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Our charter, direction and services

Our charter – who we are, why we exist

Who we are

The State Records Authority of New South Wales (State Records) is the NSW Government's archives and records management authority. Its purposes are to:

- Preserve the State archives and enable and promote their use; and

- Set standards and provide guidance and services to improve records management across the NSW public sector including local government, the universities and the public health system.

State Records is a non-Budget dependent agency within the Department of Finance and Services and a statutory body under Schedule 2 of the *Public Finance and Audit Act 1983*. Our core regulatory, archival collection and service delivery functions are Budget-funded through a grant from the Department of Finance and Services. The Government Records Repository (GRR) operates off-Budget to provide records storage services to the sector.

State Records is committed to the following principles, which inform its service delivery strategies;

- Maintaining and enhancing services to Government and the public;

- Maintaining essential services in an environment of fiscal constraint;

- Maximising the value obtained from available resources and focussing effort where the greatest impact can be made;

- Developing partnerships and sharing resources; and

- Protection of privacy.

We administer *the State Records Act 1998*.

Links to State Plan

The State Plan, *NSW 2021*, sets out the Government's key priorities for the next ten years.

State Records contributes to the NSW State Plan by:

- storing non-current records;

- regulation, guidance and promoting best practice;

- documenting, storing and preserving the archives; and

- reference services and outreach.

State Records is a lead agency for the achievement of Goal 31 in the State Plan (Improve government transparency by increasing access to government information). The State Plan activities which State Records contributes to are:

- Rebuild State finances (SP 2);

- Make it easier for people to be involved in their communities (SP 24);

- Fostering opportunity and partnership with Aboriginal people (SP 26);

- Enhance cultural, creative, sporting and recreation opportunities (SP 27);

- Restore trust in State and Local government as a service provider (SP 30);

- Improve government transparency by increasing access to government information (SP 31); and

- Involve the community in decision making on government policy, services and projects (SP 32).

Our History

>1821
Colonial Secretary and Registrar of the Records appointed
>1879
Keeper of Archives position proposed but not established
>1887
Archivist appointed to transcribe records for *History of New South Wales from the Records*
>1910
Trustees of Public Library prepare report on neglect of government records
>1911
Departments advised to transfer historical records to the Mitchell Library
>1953
Archives Department established within Public Library of NSW
>1955
Government Records Repository established
>1960
Archives Act 1960 passed
>1961
Archives Authority of NSW and Archives Office established
>1976
Records Management Office established
>1979
Archives Authority of NSW occupies purpose-built building in The Rocks
>1998
State Records Act 1998 passed
>1999
State Records Authority and its Board established
>2006
State Records Authority becomes a related entity of the Department of Commerce
>2012
State Records Authority moves out of The Rocks and closes Sydney Records Centre

Our direction – where we are heading, how we work

Vision

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

Legislation and functions

We are a statutory body constituted by the *State Records Act 1998*. The Act was amended in 2005 following a review.

Aims

As the State 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.

Values

We are committed to:

- The highest possible professional standards;
- Our customers and their needs in our decision-making and business processes;
- Integrity and accountability in our dealings with stakeholders, customers and the records;
- Innovation, creativity and openness to ideas in our work; and
- Respect for our customers and their diverse backgrounds and interests, and respect for each other.

Our services – what we do, clients and stakeholders

What we do

- Setting and monitoring standards for the creation, management and disposal of State records;
- Providing practical advice, guidance and training to NSW public sector bodies in all aspects of records management;
- Providing centralised and cost effective storage and retrieval services for the semi active records of public sector agencies;
- Identifying those State Records which should be retained as State archives and authorising the disposal of those which should not;
- Documenting State archives in their functional and administrative context;
- Storing State archives in appropriate environments and ensuring that those stored elsewhere are also stored to the necessary standards;
- Using micro and macro preservation techniques to preserve the State's archives;
- Making State records more than 30 years old available for public access and use;
- Interpreting, promoting and enhancing public awareness of the State archives collection; and
- Making the best use of information technology and communications to improve our services and business.

Our clients and stakeholders

Public, external
- The people of NSW;
- Communities with particular needs, including the Indigenous community, culturally and linguistically diverse communities, people in regional NSW, and researchers around Australia and the world;
- Australian governments;
- Australian and New Zealand public records authorities; and
- Governments and private companies around the world

NSW public sector
- Central agencies;
- Departments, agencies, and statutory bodies;
- Ministers' offices;
- State owned corporations;
- Local councils;
- The public health system;
- The universities;
- The Governor;
- The Houses of Parliament; and
- Courts and tribunals.

Director's review

State Records had an exceptionally challenging year in 2011-2012. The need for the Government to rein in expenditure and for State Records to remain within its budget allocation led to the closure of the Sydney Records Centre at 2 Globe Street, The Rocks on 30 June 2012. While this closure was regrettable, declining use of the Sydney Records Centre and the general public's preference for online materials meant that keeping the Centre open was no longer economically viable. The closure of the Sydney Records Centre also meant the cessation of State Records' exhibitions program.

2011-12 saw the first full year of the operation of the Digital State Archive. This is a pilot three year project to test the capabilities and scalability of our systems and it is planned that by 2014 agencies will be able to transfer their digital archives on a regular basis. At this time the archive will be made available to external users through our web site.

During the year the Digital State Archive team also developed an application programming interface (API) for *Archives Investigator*, State Records' online catalogue. This has proven to be very popular as it provides a more user friendly and accessible interface to the archives database. The API also allows external users and developers to plug into State Records' data and to manipulate it for their own purposes, for example federated searching over a multitude of data sources.

State Records' Digital State Archive team have also been working with the Information & Privacy Commissioner, State Library of NSW and Department of Finance and Services to make *Publications NSW* data more accessible and to relieve agencies of the requirement to retain growing numbers of older publications and documents. It is anticipated that an enhanced Open Government web site will be launched in late 2012. The site will also become an important conduit for the publication of information requested through the Government Information Public Access legislation.

A highlight in making the archives collection accessible to external users was reached in 2011-12 with a number of agreements signed with Ancestry.com and Find My Past. These agreements allow the back capture and digitisation of popular paper-based archives, mainly from the 19th century, and are made available to the public on a fee for service basis. This method of making the State's archives more widely accessible led to over 35 million hits relating to NSW Government archives on the Ancestry.com web site alone.

The Government Records Repository (GRR) had another very successful year and continued to support the Treasury funded side of the organisation. The GRR has operated as an off-budget service unit since 1 July 1990, relying primarily on paper based records storage fees to generate its operating revenue. In 2011-12 the GRR's revenue was significantly above target, leading to an operation surplus of $3.06 million on revenue of $14.6 million.

During the year the GRR also made the final payment on the T-Corp loan for Stage 6 making the organisation debt free for the first time since 2004. A bid for the construction of Stage 7 was submitted during the year but was unsuccessful.

The GRR is the engine room of State Records as it provides funding for the whole organisation. Without this cross subsidisation State Records would be unable to fulfil many of its statutory responsibilities.

In 2006 State Records was set a target to achieve comprehensive retention and disposal authority coverage across the whole Public Sector. Retention and disposal authorities are fundamental to the effective and efficient management and disposal of official records. By identifying how long records need to be kept from a regulatory, business or archival perspective, retention and disposal authorities underpin records storage and management strategies. Prompt destruction of records will reduce unnecessary storage costs and minimise risk exposure. While 100% coverage has not yet been achieved, by 30 June 2012 approximately 87% of public offices have comprehensive policies. This compares very favourably with all other jurisdictions in Australia. During the year 18 policies were approved by the Board, many with input from external expert sources.

Training the staff of government agencies in

good recordkeeping is a corporate priority for State Records. In 2011-12 there were 1328 participants in records management events and 489 records management practitioners attended courses. In addition there were 7,226 unique visitors to State Records' e-learning site, with 2,199 visitors completing e-learning records management modules.

During the year 3,549 linear metres of archives and 1,241 plans were transferred into archival custody. We continued to work closely on distributed management agreements which allow State archives to be stored in regional repositories. The great advantage of distributed management agreements is that the archives remain close to their origins and can be more readily accessed by local communities.

The preservation of the State's archival collection has been in the extreme risk category on the organisational risk register for many years. During 2011-12 a bid for funding to assist in the preservation of the collection was made but was unsuccessful. Further bids will be made in the coming year and will be influenced by the valuation of the archives collection which was undertaken by an independent valuer in 2012.

During 2009-10 a detailed internal review of collection documentation was carried out and identified a large back log of documentation work that has built up over the last decade. This has been caused by staff shortages in Archives Control and Management over the last ten years and unfortunately efforts to fill a vacant position for an archivist were unsuccessful mainly because of the diminishing pool of qualified archivists in New South Wales.

On 30 June 2012 there were 822,237 entries on *Archives Investigator* relating to record items which is a very significant increase on previous years, nevertheless there is still a massive amount of documentation work requiring completion before the majority of the State's archives are searchable online.
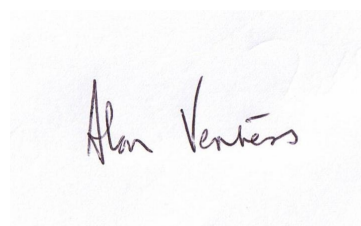
There were 47,413 visitors to our two reading rooms during the year, 19,280 at the Sydney Records Centre and 28,133 at the Western Sydney Records Centre, during the year there was a 9% decrease in the use of original items

and 5% decline in the number of readers visiting the reading rooms. This may be accounted for by the increase in access to online resources through Ancestry.com and Find My Past. State Records will continue to work collaboratively with other government agencies, third party providers and stakeholders to the benefit of all users of the collection in the forthcoming years.

Website activity steadily increased during the year and the new home page design has received very positive feedback. State Records continued to participate in Flickr, Twitter and Facebook as well as Pinterest, Google + and Historypin.   As of 30 June 2012 State Records had 901 followers on Twitter and images had been viewed over 40,000 times on Flickr. The policy of embracing social media has ensured a new demographic are using the State's archival resources in innovative and exciting ways. Social media has allowed State Records to gain insights into the State's archives collection through the collective knowledge of the wider community who have provided information of the location and source of photographic materials held in the collection which would otherwise been unknown to us.

This is my final annual report as Director and I would like to thank all the staff, volunteers and the Board for making the last 11 years at State Records New South Wales so enjoyable and fulfilling.

As Peter Tyler pointed out in his book *State Records 1788-2011*, the organisation has always performed far beyond the financial inputs that are provided by government. I am sure this will be the case for many years to come.

ALAN VENTRESS
Director

Message from the Chairperson

It gives me great pleasure to write my sixth and final annual message as Chair of the Board.

I once again pay tribute to the work of the Board and express my personal appreciation to them as volunteers, for their commitment to fulfilling their responsibilities under the NSW State Records Act. A major responsibility for the Board is the assessment of New South Wales Government records for designation as State archives. Effective decision-making in relation to the disposal or retention of government records is an extremely serious business. By identifying records to be retained as State archives, the members of the Board ensure that current and future generations have a capacity to learn about government processes and procedures as these evolve over time. Not only is this critical to the maintenance of good governance but also of democracy itself.

Accordingly, I would like to thank Denise Dawson, General Manager Corporate Services, Sydney Water, Zoe de Saram, Executive Director, Policy, Economics and Governance, Office of Environment and Heritage, Robyn Foster, Director, Shared Services, NSW Police Force, Hon Don Harwin, President of the Legislative Council, Hon Justice Robert Macfarlan, Anthony Lean, Deputy Director General Policy and Executive Services, DFS, Stephen Choularton, Director, Organic Food and Farmers Market, Karen McKeown, Councillor Penrith City Council and Shayne Mallard, Councillor Sydney City Council.

During the past year the Board examined and approved 18 Retention and Disposal Authorities. This approval process involved a wide range of people. A number of years ago I sought to ensure accountability to end-users for appraisal outcomes not just in the present but also for future generations. In order to enhance the generalist expertise of each Board member and to improve their capacity to make informed and effective judgements, I asked State Records to obtain assistance and advice from external experts about highly specialised records prior to decision-making on the destruction of records or the extension of retention periods. The public service provided by these experts cannot and should not be under estimated. Assessing Retention and Disposal Authorities is time consuming because the Authorities themselves are often lengthy documents. It is also a huge responsibility that relies on sufficient knowledge to enable determinations about the likely needs, interests and concerns of future generations. I would therefore like to extend thanks to the following individuals for their generosity of spirit in providing a public service in the form of their time and their insights:

Emeritus Professor Mark Aronson (School of Law, University of NSW), Dr Nikki Balnave (President of the Australian Society for the Study of Labour History), Professor Jennifer Bowes (Institute of Early Childhood and Director, Children and Families Research Centre, Macquarie University), Tracey Booth (Senior Lecturer, Faculty of Law, University of Technology), Dr Rick Brown (Deputy Director of Research at the Australian Institute of Criminology), Professor Lyn Carson (Centre for Citizenship and Public Policy, University of Western Sydney), Professor Judy Cashmore (Faculty of Law, University of Sydney), Dr Rhonda Daniels (Institute of Transport and Logistics Studies, University of Sydney), Professor Stephen Gapps (Curator of the Australian National Maritime Museum), Sylvia Ghaly (Deputy CEO of the Association of Children's Welfare Agencies, Professor Susan Hayes (Behavioural Sciences in Medicine, Sydney Medical School, Sydney University), Graham Hercus (After Care Support, United Protestant Association of NSW), Dr Robyn Holder (ARC Centre of Excellence in Policing and Security, Australian National University), Bill Hoyles (Barnardos Australia), Associate Professor Philip Laird (Faculty of Informatics, University of Wollongong), Professor Gwyneth Llewellyn (Professor and Dean, Faculty of Health Sciences, University of Sydney), Dr Louella McCarthy (Senior Lecturer, School of Medicine, University of Western Sydney and President, Australian and New Zealand Society of the History of Medicine), Professor Corinne Mulley (Chair in Public Transport and Director of Public Transport Programs, Institute of Transport and Logistics Studies (ITLS), University of Sydney), Professor Michael Quinlan (School of Organisation and Management, University of NSW), Professor Greg Patmore (University of Sydney Business School), Professor Peter Read

Professor Peter Read (Australian Research Council Professorial Fellow, University of Syd-

Council Professorial Fellow, University of Sydney), Brian Smith (Executive Officer, Local Community Services Association), Dr Keri Spooner (UTS Business School), Dr Peter Tyler (Professional Historians Association), Professor Nico van Zandwijk (Director of the Asbestos Diseases Research Institute), Asbestos Diseases Foundation of Australia, CatholicCare (Family, Children and Youth Services), and Care Leavers Australia Network.

It is important to acknowledge that 'the value of volunteering is much more than monetary'; it contributes to 'the social fabric of our communities' and 'helps create a cohesive and stable society' by adding 'value to the services that governments provide. Offering time, energy and skills of one's own free will is one of the foremost expressions of active citizenship' and provides an important measure of 'the well-being of a democratic and committed society'. i

As I have noted repeatedly in the past, despite the enormous contribution made by volunteers to our organisations, our economy and our community, more often than not their work does not receive sufficient recognition. This is not the case in relation to State Records. The Volunteer Program, which was initiated by Alan Ventress in 2001 has been extremely successful. Three volunteers have continued to work for the organisation since that year and many others have notched up many years of service. Not only does this reflects well on them but also on the organisation itself, which publicly recognises the volunteers at an annual awards event. On behalf of the Board, and also the staff and management of State Records, I would like to sincerely thank all the volunteers for their activities particularly in relation to the indexing and preservation of archival materials. As a result of their assistance many of the State's archives are accessible to members of the broader community, both at the Western Sydney Records Centre and online, which ensures that State Records' web site is one of the most popular web sites hosted by the NSW Government.

Broader access to our archives has also been enhanced by the agreements entered into by State Records with Ancestry.com and Find My Past. These agreements with third parties increase the diversity of channels of access because they enable the digital copying of archival records and their publication on the Internet, thus making them readily available to a world wide audience. It is therefore very pleasing to report that over 35 million hits were recorded on Ancestry's web site for State Records NSW sourced materials.

To this point I have focused on the contribution of State Records to archives management and access. Archives refers to 'important cultural resources', but the term not only refers to documents and other formats but also to 'independent agencies or programs within institutions that are responsible for selecting, preserving, and providing access to archival documents', as well as to 'the buildings or repositories that house collections of archival documents'. State Records deals with archives in all three senses in its fulfilment of the functions of appraisal, accessioning, arrangement, description, preservation, access, outreach, and advocacy. A critical feature of archives management is the preservation and access provided to 'those records that are deemed to have continuing value and are therefore retained beyond the period in which they are actively used'. ii

However, it is important to appreciate that archives are fundamentally linked to records management, notably the management of 'all information, regardless of format, that is produced or accumulated in the normal course of affairs by' the NSW Government 'and is maintained in order to provide evidence of specific transactions'. Indeed, it has been argued that 'the existence of strong archives relies on the implementation of sound records management techniques.' iii

State Records has played a critically important role in ensuring sound records management by the NSW Government through its 'Future Proof' strategy, which has two major aims, to improve digital recordkeeping across the NSW government and to implement a Digital State Archive. The Future Proof website has, since 2007, provided training and information needed to raise awareness of the necessity of preserving and retaining digitally born

government records among the State's public servants. This will help to ensure that such records are not lost in the interstices of cyber space. 'Future Proof' represents the need to create, capture and use digital information today and in the future and it is fundamentally linked to the establishment of a Digital State Archive, a project that received three year seed funding from the NSW Government in February 2011 and which requires a further commitment in the future so that following their creation and active life, digital records will be subject to the same process of assessment and preservation as paper based records.

It is also important to acknowledge and congratulate State Records for another crucial role it plays in records management, through the Government Records Repository (GRR). The GRR is of singular importance to what is known as the 'semi-active phase' of a record's life, 'during which records are used less frequently but are occasionally necessary for the conducting of business'. During this phase, government records tend to 'be transferred to a central records management office or an off-site facility for storage' and subsequently 'when those records are no longer needed by the agency, they enter an inactive phase, at which time archivists are called in to make judgments about' disposal and/or retention. iv

The GRR now holds 490,750 linear metres of non current records and during 2011-12 over 45,300 linear metres of records were accessioned and 354,150 file retrieval operations took place. Operational efficiency continued to be boosted through the use of GRRweb which has given agencies increased control over their holdings. The GRR plays a critical role in providing a benchmark for the private sector on best practice records storage and ensures the security and longevity of records that may become State Archives.

The efficiency and success of the GRR in performing its role for other public sector organisations during the semi active phase is demonstrated by its operational surplus of $3.06 million in the past financial year. These funds have made it possible for State Records to fulfil its essential statutory responsibilities. The ability to transfer money from the GRR to supplement Treasury funding for State Records has enabled the fulfilment of essential programs such as archives control and management, and the cataloguing and preservation of the collection.

Yet despite the need to rely on funds from the GRR, State Records has continued to perform effectively. The organisation made the final repayment of a $10 million T-Corp loan, negotiated in 2004 to pay for the development of Stage 6 at Kingswood, a top priority and this year it paid the loan off in its entirety - two years in advance of the due date. State Records is now preparing a business case for funding the construction of Stage 7 to enable the storage of non current records and audio visual archives in suitable conditions.

As I have done in past years, I would like to commend all State Records staff, the Board and volunteers for providing such outstanding service to the Government and people of NSW.

However, in this final address, I wish to pay tribute to two very important people in the history of this organisation. First, I would like to acknowledge the work of Dr Peter J Tyler in his capacity as an administrative historian. Regrettably Peter died on 5 May 2012 after a very short illness. Peter was commissioned by State Records to write two administrative histories, *Humble and Obedient Servants: the administration of NSW 1901-1960* and *State Records NSW 1788-2011* which was launched at NSW Parliament in 2011 as part of State Records' fiftieth anniversary celebrations. Peter's work for State Records will be remembered not only by archivists and historians but also NSW politicians and public servants. His loss to the community is immense.

Second, I take this opportunity to pay tribute to a person who deserves our greatest thanks and commendation – Alan Ventress. Alan has had an illustrious career as a public servant involved in the preservation of and provision of access to the State's cultural resources, first as Mitchell Librarian (with the State Library of NSW) and subsequently as Associate Director of State Records and Director since 2008. Alan has provided exceptional leadership during difficult economic times.

We express to Alan our heartfelt appreciation for the immense contribution he has made to State Records and to our society as a volunteer for many organizations but most notably as a member of the executives of the Royal Australian Historical Society and the History Council of NSW, of which he was a founding member. Throughout his tenure with State Records, Alan has worked hard to provide opportunities for State Records staff to engage with professional and amateur historians, genealogists and also volunteers. As noted earlier, he played a critical role in initiating the volunteer program and, together with Christine Yeats, he helped to establish the third party agreements that have enhanced access to archives. Alan has also played a critical role in promoting new social media technologies and the Digital State Archive. I would therefore like to congratulate him on his wonderful stewardship and to thank him for all his good work, strategic thinking and initiatives, including the sponsorship of the history of State Records by Peter Tyler. I, together with the other members of the Board, owe him a debt of gratitude for helping us to fulfil our statutory responsibilities and wish him all the best in his post-retirement endeavours.

Finally, I would like to conclude my final address as Chair of the Board by referring to the Preamble to the Constitution of the International Council on Archives, which was ratified at its 2012 AGM on 24 August as a reminder to the NSW Government, NSW public servants and the community in general that:

'*Archives constitute the memory of nations and societies, shape their identity and are a cornerstone of the information society. By providing evidence of activities and decisions they provide continuity to organisations and justification of their rights, as well as those of individuals and states. By guaranteeing citizens' right of access to official information and to knowledge of their history, archives are fundamental to democracy, accountability and good governance'.*

[i] Soupourmas, F. And Ironmonger, D. (2002) The economic and social value of volunteering in Victoria, State of Victoria, Department of Human Services, p. 78

[ii] Archives, Public Records, and Records Management - Importance of Archival Materials and Archival Institutions, Archival Management, Appraisal, Accessioning, Arrangement and Description, Preservation, Access, http://encyclopedia.jrank.org/articles/pages/6422/Archives-Public-Records-and-Records-Management.html

[Iii] Records Management and Archives - Life, Knowledge, Active, and Managers - JRank Articles http://encyclopedia.jrank.org/articles/pages/6423/Records-Management-and-Archives.html#ixzz2634QBcUq

[iv] Ibid.

PROFESSOR LUCY TAKSA, PhD
Chairperson of the Board

Performance summary

Introduction

In this annual report we report on our performance according to five key result areas we aim for that benefit the community, either directly, or indirectly through improved public sector recordkeeping. These key result areas are:

- Consistent, cost effective retention and disposal of records by public sector agencies;
- Quality recordkeeping and records management by public offices and public officials;
- Protection, transfer and cataloguing of State Archives;
- Government and public use and benefit from records and archives; and
- Compliance with corporate governance requirements.

Details of specific activities carried out over the year are reported on in a separate *Activity report 2011-12* available on our website www.records.nsw.gov.au.

Consistent, cost effective retention and disposal of records by public sector agencies

Outcomes

State Records aims to:

- Maximise benefits and savings to Government by assisting agencies to retain and dispose of records efficiently; and
- Ensure that there is a comprehensive retention/disposal authority coverage of the public sector.

Achievements

We estimate that 87% of public offices have comprehensive functional records retention policies (also known as disposal authorities). This continuing improvement is largely due to our strategy of assisting NSW Government agencies to develop retention and disposal policies for their unique activities. We approved 18 functional policies submitted by public offices.

We accessioned 45,300 linear metres of records into the Government Records Repository (GRR) in 2011-12, an 18% increase on our projected figure of 38,500 linear metres. A large quantity of records were destroyed, transferred as State archives or permanently recalled by clients during 2011-12, yet net growth in holdings was still 23,750 linear metres. At the end of the period 490,750 linear metres of State records were stored in the GRR.

We performed nearly 355,000 file retrieval operations at the request of clients, which is also significantly above our estimate. In total, 883,019 different client-facing activities were performed during the year, compared with 840,233 activities in 2010-11 and 624,452 in 2009-10. This 5% increase on 2010-11 figures demonstrates that the large increase experienced in that period was not anomalous, but rather reflective of the increased services routinely provided by the GRR.

Outlook

Over the next year State Records will continue to work towards increasing coverage of NSW Government agencies by retention and disposal policies. We will continue to focus resources on assisting agencies to develop and implement new functional records disposal policies or review existing policies to ensure they are current and appropriate. We also expect that the increased disposal coverage will lead to continuing demand to transfer State archives to our care. However, overall it is expected that continued improvements in disposal policy coverage and implementation across agencies will result in more efficient management and cost effective storage of records.

The GRR anticipates on-going strong demand for our records storage and associated services in 2012-13. Our estimate of 5% net growth in holdings for the year reflects the continued emphasis we and our clients are placing on the destruction, culling and transfer to archives of permanently valuable records.

Quality recordkeeping and records management by public offices and public officials

Outcomes

- Chief Executive Officers and public officials are aware of their obligations, committed and skilled;
- Effective records management programs, systems and practices are in place; and
- There are comprehensive access directions made by public offices for records over 30 years of age.

In 2011-12 we sought improvements in public sector recordkeeping and records management systems and practices. We continued to implement our *Chief Executives Strategy*, providing information to new CEOs on records management obligations. We also continued our *Better skills strategy*, providing records management training to public officials. Finally, we continued to seek improvements in digital recordkeeping in the public sector through the implementation of our *Digital records strategy*.

Achievements

As we became aware of new public sector CEOs we sent them information about recordkeeping obligations and assistance available. During 2011-12 a total of 51 information packs were sent to new CEOs.

We offered 41 courses attended by 485 public officials in our annual records management training program. This was achieved in partnership with private sector training providers. A further 843 NSW public officials attended presentations on recordkeeping and records management, including forums and briefings.

We worked closely with others on the digital recordkeeping strategy. This included working closely with NSW government agencies and other stakeholders to ensure an integrated approach to records management and information management strategies across the sector. We also developed and improved digital recordkeeping products, including practical tools and guidance on digital recordkeeping.

Outlook

We will continue to work on raising the awareness and commitment of CEOs to improving official recordkeeping and increasing the skills of public sector officials in the creation and management of official records.

'Future Proof' our digital records strategy, will continue as a vital focal point in 2012-13. Work will continue on developing digital recordkeeping tools, guidance and training. We will also continue to work closely with NSW Government agencies and stakeholders to ensure that digital records needed to support Government business are appropriately managed. The Digital Archives project will continue with key work including requirements definition for digital archives systems and processes, software development and some testing.

The new State Archives building, The Rocks, from Nurses Walk
NSW Parliamentary Papers 1978-1979
Vol. 1 p.326

Protection, transfer and cataloguing of State archives

Outcomes

State Records aims to ensure that:

- Archives are protected by public offices and transferred when no longer in use;
- Archives in all formats are stored and preserved; and
- Archives and their context are documented and catalogued.

Achievements

We worked closely with agencies (particularly Land and Property Information and the Supreme Court) to transfer into our custody a large quantity (3,549 metres) of State archives. 366,645 record items were catalogued, bringing the total discoverable through our online catalogue to 822,237.

Outlook

We expect to continue to receive large quantities of State archives in traditional formats over the next 5-10 years. The continued funding of resources to manage born-digital archives appropriately and facilities to preserve records requiring specialised cold storage are becoming matters of increasing concern.

The findings of the collection documentation review will shape our priorities in coming years; in particular the need to address large and growing backlogs of series and item cataloguing.

Kingswood reading room

Government and public use and benefit from records and archives

Outcomes

State Records aims to ensure that:

- Archives and records are widely accessible through a variety of channels; and
- The community knows about and values archives and records.

Achievements

Our online ordering and payment service for copies of State archives continued to prove very popular. We added 81,257 names to online indexes, another popular service.

Public outreach events which we ran or participated in were attended by 4,659 people.

Outlook

As a result of the closure of the Sydney Records Centre we expect that our online services will increase. State Records already has one of the most popular websites in the NSW government sector and sees this as a more efficient way to deliver archival information in the future.

The Western Sydney Records Centre at Kingswood will continue to provide expert and professional advice to researchers accessing NSW State archives in person and over the telephone. We will also continue to provide a copy service to a large selection of records indexed on our website.

We have also signed non-exclusive third party agreements with Ancestry.com and Find My Past to make material available on their web-sites.

Compliance with corporate governance requirements

Outcomes

State Records aims to ensure that:

- Board mandatory responsibilities are fulfilled;
- Director's Performance agreement targets are achieved;
- Director's mandatory responsibilities are fulfilled;
- Workforce capacity and planning objectives are achieved; and
- Continuous improvement of OHS systems and procedures occurs.

