, Planning & People
Executive Director

Queensland Shared Services
Executive Director Shared Systems

ICT Renewal
Executive Director

Strategic Policy
Director

Queensland State Archives
Executive Director & State Archivist

Executive, Legal & Integrity Services
Manager

Business Transformation
Executive Director

ICT Strategic Sourcing
Director

Corporate Finance & Property Management
Chief Finance Officer

Corporate Administration Agency
Executive Director

ICT Strategic Projects
GWN Program Director

Contestability
Executive Director

ICT Strategic Projects
GWN Contract Directorate Director

Portfolio Office
Director

Our achievements

A record in collecting records

Another record year of receiving transfers has seen our archival collection exceed 50 linear kilometres. The transfer of these permanent public records to QSA makes history available to Queenslanders now and in the future. To celebrate the 50 kilometre milestone, we ran a successful 'Favourites in the 50' social media campaign over three months from August to October 2013. We asked researchers to write blog posts about their favourite records, and produced a number of online videos featuring staff talking about their own favourites.

Updated retention requirements

On 26 March 2014 QSA released a new version of the *General Retention and Disposal Schedule for Administrative Records (GRDS)*. The GRDS authorises minimum retention periods for public records relating to common administrative functions and activities performed by the Queensland public sector.

This new version of the GRDS reflects our extensive consultation across the public sector as well as major legislative and regulatory changes covering human resource management and work health and safety. Major changes include increased retention periods for employment history (personnel records), work health and safety incidents and asbestos management, and decreased retention periods for worker's compensation claims. As part of this review the structure of the GRDS was simplified through the merger of the personnel, establishment and staff development functions. Implementation of the GRDS within a public authority has been made easier by producing a more streamlined schedule and removing duplication.

Another record year of receiving transfers has seen our archival collection exceed 50 linear kilometres.

Meeting government's digital needs

In September 2013 we commissioned Deloitte Touche Tohmatsu to prepare a business case outlining the need for a coordinated whole-of-government approach to managing, preserving and providing access to the government's digital records. Development of the business case was guided by a Project Board of senior representatives from across the Queensland public sector. The final business case, which provides a detailed blueprint for implementing the 2012 Queensland Government *Digital Continuity Strategy*, proposes a digital archive for the state's permanent-value digital public records as well as strategies to build digital recordkeeping maturity and capability across government, with the support of industry services.

Work continues to progress on how digital archiving solutions can be implemented.

Overcoming contemporary ICT challenges

In 2012 a number of legacy ICT systems were identified through the *Queensland Government ICT Audit 2012* as potential candidates for rationalisation or decommissioning. In response in October 2013, we published the *Managing public records when decommissioning business systems* methodology and toolkit, in consultation with the Queensland Government Chief Information Office.

The methodology and toolkit have been designed to help state government departments make informed recordkeeping decisions when decommissioning legacy business systems.

The value of the methodology and toolkit is being realised by other archival authorities around Australia. For example, other jurisdictions are using the high-level records appraisal matrix contained within the toolkit for appraising records in business applications that have no retention and disposal schedule coverage.

Aunty Valda Coolwell from the Australian South Sea Islander community with archivist Ms Susan Boulton showing her items from the South Sea Islander collection

Commemorating 150 years of South Sea Islanders in Queensland

In 2013, our South Sea Islander collection, the primary source of information relating to Pacific Islanders brought to Queensland from the 1860s, was inscribed on to the United Nations Educational Scientific and Cultural Organisation's (UNESCO's) Australian Memory of the World Register. In May 2014, the regional significance of these records was recognised and they were included on the Memory of the World Register for the Asia-Pacific area.

This recognition coincided with the 150th anniversary of the first arrivals of South Sea Islanders in August 1863. South Sea Islanders began entering Queensland as indentured labourers with 40,000 to 60,000 arriving until 1904. We marked the occasion by publishing blog posts, holding seminars and contributing to events and exhibitions organised by Australian South Sea Islander communities and other cultural groups, including State Library of Queensland, Queensland Museum, Queensland Art Gallery and the Logan Art Gallery.

We provided a display of original records at a state reception hosted by the Premier of Queensland to mark the anniversary.

Return of Indigenous medical census records

In 1939 Sir Raphael Cilento, Queensland Director-General of Health, oversaw a health census of North Queensland Aboriginal and Torres Strait Islander communities, with particular interest in the incidence of leprosy. The comprehensive survey included men, women and children and details gathered included name, age, address, origin and date of the examination.

