

STATE RECORDS
Celebrating
100 YEARS
1919 - 2019

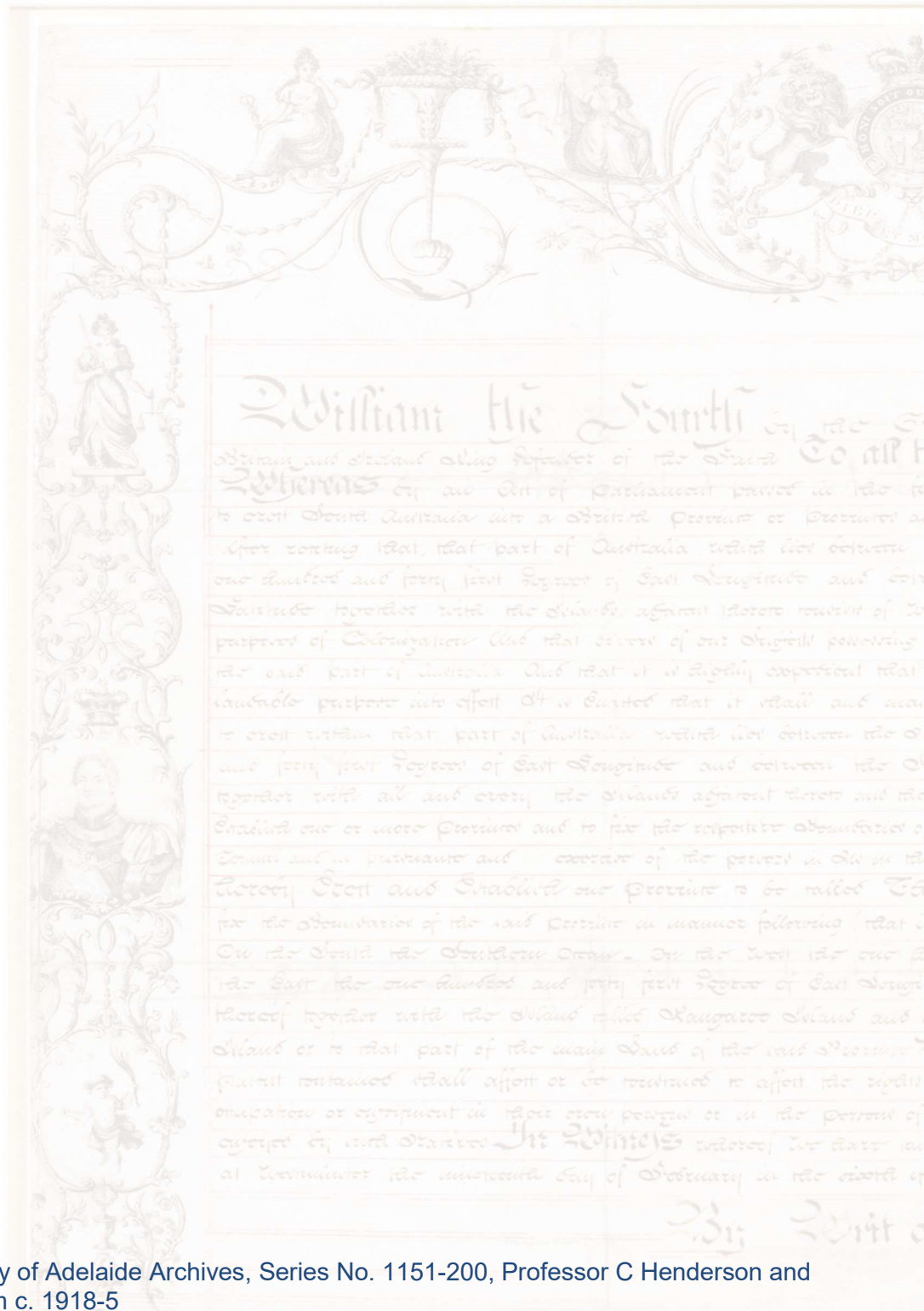
Annual Activity Statement

2020-21

STATE RECORDS
of South Australia



Government of South Australia
State Records



Front cover image: University of Adelaide Archives, Series No. 1151-200, Professor C Henderson and his students in the classroom c. 1918-5

