

**The State Records Authority
of New South Wales**

**Annual Report
2003—2004**

Annual Report 2003-2004

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The Hon. Bob Carr, M.P.
Premier and Minister for the Arts
Parliament House
SYDNEY NSW 2000

20 October 2004

Dear Premier

The State Records Authority of New South Wales takes pleasure in forwarding, for presentation to Parliament in accordance with the provisions of the *Annual Reports (Statutory Bodies) Act 1984*; the *Annual Reports (Statutory Bodies) Regulation 2000*; and the *State Records Act 1998*, its Annual Report and Financial Statements, covering the year ended 30 June 2004.

Yours sincerely



DR SHIRLEY FITZGERALD
Chairperson of the Board



MR PETER TINSLAY
Deputy Chairperson of the Board

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Highlights

1

We undertook a statutory review of the *State Records Act 1998* to determine whether the policy objectives of the Act are still valid and the terms of the Act are appropriate for meeting those objectives.

2

We continued to improve services for Indigenous people, including teaching Family and Community History research to Aboriginal women at Emu Plains Correctional Centre and running an Indigenous Records Information Day in Wagga Wagga.

3

Records of the Probate Division are now open to the public. Some 30 000 probate packets are now discoverable online and nearly 4 500 packets have been viewed in the Western Sydney Reading Room.

4

A new search facility for digitised photographs (*Photo Investigator*) was completed along with an initial 1700 images, and linked to *PictureAustralia*, the national gateway to digitised images.

5

The consolidation of the collection was completed with the relocation of the remaining Sydney-based portion of the State Archives collection to the Western Sydney Records Centre.

6

We reviewed the first two standards issued under the *State Records Act 1998*, the *Standard on Full and Accurate Records* and the *Standard on Records Management Program* and approved revised, more streamlined replacements.

7

The first (3-year) phase of the Archives in the Bush funding program was completed. In 2003–04, \$250 000 worth of assistance was provided for documentation, infrastructure/security and preservation projects in five regional repositories.

8

Our exhibition, *In the Realm of the Censors*, based on a collection of Australian and international publications and official records accumulated by New South Wales censorship authorities between 1955 and 1982 attracted large and diverse audiences and significant media attention.

9

Construction of the Government Records Repository's new storage building (Stage 6) commenced in June 2004. This building will be self-funded and, when completed in late 2005, will hold 135000 linear metres of records, doubling State Records' climate controlled storage capacity.

10

We commenced implementing the *Small Agencies Strategy*, encompassing a range of consultation, networking and development opportunities designed to assist smaller public offices to meet the requirements of the *State Records Act 1998*.

Message from the Chairperson

2003–2004 has been a year of significant achievements for State Records.

The wide scope of its responsibilities and functions were confirmed in the review of the *State Records Act 1998* which took place during the year. State Records must document, protect and preserve the State's archives, which are the foundation for good historical research, for use today and by future generations. State Records must make this precious resource as widely and equitably accessible as possible to historians and the many other users of archives, as well as providing a range of records-related services to public sector bodies. State Records must encourage, set standards, monitor and cajole to ensure that public sector bodies make and manage the records they need both to function efficiently and to be able to account for their actions when required.

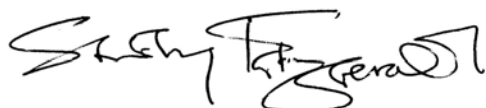
State Records' achievements during the year, as outlined in this annual report, are all the more remarkable for having been attained with very limited resources in a period of tight budget constraints across many sectors.

Staff have responded well to the challenge but some hard decisions have had to be taken. The Board has determined that the necessary savings should be targeted so as to limit further impact on direct services to the public, with reductions being concentrated in the area of collection management.

The Board recognises that the Government must direct funding to its priority service areas and it is keen to examine new avenues that will help State Records to meet its significant statutory responsibilities, confirmed by the recent review, and to fulfil the expectations of the Government and the community in relation to its important mission.

I would like to take this opportunity to thank those members of the Board — Ms Jan Burnswoods MLC and Mr Colin Plowman— who left the Board during the year in review for their contributions to the work of the Board and of State Records.

I would also like to pay tribute to State Records' dedicated staff, who continue to provide highly professional services under increasing pressures.