Indicators, targets and results

Indicator	Result 2011-12	Target 2011-12
No. of participants in records management program events	1,328	900
Percent of public offices with comprehensive access directions	48%	48%
Percent of public offices with comprehensive records retention policies	87%	95%
No. of records retention policies approved	18	12
Metres of non-current records in storage	490,750	478,000
Metres of non-current records accessioned	45,300	38,500
No. of file retrieval operations	354,150	320,000
Metres of standard format records in archival custody	72,665	70,500
Metres of records transferred to archival custody	3,549	2,000
No. of catalogued record items discoverable online	822,237	485,592
No. of record items catalogued	366,645	30,000
No. of archives information access points	42	42
No. of website visits	2,921,494	1,400,000
No. of original record items used by readers	22,125	30,000
No. of public program participants	4,659	3,600
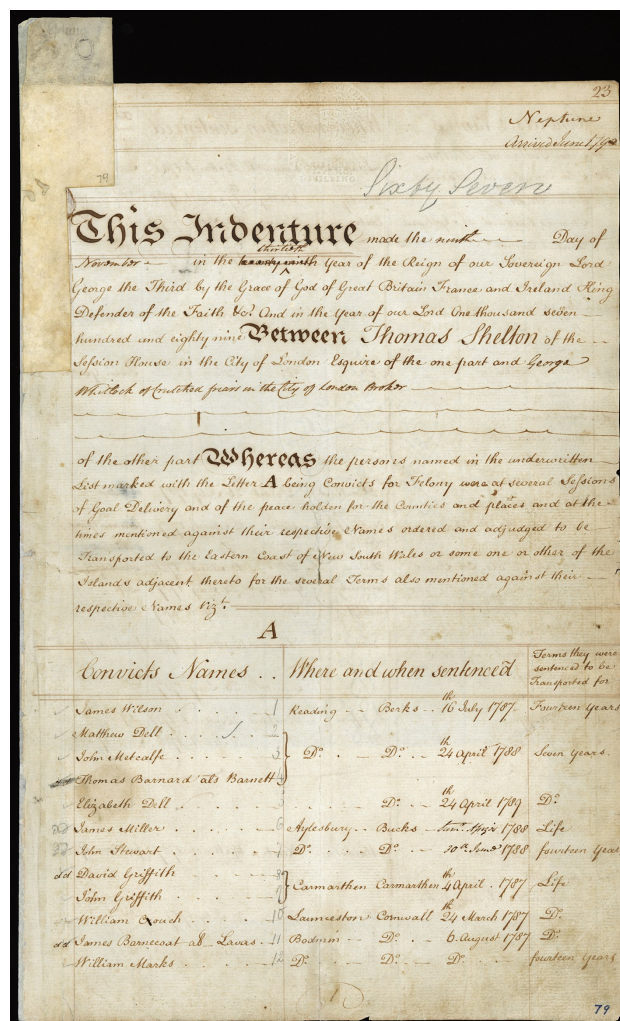
Convict indenture, Neptune,
9 November 1789
State Records NSW: NRS 1150,
[SZ115 p.79]
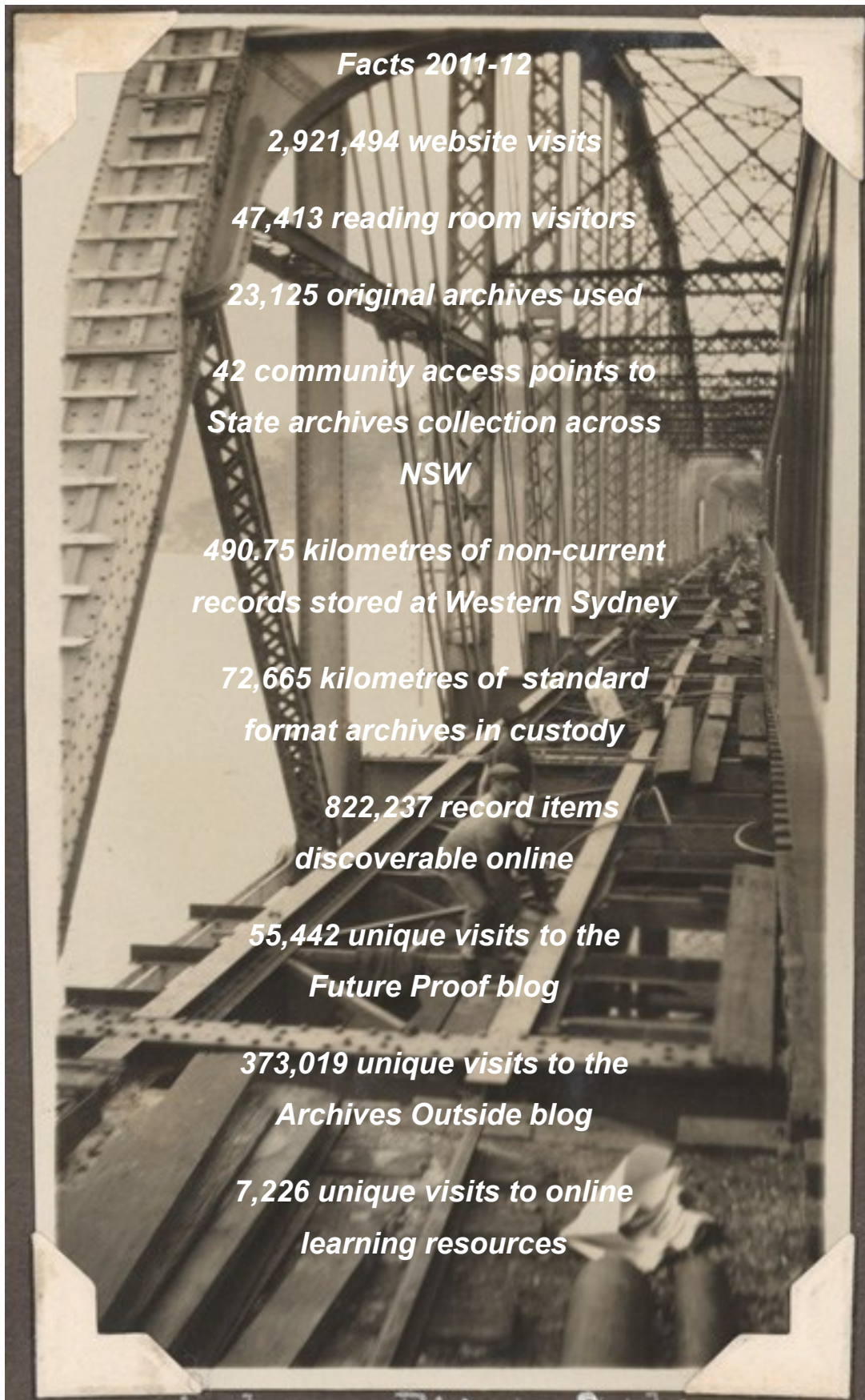
Facts 2011-12

2,921,494 website visits

47,413 reading room visitors

23,125 original archives used

42 community access points to State archives collection across NSW

490.75 kilometres of non-current records stored at Western Sydney

72,665 kilometres of standard format archives in custody

822,237 record items discoverable online

55,442 unique visits to the Future Proof blog

373,019 unique visits to the Archives Outside blog

7,226 unique visits to online learning resources

Hawkesbury River Bridge under repair (from the album of
L. G. Watt—NSW Board of Fire Commissioners)
Digital ID: 549_a029 a029000074.jpg
Date: 06/02/1929

Services and Operations

Records storage services
Non-current records stored efficiently

Services for the public sector
Efficient retention of public sector records
Records retention policies cover whole public sector
Quality recordkeeping across the public sector
CEOs and public officials aware, committed and skilled
Effective records management programs, systems and practices across the NSW public sector

State of public sector recordkeeping
Identifying performance issues

The State archives collection
Public offices protect or transfer archives
The State archives collection is appropriately stored and preserved
The State archives collection is catalogued and documented

Services for the public
Sensitive public sector information is appropriately protected
Access directions cover all records kept more than 30 years
Use of the State archives collection
Archives reaching a broader audience
The State archives collection is widely accessible to people and government
Communities know about and value the State archives collection

Corporate information and communications

Records storage services

Non-current records stored efficiently

In 2011-12 State Records' off-budget records storage business, the Government Records Repository (GRR) continued to provide secure and efficient records storage and related services to the public sector. The GRR had an exceptionally successful year which saw all indicators well above predicted levels.

The GRR aims to keep Government records storage costs low, while providing a model of best practice for services and facilities. While primarily servicing inner-budget agencies, clients also include local councils, public hospitals and universities.

While demand for storage and retrieval of physical records continues to grow, the GRR is cognisant of the fact that government agencies are actively implementing electronic document and records management systems (EDRMS) which will ultimately impact on the need for paper storage. The GRR continues to develop and offer value-added services which will provide an income stream in the face of the real decline in paper storage that is anticipated from 2017 onwards.

File storage and retrieval service demand met

The GRR accessioned 45,300 linear metres of in-coming records during the year compared to 51,975 in 2010-11 which was the busiest year in the GRR's history. The 2010-11 figure was due to a one-off project for the Supreme Court of NSW which has been reported on previously. There were no special projects to inflate the figures in 2011-12, yet we accessioned 18% more records than our estimate of 38,500 linear

Achievements and highlights
• 5% net growth, with $3.06 million operating surplus
• Continued success of value-added services
• High levels of activity in the health sector

metres. Despite 21,561 linear metres of records being destroyed, transferred or permanently recalled, the net growth of 23,740 linear kilometres was still above the 5% forecast.

The total holdings of the GRR is 490,750 linear metres of public sector records.

The GRR routinely tracks the number of file retrieval operations it carries out each month. File retrieval operations are specifically the activities of pulling files from storage to return to clients, and re-filing them when they return to storage. In 2011-12, the GRR performed 354,150 file retrieval operations, which was significantly above its estimate. Nevertheless, file retrieval operations are once again trending downward after experiencing record-breaking highs in the last three years. This is demonstrated on the Table hereunder which shows file retrieval operations for January 2008 to June 2012 on an annual comparative basis.

Net growth of holdings

Result 2010-11	Result 2011-12	Target 2011-12
7.75%	5.1%	5.0%

File retrieval operations 2008-12

10,000's

	2008
	2009
	2010
	2011
	2012
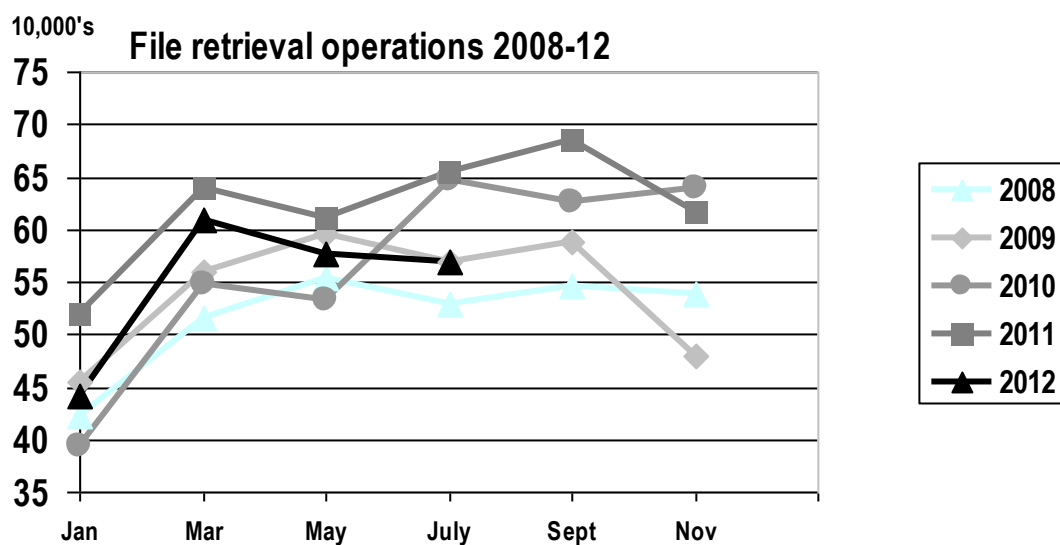
File retrieval operations

It is important to note that file retrieval operations are not something we control, since they are based totally on client requirements. A downward trend in file retrieval has been forecast for some time due to the anticipated impact of electronic record-keeping systems within agencies.

For several years the GRR has tracked its overall client-facing operations. These include file retrieval activities, but also activities such as items transferred into storage, items removed from storage, and boxes transferred and destroyed. The figure also includes boxes processed by our data entry teams for cataloguing and sentencing services, although the figure does not include the quantities of individual files which have been handled through these latter activities.

Unlike the file retrieval statistics, the number of overall operations that the GRR performs each year continues to grow.

Even though 2010-11 had been the busiest year in the GRR's history by a large amount, we nevertheless exceeded that total by 5% in 2011-12. This demonstrates that the GRR's traditional services, and the value-added services the GRR is developing, are meeting genuine client needs.

Case study : Births, Deaths & Marriages registers

The GRR is pleased to have aided the NSW Registry of Births Deaths & Marriages (BDM) in a major project to protect and preserve historic registers located in local courthouses and police stations throughout the state. The project was the result of a 1998 audit which showed many valuable volumes were housed in poor conditions and showed signs of deterioration due to pestilence and damp conditions. The audit also highlighted that some courthouses were allowing public access to closed records, without authorisation.

In early 2000 the Registry distributed a survey to all 111 courthouses and to 3 police stations to determine how many BDM indexes, registers and other BDM records they held, the condition of theses, and whether they would be willing to return the records to the Registry. The project took a while to gain momentum, but by January 2010 records from 33 courthouses and police stations had been relocated to GRR. The GRR listed these volumes prior to storing them in archival conditions to ensure their continued preservation.

In July 2010 the Registry gained the full and active support of the Director of Court Services and was finally able to retrieve the records from the remaining 80 courthouses. In September 2010, the Registry liaised with GRR to remediate the pests and mould damaged records. The GRR treated records from nine

Non-current records stored efficiently

courthouses - a total of 1,564 volumes - for pest infestation and referred 120 others to a specialised supplier to remediate mould damage.

By the end of March 2012, all courthouses and police stations in NSW had returned their BDM volumes to GRR. In total, 9,845 records were transferred.

Expansion of value-added services

As outlined in its Business Plan, the GRR has identified the public health sector as a major market in which it can offer additional services. The GRR now provides a highly specialised patient file sentencing service to a number of public hospitals. We have developed a sophisticated application which semi-automates the sentencing process, resulting in greater accuracy and quicker processing times. This has become an especially well respected and trusted service recognised to be accurate, cost-effective and efficient.

There was a significant upturn in activity in health information sentencing over the 2011-12 year, with several major hospitals now contracting the GRR to routinely remove and sentence their client information records on an annual basis. The GRR's team of experienced health information sentencers process around 10,000 files per month for a number of metropolitan public hospitals. Pleasingly, in 2011-12 the GRR offered its services to its first regional public hospital.

In the GRR's Business Plan 2010-15, we undertook to increase Consultancy revenue by an annual rate of 10% per year. We are pleased to report that in the 2011-12 year, Fees & Consultancy revenue was $1.487M - 48.7% above budget. This was related to three major factors:

- Increase in use of the GRR's specialised health file sentencing service, discussed above.

- Continuing popularity of professional archival services, most importantly the appraisal of records. For example, this year the GRR conducted large-scale appraisal projects for the Office of Liquor Gaming and Racing, and the Department of Education and Communities.

- Significantly increased levels of cataloguing, indexing and data entry work, the GRR now deploying a number of different teams to work on multiple projects. Major projects were carried out for Family & Community Services, NSW Treasury, Land and Property Information, Department of Finance and Services and the Supreme Court.

Financial viability remains strong

The GRR has operated as an off-budget service unit since 1 July 1990, relying primarily on paper-based records storage fees to generate its operating revenue. In 2011-12 the Government Records Repository's revenue and expenditure were both significantly above target, leading to an operational surplus of slightly over $3 million on revenue of $14.6 million, which is 20.5% of earnings and represents an increase of 9% in revenue on the previous financial year.

The GRR made the final repayment on its T-Corp loan during the year. This loan was issued in 2004 to fund the construction of Stage 6. GRR had made the final payment two years ahead of the due date in 2014.

As noted above, the financial position of the GRR has been impacted this year by higher expenditure caused both by increased short-term staffing costs to handle off-site and data-entry projects and the fact that we are operating now at the limits of our storage capacity, which brings inherent inefficiencies and increased costs.

The GRR's contribution towards archival projects for 2011-12 was $1 million which represents 33% of net profit, leaving the GRR an adjusted operating profit of $2 million after the contribution.

Revenue targets and results before contribution

Environmental impact lessened

Our records storage and retrieval business has limited impact on the environment. Nevertheless, we are vigilant to ensure we reduce our impact where possible.

We undertake constant monitoring of our fleet to ensure that it remains appropriate to our needs and that we meet our agreed greenhouse gas reduction targets. The GRR is dedicated to the use of E10 fuel wherever possible.

Our close attention to the energy efficiency of our fleet continues to produce tangible savings for us.

In 2011-12 the GRR negotiated a partnership with a new waste paper recycler, Cardboard King, which will achieve greater efficiencies and reduce costs while still providing the secure service our clients expect.

The GRR has also commenced the recycling of suitable plastics wherever possible through an arrangement with Visy Industries. This has led to a significant reduction in plastic leaving our premises in general waste destined for land-fill.

	Result 2011-12 $'000	Target 2011-12 $'000
Revenue	14,633	13,657
Expenditure	11,565	10,663
Surplus	3,068	2,995

Case Study

Community Services NSW Client File Database

The GRR has been managing the inactive client files of Community Services NSW (CSNSW) since 1991. Every year local offices of CSNSW cull their client files and forward them to the GRR where they are comprehensively catalogued and indexed. Originally the GRR provided CSNSW with the raw data, but over time it became more expedient to provide a copy of the full database. In June 2012 this database contained the comprehensive details of over 680,000 files stored in the GRR and as State archives.

In 2011-12, CSNSW contracted the GRR to re-develop the client file database. The GRR is fortunate in employing an application developer, Mr Joseph Jones, who is expert in database design and development, SQL and web applications. The CommServDB application is a sophisticated product built on a SQL database with a MS Windows® front-end for data entry and a web interface for the client. The former database has been extensively re-designed based on the GRR's twenty-year experience in the processing of Community Services client files and utilising the most recent technological developments. It was written completely in-house. Coding for the new application commenced in mid-November 2011 and was ready for beta testing at the end of February 2012. The GRR's team of expert indexers commenced data entry using the new CommServ application in late March 2012.

CommServDB will be hosted by the GRR, and authorised users in CSNSW will access it via a web-based interface, CommServNET. This was completed in June 2012 when beta testing commenced. An exciting part of the new CommServDB is its ability to store scanned images of files which the client will be able to access, search and download to their desk-top via CommServNet.

Nick Jarrett, Team Leader Warehouse GRR, scanning boxes in the
Western Sydney Records Centre

Outlook and capability

The Western Sydney Records Centre (WSRC) has total storage space of 435,000 linear metres for non-current records and archives, with the GRR now utilizing an additional 110,000 linear metres in leased satellite repositories in the Penrith area. In August 2012 a further 60 kilometres of satellite storage will come on-line.

As foreshadowed in the Business Plan the GRR has run out of storage space and has continued to lease and equip off-site warehousing to maintain its business. While this is a cheaper option in the short-term than building on-site not all GRR needs can be effectively met by leased accommodation. While all GRR off-site storage is of a standard commensurate with the storage of temporary-value records, it is less efficient to service, and high-use records must remain on-site at the WSRC.

The GRR's holdings grew by 23 kilometres in the 2011-12 year, and a large proportion of this growth has been in records that are not suitable for storage in the satellite repositories, whether because they are high use, such as patient files, or are to be transferred in the future to the State archives, such as material from the Supreme Court. It is because of the increase in holdings of these types of records that the construction of additional on-site storage for the GRR is essential. The GRR Business Plan showed clearly that we anticipate continued growth in the storage of long-term temporary records and records required as State archives. These records need to be stored in air-conditioned accommodation under State Records' own storage standard. State Records is currently developing a Business Case for the construction of Stage 7 at WSRC. This building will cater for both the GRR's need for long-term temporary and high-access storage, and special format storage for the State's archival collection.

We expect that demand for our records storage and associated services will continue to be strong in the coming year with 5% net growth of holdings. In particular we expect increasing demand for our professional and value-added services as clients continue to deal with accumulations of unsentenced records both within the GRR and on their own premises.

Services for the Public Sector

Efficient retention of public sector records

Official records are kept to support frontline customer service delivery, facilitate public sector governance and accountability, and minimise business risk to Government. A small number of the total records generated are kept indefinitely as part of the State archives collection.

Public sector records cannot generally be destroyed without the approval of State Records and its Board. The minimum periods for which the records must be kept are identified in records retention policies, known in NSW as retention and disposal authorities. Significantly, records retention policies also identify records to be kept as State archives. Routine implementation of the policies enables the timely transfer of permanently valuable records to State Records' care.

Records retention policies are fundamental to effective and efficient management and disposal of official records. By identifying how long records need to be kept from a regulatory, business or archival perspective, retention policies underpin records storage and management strategies. Prompt destruction of records that are no longer needed can reduce storage costs – for both paper and digital records storage - and minimise risk exposure.

Our off-budget arm, the Government Records Repository (GRR), stores non-current records for NSW Government agencies, hospitals and local Government bodies until they can be destroyed or added to the State archives collection. The records are stored in clean and secure conditions at low cost to Government and are easily retrieved if needed.

Goals:

In partnership with public sector organisations:
- to put in place records retention policies that systematically cover all official records;
- to encourage routine application of these policies by public offices; and
- to ensure that public offices apply these policies to digital records.

Records retention policies cover whole public sector

Objectives for 2011-12
- Increase the percentage of public offices that have comprehensive records retention policies.

Achievements and highlights
- 87% of public offices have comprehensive records retention policies.

In May 2012 the Government Recordkeeping section relocated into the Land and Property Information building at Queens Square

Online access to retention policies

We continued to add full text versions of all newly approved general and functional retention policies to our website. This strategy of having on-line policies available ensures that public offices and any other interested parties or stakeholders always have access to the current retention policies.

Existing records retention policy coverage a good baseline

We estimate that 87% of the current baseline of 424 NSW public offices monitored have all or most of their records covered by records retention policies. This is a good result given the size and complexity of the public sector and the limited resources we are able to allocate to this work.

Many public offices have all of their records covered by records retention policies as a result of our strategy over many years of developing general policies that apply to like organisations. General policies exist that cover all or most of the records of local councils, health services, universities, ministers' offices, Livestock Health and Pest Authorities, catchment management authorities and other agencies. These organisations account for approximately 57% of the organisations in the NSW public sector.

Of the remaining government agencies and State owned corporations (which account for approximately 43% of the NSW public sector), general retention policies cover all common types of records they create or hold, such as administrative, financial and personnel records. These public offices must develop retention policies covering the records of their unique functions. At the end of 2011-12 approximately 70% had done this.

Increase in retention policies covering government agencies

Public offices are encouraged to develop records retention policies to ensure their records are kept long enough to satisfy customer service and operational needs, as well as support good governance and accountability. The development of retention policies requires resources both on the part of the agency and State Records. Each agency is responsible for

the development of the retention policy covering its unique records, including digital records. Until their retention policy is approved by State Records, agencies are prohibited from destroying many records.

We require records retention policies to be developed using a methodology based on standard archival practice in Australia. Records or information management skills are required to develop them. This can be particularly challenging for small agencies and State Records staff provide a high level of assistance to these organisations. This can involve assisting with the drafting of the policies as well as providing supporting guidance.

We review the policies developed by each organisation before they are submitted to our Board for approval, and then issued. Whilst we aim to do this as efficiently as possible, it is complex analytical work and often requires consultation with experts in many areas. The number of policies approved is not indicative of the complexity of work in reviewing them or the quantity of records they cover. The number approved also depends on the number submitted by agencies, the quality of the draft policies submitted, and whether the Board approves the policies.

During the year there was a continued increase in retention policies covering records of NSW Government agencies and State owned corporations. Eighteen functional retention policies were approved with twelve additional public offices achieving comprehensive disposal coverage through the issue of these policies. These agencies included the Guardianship Tribunal, the Office of the Public Guardian, Premier and Cabinet, Sydney Ferries, Victims' Compensation Tribunal, the NSW Institute of Psychiatry, Family and Community Services, the Childrens' Court Clinic, the Transport Construction Authority (now part of Transport for NSW), the NSW Law Reform Commission and the Workers' Compensation Dust Diseases Board.

One of the records retention policies approved during the year was a review of the existing policy for Workcover. Another permitted the transfer of ownership of certain records as a result of the sale of local council businesses. Two policies were approved to permit the transfer of ownership or custody of records as a result of functions being transferred to the Commonwealth government.

Records retention policies cover whole public sector

Retention policies approved

	Result 07/08	Result 08/09	Result 09/10	Result 10/11	Result 11/12
Whole of agency	17	9	9	6	11
Partial	9	14	3	6	7
Total	26	23	12	12	18

Case study

Retention policies - Protecting child protection records

In December 2011 the Board of State Records approved a disposal authority for records relating to adoptions, fostering (out of home care) and child protection. This authority covers records dating from 1923, when adoption services were first regulated by the *Child Welfare Act* of 1923.

As with most disposal authorities, State Records undertook consultation with internal and external stakeholders who may have an interest in the records, seeking feedback on minimum retention periods and on what records should be retained permanently as State archives. This included the Child Protection Advisory Group of the government agency responsible for the records, Family and Community Services, as well as government agencies with an interest in child protection, such as the Children's Guardian, the Commission for Children and Young People, the Children's Court and the NSW Ombudsman. We also approached academics with a research interest in child protection, and organisations representing people who had been in the care of the State such as the Care Leavers Australia Network, organisations providing out of home care such as Barnardo's, and umbrella organisations such as the Association of Children's Welfare Agencies.

It can be difficult at times to find people willing to provide feedback on disposal authorities, but in this case, State Records was actively approached by individuals and organisations who had heard about the draft authority, and who wanted to have a say in what would happen to these records. For some children and young people placed in care, records created and kept about them by government agencies, especially in the past, constitute the existing records of their childhood. One individual who had been in care noted that she did not have any photographs or documents of her early life, apart from what was held by the Department. Another commented that for anyone who was in a home, fostered, or adopted out, 'any scrap of information about their childhood looms disproportionately large to this population' and that the criteria for retention should 'be adjusted out to accommodate this particular need and sensitivity'.

All records relating to adopted and fostered children, former State wards, as well as records of former residential homes that contain the names of children, are being retained as State archives in the approved authority.

Outlook and capability

Increasing records retention policy coverage is a strategic priority for State Records. We will continue to focus on encouraging agencies to develop and implement retention policies to achieve the benefits of more efficient and accountable management of records, including potential reductions in records storage / accessibility costs (in both the paper and digital environments). In addition, we will work with agencies to review existing retention policies to ensure their currency and applicability to digital records. We will continue to review general records retention policies to ensure they meet current needs of public offices.

This volume of the Palmers Oakey Common is part of a collection of estrays donated to State Records.

Quality recordkeeping across the public sector

State Records sets and promotes standards for the creation and management of official records across the NSW public sector, and provides assistance to public offices implementing quality recordkeeping. We believe quality recordkeeping underpins efficient government frontline service delivery to the community, and supports good governance and accountability. Quality recordkeeping is an integral part of effective and efficient public administration.

Our success in this area depends on all public sector officials, chief executives and their staff being aware of how records should be managed, having appropriate knowledge and skills, and implementing good practices.

Goals:

- To increase awareness, commitment and skills of CEOs and public sector officials in the creation and management of official records.
- To encourage public offices to put in place effective records management programs, systems and practices applicable to their business.
- To help public offices to make and keep authentic and accessible digital records.

Our report on the state of public sector recordkeeping as at 30 June 2012 is contained elsewhere in this annual report.

State Records has limited powers to compel NSW public offices to implement quality recordkeeping. We prefer to encourage good practice by raising awareness of records management standards and obligations, and by providing records management training and educational opportunities for public officials. Promoting good recordkeeping across the NSW public sector, and getting chief executives to commit to it, is the greater challenge for us.

Recordkeeping events improve awareness and skills

State Records undertakes a number of initiatives aimed at raising recordkeeping awareness and the skills of public officials and ultimately building a strong recordkeeping culture within the NSW public sector. During the year:

- 254 NSW public officials attended our Records Managers Forums (three held in Sydney);
- 120 attended presentations on disposing of digital records and recordkeeping and ICT at the Records and Information Management Professionals Australasia's annual conference;
- 138 attended presentations on digital preservation strategies, monitoring records management and using the Records Management Assessment Tool, and the disposal of records at the Records and Information Management Professionals Australasia's Local Government Chapter meetings in Avoca Beach, Queanbeyan and Dubbo;
- 60 attended the presentation on recordkeeping and risk management at the Digital Information Forum;
- 63 attended the presentation on recordkeeping and social media at the Social Media in Government conference in Canberra;
- 55 attended the presentation on the evolution of the series system at the October 2011 Recordkeeping Roundtable, and
- 153 attended presentations and talks given to specific public offices or at records and archives management events.

CEOs and public officials aware, committed and skilled

Increasing CEO awareness and commitment to recordkeeping

Our success in improving records management across the NSW public sector relies on our ability to make CEOs aware of the benefits of good recordkeeping and persuading them to commit to implementing standard practices. Despite anecdotal evidence indicating we are making a difference, this continues to be a challenge for us.

During 2011-12 we promoted good recordkeeping to CEOs by:

- Sending 51 information packs to new CEOs; and
- Issuing the *Future Proof* newsletter to all CEOs.

Demand for records management training continues

In collaboration with our training partners, 41 short courses were delivered to a total of 485 participants, indicating there is still demand for records management training. Courses were held at locations around NSW: 33 in the Sydney CBD or Western Sydney and 8 in regional centres (Dubbo, Goulburn, Grafton, Moree, Newcastle and Tamworth).

While demand for training continued during 2011-12, there were a number of course cancellations due to insufficient numbers. Our training partners require a minimum number of enrolments to run a course. Course numbers in regional centres still continue to be low in comparison to Sydney courses.

Training course participants

Result 07/08	Result 08/09	Result 09/10	Result 10/11	Result 11/12
597	391	325	579	485

Objectives for 2011-12
- Continue *Chief Executives strategy*, particularly sending information on recordkeeping obligations to new public sector CEOs.
- Continue records management short course training program, in partnership with private sector providers.

Achievements and highlights
- 1,328 participants in records management events, including 489 records management practitioners trained across NSW.
- Advised 51 new Chief Executives of recordkeeping obligations.
- 7,226 unique visits to the e-learning site, with 2,199 visitors completing e-learning modules.

A free workshop on managing recordkeeping risk in business systems has been added to our Training Calendar. This workshop is proving popular with public offices, with 74 participants attending the 4 workshops held in 2011-12.

Some of our training partners have taken the initiative to arrange and deliver in-house courses, and these have included conducting tailored courses on 7 occasions for 2 clients in Sydney and a regional location.

Our Sydney CBD training courses were relocated from the Sydney Records Centre at The Rocks to two new venues in the CBD: the Rolleston Room in the Queens Square facility and training rooms at the McKell Building.

We are committed to improving the level of records management skills across the NSW public sector, having provided short course training for over 25 years. Thanks are due to our training partners: Corporate Information Management Services, Recordkeeping Innovation, Siller Systems Administration, State Library of NSW, and Synercon Management Consulting.

During 2011-12, we had 7,226 unique visits to our e-learning site, with 2,199 visitors completing e-learning modules. The top e-learning modules for 2011-12 were: 'Recordkeeping concepts', 'Recordkeeping and You', and 'Digital recordkeeping concepts'.

Case study	**Workshops: Managing the recordkeeping risks inherent in business systems**

Business systems are used by organisations because they speed up the processing of business transactions and because they need somewhere to store and manage current data. More and more key business activities are being conducted in such systems, whether they be purpose-built or customised databases.

However, many business systems do not have inherent recordkeeping functionality: most are designed to keep data, not to keep records. If high risk business is being performed, or information is required in the long term, and records are not kept, this can create a number of information risks which can have significant consequences for organisations.

These risks can increase if organisations do not consider their information and recordkeeping needs, particularly their longer term needs for information, at key decision points such as systems design, configuration, integration, migration, record format selection and when systems are moved to cloud-based storage environments.

Recordkeeping and information professionals need to be involved at these key junctures and they need to be skilled and able to contribute their knowledge of recordkeeping requirements to ensure key information risks are minimised

Business systems are subject to the *Standard on digital recordkeeping*. Public offices are encouraged to use the requirements of the Standard to define the digital records that they need to create and keep for high risk business processes and assess whether the business systems can create and keep these records appropriately. If they cannot, ways to mitigate risk may include building recordkeeping functionality into the system, integrating with an EDRMS or exporting from the business system and capturing into an EDRMS.

This year, State Records completely revised the workshop *Managing recordkeeping risk in business systems* to highlight the importance of identifying information risks in business systems and plan suitable strategies to address them. The workshop had been running for a number of years but the revision now incorporates a number of real-world case studies showing the high importance of addressing information risk.