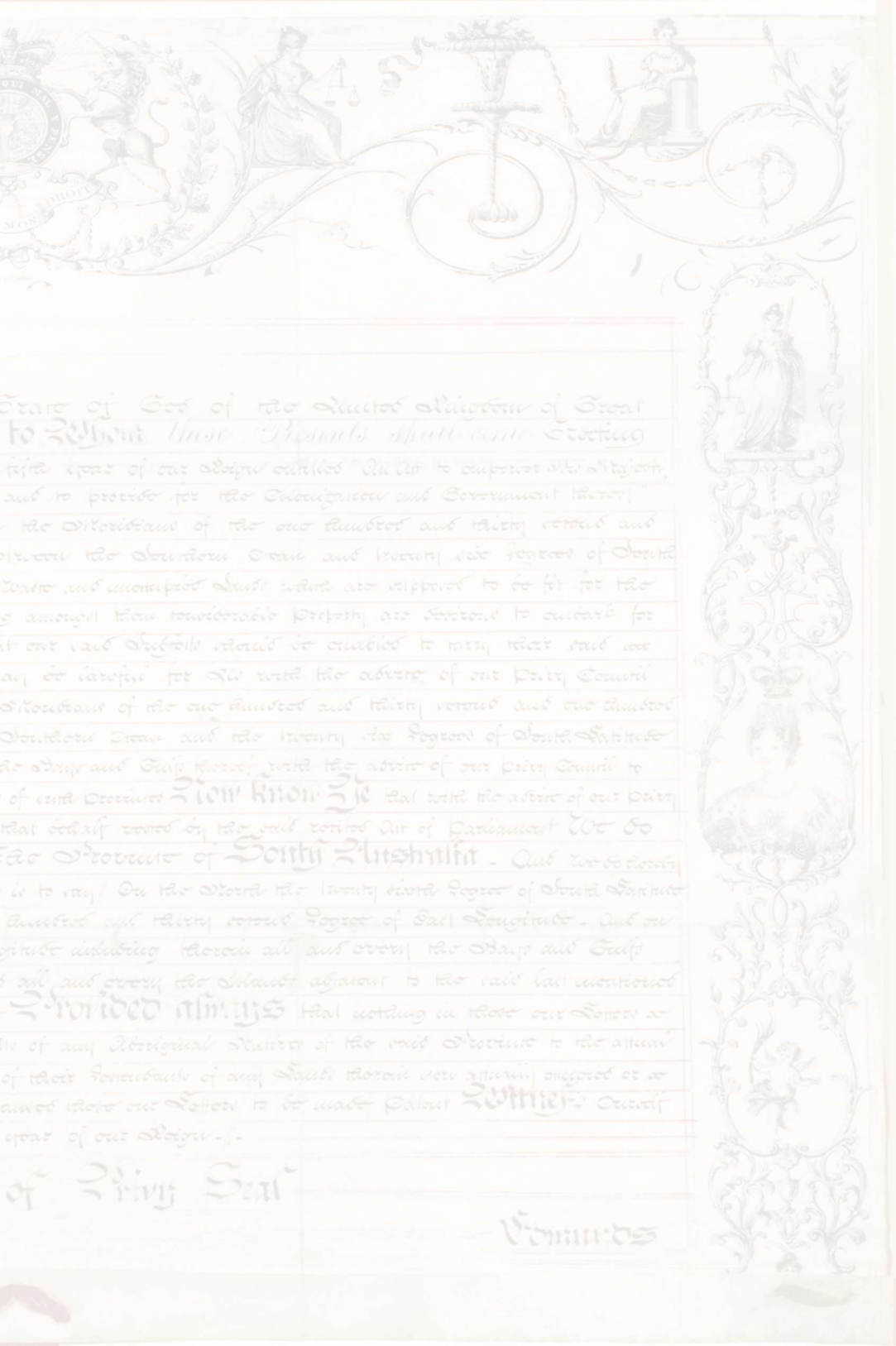
Background image: State Records of South Australia, SRSA GRG2/64/0/1, Letters patent erecting and establishing the province of South Australia and fixing its boundaries 1836

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Note: The document is a statement of the activities of State Records of South Australia for the 2020-21 financial year. State Records' annual report, the *Administration of the State Records Act 1997 2020-21 Annual Report*, is published in accordance with Premier and Cabinet Circular PC013 *Annual Reporting requirements* and is available on State Records' website: <https://archives.sa.gov.au>.

Table of Contents

Director's Message.....	5
About State Records of South Australia.....	6
Our Vision	6
Our Purpose.....	6
Who we are.....	6
What we do.....	6
How we do it	6
Our Stakeholders	7
Highlights.....	8
Strategic Focus.....	11
Customers.....	11
Identity	13
Collection	15
People.....	17
Public Sector Information Management	18
Looking Forward.....	19
State Records Council.....	22
Message from the Chair.....	22
Disposal Schedules.....	22
Performance Summary.....	23

Director's Message

The 2020-2021 year has provided challenges for all of us during the ongoing COVID-19 pandemic. Whilst some services have had short interruptions during periods of lockdown State Records has continued to provide high value support to government agencies and the public during this time of uncertainty.

This year saw the culmination of three decades of work with State Records repatriating an album containing hundreds of photographs taken by Francis James Gillen dating from 1901-1902, to Central Australia. This album, which includes photographs of several Aboriginal communities was repatriated to the Museum of Central Australia and will be held within the Strehlow Research Centre. This repatriation means the album can be accessed by the communities represented in the photographs and studied alongside other records of Gillen's fieldwork in Central Australia.

The Tandanya-Adelaide Declaration is taking our work in a new direction; this was outlined in the State Records response to the Declaration published in September 2020. During 2020-2021 work commenced with our colleagues at the State Library of South Australia to establish the Aboriginal Reference Group. This Group will play a critical role in guiding the development and implementation of programs, activities and services that relate to Aboriginal people and their cultures.

State Records continues to focus on refreshing its suite of information management and recordkeeping policies and standards to support government agencies. This year we released standards relating to managing digital records in systems and metadata. This work underpins the Information Management Strategy and Information Management Standard and recognises the importance of embedding behaviours now to ensure the ongoing accessibility of digital born government information into the future. State Records also published the Appraisal Standard which provides updated criteria to guide decisions for government about which records need to be kept forever as State archives and which have a shorter-term value. This Standard was informed by public and government consultation and incorporates notions of co-participation in recordkeeping, where the people that the records are created about are included in the decision-making process around what happens to those records.

State Records' Gepps Cross Research Centre also received a face lift this year. This refurbishment is designed to make the space more inclusive, open, and inviting. I look forward to seeing our customers continue to use this space to access records in the archive to illuminate the past to shape our future.



Simon Froude
Director and State Archivist

About State Records of South Australia

Established in 1919, South Australia's State Archives Department was the first government archive in Australia and an early leader in the preservation of the corporate memory of an Australian state. Since 1919, the archive has undergone many changes administratively and is now referred to as State Records of South Australia.

Our Vision

Illuminating the past and present to shape our future.

Our Purpose

Improving the integrity and accessibility of information to benefit government and the community.

Who we are

State Records is the government archive and recordkeeping authority of South Australia and holds a large part of the state's official documentary heritage.

State Records is the custodian of records covering almost every facet of state and local government, including thousands of documents dating from the earliest days of European settlement in South Australia to recent times. As a result, our records provide valuable insight and knowledge about the history and culture of South Australia and the lives of the people who lived and worked there.

What we do

State Records supports state and local government agencies in their management of information through the administration of the *State Records Act 1997* (the SR Act), the *Freedom of Information Act 1991* (FOI Act) and the *Information Privacy Principles Instruction* (PC012). State Records also manages the State's copyright commitment.

State Records achieves these responsibilities through setting standards and assisting agencies in the management of their information assets; by preserving and providing access to historical records of government; supporting improved access to government information and protecting personal information privacy.

How we do it

State Records' operational activities can be broken into three broad functions:

» Archive

Responsible for archival advice and assistance to agencies, receiving official records into the Archive, the arrangement and description, preservation and conservation of the Archive and the provision of access to records in the archival collection.

