



# Annual Statement of Activity on the administration of the State Records Act 1997

For the year ending 30 June 2017

Photograph on cover page:

King William Street looking South (c1910) (GRG35/58/7/214)

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## 1. Director's Overview

State Records of South Australia (State Records) is the Government's archival and recordkeeping authority and has responsibility for a range of functions across the *State Records Act 1997*, *Freedom of Information Act 1991*, Information Privacy Principles Instruction and copyright use agreements. As such it plays a crucial role in shaping and improving the management of information across state and local government in SA.

State Records' approach to the delivery of its mandated services is being shaped by the transition to digital service delivery, open data and data sharing initiatives, increasing demand to access government services anytime anywhere and changing demands from government and public customers.

Since September 2015 State Records has been engaged in an in-depth review of its operations and service delivery mechanisms. This period of reform is coming to an end; with the transition to a revised structure expected to be completed by the end of September 2017.

Progress has been made in reshaping State Records' future; a new vision and purpose has been developed, a revised set of values and behaviours agreed on, a new service delivery model introduced along with a number of other initiatives aimed at business process improvement, customer service and engagement and a technology refresh. Much is left to do; with State Records to develop its Strategic Plan for the coming five years, implement a customer-centric service delivery and focus on the myriad of initiatives identified through the reform.

The future will not be without its challenges, but on the back of the work done over the last two years State Records is well positioned to be a valued partner of government and the community.

Against this backdrop of review and reform, State Records has continued to provide and improve its services to government and the community with a range of activities and initiatives across recordkeeping, archival management, freedom of information, information privacy and copyright.

This Annual Statement of Activity provides an opportunity for State Records to highlight some of the key activities and initiatives that have been undertaken throughout the year as well as provide our stakeholders with an overview of our responsibilities.

It is with pleasure that I provide the first *Annual Statement of Activity on the administration of the State Records Act 1997*, in support of the Annual Report on the Administration of the State Records Act.

I would like to thank our staff, stakeholders and customers for their ongoing involvement in State Records and I look forward to engaging with you further over the coming 12 months.



Simon Froude

**Director and State Archivist**

## 2. Role of State Records of South Australia

State Records has general responsibility for administration of the *State Records Act 1997* (the Act) under the Attorney-General.

The Objects of the Act are to: establish State Records as the principal repository for official records; ensure official records of enduring value are preserved; promote best practice in records management by all State Government agencies and Local Government authorities (referred to as agencies herein); and provide access to official records for the public and agencies.

The Act prescribes the following functions for State Records under section 7:

- a) receive official records into its custody
- b) ensure the organisation, retention, conservation and repair of official records in its custody
- c) make determinations (with the approval of the State Records Council) as to the disposal of official records
- d) publish, or assist in the publication of, indexes of, and other guides to, the official records in the custody of State Records or official records whose delivery into State Records' custody has been postponed or is subject to an exemption granted by the Director of State Records
- e) provide for public and agency access to the official records in the custody of State Records
- f) assist in identifying official records in the custody of State Records, the disclosure of which might constitute a contravention of Aboriginal tradition
- g) provide advice and assistance to agencies with respect to their records management practices
- h) issue standards (following consultation with the State Records Council) relating to records management and assist in ensuring that agencies observe best practice in records management
- i) promote awareness of State Records and its functions
- j) perform any other functions assigned to State Records by this or any other Act or by the Minister.

State Records can also survey agency records management practices.

In accordance with section 7(j) of the Act, State Records also:

- supports the Minister for the Public Sector in the administration of the *Freedom of Information Act 1991*
- supports the Attorney-General in the administration of the Information Privacy Principles Instruction (IPPI)
- supports the Privacy Committee of South Australia and the State Records Council
- administers the State's Copyright use agreements.

### 3. The Organisation

State Records is progressing through a reform process which will result in the implementation of a new organisational structure during 2017-18. During 2016-2017 the organisation operated with 44 staff, some of whom are part-time, on maternity leave or working off-line on projects. The organisation is currently structured into six teams.

- **Government Recordkeeping** – provides records management advice and assistance to agencies through direct communications; develops educational material; develops standards, policies and guidelines; administers across-government records-related procurement mechanisms and conducts surveys of agency performance.
- **Collection Management Services** – provides support, through the State Archivist, to the State Records Council; makes determinations on the disposal of official records; provides archival advice and assistance to agencies; receives archival records into the collection and creates indexes of those records; manages the arrangement and description of data in the Archives Management System; and is responsible for the preservation, including conservation, of the State's archival collection.
- **Reference and Access Services** – provides access to the archives including a digitisation service; provides advice and assistance to the public about research methodologies that facilitate their research; provides advice to agencies on access determinations; improves accessibility of records related to Aboriginal people; and delivers public programs to targeted audiences to enhance knowledge of State Records and its collection.
- **Business Services** – provides support to the organisation in the areas of business systems; human resources; workplace health and safety; records management; budget management and financial processing; building facility management and maintenance; coordination of training; website maintenance; and corporate reporting.
- **Freedom of Information (FOI) and Privacy** – provides advice and assistance to the Minister, agencies and the public; undertakes legislative reviews; provides executive support to the Privacy Committee of South Australia; develops and promulgates across-government initiatives, policies and guidelines; administers the across-government freedom of information management system; and develops and delivers training for Accredited and Non-Accredited FOI Officers.
- **Executive** – leads the organisation; manages the budget; coordinates and responds to departmental and ministerial requests; coordinates the Business Process Improvement program; and negotiates and administers the State's copyright use agreements under the Commonwealth's *Copyright Act 1968*.

State Records is a business unit of the Attorney-General's Department.