DR SHIRLEY FITZGERALD
Chairperson of the Board

Charter

The State Records Authority of New South Wales ('State Records') is a statutory body established under the *State Records Act 1998*. State Records operates as one of the State's cultural institutions within the Arts portfolio.

Under s. 64 of the Act, State Records is in the exercise of its functions subject to the direction and control of the Minister, except [its] functions in relation to the giving or refusing of permission for, or approval of a practice or procedure involving, the taking of any action referred to in section 21 (Protection measures).

Under s. 65, State Records' affairs are managed and controlled in accordance with the policies determined by the Board.

Functions

Section 66 of the Act provides that State Records has the following functions:

- to develop and promote efficient and effective methods, procedures and systems for the creation, management, storage, disposal, preservation and use of State records
- to provide for the storage, preservation, management and provision of access to any records in its possession under the Act
- to advise on and foster preservation of the archival resources of the State, whether public or private
- to document and describe State archives in their functional and administrative context, and
- such other functions as are conferred or imposed on it by or under the Act or any other law.

Legislative Changes

During the year in review, the State Records Act was amended by the *Statute Law (Miscellaneous Provisions) Act 2003*. The amendments provide that in calculating the maximum number of consecutive terms for which a member of the Board of the State Records Authority may hold office, any period of appointment to fill a casual vacancy is to be disregarded. The amendments also repealed the provisions specifying that the appointment of a board member takes effect on 1 January in the year following the year in which the appointment is made. The instrument of appointment may specify the date the appointment takes effect. Similar amendments were made to other Acts within the Arts Portfolio so that the same provisions apply to other members of boards and councils and trustees concerned with the administration of the arts. The amendments took effect from 22 July 2003.

Aims and objectives

Our vision

During the period under review, State Records' vision was to ensure:

- that people and Government in NSW have ready access to records which illuminate history, enrich the life of the community and support good and accountable government.

Our purpose

As the NSW Government's archives and records management authority, State Records exists to ensure that:

- the business of the NSW public sector is properly documented and the resulting records are managed efficiently and effectively for as long as they are needed, and that
- the State archives collection is developed, preserved and used.

Methods of pursuing our purpose

State Records pursued this purpose by:

1. setting and monitoring standards for the creation, management and disposal of State records
2. providing practical advice, guidance and training to NSW public sector agencies in all aspects of records management
3. providing centralised and cost-effective storage and retrieval services for the semi-active records of public sector agencies
4. identifying those State records which should be retained as State archives and authorising the disposal of those which should not
5. documenting and 'cataloguing' State archives in their functional and administrative context
6. storing State archives in appropriate environments and ensuring that those stored elsewhere are also stored to the necessary standards
7. using 'micro-' and 'macro-preservation' techniques to preserve the State's archives
8. making State records more than 30 years old available for public access and use
9. guiding public sector agencies in administering public access to those State records for which they are responsible
10. interpreting, promoting and enhancing public awareness of the State archives collection, and
11. making the best use of information technology and communications to improve our services and business.

Our stakeholders

Both the people and the Government of New South Wales form the community served and affected by State Records' activities in its roles as a coordinating agency of Government, a provider of services and the protector and preserver of the State's archives.

The people of NSW

State Records manages the State's archives in trust for the people of NSW now and in the future. People in NSW are the principal clients of our public oriented services.

Particular communities within society

State Records has a special responsibility to meet the needs of those communities and groups in society for whom archives and traditional archival services have not been readily accessible or useful in the past.

**People around
Australia and
the world**

Clients of our public oriented services also come from around Australia and the world.

**The NSW
Government**

State Records is the Government's principal source of advice on matters relating to official recordkeeping and archives management.

**NSW public
sector bodies**

The responsibilities of public sector bodies in relation to recordkeeping are governed by the *State Records Act 1998*, administered by State Records. Their chief executives have specific responsibilities under the Act.

Public sector bodies are the principal clients of State Records' commercial and other government oriented services.