The workshop was offered four times this financial year at no cost to participants and was well attended. It has attracted not only records managers but information managers, information and communications technology (ICT) staff and risk managers. With participant feedback like 'very useful and motivational', 'enjoyed immensely', and 'very interesting and informative', the course is meeting the needs of participants. It will continue to be offered in 2012-13.

Outlook and capability
State Records will continue to promote the benefits of good recordkeeping to Chief Executives of NSW public sector organisations. We will continue to provide, with the support of training partners, a range of short course records management training to records practitioners around NSW. During 2012-13, we will continue to seek to raise awareness and understanding of digital recordkeeping requirements and tools amongst ICT professionals, to enable better cooperation with recordkeeping professionals in the design of compliant systems that support business. In addition, we will seek to use other opportunities to improve skills across the sector, such as adding to our on-line training modules.

Effective records management programs, systems and practices across NSW public sector

Quality recordkeeping depends on public offices having effective programs, systems and practices in place so that public officials know what records to create, what to file and where records are kept. Business information is an essential asset in a knowledge economy. Failures to document decisions, failures to make accurate records, or failures to locate information can cost the NSW Government financially or can cause embarrassment and result in loss of public trust. State Records believes that effective records management programs, systems and practices ultimately support good outcomes for the community as well as minimising business risk across the public sector.

State Records aims to influence how records are managed in hundreds of NSW public sector organisations and across thousands of workplaces. We have direct contact with, and provide advice to, about 500 organisations, a high proportion of which are in regional and rural NSW. We expect parent departments to take a leadership role with those branches and units we do not have regular contact with. Monitoring public sector performance and compliance is a challenge for us. Instances where we followed up on reports of recordkeeping failure are described in our report on the 'State of public sector recordkeeping'.

Objectives for 2011-12
- Meet continued demand for expert advice on recordkeeping from public officials.
- Obtain intelligence on current digital recordkeeping practices and extent of challenges facing the NSW Government.
- Revise *Standard on the physical storage of State records*.

Achievements and highlights
- Effective use of the Future Proof blog and Twitter account to communicate widely (including 55,542 visits to the Future Proof blog)
- Three new guidelines on recordkeeping developed

Advice and guidance provided in response to demand

State Records provided an advisory service to public offices on a range of records management issues via mail, email and telephone. Three new guidelines were added to our manual for records management practitioners. The guidelines addressed specific issues facing public offices, providing guidance on issues such planning and managing digitisation projects, using cloud computing services and implementing Electronic Document and Records Management Systems. In addition, four guidelines were substantially revised. We continued to communicate regularly with records management contacts and others in public offices via our online newsletter *For the Record*. It is produced six times a year and provides updates on developments and products and guidance on particular issues.

Records management standards and guidance at a glance:
⇒ Online *Government recordkeeping manual* provides one place to go for all standards, policies and guidance.
⇒ Future Proof web page provides entry point for advice and resources on digital recordkeeping.
⇒ Six mandatory records management standards currently issued.
⇒ Over 60 separate guidelines on all aspects of recordkeeping and records management.
⇒ Surveys of public sector records management practice and compliance conducted from 1996 to 2010.

Effective records management programs, systems and practices across the NSW public sector

New records management tool for assessing compliance and capacity in records management

State Records received good feedback and a positive response to the release of the exposure draft of the Records Management Assessment Tool in July 2010, and a number of public offices have used the Tool to conduct assessments and develop strategies for improvements. The tool is designed to allow public offices to self assess their compliance with the obligations of the *State Records Act* and whether the organisation is performing at a higher capacity than the minimum requirements of standards issued by State Records. Further work has been undertaken on the Tool and a final version was released in December 2011.

Keyword thesaurus products

State Records has offered keyword thesaurus products for over 20 years and has good market penetration in Australia, both in the public and private sector. The products are designed to be adapted by organisations for use in classifying and indexing their records. The products can also be used for a range of information management purposes, including developing logical shared drive folder structures. Our two records management thesaurus products continued to sell, particularly outside the NSW public sector, where they are widely used.

The *Keyword for Councils* product is now 10 years old and during 2011-12 work commenced to revise the product. A reference group has been providing feedback on proposed changes and a new version of the product will be released in 2012-13.

Industry Involvement

State Records participates in industry research and standards-setting where the outcomes have direct relevance to recordkeeping in the NSW public sector. During 2010-11 we participated in the following ways:

- as a member of the Standards Australia IT/21 Records Management Committee; and
- as members of Standards Australia IT/21 subcommittees IT21/5 Recordkeeping Compliance, IT21/7 Recordkeeping Metadata, IT21/9 Records Classification, IT21/10 Records Storage and IT21/11 Integration of Digitisation.

Keyword licenses sold and revenue

	Result 07/08	Result 08/09	Result 09/10	Result 10/11	Result 11/12
Keyword AAA	11	21	12	10	13
Keyword for Councils	25	17	19	9	15
Revenue	$22,860	$30,970	$25,805	$19,785	$24,324

Outlook and capability
State Records will continue to develop and provide records management advice, guidance and tools to assist public offices. We will continue to work with stakeholders, industry partners and others to ensure that we provide the most relevant advice and the right tools. We will seek to disseminate information and communicate through social media and other platforms as appropriate.

Effective records management programs, systems and practices across the NSW public sector

Digital records strategy, Future Proof

'Future Proof' is State Records' continuing strategy for ensuring that:

- the New South Wales government documents its business via the creation of robust, useable and trustworthy digital records;
- digital records are created and maintained in environments that have been adequately assessed and treated for risks;
- people and government have ready access to digital records documenting the business and memory of the State of NSW; and
- the State's digital archives are protected, preserved and accessible.

The Future Proof strategy was revised in 2011 to align more closely with changing needs in the sector.

Standard on digital recordkeeping

As well as business and cost benefits, there are inherent and significant risks associated with the move of government business to the digital environment. The *Standard on digital recordkeeping* was developed by State Records to help public offices identify and manage these risks. As of 20 June 2012, NSW public offices are expected to comply with all requirements of the standard.

Keeping standards under review

One of the roles of State Records is to approve standards and codes of best practice for all aspects of records management in NSW public offices (under section 13 (1) of the State Records Act 1998). State Records is also required under section 13 (4) of the Act "to keep under review the standards and codes for the time being approved under this section." During the year we reviewed the *Standard on the physical storage of State records* (Standard No. 3) issued for use by public offices on 19 April 2000. We sought feedback in May 2011 from public offices on their implementation of the standard over the last eleven years. Over a five week consultation period, 54 public offices responded to our request for feedback. Subsequent to this process, a revised version of the standard was developed.

A draft revised standard was released for consultation on State Records' website on 4 October 2011. Over five weeks of consultation, 22 written comments and submissions on the draft standard were received from public offices. No public office rejected the draft and many submissions expressed support for the proposed standard and noted its usefulness for their own records management programs and initiatives. As a result of these consultation processes and with the approval by the Board of State Records Authority, Standard No. 3 was revoked and the new *Standard on the physical storage of State records* (Standard No. 11) was issued on 2 March 2012.

Entrance to the Land and Property Information Building

Effective records management programs, systems and practices across the NSW public sector

Digital disposal strategy

For some time State Records has been concerned about how current digital records that have been identified as State archives and other high risk, high value records needed in the long term are being managed in their creating organisation.

The *Digital State archives at risk* project in 2010-11 determined that there were a number of issues that could affect the ongoing management of these records. One of the key issues identified was the lack of digital disposal, which makes it difficult to identify those records that need to be managed long term and to dedicate resources to ensure their preservation. The project made a number of recommendations on what should be done to help public offices and these are now components of State Records' *Digital disposal strategy.*

During 2011-12 State Records met one of the components of the strategy, to provide advice on good recordkeeping practices, good record migration practices, record storage practices, record digitisation practices, disposal in business systems and promotion of State Records' XML schema for the production and management of retention and disposal authorities (which has applicability and utility in both records and business systems). Much of this information was promoted through the Future Proof blog.

Staff also met regularly with vendors of the main records management software packages listed on the government IAMS (Information Asset Management Systems) panel contract to recommend how to improve the use of these technologies, particularly in relation to digital disposal.

State Records also conducted a survey of records managers in October 2011 to obtain more concrete data about digital disposal practices. See section 'State of public sector recordkeeping'.

Digital recordkeeping guidance, advice and tools

Additions to the suite of digital recordkeeping guidance from State Records during 2011-12 included the comprehensive *Managing*

digitisation programs and projects guidance which consists of two major guidelines, a number of case studies and additional resources such as sample documentation and a list of frequently asked questions. Guidelines on SharePoint and recordkeeping are close to completion. In addition, three Recordkeeping in Brief publications – *FAQs about EDRMS, FAQs about cloud computing* and *How records management techniques and skills can help meet information security objectives* were published.

In the past year we have made it a priority to meet frequently with records management, information management and ICT practitioners, managers, vendors and other regulatory bodies to collaborate, learn and advise on a range of digital recordkeeping issues. Approximately 50 meetings have been held in the last 12 months and the information gained has helped us to provide better, focused guidance to the sector and to guide NSW public sector organisations to better recordkeeping outcomes.

Staff have also put efforts into influencing higher levels of government policy development. For example, State Records has provided representation on the whole-of-government NSW ICT Strategy working parties. The Department of Premier and Cabinet has also proactively teamed with State Records to promote social media recordkeeping issues and build recordkeeping into the whole-of-government e-recruitment system.

During November 2011, the fourth issue of the newsletter *Future Proof* was distributed to NSW public Sector Chief Executives. This edition focused on the important digital information Government organisations are losing because they do not have adequate systems and controls in place. The newsletter highlighted some common risks to information including the risks inherent in contracting-out business. Advice was provided on how to be more strategic to mitigate these risks.

Approximately 100 digital recordkeeping enquiries were received in 2011-12, and all were answered within standard terms of service, most within 24 hours. Details of digital recordkeeping enquiries are analysed and used to identify 'hot topics', where future guidance may be needed.

Effective records management programs, systems and practices across the NSW public sector

Knowledge sharing

In 2011-2012 the Future Proof blog was reinvigorated to become a key business communications platform for State Records and the preferred mechanism for sharing fast and timely advice about dynamic digital issues.

Forty posts were published in 2011-12, an increase of nearly 40% from the previous year. Posts discussed a range of dynamic recordkeeping issues including:

- recordkeeping and the cloud
- digitisation
- social media and recordkeeping
- defining high risk records
- SharePoint.

During 2011-12, we gave a number of presentations to raise awareness and understanding of digital recordkeeping

challenges and solutions in government organisations. For example, presentations were delivered at the Records and Information Professionals Association of Australasia's Annual Convention and at several local government chapter meetings on a range of issues including digital disposal, digital preservation, managing recordkeeping risk, social media and recordkeeping and building relationships with ICT. Presentations were also delivered at an ARK Group conference on information governance in the public services, the Digital Information Forum, a TMF conference on risk management and at specific social media, web and IT conferences and discussion groups.

In addition, State Records continues to be a member of the NSW Spatial Council Metadata Working Group to provide advice on the recordkeeping components of NSW spatial data management.
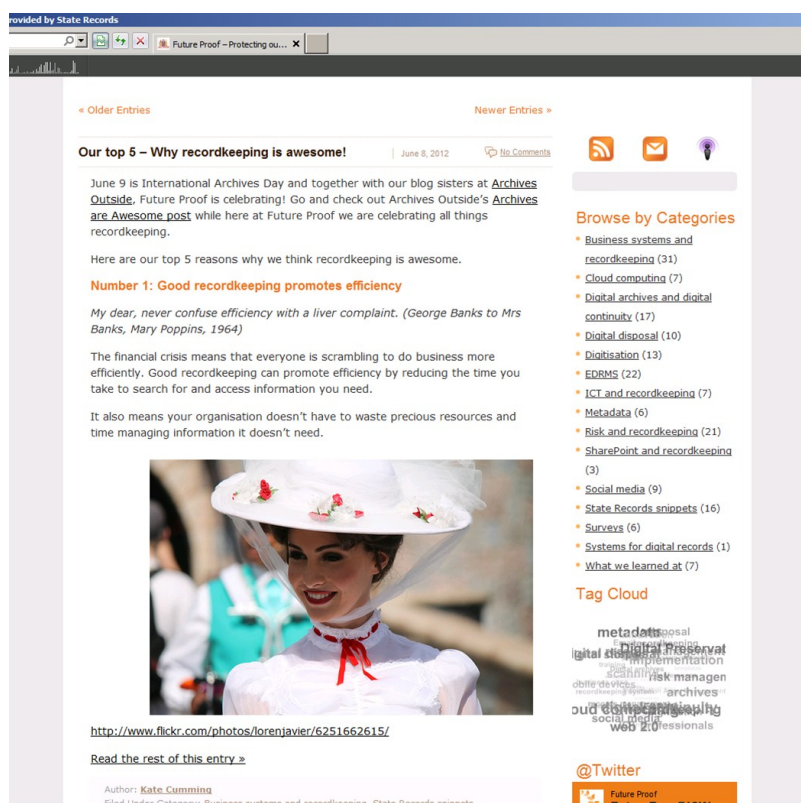
Future Proof blog usage increased significantly during 2011-12

Effective records management programs, systems and practices across the NSW public sector

Web site analysis shows that over 1,200 users came to the Future Proof site in the 2011-12 period specifically to access the podcast series.

In 2011 the blog's usage figures increased by over 60% and there were 55,442 visits in the 2011-12 financial year indicating that it is serving a need both within the NSW records management community and the NSW public sector in general. As of 1 July 2012, we had 232 RSS subscribers to the blog.
The Future Proof Twitter account continues to be a useful mechanism for disseminating guidance and advice. Over the year State Records' staff posted 280 tweets on this account and the FutureProofNSW Twitter account has 395 followers.

Twitter has been used as a means to promote content on the State Records and Future Proof websites and to disseminate topical and timely information about digital recordkeeping. Content posted via the FutureProofNSW account is regularly retweeted by other members of the Twitter community which helps to further circulate our recordkeeping advice and encourage discussion. Over the year Twitter has also been a useful mechanism for enabling greater collaboration with other archival institutions within Australia, and for raising staff awareness of national and international recordkeeping initiatives.

State Records' Digital Archives project

State Records' new Digital Archives project commenced in April 2011, with the majority of team members recruited by July 1, 2011. 2011-12 represented the first full year of this important new program for State Records.

Sitting within our overall digital records strategy, Future Proof, the Digital Archives project entails the establishment of physical infrastructure and the creation of new systems, tools and processes to enable State Records to manage, protect and make available archival value digital records of the NSW Government.

With the vast majority of official records being created and kept only in digital form today, it is vital that State Records extends its preservation and access delivery services into the 'born digital' environment. Rather than being about the digitisation of older paper material, this initiative is about ensuring the integrity and longevity of key government records in databases, file systems and the wide array of formats that characterise the digital working environment today.

The systems, tools, services and processes being developed as part of the Digital Archives project will have broader application in the NSW public sector to assist with a range of digital continuity issues for all NSW public office digital records; including migrating records forward through technology change, building better recordkeeping systems and conforming to standards for ease of information sharing.

Future Proof on Twitter:
http://twitter.com/FutureProofNSW

The Digital Archive Team
(L to R) Ken Zhai, Wisanu (Nott) Promthong, Richard Lehane, Cassie Findlay, Damien Juhasz, Paul Elliott

Effective records management programs, systems and practices across the NSW public sector

Achievements

The team has achieved a significant amount in the first year of the project, including:

- overseeing the design and construction of new office space and data centre at the Western Sydney Records Centre.
- design and implementation of an ICT platform for the Digital Archives, consisting of integrated server, storage and virtualisation technologies that will provide capacity for growth and expansion of storage, and will serve as the platform upon which the Digital Archives systems will be built. The hardware that was purchased through tender as part of the design and implementation process is now operational in the Digital Archives server room in Kingswood.
- researching existing Digital Archives and digital preservation tools and practices and testing and evaluating those tools which will form part of the State Records'

Solution.
- delivering presentations on the Digital Archives project to conferences, seminars and meetings of various stakeholder groups.
- building a management framework for Digital Archives metadata.
- specifying and building custom tools and workflows for Digital Archives processes
- developing a Digital Archives migration project methodology to be tested on agency projects in the second half of 2012.
- developing a change management strategy to facilitate engagement, awareness and trust in relation to the Digital Archives project so that eventually Digital Archives becomes an integrated part of State Records' core business.

Digital Archives server room

Effective records management programs, systems and practices across the NSW public sector

A consultative approach

To ensure the processes and systems developed for the Digital Archives project are in line with State Records' requirements for the management of archives as well as meeting agency needs and aligning with best practice for digital recordkeeping, the Digital Archives team has been carrying out its work in a highly consultative manner. In particular, we have worked closely with:

- the Digital Archives Reference Group: made up of State Records staff from across a range of program areas including Archives Control and Management and Public Access, and

- the Digital Records Advisory Group: a group of records and information managers and other representatives from NSW public sector organisations who provide feedback on products developed as part of the Digital Archives project.

Communication

There are regular updates on what is happening in the Digital Archives project on the Future Proof blog, from Future Proof on Twitter and in other State Records communiques such as *For the Record*, our e-newsletter for government agencies. The Digital Archives team also gives regular presentations at conferences, seminars and other events.

Next steps

In the coming year the Digital Archives project will be embarking on a series of pilot migration projects, working with NSW government agencies to prepare for and carry out successful migrations of records to the archive. This will be an opportunity to test and refine the key elements of our approach to Digital Archives, in particular:

- an online 'Digital Archives Dashboard' enabling agencies and State Records to work in partnership on migration projects, making use of a variety of tools to analyse and prepare records

- a modular suite of tools and services including a customisable workflow, to enable State Records staff to accept, check, analyse and store digital records on an understanding of the records' requirements

- a migration project methodology that ensures the lawful transfer of records is managed appropriately, taking account of the special requirements and resourcing of the agency concerned, and

- an expanding knowledge base of lessons learned, as well as registers of recordkeeping metadata and migration pathways, that will provide ongoing benefit for future migrations and digital recordkeeping systems design across government, regardless of whether the records concerned are 'archival'.

Digital Archives work area

Effective records management programs, systems and practices across the NSW public sector
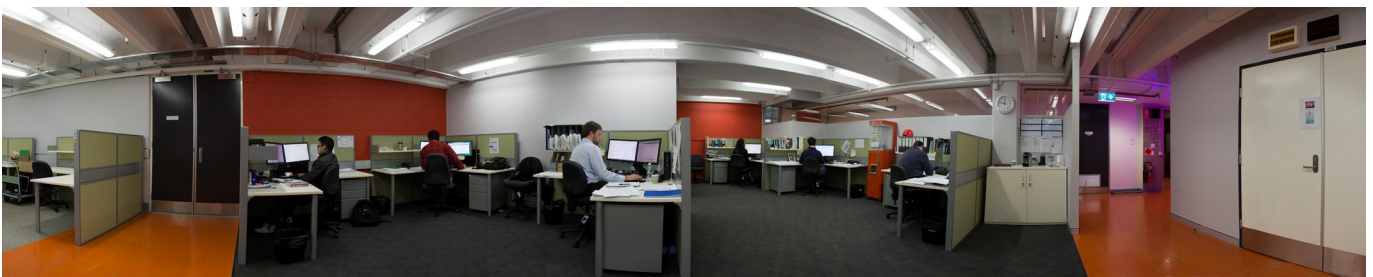
Open Data Project

State Records NSW initiated the Open Data project in March 2011. The aim of this project is to identify datasets relating to the NSW State archives collection and publish them in accessible ways. Data published by this project could spark new interfaces to the collection, create new possibilities for federated searching, or allow creative re-purposing such as in visualisations or mash-ups.

The project's first step was to publish data extracted from the online catalogue, *Archives Investigator*, in a raw form available for download. State Records subsequently developed an application programming interface (API) based on that data which was launched in June 2011.

The API (http://api.records.nsw.gov.au/) provides a new interface to *Archives Investigator.* For regular users, this new interface offers simple but powerful search, a richer search results page, a cleaner view of descriptive entities and their interrelationships, and integration with external research tools such as Zotero. It has also enabled experimentation with novel features such as user tagging and commenting. It is called an API because it was built not just to support regular users but to also provide an interface that external applications and services (such as federated search portals) can use to connect with the catalogue. In addition the API provides a flexible and open platform that State Records itself can leverage to create new and innovative online services.

From Publications NSW to opengov.nsw

Goal 31 of the State Plan 2021 is: "Improve Government transparency by increasing access to Government information". The goal includes the priority action: "Expand the Publications NSW website to include access to all agency information published as 'open access under GIPA (the *Government Information (Public Access) Act 2009*).' In 2011-12 State Records took responsibility for the Publications NSW website, and commenced work on building its next incarnation, provisionally now named 'opengov'.

Background

The Publications NSW website was established by the Government Chief Information Office in 2007 and is a working online repository for New South Wales government publications, primarily government agency annual reports. It contains around 1500 publications, including a good corpus of reports for Government agencies for the last 10 years and a number of digitised sets of reports from Public Works and Services, Fire Brigades and Police. The service has demonstrated growing public demand, with around 1000 visitors per month.

In 2011-12, State Records worked on an updated Publications NSW website, utilising new tools and processes developed as part of the Digital Archives project to store and safeguard the site's contents, and integrating their contextual information with the rich information on past NSW government agencies recorded in our archival control systems.

Next steps

Working in consultation with stakeholders including the State Library of NSW, the Information and Privacy Commissioner and the Department of Finance and Services, State Records will be launching the enhanced opengov website in late 2012. The website will offer a centralised repository for annual reports and other digital government publications, as well as open access information released under the *Government Information (Public Access) Act 2009*. As a whole of government service, the opengov website will offer a range of benefits to agencies and the public, including:

- relieving agencies of the need to retain a growing set of older publications and documents on their own site by linking to opengov for past content;
- offering agencies the option of using opengov to publish current publications rather than on their own site; and
- providing a quick and easy way to search for a wide range of government information, retained in context, that takes account of the rapid changes to agency names and arrangements.

Effective records management programs, systems and practices across the NSW public sector

Land and Property Information Building from
Macquarie Street

Effective records management programs, systems and practices across the NSW public sector

Digital Records Advisory Group

In order to ensure that the Future Proof strategy takes account of current issues and the needs of the public sector, a Digital Records Advisory Group was established in August 2007. The Group:

- advises State Records on real world examples of digital records issues and challenges;
- provides feedback on products developed as part of the digital records and archives strategy; and
- are invited to test digital records and archives solutions.

The Digital Records Advisory Group meets quarterly and in 2011-12 was comprised of representatives from:

- Ambulance Service of NSW
- City of Sydney
- Department of Finance and Services
- Corrective Services NSW
- Family and Community Services NSW
- Hunter New England Health
- NSW Department of Transport

- ServiceFirst
- Sydney Water
- Transgrid
- Transport for NSW
- The University of Sydney

Australasian Digital Recordkeeping Initiative (ADRI) partnership

We worked closely with others on digital recordkeeping and archiving strategy and tools. Australian Digital Recordkeeping Initiative (ADRI) is an undertaking of the Council of Australasian Archives and Records Authorities, the peak body of government archives and records institutions in Australia and New Zealand. The primary objective of ADRI is to pool resources and expertise to find better ways to ensure that digital records are preserved and made accessible for the future.

During the year, State Records completed an ADRI project to develop a glossary of agreed common disposal triggers and definitions. The purpose of this project is to enable better implementation of disposal decisions within records and business systems and improve applicability of disposal triggers to digital records.

Outlook and capability

In 2012-13 the focus for NSW public offices will be on ensuring full compliance with the requirements of the *Standard on digital recordkeeping* and, thus, ensuring that trustworthy and accessible records of high risk business are managed for as long as they will be needed. This will mean that it will be particularly important for public offices to consider the recordkeeping requirements of business conducted outside of traditional EDRMS environments. To assist in this work we will continue to offer workshops and publish case studies relating to recordkeeping in business systems. We will also continue to develop a range of tools, training and guidance that will offer an integrated approach to digital recordkeeping and information management across the sector.

State of public sector recordkeeping

State Records' statutory responsibility to promote effective and efficient recordkeeping across the NSW public sector commenced in 1999 with the *State Records Act 1998*. We undertake this responsibility by setting standards, providing guidance, promoting good practice, and monitoring public office performance and compliance.

The state of public sector recordkeeping is an indicator of our performance, although it is mostly outside our direct control. We have limited power to enforce compliance, preferring to promote and encourage the benefits of good recordkeeping.

State Records started conducting records management surveys in 1996 and has conducted several compliance and information surveys since then. While we did not conduct a compliance survey this year we did conduct two information surveys on current issues. These surveys are reported on below. We also gather information from NSW Public Offices on digital recordkeeping issues and challenges, such as cloud computing, which feeds into the development of guidance and tools.

In this report we:

- discuss the survey on attitudes to digital disposal
- discuss the survey on social media and recordkeeping
- highlight some case studies of NSW public offices undertaking digitisation of paper based records.

Bathurst (from the photograph album of L.G. Watt—NSW Board of
Fire Commissioners
Dated: 06/07/1928
Digital ID: 549_a029-a029000012.jpg

State of public sector recordkeeping

Survey on digital disposal

In October 2011, State Records distributed a survey to obtain concrete data about public sector attitudes and practices in relation to digital disposal, which was completed by 83 respondents. The survey revealed that very limited destruction is taking place in EDRMS environments and less still in business systems. Many organisations are not aware of retention requirements that apply to business systems and disposal is seen as costly, time consuming and difficult in these environments. Generally, there is a widespread belief that digital disposal can 'wait until later' and that paper records disposal projects are more pressing. The responses also showed that 80% of records managers are not confident that their significant business information can be retained for more than 10 years. This is a matter of some concern as much government information is need for reasonably long periods.

Planning and managing the disposal of information is an indispensable part of sound information governance. The current attitudes to digital disposal may pose risks to the useability, accessibility and maintenance of government business information. The responses to the survey were published on the Future Proof blog and will inform State Records' future work program for the development of tools and advice in relation to digital disposal.

Survey on social media and recordkeeping

Many government bodies are starting to use social media applications for a range of business purposes. However, not many organisations are considering recordkeeping in the design and implementation of social media projects. In fact, in our discussions we find that many people are dismissive of social media or fail to see that records of any value could be created in this environment.

However, social media is increasingly being used by organizations real government business is moving to this environment. While much of the business relates to communications and marketing some can involve emergency management, public engagement and consultation or business collaboration.

In addition social media applications are complex and diverse. Besides Twitter and Facebook, there are blogs, YouTube, Wikis, Flickr, internal collaborative sites such as Yammer, and a range of others. The functionality offered by these applications means that, conceivably, they could become mainstream, core business systems in organisations in the short to medium term. Internal collaboration systems could start to replace email. Wikis could start to replace intranets or project management systems. Facebook could start to replace formal consultation mechanisms.

State Records encourages organisations to consider how and why social media is being used for corporate business and whether strategies are needed for making and keeping records in social media applications.
In April 2012 State Records surveyed NSW public offices to quantify:
* Is government actually using social media?
* If so, what social media applications are government bodies using?
* What are these applications being used for?
* Are records being kept?
* If they are, how?
* If they not, why?
We also wanted to use the survey to raise awareness among recordkeeping professionals in the sector about the need to raise these issues.

The survey results were published on the Future Proof blog. They demonstrate that while 79% of participating organisations used social media, 59% do not capture the records of their business conducted via social media. Nearly 50% of respondents provided us with ideas about the type of guidance they require for capturing records of social media. We will use this information to create guidance on recordkeeping strategies for social media in the future.

Case studies for the digitisation of paper-based records

State Records has learned a great deal about digitisation over the past year and has published its research in the comprehensive guidance *Managing digitisation programs and projects*. The guidance includes two separate guidelines: one on business process digitisation programs and one on back-capture digitisation projects.

During the drafting, staff liaised with a number of organisations across the sector who had active digitisation programs and projects in place. A number of these agreed to be the subject of case studies in order to share what they did well, and what lessons they learned along the way. The guidance now contains the following case studies:

• *Department of Education and Communities: Pilot digitisation of HR records* which highlights the importance of project management and change management for business process digitisation and demonstrates how careful planning can facilitate the automation of metadata collection.

• *University of Western Sydney: Internal digitisation programs and projects* which demonstrates that it is essential to determine business drivers for each digitisation project/program and the particular needs of the records as these inform digitisation approaches, specifications and other requirements.

• *Housing NSW: Outsourcing the digitisation of client files* which shows that with careful planning and management large scale digitisation projects can be successfully undertaken by organisations in conjunction with external service providers.

• *Council of the City of Sydney: Outsourcing the digitisation of private certification files* which shows that carefully planned and considered digitisation projects can result in business transformation, process efficiency and reduced costs.

• *NSW Police Force: Business process digitisation program for accounts payable* which demonstrates that a well planned integration of a business system with an organisation's EDRMS can bring about business process improvement, cost savings and the effective management and disposal of records.

State Records is very grateful to the above organisations for sharing their experiences. The case studies have already proven to be a useful resource for other public offices contemplating digitisation programs or projects.

Analysis of retention policy coverage

A total of 424 public offices were analysed for the extent of the disposal coverage of their functional records. Of these, 243 public offices (57%) are covered by general retention policies.

Three ratings were applied to the remaining 181 (43%) public offices:

• Green light (72%) – these public offices have functional comprehensive coverage of their records.
• Amber light (10%) – these public offices have some functional records covered.
• Red light (18%) – these public offices have no or few functional records covered.

The following public offices obtained comprehensive retention policy coverage during the year:

• Guardianship Tribunal
• Office of the Public Guardian
• Premier and Cabinet
• Sydney Ferries
• Victims' Compensation Tribunal
• Institute of Psychiatry
• Family and Community Services
• Children's Court Clinic
• Law Reform Commission
• Workers' Compensation Dust Diseases Board.

State Records encourages public offices to review their retention policies as appropriate. During the year Workcover sought and obtained a full review of its retention policy. The review was timely and will ensure the policy continues to provide comprehensive coverage that meets the operational and business requirements of this organisation.

Identifying performance issues

State Records monitors reports published by the NSW Audit Office, Ombudsman and Independent Commission Against Corruption to identify recordkeeping performance issues. We also take note of media reports and issues raised with us by members of the public. We take action on select instances, usually writing to the public office and following up with a meeting or assessment of recordkeeping systems.

State Records has acted on five instances of reported poor performance. Two of the cases are described below.

Good disposal practices

State Records investigated a possible recordkeeping issue at a NSW local government organisation after a complaint was raised by a senior officer of the Council. Briefly, the complaint concerned the disposal of recruitment records earlier than the retention period in the *General retention and disposal authority for local government records*.

We found that recruitment records had been disposed of earlier than the minimum retention periods and that technically, a breach of the State Records Act had occurred. The early destruction of the recruitment records is a serious matter and poses a risk to the Council and its ability to account for its decisions and the processes undertaken to recruit staff in this instance.

