

Queensland State Archives

Annual Report 2008-09



The Honourable Robert Swarten MP

Hon Robert Swarten MP, Minister for Public Works and Information and Communication Technology, speaking at the November 2008 launch of Queensland State Archives' new building

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

30 September 2009

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 2009. This document is the seventh Annual Report presented to Parliament in accordance with the Act.

Yours sincerely

Ms Janet Prowse
Executive Director & State Archivist
Queensland State Archives

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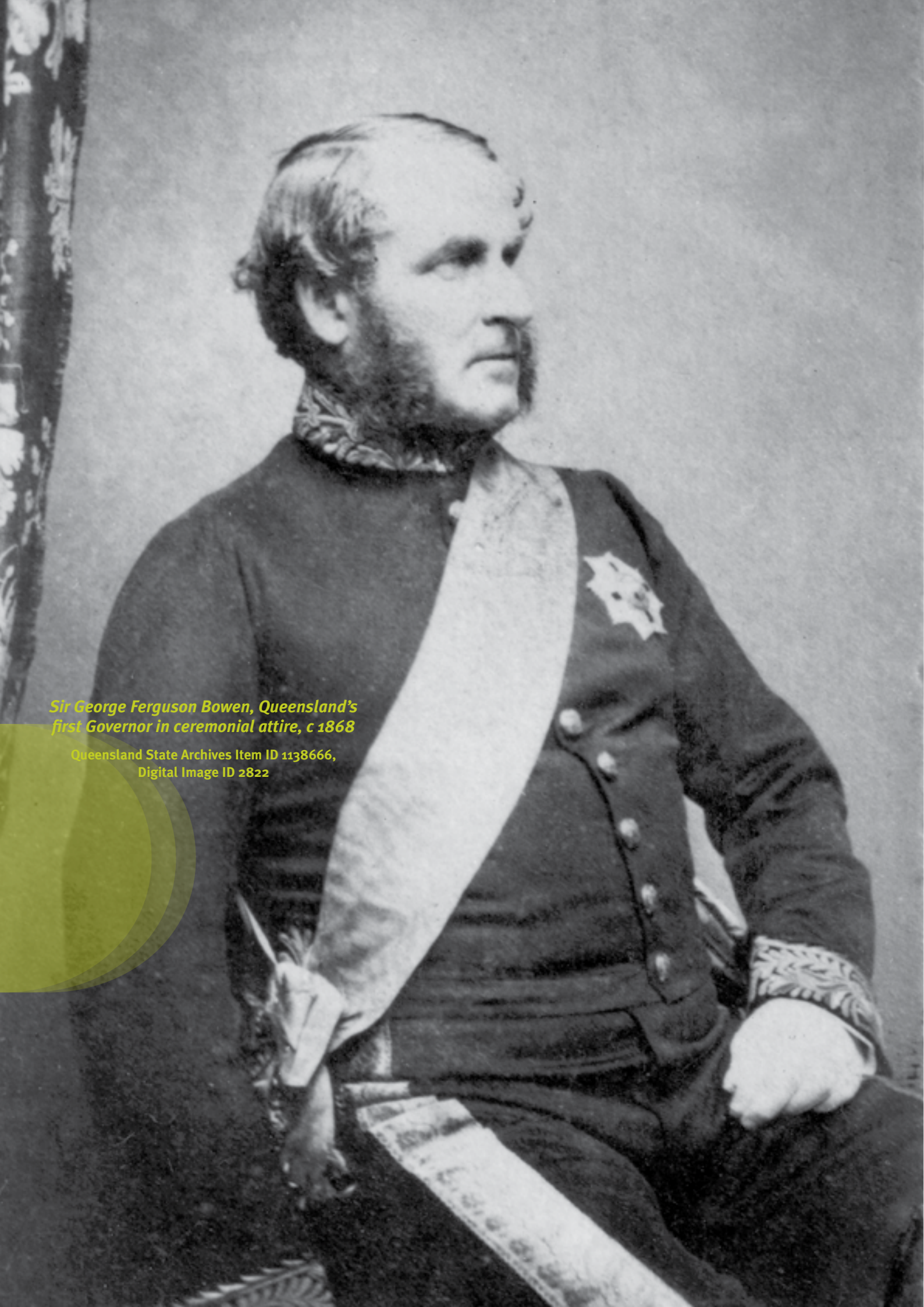
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Queensland State Archives' organisational structure

Department of Public Works' organisational structure

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Public Records Review Committee members



*Sir George Ferguson Bowen, Queensland's
first Governor in ceremonial attire, c 1868*

Queensland State Archives Item ID 1138666,
Digital Image ID 2822

Message from the State Archivist

In November 2008, Queensland State Archives' new expanded facility was opened by the Premier and Minister for the Arts, the Honourable Anna Bligh MP, and the Minister for Public Works and Information and Communication Technology, Hon Robert Swarten.



Executive Director & State Archivist Ms Janet Prowse with the Governor of Queensland, Ms Penelope Wensley, AO during a visit to Queensland State Archives, April 2009

As we celebrate the 150th birthday of Queensland in 2009, this new building provides a lasting legacy for the people of Queensland, enabling the continued preservation of the history of the state.

The opening of the new facility provides a vital platform for Queensland State Archives to fulfil its mission of protecting the archival resources of the state for future generations. An important part of this mission is ensuring that the current business of government is appropriately documented, so that the rights and entitlements of citizens are protected and the future history of Queensland is preserved.

The business of government is becoming increasingly complex in the electronic environment.

Rising e-Government service delivery has seen a massive growth in the volume of information created and stored. The scale, complexity and extent of electronic information has accentuated the need for effective information management expertise. The complexity of managing electronic records has also resulted in the blurring of boundaries between recordkeeping and the broader information management domain.

Like other archival authorities around the world, Queensland State Archives is taking an increased role in the government's information management agenda. This has been driven, in part, by the Right to Information reforms which recognise the need for a whole-of-government information management policy and improvements to recordkeeping.

In 2008-09, Queensland State Archives contributed to the development of a strategic direction for information management across the Queensland Government, undertook research in information management skills shortages and, most notably, organised the National Information Management Skills Summit.

This event showcased the value of collaborative action in this area, with agencies taking collective responsibility for resolving complex issues.

The opportunities presented by modern technologies also affect the archival role of Queensland State Archives. The trend towards online services also results in the need for solutions to be developed for the management and preservation of electronic records over the longer term. While Queensland State Archives has undertaken some preliminary research in this area, much more remains to be done.

In addition, as the custodian of the state's largest documentary heritage collection, Queensland State Archives is exploring opportunities to improve access to the collection through online means in response to client expectations. We have made progress in providing online access, and in developing the necessary strategic frameworks, but acknowledge the need for ongoing investments in this area.

Extensive machinery-of-government changes in recent years, including the local government reforms, changes to state government departments and the review of government boards and statutory authorities, add to the complexity of the environment in which Queensland State Archives operates. Machinery-of-government changes affect all areas of the Archives' operations, including increased demand for recordkeeping advice, tracking the ownership of archival records and in processing archival transfers.