## 4. Functions

The functions defined under the Act are described in section two of this report. The following information provides a summary of priorities and key activities undertaken during the 2016-17 reporting year.

### 4.1 Receive records

#### 4.1.1 Transfers

Official records can be temporary (kept for defined periods) or permanent (kept forever). Temporary records are stored in agencies and with private sector storage providers and permanent records are stored in the two repositories managed by State Records.

Agencies are required to transfer their permanent official records to State Records if they are no longer required for administrative purposes or if 15 years have passed since they were created – whichever occurs first.

<b>Key Statistics Relating to the Transfer of Records</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>2016/2017</b>
Consignments of records transferred by agencies	808	440	330
Linear metres of records transferred by State Government	1 976	757	1 025
Linear metres of records transferred by Local Government	193	104	169
Linear metres of records transferred by Minister's Offices	Not reported	8	10
Linear metres of records transferred by Universities	Not reported	32	15
Total linear metres of records transferred	2 169	941	1 218
Linear metres of internal processing undertaken	Not reported	40	21
No of stray items and volumes accepted into the collection	Not reported	55	133

During the reporting year 330 consignments of permanent value records were transferred to State Records. These transfers culminated in the accessioning (formal acceptance into the State's archival collection) of 1218 linear metres of records. Acceptance of records into State Records' custody is based on an approach which prioritises high value / high risk records.

The five agencies which transferred the largest volume of records are as follows:

- Child Protection Systems Royal Commission 48 linear metres
- Coroner's Office (Courts Administration Authority) 59 linear metres
- Crown Solicitors Office (Attorney-General's Department) 80 linear metres
- Public Trustee 74 linear metres
- Supreme Court (Courts Administration Authority) 538 linear metres

Agencies associated with the justice sector continue to be those with the largest quantity of paper records to transfer to archival custody.

There remains in the custody of State Records an amount of records which have not been categorised and are inaccessible (see table below).

<b>Key Statistics Relating to Unaccessioned Records</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>2016/2017</b>
Linear metres of unaccessioned records held by State Records	1 435 (approximate)	1 668 (approximate)	1 532 (approximate)

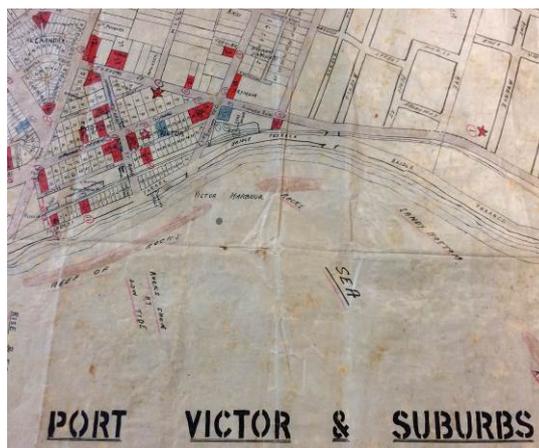
There exists across the public sector official records that are currently being transferred into the archival collection but which remain unavailable as archives. The statistics below, relating to transfers not yet finalised, show the linear metre quantity of records which are either in custody but not available for access until the transfer process is finished, or where records are in the custody of agencies and are ready to be brought into custody, but are waiting on State Records to check and approve submitted paperwork.

<b>Key Statistics Relating to transfers not yet finalised</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>2016/2017</b>
Linear metres of transfers held by State Records, not yet finalised	Not reported	365 (approximate)	364
Linear metres of records in agency, where transfer paperwork has been received	Not reported	989	1 477

Transfers of records of historical interest received this financial year include:

- Assessment books (card format) - District Council of Beachport, 1969-1989 (GRS 16162/1)
- Map of Victor Harbor - Volunteer Defence Corps, 1942 (GRS 16298/1)
- Minutes of Council and committees - District Council of Millicent, 1919-1997 (GRS 16170/1)
- Consolidated index to probates and letters of administration - Probate Registry, Supreme Court of South Australia, 1844-1979 (GRS 16495/1)
- Record of prisoners sentenced - Supreme Court, 1934-1971 (GRS 13043/1)

- Master index cards relating to adoptions and fostering - State Children's Department and successors, 1915-2013 (GRS 16062/1)
- Investigation files, alpha-numeric series with 'CPRC' prefix and variable alpha 'CORP' or 'INV' infix - Child Protection Systems Royal Commission, 2014-2016 (GRS 16401/1-2)
- Admission registers - Hanson, later Farrell Flat School, 1879-1996 (GRS 16449/1)
- Inspector's registers - Farrell Flat School, 1914-1968 (GRS 16508/1)
- Letter books - Caroline Forest Reserve, Woods and Forests Department, 1911-1920 (GRS 16432/1)



*GRS 16298/1 Map of Victor Harbor - Volunteer Defence Corps, 1942*

For a detailed list of records transferred to the custody of State Records during 2016-17 please visit the State Records website ([www.archives.sa.gov.au](http://www.archives.sa.gov.au)).

#### 4.1.2 De-accessioning

The need to de-accession an item from archival custody can occur for a variety of reasons. The most common reason is the need to reactivate a file (often case files). State Records monitors the volume of items de-accessioned.

Key statistics relating to records removed from custody	2014/2015	2015/2016	2016/2017
No of items de-accessioned	Not reported	155	228
Linear metres of whole consignments de-accessioned	Not reported	111	11

#### 4.1.3 Storage

##### Official records of permanent value

State Records takes custody of archival records of permanent value once transferred by agencies. Records are stored in State Records' repositories at Gepps Cross and Collinswood.