As part of our assessment, we reviewed policy and procedure concerning the disposal of records. We made a small number of recommendations on how the Council could improve its records management policy and procedures to ensure that such a breach of the Act does not occur again. The Council accepted our recommendations and has been implementing changes to policy and procedure.

Frameworks for good recordkeeping

State Records investigated a possible recordkeeping issue at a NSW government agency after a complaint was raised by a member of the public. Briefly, the complaint concerned whether or not the government agency was making and keeping file note records of telephone conversations and whether or not grievance and workers compensation records were stored on the correct file.

State Records assessed policy, rules, procedures and training materials that would guide agency staff in the making and keeping of file note records. At the heart of this issue is whether the policy and rules issued to staff instructing that records were created and captured, in particular the creation and capture of file note records, was adequate and whether there was conformity with these rules. Failure to create and capture records documenting actions, decisions, guidance or advice into appropriate recordkeeping systems can expose an organisation to a high level of risk or embarrassment.

State Records was not provided with the necessary permission to view the grievance and workers compensation files and was thus not able to review the file contents. However we did receive three attestations from the agency that the two matters are filed separately: grievance material has been filed on a grievance file, while the workers compensation material has been filed on the workers compensation file. On this basis we are satisfied that the agency was correctly managing these types of records.

State Records made four recommendations for improvements to the frameworks for recordkeeping in the agency, i.e. improvements to policy, procedure and templates. The agency indicated that the recommendations were accepted and would be implemented. State Records will monitor progress on this matter.

The State archives collection

State Records manages and preserves the State archives collection so that it is available to the people of NSW. The State's archives are also the corporate memory of the NSW Government and broader public sector and therefore have value to public officials. As our collection includes the earliest government records in Australia, dating from the arrival of the first Europeans, it is also used by people around Australia and the world.

Records to be added to the collection are identified in records retention policies. We encourage public offices to transfer these records to our custody when they no longer need them. There has been a gratifying increase in transfer activity in recent years, but many valuable public sector archives remain in public offices, often in less than ideal conditions.

Most of the current State archives are in their original form (paper and other media) and remain uncopied, which poses challenges in their ongoing preservation and making them widely accessible. A major challenge is to catalogue and document the collection, particularly individual items.

Increasingly, records of government business are 'born digital', and those digital records identified as State archives should be preserved in digital form. State Records has received funding for the Digital Archives Project up to 2012-2013, which will allow us to put in place the necessary staff, technology and guidance to make digital archiving operational.

State Records is committed to maintaining a range of access points. We provide access to the State archives through our reading room, our website and 42 community access points across regional NSW. We are also committed to promoting the State archives collection as a rich cultural and information resource. This involves us in presenting an extensive public program of talks, tours, exhibitions and other events.

Goals:
* To have public offices transfer their archival records, including digital archives, to our custody or a regional repository once they are no longer in current use, unless it is appropriate for them to manage their own archives.
* To ensure the State archives collection, in all of its locations and formats, is appropriately stored and preserved.
* To catalogue and document the State archives collection so that it is accessible to the people of NSW and Government, and to facilitate its management.
* To provide a diversity of channels by which the people of NSW can access the State archives collection.

Public offices protect or transfer archives

Public offices are responsible for protecting that part of the State's archival heritage which is under their control. Many public offices hold records of archival value which they no longer use. State Records encourages public offices to transfer these records to us, to ensure their ongoing preservation. We can also make the archives accessible through our public reading room and online services.

Archives not transferred to our custody, or to one of the six regional repositories, are at greater risk of loss or accidental destruction or damage. State Records can also make agreements with public offices to preserve and make accessible their own archives, where it is logical for them to do so and they can meet important conditions.

Objectives for 2011-12
- Encourage public offices to transfer their archival value records to our custody.

Achievements and highlights
- 3,549 linear metres of archives plus 1,241 plans transferred as State archives.

Continuing interest from agencies in managing their own archives

While there is a strong desire amongst councils and universities to retain custody of, and manage their archives, few agencies (particularly local councils) are adequately resourced to meet the essential conditions for managing and making accessible their part of the State archives collection.

However, we did receive serious expressions of interest in distributed management from four regional councils (Muswellbrook, Coffs Harbour, Cabonne and Wingecarribee).

The State's archives can only be managed outside State Records' custody by agreement, which involves control over the archives passing to State Records, and which places a number of obligations on the public office. There are currently six 'distributed management' agreements in place. There are 'full' agreements covering three of the regional repositories (at Wagga Wagga, Armidale and Newcastle University), plus the University of Western Sydney; while partial agreements (covering selected records only) are in place for the New South Wales Police Force and the Powerhouse Museum. Discussions with Historic Houses Trust (Justice and Police Museum) concerning the implementation of a distributed management agreement are ongoing. The distributed management agreements with the University of New England and University of Western Sydney were renewed for an indefinite term.

Archives management at a glance:
⇒ The State archives collection is distributed, being located in Western Sydney and six regional centres.
⇒ State Records has purpose-built storage for archives.
⇒ Public offices can transfer records that are identified as State archives in a records retention policy, are covered by access directions and meet other conditions.
⇒ Public offices can manage their archives as part of the distributed State archives collection, by agreement with State Records.
⇒ State Records is seeking government support to continue a whole of government digital archiving solution for 'born-digital' State archives.

Public offices continue to transfer State archives

Quantities of archives proposed for transfer can fluctuate considerably from year to year, and are largely outside our control. However, 2011-2012 saw a continuation of the general pattern of the past five years, with transfers totalling more than 3,500 metres.

132 transfers covering 168 series were received at Western Sydney. The Land and Property Information Division (LPI) of the Department of Finance and Services was again the most active public office, with the series NRS 13859 Crown plans making up the bulk of the records transferred. The primary impetus for these continuing large-scale transfers has been the move to digital modes of business within LPI, as very large series such as the Crown plans are being digitised, thus allowing the original records to be 'retired' to archival storage. More than 156 metres of Parliamentary archives were also

received for storage and preservation under the terms of an agreement with the NSW Parliament.

Regional repositories received several transfers of State archives, including vital records from local councils, heritage plans from Public Works and files from the Murrumbidgee Irrigation Authority.

Metres of standard format records transferred as archives

	Result 08/09	Result 09/10	Result 10/11	Result 11/12
State Archives transferred to State Records' custody	6,079	1,292	1,872	3,549
State archives transferred/added to regional repositories	n/a	28	50	82
State archives transferred/added to other distributed collections	n/a	n/a	131	
Total		1,320	2,053	3,631

Public offices protect or transfer archives

Support for regional repository network

Support for the six regional repositories continued, focussing on grant funding, training and advice on preservation, documentation and transfer matters. State Records continued to build relationships with the regional repositories, and the Senior Project Officer visited the repositories at Auchmuty Library, University of Newcastle, Newcastle Region Library and University of New England and Regional Archives during the year to inspect and monitor the management of State archives, and to discuss current and future activities and projects. We also provided advice and guidance to a number of community archives organisations.

State Records also negotiated access for the two largest repositories, Charles Sturt University Regional Archives and University of New England and Regional Archives, to an international licence for Ancestry.com.

State Records continued to support the promotion and outreach of regional repositories through the *Archives Outside* blog, which provides an online forum for the repositories to promote both their collections and their parent institutions. Further details about *Archives Outside* are given elsewhere in this Report.

Number of non standard format items transferred as archives

	Result 08/09	Result 09/10	Result 10/11	Result 11/12
Maps and plans	617	1,086	760	1,241
Maps and plans (to regional repositories)	n/a	5,000	0	0
Total		6,086	760	1,241

Outlook and capability

State Records anticipates that significant quantities of archives will continue to be transferred to our custody over the next five to ten years, as the bulk of paper-based records become inactive and as agencies with responsibility for vital infrastructure implement major copying projects. However, the large number of series being transferred continues to place pressure on our limited archival and clerical support staff resources.

It is gratifying that many public offices are fulfilling their obligations under the State Records Act by transferring inactive permanently valuable records as State archives. Unfortunately the volume of material transferred over the past 10 years is such that we are unable to fully check all consignments, and a large backlog has built up; delaying final approval of many transfers, and the registration of consignments and uploading/'publication' of item lists.

Increased demand for the transfer of State archives in digital form is expected, especially as funding has been provided for the Digital Archives project up to 2012-2013. Whilst transferring archives into our custody is important to us, we will also continue to support a distributed State archives collection. To this end we aim to put more distributed management agreements in place with regional repositories and those public offices that have the capacity to manage archives in accordance with the conditions that ensure they are properly preserved, documented and accessible to the community.

Donations of records

Offers of State archives gratefully acknowledged

Some official records have in the past strayed from the public office that created or held them. State Records relies on the generosity of the public to return those records which would make a valuable addition to the State archives collection.

State Records gratefully acknowledges the following people and organisations for their donations:

Donor	Records donated
Mrs Margaret Marshall	Correspondence of the Matron of the Protestant Orphan School at Parramatta 1857 to 1870.
National Film & Sound Archive	Maritime Services Board film *Botany Bay: Movement of a Moored Container Vessel.*
Lawrence Historical Society	Lawrence Court Bench Books from the 1860s.
Tottenham Historical Society	Tottenham Petty sessions records from 1921 - 1928.
Newcastle Girls Ex-Students Association & the Newcastle Old Boys Association	Admission registers for Newcastle Boys and Girls High School 1930 – 1975.
Murrumbidgee Irrigation Ltd	Murrumbidgee Irrigation Area farm files 1912 to 1956.
Mr Colin Ferguson	Upper Turon School admission register and the Palmers Oakey Common records 1870 – 1924.
Wyong Family History Group	Copy of Wyong Shire Council Register of infectious diseases 1915 to 1968.
Mrs Margot Phillips	Chifley Public School admission registers and other material 1962 – 2009.

The State archives collection is appropriately stored and preserved

State Records manages an extensive government archive collection, comprising items of varying formats, across seven locations. Archives require clean, environmentally-controlled storage conditions to help ensure their preservation over many years. Non standard format archives, such as film, require purpose-built cool storage. Archives in digital format require a different storage and preservation regime.

We are committed to providing the best available storage conditions for all of the State's archives. Whilst this slows further deterioration to the archives, a major challenge is dealing with archives that require conservation treatment.

Metres of standard format records in archival custody

	Result 10/11	Result 11/12
Archives in State Records' custody	63,176	66,726
Records to be appraised in State Records' custody	3,521	3,519
Total in State Records' custody	66,697	70,245
Archives in regional repositories	2,420	2,420
Total in archival custody	69,117	72,665

Note: These figures do not include the 461 metres of Parliamentary archives held by agreement with the NSW Parliament.

Objectives for 2011-12
- Preserve born-digital State archives.
- Undertake conservation treatment on priority items.

Achievements and highlights
- Digital Archives project – funding received and project ongoing.
- Priority items received conservation treatment .

The State archives collection continues to grow

The State archives collection increased by 3,549 metres of standard format archives during the year, bringing the total collection to more than 70,245 kilometres and over 340,507 maps and plans.

Standard format archives include files and volumes stored on shelves, and all other records counted in linear metres (including microfilm reels, film and audio visual items). Maps and plans cover all records of this type other than those counted in linear or cubic metres.

Record items of non standard format in archival custody

	Result 10/11	Result 11/12
In State Records' custody	339,266	340,507
In regional repositories	15,726	15,726
Total non-standard format in archival custody	354,992	356,233

Figures include a small quantity of large-sized individual documents stored in the same way as maps and plans. An additional 114.45 cubic metres of non standard format items are not shown in totals.

The State archives collection is appropriately stored and preserved

Planning for digital archives preservation

Archives Control and Management staff attended a number of meetings during the year in relation to planning for digital preservation as part of building internal skills and capacity to move into our new role as a repository for 'born digital' State archives. Funding for this project has only been confirmed until 2012-2013 (see elsewhere in this Report for further details on the project).

Preservation advice provided to agencies

As the level of transfer activity has increased, and more agencies are undertaking large-scale digitisation projects, there is a need to provide expert preservation advice before records are actually transferred as State archives. State Records has an ongoing relationship with Land and Property Information (LPI) in relation to several major digitisation and transfer projects, and we also assisted a number of other agencies during the year.

State Records seeks to ensure that records of archival significance are being properly stored and managed while still in agency custody, and to provide guidance on appropriate handling, packaging and transportation for records to be transferred. We also assist agencies to identify seriously damaged records, and advise on essential remedial conservation work that may be necessary before they can be accepted into our custody. Conservation advice was requested by government agencies, a range of private individuals and groups, regional repositories and local councils on 31 occasions.

During the year, agency staff, TAFE students, Kingswood primary school, U3A and family history groups took the opportunity to visit the conservation laboratory on 20 separate occasions, highlighting the role State Records has in the long term preservation of State archives. On Open Day all the conservation clinics were well attended and more such events were requested.

Macro-preservation challenges

Constant monitoring of the environment and storage areas is part of the routine of managing potential mould and pest threats. A pest database is under development, to track movements and possible infestations, allowing intervention in real time. The Senior Conservator conducted some familiarisation trials based on the Robert Waller method of risk analysis with a view to setting up a case for implementation. Conservation provides ongoing inspection of individual items and incoming batches of material for the GRR when requested, with 501 inspections during 2011-2012.
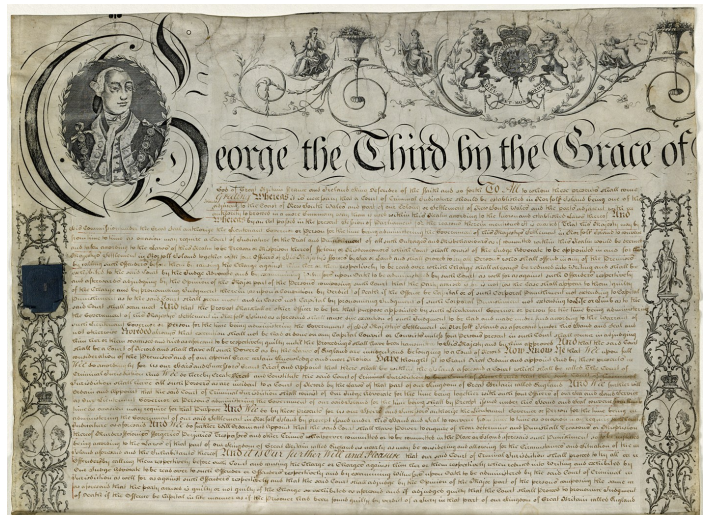
Charter of Justice: Letters patent constituting the Courts of Law, 1787
Signed by Charles Phillip Yorke, 1764-1834, British politician and Member of the Privy Council
State Records NSW: NRS 1021, [X24]

The State archives collection is appropriately stored and preserved

Items receive conservation treatment

During 2011-2012, 1,376 fragile items received treatment to enable access for a range of activities. This was consistent with numbers achieved in previous years despite re-organisation of the laboratory space. Agency retrieval saw 543 files receiving treatment prior to despatch, the majority being for the Department of Family and Community Services. 46 previously un-issuable items were made available for researchers and condition assessment advice was provided when required by the reading room.

This year 49% of archives treated were part of planned projects, a gratifying increase. The growth of digitisation projects has seen conservation involved in the assessment of items, their preparation and/or treatment for copying. The 1942 online exhibition is one such internal project along with the inspection of Public Building plans. This year 153 building plans were treated out of the 393 inspected. As part of the continuing digitisation project by Land and Property Information (LPI), of the 5,500 Crown Plans held by State Records (NRS 13859) we have now completed 21% of the total. This year over 600 plans have been assessed, of which 432 required treatment.

Conservation input has been required for a variety of in-house displays and exhibitions of State archives for Open Day, Volunteers Week, and the successful foyer display Romance and Industry Revisited. The valuable contribution of our volunteer program has seen progress in the completion of 20 more boxes of Deceased Estates files being cleaned and rehoused for easier access. This work can be very time consuming. Also our volunteers have processed

and rehoused 10 more volumes of Colonial Secretary's In-letters.

Conservation work on volume 6 from the' Old register', part of an important early colonial series - *Registers of Assignment and other Legal Instruments;* NRS 5604 has been suspended as LPI was not able to allocate funding for this work in 2011-2012. Completion of this work is a pre-requisite for the transfer of the series as State archives.

Conservators at work
(Clockwise from Left) Jill Gurney, Paul Smith, Clara Cesarone and Carol Marsh

Outlook and capability

We anticipate an increasing involvement with assessing, preparing and treating items required for online gallery and digitisation projects, thus making available a wider range of archive materials to a growing user base. Monitoring and treatment of records will continue in order to minimise their deterioration. Conservation staff will continue to provide advice to agencies to assist in the preservation of records of long-term and archival value.

The State archives collection is catalogued and documented

Cataloguing and documenting the State archives collection is essential for making it accessible to the public and Government, and for managing the collection.

While much of the collection is documented well at a broad level, extensive work is required to catalogue individual record items so that they are discoverable through our online catalogue. Individual items include files, volumes/registers, plans, and photographs.

In addition to cataloguing, we publish guides to the collection to help researchers better understand and locate archives on a particular theme or from a particular period.

The documentation methodology we have used since the 1990s is known as the 'series system' and is common to many Australian archival institutions. This involves research, which results in registrations of archival series (groups of related items) and of the bodies that created or were responsible for them (agencies, persons). Broader contextual information is also captured about how the NSW government has functioned and been organised since 1788. However, series cataloguing is an inherently labour-intensive task, and it remains a significant challenge to utilise our limited resources in tackling the substantial numbers of new series being transferred, as well as a large backlog.

Objectives for 2011-12

- Improve documentation of series transferred and held as State archives.
- Improve documentation of regional State archives by distributing grant funding for Archives in the Bush.
- Catalogue 30,000 records items and reach more than 485,592 record items discoverable online.

Achievements and highlights
- Moderate progress made with series documentation (Western Sydney and regional repositories).
- More than $30,000 distributed as grant funding to regional repositories for documentation projects.
- 366,645 record items catalogued, bringing total discoverable online to 822,237 record items.

Moderate progress with series documentation

The 94th (O'Farrell/Stoner) Ministry continued in 2011-2012 with some changes at the Portfolio and Agency level. Some context-related work was undertaken as required, but the main emphasis for the year was on series registration. Work on the registration of some significant convict period series to support a project planned for 2012-2013 was undertaken by the Senior Archivist, Context and Documentation with assistance from other staff.

The detailed internal review/audit of collection documentation completed during 2009-2010 identified the large backlog of documentation work that has built up over the past decade. Attempts to fill a vacant archivist position were unsuccessful.

Archivists at Western Sydney have documented a number of significant series during 2011-2012 including: NRS 13859 Crown Plans, 1792-1978; NRS 19991 Immigrant children's registers, 1967-1970 [School

The State archives collection is catalogued and documented

Attendance/Licensing Branch, Department of Community Services]; NRS 19539 Station cards [State Rail]; NRS 17408 Reserves establishment files [National Parks and Wildlife], 1859-1978; NRS 18347 Sewerage specifications, 1969-1980 and NRS 19808 Water specifications, 1888-1979, both from Sydney Water; as well as Executive board papers, 1989-1992 from the Department of School Education.

Gaol Photograph of Andrew George Scott, alias Captain Moonlight, 1 January 1880
State Records NSW: NRS 2138, [6/6043 p.132]

Series and context documented

	Approved 2011/12	Total at 30 June 2012
Series in State Records' custody	16	14,218
Series in regional/ distributed custody	48	1,530
Total series approved*	64	15,748
Agencies	15	3,550
Persons	0	184
Portfolios	2	64
Ministries	0	94
Organisations	0	283
Activities	0	14
Functions	0	182

* Includes split series held at Western Sydney and Mitchell Library; or Western Sydney and regional repositories. Series approvals for 2011/12 include series which were previously Concise Guide registrations and have now been fully registered, in addition to 'new' approvals.

Regional archives being documented

Documentation of regional State archives was a continuing priority for 2011-2012. Charles Sturt University continued its strong track record with documentation registering 86 series and 86 consignments. The University of New England and Regional Archives is also about to commence an extensive documentation project having acquired skilled staff. Auchmuty Library at the University of Newcastle is continuing its project to arrange and describe their extensive collection of plans from Wangi Wangi Power Station, a heritage listed site of vital importance to the history of the region.

This regional documentation work was made possible by a continuation of the Archives in the Bush grant funding program for regional repositories for another year ($39,323 was distributed in 3 grants). These grants have made a major contribution to the cataloguing of regional State archives since funding commenced in 2001. In addition to the documentation grants, a smaller grant was made in the form of preservation supplies to Charles Sturt University.

Funds could not be spread more widely across the network, as the overall budget was limited, and several repositories were still in the process of completing projects funded in previous years.

Major boost to item documentation

At 30 June 2012, 822,237 entries relating to record items were available through our online catalogue *Archives Investigator;* an increase of 366,645 items over the year. This is thanks in part to the completion of the major rectification project undertaken by the GRR on behalf of the Supreme Court. In addition 54,736 items (414 metres) from the Probate packets series and 57,400 items (540 metres) of NRS 13495 Divorce case papers were transferred from the Supreme Court.

Other transfers of note included Premier and Cabinet papers and Aboriginal Trust Fund repayment scheme files, papers of the Special Commission of Inquiry into the NSW Crime Commission and Minutes of Wollongong District Hospital.

Grants to regional repositories

Repository	Project	Grant
University of New England and Regional Archives	Documentation of Lands records	$17,520
Charles Sturt University Regional Archives	Documentation of Local Government records	$14,930
Charles Sturt University Regional Archives	Preservation supplies	$688
Auchmuty Library, University of Newcastle	Description and documentation of Wangi Wangi Power Station plans	$6,882
Total		**$40,020**

The State archives collection is catalogued and documented

Number of record items catalogued and number of catalogued record items discoverable online

	Result 11/12	Target 11/12
Record items catalogued in year	366,645	30,000
Catalogued items discoverable online	822,237	485,592

* Does not include record items available separately on the website. Not all items catalogued are discoverable online.

Valuation of the NSW State archives

State Records last undertook a valuation of the NSW State archives collection more than 10 years ago. Market value was used to value only the high-value/iconic items. A valuation exercise using a deprival methodology supplied by the Australian Valuation Office, for the remainder of the State archives collection found that 0% of the collection could be reliably valued.

State Records has not attempted to value the collection since and annually has a statement in its accounts to the effect that the collection cannot be valued.

In 2011 the Audit Office requested State Records review this matter and issue a restatement of the position that the State archives can or cannot be valued. State Records reviewed the matter and reached the conclusion that the State archives collection could be valued. The State Records Act 1998 does not prohibit sale of the State archives and there appears to be a market for the State archives. A valuer was engaged to carry out a valuation of the State archives using a fair value as defined in the Treasury Policy *TPP 07-1 - Accounting Policy: Valuation of Physical Non-Current Assets at Fair Value.*

The State archives collection was split into classifications for the valuation. A list of Iconic series/items was compiled. It was largely based on the Iconic and High Value lists produced for the previous valuations of the State archives in 1998/99 and 2000. A small number of items were removed as they weren't of high value at valuation. A number of other series were added based on State Records enhanced knowledge of the series they hold relating to the iconic structures - Sydney Harbour Bridge and Sydney Opera House. All of the series of convict records that were inscribed on the UNESCO Memory of the World register were also added. Two other classifications were identified and separate lists created – films and objects. Both of these classifications were considered sufficiently different in format and content and intent as to suggest their warranting complete valuation. A list of the largest (by linear metres) series was also created. The following classifications - iconic, objects and large series – were valued in full. The films that have been digitised and are therefore readily accessible were valued. During the valuation it became obvious that maps and plans that are not suited logically to being measured in linear metres should forma separate classification.

A list of all other series of State archives was created. A random sample of these series was valued and those values plus the length of those series used to produce a value for this part of the collection.

The State archives collection is catalogued and documented

Summary of Values

Classifications	Value	RSE	Method of Valuation	Notes
Sampled series	$520,120,106		Sampled	
Large Series	$284,120,000		Full valuation	
Iconic Series	$65,795,000		Full valuation	
High Value items removed from samples	$1,350,000		Full valuation	
Objects	$76,200		Full valuation	
Maps and Plans	$66,958,000		334,790 at average $200 each (Estimated)	Number = 340,507 less 5,717 in other classifications
Digitised Films	$10,000		40 at $250 each (Estimated)	
Total	**$938,429,306**	**5.0%**		

Colonial Secretary's correspondence

The Colonial Secretary's correspondence dating from 1826 to 1856 is a part of the State archives collection that we consider to be at significant risk. This is because it remains uncopied and insufficiently catalogued at a detailed level which makes it vulnerable to damage and loss through continued use. In 2002 we commenced a long-term project to catalogue and copy these valuable archives, commencing with the letters dating from 1826 to 1832.

Progress has slowed due to the Manager, Special Projects taking extended leave prior to retirement. The Senior Archivist, Context and Documentation has taken responsibility for the project and has been receiving training from the outgoing Manager.

During the year we continued:

- the process of improving access to the 1826-1827 and other in-letters which have been relocated;
- Populating the prototype database that will assist with locating individual letters; and
- identifying in-letters suitable for selective digitisation.

We also:

- created additional Special bundles as well as re-describing some existing ones to better depict their subject matter and contents.

Outlook and capability

The findings of the collection documentation review in 2009-10 will continue to shape our priorities in coming years; in particular the need to keep up with cataloguing and documenting new archives as they are transferred to our custody, to make inroads into the substantial backlog of uncatalogued archives, and to increase the number of record items discoverable through our online catalogue. The notable improvements in the number of record items discoverable were extremely gratifying, but continuing progress on series has been set back somewhat by the loss from the section of the Manager, Archives Control and Management (through retirement), the Project Officer, Copying and Digitisation (through secondment) and the Senior Archivist, Transfer and Custody (through secondment to work on Collection Valuation) as well as the inability to back fill some positions while their occupants were undertaking higher duties and to fill an existing vacant archivist position.

If we are to build on the initial progress we have achieved, and particularly if we are to reduce our long-term backlogs dedicated funding over a number of years will be needed, and the priority and resources allocated to this task will need to be one of the key issues considered as part of future corporate planning. Our volunteers are also important to our success in the area of item-level documentation, and we would like to develop the capacity to support a more active volunteer program.

The State archives collection is catalogued and documented

CERTIFICATE OF VALUE

Dates of inspection   **July, August & September 2012**

Date of Valuation   **30th June 2012**

It is my opinion that the Fair Value of the collection as at 30th June 2012 is assessed at $938,429,000

(rounded to the nearest thousand dollars)

(NINE HUNDRED AND THIRTY EIGHT MILLION FOUR HUNDRED AND TWENTY-NINE THOUSAND DOLLARS)

Peter Tinslay, Valuer
Immediate Past President, Australian & New Zealand Association of Antiquarian Booksellers, Member, International League of Antiquarian Booksellers. Accredited to value Antiquarian & second-hand books, manuscripts & archival material, printed ephemera, Australian & European bookplates, Australian prints and historical paintings under the Australian Government's Taxation Incentives for the Arts Scheme.

Services for the Public

Sensitive public sector information appropriately protected

Most information kept by the public sector for more than 30 years should be accessible to the public, as sensitivities in the records diminish over time. Some information in records, however, must be protected from disclosure over longer periods of time. The people of NSW expect their personal information, where it legitimately continues to be held by Government for more than 30 years, to remain protected from public disclosure. Records may also be withheld from public access for security reasons or to protect ongoing commercial confidentiality.

Goals:
- Encourage public offices to make access directions (decisions about public access) for all records over 30 years old.
- Protect sensitive information through the application of appropriate closure protocols.
- Promote awareness and use of the State's archives as cultural, historical and evidential assets.

Commissioner Andrew Scipione with Danny Webster, author of Beyond Courage, which made use of State archives

Access directions cover all records kept more than 30 years

The State Records Act requires public offices to make access directions. Access directions either open records to public inspection after 30 years or close them for a longer specified period. There is a presumption that most records will be open to public access after 30 years. Types of records that may require a longer period closure to protect sensitive information are identified in the *Attorney General's Guidelines for Making Access Directions*.

We maintain a register of access directions on our website and assist public offices to make access directions.

Increase in access directions

Nine public offices made comprehensive access directions during the year, bringing the percentage of public offices with coverage for all records over 30 years old to 48% (of a total of 435 public offices).

Like records retention policies we rely on public offices to make access directions providing assistance to them as required. The main trigger for making access directions remains the requirement that all State archives transferred to State Records to be covered by an access direction.

Objective for 2011-12
- 48% of public offices have comprehensive access directions in place.

Achievement
- 48% of public offices have comprehensive access directions in place.

Number of public offices making access directions

	09/10	10/11	11/12
Partial coverage	3	3	1
Comprehensive coverage	10	16	9

Number of access directions made is not indicative of the complexity of work or the quantity of the records covered.

Public access to records at a glance:
⇒ Official records kept 30 years or more generally become accessible to the public.
⇒ Access to records over 30 years old may be restricted to protect ongoing personal privacy, confidentiality, Indigenous cultural sensitivities, or security.
⇒ Records less than 30 years old transferred into the State archives collection may be publicly accessible.

Access directions cover all records kept more than 30 years

Case study To ensure information open to public access under the *Government Information (Public Access) Act* is not closed to public access under the *State Records Act* once transferred as State archives, new models for early access authorisations were developed and adopted by public offices making transfers of State archives.

City Reading Room 6 October 2011

Outlook and capability

We continue to face challenges in encouraging public offices to make access directions for all their records over 30 years old. The introduction of the *Government Information (Public Access) Act 2009* continues to contribute to an increase in the amount of records being made available, under that Act, in the closed period (that is records less than 30 years old). This provides an opportunity to increase the records made available under early access authorisations as well the type of records made subject to open to public access directions. In addition we will continue to investigate other ways to increase access to State archives, including consulting stakeholders on options such as the reduction of the 30 year open access period. We will continue to move for a reduction in the demands placed on public offices by seeking to remove the obligation to renew closed to public access direction every five years.

Use of the State archives collection 2011-12

The purpose of preserving the State archives collection is to make the records available to enrich the lives of people and communities, in NSW and beyond. Beyond their cultural value, archives help people to establish personal or family identity and entitlements.

Visitors to our reading rooms and website, and those who visit the regional and rural libraries and repositories holding copied parts of the collection and regional archives, use the archives for a variety of personal and professional research projects.

These researchers are then catalysts for taking the personal, community, state and national stories held in the archives to the wider public. They do this by passing on family histories, publishing local and community histories, writing novels based on historical facts or themes, curating exhibitions, and making films and documentaries.

The Archival Research Fellowship which State Records has sponsored is currently under review by Arts NSW. Arts NSW will not offer any fellowships and scholarships until the review is finalised.

Archives reaching a broader audience

Many people in the community, other than those who read acknowledgements at the front of a book or credits of a documentary, never realise that what they are reading or watching draws on information and evidence contained in the State archives collection or other archival resources. Similarly document-based materials included in museum exhibitions are often from an archival collection.