In conclusion, I would like to acknowledge the members of the Public Records Review Committee for their valued advice and, in particular Mr Brian Herd, who retired as Chairperson after six years in the role.

I would also like to acknowledge the support of colleagues in other areas of the Department of Public Works, and thank the staff of Queensland State Archives for their professionalism and commitment during a demanding year, where they succeeded in maintaining services to public and government clients while delivering a number of important new initiatives.

Ms Janet Prowse
Executive Director & State Archivist
Queensland State Archives



*The new expanded facility at
Queensland State Archives, Runcorn*

About us

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

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

Queensland State Archives commits to the following values:

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

Queensland State Archives is a unit of the Department of Public Works.

Functions

Under sections 24 and 25 of the *Public Records Act 2002*, the State Archivist has a range of functions and powers including the ability to:

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

Department of Public Works' values

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

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

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

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

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

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

Communication that is open, consistent and two-way.

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

Our Performance

Celebrate 150 years ...

On 6 June 1859 Queen Victoria signed the Letters Patent, separating Queensland from New South Wales. This became official when the state's first Governor, Sir George Ferguson Bowen, set foot on Queensland soil to be greeted by cheering crowds on 10 December, 1859.

In 2009, 150 years later, Queensland State Archives celebrated with a comprehensive 2009 Exhibitions and Events Program as its contribution to the statewide Q150 celebrations. The highlight of the program was the development of two exhibitions to tour Queensland in 2009 which would connect Queenslanders to their history via the state's archival records.

Prominent historian, Dr Murray Johnson, selected 150 of Queensland's most influential documents from the state's cultural institutions and ranked them in order of significance for the *Top 150: Documenting Queensland* exhibition.

Queensland Firsts showcases 50 history-defining milestones for Queensland chosen from the archival records held at Queensland State Archives by leading historians Professor Kay Saunders and Dr Julie Ustinoff from the Brisbane Institute and Dr Shirleene Robinson from Bond University. Included in this exhibition is the Modern Milestones display featuring recent highlights in the development of Queensland.

A Queensland Newspapers exhibition, *Our Queensland*, is accompanying the Queensland State Archives tour. *Our Queensland* is a display of memorable moments and people as told through iconic photos from *The Courier-Mail* and *The Sunday Mail* archives.

The exhibitions are touring 32 art galleries, museums, cultural centres and libraries throughout regional and south-east Queensland and are available online through the Queensland State Archives' website.

To celebrate the tours, the exhibitions were launched at Parliament House, the Gold Coast, Rockhampton and Mount Isa. Seminars about the resources and services provided by Queensland State Archives and history seminars by Professor Kay Saunders accompanied the launches. Media partner, Queensland Newspapers, presented seminars on the history of news photography.

In addition to the exhibitions, Queensland State Archives worked with the Brisbane Institute to present a panel discussion at Customs House in February 2009. The event 'Q200: What will Queensland be like in 50 years?' was attended by 180 members of the public. The discussion featured guest speakers Professor Peter Andrews, Queensland's Chief Scientist; Professor Perry Bartlett, Director, Queensland Brain Institute; Professor Brendan Gleeson, Director of the Urban Research Centre at Griffith University and Professor Max Lu, world renowned University of Queensland researcher in the field of Chemical Engineering and Nanotechnology.

Future program highlights include the celebration of Queensland State Archives' own 50th anniversary in November 2009 with a new on-site exhibition, celebrations for the public and collaboration with the Department of the Premier and Cabinet's Q150 Office to plan the state's Proclamation Day celebrations on 10 December 2009.

This year

The expanded Queensland State Archives' infrastructure includes repositories which have doubled the existing storage space, giving Queensland State Archives added capacity to store records from more than 600 public authorities.



(L-R) Hon Robert Swarten MP, Minister for Public Works and Information and Communication Technology; Hon Anna Bligh MP, Premier and Minister for the Arts; Hon Stephen Robertson, MP, Member for Stretton and Ms Janet Prowse, Executive Director & State Archivist at the launch of the new expanded facility at Runcorn, November 2008

State Archives expansion project

Queensland State Archives officially launched Stage 2 of its archival facility on 10 November 2008. The Premier and Minister for the Arts, Hon Anna Bligh and Hon Minister Robert Swarten opened the \$45.5 million complex in front of 240 guests. The event also allowed Queensland Community Cabinet to meet at Queensland State Archives for the first time.

The new repositories have doubled the existing storage space, giving Queensland State Archives added capacity to store records from 600 public authorities. The building also features a range of energy and cost-saving measures, including a three million litre water tank to supply the air conditioning system which provides a constant level of temperature and humidity. Water for irrigation and flushing toilets is collected, treated and stored in a separate water harvesting system.

The project was led by the Department of Public Works as a joint initiative with Project Services, the Accommodation Office and Queensland State Archives. In May 2009, Laing O'Rourke was presented with a Professional Excellence in Building award for the Queensland State Archives Stage 2 project at the Australian Institute of Building State Awards in the category of Technology and Innovation.



L-R Ms Katherine Brennan, Business Services & Planning Manager, with Ms Heather Rayfield and Ms Lisa Shultz, Senior Project Officers

Collection management

With the increased storage capacity provided by the new building, Queensland State Archives has developed a strategic transfers program to accelerate the rate of transfers of permanent public records from public authorities to the Runcorn repositories. The program has been successful in achieving a significant increase over the previous year in terms of the linear metres of records transferred.

During 2008-09 the focus has been on government departments, with significant transfers coming from the Public Trust Office, the Department of Natural Resources and Water, the Department of Communities and the Registrar-General. Records from Magistrates Courts, especially in regional and remote Queensland, have also been a priority for the program. Over 2000 linear metres of registers, files, photographs, maps and plans from various public authorities throughout Queensland have been processed during 2008-09.

The catalogue to the collection is available for public access through *ArchivesSearch* on the Queensland State Archives' website.

This year also saw the digitisation of over 4000 archival public records, primarily photographs, to provide online access of highlights from the archival collection. Digital content will increase with the development of *Image Queensland*, a project to promote digitisation and online access to support the research needs of regional and remote clients.

The preservation of permanent public records remains a high priority with controlled storage environments, integrated pest management programs and reformatting projects for fragile archival records.



A new transfer of Births, Deaths and Marriages registers arrive in the sorting room

This year continued ...



Ms Jane Wassell, Senior Reference Archivist, speaking at the Harmony Day function held at Queensland State Archives, March 2009

Multicultural initiatives

Supporting the Department of Public Works' Multicultural Action Plan, Queensland State Archives continues to provide assistance to various cultural groups by offering guided tours of Queensland State Archives' repositories and presenting tailored seminars and themed exhibitions.

The highlight of the year was the Harmony Day event on 20 March 2009 celebrating the contribution of the Australian South Sea Islander community of Queensland. An online index and a portable exhibition relating to archival records were launched at this event. The online index was compiled from a wide variety of sources including Immigration Department records, Inspectors of Pacific Islanders across Queensland, the Crown Solicitor's Office and the Chief Secretary's Department.