In February 2014, we retrieved this collection of 4000 cards from a private bookseller in New South Wales. The cards detail the medical histories of approximately 8000 individuals living in the communities of Badu Island, Palm Island, Normanton camp, Lockhardt River, Mornington Island, Edward River, Kendall River, Yam Island, Woorabinda, Doomadgee & Saibai, Dauan & Boigu Islands in 1939.

Due to the personal nature of the data, these records are closed for 100 years but applications can be made to see them.

Responding to the Parliamentary Crime and Misconduct Committee Inquiry

The Parliamentary Crime and Misconduct Committee's *Inquiry into the Release and Destruction of Fitzgerald Inquiry Documents*, held in March 2013, resulted in a number of recommendations for QSA and the Crime and Misconduct Commission (CMC).

A key recommendation was that we liaise with all agencies that have records held at QSA to determine whether item-level metadata for closed records could be reopened to public access. The CMC was the only agency that had not completed this work by October 2013 when the Minister for Science, Information Technology, Innovation and the Arts tabled his report in Parliament.

The CMC completed its review in February 2014, along with a broader review of the appropriateness of all Restricted Access Periods for the Fitzgerald Inquiry records held at QSA. This review resulted in the public release of certain Fitzgerald records, including transcripts of the hearings and public exhibits.

The disposal freeze issued by the State Archivist in April 2013 to prevent the disposal of certain Fitzgerald Inquiry records was revoked in April 2014 following an internal freeze by the CMC covering the same records.

The Digital Archives business case proposes a digital archive for the state's permanent-value public records.

QSA issued 16 agency specific schedules and three new or revised sector schedules.

Performance

Researcher using a new ScanPro 3000 Microfilm viewer

Capture and connect the recorded memory of government

QSA will support and promote best practice recordkeeping for government and preserve the archival records of Queensland government.

Approved retention and disposal schedules

Retention and disposal coverage of Queensland public authorities increased this financial year with the State Archivist approving a range of sector, agency specific and functional Retention and Disposal Schedules. The approvals included three new or revised sector schedules covering port authorities, Commissions of Inquiry, and maritime safety authorities.

We issued agency specific schedules to 16 public authorities including the Queensland Museum and the State Library of Queensland, and covered disposal for specific functions such as child safety, health complaints management and local government regulation. The development of functional schedules reduces the risk of them becoming outdated as they still apply to the records within them after a machinery-of-

government change, regardless of which public authority was responsible for performing the function at the time of issue.

The State Archivist also granted permission to Unitywater and Queensland Urban Utilities to use the _Local Government Sector Retention and Disposal Schedule_ to dispose of their records, removing the need for them to develop their own core business retention and disposal schedules.

Engage individuals and communities in learning and discovery

QSA will facilitate the discovery and use of records in the state's archival collection.

Improving research services

In 2013-2014 we continued to provide a quality reference service to clients seeking to access the collection. Our Public Access unit responded to 18,226 requests for information about the collection, received in person, and via phone, email, web inquiry and mail.

While improving access to the collection via the website is a priority, our copying service for the provision of physical or electronic copies continues to be valued by clients, especially by those in regional areas, interstate or overseas. In 2013-2014 we provided 39,673 copies of pages of public records to customers.

The year also saw improvements in research facilities, with the rollout of new microfilm machines and search terminals in the public search room. Four new ScanPro 3000 microfilm machines allow researchers to receive high-quality scans from microfilm as well as copy, zoom, crop and save images to a USB for free. Eight new touch-screen computers allow clients to easily search the catalogue and access relevant websites and our CD-ROM resources.

Our monthly Saturday openings continue to be popular, attracting higher than average attendance. The year also saw an increase in the number of first-time visitors coming to QSA.

In 2013 we released a new Client Services Charter which outlines the standards of service that we are committed to delivering across all service channels.

Archivist Ms Allison Hickey staffing QSA's NAIDOC Week stall in July 2013

Engaging the community

Community engagement enables us to showcase our collection and services to existing and new audiences and continues to be an important part of our work.

As outlined in the Our Achievements section, we participated in many events to commemorate the 150th anniversary of the arrival of the First South Sea Islanders in Queensland and the 100th anniversary of the First World War.

Our Public Access unit participated in the National Trust Heritage Festival, held from 18 April to 18 May 2014.