Key Statistics Relating to Repository Capacity	2014/2015	2015/2016	2016/2017
Records stored as a percentage of total capacity across both repositories	81%	81%	82%

## Official records of temporary value

State Records publishes an Approved Service Provider List (the list) for Temporary Records Storage and Related Services to enable agencies to appropriately store official records of temporary value.

The providers on the list have been assessed by State Records as satisfying requirements, including the physical nature of the storage facilities; environmental conditions; security; safety; information systems; and processes. The agreement with providers enables fees to be capped; ensuring smaller agencies are not disadvantaged due to their size.

During the reporting year the list included:

- Grace Records Management
- Iron Mountain Australia
- ZircoDATA
- Archive Security TIMG

At the end of the reporting year agencies were storing 318 908 shelf metres of temporary records with private sector providers, an increase of 16 792 shelf metres from 2015-16. The cost to government for the storage of temporary records with providers, as indicated through a survey of those providers, is in excess of \$6 million.

## 4.2 Organisation and repair of records

### 4.2.1 Arrangement and description

It is essential for the State's archival collection to be arranged and described in order for the public and agencies to access records of interest. State Records, like other Australian archival institutions, uses the 'series system' to achieve this. This system provides information about which agency created the record, its subject, format and when it was created.

<b>Key Statistics Relating to Arrangement &amp; Description</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>2016/2017</b>
New agencies registered (GA)	66	40	40
New series registered (GRS)	605	361	239
New units created	12 379	6 490	6 006
New items created	147 007	69 073	100 074
Proportion of total series in the collection reported as 'finalised'	15%	17%	19%

During 2016-17, 40 new agencies and 239 new series were registered. A further 212 existing series and/or items were improved largely due to public requests for access or digitised copies. 100 074 new record items were catalogued and added to ArchivesOne.

#### 4.2.2 Preservation

The State's archival collection includes records dating back to 1834. Some are fragile due to their age and others due to being accessed regularly by the public and agencies. Records received into the collection can also be in poor condition if they have been recovered from inadequate storage facilities. State Records applies a range of strategies to ensure records will be available for future reference.

State Records employs a Conservator who is responsible for performing treatments such as paper repair, rehousing and repair of volumes of records in the collection. In 2016-2017 conservation treatments included:

- the reattachment of 548 black and white photographs and the repair of their torn and creased pages from GRG54/43 Register of prisoners committed via the Supreme Court - Yatala Labour Prison (1931-1957), Unit 1 and Unit 3. Acid free storage boxes were made for the pages from Unit 1
- the repair of four badly torn and creased maps from:
  - GRG 35/104 Correspondence files – Lands and Survey Department, later Department of Lands (1917-1969), Unit 3488 File 7445 and;
  - GRG 54/1 Correspondence files – Sheriff's Office and successor agencies (1867-1978), Unit 184 No.612
- the repair of the covers, spines and pages of three volumes from:
  - GRG 48/5 Copies of despatches from the Colonization Commissioners for South Australia, London to the Resident Commissioner, Adelaide (1838-1942), Unit 2;
  - GRG 48/4 Copies of despatches from Governor Gawler to the Colonization Commissioners for South Australia (1838-1941) Unit 1;
  - GRG5/246/4 Clare Police Station – Prisoners' property register (1919-1958) Unit 1.

Regular environmental monitoring occurs at both the Gepps Cross and Collinswood repositories. Monthly environmental monitoring reports were prepared for each repository sector using the temperature and relative humidity (RH) data collected by electronic data loggers. Areas within the Gepps Cross repository are not environmentally controlled, and monitoring has demonstrated that the collection in these areas is at risk due to fluctuating temperatures and humidity.

To lessen the impact of temperature changes dehumidifiers were placed in one sector of the repository in September/October 2016. Following the success of this approach dehumidifiers will be installed in the remaining three sectors of the repositories in July 2017. Monitoring of the RH in another sector was required during a period when the air conditioner malfunctioned.



*GRG54/1 Correspondence files – Sheriff’s Office and successor agencies, item 612/1956 before and after treatment*

<b>Key Statistics Relating to Conservation</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>2016/2017</b>
Condition assessments/reports and handling advice	424	526	265
Conservation treatment (items)	Not reported	548	637
Entries added to the ‘Needing Conservation’ register	Not reported	311	145
Custom-made acid free storage boxes	Not reported	19	20

### **4.3 Access**

State Records is mandated to provide public and agencies with access to the records in its custody. This is done in person at the Research Centre, via loans to agencies and through the provision of digital and printed copies of records. State Records also loans official records to other institutions for the purposes of exhibitions and displays.

#### **4.3.1 Public Access Determinations**

When records of enduring value are transferred to State Records, the agency responsible may determine any conditions excluding or restricting access. Conditions are managed under a scheme of Public Access Determinations, usually applied as timeframes after which records can be accessed. Determinations take into account considerations such as privacy of personal information, legal professional privilege, commercial confidentiality and cultural sensitivity. Restrictions do not prevent applications for access under the *Freedom of Information Act 1991* or other legislative or administrative arrangements.

With the introduction of the Act the previous arrangement for determining restrictions to records was overwritten with the current scheme of Public Access Determinations. State Records continues to review the body of pre-1997 Determinations and each year sees an increase in the volume of consignments covered by formal Determinations. 2016-17 saw an

increase of 1.51% (766 consignments); approximately half of these were obtained through review of informal determinations for existing records, and half came with new transfers. See the table on page 16 for an assessment of the proportion of the collection (consignments) with a formal Public Access Determination.

#### 4.3.2 Research Centre

State Records operates a Research Centre at Gepps Cross. The benefits of operating the Research Centre on the same site as the primary repository include researchers having immediate access to the collection. Records can also now be better preserved due to the reduced need to transport them offsite.