Literary works

Publications that drew on the State archives collection included:

- *'I have the honor to be Sir' : an account of the Coleman family and their Irish origins* by Ray Ison. [Melbourne, Vic.], Digital Print Centre, University of Melbourne, 2011.
- *Index to Bench of Magistrates Courts : 1829 - 1836* compiled by Shirley Doolan. Bardwell Park, NSW : Shirley Doolan, 2011.
- *South Head Sydney and the origins of Watsons Bay* by Robin Derricourt. Sydney : Watsons Bay Association, 2011.
- *The Commodore and the pastoralist : the story of Commodore Heights and West Head at Broken Bay* by Tony Dawson. Manly, NSW : Manly Warringah and Pittwater Historical Society Inc., 2011.
- *The old Razorback Road : life on the Great South Road between Camden and Picton 1830-1930* by Elizabeth Villy. Dural, NSW : Rosenberg, 2011.
- *Convict connections* by Ken Brice. Portland, NSW : Ken Brice, 2011. (11/0152)
- *Strong, beautiful and modern : National Fitness in Britain, New Zealand, Australia and Canada, 1935-1960* by Charlotte Macdonald. Wellington, NZ : Bridgett Williams Books, 2011.
- *The Man behind the corner : surveyor Francis Peter MacCabe (1817-1897)* by his grandson Michael MacCabe. Bathurst, NSW: Land and Property Information, 2011.

Archives serving a variety of purposes

- TV series *Who do you think you are*
- TV series *Who's Been Sleeping in My House*
- TV series *Underbelly-Razor*
- *Time Walks* Documentary-Tony Robinson
- Digital Gallery exhibition used by the Goulburn Police Academy in *Policing Issues and Practice Journal.*
- Tourism Australia Facebook photo album for the 80th Birthday of Sydney Harbour Bridge
- Use of convict records on iPod for the *Convict Trail*
- *Art and About*-projection of images in the Rocks and Millers Point area
- SBS online, documentary about Indigenous Redfern
- *Australians at war: Homefront* , Veterans Affairs book and website
- Design brief for National Workers' Memorial in Canberra

State archives borrowed for major exhibitions

Cultural institutions may borrow original State archives for temporary display purposes, as long as they can guarantee security and provide appropriate environmental conditions.

During 2011-2012, a total of 7 original items were out on loan to the following institutions:

- National Museum of Australia **-** "Irish in Australia" (4 items); "Landmarks" (1 item); and
- Historic Houses Trust (travelling exhibition) - "Femme Fatale" – (2 items)

The State archives collection is widely accessible to people and Government

Access to the State archives collection is possible through our website and 42 physical sites located around NSW.

We also provide email and telephone enquiry services for information about the collection and how to use it.

With the closure of the Sydney reading room on 29 June 2012 we commenced relocating selected microfilm to other organisations in the CBD. The State Library will provide access to a range of the most heavily used material.

The reading room at the Western Sydney Records Centre, Kingswood, will continue to provide expert and professional advice to researchers accessing NSW State archives in person.

We are committed to all these access points. However, we see online services as the primary channel for providing access to the people and government. This is in line with global trends in provision of archival services and aligns with Government priorities for electronic service delivery. It is a challenge keeping up with the demand from our public clients for web based services.

Objectives for 2011-12
- Enhance services to the public through our website.

Achievements and highlights
- 81,257 name added to online indexes.
- 2,921,494 unique visitors to our website.
- 12,328 archival research and related enquiries handled by post, email and telephone.

Online photocopy order service
There was an increase of 3.6% in the number of researchers using the online order and payment service. The number of researchers placing orders by mail has fallen by 26.3 This decrease could be attributed to more researchers using the online ordering option and our microfilm material being made available on third party provider websites.

Copy orders from the public

	2010-11	2011-12	Variation (%)
Orders placed online	3,659	3,792	3.6
Orders received by mail	702	517	-26.3
Copying orders from the public	4,361	4,309	-1.2

Access to the State archives at a glance:
⇒ Our website - access to digital copies of archives, indexes, catalogues, guides, copying service.
⇒ Western Sydney Records Centre, Kingswood – access to copied and original records.
⇒ Six regional repositories (in Wagga Wagga, Newcastle, Armidale, Wollongong, and Broken Hill) - access to regional archives.
⇒ 34 access points (APs) in regional and rural NSW, mostly at public libraries – access to microfilm copies of most popular archives.

The State archives collection is widely accessible to people and Government

Website visitors increase

An estimated 2,921,494 visits were made to our website during the year. This figure represents a significant increase over the previous year.

Services available on our website include:

- Archive searching (locate information about relevant archives).
- Photograph searching (locate digitised photographs).
- Name searching (via indexes of names found in select archives).
- Quick search, combining name, archive and photograph searching.
- Ordering copies of selected archives, such as railway employment records and convict and immigrant list entries.
- Purchasing publications and copies of photographs in Photo Investigator.
- A shopping cart system to allow the purchase of copies of records discovered in Archives Investigator.
- Pre-ordering of records discovered in *Archives Investigator* in preparation for a visit to the Western Sydney Records Centre.
- Online payment of supplementary fees for copying ordered in the reading room.
- Digital exhibitions.
- Digital copies of select archives.
- Applying for a Reader's Ticket before a reading room visit.
- RSS Feeds for news, events and our eNewsletter.
- Book a place at talks and events.

Reading room services

With the closure of the Sydney Records Centre the reading room equipment was transferred to the reading room at the Western Sydney Records Centre.

There are now three pro-scanners in the reading room which allow clients to scan electronic copies of records on microfilm, microfiche and aperture card and save the electronic copy to an external device. This equipment is in addition to the two cameras which are installed in the reading room to allow users to make digital copies of original documents.

Interests of researchers

Topics of interest

Researchers of the State archives collection were interested, amongst many other topics, in:

- NSW Hangman
- Dust storms- environmental history
- History of Criminal Photography
- Suicides in the Blue Mountains
- Baby Farmers
- Construction of aerodromes in World War II
- Homefront and defence World War II
- History of the Commonsense Cook Book

Archives helping establish personal identity and entitlements, or with healing process

Archives can provide essential evidence for establishing a person's identity or entitlements. They can also be part of a person's healing process after traumatic events affected them in their past. State Records assists people to locate details relating to their own lives, or those of family, subject to appropriate access procedures.

Examples include:

- Using school admission registers to prove they lived in NSW as a child (where their birth may not have been formally registered and they now need a passport).
- Investigating the health of their ancestors through hospital and mental health records ascertain disease inheritance.
- Identifying lost family through the records of child removal in the Aborigines Welfare Board records.

The State archives collection is widely accessible to people and Government

Archives Outside blog

Archives Outside is a blog established by State Records to provide interaction, promotion, out-reach and guidance with, to and for keepers of Archives in NSW. It has a strong focus on regional NSW and features posts on Web 2.0, conservation, archival collections, managing archives/Archives and dating photographs and collaborative posts in which experts contribute their knowledge on a range of topics through comments. Following on from successful past years the Archives Outside blog continues the pattern of weekly posts and has introduced a "Q&Archives" series in which staff are interviewed about the work they do. The "Moments in Time" series in which blog visitors help to date and locate photos in our archival collection has proved to be a very popular means of communicating directly with users of the archives. It is a very interactive series and we obtain useful information which in turn enhances our catalogue.

Digital Gallery

Douglas Mawson: Blizzards and Bureaucracy

An new online exhibition celebrating the 100th Centenary of the Australasian Antarctic Expedition 1911-14: The expedition provided the world with more than a truly heroic tale of survival against the odds. One legacy of the Expedition was the vast collection of valuable scientific data and specimens in the areas of geology, cartology, biology, meteorology and geo magnetism, some of which can be viewed on our Digital Gallery.

Douglas Mawson at Cape Royds 1909—Photographer Unknown—Courtesy Australian Antarctic Division

Meeting service guarantees

	2010-11	2011-12
Responses to written enquiries in 20 working days	99%	98%
Completion of copying orders in 20 working days	99%	98%

The State archives collection is widely accessible to people and Government

Enquiry services remain popular

State Records' public enquiry service continued to be popular. 7,535 enquiries by email and post were received and responded to during the year, an overall increase of 1.4% on last year. Telephone enquiries increased by 18%.

Advice and assistance is also provided in response to enquiries from public offices.

135,303 names added to our website indexes

Indexes to State archives are one of the most popular resources on our website. For many people, names of people, places and subjects are the key to locating records relevant to their research. A total of 81,257 name index entries were added to our own online indexes. In addition 54,046 colonial passenger names were added to the Mariners and Ships in Australian Waters website which State Records hosts. New indexes added to our website 2011-12 included:

- Teachers;
- Chemists and druggists; and
- Recommendations for pardons.

Entries were added to existing indexes covering convict records, criminal depositions, registers of firms, intestate estates, deceased estate records, gaol records and soldier settlement. There are currently 1,413,534 index entries.

Public enquiry service

	2009-10	2010-11	2011-12	Variation (%) from last year
From the public				
Written enquires (letter/fax)	968	900	678	-24.7%
Written enquiries (electronic)	5,680	6,530	6,857	5%
Written enquiries total	6,648	7,430	7,535	1.4%
Telephone enquiries	4,649	4,062	4,793	18%
Total	**11,297**	11,492	12,328	7.3%

Electronic service delivery at a glance:

⇒ State archives collection is accessible via the State Records website, through finding aids, Archives and Photo Investigator, guides and publications.

⇒ 81 indexes are available covering records relating to convicts, immigrants, the Colonial Secretary's correspondence, courts (civil and criminal), gaol inmates, education and child welfare, soldier settlers, deceased estates, probate, shipping, railway employees and firms.

⇒ Online enquiry and copy service available to the public and remote clients, offering research advice, guidance and an online payment facility.

The State archives collection is widely accessible to people and Government

Reading room visits

There were 47,413 visits to our two reading rooms during the year: 19,280 at the Sydney Records Centre and 28,133 at the Western Sydney Records Centre.

Access to State archives in the reading rooms is free in accordance with government policy. Original (uncopied) State archives are only accessible at the Western Sydney Records Centre. A Reader's Ticket is required to use original archives. 1,213 Readers Tickets (valid indefinitely) were issued during the year.

Microfilm and microfiche copies of the most heavily used archives are held in both reading rooms. These are on open shelves and usage figures are not recorded.

There has been a decrease (-9.2%) in the use of original items and a (-4.8%) decrease in the number of readers using original records in the Western Sydney reading room.

Reading room visitors can pre-order original records prior to visiting the Western Sydney Records Centre. Original records, other than probate files, are delivered within 30 minutes of the request. Probate files are delivered within 30 minutes of set times.

The reading room at the Western Sydney Records Centre is wheelchair accessible.

Visitor satisfaction

Our annual survey of archive users was conducted between 4 November and 7 December 2011. The survey is used to obtain feedback on our online and reading room services and facilities and to assist us in improving them.

Visitor satisfaction

Service	
Competence of staff	Over 90%
Computer resources in the reading rooms, including Ancestry	Over 90%
Indexes available including KeyName search	Over 87%
Microfilm reader/printers	Over 90%
Digital galleries	Over 90%
Retrieval of original items	Over 90%
Copy service/pre-orders	Over 90%

The responses indicated a generally high level of satisfaction with the website and online resources and services. There were also high levels of satisfaction with the publications *Archives in Brief* and the e-newsletter *Now&Then.*

As with previous surveys *Archives Investigator* had a high level of dissatisfaction. In response State Records will continue to provide *Archives Investigator* seminars. We have also developed and online tutorial on using *Archives Investigator*.

Reading room visitors

	2007-08	2008-09	2009-10	2010-11	2011-12
Western Sydney	30,321	29,804	23,821	27,200	28,133
Sydney	25,627	24,663	28,765	21,815	19,280
Total	**55,948**	**54,467**	**52,586**	**49,015**	**47,413**

Usage of original archive items by readers at Western Sydney Reading Room

	2010-11	2011-12	%Variation
Original archives issued	25,425	22,125	-9.2%
Readers using original items	5,418	5,158	-4.8%
Average number of original items per readers	4.7	4.5	-4.2%

The State archives collection is widely accessible to people and Government

A total of 694 people answered the survey a considerable increase on responses received to previous Satisfaction Surveys.

Charles Sturt University Regional Archives has strong demand

Demand in 2011-12 for regional State archives continues to be highest in Wagga Wagga at the Charles Sturt University Regional Archives. In the year under review there were 4,872 reader visits and 347 issues of original (uncopied) records at the centre.

The six regional repositories, operated by local public sector institutions, store and make accessible regional State archives to local communities. The regional archives they hold are mostly complemented by holdings of private archives relevant to their region. State Records acknowledges the valuable contribution of these institutions to the delivery of archival services to people in regional NSW.

Temporary recall of State archives

Public offices may recall individual State archives required for official use. State Records may provide temporary custody of the original record, or supply a copy. 2,226 requests were made for archives, with 1,923 items returned or copies supplied to the relevant agencies entitled to recall them.

Kit of copied archives and guides facilitates regional and rural access

42 Community Access Points (CAPs), based in public libraries and regional repositories around the State, hold microfilm copies of significant and popular archives from our collection in the *Archives Resources Kit* (ARK).

State Records continued to support the network by:

- Providing copies of guides to the collection; and
- Training in using the ARK.

State Records also makes individual items of the ARK available through a loan service to libraries that are not CAPs.

721 photographs added to online database

We added 721 digitised photographs from the collection to our online database *Photo investigator*, bringing the number of images available at 30 June 2012 to 8,325. These additions were from the NRS 549 Board of Fire Commissioners albums, NRS 10913 photos of pharmacists, and NRS 12801 photographs of Waagner-Biro stage machinery. These images relate to stage equipment at the Sydney Opera House. With the help of contributors to our popular blog Archives Outside, we were able to identify and date a number of previously unidentified photographs from the NRS 4481 Government Printing Office Glass Negatives series.

Community stakeholders at a glance:
⇒ family historians, community and local historians
⇒ heritage enthusiasts
⇒ professional historians and academics
⇒ high school and university students
⇒ seniors
⇒ Aboriginal people
⇒ women
⇒ artists
⇒ public officials

The State archives collection is widely accessible to people and Government

Significant plans and documents digitised

2011-2012 was a particularly productive year for the digitisation of plans and documents. 304 plans from the series NRS 13886 Surveyor General sketch books have been digitised in full colour, and are now available through *Archives Investigator*. NRS 12800, consisting of 59 Opera House stage Machinery plans have also been digitised and are available through *Archives Investigator*.

Another significant project was the digitisation of tourist ephemera from NRS 16410 Albums of travel and Advertising brochures resulting in a further 1273 images being available through *Archives Investigator*. Selected images from this series were used to reconstitute the *Romance and Industry* exhibition in the foyer of the Western Sydney Records Centre. This exhibition was first staged in 2004/05.

Selected priority records microfilmed

A significant number of records were microfilmed and made available to the public during 2011-2012. These included NRS 19918, Lawrence Court of Petty Sessions Bench books, 1865-1902, two estray volumes returned to official custody by Lawrence Historical Society, and an estray from NRS 13210 Sheriff's Letter Book, 1829-1830, held by the Veech Library at the Catholic Institute of Sydney. Also microfilmed were NRS 5283 Registers of free railway passes for the unemployed, 1880-1892 and NRS 10897 Registers of Chemists and Druggists of New South Wales, 1876-1895. Various series from Agency 460, Parramatta Training School for Girls and Agency 461, Shaftesbury Reformatory were also microfilmed for the years 1867 to 1942. In addition 5 series of gaol photographic description books for Young, Parramatta, Tamworth, Wagga Wagga and Yass gaols were indexed and microfilmed during the year.

Increasing access to State archives through agreements with third parties

State Records continued to explore agreements with third parties to increase the diversity of channels by which the people of NSW can access the State archives collection. Third Party Agreements have been signed with Ancestry.com and Find My Past. Agreements with third parties to copy and publish State archives enhance access to State archives, especially online publication, by providing alternative avenues of access. State archives subject to such agreements are already open to public access and already available for public inspection. All agreements have been non-exclusive.

A Request for Tender was issued seeking offers from third parties to digitise from microfilm and publish online the series NRS 13661 Will Books, 1800-1952.

Outlook and capability

State Records will continue to make the State archives collection accessible to the people of NSW and around the world through our website and network of physical access points. Increasing expectations by the public for online indexes and services will determine our priorities in this area.

State Records will continue to work collaboratively with other government agencies, third-party providers and stakeholders to the benefit of all users of the collection.

Communities know about and value the State archives collection

The State archives collection is a rich cultural and information resource, but struggles to compete for attention with higher profile library and museum collections. State Records is committed to making the State archives collection known to a diverse range of communities and individuals across NSW, beyond our existing clients.

To raise awareness of the collection and explain how to tap into it, we organise and participate in an extensive outreach program comprising talks, tours, exhibitions, an online newsletter, educational programs, stalls, launches and other events. Through our outreach program we have built strong relationships with many of our public stakeholder groups.

Extensive public program achieved

In 2011-12, 4,659 people attended a total of 120 events.

Onsite activities are held at the Western Sydney Records Centre. In addition to our programmed events, we also accept invitations to address family and local history societies. Group research visits to the Western Sydney Reading Room continue to be popular, with 39 groups, made up of 575 members, visiting the Centre in the reporting period.

Objectives for 2011-12
- Meet continued public demand and expectations for an extensive outreach program of talks, tours, group visits and exhibitions.

Achievements and highlights
- Organised or contributed to 120 outreach events, attended by 4,659 people.
- State Records NSW held an Open Day at Kingswood, which attracted more than 300 visitors.

	2010-11	2011-12
Onsite	553	1,521
Sydney	995	991
Western Sydney	246	225
Regional and rural NSW	1,375	1,798
Canberra	57	124
Outside NSW	0	0
Overseas	0	0
Total	**3,226**	**4,659**

Numbers of public program participants by location

State Records' Open Day
28 October 2011

Communities know about and value the State archives collection

State Records' Open Day 28 October 2011

On Friday 28 October 2011, State Records NSW held an Open Day at Kingswood, which attracted more than 300 visitors. It proved so popular that all the advertised events were booked out well in advance. The Open Day was the last of the activities arranged as part of State Records' 50th anniversary celebrations.

A range of activities were offered throughout the day. There were talks on the use of State archives; online resources; new ways of searching the archives and dating old photographs. Presentations were given by State Records' personnel and outside experts. Visitors also had the opportunity to see the archives 'close up'. Tours were offered every half hour, and there were conservation working bees, digitisation workshops, and conservation clinics where our conservators advised people on how best to keep their family records. Each tour culminated in a viewing of selected 'treasures' from the collection.

Serving the Indigenous Community

State Records is continued to provide services for the Indigenous Community in line with *Two Ways Together*, the NSW Government's Aboriginal Plan, 2003-2012. The *In Living Memory* exhibition team continued to respond to requests for information on State archives from the Indigenous community.

As part of an ongoing cultural program, 15 regional officers from Aboriginal Affairs NSW attended a talk, tour and inspection of original Aboriginal Welfare Board records at the Western Sydney Records Centre. Talks and tours were also provided for Indigenous groups including the Merana Aboriginal Corporation.

In Living Memory exhibition

The closure of the Sydney Records Centre on the 29th June 2012 also saw the closure of the *In Living Memory* exhibition which was displayed at State Records Gallery in The Rocks.

The exhibition of photographs from the records of the Aborigines Welfare Board first opened in September 2006 and was so important to the Aboriginal community that it remained open and a touring version travelled to 18 venues around

NSW. State Records hopes to restage the exhibition sometime in the future at its Western Sydney Records Centre.

In Living Memory at State Records Gallery

The *In Living Memory* exhibition at State Records Gallery in The Rocks was farewelled on 28 June with a morning tea for the Advisory Committee, Link-Up and representatives from Cootamundra Girls Home, Kinchela Boys Home, and Bomaderry Children's Home.
During the year the exhibition was visited by a variety of groups including:

- Eora Cultural Arts Students
- Older Women's Network
- Stolen Generation Support group Albury/ Wodonga
- University of Sydney Archaeology students
- UTS Community Research students
- UTS Indigenous Protocols action group
- Corporate Connect
- Galafilms Film Company

In Living Memory NSW tour

The 25-panel suitcase version of the exhibition attracted 350 visitors while it was on display for two weeks in July at the Tharawal Land Council Centre in Picton to honour NAIDOC Week, generating several print and online media stories. The suitcase exhibition also travelled to Tumut for an Indigenous Family Gathering, organised by the local Aboriginal Liaison Officer working with National Parks & Wildlife.

Images from the Aborigines Welfare Board also assisted in a Reconciliation gathering at the University Technology, Sydney.

Future dates for the touring exhibition

Civic Library, Canberra - Tuesday 3 - Saturday 28 July 2012.

100th anniversary Cootamundra Girls' Home Saturday 11 - Sunday 12 August 2012.

Fountain Court Gallery Parliament of NSW Tuesday 4 - Thursday 27 September 2012.

State Records will continue its efforts to reach out and promote awareness and use of the State archives collection to a diverse range of people and communities across NSW. Particular focus will be given to reaching those communities – the culturally and linguistically diverse, Indigenous people – who are not regular users of our services or who may not realise we hold records relevant to their lives and interests.

Addressing the needs of culturally diverse communities

State Records' *Ethnic affairs priority statement* 2010-11 identified objectives for delivering our services to linguistically and culturally diverse communities.

The Hon Victor Dominello MP, Minister for Citizenship and Communities and Minister for Aboriginal Affairs, with Jenni Stapleton (left) and Christine Yeats (right) at Kingswood, 14 May 2012

Outlook and capability

State Records will continue its efforts to reach out and promote awareness send use of the State archives collection to a diverse range of people and communities across NSW. Particular focus will be given to reaching those communities - the culturally and linguistically diverse, Indigenous people – who are not regular users of our services or who may not realise we hold records relevant to their lives and interests.

Corporate information and communications

State Records recognises the value of its information, records and knowledge as corporate assets. These assets include:

- **Information and records about the State archives collection and non-current records in our custody;**
- **Staff knowledge about NSW public sector records and archives;**
- **An extensive database and information about the administration of the NSW public sector, and its recordkeeping practices, from 1788 to the current day; and**
- **A library of Government legislation and publications, and works on the history of NSW, for staff and clients to better understand the context of the State archives collection.**

Website Activity 2011-12

Website traffic steadily increased over the year with a new homepage redesign receiving favourable feedback. Interest in the virtual gallery was triggered by the showing of the TV program "Underbelly: Razor" with a spike in visits during and after the showing. New virtual exhibitions appearing on the Digital Gallery during the year included:

- "*Food, Glorious Food!*" showing a selection of State archives that highlight what we have been eating in the home and on show.
- '*Robbery Under Arms – The Eveleigh Heist, 1914*' where for the first time in Australia, a car was involved in the execution of a robbery.
- '*Mawson: Blizzards and Bureaucracy*' created for the 100th anniversary of Mawson setting out on his Antarctic Expedition.

Website	Visits	Page Views
Main website	1,149,275	34,814,000
API Search	142,391	2,482,664
Archives Outside blog	373,019	1,422,994
eLearning	7,226	155,802
Digital Gallery	140,678	489,239
Future Proof blog	55,442	628,117
Mariners & Ships	326,931	1,494,040
Indexes Online	357,099	6,980,865
Investigator Search	336,650	2,680,269
Open Data	16,089	58,298
Soldier Settlement	16,694	180,429
TOTAL TRAFFIC	**2,921,494**	**51,386,717**

Social Media Activity 2011/2012

In addition to continuing participation in Flickr, Twitter and Facebook, State Records extended its social media activities by adding presences' in Pinterest, Google+ and Historypin. Specific activities included:

- Creation of *Archives2Share* crowdsourcing test site in Flickr;
- Creation of Tours and Collections for Historypin including the Queen's Diamond Jubilee in 2012; and
- Increased cross-posting of content across social media accounts to improve community engagement across multiple platforms.

Apart from the above sites, activity continued

strongly in both of State Records' Customer-facing blogs: Archives Outside and FutureProof. Specific activities included:

- Release of the social media strategy: "The Three C's: Create, Connect, Collaborate";

- Continued the popular "*Can You date this photograph?*" linked to the Flickr crowdsourcing website; and

- Celebrated International Archives Day with cross-promoting posts across platforms.

Flickr	
Images uploaded	236
Image Views	42,983
Contacts	128
Images "Favourited"	236
Images commented on	230
Images in Flickr groups	225
Twitter	
Number of tweets	746
Followers gained	901
Facebook	
Likes	649
HistoryPin	
Channel Views	701
Fans	7
Pins	34
Tours	2
Collections	3
Google+	
Circles	160
RSS Subscribers	
Archives Outside	420
CAARA	28
Futureproof	232
Now & Then eNewsletter	549
Soldier Settlement	0
State Records Events	17
State Records News	151
YouTube	
Subscribers	53
Video Views	12,887

Trends

Indicator	2007/08	2008/09	2009/10	2010-11	2011-12
Metres of non-current records in storage	395,477	413,320	434,232	467,876	490,750
Metres of standard format records in archival custody	59,842	65,919	67,239	69,117	72,665
No. of catalogued record items discoverable online	239,876	269,832	306,393	455,592	822,237
No. of archives information access points	42	42	42	42	42
Metres of non-current records accessioned	34,983	33,630	36,088	51,975	45,300
No. of file retrieval operations	313,920	327,122	316,037	370,045	354,150
Total client-facing operations	-	-	624,452	840,233	883,019
No. of disposal policies approved	26	23	16	12	18
Metres of records transferred to archival custody	1,326	6,079	1,320	2,053	3,549
No. of record items catalogued	34,416	29,682	36,561	149,199	366,645
No. of original record items used by readers	25,554	26,831	26,620	25,425	22,125
No. of website visits	1,553,894	1,598,503	1,594,946	2,221,303	2,921,494

Governance and accountability 2011-12

Board and management

Strategic planning and reporting

Client and stakeholder relationships

Managing risks

Managing our people

Public Interest Disclosures (PID) Act 1994

Government Information (Public Access) Act (GIPA) 2009

Managing our physical assets and finances

Audited financial statements

Budgets

Board and management

The Board

State Records has a nine member Board with the statutory functions of determining our policies and strategic plans, approving records management standards and approving the disposal of records.

Seven members are nominated by various Ministers to represent State law enforcement agencies, local government, the private sector, the history profession, departments and State owned corporations. One member is 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.

Board members are appointed for a maximum of two consecutive terms, each not exceeding three years.

Board members

Board members 2011-12

Dr Stephen Choularton
PhD, FIoD
Director, Organic Food and Farmers Market
First Term: 25/1/12-24/1/15
Nominated by Minister administering *State Records Act 1998* to represent private sector

Mr Stephen Davies
BA, DipEd, DipT&CP, DipConsStudies
Director, Heritage
First Term: 1/1/06-31/12/08
Second Term; 1/1/09-31/12/11
Nominated by Minister administering *State Records Act 1998* to represent private sector

Ms Denise Dawson
General Manager, Corporate Services, Sydney Water
First term: 1/1/10- 31/12/12
Resigned 21 June 2012
Nominated by the Minister who administers the *State Owned Corporations Act 1989*, to represent State owned corporations

Ms Zoe de Saram
Executive Director, Policy, Economics and Governance, Office of Environment and Heritage
First term: 2/4/08-31/12/10
Second term: 1/1/11-31/12/13
Nominated by Minister who administers the *Public Sector Employment and Management Act 2002* to represent departments
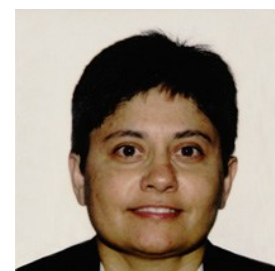
Board members

Ms Robyn Foster
Director, Shared Services, NSW Police Force
First term: 2/4/08-31/12/10
Second term: 1/1/11-31/12/13
Nominated by Minister administering *State Records Act 1998* to represent State law enforcement agencies, after consultation with the Ministers responsible for those agencies.

Hon. Don Harwin
President of the Legislative Council
BEc (Hons) MLC
First term: 7/2/07-31/12/09
Second term: 1/1/10-31/12/12
Nominated jointly by the President of the Legislative Council and the Speaker of the Legislative Assembly

Mr Anthony Lean
Deputy Director General, Policy and Executive Services; DFS
First term: 31/8/11-30/8/14
Nominated by the Minister who administers the *Public Sector Management Act 2002* to represent departments

Hon. Justice Robert Macfarlan
Judge of the Supreme Court of NSW
First term: 1/1/11-30/12/14
Nominated by the Chief Justice of New South Wales

Mr Shayne Mallard
Councillor, Council of the City of Sydney
First term: 22/02/12-22/02/2014
Nominated by Minister administering *State Records Act 1998* to represent local government

Ms Karen McKeown
Councillor, Penrith City Council
First Term: 25/3/09-31/12/11
Nominated by Minister administering *State Records Act 1998* to represent local government

Professor Lucy Taksa
BA (Hons), PhD
Chairperson
Professor, Business Studies, Macquarie University
First term: 7/2/07-31/12/09
Second term: 1/1/10-31/12/12
Nominated by Minister administering *State Records Act 1998* to represent the history profession

Board attendance

Member	Attended	Eligible
Dr Stephen Choularton	3	3
Mr Stephen Davies	3	3
Ms Denise Dawson	4	6
Ms Zoe de Saram	6	6
Ms Robyn Foster	4	6
Hon Don Harwin, MLC	5	6
Mr Anthony Lean	3	4
Hon Robert Macfarlan	4	6
Mr Shayne Mallard	1	2
Ms Karen McKeown	2	3
Professor Lucy Taksa	5	6

Board and management

Board meetings

The Board meets every two months. Six meetings were held in 2011-12.

The Director attended five meetings. Managers attended meetings for agenda items related specifically to their areas of responsibility.

Department of Finance and Services Audit and Risk Committee

State Records is a member of the Department of Finance and Services Audit and Risk Committee.

Board Chairperson Professor Lucy Taksa, and Board member the Hon
Don Harwin MLC at NSW Parliament House, 4 November 2011

Oversight by Minister

State Records is subject to the direction and control of the Minister responsible for the *State Records Act 1998,* except in relation to approving the disposal of records. Our Minister is the Minister for Finance and Services and the Minister for the Illawarra.

Strategic committees

Executive Team

The Executive meets each week to maintain a strategic view of operations, monitor progress towards corporate goals across programs, and review and approve major policies and initiatives. The Executive consists of the Director, Deputy Director and Manager GRR.