Key results areas and goals

In accordance with the *Corporate Plan 2002—2005*, State Records has the following key corporate goals organised according to five key result areas:

Key result area	Goals
Framework for records and their management	<ul style="list-style-type: none">• Review the operation of the State Records Act to ensure that it remains valid for the Government's policy objectives and seek any necessary amendments• Complete the suite of records management standards and codes of best practice and review those approved under the State Records Act since 1998• Improve public sector compliance with key aspects of the State Records Act, focusing on issues identified in the 2001—2002 records management audit by the Audit Office of NSW• Reduce sector-wide risk of valuable records being destroyed and of resources being used to maintain valueless records unnecessarily, by strategically targeted appraisal and greater coverage with retention and disposal authorities
Services and guidance	<ul style="list-style-type: none">• Ensure that the level and quality of services for the public and the public sector are maintained and, where possible, improved• Improve services for Aboriginal people by implementing the strategies identified in the 2001 Indigenous Consultancy Project• Improve service delivery to government and the public via information and communications technology, particularly by redeveloping State Records' website and enhancing the Archives Investigator online information system• Undertake a program of digitisation and other forms of copying of selected portions of the State archives collection for online access and preservation• Increase the amount of descriptive information readily available about the 7.8 million items in the State archives collection• Improve the level of skills available in the records management workforce in the NSW public sector by setting standards, providing guidance and encouraging and promoting training opportunities

Records in our care

- Establish new partnerships in rural and regional NSW, and support existing ones, for preservation and use of State archives of regional origin and significance
- Set up arrangements with local government and other bodies wishing to retain in their own communities the State archives they generate, ensuring that the archives are properly documented, preserved and accessible
- Develop and implement practical and workable solutions for the preservation, management and use of electronic records retained as State archives
- Develop and implement a strategy for preserving film-based and other non-paper records in the State archives collection
- Catalogue, preserve and copy, as the first stage in a long-term program, the 1826—1832 portion of the Colonial Secretary's correspondence, the major official primary source for Australian history in the first half of the nineteenth century
- Acquire the capacity to meet increased demand for semi-active records storage through a new self-funded facility in Western Sydney

Promotion and marketing

- Present an innovative interpretation and marketing program to capture the community's imagination and build new audiences, focusing on exhibitions, events and a flagship magazine
- Increase understanding of recordkeeping and public sector bodies' obligations under the State Records Act among chief executives and senior management

Managing ourselves

- Implement further strategies for corporate services reform including shared services arrangements, integrated systems and electronic self-service
- Enhance information systems to improve operational capabilities and efficiency in managing the State archives collection and the records storage business
- Enhance systems and practices to achieve integrated and comprehensive electronic records management
- Ensure that State Records' off-Budget records storage business (the Government Records Repository) remains competitive and financially viable in accordance with its 2002—2006 Business Plan

State Records' progress against these key result areas and corporate goals is explained on pp. 47—64.

Access

On the Internet

Website: www.records.nsw.gov.au
Email: srecords@records.nsw.gov.au

By post

PO Box 516
Kingswood NSW 2747

By telephone or facsimile

Telephone: (02) 9673 1788
Facsimile: (02) 9833 4518

In Western Sydney

Western Sydney Records Centre

143 O'Connell Street
Kingswood NSW 2747

Government Records Repository

Facsimile: (02) 9673 3977
E-mail: grnsw@records.nsw.gov.au

Western Sydney Reading Room

Opening Hours: Monday—Friday 9am—5pm, Saturday 10am—4pm
Closed Sundays and Public Holidays

In the Sydney CBD

Sydney Records Centre (The Rocks)

Executive, Government Recordkeeping and seminar rooms

Nurses' Walk entrance (off Globe Street)

Sydney Reading Room

Globe Street entrance
Opening Hours: Monday—Friday 9am—5pm, Saturday 10am—4pm
Closed Sundays and Public Holidays

Management and structure

The Board

State Records has a Board with the key functions of determining State Records' policies and strategic plans and of granting approvals for issuing records management standards and for authorising the disposal of State records.

Composition

Section 69 of the *State Records Act 1998* provides for a nine-member Board of whom:

- four are to be nominated by the Minister who administers the Act, representing: State law enforcement agencies; local government; the private sector; and the history profession
- two are to be nominated by the Minister who administers the *Public Sector Management Act 1998*, representing departments and declared authorities respectively
- one is to be nominated by the Minister who administers the *State Owned Corporations Act 1989*
- one is to be nominated jointly by the President of the Legislative Council and the Speaker of the Legislative Assembly, and
- one is to be a judge of a court of the State nominated by the Chief Justice of New South Wales.