The ongoing popularity of monthly Sunday openings at the Research Centre has seen increased accessibility for researchers unable to visit during the working week. Two Open Days were also held on Sunday 14 August 2016 and Sunday 21 May 2017 and were well attended by an average of 60 researchers.



*Research Centre at 115 Cavan Road, Gepps Cross*

A drop in visitor numbers to the Research Centre this year can be partly attributed to the increase in records and indexes available online via the State Records website.

#### 4.3.3 Reference enquiries

State Records offers a reference enquiry service to the public, with enquiries received via email, webform, letter, telephone and social media platforms. This service includes assistance with State Records' catalogue *ArchivesSearch* and hard copy indexes, as well as guidance and advice about records that may be relevant.

The most popular enquiry topics continue to include education, health, immigration and criminal matters, as well as enquiries about copying services. The proportion of enquiries handled through written means, such as email, webform and social media platforms, has returned to around 55% after peaking at 63% in 2015-16. This is partly due to an increase in demand for, and capture of, on-the-spot telephone responses.

State Records has provided a range of tools that allow researchers to conduct work independently and remotely. This includes access to an increasing number of indexes, special lists and digitised records via the State Records website.

A review has commenced of enquiry management processes, with one aim being to improve the way customers are able to find and use these tools.

#### 4.3.4 Digitisation

State Records continued to direct researchers to its digitisation service for copies of records. The reporting year saw a 31% increase in the amount of images digitised, mostly in response to customer requests. State Records' proactive digitisation work, bolstered by increased

digitisation undertaken by third party providers and volunteers, has grown significantly this year. This has enabled State Records to provide access through digitised copies to a higher number of records. State Records' proactive program focussed on digitising the following series during 2016-17:

- Diaries kept by Charles Todd while superintending the construction of the Overland Telegraph Line (GRG154/14)
- Field note books of G.W. Goyder as Assistant Surveyor General, later Surveyor General (c1856-1893) (GRG 35/256)
- Index to succession duty 'Old Act' and 'New Act' files (1876-1980) (GRG 84/10 and GRG 84/11)
- Applications by youths for assisted passage as farm apprentices - Barwell Boys Scheme (GRG7/6)
- Publicity posters - Department of Tourism (GRG7/97)

#### **4.3.5 Third party providers**

State Records has continued its partnership with FamilySearch during this reporting year. FamilySearch were engaged in early 2016 to digitise, index and publish archival records of the South Australian Government which are of interest to family historians. School admission registers, passenger lists, probate records, inquest records and gaol records have been digitised by FamilySearch volunteers this year. Around 110 000 images were digitised by FamilySearch during 2016-17, and indexing of passenger lists has commenced on the FamilySearch website.

State Records has continued discussions with other third party providers to support its digitisation program.

#### **4.3.6 Volunteers**

Volunteers continue to contribute to State Records' digitisation, indexing and transcription activities. During 2016-17 State Records engaged 11 volunteers to work on various projects, including:

- Digitisation of Photographs of South Australian buildings, towns, public works etc. – Government Photolighographer (c.1900-c.1938) (GRG35/58)
- Digitisation of Publicity photographs – Immigration, Publicity and Tourist Bureau Department (c.1937-c.1962) (GRG7/70)
- Digitisation of Publicity photographs – Immigration, Publicity and Tourist Bureau (c.1950) (GRG7/69)
- Digitisation of Photographs relating to National Flower Day activities (1936-1974) (GRG7/120)
- Digitisation of Photographic portraits of South Australian soldiers, sailors and nurses who took part in World War One (c1918-c1952) (GRG 26/5/4)
- Listing of names from Aboriginal personal files registers in Alphabetical index to personal files (c1900-c1968) (GRG 52/4), Numerical index to personal files (c1900-c1968) (GRG 52/5 ) and Control register of personal files (c1968-c972) (GRG 52/6)

- Indexing of Indictments, annual single number by month of sitting series – Supreme Court of South Australia (1837-1924) (GRG 36/1)
- Indexing of Mandates committing children to the custody of the Department – Destitute Persons Department and successors (1875-1972) (GRG 29/121)
- Quality checking the special list for the Women’s Suffrage Petition - master photocopy (1894) (GRG92/5)

<b>Key statistics relating to access</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Visits by the public	3 300	2 500	1 526
Records retrieved for viewing by the public in the Research Centre*	*5 036	4 655	4 725
Records viewed on microfilm/microfiche by the public	1 946	1 100	1 157
Enquiries from the public by telephone, email, webform, social media and letter**	2 056	2 516	**3 052
Records retrieved for viewing by an agency within the agency	5 571	5 092	6 159
Records retrieved for viewing by an agency in the Research Centre	717	861	533
Number of digital images created of items in the collection	7 744	19 315 (incl 10 000 by FamilySearch)	138 538 (incl 110 000 by FamilySearch)
Proportion of the collection (consignments) with a formal Access Determination	53%	55%	56%

\* State Records has increased the amount of digitised records available to view in the Research Centre on its standalone PCs. This has reduced the need for some records to be retrieved from the repository and viewed in their original format.

\*\* This number includes 450 enquiries relating to the Stolen Generations Reparation Scheme.

#### **4.4 Indexes and Finding Aids**

State Records compiles and publishes indexes and finding aids to assist public and agency customers quickly and efficiently access the records within the collection.

A range of indexes known as Special Lists (Lists) are available in State Records’ Research Centre and act as a useful starting point for access to some of the highest use series in the collection. A project aimed at digitising and publishing Lists has progressed, with almost 1 000 Lists digitised, and 500 published to the State Records website. This has resulted in an increased number of digitisation requests, for records identified with the aid of the Lists.