Senior staff

Director
Mr Alan Ventress, BA, DipLib,

Deputy Director

Mr John Burke, BA, DipLib, DipArchAdmin, (to June 2011)
Ms Jennifer Stapleton, BA, DipArchAdmin, (from July 2011)

Senior managers

Mr Michael Allen, BA, DipLib, Chief Information Officer (to 29 July 2011)

Mr David Thornell, Chief Information Officer (from 12 September 2011)

Ms Amanda Barber, BA, DipArchAdmin, Manager, Government Recordkeeping

Mr Richard Gore, BA, DipLib, Manager, Archives Control and Management (to 10 April 2012)

Mrs Christine Shergold, BA, DipLib, DipArchAdmin, Manager, Special Projects

Ms Jennifer Stapleton, BA, DipArchAdmin, Manager, Government Records Repository (to June 2011)

Ms Sally IRVINE-SMITH, BA (Hons), DipIM (ArchivAdmin), DipBusComp, MA (IKM) A/Manager, Government Records Repository (from July 2011)

Ms Christine Yeats, BA, DipLib, DipArchAdmin, Manager, Public Access (to 29 June 2012)

Tributes to staff who retired in 2011-12

John Burke (Deputy Director)

Board and management

John began his career in information management as a trainee librarian at the State Library of NSW in February 1971. John devoted over 30 years to the success and development of State Records NSW in general and the GRR in particular.

John's greatest achievement was the establishment of the Government Records Repository (GRR) in 1991 as a separate government trading enterprise with a unique financial model, making its records storage function self-funding and ploughing the income generated into the construction of assets for the future expansion of the core archival collection. In doing so he demonstrated exceptional entrepreneurial flair.

The GRR is today a world leader in the provision of cost-effective and efficient storage and records services to government. Many programs of State Records are funded through the success of the GRR, and the systems John has put in place have ensured the state's archives and non-current records are secured in world-standard premises. This has taken years of dedication, perseverance and assiduous management to achieve.

In recognition of his achievements John was awarded the Public Service Medal in May 2012.

John worked for the NSW Public Service from 15 February 1971 to 8 July 2011.

Christine Yeats (Manager Public Access)
Christine Yeats has worked as an information specialist, librarian and archivist since graduating with a Diploma in Librarianship in 1973 and has had an illustrious career spanning 35 years.

Christine made a massive contribution to State Records in all areas, but most particularly in making our archives understandable and more accessible to the many and varied users of the collection. Christine has a profound understanding of the archives collection and the incredible depth and breadth of subject matter contained within. Christine made it her mission to both engage and connect users and researchers with the archives. Her outreach activities were beyond compare within Australia and Christine has always been a staunch advocate for archives in general and for State

Records NSW in particular.

Under Christine's guidance the State Records' website developed into a key point of access for users of the archives. The website content grew with the publication of online indexes, provision of online copying services and the dissemination of a comprehensive collection of subject guides.

Christine was a founding member of the History Council of NSW and was instrumental in the growth and development of that group since the mid 1990s. She has also been involved with many other groups such as the Australian Society of Archivists, Australian Women's Archive Project, Australian Memory of the World Project and the Soldier Settlement Project to name just a few.

Christine worked for the NSW Public Service from 7 March 1977 to 30 June 2012.

Michael Allen (Manager Corporate Information and Communications)

Michael Allen was appointed to the NSW Public Service on 30 January 1970 by the Public Service Board as a trainee in librarianship. In November 1977 he became Acting Assistant Senior Archivist and was made permanent in 1979. Subsequently Michael went on to become Acting Senior Archivist Technical Services, Senior Archivist Processing and in 1991 Systems Coordinator and Acting Manager Systems.

By 1999 Michael had assumed the position of Chief Information Officer and went on to become Manager, Corporate Information and Communications and CIO. In this position, Michael had responsibility for the records management program and library services across State Records, as well as the delivery of the ICT infrastructure needed within the organisation. During Michael's time as CIO the Business Operating System (BOS) that supports the management of the archives was developed and implemented. In addition, Michael was involved with the implementation of *Archives Investigator* which is the on-line archives information and access system. Michael made a very significant contribution to Information and Communications Technology at State Records over the years and managed his area without fuss and with very limited resources. Michael always ensured State Records ICT systems were operational on a 24/7 basis and that in itself was a great achievement.

Michael worked for the NSW Public Service from 30 January 1970 to 29 July 2011.

Richard Gore (Manager Archives Control and Management)

Richard Gore started at the Public Library in February 1970 as a Trainee Librarian progressing to Graduate Librarian in January 1974 after finishing his Diploma of Librarianship. He joined the Archives Office of New South Wales in 1974. Richard moved from the State Library building to the Archives Office's new premises in Globe Street, The Rocks in November 1979. As the Assistant Senior Archivist, Research Richard supervised the written enquiry service and survived the genealogical boom in the 1980s. Following the 1989 restructure of the Archives Office Richard was appointed to the new position of Manager, Reference Services. These years saw additional senior reference positions being created with Reference Services taking over the Archives Office's publications and having greater involvement in the Reading Room at Kingswood, which had opened in December 1987.

In 1993 Richard moved to the Collection Services program then based at The Rocks. The program expanded to include processing at Kingswood, becoming known as Archives Control. In 1999 the Archives Control program moved to Kingswood bringing its staff together in one location. In 2004 Richard had oversight of the transfer of all original State archives from the city office in Globe Street to the Kingswood repository. During 20 years Richard oversaw huge changes. The control system changed from the Record Group to the Australian Series system and from a predominantly paper-based catalogue system to an electronic database. Archives Control has grown to six senior staff and includes responsibility for the preservation of the collection. The State archives collection has grown from 34 kilometres to over 70 kilometres.

The State archives are held at Kingswood with increasing collections held at the Regional Repositories. Richard has been a long-term supporter of the Regional Repositories system and has overseen the 'Archives in the Bush' project since 2002 which has provided grant

funding each year. The Regional Repository network is healthy and has a dedicated senior archivist and grant funding.

Richard's professional achievements are many, including his contribution to the development of State Records' Business Operations System, the Digital State Archive and his comprehensive review of collection documentation which delineated the problems faced in the 'cataloguing' of the archives. Richard made an inestimable contribution to State Records during his service to the State and people of New South Wales.

Richard worked for the NSW Public Service from 16 February 1970 to 10 April 2012.

Dr Peter John Tyler 1934 – 2012

Administrative Historian

Peter Tyler who was the author of two books commissioned by State Records died on Saturday 5 May 2012 at Royal North Shore Hospital. Peter was considered to be an honorary member of staff at State Records and was embedded in the organisation for a number of years while he wrote *Humble and Obedient Servants*: *the administration of New South Wales 1901-1960* and *State Records NSW 1788-2011.*

Board Chairperson Professor Lucy Taksa, Dr Peter Tyler and Director Alan Ventress

Management Committee

The Management Committee meets every month to set operational policy, assess strategic directions and ensure a coordinated approach to the provision of services across the organisation. The committee consisted of the Director, Deputy Director and Managers. The Executive Officer provides secretarial support.

Information Communications and Technology (ICT) Steering Committee

The ICT Steering Committee provides strategic oversight of corporate level ICT strategies and plans to ensure the cost effective application and management of ICT systems and resources throughout State Records. It also monitors and evaluates ICT projects and achievements against both the ICT Strategic Plan and approved key result areas.

The committee comprises the Deputy Director, Manager Information and Communications, Manager GRR, Manager Archives Control and Project Manager Digital Archives.

Work Health and Safety Committee

The Work Health and Safety Committee comprised staff representatives from our two locations, the WHS Coordinator, and two management representatives.

Future Proof Strategy / Digital Archives Steering Committee

Established in February 2008, the Future Proof Steering Committee provided direction and oversight for State Records' digital records strategy, including efforts to secure the necessary funding to implement digital archiving capacity. On the commencement of the Digital Archives project in April 2011, the Committee endorsed new Terms of Reference and a name change, becoming the Digital Archives Steering Committee. The Steering Committee forms part of the governance framework for the Digital Archives project.

The committee comprises the Director, Deputy Director (Chair), Manager Government Recordkeeping, Manager Archives Control and Management, Chief Information Officer, Project Manager Digital Archives and Executive Officer (Secretary).

State Records Authority
of New South Wales
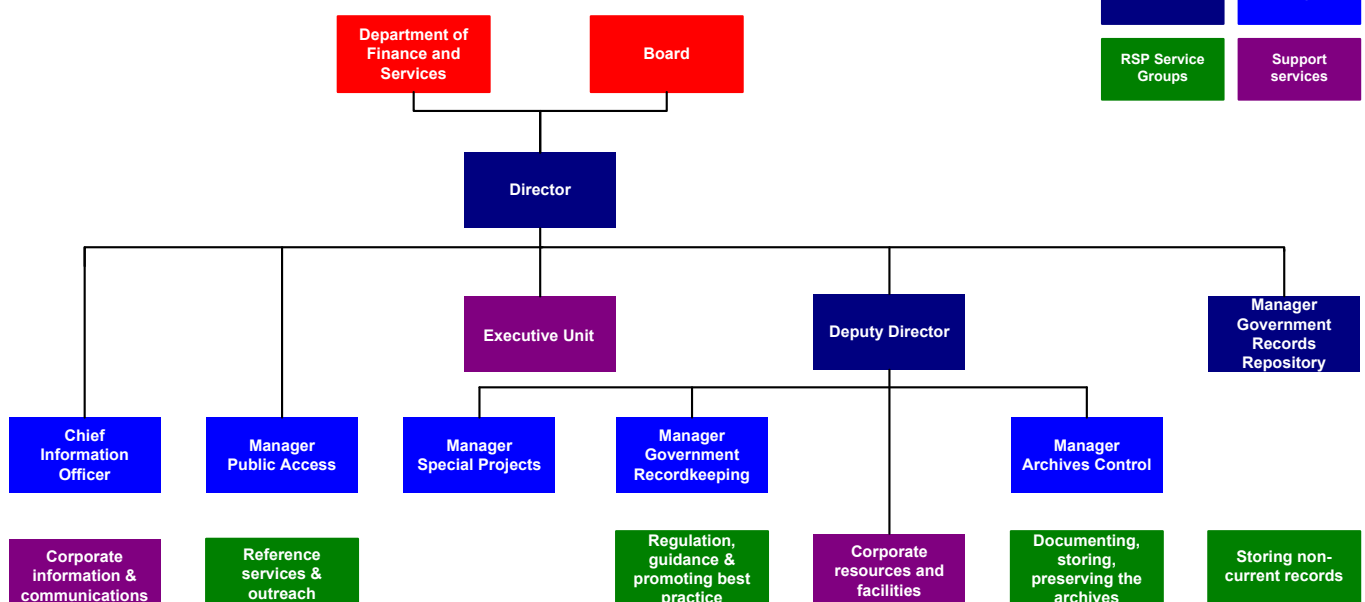
Strategic planning and reporting

State Records' strategic focus during the year was on consolidating long standing goals and meeting continued demand for our services from the public and the public sector.

Corporate planning

Strategic plan
The *Strategic Plan 2011-2014* is based on five Key Result Areas (KRAs). Each KRA is linked to a number of outcomes, and supported by key initiatives.

Results and Services Plan
Our objectives for the year were set by our *Results and services plan 2011-12* which shows how what we do aims to make a difference to the people and communities of NSW in accordance with the State Plan.

Total Asset Management Plan
An important component of our strategic management is ensuring we maintain and improve our physical assets and infrastructure to help us achieve positive outcomes for our clients and Government. Management of our properties, ICT infrastructure, plant and accommodation are covered by our *Total asset management plan* which is revised annually.

ICT Strategic Plan
The *ICT Strategic Plan 2012-2015* provides a high level strategic view of ICT core directions across eight broad strategies. The Plan focuses on ICT service delivery to support the business, a strong ICT governance framework, effective information management and the use of consistent, whole of government standards and processes.

The Plan outlines the core direction of ICT for State Records in accordance with the priorities laid out in the *State Records Strategic Plan 2012 -2014*, the *NSW Government ICT Strategy 2012* and the *State Records ICT Total Asset Management (TAM) Plan*.

Progress under the Plan is reviewed and updated annually by the ICT Steering Committee.

Social responsibility plans
State Records supports the Government's social responsibility commitments in relation to culturally and linguistically diverse communities, people with disabilities, women and Indigenous people. Broadly speaking, our plans and strategies are now aligned with the Department of Finance and Services, which assists us in these areas.

Strategic Planning Day 6 October 2011
State Records' Management
Committee and senior staff

Multicultural Policies and Services Program

State Records supports the Government's social responsibility commitments in relation to culturally and linguistically diverse communities. We strive to comply with the Department of Finance and Services *Multicultural people employment strategy2010-2014*.

State Records continued its long-standing policy of staging events for culturally and linguistically diverse communities.

State Records will investigate the possibility of holding similar events for diverse communities in 2012-13 and future years.

State Records NSW will continue to keep its suite of *Archives in Brief* relating to the many national and cultural groups that have made NSW home up to date.

Program action plans

Program areas develop action plans which identify operational targets and assign responsibilities for projects and ongoing work.

Corporate reporting

Program reporting

Program managers report at management committee meetings on staffing and operational matters. Written reports from program areas are submitted to the Board.

Annual reporting

Our annual report is the primary mechanism by which we account for the past year to Parliament, central agencies and stakeholders. We have aimed to focus more on our performance and less on activities. A separate *Activity Report 2011-12* is published on our website.

This annual report complies with:

- *Public Finance and Audit Act 1983* and Regulation 2010
- *Annual Reports (Statutory Bodies) Act 1984* and Regulation 2010
- *Government Information (Public Access) Act 2009*
- Treasury Circulars and Treasurer's Directions
- Premier's memoranda.

Log Cabin (from the photograph album of L.G. Watt—NSW Board of Fire Commissioners) Digital ID: 549-a029_a029000015.jpg

Client and stakeholder relationships

State Records values ongoing, respectful relationships with our clients and stakeholders, and their diverse backgrounds and interests. We consider the needs of our clients and stakeholders in decision-making and in setting business directions. We provide information to clients and stakeholders about our services and activities, and any changes to these, and seek advice, suggestions and feedback.

Advisory committees

State Records convened two standing advisory committees and an exhibition advisory committee for our *In Living Memory* exhibition. The committees comprise representatives from our public sector and public clients and stakeholders.

Digital Records Advisory Group

This committee held four meetings in 2011-12. Members during year:

Lesley Alexander, Manager Information Services, Department of Finance and Services (replaced by **Stephen Smith**, Records Manager Information Services, Department of Finance and Services)
Al Benazzi, Director Information Assets, Enterprise Assets Division, Corrective Services NSW
Ken Carroll, Office Systems Administrator, TransGrid
Susan Fletcher, Manager Business Documentation, City of Sydney
Greg Jackson, Manager Records, Privacy and Information Security, Hunter New England Health
Peter Konstantin, Manager Information Management Centre, Sydney Water (previously Director, Information Management, Corrective Services NSW)
Michael Landsbergen, General Manager Corporate Services, Ambulance Service of NSW
Margaret Miller, Manager Records and Mail Operations, ServiceFirst
Tim Robinson, Manager Archives and Records Management Services, University of Sydney
Russel Smith, Director Administrative Services, Family and Community Services NSW

Jonathan Summers, Manager Information Communications and Technology, Public Works, Department of Finances and Services
Catherine Sykes, Records Manager Transport for NSW

Community Advisory Committee

This committee held two meetings in 2011-12. Members during year:

Rosemary Annable, professional historian
Michael Bennett, Professional Historians Association (NSW)
Dr David Carment, Australian Historical Association
Heather Garnsey, Society of Australian Genealogists
Carol Liston, Associate Professor, School of Cultural Histories and Futures, University of Western Sydney
Craig Mackey, railway historian
Perry McIntyre, professional genealogist and historian
Lesley Muir, Royal Australian Historical Society
John Petersen, NSW Migration Heritage Centre
Jan Richards, Central West Libraries
Dr David Roberts, Editor, Journal of Australian Colonial History, University of New England
Richard Shapter, Heritage Office, NSW Department of Planning
Tracey Sullivan, History Teachers Association

State Records thanks both committees for providing valuable advice during the year.

Advisory committees at a glance:
⇒ State Records convenes two standing advisory committees representing our public sector and public clients and stakeholders.
⇒ Members are appointed for a maximum of two, three year terms.
⇒ Meetings are held quarterly and Community Advisory Committee meetings twice a year.
⇒ Digital Records Advisory Group.
⇒ State Records thanks these committees for providing valuable advice during the year.

In Living Memory **touring exhibition advisory committee**
Members during year:

Mervyn Bishop, exhibition team member
Christine Blakeney, representing Bomaderry Aboriginal Children's Home
Cecil Bowden, representing Kinchela Aboriginal Boy's Home
Ronald Briggs, State Library NSW
Lola Edwards, representing Cootamundra Aboriginal Girl's Home
Melissa Jackson, State Library of NSW
Ray Minniecon, representing Kinchela Aboriginal Boy's Home
Keith Munro, Museum of Contemporary Art
Glendra Stubbs, Link-Up
Tracee Bradshaw, Link-Up
Kirsten Thorpe, Aboriginal & Torres Strait Islander Data Archive
Paulette Whitton, Gadigal Information Service Aboriginal Corporation, Koori Radio
James Wilson-Miller, Powerhouse Museum
Lyall Dennison, Aboriginal Trust Fund Repayment Scheme
Robynne Quiggin, Aboriginal Trust Fund Repayment Scheme Panel

Stakeholder groups
State Records takes a consultative approach to developing new products for NSW public offices.

Family History Room grand opening
Tuggerah
8 February 2012

Guarantees of service:

⇒ Provision of assistance relating to physical disabilities and language needs when visiting our reading rooms.

⇒ Provision of expert and professional advice on research.

⇒ Delivery of original records (except probate packets) within 30 minutes of request.

⇒ Delivery of probate packets within 30 minutes of set delivery times.

⇒ Assistance with identifying sources and availability of archival material.

⇒ Assistance with validating personal information for rights and entitlements.

⇒ Assistance with confirming correct citations when publishing State archives.

⇒ Completion of requests to copy original material in reading rooms within 30 minutes (less than 20 pages) or 3 days (over 20 pages).

⇒ Completion of requests to copy large format material in reading rooms within 5 days.

⇒ Completion of requests for digitisation of materials within 20 days (up to 20 pages).

⇒ Completion of requests for copies ordered online within 20 working days.

⇒ Completion of requests to purchase publications within 20 days.

⇒ Provision of accurate and timely information on our website.

Client and stakeholder relationships

Participation on client and stakeholder committees

State Records' staff are actively involved with client and stakeholder organisations through participation on governing bodies and committees. Full details of staff participation on client and stakeholder committees can be found in the *Activity Report 2011-12*, which is accessible via the State Records' website (www.records.nsw.gov.au).

Handling complaints and suggestions

We have a suggestion box and accept feedback on our services as part of our guarantee for public oriented services. Feedback can be provided directly to reading room staff, or by post or email. Two complaints were received during the year relating to customer service in the WSRC reading room. One complaint was proved to be a case of mistaken identity and was actually concerning another archival institution. The second complaint about customer service in the reading room was successfully resolved.

Publication of information for the public

State Records complies with the Department of Finance and Services' Customer Feedback Management Policy. Quarterly reports on customer feedback are provided to the Department of Finance and Services in accordance with the requirements of the policy.

State Records provides extensive information to the public through our website www.records.nsw.gov.au and print publications. Most of our publications are guides and indexes aimed at helping the public understand and use the State archives collection.

Publications relating to our functions and activities cover:

- where to access State archives, and rights of access and publication;
- contact details and addresses;
- services (handling enquiries, copying) and service guarantees;
- reading room procedures and rules;
- becoming a volunteer;
- making donations and bequests; and
- our activities program.

Hosted websites

In addition to its own websites, State Records hosts a number of sites on behalf of other parties.

The website of the Council of Australasian Archives and Records Authorities (CAARA), of which the Director is a member, has been hosted since 2001. The *Mariners and Ships in Australian Waters* website was created by Mary-Anne Warner and comprises indexes and digitised records from the State archives collection. State Records has hosted this site since 2003. Since 2009, State Records has been hosting a site to support the Soldier Settlement Project. This undertaking is an ARC Linkage Project involving Monash University, the University of New England, the Department of Veterans' Affairs and State Records.

Managing risks

State Records is committed to the maintenance of a robust risk management regime as part of its strategic operating environment. Through regular and ongoing application of risk management methodologies, comprising risk identification, analysis and assessment, we seek to minimise our exposure to unacceptable risks. Management of risks is the responsibility of the executive team and senior managers in conjunction with the Audit and Risk Committee of the Department of Finance and Services.

Assistance is provided by our auditors and specialist risk assessors. Risk management requires the cooperation of all supervisors and staff.

Business risks identified and rated

In 2011 IAB Services completed a major update and review of our existing organisation-wide business risk assessment to examine our ability to identify and measure risks and to identify areas for possible improvement in our risk control and risk minimisation strategies. This follows on from the work done for our first major risk assessment in 2005.

The review identified 65 risk areas, an overall reduction of 4 risk areas compared to the 2005 review.

Our key business risks continue to be:

- The inability to store and preserve "born-digital" records.
- Degradation of records due to the nature of the media and the passage of time.
- Key person dependencies and the loss of highly specialised management and technical personnel.
- Funding being insufficient to meet core responsibilities.
- Damage to records from natural disasters and poor storage and environmental controls.
- Being affected by adverse changes in the commercial environment for the GRR.
- Perceived conflict between regulatory and commercial roles.

After reviewing the risk register developed IAB Services found our overall assessment to be moderate**.**

During the year, IAB Services provided our internal audit function. In 2010-11 one major and two smaller reviews were conducted:

- Organisation wide business risk assessment;
- IT general controls; and
- TRIM records management system.

> **Achievements and highlights**
> - Revised Organisation-wide business risk assessment.

Internal Audit and Risk Management Statement

The Director and the Chairperson of the State Records' Board signed the Internal Audit and Risk Management Statement on 23 August 2012 (see page 94). The Internal Audit and Risk Management Statement attests to the fact that the State Records Authority of NSW has complied with core policy requirements in the preceding year.

Information security

The Internal Audit Bureau (IAB) carried out two Information Security related audits during the year being specifically a Baseline ISO 27001 Information Security and a Network Security (Penetration Testing) Assessment. Whilst generally finding an adequate level of controls, the audits provided 63 recommendations to be addressed. There was considerable overlap between these and the recommendations made in the ICT Controls Audit from June 2011. The recommendations can be broadly divided into four categories: Security, Continuity, Management & Governance and Infrastructure. Many of the recommendations will require considerable expenditure to upgrade equipment. As such, implementation of many of the recommendations will be dependent on receiving Total Asset Management capital injection funding.

Development commenced on an Information Security Management (ISM) Framework for State Records that will be compliant with the requirements of the ISO27001 standard. Whilst

Managing risks

there is a current Information Security Policy, it would be expected that as part of the Finance and Services cluster, State Records will inherit the broader cluster policy but develop a subsidiary policy where there is a unique requirement to do so. Development of the ISM Framework continuing in 2012/2013 will include documentation of the organisational ISMS (Information Security Management System) and its operation, Information Security Risk Assessment and development of the Statement of Applicability under ISO 27001.

Insurance premiums and claims
State Records pays premiums to the NSW Treasury Managed Fund for all insurance cover. Premiums are subject to a five-year hindsight adjustment process. State Records has carefully assessed major risk areas and believes that its insurance coverage is adequate.

Ethical conduct
State Records is potentially exposed to the risk of unethical and corrupt conduct by staff in relation to use of government information. State Records' current *Code of Conduct* is the same as the Department of Finance and Services but with an appendix covering matters distinctive to our responsibilities. All new staff are required to read and sign the *Code of Conduct*.

A link on our website directs members of the public and staff to the Department of Finance and Services' *Business Ethics statement*. Professional archivists working for State Records who are members of the Australian Society of Archivists are also subject to the Society's *Code of Ethics*.

All State Records' Board members are required to sign a code of conduct and declaration of interests.

State Records adheres to the DFS Fraud and Corruption Internal Reporting Policy.

Insurance premiums paid to Treasury Managed Fund (excl. GST)

Category	2008-09	2009-10	2010-11	2011-12
Workers' compensation	149,730	181,110	180,565	203,415
Motor vehicles	25,350	16,170	16,170	17,650
Property	39,130	38,950	38,950	38,490
Public liability	2,250	1,590	1,590	1,330
Other	600	670	670	760
Total	217,060	238,490	237,945	261,645

Annual Report Attestation

We, Alan Ventress and Professor Lucy Taksa are of the opinion that the Audit and Risk Committee for Department of Finance & Services is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08.

These processes, including the practicable alternative measures implemented, provide a level of assurance that enables the senior management of the State Records Authority of NSW to understand, manage and satisfactorily control risk exposures.

As required by the Policy, we have submitted the Attestation Statement outlining compliance with exceptions with the Policy to the Treasury.

Signed:

Signed:

Date: 23/08/2012

Date: 23/08/2012

Alan Ventress
Director State Records Authority

Professor Lucy Taksa
Chair of the Board

In accordance with a resolution of the Governing Board of the State Records Authority of New South Wales

As required by the policy, the State Records Authority has submitted an Attestation Statement outlining compliance with policy to Treasury.

Annual Report Attestation

Internal Audit and Risk Management Statement for the 2011-2012 Financial Year for the State Records Authority of New South Wales

We, Alan Ventress, Director of the State Records Authority of New South Wales and Professor Lucy Taksa, Chair of the State Records Authority of New South Wales are of the opinion that the State Records Authority of New South Wales has internal audit and risk management processes in operation that are, excluding the exceptions described below, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 *Internal Audit and Risk Management Policy.*

We, Alan Ventress and Professor Lucy Taksa are of the opinion that the internal audit and risk management processes for the State Records Authority of New South Wales depart from the following core requirements set out in Treasury Circular NSW TC 09/08 and that (a) the circumstances giving rise to these departures have been determined by the Portfolio Minister and (b) the State Records Authority of New South Wales has implemented the following practicable alternative measures that will achieve a level of assurance equivalent to the requirement:

Ministerially Determined Departure	Reason for Departure and Description of Practicable Alternative Measures Implemented
Core Requirement 2: An Audit & Risk Committee has been established	• Full compliance with TPP09-05 would put an unreasonable administrative and cost burden on the entity. • A review of the Department of Finance & Services cluster arrangements for Audit & Risk Committees was conducted to ensure that smaller related entities were relieved of the cost burdens of supporting their own Audit & Risk Committees and to provide an equivalent coverage of their obligations under TPP09-05 through the sharing of the Department's resources. Consequently, the State Records Authority of New South Wales is clustered with the Department of Finance & Services Audit & Risk Committee (DFS ARC). The DFS ARC is compliant to Core Requirement 2 of TPP 09-05 and has attested compliance to this Core Requirement in its Attestation Statement.

Managing our people

State Records NSW is a business unit of NSW Department of Finance and Services. An average of 132.53 fulltime equivalent (FTE) staff were employed at State Records NSW over the year. State Records also engaged 45 volunteers and some short term contract staff.

Workforce profile

At 21 June 2012 (census date), the number of staff employed at State Records NSW was 136 (or 122.99 FTE).

Overall, there was a slight decrease in the number of fulltime equivalent employees from the previous year. This was due to filling some longer term vacancies and temporary positions related to special projects within the Government Records Repository and the Digital Archives.

Recruitment action undertaken by State Records included 2 permanent appointments: one of these was a transfer at grade within the Public Sector, the other was a promotion within State Records. In addition, 2 long term temporary staff were made permanent under s.31 of the *Public Sector Employment and Management Act 2002*.

Achievements and highlights

- Volunteers worked approximately 3,803 hours repairing and rehousing records; adding 63,462 items to online indexes and 1,265 items to *Archives Investigator*.

7 permanent staff resigned from State Records. All of these resignations were due to retirement.

Equal Employment Opportunity (EEO)

State Records is committed to equity in all aspects of employment.

Distribution of full time equivalent (FTE) employees

	2010	2010 %	2011	2011 %	2012	2012 %
Managers	11.0	8.9	12.0	9.4	10.8	8.78
Professionals	35.2	28.6	37.6	29.4	39.56	32.16
Technicians and Trade Workers	3.0	2.4	3.0	2.3	3	2.44
Community and Personal Service Workers	0.0	0.0	0.0	0.0	0	0
Clerical and Administrative Workers	59.0	47.9	54.8	42.9	52.77	42.91
Sales Workers	0.0	0.0	0.0	0.0	0	0
Machinery Operators and Drivers	10.0	8.1	12.4	9.7	10.86	8.83
Labourers	5.0	4.1	8	6.3	6	4.88
Total	123.2	100	127.8	100	122.99	100

Notes: Figures calculated using census date FTE figures.

Managing our people

Distribution of employees by public sector classifications and gradings

	2010	2010 %	2011	2011 %	2012	2012 %
Senior Executive Service	1.0	0.8	1.0	0.8	1	0.81
Senior Officer Classification	2.0	1.6	2.0	1.6	1	0.81
Archivists	29.1	23.7	29.7	23.2	31.56	25.66
Conservators	2.0	1.6	2.5	2.0	1.8	1.46
Clerks	78.0	63.3	79.2	62.0	75.77	61.61
Librarian/Library Technician	1.0	0.8	1.0	0.8	1	0.81
Other (Drivers, General Assistants)	10.1	8.2	12.4	9.7	10.86	8.83
Total	123.2	100	127.8	100	122.99	100

Notes: Figures calculated using census date FTE figures. Classification as per substantive grade.

Personnel policies and practices
State Records manages its Departmental employees in accordance with government human resource policies, including:

- equity in employment opportunities;
- ensuring health and safety at work, return to work programs, and providing confidential counselling and advice services;
- embracing diversity and gender balance: for women, people with disabilities, Aboriginal people and people with different ethnic backgrounds;
- fostering ethical conduct and individual performance;
- enabling staff to develop their skills, knowledge and careers;
- providing flexibility in working hours to support work/life balance; and
- supporting study leave for staff undertaking relevant courses.

Filming for *Who do you think you are?*
Kerry O'Brien and Emily Hanna
16 August 2011

Table A: Trends in the representation of EEO groups

	2009	2010	2011	2012	Benchmark or Target
Women	61%	61%	56.4%	60.3%	50%
Aboriginal people and Torres Strait Islanders	2.2%	1.5%	0.7%	0.7%	2.6%
People whose first language was not English	12%	13%	14.3%	15.4%	19%
People with a disability	10%	10%	9.3%	8.1%	n/a
People with a disability requiring work -related adjustment	4.4%	4.4%	5.0	3.7%	1.5%

Table B: Trends in the distribution of EEO groups across salary levels

	2009	2010	2011	2012	Benchmark or Target
Women	120	113	118	116	100
Aboriginal people and Torres Strait Islanders	n/a	n/a	n/a	n/a	100
People whose first language was not English	n/a	n/a	n/a	88	100
People with a disability	n/a	n/a	n/a	n/a	100
People with a disability requiring work -related ad-	n/a	n/a	n/a	n/a	100

Note 1: A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels.

Note 2: The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20.