One of the members is to be appointed Chairperson of the Board and the members of the Board elect a Deputy Chairperson. Appointment is for a term of up to three years and members may hold office for no more than two consecutive terms.

Membership

Board members during 2003-2004 were:

The Hon John Aquilina, MP

Speaker of the Legislative Assembly
(Appointed 1 January 2004 to 31 December 2006)

The Hon Justice Patricia Bergin

Judge of the Supreme Court of NSW
(Appointed 13 June 2003 to 31 December 2004)

The Hon Jan Burnswoods, MLC (Deputy Chairperson from 1 January 2003 to 31 December 2003)

Board of Trustees of University of Western Sydney
Member, NSW History Council
Member, National Trust
(Re-appointed 1 January 2001 to 31 December 2003)

Dr Shirley Fitzgerald, BA (Hons), PhD, Dip. T. (Chairperson from 1 January 2001)

City Historian, City of Sydney
Past President, History Council of New South Wales
Member, Society for the Study of Labour History
Member, Professional Historians Association
(Re-appointed 1 January 2004 to 31 December 2006)

Mr Peter Loxton

Assistant Director General, Strategic Projects
(Appointed 1 January 2003 to 31 December 2005)

Mr Colin Plowman, B.A., M.Sc., DIC

Executive Director, Management Services, NSW Police Service
(Appointed 1 January 2002 to 31 December 2004)
Resigned 16 February 2004

Ms Sue Sinclair, B.Ec., M.Mgt., Dip.Law (Deputy Chairperson for 2004)

Acting General Manager, Sydney Ferries
(Re-appointed 1 January 2002 to 31 December 2004)

Mr Peter Tinslay, B.E., M.Eng.Sc., Grad.Dip. (Asian Studies)

Director, Antique Bookshop
Member, Australian & New Zealand Association of Antiquarian Booksellers
Member, International League of Antiquarian Booksellers
(Re-appointed 1 January 2003 to 31 December 2005)

Cr Darriea Turley, B.A., Grad.Dip. Soc. Sc.

Councillor, Broken Hill Council
President, Australian Local Government Women's Association
(Appointed 1 January 2003 to 31 December 2005)

Mr Kevin Young, BE, MBA, FIE Aust., CPENG, GAICD

Acting Managing Director, Hunter Water Corporation
(Re-appointed 1 January 2004 to 31 December 2006)

Changes in membership

Ms Sue Sinclair was elected to the position of Deputy Chairperson of the Board on 18 February 2004

Ms Jan Burnswoods retired as Deputy Chairperson on 31 December 2003. Ms Burnswoods had served as a member of the Board since 1 January 1998.

Mr Colin Plowman resigned from the Board on 16 February 2004. Mr Plowman had served as a member of the Board since 1 January 2002.

Attendances at meetings

There were seven meetings of the Board during 2003-2004 including one special meeting to discuss improving public access to State archives. The attendances were as follows:

Hon John Aquilina MP.....	2
Appointed 1 January 2004. Excused for his absence from 2 meetings	
Justice P. Bergin	6
Excused for her absence from 1 meeting	
Ms J. Burnswoods, Deputy Chairperson from 1 January 2003 to 31 December 2003	2
Ms Burnswoods completed her term on the Board on 31 December 2003. Excused for her absence from 1 meeting	
Dr S. Fitzgerald, Chairperson	6
Excused for her absence from 1 meeting	
Mr Peter Loxton	5
Excused for his absence from 2 meetings	
Mr C. Plowman.....	2
Resigned from the Board on 16 February 2004. Excused for his absence from 2 meetings	
Ms S. Sinclair	6
Excused for her absence from 1 meeting	
Mr P. Tinslay	6
Excused for his absence from 1 meeting	
Cr Darriea Turley	6
Excused for her absence from 1 meeting	
Mr K. Young	5
Excused for his absence from 2 meetings	

The Director and the Associate Director, City (as Secretary) attended 7 meetings during the year. In addition certain managers attended meetings or parts of meetings which related specifically to their areas of responsibility.