Provides an on-demand digitisation service for the public and manages third party digitisation agreements, develops finding aids to improve accessibility to the archival collection, and delivers public programs to targeted audiences to enhance knowledge of State Records and its collection.

» Information Governance

Provides advice, policies, and education to agencies on records and information management and assists Ministers, agencies, and the public on administering and interpreting the FOI Act and the *Information Privacy Principles Instruction*.

Supports the activities of the State Records Council and the Privacy Committee of South Australia.



» *Operations and Improvement*

Provides a diverse range of business support services including the administration of State Records' ICT systems; auditing; corporate reporting; human resources, facility, and financial management. Responsible for driving business process improvement.

Our Stakeholders

» *Members of the Public*

State Records is responsible for storing, managing, protecting, and providing public access to the state's official records. State Records assists the public regarding FOI Act and the protection of information privacy in South Australia.

» *South Australian Public Sector Government*

State Records provides advice and assistance to South Australian state and local government agencies about records and archival management, freedom of information and privacy information.

» *Consultants/Vendors*

State Records liaises with consultants and vendors so they can better support agencies and to ensure third parties are aware of the policies which regulate the management of government information in South Australia.

» *Professional Bodies/Societies*

State Records engages with professional industry bodies and societies, including Records and Information Management Professionals Australasia (RIMPA), Australian Society of Archivists (ASA) and Genealogy SA, to advocate for and enhance the industry, and to provide improved services for our mutual customers.

Highlights

Repatriation of photographs to Central Australia

On 21 May 2021 the South Australian Government repatriated an album of photographs of Aboriginal people in Central Australia to the Museum of Central Australia in Alice Springs. This event marked the end of a long journey to repatriate this significant photographic record.

The album records around 300 photographs of the Arrrente, Ilpirra, Kytiche, Luritja, Arabunna, Warramunga and Wolmalla communities of Central Australia.

The photographs in the album were taken during the 1901-1902 expedition of Francis James Gillen and his field work partner Walter Baldwin Spencer. On this expedition Gillen and Spencer, with two Aboriginal men as helpers and a police trooper, journeyed across the continent from Adelaide to the Gulf of Carpentaria. This party would spend weeks or months with the communities along the route, at Charlotte Waters, Alice Springs, Barrow Creek, Tennant Creek and Borrolola.



Image – handover ceremony at the Museum and Art Gallery of the Northern Territory

Gillen was well known in Central Australia at this time and trusted within the Arrernte community. He had been the post and telegraph

station master at Alice Springs for the previous 10 years. Through his roles as magistrate and Sub-Protector of Aborigines Gillen demonstrated a keen sense of justice and made the first charge in Australia against a police officer for the murder of two Aboriginal men at Tempe Downs station.

Through his connections with the Arrernte community and other groups Gillen was given privileged access to cultural and ceremonial life. Whilst with communities, Gillen and Spencer collected examples of cultural and ceremonial objects and made detailed ethnographic records, including photographs, film, and sound recordings.

These photographs are a significant record for the people of Central Australia today, and may be the only images that have survived from this time. Where needed, it is hoped that the album can be used to restore any parts of cultural or ceremonial life that may have been lost.

Gillen and Spencer published the findings of their expedition in 1904 and the records created during the journey were dispersed throughout Australia and around the world.

In 1911 Gillen's photographic negatives were offered for sale to the South Australian Government. In accepting the offer, two sets of prints were made with one to reside with the South Australian Board of the Public Library, Museum and Art Gallery while the other went to the South Australian Minister for Education. It is this Minister's set that made its way to the State Records archive.

Over 100 years later this album returns to where its photographs were captured and enters a repository where it can be used alongside other records from Gillen's fieldwork.

Policy development

Throughout 2020-2021 State Records continued to refresh and publish a new suite of policies to support improved agency practices. In December 2020 the following Standards were finalised and published:

- » **Managing Digital Records in Systems Standard**
 - This Standard is used by government agencies to ensure that all business and records management systems maintain the integrity and reliability of the digital information stored in them.
 - This Standard also assists agencies with procurement of new systems.
- » **Minimum Recordkeeping Metadata Requirements Standard**
 - This Standard is used by government agencies to ensure they are creating and managing metadata appropriate to the business activity that is occurring in their systems.
 - This Standard is used in conjunction with the Managing Digital Records in Systems Standard and replaces the 2015 South Australian Recordkeeping Metadata Standard (SARKMS)
- » **Appraisal Standard**
 - This Standard outlines the process and criteria agencies must use when considering whether records are to be destroyed or kept forever as a State archive.
 - This Standard and the appraisal process are used to assist government agencies developing a Records Disposal Schedule (RDS).

A series of information sessions, *Refreshing Information Management Policy for South Australian government*, was held in 2021 to support agency understanding and implementation of these new policies. The three information sessions, including a session on the Information Management Strategy and Information Management Standard, were held online and were well attended and received by government agency staff.

Research Centre Redevelopment

In June 2020 State Records Gepps Cross Research Centre was refurbished to provide a more welcoming and functional space for researchers and staff.

The space has been opened up by removing shelving and hard copy resources that are now available online. This has created a more welcoming and comfortable environment.

The refurbishment also established a multi-purpose research space which is equipped with a projector to allow for public presentations and seminars. Newly installed sliding doors can also be closed to transform this space into a private area where original records can be viewed by government agency researchers or members of the public needing privacy.



Image – Gepps Cross Research Centre

Tandanya-Adelaide Declaration

State Records continued work on its response to the Tandanya-Adelaide Declaration, the first international archives declaration on Indigenous people and matters.

A critical component of State Records' response to the Declaration is the establishment of an Aboriginal Reference Group, an initiative being undertaken in partnership with the State Library of South Australia. Terms of Reference for the group were finalised in 2020-2021, which defined the groups' aims and responsibilities as working collaboratively with State Records and the State Library (the agencies) to:

- » Consider, develop, and implement mutually respectful responses to the Tandanya-Adelaide Declaration
- » Understand and narrow the gaps in the agencies' compliance with the Aboriginal and Torres Strait Islander Library, Information and Resource Network Inc. (ATSILIRN) Protocols.