We celebrated Queensland Week in June 2014 by sponsoring the annual Queensland Day dinner held by the Royal Historical Society of Queensland. During the week we also promoted via social media the records from the Moreton Bay Penal Settlement, including the recently digitised Chronological Register of Convicts, to mark the 190th anniversary of the establishment of the penal settlement. As part of the week's events, extracts from the *Book of Public Labour* were released as a special 'this day in 1828' feature on our Facebook page, and we hosted a seminar on the significance and value of the Moreton Bay convict records, presented by historian Dr Jennifer Harrison.

QSA delivered 71 seminars and presentations in 2013-2014, reaching 1381 participants. Our partnerships with the Brisbane, Moreton, Redlands, Gold Coast and Sunshine Coast library networks continued with 35 seminars attended by 648 people. Seminars were also held at our Runcorn facility in partnership with historical and family history societies. Popular seminars included First World War, deciphering handwriting and 'Murder at the Archives'.

Behind-the-scenes tours of the Runcorn facility continued to be popular, showing our treasures and how the archival collection is managed. We hosted 32 tours with a total of 618 participants from a range of community and history groups.

Members of the Heritage Leaders' workshop tour QSA on 1 April 2014

Social media

During 2013-2014 QSA increased its focus on using online channels to engage with new and existing audiences. Commencing in July 2013, QSA's Facebook page and Twitter account joined our established Historypin and Flickr platforms as valuable tools to highlight items from the collection, celebrate important Queensland dates, and to promote and share our events. During the year we initiated Facebook forums – live chat sessions on particular topics, where clients could ask questions of an archivist. Held every two months, we expect these will grow in popularity as our online audience grows.

During 2013-2014 QSA launched three blogs to share information with a variety of customer groups.

- 'Favourites in the 50' celebrating QSA reaching 50 linear kilometres of records which highlights discoveries made in the collection by both clients and staff.
- The First World War blog provides advice on researching war records and the types of records that can be found.
- The first 'Records Connect' blog was posted in June 2014 focusing on recordkeeping and information management topics for Queensland public authorities.

During 2013-2014, numbers of the public who accessed our services online increased and we recorded over 392,000 unique sessions, an increase of over 37 per cent on the previous year. This increase was driven, in part, by the implementation of a social media strategy to engage with new and existing customers.

Highlighting the collection

August 2014 marks the 100th anniversary of the First World War. During 2013-2014 our Public Access unit planned events and activities to be held between 2014 and 2018 to commemorate the anniversary. These include identifying and digitising the many records that tell of Queensland's response to the war and the impact of war on the state.

We commissioned a series of essays by historians to highlight and explain key themes of the First World War using records held at QSA. The essays are designed to assist students and other interested researchers. To date, five essays have been released on our website:

- *Recruitment and enlistment*
- *The Queensland home front during the First World War*
- *Treatment of Enemy Aliens in Queensland 1914-1920*
- *Holy Day or Holiday: On the Origins of ANZAC Day in Queensland*
- *'No place for rail sitters': the conscription debate in Queensland during the First World War.*

We have held 15 seminars and workshops attracting a total of 371 participants, including the well attended 'Find your solider' workshop that guides participants in researching the lives of a First World War soldier across a range of collections. This workshop uses a more 'hands-on' format than a traditional seminar and we encouraged participants to bring their own devices to undertake their own searches.

Throughout the year we reached new audiences by providing curriculum resources for teachers and school children in partnership with the Department of Education, Training and Employment and by hosting an information stand at the inaugural 'ANZAC Run' event held in April 2014.

QSA also partnered with the State Library of Queensland for the 'QANZAC 100 Heritage Leaders' Workshop' held in April 2014.

Collaborating with other content owners and providers

Collaboration with other partners and cultural organisations helps us find new audiences, while contributing to joint exhibitions and activities allows us to contribute to a larger historical perspective.

The State Library of Queensland continues to be a key partner with the commemoration of the First World War the main focus for 2014. We continue to contribute to the John Oxley Library blog, telling stories of Queensland history that reach across collections.

We have forged a new partnership with the Registry of Births, Deaths and Marriages by providing content for their quarterly journal, and Registry staff presented at the QSA's inaugural 'Find your solider' workshop.

The Royal Historical Society of Queensland (RHSQ) celebrated its 100th anniversary in August 2013. We installed an Australian South Sea Islander exhibition at RHSQ's home at the Commissariat Store to commemorate the 150th anniversary of the arrival of South Sea Islanders to Queensland in 2013.