The most comprehensive and heavily used index is the online collection catalogue *ArchivesSearch* which is accessible via the State Records website. *ArchivesSearch* enables

the public and agencies to identify and order records for viewing. State Records continues to investigate a potential replacement system as the *ArchivesSearch* technology is no longer supported.

State Records continues to develop and update Fact Sheets, most of which are created to assist family historians.

The following Fact Sheets were created in the reporting year:

- Gaols – this outlines State Records’ extensive holdings of gaol records. Dating from around 1837 when responsibility for gaols in South Australia was assigned to the Sheriff, these include records of prisoners and Keeper’s journals.
- Hospitals – this details State Records’ holdings of records relating to public hospitals in South Australia, and describes how to use hospital records for research.
- SACE (South Australian Certificate of Education) Research Projects – this was developed as a tool to assist Year 11 and Year 12 students who wish to use primary source records held by State Records to complete their Research Projects. The Fact Sheet includes project ideas and outlines.
- Soldier Settlement – this describes Soldier Settlement Scheme records held by State Records for World Wars One and Two. The development of the Scheme is outlined, as well as how the records can be used for research.

The following Fact Sheets will be issued in 2017-18:

- Land - State Records’ extensive holdings of land records will be outlined in this Fact Sheet. Records dating from before and after the ‘Torrens Title’ system will be described.
- Railways – this will provide an overview of how to access State Records’ holdings of railway plans, including former holdings of the National Archives and the Islington Plan Room.

#### **4.5 Records related to Aboriginal people**

The State’s archival collection contains many unique records documenting interactions between Aboriginal people and the Government. These records are a valuable resource for research related to Native Title, the Stolen Generation and for Aboriginal people interested in tracing their family history.

In support of the State Government’s response to the *Bringing Them Home Report*, State Records commenced a volunteer project in early 2016 to continue the examination of archival records related to Aboriginal people and to enter key search data into the Aboriginal Information Management System. This initiative increases the accessibility of the records.

State Records supported the State Government’s Stolen Generation Reparation Scheme (the Scheme), through provision of a records discovery service for applicants to the Scheme. State Records worked closely with Aboriginal Affairs and Reconciliation, Department of State Development, as administrators of the Scheme, to deliver this service, and processed 451 requests for information from applicants to the Scheme in 2016-17.

State Records has continued to provide a service to Link-Up SA, the community based organisation that works on behalf of those Aboriginal people who have been separated from their families and seeks to reunite them. The Memorandum of Understanding between State Records and Link-Up SA, which provides access to information in records free of charge to Link-Up SA clients for the purpose of reunification, has been finalised and will be reissued in 2017-18.

State Records took part in the following events in 2016-17:

- Presentation to Family History Writers Group, South Australian Genealogy and Heraldry Society, February 2017
- Presentation to Blackwood Reconciliation Group, June 2017



*Presentation by Andrew Wilson, Senior Aboriginal Access Officer, at the South Australian Genealogy and Heraldry Society, February 2017*

## **4.6 Records management advice and assistance**

### **4.6.1 Training and Education**

In 2016-17 State Records provided the following training:

#### **Basic Awareness**

State Records provides online awareness training in the following categories:

- Induction to Records Management
- Freedom of Information General Awareness

Induction to Records Management, which had 340 participants in 2016-17, and Freedom of Information General Awareness, which had 12 new participants enrol, are suitable for inclusion in an agency's general induction program. These courses are available via our online education platform (<http://edge.archives.sa.gov.au/>).

#### **Operational Courses - Freedom of Information**

State Records regularly conducts training for Accredited and Non-Accredited FOI Officers courses for State and Local Government employees. This course comprises four modules. Completion of the course enables relevant participants to be designated as an Accredited FOI Officer under the *Freedom of Information Act 1991*.

In 2016-17, 97 participants enrolled to undertake the Accredited and Non-Accredited FOI Officer training.

#### **University education**

In collaboration with the University of South Australia and the State Library, State Records continues to support the Archives and Records Management (ARM) and Library Information Management postgraduate programs. The programs allow students to gain a comprehensive understanding of the information management profession through a unique blending of a number of inter-related disciplines. It is available online and includes practical learning unavailable within similar programs. State Records provides both administrative support and delivery of specialised course content.

Now in its tenth year the ARM program continues to attract enrolments, with 27 students participating across the program in 2017.

## 4.7 Promote awareness of State Records

State Records uses a variety of means to promote awareness of its role and functions, including tours of the repository and Research Centre, information on the website, social media platforms, interactions with agencies, presentations at conferences, and delivery of workshops to the public. State Records is also involved in relevant cross-government and departmental committees.

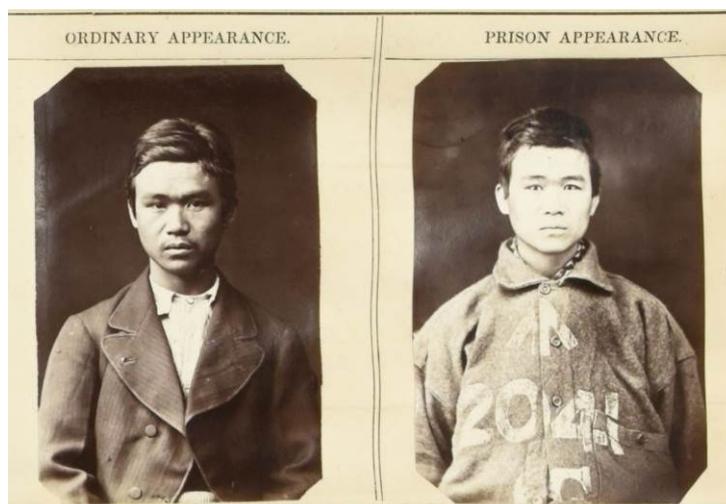
### 4.7.1 Social Media

2016-17 saw the further consolidation of State Records' social media program. State Records continued to use a suite of social media tools, including Facebook, Twitter, Instagram and Flickr to promote awareness of access, reference services and the archival collection, and to engage with the online community. State Records increased its Facebook followers by over 30% and saw a marked increase in followers on Instagram.