The group will also:

- » raise matters with agencies that are relevant to the services, aims and direction of the agencies in relation to Aboriginal people,
- » help the agencies ensure their activities reflect Aboriginal history, experience, and culture,
- » advocate for the interests of Aboriginal people and communities, including communities not represented by those in the group, and
- » help the agencies to promote, engage and partner with Aboriginal communities in the delivery of their programs and services¹.

Council of Australasian Archives and Records Authorities Chair, Secretariat, and finance roles

On 16 September 2020 State Records of South Australia became responsible for chairing and providing executive and financial management support to the Council of Australasian Archives and Records Authorities (CAARA).

CAARA is the peak body for state and territory archives and records authorities from across Australia and New Zealand.

Mr Simon Froude, Director State Records took over the role of CAARA Chair, and he is supported by two staff from State Records: Ms Stephanie Coleman as CAARA Treasurer and Ms Tegan Hartweg as CAARA's Executive Officer. Together this executive team manages the day-to-day operations of CAARA, oversees the CAARA meetings that occur throughout the year and manages the receipt and payment of monies associated with CAARA's role. They also liaise with other professional bodies including the Australian Society of Archivists and Records and Information Management Professionals Australasia.

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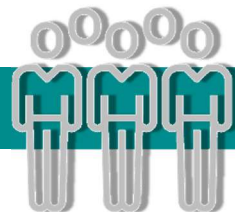
<https://archives.sa.gov.au/sites/default/files/public/documents/Terms%20of%20Reference%20SRSA%20SLSA%20ARG%20Final%20V1.0.pdf>, accessed 28 September 2021.

Strategic Focus

In 2018 State Records developed a four-year strategic plan. The *Strategic Plan 2019-2022* established a series of goals and strategies for our organisation and outlines how we will meet its vision and purpose over this time. Actions undertaken during 2020-2021 to support our goals include:

Customers

Goal: Our customers are at the centre of everything we do



Implement tools and technologies that meet the needs of our business and improve our customers experience with State Records

During 2020-2021 State Records developed ten online jigsaw puzzles using images from the archive. The jigsaws were promoted through the #ArchivesAtHome page on the State Records website and social media as a way for everyone to engage with the archive online.

Deliver online education courses in information management and archival practices

State Records commenced online delivery of FOI Accredited and Non-Accredited Officer training during 2020-2021. This has created a more streamlined administration and enhanced the student learning experience.

State Records also updated the FOI General Awareness training and FOI Refresher training to create an improved user experience and easy access via the State Records website.

Due to these updates and improved access, uptake of the FOI General Awareness and FOI Refresher training have increased six-fold in 2020-2021.

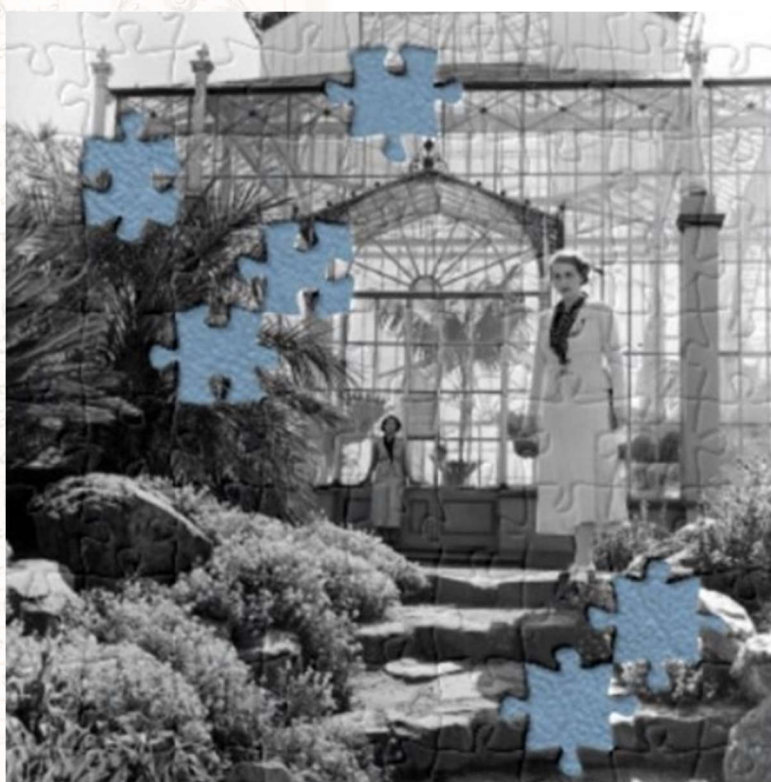


Image – SRSA GRG35/342/GN5880 Palm House, Botanic Gardens (Frank Hurley, 1935)

Embed a collaborative and methodical approach to business improvement

Business process improvement (BPI) is about analysing and improving existing processes with the aim of removing activities that don't add value to the process. State Records' business process improvement program continues to deliver efficiencies to services and activities.

During 2020-2021 the following projects were conducted.

» Digitisation Quotes

- This BPI commenced in 2020 and concluded in 2021. The key deliverables of this project were a revised implementation log, a revised quote form, new report formats, and improving information in *ArchivesSearch* about availability of digitised images.

» Transfers

- This large BPI project was concluded in 2021. Key project deliverables included a new transfer proposal form, revised internal tools including procedural documentation, checklists, and improved transfer spreadsheet.
- A post implementation review of this project was also undertaken during the reporting year. Key deliverables from the review included amendment to the transfer proposal form, internal procedures and implementing an internal staff mentoring program.

» Retrievals

- A post implementation review was concluded in 2021 to review the key deliverables of a BPI project related to the retrievals process. The BPI project was conducted in 2019. The post implementation review indicated that the BPI project had met its expected outcomes. Learnings from this review relating to project scope and team size have helped inform other BPI projects.

Identity



Goal: State Records' identity is defined, understood and valued

Implement a strategy that outlines how State Records will engage with its customers and stakeholders and identifies our priorities

State Records' Engagement Strategy was published in October 2020. This Strategy outlines Principles and Commitments for engagement activities, which are linked to the State Records Strategic Plan 2019-2022.