In 2013-2014 we commenced two partnerships with Griffith University. One project, also in collaboration with the State Library of Queensland, is looking at techniques for the automated transcription of historical handwritten documents. The second project, which draws on the records of all Australian state archives, is creating a searchable database of historical criminal cases which will improve access to these valued records.

Mr Adrian Cunningham, Director Government Recordkeeping and Digital Archives addresses guests at the Royal Historical Society of Queensland's annual Queensland Day Dinner

Increasing collection visibility and useability

At over 50km, QSA has a very large and diverse collection and we continue to implement a variety of methods to improve its visibility and useability.

The focus for 2013-2014 was on identifying records that relate to the First World War. After identifying records, we improved their descriptions and assessed them for digitisation. In 2013-2014 over 5000 pages of First World War records were digitised, with 481 items loaded into Image Queensland for online public access.[1]

During the year we released 19 new and two updated indexes through the Queensland Government's Open Data portal, allowing the creative use and re-use of this data. The most popular of QSA's datasets were those relating to immigration, convict records and criminal depositions.

We develop brief guides and search procedures to help researchers locate relevant records about specific topics in our collection. In 2013-2014 we released a new guide on land

records and a search procedure on liquidations and insolvencies. Twenty-two existing brief guides and search procedures were revised and updated during the year.

Over the year we released 10 exhibitions including six relating to the First World War and a further four on education, fashion, trades and professions and Australians South Sea Islanders.

[1] An 'item' usually comprises multiple pages, for example a multiple-page report, or a set of related correspondence.

Release of 1983 Cabinet Minutes

Each year we release the Cabinet Minutes after a 30 year restricted period. On 1 January 2014 the 1983 Cabinet Minutes were released, along with a series of background papers. The Minister for Science, Information Technology, Innovation and the Arts officially released the minutes at a well-attended media event that generated stories published by print, digital and broadcast outlets. The release of the minutes offers Queenslanders a chance to view the differences and similarities of the state, past and present.

Maintaining the archival collection

In August 2013 the archival collection reached the milestone of 50 linear kilometres. More than 2300 linear metres were added to the collection over the year, including some significant transfers from the Public Trust Office and the Supreme Court of Queensland. We received the diaries of the first Queensland archivist Robert Sharman as well as architectural models, maps, slides and files of various types. The diversity of the records transferred represents the range of government business in Queensland.

We received a large transfer from Banana Shire Council, the first records added to the collection from this local government authority.

Legacy arrangement and description work on the collection continues to ensure that those not fully processed have an item-level description added to them which allows online discoverability.

Minister Ian Walker peruses headlines from 1983 at the release of the Queensland Cabinet Minutes at a media conference in December 2013

Mr Greg Dobeli, Transfers Officer accepts the transfer which took the QSA collection to 50 kilometres in August 2013

Mr Lyle Thomas, Archival Support Officer and Mr Trevor Marshall, Administration Officer, process a file issue request

Preserving the collection

Through the QSA Preservation Strategy released in January 2014, our Preservation Services Unit carried out a targeted conservation program of work which allows customers to access fragile records and ensures they are available for future clients. We digitise our most precious and valuable records to avoid harming originals while some records need conservation and restoration work.

Preservation strategies included intensive conservation treatment, specialty repackaging and preservation copying.

During 2013-2014 period, 11,784 treatments were carried out on 9395 items. Work included:

- cleaning, repairing and repackaging 2199 immigration records that were affected by mould
- making 16 iron gall letterpress books accessible through digitisation. Work included rehousing, reconstructing pages and repairing
- preserving photographs, maps and plans, architectural models for exhibitions and loan.

Australian South Sea Islander records, indexes to colonial records, colonial correspondence and school registers all featured in QSA's digitisation work in 2013-2014 and have been made accessible to customers via our online catalogue Image Queensland and in the Public Search Room.

The Reprography Unit digitised many records in the lead-up to First World War commemorations, and this will remain our priority throughout the next year.

Some members of the Archival Collections team

Preserving audiovisual records

Audiovisual records at risk continued to be a priority due to their level of deterioration (particularly cellulose acetate film) and format obsolescence (for example, video tape). In 2013-2014 the Preservation Services Unit conducted a survey which included acid detection testing of all motion picture films to determine their level of deterioration. The results of the survey formed the basis of a treatment and digitisation plan to target the most at-risk film records and to prioritise them for access. To support this work we developed a suite of documentation to identify and assess items of significance.