Staff establishment

Senior managers as at 30 June 2004

Director

Mr David Roberts, BA, Dip Arch Admin

Associate Director, City/Secretary to the Board

Mr Alan Ventress, BA, Dip Lib

Associate Director, Western Sydney

Mr John Burke, BA, Dip Lib., Dip Arch Admin

Manager, Government Records Repository

Ms Jennifer Stapleton, BA, Dip Arch Admin

Manager, Government Recordkeeping

Ms Amanda Barber, BA, Dip Arch Admin

Manager, Archives Control

Mr Richard Gore, BA, Dip Lib

Manager, Public Access

Ms Christine Yeats, BA, Dip Lib, Dip Arch Admin

Manager, Special Projects

Mrs Christine Shergold, BA, Dip Lib, Dip Arch Admin

Chief Information Officer

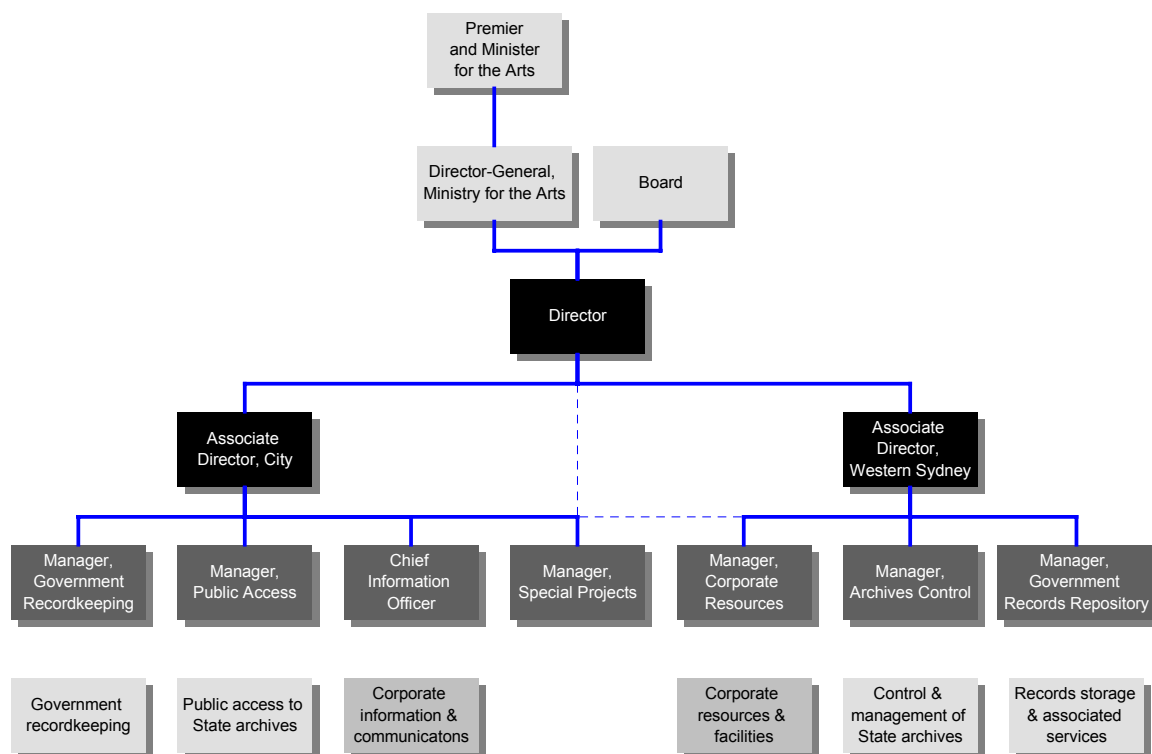
Mr Michael Allen, BA, Dip Lib

Manager, Corporate Resources

Mr Gerard Smith

Organisational structure

State Records is managed by an Executive, comprising the Director and two Associate Directors, and a team of managers responsible for the four core and two support programs. Each Associate Director has executive responsibility for two operational programs and one support unit and has day-to-day charge of operations at the relevant site.



Significant committees

Executive

The Executive meets each week to maintain a strategic view of operations and progress towards corporate goals across programs and to review and approve major policies and initiatives. The Executive consists of David Roberts (Director), Alan Ventress and John Burke (Associate Directors).

Management Committee

A Management Committee sets operational policy, assesses strategic directions and ensures that there is a coordinated approach to the provision of services across the organisation. The committee comprises the Director, the Associate Directors and the Managers. They are listed on page 15.