Supporting documents were developed during 2020-2021 to assist State Records staff to implement the Strategy:

- » Communication and Engagement Guideline
 - This guideline assists with planning engagement and communication activities and provide expectations for engagements, communications and use of the YourSAy platform
- » Stakeholder Contacts List Procedure
 - This procedure clarifies the function of the Stakeholder Contacts List maintained by State Records and staff responsibilities
- » Engagement Plan template
 - A guide for developing engagement plans

Use online technologies to strengthen communication with government and public customers

State Records strengthened communications with government and public customers during 2020-2021 using online technologies. Social media continues to be an important channel for communication. Regular posts engage followers with the archive and Q&A sessions were held on Facebook during the year. Public programs and government information sessions were also delivered via MS Teams, including:

- » Family history webinars during National Family History Month in August 2020
- » *Refreshing Information Management Policy for South Australian Government* webinar series in 2021

Seek opportunities to actively participate in information and technology focussed initiatives and represent the organisation on peak industry and professional bodies

During 2020-2021 State Records participated in a range of events run by peak industry and professional bodies. In May 2021 State Records provided an overview of the Information Management Strategy and Standard to local government authorities and participated in a panel discussion on the future of Information Management run by the Records and Information Management Professionals Australasia (RIMPA). State Records also took part in the International Council on Archives' event 'Empowering Cultural Change: Government archives responses to implementing the Tandanya-Adelaide Declaration' with organisations from across Australia and New Zealand.

State Records has continued its involvement with the Council on Australasian Archives and Records Authorities' (CAARA) working groups. State Records was represented on the following working groups in 2020-2021:

- » Royal Commission
 - This working group is considering record management issues and complexities arising out of the joint *Royal Commission into Institutional Responses to Child Sexual Abuse*.

The group is also seeking to obtain CAARA member consensus on the custody and disposal of, and access to, these records.

» Access to Records of Out of Home Care

- This working group is reviewing guidance arising out of the 2015 publication *Access to Records by Forgotten Australians and Former Child Migrants: Access Principles for Records Holders and Best Practice Guidelines in providing access to records*. The group identified some areas for focus in maximising access to records by care leavers.

» First Nations

- This working group is looking to build upon the themes and commitments outlined in the Tandanya-Adelaide Declaration, including identifying emerging trends in the provision of public access to records relating to Indigenous communities and issues.

Collection

Goal: A quality archival collection that supports individual rights and documents our history and culture



Progress a long-term facilities solution for the State's archival collection and associated services

State Records' leases two privately owned premises to store the archival collection. These repositories, which are located at Gepps Cross and Collinswood, currently comprise of 90,000 linear metres of physical records are expected to reach capacity within the next seven to ten years.

In 2020-21 a joint project commenced between State Records, the Attorney-General's Department and the Department for Infrastructure and Transport to explore State Records' long-term facility needs.

Improve the quality of the collection through arrangement and description and the de-accessioning of records that do not have enduring value

Listing and indexing projects designed to improve collection accessibility progressed as staff worked from home during COVID-19.

A project that ran from Mar 2019 to Sep 2020 saw 97.55lm of temporary/unofficial records in the repositories identified and disposed of.

A project to improve the quality of archival data in the Archival Management System commenced in October 2020. The development of a new archival control model formed part of this project.

The Volunteer Program continues to develop projects that improve the quality and accessibility of the collection through digitisation, indexing and item listing. Five volunteers were engaged in the program throughout 2020-2021 and worked on projects involving high interest records including:

- » Digitisation of Correspondence files – Aborigines' Office and successor agencies (GRG52/1)
- » Digitisation of Memorial books (GRS 12154)
- » Indexing South Australian Railways employee history sheets (GRS 10638)
- » Creating an item list for Correspondence files – State Children's Department (GRG27/1)

Transfer high value / high risk records from agencies to State Records

In partnership with South Australian government agencies State Records works to bring in records deemed to be of high value to the South Australian community and/or high risk of loss or deterioration.

A project being undertaken in partnership with the Department for Education aimed at transferring in high value school admission registers continued to progress, with the following registers received:

- » Binnum Primary School, 1912 – 1970
- » Burrungle North Rural School, formerly Burrungle School, 1894 – 1970
- » Adelaide Secondary School of English, 1983 – 2006
- » Hill View Primary School, 1919 – 1925
- » Hundred of Roberts School, 1912 – 1950
- » Kinnaid School, 1924 - 1952
- » Marree Aboriginal School (previously Hergott Springs, then Maree Primary School, 1889 – 1998
- » Muloorina School, 1962 – 1970

- » Pamatta School, 1915 – 1924
- » Port Neill Primary School (and predecessor Carrow Primary School), 1911 - 1999
- » Wirreanda Secondary School, 1976 – 1987
- » The Briars Special Early Learning Centre (previously Kent Town Preschool), 1975 – 2018
- » Cadell Primary School, 1922 – 2001
- » Salisbury East High School, 1966 – 1999
- » Risdon Park High School (and predecessor Port Pirie Technical High School), 1966 – 1994

The transfer of all permanent record types from closed schools will continue to be a priority for State Records.

Births, Deaths and Marriages Registers for the following Districts were transferred:

- » Angaston
- » Clare
- » Crawford
- » Flinders
- » Gilbert
- » Norwood
- » Robe
- » Wellington
- » Upper Wakefield

Home for Incurables records were received, some dating from the nineteenth century:

- » Visitors' books
- » Register of inmates
- » Records of patients' admissions, transfers, deaths etc.

The Registrar-General transferred nineteenth century records including:

- » Correspondence docketts
- » Memorandum books
- » Minute books

Some of these records were at risk due to no longer being in government custody or because of accommodation changes.