Planning for repackaging and relocation of audiovisual records into cold and cool storage is underway. Digitisation pilot projects have been carried out to identify preferred digitisation formats and these records will be made available in 2014-2015.

Future-proof the digital records of government business

QSA will support the need for Queensland digital public records to be authentic, accessible and useable over time.

Throughout the year QSA published and updated digital recordkeeping advice for Queensland public authorities, including:

- *Managing public records when decommissioning business systems methodology and toolkit*
- *Public Records Brief: Destruction of digital public records – sanitisation of digital media*
- *Public Records Brief: What is a public record in the digital environment?*

The Digital Archives team continued planning for implementation of the Digital Continuity Strategy, including:
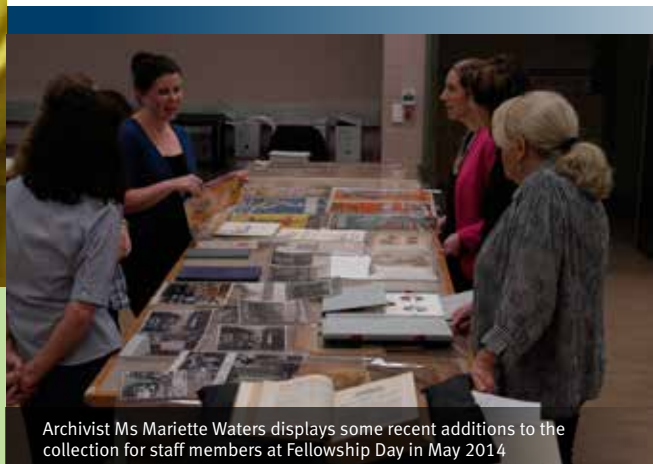
- evaluating a range of digital preservation tools and services
- refining functional requirements for digital archiving and archival control systems
- engaging with key government and industry stakeholders to develop the digital archiving program plans and pathways.

The exponential growth in the volume of digital public records is not just a storage or IT problem, it has become an information management and governance problem.

Queensland Government Digital Continuity Strategy

Ms Rowena Loo, Client Services Manager and Ms Ingrid MacDonald, Principal Research Analyst learn how to identify important documents at a Significance Training workshop, November 2013

Foster an agile organisation

Queensland State Archives fosters adaptability, resilience and innovation in our people, processes and services through workforce planning, corporate governance and improved business processes.

Archivist Ms Mariette Waters displays some recent additions to the collection for staff members at Fellowship Day in May 2014

Strategic & operational plans

QSA's Strategic Plan outlines our strategic direction and key priorities over the next four years and is available on our website. This plan is reviewed annually to ensure that it continues to support government priorities and remains relevant in a changing environment. An operational plan is also developed annually to determine the activities and actions to be taken throughout the year to assist in meeting our objectives.

Innovation

QSA's Innovation Strategy was developed in March 2014 to embed innovation values into our work culture so ideas, solutions and opportunities can be encouraged, fostered and applied. In 2013 we introduced a monthly Fellowship Day where staff are encouraged to make presentations about their work to promote understanding and cross unit collaboration.

Volunteers

Fifteen volunteers supported QSA's archival work programs including indexing projects and basic preservation tasks during 2013-2014.

Corporate recordkeeping

QSA develops and implements key programs of work annually to meet the requirements of whole-of-government recordkeeping standards, policies and guidelines issued in accordance with the *Public Records Act 2002*. We regularly review internal recordkeeping procedures and guidelines to ensure they are current, and staff receive regular training in recordkeeping and the use of our electronic document and records management system.

Work health and safety

QSA is committed to providing a healthy and safe work environment for everyone by adopting and promoting the provisions of the *Work Health and Safety Act 2011* and its associated regulations. We have a trained Work Health and Safety Advisor, Fire Safety Advisor, Rehabilitation and Return to Work Coordinator and two First Aid Officers.

Status of government recordkeeping

Ms Julie Shanks, Manager Policy and Research, addresses a Recordkeepers Forum in Cairns, November 2013

We analysed 116 annual reports tabled in Parliament for the 2012-2013 reporting period. Of these, 97 public authorities included the requisite information.