Other highlights included participation in the National Aboriginal and Islander Observance Day Committee Family Day in Musgrave Park.

Outreach services

Queensland State Archives provides community outreach programs on its collections and services in regional locations throughout Queensland. In 2009, seminars were held for community groups in Gladstone, Rockhampton, Tewantin, Boonah, Hervey Bay, Imbil, Redcliffe, Caloundra and Mount Isa. The seminars focused on the Queensland State Archives' resources and services and use of the online catalogue of the state's public records, *ArchivesSearch*. Two of the seminars were presented in conjunction with the Q150 exhibition touring program.

Fostering improvements in government recordkeeping

In August 2008, the Queensland Government released the *Right to Information: A Response to the Review of Queensland's Freedom of Information Act*. The initiative flagged the Queensland Government's commitment to improving the community's access to government information and improving information management. It also reinforced the key role of Queensland State Archives in fostering improvements in recordkeeping practices across government.

As a result of these reforms, Queensland State Archives developed a new Recordkeeping Assessment Framework, which encompasses a range of strategies to encourage continuous improvement in recordkeeping practices across 600 public authorities.

This new Recordkeeping Assessment Framework will assist public authorities to improve their own monitoring and auditing of recordkeeping. The framework has been developed using the information learned from the current recordkeeping compliance process. The new framework will incorporate the collection of baseline data, linked to the minimum requirements specified in *Information Standard 40: Recordkeeping*.

Queensland State Archives developed a Recordkeeping Training Program to be implemented from mid-2009. The program, delivered by a number of providers, was underpinned by a training needs analysis.

The Recordkeeping Awareness Program aims to inform employees across Queensland public authorities of the need for good recordkeeping practices and their obligations under the *Public Records Act 2002*, and the recordkeeping Information Standards, policies and guidelines.



L-R Ms Josephine Horner, Manager Agency Services, Ms Katrin Hurlimann-Graham, Senior Appraisal Archivist and Ms Ruth Dickson, Principal Appraisal Archivist

Recordkeeping Policy Framework

The Queensland Government Recordkeeping Policy Framework is a core resource for Queensland public authorities. It consists of a suite of standards, policies, guidelines and tools designed to assist in the implementation of sound recordkeeping practices.

In response to emerging issues and public authority demand, this framework continued to be expanded in 2008-09 with the review, update and development of a range of recordkeeping advice. *Information Standard 40: Recordkeeping* and *Information Standard 31: Retention and Disposal of Public Records* were reviewed and *Guidelines and Functional Requirements for Records in Business Systems* was launched. Advice on *Managing Public Records Responsibly* was also revised and reissued during the 2009 state election by Queensland State Archives in conjunction with the Crime and Misconduct Commission.

The State Archivist approved a number of comprehensive Retention and Disposal Schedules for key public authorities during 2008-09 including the former Department of Local Government, Sport and Recreation; the Freedom of Information Independent Review Panel; the Office of the Ombudsman; the Queensland Audit Office and the Public Trust Office. The Retention and Disposal Schedule for Ministerial Offices was also revised prior to the state election to incorporate the public records of parliamentary secretaries.



Mr Glenn Poole, Auditor-General and Ms Janet Prowse, Executive Director and State Archivist at a ceremony to sign the Queensland Audit Office's Retention and Disposal Schedule, March 2009

Shaping the Queensland Government Information Management agenda

In 2008-09, the State Archivist continued as chair of the Information Management Sub-Committee of the Strategic Information and ICT Executive Council. This role led to a range of activities which advocated for improvements in the management of information and helped shape the information management agenda across the Queensland Government.

A key initiative of the sub-committee was the National Information Management Skills Summit. Held in October 2008 at Parliament House, it aimed to increase awareness among senior government decision-makers of the value of information management within government and the need to invest in information management capability development. The Summit, organised by Queensland State Archives, brought together more than 160 delegates and national and international information management experts.

The Summit drew attention to the diversity of the information management discipline and current and future skills shortages in this area. Following the Summit, an action plan was developed to provide a strategic framework to address these skills shortages. The Information Management Skills Action Plan outlines a shared understanding of the challenges faced by the Queensland Government in meeting information management demands and sets out strategic initiatives across a five-year period to address major skill shortages.

This year continued ...

International Archives Congress

The 16th International Council of Archives Congress was held in Kuala Lumpur in July 2008. Queensland State Archives was represented by Ms Janet Prowse, Executive Director & State Archivist and Ms Rowena Loo, Acting Manager, Policy and Research Unit. The objective of the trip was to share information and gain exposure to the international archival community and to learn more about emerging solutions to contemporary challenges.

Issues addressed during the Congress included the long-term preservation of digital records, the increased demand for online access to archival records and the importance of collaborative approaches to complex issues. Under the auspices of an International Council of Archives project, Queensland State Archives developed the *Guidelines and Functional Requirements for Records in Business Systems* in partnership with the National Archives of Australia, which was launched at the Congress. Ms Rowena Loo delivered a presentation on the development of these guidelines and the recordkeeping challenges in this area.

Information gained and shared during this Congress provided input into the National Information Management Skills Summit, held in Brisbane in October 2008. Partnerships established during the Congress will also be invaluable in planning for the next Congress to be held in Brisbane in 2012.



Ms Rowena Loo, Acting Manager Policy and Research, at the International Archives Congress in Kuala Lumpur, July 2008

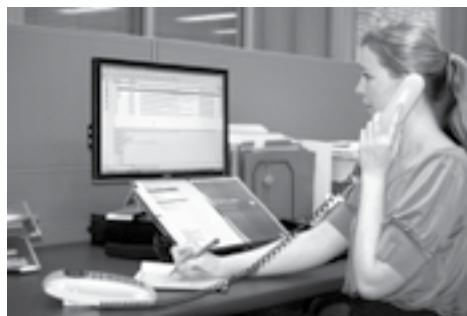
Machinery-of-government changes

Queensland State Archives provided recordkeeping advice to the Ministerial Services Branch within the Department of the Premier and Cabinet before the 2009 state election regarding the management and transfer of public records of ministers and parliamentary secretaries. The election generated 12 transfers of permanent records of ministers and parliamentary secretaries to Queensland State Archives.

In response to the 2008 local government reform process, Queensland State Archives provided targeted advice to local governments impacted by the reforms. Public Records Briefs on managing legacy records of former councils and the management of public records created prior to 1950 were published to assist local governments.



Mr Chris Molinski, Director -General, Technology/Information Management Services and CIO Transport Canada (top) and Ms Karen Pile, Director, Information Strategy Department for Business, Enterprise and Regulatory Reform and Member of the Knowledge Council UK Government (bottom) at the National Information Management Skills Summit, October 2008



Miss Ruth Nitkiewicz, Senior Appraisal Archivist, Agency Services Unit

Outcomes and achievements

Outcome: Improving the delivery of government services and information to the community

Achievements 2008 – 09

- Hosted three meetings of the Public Records Review Committee to advise the Minister for Public Works and Information and Communication Technology and the State Archivist on the administration and enforcement of the *Public Records Act 2002*.
- The meetings of the Public Records Review Committee at the Gold Coast and Tewantin were complemented by public seminars on the collections and services of Queensland State Archives.