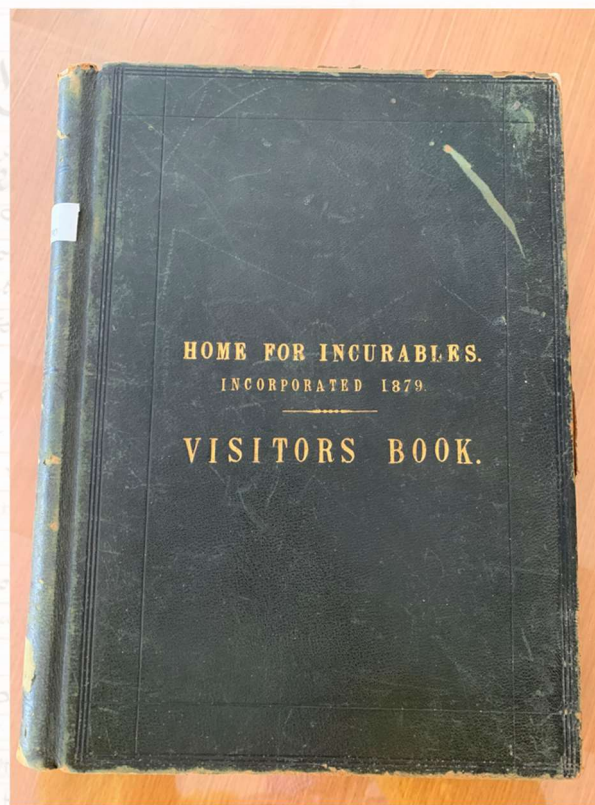
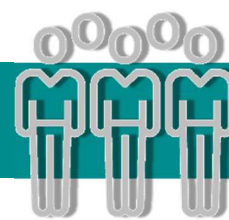


Image – SRSA GRS 17707/1/1 Visitors' books – Home for Incurables, volume 2

People

Goal: An empowered workforce that operates collaboratively, cohesively and courageously



Make available recognised programs and training that are focussed on staff wellbeing

State Records continues to encourage staff to take part in wellbeing programs and training. During 2020-2021 programs and training offered to staff included:

- » Wellbeing taster courses covering yoga, desktop yoga, mindfulness/meditation, and Pilates
- » AGD courses offered throughout 2020-2021, such as Bodyscans and chair yoga
- » Mental Health First Aid awareness sessions were held in May and June 2021
- » EAP provider information is made available, services are regularly communicated and encouraged
- » Mandatory training continued to be a focus during 2020-2021 with manual handling training held in October and November 2020.
- » The designated First Aid Officer completed cardiopulmonary resuscitation (CPR) refresher training.

Ensure managers and staff identify relevant training and development opportunities through the performance review cycle

State Records continues to identify and promote training and development opportunities to staff:

- » Training and development opportunities are discussed at PRDs and regular 1-1 meetings
- » Staff have undertaken online courses offered by the Australian Society of Archivists, including:
 - *A Trauma-Informed Approach to Managing Archives*, a toolkit 'designed to assist archives and record-holding organisations implement a trauma-informed approach to their work and services so that all users feel safe and supported to access the records they need'².
 - *Indigenous Recordkeeping and Archives*, a toolkit 'designed to support archivists and archival institutions in understanding the distinct requirements of Indigenous recordkeeping and archiving'³.

² <https://www.archivists.org.au/events/event/a-trauma-informed-approach-to-managing-archives>, accessed 27 September 2021.

³ <https://www.archivists.org.au/events/event/indigenous-recordkeeping-and-archives>, accessed 27 September 2021.

Public Sector Information Management

Goal: Drive information management maturity; enabling government services and community interactions



Refresh and publish a new suite of policies that support improved agency practices

The project to update Information Management policies has continued during 2020-2021, following the 2019 release of foundational Information Management Strategy and Information Management Standard. This work includes:

- » Publishing the Managing Digital Records in Systems Standard, Minimum Recordkeeping Metadata Requirements Standard and the Appraisal Standard
- » Consultation with stakeholders on the draft Disposal Standard

Progress a digital archive and associated technologies

A strategic review of State Records' business critical systems was undertaken in April 2021. Systems included in the review were the:

- » archival management system (including the public facing catalogue ArchivesSearch)
- » Aboriginal Information Management System (AIMS) used to facilitate access to records for members of the Stolen Generation
- » customer relationship management system
- » State Records website www.archives.sa.gov.au.

The review was extended to the development of high-level business requirements for a digital archive. Several short-, medium- and long-term recommendations were identified, including gaining support for a digital archive solution, incorporating technology that manages the physical records in the archive collection along with the born digital and digitised records of government.

Looking Forward

During 2021-2022 State Records will progress a range of initiatives aimed at furthering our vision of 'illuminating the past and present to shape our future':

Digital Archive

Work will continue on the procurement of a digital archive and supporting technologies in 2021-22, with a business case being developed to highlight the need for technology to support preservation of and access to the state's physical and digital records of permanent value.

Tandanya-Adelaide Declaration

State Records will continue to work towards implementation of the Tandanya-Adelaide Declaration, through the establishment of an Aboriginal Reference Group in concert with the State Library of South Australia.

The group will consider the action plan developed by State Records at an open round table discussion with staff and representatives from the Aboriginal community and key support agencies to progress the Declaration. The action plan is based on the themes and commitment identified in the Declaration:

- » Knowledge Authorities
 - Acknowledging there are Indigenous cognitive frameworks to understand ideas of history, memory, heritage, and cultural identity.
- » Property and Ownership
 - Understanding that there is a need for state-sanctioned archival institutions to recognise Indigenous ownership of Indigenous traditional knowledge, cultural expression, knowledge, and intellectual property.
- » Recognition and Identity
 - Understanding that the 500-year history of the colonial encounter has been an Indigenous struggle for recognition.
- » Research and Access
 - Recognising research and access to archival records is a socially mediated process and a conceptual site of conflict between European and Indigenous ways of knowing.
- » Self-determination
 - As noted in the UNDRIP, "Indigenous people have the right to self-determination. By virtue of that right they freely determine their political status and freely pursue their economic, social, and cultural development.

The Plan outlines short-, medium- and long-term goals to support the themes, which the group will consider and advise on.

Refreshing Information Management Policy

To enable agencies to comply with the requirements of the Information Management Standard (Standard), an Information Governance Guideline and Information Management Maturity Self-Assessment Tool is being developed and, following broad consultation, will be released.