Agencies that meet the Department of the Premier and Cabinet's (DPC's) *Annual report requirements for Queensland Government agencies* must report on their compliance with the provisions of the *Public Records Act 2002*, *Information Standard 40: Recordkeeping*, and *Information Standard 31: Retention and disposal of public records*[2]. The requirements do not apply to local governments or government-owned corporations, which report against different requirements.

Popular recordkeeping topics covered in the annual reports included consideration or implementation of electronic document and records management systems, digitisation of public records, recordkeeping training, recordkeeping responsibilities and information security.

While our biennial recordkeeping survey was not conducted during 2013-2014, we did engage with Queensland public authorities about the challenges of managing digital records. Over 80 per cent of respondents acknowledged that the growth of digital information is a significant challenge to their agency. The preservation of digital records is a particular issue, with most (80%) agencies resorting to preserving digital records in paper form. Authenticity and security of digital records was also an issue for public authorities and a barrier to digital recordkeeping maturity.

Given increases in the volumes of digital records being created, and the growing use of electronic document and records management systems and digitisation programs, these areas will be a focus of our future recordkeeping policy programs, including the *Born Digital Stay Digital* initiative.

Over 80 per cent of Queensland public authorities acknowledged that the growth of digital information is a significant challenge.

---

[2] Under item 15.7, 'Information systems and recordkeeping', in the Annual report requirements for Queensland Government agencies. Available at http://www.premiers.qld.gov.au/publications/categories/guides/annual-report-guidelines.aspx
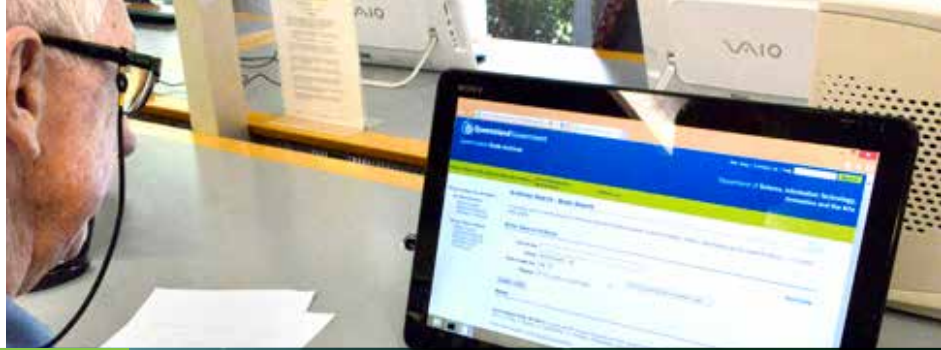
The future

Collecting and preserving

Many factors are encouraging public authorities to consider transfer of their permanent public records to QSA. Managing this demand to transfer records into archival storage, and scheduling the volume of paper-based records still awaiting transfer from public authorities will be a continual challenge.

To maintain the integrity and longevity of the collection, we will continue prioritising and targeting at-risk records for preservation.

In the next year we will continue working to establish specifications and standards for the preservation of audiovisual material and we will implement an interim storage methodology for digitised formats.

Addressing the digital archiving challenge

Work will continue to build awareness and support for our long-term vision of future-proofing the digital records of Queensland Government business. We are working closely with partners and stakeholders across government to scope projects to achieve this vision.

Over time we will put in place:

- digital archives infrastructure and services to ensure the accessibility and authenticity of permanent value digital records
- enhanced support for improving digital recordkeeping maturity across government, and for ensuring that records which are born digitally stay in digital form

- advice, services and tools for Queensland public authorities to ensure all digital records in their custody are preserved and accessible for the required retention periods, safeguarded through technological or business change.

Determining a whole-of-government approach to digital archiving will enable us to accelerate the establishment of much needed services to help public authorities gain control of their long term value digital public records.

Maintaining the integrity and longevity of the collection.

QSA's Digital Archiving project team

Current state of digital archiving in Queensland Government

Queensland currently lacks a whole-of-government approach to ensuring the longevity and ongoing useability of its critical digital information assets. Individual public authorities are required to devise and implement their own solutions and strategies for digital archiving, leading to duplication and waste. More importantly, many of these approaches are ad-hoc and incomplete, and do not fully address the digital archiving challenge. At present QSA has no capacity to take custody of and preserve permanent value digital public records.

Building capability in the management of digital records

QSA will continue advocating for the proper management of public records created in business systems. We will work to influence recordkeeping in agencies to ensure staff, business systems and work processes effectively manage digital records for as long as they are needed, and through changing technological, business and organisational structures.