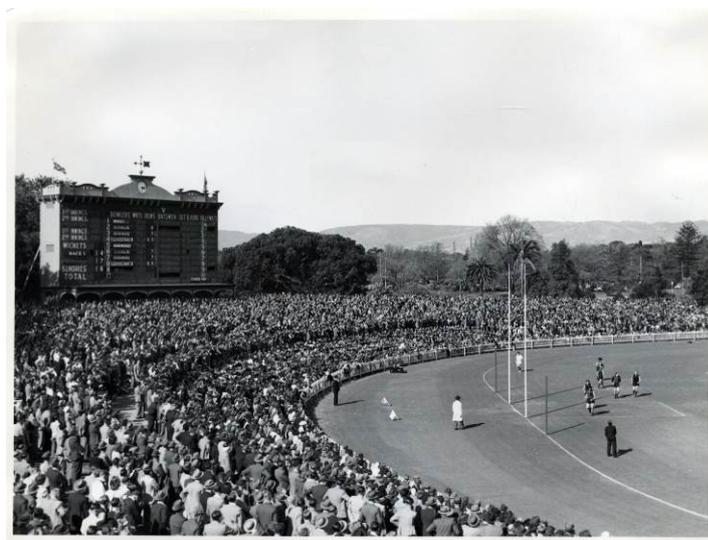
Facebook and Twitter were used to run four Question and Answer (Q&A) sessions throughout the year. Each session ran for two hours and consisted of live online responses to researchers' questions. The sessions were successful, with around 12 enquiries answered each time. Q&A's will be repeated in 2017-18.

Throughout September and October 2016 State Records undertook a recap via social media of each episode of Season 8 of the Australian television show *Who Do You Think You Are*. These proved popular and delivered information about undertaking family history research with State Records' collection in an engaging format. The recaps were converted in to a series of blog posts for State Records' blog 'The Reading Room'.

State Records also commenced a social media series called #triviaTuesday where the community were asked to help identify a building or solve a puzzle about records in the collection. This proved to be an excellent engagement tool.



*GRG 54/41 Register of prisoners - Yatala Labour Prison Charles Bow Vol IA no. 2041*



*Adelaide Oval c1940 GRG7/70/0/1/57*

The following new sets of images and documents were digitised and added to State Records Flickr site:

- Over 300 images from a variety of series showing a visual history of South Australia were added to the new album 'Scenes of South Australia'.
- A new album of 100 transport images from various series was created for the History Festival in May 2017.

#### 4.7.2 Website

During the reporting year, the State Records website received over 397 668 page views from members of the public and agencies. Each day saw approximately 407 visitors to the site, over 12 300 per month. There were also over 104 920 downloads from the website, the highest being 2 392 for the FOI Fact Sheet *FOI Request for Access*.

#### 4.7.3 Tours, Visits and Events

A number of public programs were delivered during the reporting year including:

- A talk about family history records as part of the *Unlock Your Past* Family History Expo
- An Open Day to celebrate Family History Month in August 2016 featuring tours, talks and demonstrations. This event exceeded expectations with over 70 people in attendance.
- *He Shot the Sheriff: Crimes from the Archive* talk, featuring crimes drawn from State Records collection.

State Records participated in the State's History Festival in May 2017. State Records delivered a record number of events, nine in total:

- An Open Day featuring tours, talks and demonstrations. This event was attended by over 50 people
- A repeat of *He Shot the Sheriff: Crimes from the Archive* talk
- A family history talk at the Goolwa Council Chambers
- A family history talk at the Mitcham Heritage Centre
- Four joint talks with the Migration Museum on Destitute Asylum Records



#### 4.7.4 Media

This year State Records continued its collaboration with The Advertiser, contributing to the following articles:

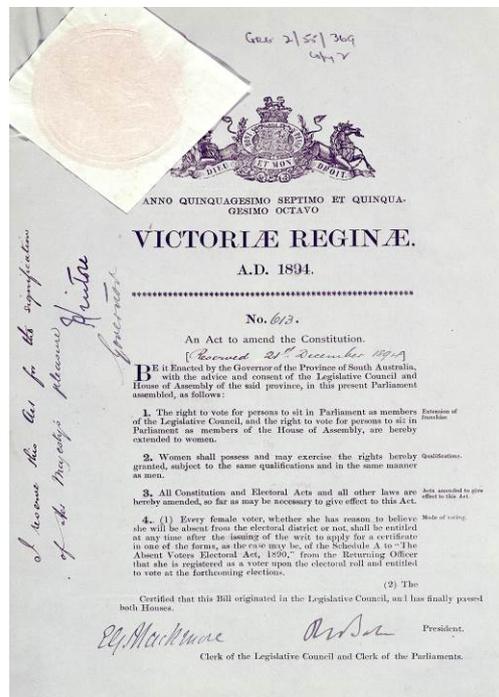
- 'Historical Moustaches' to coincide with Movemeber (print and online)
- 'Bizarre Crimes of the 1800's' (print and online)
- 'Bizarre Crimes of 1900's' (online)

State Records also collaborated with the Sunday Mail on a pictorial history of South Australia which appeared in both the print and online editions. Work was undertaken with The Messenger newspaper to deliver a history of suburbs in Adelaide which appeared in the online edition of that publication.