Ms Leonie Short and Mr Ken Toogood, members of the Public Records Review Committee at the Tewantin meeting in 2009

- Undertook a review of *Information Standard 40: Recordkeeping, Information Standard 31: Retention and Disposal of Public Records* and the *Best Practice Guide to Recordkeeping*.
- Developed, in conjunction with the National Archives of Australia and with the support of the Australasian Digital Recordkeeping Initiative, the *Guidelines and Functional Requirements for Records in Business Systems* to help public authorities ensure that records of activities transacted through electronic business systems are appropriately identified and managed.
- Developed an *Email Recordkeeping Policy* template for public authorities to complement the *Managing Emails that are Public Records Policy and Guideline*.

- Issued Retention and Disposal schedules for the Department of Local Government, Sport and Recreation, the Freedom of Information Independent Review Panel, the Office of the Ombudsman, the Queensland Audit Office and the Public Trust Office.
- Contributed to leading information management forums, including the Australasian Digital Recordkeeping Initiative and Australian Standards Committees.
- Chaired the Queensland Government Strategic Information and ICT Council's Information Management Sub-Committee and contributed as a member of the Council's Executive and Online Sub-Committee.
- Organised the National Information Management Skills Summit to raise awareness of the need to invest in building information management capability within government.
- Organised three Recordkeepers' Forums for information management professionals on a range of strategic themes which included Recordkeeping in Business Systems and Managing Public Records through Change.
- Held masterclasses for Queensland public authority staff in Recordkeeping Metadata and Recordkeeping in Business Systems, with over 95 per cent satisfaction ratings.
- Provided advice on contemporary recordkeeping issues to public authorities including local governments and Government Owned Corporations through presentations at Records Management Association of Australasia events.



Ms Josephine Horner, Manager Agency Services, speaking at a 'Learning at Longreach' seminar for the Records Management Association of Australasia

Outcomes and achievements continued ...

- Provided advice on recordkeeping and information management issues in response to 1047 specific enquiries from public authorities.
- Contributed to the delivery of the Government's Right to Information reforms through four key projects that improve the capability of the public sector to manage information, including:
 - review of the Recordkeeping Information Standards
 - development of a Recordkeeping Assessment Framework
 - development of a Recordkeeping Training Program
 - development of a Recordkeeping Awareness Program.
- Published new and updated Public Records Briefs under the following titles:
 - *Enterprise Search Technology*
 - *Collaborative Workspaces and Recordkeeping*
 - *Moving Data Offline – Implications for Public Records*
 - *Implementing the Information – Security Classification Framework in Recordkeeping Systems*
 - *Use of the Guidelines and Functional Requirements for Records in Business Systems by Queensland Public Authorities*
 - *International Council on Archives' project - Principles and Functional Requirements for Records in Electronic Office Environments*
 - *Decommissioning Business Systems*
 - *Identifying a Public Record in the Electronic Environment*
 - *Recordkeeping and Digital Signatures*
 - *Advice for Local Governments on Managing Legacy Records*
 - *Management of Public Records Created before 1950*
 - *Managing Draft Documents.*

Outcome: Providing the community with access to the state's historical and cultural records

Achievements 2008 – 09

- Produced and presented exhibitions throughout south-east Queensland and regional Queensland to celebrate 150 years of Queensland's history, namely *Queensland Firsts* and *Top 150: Documenting Queensland*, including launches at Parliament House and in Rockhampton, Mount Isa and the Gold Coast.
- Produced two online exhibitions reflecting the content of *Queensland Firsts* and *Top 150: Documenting Queensland*.
- Hosted a Community Cabinet meeting at Queensland State Archives in November 2008.



Family fun at the Queensland State Archives Open Day, November 2008

- Held an Open Day for members of the public with over 500 people attending.
- Jointly presented a panel discussion with Brisbane Institute on 'Q200: What will Queensland be like in 50 years time?' in February 2009 at Customs House.



Queensland Firsts exhibition at Rockhampton Regional Library in April 2009

- Participated in the National Aboriginal and Islander Day Observance Committee (NAIDOC) Day in July 2008 to provide information on public records relating to Indigenous Queenslanders.
- Celebrated the role of Australian South Sea Islanders in the history of Queensland with a Harmony Day seminar and a portable exhibition featuring public archival records from the collection relating to the Australian South Sea Islander community.
- Launched an online index to records relating to the Australian South Sea Islander community in March 2009.
- Hosted a stall at the Queensland Government's Multicultural Festival in October 2008.
- Publicly released the 1978 Cabinet Minutes on 1 January 2009.
- Participated in Heritage Week celebrations in May 2009.
- Sponsored the Queensland Day Dinner at the Royal Historical Society of Queensland in June 2009.
- Participated in Queensland Week celebrations at Mount Isa in June 2009.
- Presented nine seminars on collections and services in regional and remote areas including Mount Isa, Rockhampton, Caloundra, Redcliffe, Hervey Bay and Cleveland.
- Joined the Brisbane Living Heritage Network.
- Provided 31 tours of Queensland State Archives' facilities to visitors from local and family history groups, schools, public authorities, community organisations and the general public.
- Hosted archival representatives from China and New Zealand.
- Attended the Australian Society of Archivists' Conference in Perth, August 2008.
- Recognised the contribution of 12 volunteers at Queensland State Archives with a morning tea.
- Provided public access to 21 680 public records for 7073 clients in the Public Search Room at Queensland State Archives in Runcorn, Brisbane.
- Responded to 4372 written and telephone reference queries.
- Provided copies of 31 841 pages of public records to clients.
- Recorded 7.64 million hits from 382 422 unique visitors to the Queensland State Archives' website.
- Created a presence in Wikipedia and Google maps.
- Produced a monthly online bulletin to provide information on public events and collection updates to email subscribers.
- Produced three editions of the *Runcorn Record*, an information newsletter for family and local historians.
- Registered and described 5609 series of public records, including new series and updates to existing series.
- Added over 260 467 item descriptions to the *Archives One* catalogue, including new items and revisions of existing descriptions.
- Added 2399 digital images of public records to Image Queensland for public access.
- Received 85 transfers of public records measuring 2692.05 linear metres, including records from the Registry of Births, Deaths and Marriages, Public Trust Office, Supreme Court and records of the Freedom of Information Independent Review Panel.
- Applied preservation treatments to 1787 items including maps, plans, Births, Deaths and Marriage registers, Lands files and items required for exhibitions.
- Microfilmed 137 257 pages of public records.
- Digitised 65 997 public records.
- Continued preservation projects for 'at-risk' film negatives and motion picture films.
- Transferred duplicate microfilm copies of Queensland's most significant public records to the Public Record Office of Victoria for storage to support risk management and disaster planning strategies.
- Retrieved a Morven Police record book from a public auction in New South Wales.
- Continued improvement of the collection management application, Archives One, and its web interface, *ArchivesSearch*.