The Guideline will assist agencies in developing an information management program based on the governance model in the Standard. Combined, these two documents will set out how agencies can meet the five principles in the Standard by defining and implementing the behaviours needed to manage government information assets.

A new Disposal Standard will also be released which will help agencies ensure that the destruction and transfer of government information is carried out lawfully and efficiently. The Disposal Standard will establish a set of mandatory principles and requirements for South Australian government agencies to adhere to regarding the disposal of government information. It will also support agencies in the identification and permanent retention of information of importance to the State.

To underpin the new Disposal Standard, the following supporting policies will be developed:

- » Developing Disposal Determinations Guideline - to assist agencies with developing and submitting disposal determination documentation
- » Digitisation of Official Records Guideline – to assist agencies with the digitisation of records, including scanning requirements, and meet the requirements of the new Disposal Standard

Information sessions will be held throughout the year to promote and inform agencies of the new Standards and Guidelines.

The Archive

- » A pilot project to digitise a sample of formats including film and magnetic tape. This small-scale project will inform a broader initiative aimed at digitising audio and film content by 2025.
- » Continuation of initiatives to improve the quality of data in the Archival Management System, in preparation for a new system
- » Introduction of an agency digitisation service, to provide alternatives to physical loans for agencies, to better ensure the preservation of archival records
- » A program of targeted agency transfers, to ensure the most valued and at-risk records are brought into custody
- » Development of online education tools for public customers to assist in the navigation of State Records' collection

Review of Enquiry Management

State Records receives thousands of enquiries every year from our agency customers, stakeholders, and members of the public. Managing these enquiries in line with State Records' Customer Service Standards is important.

During 2020-2021 work was undertaken to streamline the internal workflow of enquiries and enquiry reporting. Implementation of this project's recommendations will occur during 2021-2022. This will include a redeveloped enquiry register and commencement of a broader review of enquiry management throughout State Records.

Customer Relationship Management

State Records uses a Customer Relationship Management (CRM) system to manage training registrations and digital image metadata. A new CRM solution will be investigated in 2021-2022 as the current system has limited functionality and has reached end of life. A new CRM is expected to create efficiencies for State Records and improved outcomes for customers by providing a centralised system to manage all customer interactions.

Website Migration

The current State Records website is expected to be migrated to the Web Design Systems (WDS) environment in 2021-22. WDS is a new web design initiative sponsored by the Department of the Premier and Cabinet.

Migration to WDS will improve State Records' online engagement, corporate brand, and web presence by providing:

- » highly customisable, easy to edit website solution.

- » a high focus on end-user experience, accessibility and content delivery.
- » Fully responsive templates to ensure content is delivered correct, regardless of the device or browser being used.
- » Compliance with South Australian Government security standards.
- » Designed to comply to Web Content Accessibility Guidelines (WCAG)
- » Comprehensive web analytics to assist SRSA understand how users interact with our website.
- » Ongoing 24/7 support from the Office for Digital Government to ensure website is available to meet our customers' needs.

Office 365

State Records will expand the use of MS Teams in 2021-2022 to include making and receiving external voice calls. The implementation of this additional functionality will allow State Records to decommission existing telephony systems, including the need for physical handsets.

Workforce Planning

Whilst State Records currently manages approximately 13 million physical items in its custody and supports over 150 agencies and thousands of members of the public, our workforce will need to be agile as it transitions to a digital archive in the future.

To prepare for the transition State Records will be conducting workforce planning in 2021-2022 to ensure that the business unit has a workforce with the skills to meet current and future business needs.

Strategic Plan

During 2021-2022, State Records will commence the development of a new Strategic Plan 2023-2026, to build on the achievements of the Strategic Plan 2019-2022 and to set future direction for the next three years.

The Strategic Plan 2023-2026 will clearly articulate State Records' Vision and Purpose and will incorporate key future messaging about our goals and the strategies we will use to achieve them.

The first stage of the development of the Strategic Plan will involve staff engagement in the second half of 2021-2022 with opportunities for stakeholder engagement and contribution planned shortly thereafter.

Publication of the Strategic Plan for 2023-2026 is expected by June 2022.

State Records Council

Message from the Chair

It gives me great pleasure to provide my contribution as Chair of the State Records Council to State Records' Annual Report for the financial year ended 30 June 2021. 2020-2021 has certainly thrown up its fair share of challenges.

The Council met 4 times during 2020-2021 with only one of those meetings being face to face. It was a considerable achievement that during the year Council reviewed and discussed 24 Disposal Schedules, including 10 extensions and two standards mostly over a digital format.

Significant matters considered by Council during 2020-2021 have included:

- » managing records relating to COVID tracking and tracing
- » repatriation of photographs of Central Australian Aborigines by F. J. Gillen back to the Aboriginal community
- » Minimum recordkeeping metadata standard
- » Managing Digital Records in Business and Records Management Systems standard
- » Reconciliation Action Plans

We welcomed Deanne Hanchant-Nichols to the Council as an Aboriginal person engaged in historical research involving the use of official records, nominated by the Executive Director of the Aboriginal Affairs and Reconciliation Division, Department of the Premier and Cabinet.

In conclusion, I would like to take this opportunity to thank the Councillors for their collective efforts and robust discussions throughout 2020-2021, and the Director and other staff of State Records for their support and assistance to Council.

Keith Nicholas

Disposal Schedules

Established under section 9 of the SR Act, the Council is responsible for approving determinations (disposal schedules) relating to the disposal of official records. Although independent of State Records, our staff provide administrative support to the Council.

During the financial year the Council held four regular meetings and no strategy meetings.

The Council approved 22 Agency Operational Records Disposals (RDS) and two General Disposal Schedules (GDS).