Multicultural Policies and Services Program Plan , Disability Plan, Action Plan for Women

State Records maintained existing strategies for ensuring positive outcomes for staff from linguistically and culturally diverse backgrounds, staff with a disability and female staff. These included:

- Monitoring personnel policies and practices to ensure they do not discriminate.
- Ensuring career development opportunities are available for all staff.

State Records has a dedicated position of Archivist – Aboriginal Liaison, staffed by an Aboriginal person, to strengthen relationships with Aboriginal people and communities and ensure our services are culturally appropriate.

State Records is now covered by the Department of Finance and Services *Multicultural people and employment strategy 2010-2014*, and strives to implement key strategies contained within that plan.

State Records is now covered by the Department of Finance and Services *Disability Action Plan 2010-2012*, and strives to implement key strategies in that plan.

State Records is now covered by the Department of Finance and Services Women's Employment and Development Plan 2009-12. The plan supports and aligns the Department of Finance and Services women's employment and development activities with the *NSW Government's Making the Public Sector Better for Women 2008-2012* initiative.

Work Health and Safety (WHS)

State Records is committed to providing staff, contractors, visitors and volunteers with a safe and healthy working environment in order to prevent occupational injuries and illness. State Records complies with the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulation 2011* and its *Codes of Practice*.

State Records' Health and Safety Committee (formerly known as the OHS Committee) continues to function effectively in accordance with its Constitution, role and responsibilities. The Committee provides a consultative framework so that decision making on health and safety reflects the concerns of the whole workplace.

All employee nominated members of the Committee are attending training for Health and Safety Representatives (HSR's), to bring them up to date with new consultation arrangements under the new Act.

Work Health and Safety Act 2011

On 1 January 2012, new legislation was enacted to administer health and safety in the workplace. The new Act is a harmonised national legislation; it replaced the *NSW Occupational Health & Safety Act 2000*.

To ensure compliance with the new Act State Records, all managers and supervisors have attended training focusing on their responsibilities under the new Act.

The WHS Coordinator is updating State Records WHS Policies and Procedures to reflect changes brought about by the new Act.

Global Corporate Challenge 2012

State Records has entered 28 staff in the Global Corporate Challenge (GCC). The GCC is a corporate health and wellbeing challenge initiative developed specifically for the workplace.

Participants in the GCC wear pedometers for 16 weeks and record their daily step counts on a website taking them on a virtual tour around the world. The daily target is 10,000 steps which the World Health Organisation recommends for individuals to improve their health and reduce the risk or chronic diseases such as diabetes, obesity and heart disease.

At the mid-point of the challenge one of the teams is placed 825th in the world. This is a remarkable achievement considering there are over 20,000 teams in the worldwide challenge.

There were no prosecutions under the *Work Health and Safety Act 2011* in the reporting period.

Industrial relations
State Records has an Institutional Consultative Committee that comprises Public Service Association (PSA) delegates and management representatives. It meets quarterly.

Management/staff communication
Senior management communicates to staff about strategic directions, issues affecting the organisation, activities and news through general staff meetings, program area meetings, email memoranda, an e-newsletter and

publication of reports on the Intranet. Staff have the opportunity to ask questions and provide feedback at staff meetings or to their supervisor or manager at any time.

Overseas travel
There was no overseas travel in 2011/12.

Performance and number of executive officers
State Records had one executive position graded as SES Level 3 in 2011-12. This was the same as in 2010-11. There were no female executive officers employed at State Records in 2010-11 or in 2011-12.

	2011-12
Incidents reported	29
New claims	9

Occupational health and safety report

Broken Hill The Hump [camels with a cart in the background]
(from the photograph album of L.G. Watt—NSW Board of Fire Commissioners)
Digital ID: 549-a029_a029000029.jpg
Date: 27/09/1928

Managing our people

Volunteers program

In December 2011 State Records' Volunteer program celebrated its 10th anniversary at the annual Volunteer Awards Presentation and Luncheon held at the historic Log Cabin, Penrith. The first group of ten volunteers were inducted into the program on 14 December 2001. Three volunteers from this group who are still with the program today received their ten years' service pin.

State Records' had 45 volunteers throughout the year who provided valuable assistance to help make the State archives collection more accessible. They worked on indexing, conservation and *Archives Investigator* projects. Volunteers worked approximately 3,803 hours repairing and rehousing records; adding 63,462 items to online indexes and 1,265 items to *Archives Investigator*.

Volunteers are offered a social and educational program of events. They receive recognition for their years and hours of service. Volunteers receive WHS training to minimise workplace injury.

Professional staff development

Approximately 25% of staff are qualified archivists, or have related qualifications such as librarianship. State Records as an organisation, and professional staff, are active participants in the Australian and international recordkeeping community. State Records is an organisational member of the Australian Society of Archivists, the Records and Information Professionals Australasia, and the International Council on Archives. Within available resources, State Records supports professional staff attending and speaking at conferences and seminars, holding positions on councils and committees, and writing for journals. 3 staff were granted study leave to attend courses at a tertiary level.

Volunteers: Ailsa Mulry, Lynette Hitchell and Vicki Wilson,
Volunteer Awards Presentation and Luncheon,
Log Cabin, Penrith,
9 December 2011

Public Interest Disclosures (PID) Act 1994

As required under Clause 4(2) of the *Public Interest Disclosures Regulation 2011*, State Records provides the following information in relation to Public Interest Disclosures (PIDs):

Statistical information on PIDs

See table below.

	January—June 2012
Number of public officials who made PIDs	0
Number of PIDs received	0
Of PIDs received, number primarily about:	0
Corrupt conduct	0
Maladministration	0
Serious and substantial waste	0
Government information contravention	0
Local government pecuniary interest contravention	0
Number of PIDs finalised	0

Note: The number of PIDs finalised only refers to PIDs that have been received since 1 January 2012.

Commentary on PID obligations

Have you established an internal reporting policy?
Yes

Has the head of your public authority has taken action to meet their staff awareness obligations and, if so, how staff have been made aware?

Yes. Staff awareness is achieved via links on our intranet site, messages attached to pay slips, statements of commitment from our Director, brochures from Department of Finance and Services and a DVD from the Director General of the Department of Finance and Services.

Government Information (Public Access) Act (GIPA) 2009

As required under s7(3) of the *Government Information (Public Access) Act 2009,* State Records reviewed the information it made publicly available via its website in February 2012. The review was conducted by Managers after discussion at Management Committee. No additional information was made publicly available as a result of the review.

One GIPA access application was received in 2011-12.

No GIPA access applications were refused, either wholly or in part.

GIPA statistical information is provided in tables A to H.

Table A: Number of applications by type of applicant and outcome

	Access granted in full or in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/ deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0
Members of the public (application by legal rep)	0	0	0	0	0	0	0
Members of the public (other)	1	0	0	0	0	0	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full or in part	Access refused in full	Information not held	Information already available	Refuse to deal with applica-tion	Refuse to confirm/ deny whether information is held	Application withdrawn
Personal information applications	0	0	0	0	0	0	0
Access applications (other than personal)	1	0	0	0	0	0	0
Access applications that are partly personal information applications and party other	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial Code of Conduct	0
Aboriginal and environmental heritage	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	1

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by Administrative Decisions Tribunal	0	0	0
Total	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Managing our physical assets and finances

State Records has assets worth over $996 million. This includes the State archives collection and property assets, mainly at Kingswood. Our expenses for 2011-12 were budgeted at $20.9 million, three quarters of which was self-funded through provision of records storage and retrieval services to the public sector.

Asset management

State archive valuation

The most significant change to the Authority's assets and financial position in 2011-12 stems from the decision to undertake a valuation of the State's archival collection.

After discussions with the Audit Office, the Authority engaged an independent Valuer – Peter Tinsley to value the collection on the basis of Fair Value in accordance with Australian Accounting Standards AASB 116 Property, Plant and Equipment and the additional guidance in NSW Treasury's Policy and Guidelines paper TPP 07-1 - Accounting Policy: Valuation of

Physical Non-Current Assets at Fair Value as applicable to heritage and cultural assets.

Fair Value for the State archives is determined by reference to the best available market evidence. Where available, this is based on the current market selling price of the same or similar items or on the estimated amount for which market participants would be prepared to pay.

The value of the State archives was found to be $938,429,306, with a relative standard error (RSE) of 5.0%. The RSE reflects sources of error due to sampling.

**State Records Authority of NSW - Valuation 2012
Summary of
Values**

Stratum	Value	RSE	Method of Valuation	Notes
Sampled series	$520,120,106		Sampled	
Large Series	$284,120,000		Full valuation	
Iconic Series	$65,795,000		Full valuation	
High Value items re-moved from samples	$1,350,000		Full valuation	
Objects	$76,200		Full valuation	
Maps and Plans	$66,958,000		334,790 at average $200 each (Estimated)	334,790 = total maps 340,507 less 5,717 in other strata
Digitised Films	$10,000		40 at $250 each (Estimated)	
Total	**$938,429,306**	**5.00%**		

The valuation of the State archives was undertaken by research of records of Australian and international sales, purchases and other forms of acquisition, knowledge of prices paid by other institutions, and valuation experience at other major archives.

The State archives were valued from physical inspection of many of the records combined with examination of item descriptions on *Archives Investigator*. Those items with no online description were mostly physically

inspected. Where a sample item was located in a regional repository the Authority provided a similar item for inspection where inspection was deemed to be necessary.

All the series valued were either sampled, valued in full or estimated where sufficient data could not be supplied by the Archives. The table below shows the details.

Stratum	Valuation method
Iconic Series	Full Valuation
Objects	Full Valuation
Digitised Films	Per Unit Valuation
Large Series	Full Valuation
Sampled series	Sampled
High Value items removed from samples	Full Valuation
Maps and Plans	Estimated

Methodology used to value the assets of the NSW Archives

Iconic Series, Objects & Digitised Films

A list of the iconic series, comprising high value and historically important series was valued separately.

A list of the series of objects was valued separately.

The digitised films were listed and valued on a per unit basis.

Large Series

State Records supplied a list of 29 series of length greater than 200 metres, as none of these series was represented in the sample taken. Each of these series was valued separately, with the exception of one series which was removed for privacy reasons.

Sampled Series

A random sample of 550 series was generated using a random number generator from the complete 23,320 series held by the State records, except those mentioned above, as of 30th June 2012.

Originally 550 random samples were generated with a view to 500 actually being valued as agreed prior to the start of the valuation. In the end 507 samples were actually valued and used in the calculation of value. The remainder were pulled from the samples for privacy or other reasons.

Each of these sample series was valued either by inspection or from the details supplied in the on-line database.

As these series varied greatly in length, and thus value, the values were converted to a value/length figure using the length supplied by the State Records, to have a basis for comparison for statistical purposes.

These figures were projected to an estimate of total value using the number raised estimation methodology.

The estimate of average value per length of the sampled series was calculated by taking the sum of the values per length and dividing by the number of the sample series valued.

Multiplying this figure by the total length of the series held by the Archives (less the length of the separately valued series) gave an estimate of the total value of the sampled series.

Valuations can either examine every asset in a collection or a sample of the assets. If a sample is selected then not every asset in the collection is valued. However, the value of the assets can be expanded to represent the value of the whole collection. When this is done in a rigorous scientific fashion this process of expansion is known as "weighting". If a probability sample design is used and the assets are selected randomly then we may also assess how confident we are in the estimates of total valuation.

Two types of errors occur in sample survey valuations: sampling error and non-sampling error.

Sampling error arises as not every asset in the collection is valued. Therefore, the estimate of total value may not be identical to the total estimate of value if all assets were valued. This type of error can be estimated using the results of the valuation. One commonly used measure of the likely difference between the difference of a sample survey valuation and a complete valuation is the standard error.

There is approximately 67% chance that a sample valuation estimate will differ by less than one standard error from the valuation estimate if all the assets were valued. There is approximately 95% chance that a sample valuation estimate will differ by less than two times the standard error from the valuation estimate if all the assets were valued.

A related measure is the relative standard error (RSE). The RSE is the standard error expressed as a percentage of the estimate of valuation. The RSE is a useful measure particularly for comparison of accuracy between different categories and data items (e.g. value, number of items). The RSE also provides an immediate assessment of the relative accuracy of an estimate.

The measures of accuracy expressed in the independent Valuer's report specifically reflect only the level of sampling error.

State Records Authority of NSW - Valuation 2012
Sampled Series Calculations

Stratum	Sampled Series of State archives
Population size	44,738
Sample Size	507
Sample sum of value	$5,894,338
Sample Standard Deviation of value	$23,786.41
Estimate of total value	$520,120,106
Standard Error of Estimate of total value	$46,992,290
Variance of Estimate of total value	2.21E+15
RSE of Estimate of total value	5.00%

Length of State archives (metres)	
Length of Large Series	27,926
Length of Icons	75
Length of sampled archives	44,738
Total Length of State archives	**72,739**

High Value Series removed from Samples

Two large value series were removed from the samples as they would have skewed the result. These were regarded as "outliers" and valued separately.

Maps & Plans

Where the maps and plans in the samples were shown to have a meterage, they were included as part of the samples.

Those maps and plans which had no meterage figure were removed from the samples. State Records advised the Valuer that there were 405 series without meterage, a total of 340,507 maps and plans. There were 5,717 maps and plans in other valued strata so the total population used in this estimate was 334,790. It was not possible to sample these as the State Records were unable to supply the number of plans in each series. Accordingly an estimate of $200 per plan was used based on those plans inspected during the valuation process.

The various figures for meterage and numbers were supplied by State Records correct as at 30th June 2012.

Recommendations by the Valuer

State Records received the following recommendation from the Valuer:

> *"It is recommended that the NSW Archives [State Records] works towards being able to supply metre lengths for all series so that a stratified random sample can be taken when future valuations are carried out.*
>
> *It is also recommended that population numbers be provided for those maps and plans that are not measured in shelf meterage. This would enable the necessary statistical calculations to be made after random samples have been generated.*
>
> *Implementation of both measures would improve the outcome of the valuation process."*

The recommendations from the Valuer have been acknowledged, in that, refinement to metre lengths will be progressively worked through to update the measure, and greater emphasis on measuring the maps and plans will continue.

Total Asset Management

State Records' *Total asset management plan* addresses asset and infrastructure maintenance and disposal, capital investment, and office accommodation and is aligned to our *Results and Services Plan.* It includes our *Asset maintenance plan* and an electronic *Asset register* used to conduct an annual stocktake.

State Records owns repositories and services buildings located on 20 hectares at the Western Sydney Records Centre. The complex includes 435 kilometres of purpose-built storage space for non-current records and archives,

conservation facilities, offices, training facilities and a public reading room. We also lease seven repository spaces in Western Sydney, totalling 110 linear kilometres of records storage.

A capital works allocation from NSW Treasury of $345,000 was granted (as per previous years) for various minor works including electronic infrastructure and maintenance.

The Sydney Records Centre in The Rocks was closed on 29 June 2012 in order to achieve directed savings.

State Records $1.3 million capital expenditure in 2011-12 related primarily to the Digital State Archives Project being $0.8million to accommodate and provide computer systems. Other large capital investments amounting to $0.5 million included shelving in two leased storage buildings at Western Sydney and the replacement of a Hino truck after a motor vehicle accident.

Volunteers Christmas Party, 9 December 2011
(L to R) Paul Brunton (State Library of NSW), Christine Yeats and
Alan Ventress

Managing our physical assets and finances

Land disposal
No land was disposed of during the reporting period.

Waste reduction and purchasing policy (WRAPP)
State Records supports reduction and reuse of waste and the purchase of recycled materials. In the conduct of our operations, we aim to avoid creating waste by expanding our online services and publishing. All records destroyed by the GRR are pulped and then recycled. Certain types of plastics and toner cartridges are also recycled and vegetation waste from landscaping is mulched and reused where possible. We comply with the *DFS Waste Reduction and Purchasing Policy (WRAPP)* plan.

A major component of our business is to advise public sector organisations about management of their official records, many of which are paper files and documents. We encourage public offices to manage records in digital form, to destroy records using environmentally sound methods, and to use recycled paper when printing records to be kept less than 10 years.

Government energy management policy
State Records continues to aim for reductions in energy consumption to support the National Greenhouse Strategy. The Western Sydney Records Centre comprises buildings and equipment of different ages. Energy saving measures are incorporated when buildings and equipment are upgraded, such as the Stage 6 development . State Records' electricity supply, provided under the NSW Government Electricity Supply Contract, includes a minimum of 6% Green Power.

During the year we reviewed vehicle fleet requirements in accordance with our *Fleet improvement plan*. Highlights for the year were:

- Our fleet exceeded the Government's target for environment performance scoring.
- Used E10 fuel and achieved nearly 100% compliance.

Leeton—Canning Factory
(from the photograph album of L.G. Watt — NSW Board of Fire Commissioners)
Digital ID: 549-a029_a029000052.jpg
Date: 15/10/1928

Energy consumption

	2007-08	2008-09	2009-10	2010-11	2011-12
Electricity (kwh)	3,165,886	3,217,322	3,403,342	3,370,764	2,949,362
Green electricity (kwh)	192,771	197,007	209,034	206,381	187,987
Gas, natural (mj)	8,664,039	9,004,334	11,306,667	12,422,157	7,572,714

Financial management

State Records' financial statements were prepared on an accrual accounting basis for the year ending 30 June 2012. The financial position of the Government Records Repository is reported in the 'Performance and outlook' section.

Revenue increased
This year the revenue raised by State Records through consultancy, storage and retrieval services provided by the Government Records Repository increased. Revenue from other services (including product and publication sales, copying service) fell this year, although this has fluctuated over the last five years.

Expenditure categories show little fluctuation
Percentage of expenditure under various categories has remained fairly constant over the past five years.

Electricity, gas and rates savings achieved this year amounted to $78,267 against last year due to a reduction in the consumption of electricity, gas and water through the maintenance and

reprograming of the air-conditioning units to load share across the complex.

Annual contribution by the Government Record Repository

In 2001, IAB Services were engaged to advise on an appropriate basis for determining the level of the contribution. Using Treasury strategies, which also take into account the GRR's projected revenue and commitments, IAB Services proposed that the contribution be set at approximately 10% of the GRR's estimated revenue for the coming year.

Based on this methodology, the contribution would be set at $1,430,000 for 2012-13, compared to $1,350,000 for 2011-12. This is an increase of 9.5% and reflects the GRR's continuing strong revenue growth.

The GRR supplements the funding of core archival programs beyond the contribution level determined by the Board. The table below compares the contribution set by the Board with the amount actually contributed from GRR funding to meet the shortfall in revenue needed to fund archival programs over the last 10 years.

Government Records Repository actual funding against set contribution $'000

	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Set Contribution	760	760	760	850	950	1,030	1,100	1,150	1,200	1,350
Actual GRR Funding	700	740	766	815	1,000	1,140	1,160	1,710	2,220	2,457

Government Record Repository Actual Funding vs Set Contribution $'000
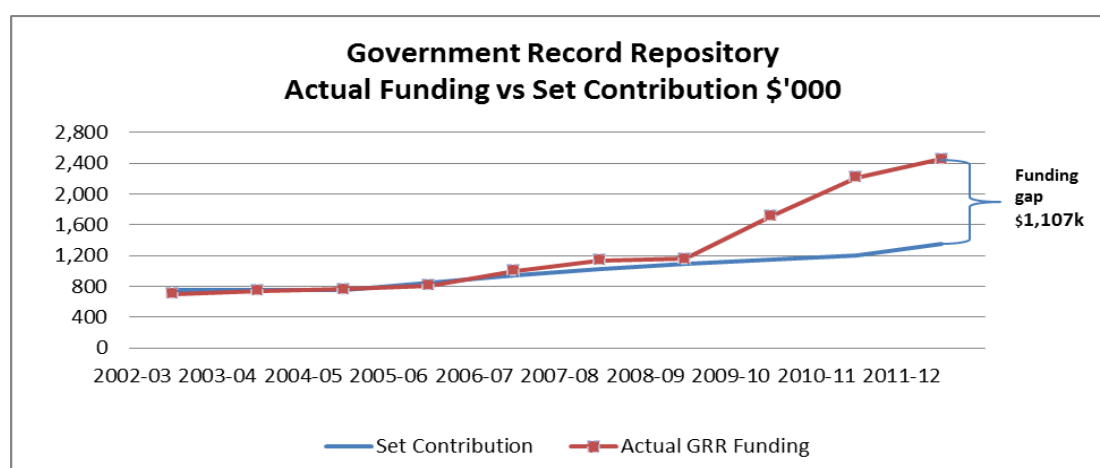
Managing our physical assets and finances

The contribution when introduced in 2002 was to be allocated to special projects with the overall aim of improving the preservation and accessibility of the collection. In recent years, with rising costs, and reduced funding from Treasury for recurrent expenditure, the contribution has been largely used to cover staffing needs for core activities. The contribution now covers the salaries of 18 staff, which is 25% of the total staff in the Consolidated Fund programs. Significantly, many of these staff are engaged in documenting and preserving the collection and reducing long standing backlogs. For example all State Records Conservation and Digitisation staff are funded from the GRR contribution as are Archivists and support staff in both the Public Access and Archives Control programs.

The contribution will continue to fund archival digitising and copying projects. The main priority remains in the digitisation of photographs from State Records' extensive collection. Funding constraints will affect preservation microfilming, with the main project being the copying of the Colonial Secretary's Correspondence, 1826-32.

With the relocation of State Records from our premises at The Rocks the exhibition program which was being funded from the contribution will be wound up. This is very unfortunate, particularly since the *In Living Memory (ILM)* exhibition, based on photographs from the Aborigines Welfare Board, still attracts significant interest from Indigenous communities. The travelling *ILM* exhibition is still being viewed on request throughout the state. It is envisaged funding from the GRR contribution can be used to support online exhibitions and related educational activities in the future.

Gross revenue raised ($'000)

	2007-08	2008-09	2009-10	2010-11	2011-12
Total consolidated Fund programs*	1,289	1,101	849	1,279	1,461
Government Records Repository services	10,974	11,311	11,699	13,594	14,797
Total revenue	**12,263**	**12,412**	**12,548**	**14,873**	**16,258**

*Total consolidated funds program gross revenue excludes Recurrent Grants and Crown Assumed Liabilities

Expenditure by categories (%)

	2007-08	2008-09	2009-10	2010-11	2011-12
Salaries and allowances	65	63	64	66	65
Rental and cleaning	5	5	5	7	8
Stores	2	1	1	2	1
Printing and publications	0	0	0	0	0
Gas and electricity	3	3	4	3	3
Other	25	28	26	22	23
Total	**100**	**100**	**100**	**100**	**100**

Consultants

Under the guidance of DPC Guideline C2004-17

"*For the purposes of these guidelines a Consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision-making by management. Generally it is the advisory nature of the work that differentiates a Consultant from other contractors.*"

No consultants were engaged in 2011-12.

The Internal Audit Bureau was engaged to undertake management audits at a cost of $75,952. These audits included:

- Network penetration review (internal and external including wireless technology);

- WHS review and compliance with revised ECO standard 3745/2010;

- Baseline ISO27001 information security review; and

- Asset control and management.

Credit card certification

No irregularities in the use of corporate credit cards have been recorded during the year. The Director certifies that credit card use has been in accordance with Premier's Memoranda and Treasurer's Directions.

Creditors payments and ageing

State Records payment target is to pay at least 90% of accounts by the due date or within less than thirty days depending on the terms of supply, this was achieved within the year.

Employee related costs

In 2011-12 three long standing senior managers retired from State Records impacting on the leave on termination – provision expense.

Employee related costs

	2007-08	2008-09	2009-10	2010-11	2011-12
Salaries, wages, national wage	8,775	9,006	9,019	9,757	10,664
Leave on Termination – Provision	(53)	(42)	(40)	(50)	(648)
Overtime	191	173	175	198	191
Workers	399	152	183	181	203
Payroll Tax	539	501	510	535	580
Superannuation	815	863	897	946	923
Fringe Benefit	31	20	28	25	18
Total	**10,697**	**10,673**	**10,772**	**11,592**	**11,931**

Managing our physical assets and finances

Aged analysis at the end of each quarter

Quarter	Current (i.e. within due date) $'000	Less than 30 days overdue $'000	Between 30 and 60 days overdue $'000	Between 61 and 90 days overdue $'000	More than 90 days overdue $'000
All Suppliers					
September	262	15	5	-	-
December	396	25	135	-	4
March	619	32	1	-	-
June	514	12	25	-	-
Small business suppliers					
September	-	-	-	-	-
December	-	-	-	-	-
March	-	-	-	-	-
June	-	-	-	-	-

One supplier was overdue by more than 90 days in December 2011 as the supplier and State Records were in dispute over the quality of supply, the issue was resolved by the following March 2012 period.

Management Committee meeting 1 May 2012

Accounts due or paid within each quarter

Measure	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012	Apr - Jun 2012
All Suppliers				
Number of accounts due for payment	829	770	885	1,034
Number of accounts paid on time	783	725	841	1,011
Actual percentage of accounts paid on time (based on number of accounts	94%	94%	95%	98%
Dollar amount of accounts due for payment $'000	5,293	5,538	4,827	4,909
Dollar amount of accounts paid on time $'000	4,931	5,196	4,800	4,875
Actual percentage of accounts paid on time (based on $)	93%	94%	99%	99%
Number of payments for interest on overdue accounts	-	-	-	-
Interest paid on overdue accounts	-	-	-	-
Small business suppliers				
Number of accounts due for payment to small businesses	3	3	1	2
Number of accounts due to small businesses paid on time	3	3	1	2
Actual percentage of small business accounts paid on time (based on number of accounts	100%	100%	100%	100%
Dollar amount of accounts due for payment to small businesses $'000	0	1	0	1
Dollar amount of accounts due to small businesses paid on time $'000	0	1	0	1
Actual percentage of small business accounts paid on time (based on $)	100%	100%	100%	100%
Number of payments to small business for interest on overdue accounts	-	-	-	-
Interest paid to small business on overdue accounts	-	-	-	-

During the year from all the number of accounts due there were no instances leading to penalty interest payments being made on overdue accounts neither to any small business suppliers.

Audited financial statements

INDEPENDENT AUDITOR'S REPORT

State Records Authority of New South Wales

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the State Records Authority of New South Wales (the Authority) which comprise the statement of financial position as at 30 June 2012, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Basis for Qualified Opinion

The Authority has recognised its archives for the first time at a value of $938 million. I have been unable to obtain all the information I require to form an opinion on their existence and value, and consequently on whether Property, Plant and Equipment (State archives) in the statement of financial position is free from material misstatement.

Qualified Opinion

In my opinion, except for the effects of the matters described in the Basis for Qualified Opinion paragraph, the financial statements:

- give a true and fair view of the financial position of the Authority as at 30 June 2012, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

My opinion should be read in conjunction with the rest of this report.

The Director's Responsibility for the Financial Statements

The Director is responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Director determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director, as well as evaluating the overall presentation of the financial statements.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified audit opinion.

My qualified opinion does *not* provide assurance:

- about the future viability of the Authority
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal control
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about other information which may have been hyperlinked to/from the financial statements
- about the assumptions used in formulating the budget figures disclosed in the financial statements.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies, but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by the possibility of losing clients or income.

Peter Achterstraat
Auditor-General

19 February 2013
SYDNEY

STATE RECORDS AUTHORITY OF NEW SOUTH WALES
Statement in Accordance with Section 41C(1c)
of *Public Finance and Audit Act 1983*

Pursuant to section 41C(1c) of the *Public Finance and Audit Act 1983*, I state that:

a) the financial statements and notes thereto, exhibit a true and fair view of the financial position of State Records Authority of New South Wales as at 30 June 2012 and financial performance for the year ended.

b) the financial statements have been prepared in accordance with applicable Australian Accounting Standards, the requirements of the *Public Finance and Audit Act 1983* and Regulations, and the Treasurer's Directions.

c) I am not aware of any circumstances which would render any particulars included in the financial statements to be misleading, or inaccurate.

SIGNED:

DATE: 15/2/13.

A/DIRECTOR:

State Records Authority of New South Wales

Statement of comprehensive income for the year ended 30 June 2012

	Notes	Actual 2012 $'000	Budget 2012 $'000	Actual 2011 $'000
Expenses excluding losses				
Operating Expenses				
Personnel services expense	2(a), 19	11,931	11,769	11,592
Other operating expenses	2(b), 19	6,933	6,816	5,482
Depreciation and amortisation	2(c)	2,554	2,255	2,164
Finance costs	2(d)	99	93	157
TOTAL EXPENSES EXCLUDING LOSSES		21,517	20,933	19,395
Revenue				
Sale of goods and services	3(a)	14,840	13,725	13,684
Investment revenue	3(b)	219	173	173
Grants and contributions	3(c)	7,300	7,258	6,450
Total Revenue		22,359	21,156	20,307
Gain / (loss) on disposal	4	(240)	-	28
Net result		602	223	940
Other comprehensive income				
Net increase in property, plant and equipment asset revaluation surplus	19	-		945,262
Total other comprehensive income		-	-	945,262
TOTAL COMPREHENSIVE INCOME		602	223	946,202

The accompanying notes form part of these financial statements.

State Records Authority of New South Wales
Statement of financial position as at 30 June 2012

	Notes	Actual 2012 $'000	Budget 2012 $'000	Actual 2011 $'000
ASSETS				
Current Assets				
Cash and cash equivalents	6	5,164	4,300	4,903
Receivables	7	3,645	3,858	3,877
Inventories	8	96	96	97
Total Current Assets		8,905	8,254	8,877
Non-Current Assets				
Property, plant and equipment	9			
- Land		10,500	10,500	10,500
- Buildings and improvements		40,404	40,435	42,168
- Plant and equipment		583	590	556
- Shelving		6,135	6,622	6,147
- Computer equipment		454	502	220
- State archives		938,429	-	938,429
Total property, plant and equipment		996,505	58,649	998,020
Intangible assets	10	50	18	28
Total Non-Current Assets		996,555	58,667	998,048
Total Assets		1,005,460	66,921	1,006,925
LIABILITIES				
Current Liabilities				
Payables	11	4,322	4,537	4,465
Borrowings	12	-	-	1,974
Total Current Liabilities		4,322	4,537	6,439
Non-Current Liabilities				
Provisions	13	50	-	-
Total Non-Current Liabilities		50	-	-
Total Liabilities		4,372	4,537	6,439
Net Assets		1,001,088	62,384	1,000,486
EQUITY				
Reserves	19	958,139	19,814	958,139
Accumulated funds		42,949	42,570	42,347
Total Equity		1,001,088	62,384	1,000,486

The accompanying notes form part of these financial statements.