Ms Louise Howard, Archivist, conducting a mapping skills seminar at Runcorn, March 2009

Future directions



Ms Jenny Hale, Collections & Access Manager (centre), with (L-R) Ms Fiona Gaske, Manager Archival Collections and Miss Mariette Waters, Archivist

Advancing the strategic transfers program

Utilising the expanded archival facility, Queensland State Archives will continue to build on the initial success of its strategic transfers program. Priority transfers will be identified, focusing on public authorities that have not yet transferred records, and any barriers preventing transfers will be addressed.

Encouraging recordkeeping maturity

Queensland State Archives will continue to research, develop and review recordkeeping standards, policies, guidelines and tools to support recordkeeping practices across Queensland public authorities.

Key priorities in 2009-10 include implementing continued improvement through the new Recordkeeping Assessment Framework and the Recordkeeping Training and Awareness programs. These initiatives will build awareness of recordkeeping obligations, equip staff with the required skills to implement sound practices and ensure that recordkeeping requirements can be clearly identified and measured.

The Assessment Framework will include resources to help public authorities evaluate recordkeeping levels, recognise achievements and identify areas for improvements. This approach recognises the varying sizes, risk activities and complexity of business needs of Queensland public authorities and acknowledges the need for continual improvement.

These important initiatives will continue to support the government's Right to Information reforms. Improved recordkeeping practices underpin the effectiveness and efficiency of government and facilitate enhanced access to public sector information.

Information Management Skills Action Plan

Arising from the successful Information Management Skills Summit held in October 2008, Queensland State Archives will lead and partner with members of the Information Management Sub-Committee and other policy partners to implement the *Information Management Skills Action Plan*. Activities will be undertaken in the key areas of:

- developing a unified approach to defining, valuing and measuring information and information management
- fostering whole-of-government leadership and collaboration in information management
- driving an information management culture across the public sector
- committing to education and training.



Ms Karen Morris, Manager Policy & Research speaking at a Records and Information Management Forum, February 2009

These activities aim to increase recognition of the value of information management and its associated professions and increased availability of needed skills across the Queensland Government.

Queensland State Archives will also develop strategies for engaging with the university sector to enhance the knowledge, skills and attributes of both undergraduate and postgraduate students engaged in information management courses and subjects, and to influence or participate in relevant research.

Digitisation Disposal Policy

Queensland State Archives will complete a review of the *Digitisation Disposal Policy* and the *Guideline for the Digitisation of Paper Records* in 2009. The policy was originally released in April 2006 and outlined the criteria by which public authorities could seek authorisation from the State Archivist for the early disposal of original paper records after digitisation. Since its introduction, the State Archivist has authorised three disposals in accordance with the policy.

Queensland digital content strategy

Queensland State Archives continues to partner the State Library of Queensland in the development of a digital content strategy for Queensland. The shared objective is to meet the increased demand for online access to digital content by ensuring improved access to important archival and cultural material. A partnership approach is essential to realising the strategy's objectives.

As custodians of the largest and most significant documentary heritage collections in the state, the two organisations are committed to increasing online publishing of archival and cultural material to meet the growing public demand for online access to digital content.

The two organisations will consult with key stakeholders to explore how the scope of the strategy might be widened over time to maximise benefits both for users and other Queensland public sector entities.

Online services

Statistics reveal that an increasing proportion of Queensland State Archives' clients are using online means to access the collection, in contrast to the traditional walk-in visit. For the 2008-09 year there were 7.64 million hits from 382 422 unique visitors to the Queensland State Archives' website.

The ongoing evolution of Web 2.0 technologies and social networking tools provide Queensland State Archives with opportunities to enhance the online experiences of clients. Queensland State Archives' discoverability has been enhanced via a presence on popular websites such as Wikipedia and Google Maps.

In the coming year, Queensland State Archives will publish and implement an Online Services Plan which aims to enhance service delivery.

Key aspects of the plan include more digital content and improved search facilities to make users' online experiences easier and more rewarding. Enhanced discoverability will heighten awareness of items in the collection and add value for users.

Queensland State Archives' collection management system and corresponding online search interface will be enhanced to support priorities under the plan.

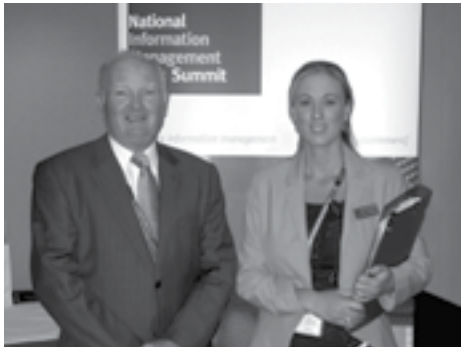
Celebrating the state's history

Late 2009 will see Queensland State Archives continue to contribute to the Q150 celebrations through participation in Proclamation Day activities in December, and continue to tour its two exhibitions, *Queensland Firsts* and *Top 150: Documenting History* until March 2010. Queensland State Archives will also celebrate its own 50th anniversary in November 2009 and will offer support to the Queensland Parliament's 150th celebrations in 2010.



Mr Niles Elvery, Manager Public Access, speaking at the launch of the Top 150: Documenting Queensland exhibition at Maroochydore in May 2009

Status of government recordkeeping



Mr Mal Grierson, Director-General, Department of Public Works with Ms Karen Morris, Queensland State Archives' Manager of Policy and Research at the National Information Management Skills Summit, October 2008

Overview

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

Public authorities are required to have due regard to the standards and guidelines issued by the State Archivist under the *Public Records Act 2002*.

Highlights from 2008-09 include continued monitoring of the current *Information Standard 40: Recordkeeping (IS40)* compliance process, research into levels of information management capacity across the sector and increased awareness of recordkeeping demonstrated through annual reporting.

Compliance with Information Standard 40: Recordkeeping

This year saw further evidence of public authorities demonstrating compliance with *Information Standard 40: Recordkeeping*. Compliance surveys completed by public authorities measure the status of their recordkeeping against the standard's seven principles:

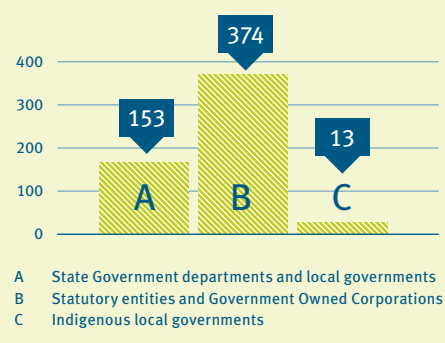
- Principle 1 – Recordkeeping must ensure public authorities are compliant and accountable.
- Principle 2 – Recordkeeping must be monitored and audited.
- Principle 3 – Recordkeeping must be assigned and implemented.
- Principle 4 – Recordkeeping must be managed.
- Principle 5 – Recordkeeping systems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

Overall compliance completion rates

The IS40 compliance process covered 540 agencies as indicated in Figure 1:

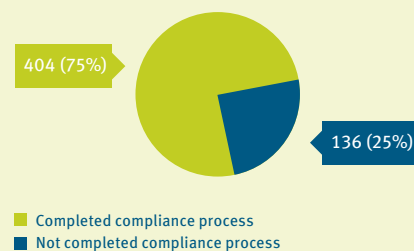
- 153 State Government departments and local governments (28.5 per cent)
- 374 Statutory entities and Government Owned Corporations (69.25 per cent), and
- 13 Indigenous local governments (2.25 per cent).