Information Management and Technology Steering Committee

An Information Management and Technology (IM&T) Steering Committee assesses strategic directions in IM&T, oversees the development and deployment of information technology across the organisation and reviews proposals for technology-based projects. Members of the committee include the Executive and the Chief Information Officer.

Occupational Health and Safety Committees

An Occupational Health and Safety Committee at each location undertakes workplace inspections and makes recommendations to management concerning occupational health and safety issues. Members of the City committee are Rowena Loo (Management Representative, replaced Janet Knight in January 2004) and Lindsay Allen. Members of the Western Sydney Committee are: Gerard Smith (Management Representative), Emily O'Reilly (Chair), Julie Windred and Jenny Groom.

Advisory Committees

State Records also convenes two advisory committees. The purpose of these committees is to:

- provide feedback on existing and proposed products and services
- advise on possible new or modified services
- evaluate the current level of service performance, and
- recommend performance indicators of service quality.

Members are appointed for a two-year term and meetings are held quarterly.

The Public Sector Advisory Committee comprises records managers from New South Wales' public sector bodies. Members at 30 June 2004 were:

- Ian Aird, Holroyd City Council
- Robert Alder, Heritage Office of NSW
- Jenny Evans, Department of Lands
- Glenn Gray, Central Corporate Services Unit
- Barry Jacobs, Greater Murray Area Health Service
- Colleen Kremer, Historic Houses Trust of NSW
- David Lilley, Workcover NSW
- David Pallot, NSW Police
- Tim Robinson, University of Sydney
- Stephen Smith, Department of Education and Training

Greg Jackson of Hunter Area Health, Katherine Burke of NSW Treasury Corporation and Sherry Wong of the University of NSW retired from the committee at the expiry of their term in late 2004. Barry Jacobs, Robert Alder and Tim Robinson replaced them. Chris Colwell of the State Library of NSW resigned from the Public Sector Advisory Committee in early 2004 and was replaced by Jenny Evans.

The Community Advisory Committee comprises representatives of State Records' main public user groups. Members at 30 June 2003 were:

- Rosemary Annable, professional historian
- Roslyn Burge, Professional Historians Association
- Heather Garnsey, Society of Australian Genealogists
- Kim Katon, Indigenous Identities
- Carol Liston, University of Western Sydney
- Craig Mackey, researcher of State Rail records
- Perry McIntyre, professional genealogist and historian
- Mari Metzke, Royal Australian Historical Society
- Jan Richards, Central Western Cooperative Regional Library
- David Roberts, Editor, Journal of Australian Colonial History, University of New England

John Ferry resigned from the committee in late 2003 and was replaced by David Roberts. Baiba Berzins retired from the committee at the expiry of her term and was replaced by Roslyn Burge.

Both committees have assisted State Records greatly by providing their valuable advice and experience.

Summary review of operations

This year State Records continued to implement the *State Records Act 1998*, progressing the goals set out in the Corporate Plan 2002-2005. In addition to the particular goals identified in the plan, State Records continues to provide services to the public and government which are described in pages 65-88 of this report.

Framework for records and their management

Review of the State Records Act

The review of the *State Records Act 1998* commenced in June 2003 in accordance with s. 82 of the Act. The review examined whether the policy objectives of the Act are still valid and whether the terms of the Act are appropriate for meeting those objectives. The review found this generally to be the case. Following release of an Issues Paper for public consultation, public meetings were held in Sydney and regional centres and written submissions received. Recommendations have been made for minor improvements to the terms of the Act.

Review of Records Management standards

The first two standards issued by State Records under the State Records Act, the *Standard on Full and Accurate Records* and the *Standard on Records Management Programs*, were reviewed during the year. Following extensive consultation with public offices, the revised standards were approved and issued during April 2004 and the two earlier standards were revoked. The new standards are more streamlined and outcomes-focused, ensuring their suitability for the wide range of public offices in which they will be implemented.

Greater coverage with retention and disposal authorities

A substantially revised and more comprehensive *General Retention and Disposal Authority for Public Health Services – Patient / Client records* was issued, following extensive consultation in March 2004. We also issued *General Retention and Disposal Authority: Royal Commissions and Special Commissions of Inquiry* and 19 functional retention and disposal authorities, including 15 whole-of-agency authorities.