#### 4.7.5 Exhibitions

State Records contributed research and digital images and loaned the following records for the Centre of Democracy exhibition, a collaboration between the History Trust of South Australia and the State Library of South Australia:

- Act 613/1894 Act Number 613 of 1894: An Act to amend the Constitution (Women's Suffrage) (*GRG 2/5 unit 40*)
- Nominal Rolls Electoral District of Victoria (*GRG 43/2 Unit 7 and 12*)
- Adelaide City Council Citizens Rolls (*GRS 14855/1 unit 1 item 2*)
- Letters patent erecting and establishing the province of South Australia and fixing its boundaries (replica) (*GRG 2/64*)



*Act Number 613 of 1894: An Act to amend the Constitution (Women's Suffrage)*

#### 4.8 Other functions

In accordance with section 7(j) of the Act, State Records has responsibilities for the administration of the *Freedom of Information Act 1991* (FOI Act), the Information Privacy Principles Instruction (IPPI) and the State's Copyright use agreements.

##### 4.8.1 Freedom of Information

State Records supports the Minister responsible for the administration of the FOI Act. This support includes policy and legislative advice and review, development of FOI related resources, training and regular and ad hoc reporting.

Key initiatives undertaken by State Records during the reporting year included:

- responding to various requests for advice from agencies and the public.
- maintaining the Freedom of Information Management System across-government database and exploring options to replace the system using up-to-date software.
- developing Premier and Cabinet Circular 45, Disclosure Logs for Non-Personal Information released through Freedom of Information (PC045) which will come into effect from October 2017.
- development of an online lodgement and payment form for applications made to State Government agencies and authorities under the FOI Act. It is expected that the form will be available for use in September 2017.

- delivering six Accredited and Non-Accredited FOI Officer training courses and one specialised FOI awareness session for an agency.

For further information on the administration of the FOI Act, please refer to the *Freedom of Information Annual Report, 2016-17*.

#### **4.8.2 Information Privacy**

State Records supports the Minister responsible for the administration of the South Australian Government's administrative scheme for privacy, the IPPI. This includes providing executive support to the Privacy Committee of South Australia (Committee). The IPPI was introduced in July 1989 by means of *Cabinet Administrative Instruction 1/89*, issued as *Premier and Cabinet Circular No. 12*. The Director, State Records, is the Presiding Member of the Committee.

The work undertaken by the Committee during the reporting year included:

- responding to various requests for advice from agencies and the public
- concluding two complaints
- granting 24 exemptions from the IPPI across five subject areas
- keeping itself informed about privacy developments in other jurisdictions.

For further information on the administration of the IPPI and the work of the Committee, please refer to the *Privacy Committee of South Australia Annual Report, 2015-16*.

#### **4.8.3 Copyright**

State Records has responsibility for negotiating the ongoing administration of the State Government's copyright use licence agreements with declared copyright collecting societies.

The State Government has dealings with three such collecting societies: Copyright Agency Limited (CAL) for print and electronic publications, Screenrights for radio and television broadcasts and the Australasian Performing Right Association (APRA) for the performance of music.

During 2016-17, State Records finalised licence amendments with Screenrights and APRA which allowed full implementation of the Government's 2015 decision to move to decentralised copyright billing. State Records also reached agreement with CAL, on behalf of the State Government, on a remuneration rate for the 2016-17 licence period. Remuneration payments made to the three collecting societies are up to date in accordance with current agreements.

At the close of the financial year State Records is progressing consideration of a remuneration offer from CAL to address liabilities accrued during the 2017-18 licence period.

During 2017-18 State Records, on behalf of the Government and in association with other Australian jurisdictions, will continue to negotiate with Screenrights on the terms of a new licencing agreement. In addition, priority will be given to working towards the implementation of a survey to determine the State's use of print and digital publications.

## 5. State Records Council

The role and membership of the State Records Council (the Council) are described in section 9 of the Act. The Council's two main functions are to:

- approve all records disposal determinations
- provide advice to the Minister responsible for the Act or the Manager [Director] of State Records on policies relating to records management or access to official records.

Other situations where Council is to be advised or consulted are the:

- development of standards
- acceptance of non-official records into the custody of State Records
- withholding of access to records in State Records' custody for preservation or administrative reasons.

The Council is required to meet at least every three months but in practice has a scheduled meeting at least once every two months. State Records provides executive support to the Council.



*State Records Council members, 2017-2020*

### 5.1 Composition

The current Council is the seventh since the establishment of the Act, with members appointed for a three-year term from January 2017 until January 2020. During the reporting year one member resigned, five members were re-appointed and three new members were appointed.

As at 30 June the Council consisted of:

#### **Chair**

Helen Onopko, Records Management Consultant – *a person eligible for membership of the Records and Information Management Professionals Australasia.*

#### **Members**

Robert Foster, Associate Professor of History at the University of Adelaide – *a historian nominated by the Minister to whom the administration of the History Trust of South Australia Act 1981 is committed.*

Ian Sutherland, Archival Consultant – *a person eligible for professional membership of the Australian Society of Archivists.*

Keith Nicholas, Senior Records Officer, Science and Information Group, Department of Environment, Water and Natural Resources – *a chief executive of an agency nominated by the Commissioner for Public Sector Employment, or delegate of the chief executive.*

Heather Merritt, Councillor for the City of Onkaparinga – *a person with experience in local government...nominated by the Local Government Association of South Australia.*

Tony Leviston, Information Management Consultant – *a person with practical business experience.*

Vacant – *a person nominated by the Chief Justice of the Supreme Court.*

Natasha Sumner – *an Aboriginal person engaged in historical research involving the use of official records, nominated by the Chief Executive of the administrative unit...that is under a Minister, responsible for the administration of the Aboriginal Heritage Act 1988.*

Susan Marsden, Historian – *a person who, as a member of the public, makes use of official records in the custody of State Records for research purposes.*

## 5.2 Functions

### 5.2.1 Approve disposal determinations

The Council approves timeframes for the disposal of official records following consideration of disposal determinations made by the Director, State Records. The instruments that document these timeframes are disposal schedules.