Figure 1 – Survey distribution by agency type



As indicated in Figure 2, of the 540 agencies contacted, 404 (75 per cent) have completed the compliance process and 136 (25 per cent) have not completed the compliance process.

Figure 2 – Overall IS40 Compliance Completion Rate



The number of public authorities not returning the survey was influenced by a range of factors. Due to the impact of local government reform and other machinery-of-government changes, many public authorities included in the survey group no longer exist. It was therefore not feasible for all 540 agencies to complete the process.

A compliance date of December 2009 was negotiated with the Department of Local Government, Planning Sport and Recreation for the 13 Indigenous councils that became local governments in January 2005.

This date was determined to enable Indigenous local governments adequate time to work towards compliance with IS40. However, it has since been determined to assess these authorities under the new Recordkeeping Assessment Framework, released in July 2009.

It is also worth noting that a number of public authorities, in particular smaller statutory entities such as boards and committees, informed Queensland State Archives that their records are managed by a parent organisation. Therefore, these organisations were regarded as having completed the process if the parent organisation had returned a compliance survey.

Key findings

Analysis of the compliance process has resulted in a number of findings reflecting the status of government recordkeeping across the sector. The increased number of public authorities completing the process demonstrates a growing awareness of the importance of recordkeeping as a core function of a public authority's business activities.

Analysis of survey results show that trends reported in earlier years remain consistent, as shown in Figure 3. The highest levels of compliance are recorded against Principle 5, recordkeeping systems must be reliable and secure (85.5 per cent), and Principle 6, recordkeeping must be systematic and comprehensive (84 per cent). The lowest levels of compliance are recorded against Principle 2, recordkeeping must be monitored and audited (62.5 per cent).

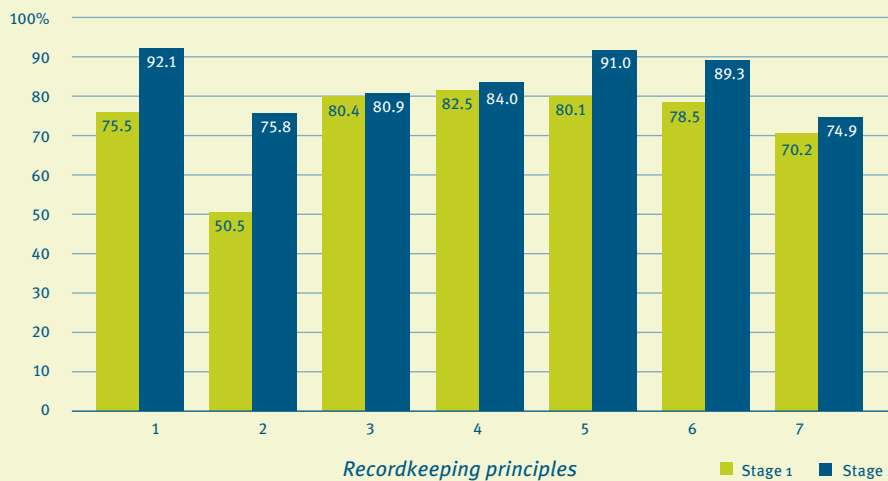
The new Recordkeeping Assessment Framework, developed in response to the Right to Information Reforms and due for release from July 2009, will assist public authorities to improve their own monitoring and auditing of recordkeeping. The framework has been developed through information learned from the current compliance process. The new Assessment Framework will incorporate the collection of appropriate baseline data, linked to the minimum requirements specified in *Information Standard 40*.

Information management capability

Queensland State Archives has placed a strong emphasis on the importance of public authorities having the necessary capability to support recordkeeping and information management. In October 2008, Queensland State Archives released the results of a survey of information management skills in public authorities.

The survey, jointly commissioned by Queensland State Archives and the Office of Economic and Statistical Research found that there is a real shortage of information management skills, with approximately 90 per cent of respondents experiencing some level of shortage. This shortage is having both operational and strategic impacts on organisations. Reflecting this finding, a similar proportion of respondents (88 per cent), saw information management as important or very important to their business.

Figure 3 – Stage 1 (Department and local government) and Stage 2 (GOCs and statutory entities IS40 compliance)



This was supported by the fact that all responding public authorities regard information management as a priority in the future.

Particular recruitment or retention challenges were identified in the specialist areas of records management, data management, metadata management and information security roles. Despite the skills shortage and its consequences, fewer public authorities have specific initiatives in place to address this issue, with the most common response being retraining existing staff.

The findings of the survey were used to contribute to the development of the Information Management Skills Action Plan, and to inform the Recordkeeping Assessment and Training Frameworks, developed in response to the Right to Information reforms.

Annual reports

Further evidence of the status of government recordkeeping is demonstrated through information provided in the annual reports of public authorities.

In accordance with the Department of the Premier and Cabinet's *Annual Report Guidelines*, agencies are required to report on their compliance with the provisions of the *Public Records Act 2002* and on the implementation of *Information Standard 40: Recordkeeping*. While not all public authorities, (for example local governments) are required to comply with these guidelines, those that do provide information about their recordkeeping priorities.

Of the 151 annual reports examined for the 2007-08 financial year, only 58 were required to comply with the guideline. However, only 42 of the agencies required to report on recordkeeping (72 per cent) included the required information.

Commonly reported topics included activities associated with:

- Business Classification Scheme / Thesaurus
- Electronic Document and Records Management Systems (eDRMS)
- *Freedom of Information Act 1992*
- Full and accurate records
- *Information Standard 40: Recordkeeping*
- *Public Records Act 2002*
- Records management policy
- Records management processes and procedures
- Records management systems
- Retention and Disposal Schedules.

The data collected identified an increase in the detail and structure of recordkeeping information included in annual reports. Many agencies report on what has been achieved during the year, including regular recordkeeping monitoring activities and planned strategies for future directions.

Recordkeeping implications in other reports

In addition to gathering information about the status of government recordkeeping through the IS40 compliance survey process, Queensland State Archives monitors the public reports of a range of public sector agencies for recordkeeping issues.

In 2008-09 the Queensland Audit Office conducted audits across a range of areas and public authorities. A number of these audits revealed recordkeeping issues for government, for example:

- an audit of policies, strategic planning documents, management information systems and the whole-of-government approaches for public sector housing concluded that many systems do not have adequate functionality to ensure that complete and accurate records are made and kept
- an audit into information and communication technology project management found that project management could be enhanced by better recordkeeping practices.