Services and guidance

Improved services for Aboriginal people

State Records continued its commitment to improving services to Indigenous communities across NSW by implementing strategies identified in the *2001 Indigenous Consultancy project*. These included the development of the *Indigenous Protocols for State Records*, activities program for Indigenous people, awareness raising and advice to other agencies on Indigenous records and issues. Highlights included participating in a four-day training course on researching Family and Community history for Aboriginal women at Emu Plains Correctional Centre and an Indigenous Records Information Day in Wagga Wagga.

Increased availability of information about items in the State archives collection

State Records continued to increase the quantity of descriptive information readily available about the 7.8 million items in the State archives collection. The number of items identifiable through *Archives Investigator* increased by more than one third during the year. Three new indexes covering naturalisation records, insolvency records and orphans were added to the website, as well as additions to the existing indexes.

Digitisation and copying program for online access and preservation

State Records continued with its digitisation and copying program in 2003-2004. Additions to the digitised collection include the *1865 Trigonometrical Survey of the City of Sydney*, a joint project with the City of Sydney Archives, and photographs that were displayed in rail carriages in New South Wales during the middle decades of the 20th Century. A joint project with the Department of Aboriginal Affairs was established to microfilm the remaining uncopied series of records from the Aborigines Welfare Board.

Records in our care

Support and partnerships established in rural and regional NSW

The first (3-year) phase of the *Archives in the Bush* funding program was completed. During the year, assistance was provided for documentation, infrastructure/security and preservation projects in five regional repositories contributing to improved safekeeping and accessibility of this part of the State archives collection.

Meeting increased demand for semi-active records storage

Construction of the Government Records Repository's new storage building (Stage 6) commenced in June 2004. This building will be self-funded and, when completed in late 2005, will hold 135,000 linear metres of records, doubling State Records' climate controlled storage capacity.

Developing a digital archives facility

Acquiring the capacity to preserve and provide access to 'born digital' records as State archives is a strategic priority for State Records. A business case for a digital archives facility was prepared, following evaluation of options in 2002–03. State Records worked with the Ministry for the Arts on strategies for progressing this project.

Promotion and marketing

Exhibitions and marketing

The exhibition and magazine program initiated in April 2002 continued to build upon its reputation for conceptual innovation and imaginative design. In the *Realm of the Censors*, based on a collection of Australian and international publications and official records accumulated by New South Wales censorship authorities between 1955 and 1982, opened in February 2004 and attracted greater and more diverse audiences and increased media attention.

Chief Executives' Strategy

Following development of a strategy to raise awareness of the value of recordkeeping among NSW public sector chief executives, two issues of the newsletter, *Ad Infinitum*, were distributed to around 430 chief executives this year, while the first breakfast briefing for chief executives was held in October 2003.

Managing ourselves

Enhanced information systems to improve operational capabilities and efficiency

State Records made substantial progress this year in building an integrated Business Operations System (BOS) to support the management and accessibility of State records and to promote the conduct of business electronically. Stage 2 of the StateWide Archives Access, Preservation and Management (SWAAPM) Project involving the development and integration with the BOS of a module to manage archival storage space was completed in September 2003.

Competitive Records Storage business

State Records' off-budget storage business, the Government Records Repository operated in accordance with its 2002–2006 Business Plan. Revenue of \$7.9 million was slightly below target for 2003–04.

Performance Indicators

Below are performance indicators from State Records' *Results and Services Plan*.

Metres of non-current records in storage	340,650
No. of file retrieval operations	325,501
No. of disposal authorities produced	19
Records management training participants	497
No. of public offices that have made access directions	60
Metres of records transferred to archival custody	1,411
Metres of records in archival custody	54,591
No. of catalogued items discoverable on-line	108,346
No. of web site visits	1,193,638
Original items issued	24,820
No. of public program participants	3,141

Other selected financial and quantitative information

Recurrent appropriation	\$5.17M
Capital appropriation	\$345,000
Total retained revenue	\$8.39M
Total expenses	\$13.48M
No. of new publications produced	83
No. of information access points/facilities	42
Users of uncopied archives	5,544
Written and telephone enquiries	9,505
Number of regional events	24
Number of events with indigenous focus	11
Series/disposal classes covered in disposal authorities	2,576
Total semi-active records accessioned	22,928