During the reporting year Council approved 13 disposal schedules.

#### **For records more than 50 years old:**

- RDS 2016/17 Version 1 Older than 50 Years Records of City of Victor Harbor (and predecessor agencies)
- RDS 2016/22 Version 1 Older than 50 Years Administrative Records of South Australian Forestry Corporation (SAFC) trading as Forestry SA

#### **New schedules or new versions of existing schedules:**

- RDS 2015/08 Version 2 Department for Correctional Services (DCS) (and predecessor agencies)
- RDS 2015/15 Version 1 SACE Board of South Australia (and predecessor agencies)
- RDS 2015/24 Version 1 State Procurement Board and predecessor boards
- RDS 2016/10 Version 1 Attorney-General's Department – The Office of Parliamentary Counsel (OPC)
- RDS 2016/13 Version 1 Adelaide Festival Centre Trust (and predecessor agencies) RDS 2016/14 Version 1 Education and Early Childhood Services Board of South Australia trading as Education Standards Board (ESB) (and predecessor agencies)
- RDS 2016/26 Version 1 The Judicial Conduct Commissioner
- RDS 2017/04 Version 1 Attorney-General's Department – SafeWork SA (and predecessor agencies)
- RDS 2017/05 Version 1 South Australian Tourism Commission (SATC) and predecessor agencies RDS 2017/06 Version 1 Primary Industries and Regions SA (PIRSA) – Fisheries and Aquaculture Division (and predecessor agencies)

#### **General Disposal Schedules (GDS):**

- GDS 24 Version 4 for Universities of South Australia Council also approved the following:

- GDS 20 Version 5 for Local Government Records in South Australia - extension
- GDS 21 Version 4 for Management and Disposal of Source Documents and Digitised Versions after Digitisation - extension

### 5.2.2 Advice to Minister or Director State Records

During the reporting period Council submitted a letter to the Minister in response to the following issue:

- Possible privatisation of the Lands Titles Office (LTO) and implications for these public records and for recordkeeping obligations under the *State Records Act 1997*.

Council also submitted a letter to the Director State Records in response to:

- The State Records' review paper *State Records reform: Re-thinking our business: 2016 and beyond*.

### 5.2.3 Consultation

In accordance with section 7(h) of the Act, State Records consults with the Council on standards, strategies, policies or guidelines.

There were no standards, strategies, policies or guidelines for noting or endorsing during the reporting year.

Council received a briefing from State Records on the following issue:

- Deaccession of GRG 154/30, GRG 154/31 and GRG 154/32 – Overland Telegraph Line – private records of B.T. Finnis to be transferred to the custody of the State Library of South Australia – noted

Council was advised of:

- progress of nominations for the vacant State Records Council positions
- State Records' 2016/17 budget
- progress of planning commemorations of State Records' centenary in 2019
- progress of issues impacting on State Records business such as State Records Legislative Reform
- State Records Business Review/Reform Project
- revision of the State Records Council Members' Handbook.

During the reporting period Council was provided with verbal updates on various issues raised by Council including:

- progress on making RDS' available online via the State Records website
- consideration of methods for distributing electronic State Records Council meeting papers.

## **6. Legislative Reporting**

### **6.1 Amendments to the *State Records Regulations 2013***

On 20 August 2015 the *State Records Variation Regulations 2015* (the Regulations) were published in the South Australian Government Gazette, to come into effect on 20 December 2015. The Regulations remove reference to the Transmission Lessor Corporation (TLC) in section 4(2) of the *State Records Regulations 2013*, with the effect that the TLC is now subject to the provisions of the *State Records Act 1997*, as are the Distribution Lessor Corporation and Generation Lessor Corporation.

### **6.2 Amendments to the *State Records Regulation 1998***

Fees and charges prescribed by Regulation under the Act increased as of 1 July 2016, in line with the 1.7% Consumer Price Index.

### **6.3 Alleged Breaches**

There were no alleged breaches of the *State Records Act 1997* during 2016-17.

## **7. Initiatives**

### **7.1 State Records Reform**

In August 2015 State Records commenced a review of its operations and service delivery mechanisms, with a view to developing options for reform needed to enable service delivery in a cohesive, supportive and sustainable manner.

The need to reform was driven by many factors, including the transition to digital, increased expectations around access to information and a trend towards decreasing the number of experienced agency records management resources.

Between September 2015 and February 2016 State Records sought feedback from staff, stakeholders and customers through a series of workshops, surveys and face-to-face meetings.

During 2016-17, State Records proposed a number of reform initiatives including commencement of a business process improvement program, a review of technology used to deliver services and how enquiries are managed. Significantly, State Records also commenced a review of its structure with a view to implement a new structure in 2017-18 that supports the delivery of services to government and public customers.

### **7.2 Assessment of Risk**

During 2016-17, State Records continued to progress a number of related risk management initiatives for the State's archival collection. These initiatives included:

- a security upgrade at State Records' Gepps Cross and Collinswood sites
- ongoing monitoring of risks identified in the risk register.