These reports regularly demonstrate that good recordkeeping underpins the business activities of public authorities and that inadequate recordkeeping practices can impact on core service delivery.



Mrs Ingrid Macdonald, Principal Appraisal Archivist, at the Recordkeepers' Forum held at Queensland State Archives, February 2009

Retention and disposal of public records

Information Standard 31: Retention and Disposal of Public Records (IS31) assists public authorities in achieving their recordkeeping obligations under the *Public Records Act 2002* concerning the appraisal, retention and disposal of public records. IS31 was reviewed in 2009 following an extensive consultation process and contains the following two principles:

- Principle 1 – Public authorities must ensure public records are retained for as long as they are required
- Principle 2 – The disposal of public records must be authorised by the State Archivist.

To comply with IS31, public authorities must appraise records to ensure that the administrative, legal and accountability requirements of the government and the community are met. The disposal of public records can only occur with the authorisation of the State Archivist, which is generally given in the form of a Retention and Disposal Schedule.

The development of a Retention and Disposal Schedule is a lengthy and complex process which requires significant input from the public authority and Queensland State Archives to identify core business records created by the agency and suitable retention periods. The process also identifies those public records which have enduring value to the state, which will one day form part of the archival collection at Queensland State Archives.

The State Archivist approved 14 new and revised comprehensive Retention and Disposal Schedules in 2008-09, including schedules for the Queensland Audit Office, the Public Trust Office and the Office of the Ombudsman.

A significant number of public authorities have yet to develop a Retention and Disposal Schedule to cover their core business records. This reflects the complex nature of the development process and the lack of specialist skills in appraisal and functional analysis across government. Queensland State Archives continues to work with public authorities to develop and review Retention and Disposal Schedules as a key component of compliance to IS31. Recordkeeping awareness and training initiatives in 2009-10 will target improvements in such areas.

Right to Information reforms and future impacts on recordkeeping

The focus on increased community access to government information embodied in the Right to Information reforms is expected to drive a stronger emphasis on recordkeeping and information management practices in coming years.

As highlighted elsewhere in this annual report, in 2008-09 Queensland State Archives undertook a range of new initiatives in response to the Right to Information reforms, including planning Recordkeeping Training and Awareness Programs and developing a Recordkeeping Assessment Framework. Due to be implemented from mid 2009, it is expected that these new initiatives will contribute to improvements in recordkeeping in public authorities.

Under the Recordkeeping Assessment Framework, public authorities will be required to complete an annual survey to collect and measure baseline recordkeeping data against the minimum requirements of the recordkeeping Information Standards. These surveys will help agencies determine their levels of recordkeeping implementation and identify compliance gaps requiring attention. Analysis of the survey data by Queensland State Archives will also inform the development of further advice to assist agencies to improve their recordkeeping practices.

The Department of Public Works float in the "Grand Centenary Parade" Brisbane, 12 September 1959

*Queensland State Archives Item Part ID1140026,
Digital Image ID 2985. Premier and Chief Secretary's Department*



The Public Records Review Committee

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

In addition to this 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 provided advice on a range of issues arising from a core set of challenges: building a strong recordkeeping culture across the 600 Queensland public authorities, preparing for a digital future and improving public access to the archival collection.

While the task of improving the recordkeeping culture within public authorities remains an ongoing challenge, the need to prepare for a digital future and improve and expand online service delivery are becoming increasingly central to best practice information management across government. The committee expects that these issues will become more central as the government's Right to Information reform agenda is implemented.

Three committee meetings were held in 2008-09, with advice provided on:

- The recordkeeping impacts of major machinery-of-government changes such as the local government amalgamations and departmental changes following the March 2009 general election and the outcomes of the Independent Review of Government Boards, Committees and Statutory Authorities.
- Development of Queensland State Archives' whole-of-government projects arising from the government's Right to Information reform agenda.
- Recordkeeping impacts for Queensland of inter-governmental arrangements such as the agreement to move to a national system for accreditation and registration of health professionals.

Committee members also attended the launch of Queensland State Archives' 2009 Events and Exhibition Program held at Parliament House in February 2009 and the launch of the south east touring exhibition at the Gold Coast in March 2009.

Members in 2008-09	No. of meetings
Mr Brian Herd (Chair)	3
Mr Chris Gorry	3
Ms Kay Ryan *	1
Mr Ken Toogood	3
Mr Chris Rose	3
Ms Leonie Short	3
Prof Malcolm Thomis	2
Dr Jennifer Harrison	2
Ms Margaret Strelow **	1
Mr Brian Carroll	0

All memberships expired 16 March 2009, with a revised committee to be appointed in late 2009.

* Ms Kay Ryan resigned on 24 July 2008

** Ms Strelow joined the Committee on 18 November 2008

Profiles of the committee members can be found in Appendix 2.

Corporate profile

Organisational capacity

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

We achieve this through:

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

Equal employment opportunity

Queensland Archives is committed to complying with the requirements of the *Anti-Discrimination Act 1991* and the *Public Service Act 2008*.

Employment profile

As at 30 June 2009, Queensland State Archives had 58 full-time equivalent employees.

Equal Employment Opportunity Profile as of 30 June 2009

Women 50 plus	1
People with a disability	6
Non-English Speaking Background	10
Women A06 plus	18
Aboriginal and Torres Strait Islanders	0

Volunteers

Queensland State Archives has 12 registered volunteers who support archival work programs including indexing projects and basic preservation tasks. A Volunteers Policy provides guidelines for the program which is co-ordinated by archivist Ms Elizabeth Hawkins.



Queensland State Archives' volunteers Back (L-R): Ms Roberta Lawson, Ms Suzanne Olsen, Ms Delma Malcott, Ms Erin Hobson, Front (L-R): Ms Elizabeth Hawkins Queensland State Archives, Ms Linda Hore, Ms Rosemary Baker

Services to Indigenous people

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

Recordkeeping

This year the focus for Queensland State Archives has been on its own recordkeeping tools.

The implementation of an electronic Document and Records Management System (eDRMS) has enabled Queensland State Archives to capture and manage its corporate records and information more effectively.

An extensive review of existing recordkeeping procedures occurred to align them with the new system. New procedures were identified and documented.

Workplace health and safety

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

Workforce management

In 2008-09, Queensland State Archives continued to develop and implement the Workforce Plan to ensure the capacity of its own workforce to meet its legislative roles and functions.