To properly implement digital continuity, public authorities and their staff must be able to effectively manage digital records from the outset and this requires a range of skills and expertise. Our work will focus on providing practical tools, services and policy guidance to ensure public authority staff, business systems and work processes are capable of achieving effective digital continuity outcomes.

A key focus of our work with government and industry partners will be creating strategies for helping public authorities ensure recordkeeping requirements are embedded into new ICT systems. In this way, whole-of-life management of public records is proactively considered from the outset.

We are working with key stakeholders across government to determine a suitable policy framework, supported by relevant guidelines, to help transition public authorities away from paper-based recordkeeping practices, to a born digital, stay digital approach.

Improving services to government agencies

In 2014-2015 the Government Recordkeeping unit will continue to review the *General Retention and Disposal Schedule Schedule for Administrative Records* (GRDS) including the remaining functions of information management, information technology, strategic management and facilities management. The ongoing review aims to increase the disposal coverage of public records that are common to all public authorities, allowing them to be disposed of in a timely and efficient manner and for appropriate records to be preserved.

To maximise retention and disposal coverage for public records, we will issue a discussion paper to seek feedback on optimising maximum disposal coverage and the challenges in implementing the GRDS and retention and disposal schedules more broadly.

We will also continue to develop sector schedules such as for hospital foundations. We will also further explore functional schedules, resulting in a greater number of schedules that can be used by more than one public authority performing similar functions. The aim of all this will be to assist authorities to manage their business records efficiently and effectively, and minimise waste.

Senior Archivist, Ms Saadia Thomson-Dwyer leading a workshop with the Caloundra Family History group April 2014

Providing better public access

Commemorating significant anniversaries

In 2014-2015 QSA will continue to collaborate with heritage institutions on significant anniversaries such as the First World War and the 150th anniversary of railways in Queensland.

Work has begun with the Department of Education Training and Employment to present online seminars for teachers. These seminars will focus on useful archival First World War resources for use by teachers and students.

We are working on a display to commemorate the 100th anniversary of the outbreak of war for Parliament House on 5 August 2014, in conjunction with the Department of the Premier and Cabinet's ANZAC Coordination Unit and Parliamentary Library.

Work has begun on an exhibition for the Runcorn foyer based on the theme of Going to War for opening in November 2014.

Client Satisfaction Survey

We conduct a biennial survey of customers who use the collection either online or in person to gauge their satisfaction with our services. The most recent survey conducted in May 2013 indicated a 93.4 per cent customer satisfaction rating. The next survey will be conducted in early 2015 and will inform planning to improve customer service.

Improving online access

The transition to a new ICT provider will increase our ability to deliver more online access to the archival collection.

In 2014-2015 we will add further data sets to the Queensland Government's Open Data portal, which allows the creative use and re-use of the state's public records. We will promote these data sets at GovHack events to enhance online access to the collection.

Supporting government priorities

QSA's key objectives and strategies support government priorities and will be reviewed annually to ensure continual alignment in a dynamic environment.

We support the Queensland Government's objectives for the community through service delivery and reform including:

- promoting an open and accountable government by encouraging the management of public records that provide evidence of the business of government
- continuing with our renewal agenda to achieve our strategic direction and contribute to the Queensland Government priorities of becoming the most responsive and respected public service in the nation
- contributing to the objectives of the Queensland Plan, the Queensland Digital Economy Strategy, the ICT Action Plan, the open data initiative and other key Queensland government strategies.

Financial statements

The Department of Science, Information Technology, Innovation and the Arts Annual Report for 2013-2014 incorporates Queensland State Archives' financial statements. Copies of the department's annual report can be obtained by contacting:

Department of Science, Information Technology, Innovation and the Arts
GPO Box 5078
Brisbane QLD 4001
Phone: 13 QGOV (13 74 68)
Web: www.qld.gov.au/dsitia/annual-report/

Interpreter Service

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to effectively communicate the report to you.

Queensland State Archives
435 Compton Road
Runcorn Queensland 4113
PO Box 1397
Sunnybank Hills Queensland 4109
Web: www.archives.qld.gov.au

For additional copies of the Queensland State Archives Annual Report, contact us on
Phone: 07 3131 7777
Fax: 07 3131 7764
or
Email: info@archives.qld.gov.au
ISSN 1448-8426