Performance Summary



Public Enquiries

Public Access
Freedom of Information
Privacy
Records Management

2020-21

1,658

96

38

27

2019-20

1,699

152

57

21

2018-19

1,435

151

59

20



Agency Enquiries

Archival Services
Freedom of Information
Privacy
Records Management

2020-21

201

555

120

331

2019-20

238

547

71

321

2018-19

707

556

36

1,329



Use of the Collection

Visits by the public to the research centre
New public registered users
Records retrieved for viewing in the research centre (agency and public)
Records retrieved by agency to view in agency

2020-21

1,087

1,125

5,232

3,761

2019-20

1,153

1,033

4,334

3,976

2018-19

1,587

1,133

4,947

4,869

Performance Summary (continued)

Repository Specifications, Holdings and Transfers



	2020-21	2019-20	2018-19
New government agencies created	34	161	137
New series registered	253	371	313
New items created	21,494	85,153	140,469
Consignments transferred	192	610	445
Total linear metres transferred	253	584	1,065
Total holdings (shelf metres)	86,285.5lm	86,114lm	85,530lm
Total holdings (items)	13,633,109	13,606,012	13,513,740
Repository storage area (m2)	7,749	7,749	7,749
Total shelving capacity (metres)	100,133lm	100,133lm	100,133lm

*In 2020-21 a new Transfer Standard was implemented; State Records now receives smaller consignments of records that fit the new Standard more appropriately.



Education and Training Participation

	2020-21	2019-20	2018-19
Online Records Management Training	268	204	237
Free Online FOI Training*	378	60	77
Accredited FOI Training (completed)	67	51	116

* Webpage visits - In 2020-21 the requirement to enrol in State Records' free FOI training was removed, streamlining access.

Performance Summary (continued)



Record Digitisation

Images digitised by State Records

2020-21

15,470

2019-20

16,186

2018-19

2,232

Images digitised by third parties

0

155,969

187,631

Total images digitised

971,140

955,770

487,239

*Third party agreement with FamilySearch on hold during 2020-2021 due to the COVID-19 pandemic.



Website Visits and Views

Total visits

2020-21

598,652

2019-20

249,587

2018-19

256,762

Total page views

917,565

909,356

760,263

Total downloads

190,056

173,510

146,433

*State Records "Passenger Lists 1845 – 1940" webpage accounted for 25% of all page views (234,355).



Social Media Followers

Facebook followers

2020-21

5,615

2019-20

4,722

2018-19

3,933

Twitter followers

3,422

3,385

3,158

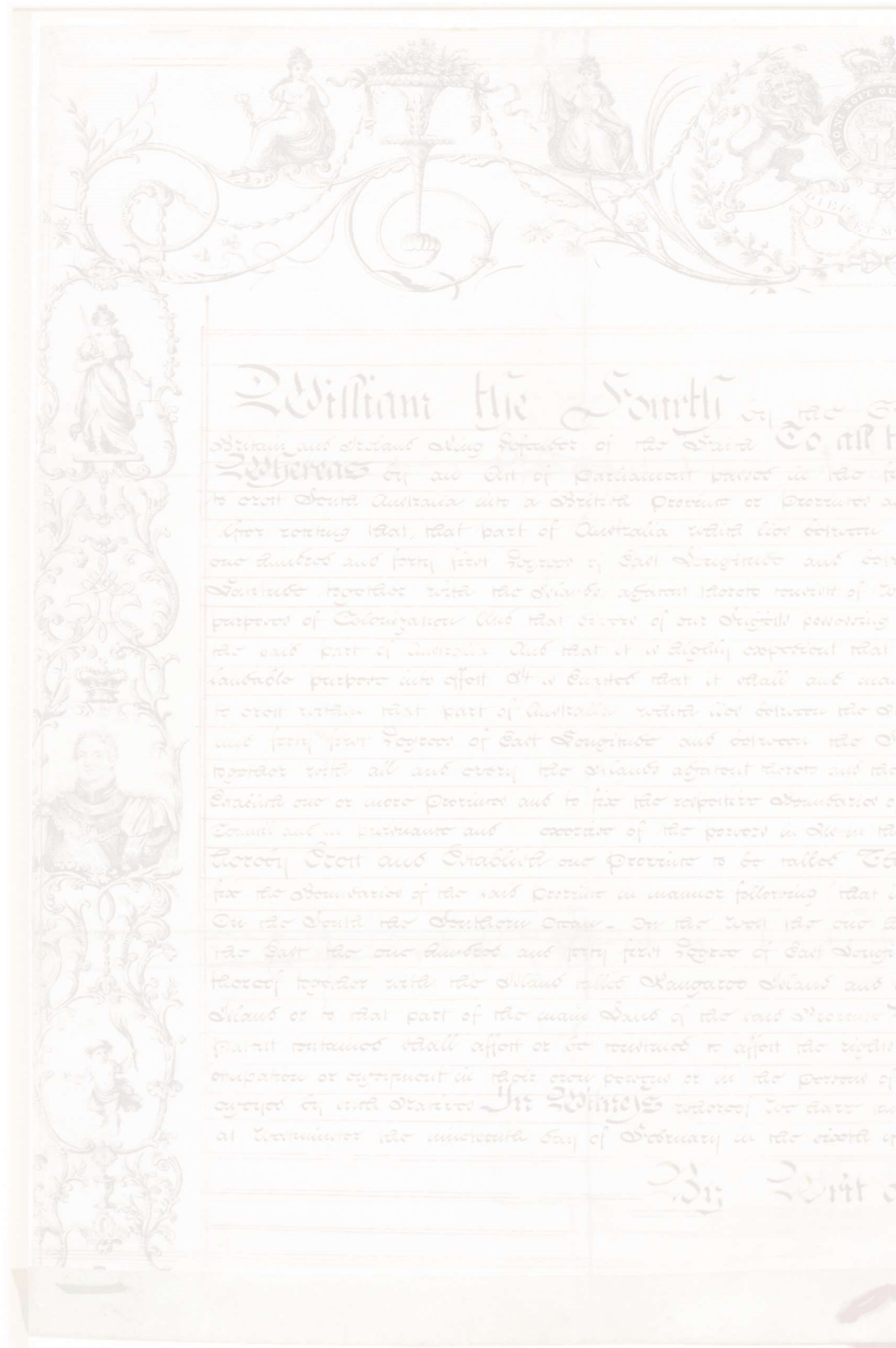
Instagram followers*

1,150

1,017

*

*2019-20 was the first year Instagram figures were collected



Contact State Records
Tel (+61 8) 8204 8791
Email staterecords@sa.gov.au
Web www.archives.sa.gov.au