Financial statements

The Department of Public Works' Annual Report for 2008-09 incorporates Queensland State Archives' financial statements. Copies of the department's Annual Report can be obtained by contacting:

External Relations
Department of Public Works
GPO Box 2457
Brisbane Queensland 4001

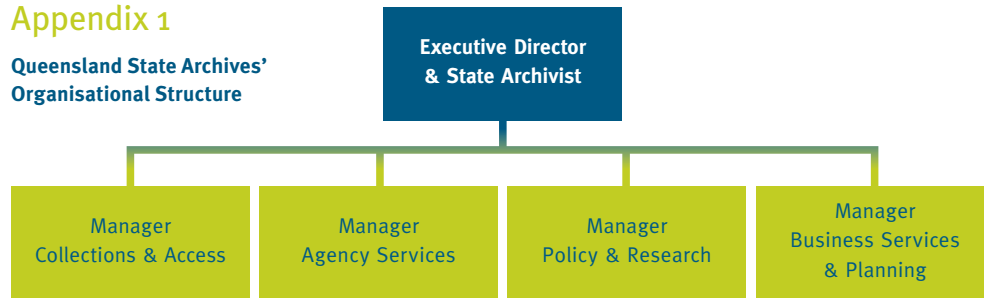
Phone: (07) 3222 2652
Fax: (07) 3227 6413

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

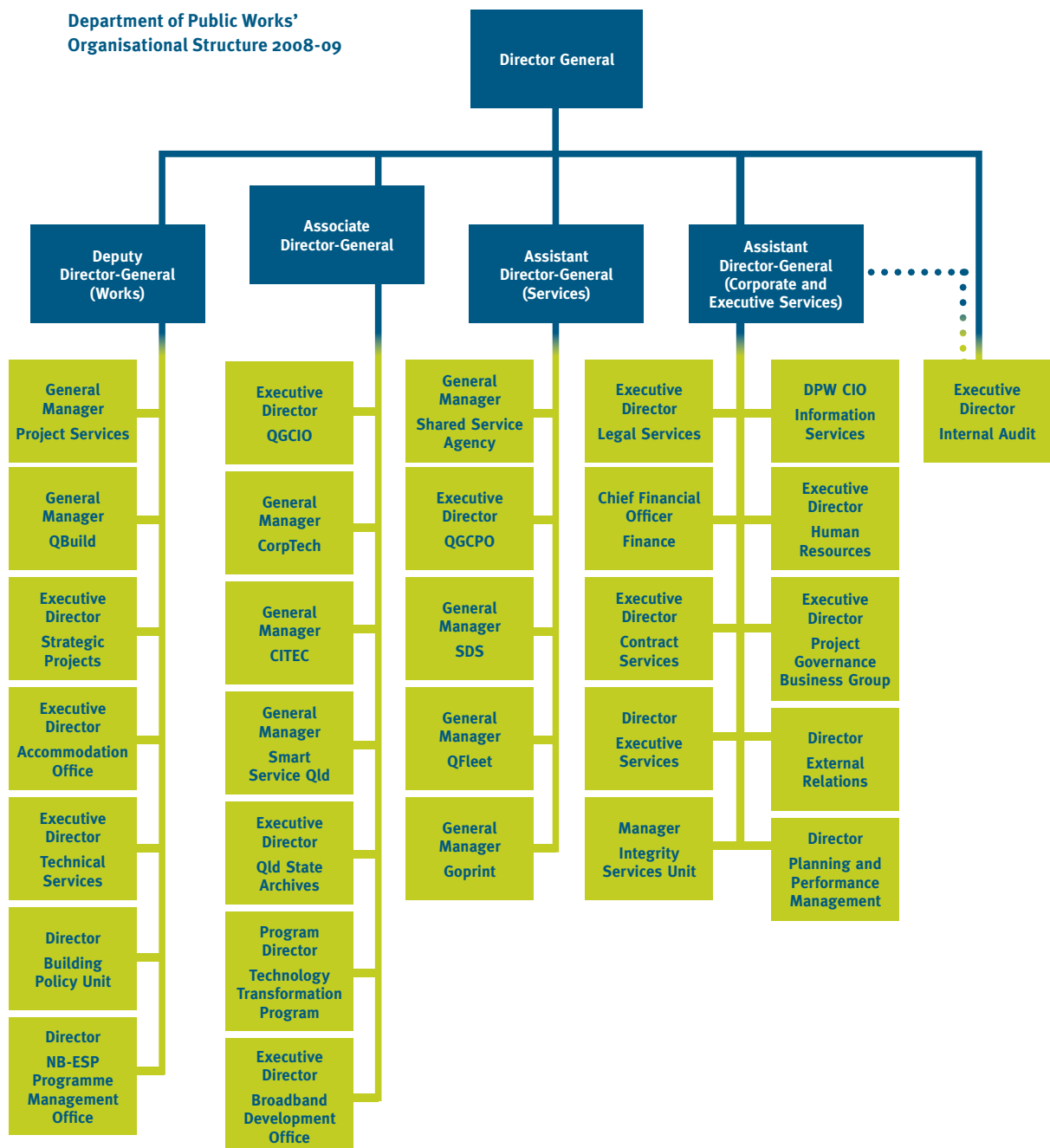
Appendices

Appendix 1

Queensland State Archives' Organisational Structure



Department of Public Works' Organisational Structure 2008-09



Appendix 2

Public Records Review Committee Members



Mr Brian Herd – Chairperson

Partner at Carne Reidy Herd Lawyers, Brisbane.

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



Professor Malcolm Thomis – Member

Professor Emeritus and Honorary Research Consultant, The University of Queensland.

Prof Thomis has more than 40 years of experience as an academic historian, culminating 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.



Dr Jennifer Harrison – Member

Internationally renowned research historian and academic.

Dr Harrison is a research adviser with The University of Queensland and is associated with the post-graduate program. She has recently been working on projects for Queensland's 150th celebrations. Dr Harrison lectures in Australia and internationally on family, local and applied history, particularly convict origins and migration trends.



Mr Chris Gorry – Member

Founder and Director of Group Advantage

Mr Gorry is founder and director of software consulting firm Group Advantage Pty Ltd. He has extensive 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, and is a founding member of Software Queensland and a member of the Australian Institute of Company Directors.



Ms Leonie Short – Member

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

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



Mr Ken Toogood PSM – Member
*Former Principal Registrar & Administrator,
Supreme Court of Queensland*

Mr Toogood represents the interests of the judiciary on the committee and has over 40 years of experience in administration of Queensland courts.



Mr Brian Carroll – Member
Executive Director, Office of the Public Service Commissioner

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



Mr Chris Rose – Member
Chief Executive Officer, Logan City Council

Mr Rose has extensive experience in local government, having worked in local authorities in New South Wales and Queensland. He is a Fellow of the Australian Institute of Company Directors and a Fellow of Local Government Managers Australia. Mr Rose has served as the Chief Executive Officer of Logan City Council, currently the sixth largest council in Australia, since February 2006.



Ms Kay Ryan (resigned July 2008)
Consultant at Shannon Donaldson Province lawyers

Ms Ryan had 16 years of experience as a lawyer and is a Court Accredited Mediator. 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.



Ms Margaret Strelow – Member
Small business owner

Margaret has demonstrated a lifelong commitment to learning and education with formal qualifications in the Arts, in Literacy and in Education studies. She is a passionate supporter of her local community and was Mayor of Rockhampton for eight years from 2000 to early 2008. This followed an earlier career based around education that included child care director, teacher and tutor. Margaret's special interests also include the preservation of Queensland's built heritage.



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