State Records Authority of New South Wales

Statement of changes in equity for the year ended 30 June 2012

	Notes	Accumulated Funds $'000	Asset Revaluation Surplus $'000	Total Equity $'000
Balance as at 1 July 2011		42,347	958,139	1,000,486
Net result for the year		602	-	602
Other comprehensive income:				
Net increase in property, plant and equipment asset revaluation reserve	9	-	-	-
Total other comprehensive income		-	-	-
Total comprehensive income for the year		-	-	-
Balance at 30 June 2012		42,949	958,139	1,001,088
Balance at 1 July 2010		41,407	12,877	54,284
Net result for the year		940	-	940
Other comprehensive income:				
Net increase in property, plant and equipment asset revaluation reserve		-	6,937	6,937
Net effect of correction of an error	19	-	938,325	938,325
Total other comprehensive income		-	945,262	945,262
Total comprehensive income for the year		-	945,262	945,262
Balance at 30 June 2011		42,347	958,139	1,000,486

The accompanying notes form part of these financial statements.

State Records Authority of New South Wales
Statement of cash flows for the year ended 30 June 2012

	Notes	Actual 2012 $'000	Budget 2012 $'000	Actual 2011 $'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Payments				
Personnel services		(13,421)	(11,805)	(13,014)
Finance costs	2(d)	(109)	(113)	(157)
Other		(7,126)	(6,491)	(3,024)
Total Payments		(20,656)	(18,409)	(16,195)
Receipts				
Sale of goods and services		16,647	13,851	13,185
Interest received		195	184	155
Grants and contributions		7,300	7,002	6,450
Total Receipts		24,142	21,037	19,790
NET CASH FLOWS FROM OPERATING ACTIVITIES	16	3,486	2,628	3,595
CASH FLOWS FROM INVESTING ACTIVITIES				
Proceeds from sale of property, plant and equipment	4	1	-	-
Purchases of property, plant and equipment		(1,208)	(1,238)	(1,008)
Purchases of intangibles	10	(44)	(19)	(7)
NET CASH FLOWS FROM INVESTING ACTIVITIES		(1,251)	(1,257)	(1,015)
CASH FLOWS FROM FINANCING ACTIVITIES				
Repayments of borrowings and advances	12	(1,974)	(1,974)	(1,873)
NET CASH FLOWS FROM FINANCING ACTIVITES		(1,974)	(1,974)	(1,873)
NET INCREASE / (DECREASE) IN CASH		261	(603)	707
Opening cash and cash equivalents		4,903	4,903	4,196
CLOSING CASH AND CASH EQUIVALENTS	6	5,164	4,300	4,903

The accompanying notes form part of these financial statements.

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

1. Summary of Significant Accounting Policies

(a) Reporting entity

The State Records Authority of New South Wales (Authority), as a reporting entity, includes the Government Records Repository.

The Authority is a statutory body of the NSW State Government established by the *State Records Act 1998*. The Authority is a not-for-profit Authority (as profit is not its principal objective) and has no cash generating units. The Authority is consolidated as part of the NSW Total State Sector Accounts.

These financial statements for the year ended 30 June 2012 have been authorised for issue by the A/Director of the Authority on 15th February 2013.

(b) Basis of preparation

The Authority's financial statements are general purpose financial statements which have been prepared in accordance with:
- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)
- the requirements of the Public Finance and Audit Act 1983 and Regulation and
- the Financial Reporting Directions published in the Financial Reporting Code for NSW General Government Sector Entities or issued by the Treasurer.

Property, plant and equipment are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

(d) Borrowing costs

Borrowing costs are recognised as expenses in the period in which they are incurred, in accordance with Treasury's Mandate to not-for-profit general government sector agencies.

(e) Insurance

The Authority's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self-insurance for Government entities. The expense (premium) is determined by the Fund Manager based on past experience.

(f) Accounting for the Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of GST, except that:
- the amount of GST incurred by the Authority as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However the GST component of cash flows arising from investing and financing activities which are recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

(g) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

(i) Sale of goods

Revenue from the sale of goods is recognised as revenue when the Authority transfers the significant risks and rewards of ownership of the assets.

(ii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date)

(iii) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement.*

(iv) Grants and contributions

Grants and contributions are generally recognised as income when the Authority obtains control over the assets comprising the grants and contributions. Control over grants and contributions are normally on receipt.

(h) Assets

(i) Acquisitions of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Authority. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an item is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. the deferred payment amount is effectively discounted at an asset-specific rate.

(ii) Capitalisation thresholds

Property, plant and equipment and intangible assets costing $5,000 and above individually (or forming part of a network) are capitalised.

(iii) Revaluation of property, plant and equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (TPP 07-1). This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment.*

Property, plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

The Authority recognises the State archives at fair value based on existing use. The Authority engaged an independent Valuer – Peter Tinsley to value the collection on the basis of Fair Value in accordance with Australian Accounting Standards AASB 116 Property, Plant and Equipment and the additional guidance in NSW Treasury's Policy and Guidelines paper TPP 07-1 - Accounting Policy: Valuation of Physical Non-Current Assets at Fair Value as applicable to heritage and cultural assets.

The valuation of the State archives was undertaken by the Valuer who has extensive knowledge of Australian and international manuscript sales, purchases and other forms of acquisition, knowledge of prices paid by other institutions, and valuation experience at other major archives.

The State archives were valued by means of physical inspection of both the iconic records and a sampled selection of the State archives and combining the examination of item descriptions on Archives Investigator. Those items with no online description were physically inspected by means of sampling. Where a sample item was located in a regional repository the Authority provided a similar item for inspection where inspection was deemed to be necessary.

The Authority revalues each class of property, plant and equipment at least every three years or with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last revaluation was completed on 30 June 2011 and was based on an independent assessment.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation are separately restated.

For other assets, any balances of accumulated depreciation at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to revaluation surplus, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the net result, the increment is recognised immediately as revenue in the net result.

Revaluation decrements are recognised immediately as expenses in the net result, except that, to the extent that a credit balance exists in the revaluation surplus in respect of the same class of assets, they are debited directly to the revaluation surplus.

As a not-for-profit Authority, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

Buildings have been valued on the basis of other appropriate replacement buildings having a similar service potential or future economic benefit to the existing buildings. Land has been valued on an existing use basis subject to any enhancements or restrictions arising from development activities since acquisition. The June 2011 Land & Buildings valuation was carried out by Valuation services of the NSW Department of Finance and Services.

(iv) Impairment of property, plant and equipment
As a not-for-profit- entity, with no cash generating units, AASB 136 *Impairment of Assets* effectively is not applicable. AASB 136 modifies the recoverable amount test to the higher of the fair value less costs to sell and depreciated replacement cost. This means that, where an asset is already measured at fair

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

value, impairment can only arise if selling costs are material. Selling costs for the entity are regarded as immaterial.

(v) Assets not able to be reliably measured

The Authority holds collection assets that have not been recognised in the statement of financial position because the Authority is unable to measure reliably the value of the assets. These assets comprise of 1,200 cinematographic films and three series of digital records which are considered worthy of being retained permanently as State archives because of their administrative or legal value, or their value for historical or other research. They comprise State Records of continuing value originally created or received by New South Wales government agencies (past or present).

(vi) Depreciation of property plant and equipment

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Authority.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

Land is not a depreciable asset.

State archives are not a depreciable asset. State archives are heritage assets held by the Authority to preserve and protect the records of public offices of the State and to provide for public access to those records for the community of NSW as governed by the *State Records Act* 1998. State archives have an extremely long useful life as the life is maintained and preserved for the community in perpetuity, which would produce a depreciable amount that would be immaterial. The decision not to recognise depreciation is reviewed annually.

Major depreciation periods are:

Asset Class	Economic Life	Depreciation Rate
Buildings	40 years	2.5%
Building Improvements	15 years	6.7%
Plant and Equipment	7-10 years	10.1%-14.3%
Shelving	40 years	2.5%
Computer Equipment	3-4 years	25%-33.33%

(vii) Restoration

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

(viii) Major inspection costs

When each major inspection is performed, the labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, if the recognition criteria are satisfied.

(ix) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated

(x) Leased assets

A distinction is made between finance leases which effectively transfer from lessor to lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risk and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the commencement of the lease term. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

Operating lease payments are charged to the statement of comprehensive income in the periods in which they are incurred.

(xi) Intangible assets
The Authority recognises intangible assets only if it is probable that future economic benefits will flow to the Authority and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Authority's intangible assets, the assets are carried at cost less any accumulated amortisation.

The Authority's intangible assets are amortised using the straight line method over a period of 3 years for computer software.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount, the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

(xii) Loans and receivables
Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost, or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial

(xiii) Inventories
Inventories held for distribution are stated at cost, adjusted when applicable. A loss of service potential is identified and measured based on the existence of a current replacement cost that is lower than the carrying amount. Inventories (other than those held for distribution) are stated at the lower of cost and net realisable value. Cost is calculated using the weighted average cost or "first in first out" method.

The cost of inventories acquired at no cost or for nominal consideration is the current replacement cost as at the date of acquisition. Current replacement cost is the cost the Authority would incur to acquire the asset. Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

(xiv) Investments
The Authority does not enter into or trade financial instruments for speculative purposes and does not use financial derivatives.

(i)   **Liabilities**
(i)   Payables
These amounts represent liabilities for goods and services provided to the Authority and other amounts, including interest. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

(ii) Borrowings
Loans are not held for trading or designated at fair value through profit and loss and are recognised at amortised cost using the effective interest rate method. Gains or losses are recognised in the net result for the year on derecognition.

(iii) Personnel services benefits and other payables
The Authority and the Department of Finance & Services (then called the Department of Services, Technology & Administration) entered into a Memorandum of Understanding effective from 1 November 2006.

The Memorandum of Understanding sets out the arrangements for employment and payment of staff working at the State Records Authority which are considered employees of the Department of Finance & Services. All payments to personnel and related obligations are done in the Department of Finance & Services name and ABN and are classified as "Personnel Services" costs in these financial statements.

(a) Salaries and Wages, annual leave, sick leave and on-costs
Liabilities for personnel services salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months after the end of the reporting period in which the employees render the service are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

If applicable, long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 *Employee Benefits*. Market yields on government bonds are used to discount long-term annual leave.

Long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 Employee Benefits. Market yields on government bonds of 3.04% are used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers compensation insurance premiums and fringe benefits tax, which are consequential to the provision of personnel services by the Department of Finance & Services are recognised as liabilities and expenses where the personnel services to which they relate have been recognised.

(b) Long service leave and superannuation
The Authority's liabilities for long service leave and defined benefit superannuation are assumed by the Department of Finance & Services. Accounting for the liability as having been extinguished, resulting in the amount assumed being shown as part of Grants and Contributions under revenue.

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors specified in NSWTC 11/06) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

(c) Government Records Repository
As the Government Records Repository (GRR) is a commercial arm of the Authority it is required to meet all liabilities for both long service leave and superannuation. As a contributor to the Non-Budget Long Service Leave Pool GRR makes long service leave payments directly to the staff

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

working at the GRR and subsequently receive reimbursement from the pool for all of the payments made. The amount of payments expected to be made to staff working at the GRR and an equivalent amount expected to be reimbursed by the pool had been recognised as liabilities and assets separately. In respect of Superannuation, payments are made to the State Authorities Superannuation Board on an estimated fully funded basis. Any unfunded superannuation liability is accepted by the Crown.

(d)   Other Provisions
Other provisions exist when: the entity has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.
Any provisions for restructuring are recognised only when an entity has a detailed formal plan and the entity has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

If the effect of the time value of money is material, provisions are discounted at 4% which is a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

(j)   Equity and reserves
(i)   Revaluation surplus
The revaluation surplus is used to record increments and decrements on the revaluation of non-current assets. This accords with the entity's policy on the revaluation of property, plant and equipment as discussed in note 1 (h)(i)(iii).

(ii)   Accumulated funds
The category 'Accumulated Funds' includes all current and prior period retained funds.

(k)   Budgeted amounts
The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period, as adjusted for section 24 of the PFAA where there has been a transfer of functions between departments. Other amendments made to the budget are not reflected in the budgeted amounts.

(l)   Comparative information
There have been a correction and reclassification made in 2011 statement of comprehensive income and statement of financial position, refer note 19.

(m)   New Australian Accounting Standards Issued but not effective
The following accounting standards, amendments and interpretations have been issued, but are not yet effective, and have not been adopted:
AASB 7 Financial Instruments: Disclosures
AASB 9 and AASB 2010-7 regarding financial instruments
AASB 13 and AASB 2011-8 regarding fair value measurement
AASB 101 Presentation of Financial Statements
AASB 119, AASB 2011-10 and AASB 2011-11 regarding employee benefits
AASB 120 Accounting for Government Grants and Disclosure of Government Assistance
AASB 127 Separate Financial Statements
AASB 132 Financial Instruments: Presentation
AASB 1053 and AASB 2010-2 regarding differential reporting
AASB 2011-2 regarding Trans Tasman Convergence – Reduced Disclosure Requirements (RDR)
AASB 2011-4 removing individual key management personnel disclosure requirements
AASB 2011-6 regarding RDR and relief from consolidation
AASB 2011-9 regarding presentation of items of other comprehensive income
AASB 2012-1 Amendments to Australian Accounting Standards – Fair Value Measurement – Reduced Disclosure Requirements [AASB 3, AASB 7, AASB 13, AASB 140 & AASB 141]

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

AASB 2012-2 Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 & AASB 132]
AASB 2012-3 Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132]
AASB 2012-5 Amendments to Australian Accounting Standards arising from Annual Improvements 2009–2011 Cycle [AASB 1, AASB 101, AASB 116, AASB 132 & AASB 134 and Interpretation 2]
AASB 2012-7 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 7, AASB 12, AASB 101 & AASB 127]
AASB 2012-10 Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments [AASB 1, 5, 7, 8, 10, 11, 12, 13, 101, 102, 108, 112, 118, 119, 127, 128, 132, 133, 134, 137, 1023, 1038, 1039, 1049 & 2011-7 and Interpretation 12]
AASB 2012-11 Amendments to Australian Accounting Standards – Reduced Disclosure Requirements and Other Amendments [AASB 1, AASB 2, AASB 8, AASB 10, AASB 107, AASB 128, AASB 133, AASB 134 & AASB 2011-4]

As a result of the amendment to AASB 119, which will be applied from 2013-14, the net superannuation interest cost on the defined benefit superannuation schemes is likely to increase, and become more volatile, as the amended Standard will calculate the net interest expense using the government bond rate (i.e. a single discount rate).

Aside from the impact of AASB 119, it is considered impracticable to presently determine the impact of adopting the above listed accounting standards issued, but not effective.

(n)   **Taxation status**
The activities of the Authority are exempt of income tax.

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

	2012 $'000	2011 $'000
2. Expenses Excluding Losses		
(a) Operating expenses		
Personnel services expense		
Salaries and wages (including recreation leave)	9,384	9,274
Superannuation - defined benefit plan	242	307
Superannuation - defined contribution plans	681	640
Long service leave	823	631
Workers' compensation insurance	203	181
Payroll tax and fringe benefit tax	598	559
	11,931	11,592

There were no personnel services costs capitalised and excluded from the above.

	2012 $'000	2011 $'000
(b) Other operating expenses		
Auditors remuneration - audit of the financial statement	70	32
Internal Audit Fees	76	-
Cost of Sales - Boxes	164	198
Cost of Sales - Publications	31	28
Operating lease rental expense - minimum lease payments	1,437	1,067
Maintenance*	589	622
Insurance	58	64
Electricity, Gas, Rates	584	662
Minor Stores	158	317
Consultants	-	48
Contractors	2,064	1,133
Motor Vehicles	290	290
Postage, Telephone, Printing	210	181
Promotional advertising	25	29
Grant expenses	40	35
Rental Expense - records storage (offsite)	82	-
Payroll processing	144	138
Training	42	47
Cleaning	246	178
Research and development	142	-
Other	481	413
	6,933	5,482

	2012 $'000	2011 $'000
*Reconciliation - Total maintenance		
Maintenance expense - contractor labour and other (non-employee related), as above	589	622
Employee related maintenance expense included in Note 2(a)	-	-
Total maintenance expenses included in Note 2(a) + 2(b)	589	622

	2012 $'000	2011 $'000
(c) Depreciation and amortisation expense		
Depreciation		
Buildings and improvements	2,085	1,730
Plant and equipment	139	125
Shelving	196	184
Computer equipment	112	96
	2,532	2,135
Amortisation		
Computer software	22	29
Total Depreciation and amortisation	2,554	2,164

	2012 $'000	2011 $'000
(d) Finance costs		
T-Corp loan interest	99	157
Total Finance costs	99	157

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

	2012 $'000	2011 $'000
3. Revenue		
(a) Sale of goods and services		
Sale of goods		
Publications	16	26
Boxes	303	315
Rendering of services		
Storage	10,225	9,578
Retrieval	2,215	1,892
Consultancy	1,487	1,041
Photocopies	154	166
Training	2	6
Destruction	220	291
Other	218	369
	14,840	13,684
(b) Investment revenue		
Interest	219	173
	219	173
(c) Grants and Contributions		
Recurrent Grants from NSW Department of Finance and Services	5,513	4,901
Capital Grants from NSW Department of Finance and Services	1,199	880
NSW Department of Premier and Cabinet contribution to the operation of the Aboriginal Trust Fund Repayment Scheme (ATFRS) at State Records Authority	-	137
Personnel service benefits and liabilities	588	532
	7,300	6,450

State Records Authority of New South Wales
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	2012 $'000	2011 $'000
4. Gain / (Loss) On Disposal		
(a) Gain/(loss) on disposal of buildings and improvements		
Proceeds from disposal	-	-
Written down value of building improvements at lease termination	(203)	-
Net gain/(loss) on disposal of buildings and improvements	(203)	-
(b) Gain/(loss) on disposal of plant and equipment		
Proceeds from disposal	1	32
Written down value of assets disposed	(16)	(2)
Net gain/(loss) on disposal of plant and equipment	(15)	30
(c) Gain/(loss) on disposal of computer equipment		
Proceeds from disposal	-	-
Written down value of assets disposed	(22)	(2)
Net gain/(loss) on disposal of computer equipment	(22)	(2)
Total gain/(loss on disposal)	(240)	28

5. Conditions on Contributions

There are no conditions placed on contributions other than to carry out the
Programs / Activities of the Authority

6. Current Assets - Cash and Cash Equivalents

Cash at Bank and on hand (per Statement of Financial Position)	5,164	4,903

For the purposes of the statement of cash flows, cash and cash equivalents
include cash at bank and cash on hand

Cash and cash equivalent assets recognised in the statement of financial
position are reconciled at the end of the financial year as follows:

Cash and cash equivalents (per Statement of Financial Position)	5,164	4,903
Closing cash and cash equivalents (per Statement of Cash Flows)	5,164	4,903

Refer to Note 18 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

7. Current Assets - Receivables

Sale of goods and services	1,855	2,032
Prepayments	96	80
Long Service leave re-imbursement from Dept of Finance and Services	1,517	1,453
Interest Receivable	105	81
Other	72	231
	3,645	3,877

Details regarding credit risk, liquidity risk and market risk including financial assets either past due or impaired
are disclosed in Note 18.

8. Current Assets - Inventories

Held for resale		
Stock on hand – at cost	96	97
	96	97

State Records Authority of New South Wales
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for the year ended 30 June 2012

9. Non-Current Assets - Property, Plant and Equipment

	Land	Buildings and improvements	Plant and equipment	Shelving	Computer equipment	State archives	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
At 1 July 2011 - fair value							
Gross carrying amount	10,500	70,671	1,654	7,764	743	938,429	1,029,761
Accumulated depreciation and impairment	-	(28,503)	(1,098)	(1,617)	(523)	-	(31,741)
Net carrying amount	10,500	42,168	556	6,147	220	938,429	998,020
At 30 June 2012 - fair value							
Gross carrying amount	10,500	70,423	1,498	7,950	836	938,429	1,029,636
Accumulated depreciation and impairment	-	(30,019)	(915)	(1,815)	(382)	-	(33,131)
Net carrying amount	10,500	40,404	583	6,135	454	938,429	996,505

Reconciliation
A reconciliation of the carrying amount of each class of property, plant, and equipment
at the beginning and end of each reporting period are set out below.
Year ended 30 June 2012

	Land	Buildings and improvements	Plant and equipment	Shelving	Computer equipment	State archives	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Net carrying amount at start of year	10,500	42,168	556	6,147	220	938,429	998,020
Additions	-	524	182	186	371	-	1,263
Disposals	-	(772)	(338)	-	(277)	-	(1,387)
Depreciation expense	-	(2,085)	(139)	(196)	(112)	-	(2,532)
Net revaluation increment less revaluation decrements	-	-	-	-	-	-	-
Depreciation written back on disposals	-	569	322	-	255	-	1,146
Other Movements	-	-		(2)	(3)	-	(5)
Net carrying amount at end of year	10,500	40,404	583	6,135	454	938,429	996,505

	Land	Buildings and improvements	Plant and equipment	Shelving	Computer equipment	State archives	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
At 1 July 2010 - fair value							
Gross carrying amount	8,000	64,978	1,400	7,254	936	104	82,672
Accumulated depreciation and impairment	-	(25,558)	(1,079)	(1,433)	(745)	-	(28,815)
Net carrying amount	8,000	39,420	321	5,821	191	104	53,857
At 30th June 2011 - fair value							
Gross carrying amount	10,500	70,671	1,654	7,764	743	938,429	1,029,761
Accumulated depreciation and impairment	-	(28,503)	(1,098)	(1,617)	(523)	-	(31,741)
Net carrying amount	10,500	42,168	556	6,147	220	938,429	998,020

Reconciliation
A reconciliation of the carrying amount of each class of property, plant, and equipment
at the beginning and end of each reporting period are set out below.
Year ended 30 June 2011

	Land	Buildings and improvements	Plant and equipment	Shelving	Computer equipment	State archives	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Net carrying amount at start of year	8,000	39,420	321	5,821	191	104	53,857
Additions	-	97	361	510	125	-	1,093
Disposals	-		(107)	-	(316)	-	(423)
Depreciation expense	-	(1,730)	(125)	(184)	(96)	-	(2,135)
Net revaluation increment less revaluation decrements	2,500	4,437	-	-	-	938,325	945,262
Depreciation written back on disposals	-		106	-	316	-	422
Other Movements	-	(56)				-	(56)
Net carrying amount at end of year	10,500	42,168	556	6,147	220	938,429	998,020

State Records Authority of New South Wales
Notes to the financial statements
for the year ended 30 June 2012

10. Intangible Assets

	Software $'000	Total $'000
At 1 July 2011		
Cost (gross carrying amount)	187	187
Accumulated amortisation and impairment	(159)	(159)
Net Carrying amount	28	28
At 30 June 2012		
Cost (gross carrying amount)	228	228
Accumulated amortisation and impairment	(178)	(178)
Net Carrying amount	50	50
Year ended 30 June 2012		
Net carrying amount at start of year	28	28
Additions (acquired separately)	44	44
Amortisation (recognised in "depreciation and amortisation")	(22)	(22)
Disposals	(3)	(3)
Amortisation written back on disposals	3	3
Net carrying amount at end of year	50	50

	Software $'000	Total $'000
At 1 July 2010		
Cost (gross carrying amount)	432	432
Accumulated amortisation and impairment	(382)	(382)
Net Carrying amount	50	50
At 30 June 2011		
Cost (gross carrying amount)	187	187
Accumulated amortisation and impairment	(159)	(159)
Net Carrying amount	28	28
Year ended 30 June 2011		
Net carrying amount at start of year	50	50
Additions (acquired separately)	6	6
Amortisation (recognised in "depreciation and amortisation")	(28)	(28)
Disposals	(251)	(251)
Amortisation written back on disposals	251	251
Net carrying amount at end of year	28	28

State Records Authority of New South Wales
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	2012 $'000	2011 $'000
11. Current Liabilities - Trade And Other Payables		
Creditors	551	731
Other	311	281
Revenue received in advance	304	508
Accrued personnel services expense	348	268
Personnel Services Liability		
Recreation Leave - Department of Finance and Services	862	809
Long Service Leave - Department of Finance and Services	1,946	1,868
	4,322	4,465

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 18.

12. Current - Borrowings

	2012	2011
TCorp borrowings (unsecured)	-	1,974
	-	1,974

Repayment of Borrowings

Not later than one year	-	1,974
Later than one year and no later than five years	-	-
Later than five years	-	-
	-	1,974

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 18.

13. Current / Non-Current Liabilities - Provisions

Other Provisions		
Restoration Costs	50	-
Total Provisions	50	-

The restoration costs amount, relates to make good cost for the property leases which is expected to be incurred in 2020. The amount is based on an estimated make good amount of $80,000 in 2012 discounted using the Australian Government 10 year bond rate 4% at 5/12/2011.

Movements in provisions (other than employee benefits)

Movements in each class of provision during the financial year, other than employee benefits, are set out below:

2012	Restoration $'000	Total $'000
Carrying amount at the beginning of the financial year	-	-
Additions provisions recognised	45	45
Amounts used	-	-
Unused amounts reversed	-	-
Unwinding / charge in the discount rate	5	5
Carrying amount at the end of the financial year	50	50

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14. Commitments for Expenditure

	2012 $'000	2011 $'000
(a) Capital Commitments		
Aggregate capital expenditure contracted for at balance date and not provided for:		
Not later than one year	704	62
later than one year and no later than five years	-	-
Later than five years	-	-
Total (including GST)	704	62

This represents fees payable for Shelving at Kingswood

(b) Operating Lease Commitments
Future non-cancellable operating lease rentals not provided for and payable:

	2012 $'000	2011 $'000
Not later than one year	1,168	1,268
later than one year and no later than five years	3,906	3,386
Later than five years	3,777	1,734
Total (including GST)	8,851	6,388

This represents State Fleet car leases and off site storage facilities.

The potential input tax credits recoverable from the Australian Tax Office for the above commitments are $804,685 ($580,752 in 2010-11)

Other minor commitments for expenditure are not considered material

15. Contingent Assets / Liabilities

The Authority is unaware of any contingent assets or contingent liabilities at the date of this report (Nil in 2010-11)

16. Reconciliation of Cash Flows from Operating Activities to Net Result

	2012 $'000	2011 $'000
Net cash flows from operating activities	3,486	3,595
Depreciation	(2,554)	(2,164)
Allowance for impairment	-	-
Decrease / (increase) in provisions	-	-
Increase / (decrease) in prepayments and other assets	(233)	828
Decrease / (increase) in creditors	143	(1,347)
Net gain / (loss) on sale of plant and equipment	(240)	28
Net Result	602	940

State Records Authority of New South Wales
Notes to the financial statements
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17. Budget Review

Net result

The actual net result was higher than budget by $379,000, primarily due to additional $1,115,000 revenue generated from the sale of goods and services of consultancy fees and retrieval of stored records.

Operating Expenses were higher than expected due to the engagement of additional contractors required to perform both stored records retrieval and consultancy project work. The Authority was negatively impacted by $299,000 in depreciation as the revaluation of its buildings & improvements increased by $4,437,000 on 30 June 2011.

The Authority had a loss on disposal $240,000 this was primarily due to a $203,000 write down on buildings and improvements as the Authority vacated its presence from The Rocks, Sydney in 2012.

Assets and liabilities

The Authority's balance sheet has significantly strengthened with net assets increasing by $938,704,000, this is primarily due to an increase in State archives asset which was not valued in prior periods, refer note 19.

Cash flows

The Authority's cash flow and liquidity remained strong in 2012. Cash and cash equivalents are above budget by $864,000 net cash flows from operating activities for the year was $858,000 above budget. The net increase in net cash and cash equivalent was due to an increase in cash collected from consultancy fees and retrieval of stored records.

The Authority received the second of three grants for the Digital State Archives project amounting to $1,807,000 in 2012.

State Records Authority of New South Wales
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18. Financial Instruments

The Authority's principal financial instruments are outlined below. These financial instruments arise directly from the Authority's operations or are required to finance the Authority's operations. The Authority does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Authority's main risks arising from financial instruments are outlined below, together with the Authority's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Director of State Records has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Authority, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit and Risk Committee on a regular basis.

(a) Financial instrument categories

Financial Assets	Note	Category	Carrying Amount	Carrying Amount
Class:			2012 $'000	2011 $'000
Cash and cash equivalents	6	N/A	5,164	4,903
Receivables[1]	7	Loans and Receivables (at amortised cost)	3,477	3,717

Financial Liabilities	Note	Category		
Class:			2012 $'000	2011 $'000
Payables[2]	11	Financial liabilities measured at amortised cost	3,822	3,957
Borrowings	12	Financial liabilities measured at amortised cost	-	1,974

1. Excludes statutory receivables and prepayments (i.e. not within scope AASB 7).

2. Excludes statutory payables and unearned revenue (i.e. not within scope AASB 7).

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(b) Credit Risk

Credit risk arises when there is the possibility of the Authority's debtors defaulting on their contractual obligations, resulting in a financial loss to the Authority. The maximum exposure to credit risk is generally represented by the amount of the financial assets (net any allowance for impairment).

Credit risk arises from the financial assets of the Authority, including cash, receivables, and authority deposits. No collateral is held by the Authority. The Authority has not granted any financial guarantees.

Credit risk associated with the Authority's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the State.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate adjusted for a management fee to NSW Treasury.

Receivables - trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the Authority will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtors credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The Authority is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2012: $1,396,039: 2011: $1,521,141) and less than 6 months past due (2012:$457,451: 2011: $510,865) are not considered impaired. Together, these represent 100% of the total trade debtors. Most of the Authority's debtors are NSW public sector agencies.

The only financial assets that are past due or are impaired are 'sales of goods and services' in the 'receivables' category of the statement of financial position.

	$'000		
2012	Total [1,2]	Past due but not impaired [1,2]	Considered impaired [1,2]
< 3 months overdue	457	457	-
3 months - 6 months overdue	-	-	-
> 6 months overdue	-	-	-
2011			
< 3 months overdue	511	511	-
3 months - 6 months overdue	-	-	-
> 6 months overdue	-	-	-

1. Each column in the table reports 'gross receivables'
2. The ageing analysis excludes statutory receivables as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore the 'total' will not reconcile to the receivables total recognised in the statement of financial position.

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(c) Liquidity risk

Liquidity risk is the risk that the Authority will be unable to meet its payment obligations when they fall due. The Authority continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of loans and other advances.

During the current and prior year, there were no defaults on loans payable. No assets have been pledged as collateral. The Authority's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW TC 11/12. For small business suppliers, where terms are not specified, payment is made not later than 30 days from date of reciept of a correctly rendered invoice.For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period , simple interest must be paid automatically unless an existing contract specifies otherwise. For payments to other suppliers, the Head of an authority (or a person appointed by the Head of an authority) may automatically pay the supplier simple interest. The rate of interest applied during the year was 12.5% (2011 - 0%).

The table below summarises the maturity profile of the Authority's financial liabilities, together with the interest rate exposure.

| | Weighted Average Effective Int. Rate | $'000 Interest Rate Exposure | | | | Maturity Dates | | |
		Nominal 1 Amount	Fixed Interest Rate	Variable Interest Rate	Non-interest bearing	< 1 year	1-5 years	> 5 years
2012								
Payables								
Personnel services payable		2,960	-	-	2,960	2,960	-	-
Creditors		862	-	-	862	862	-	-
Borrowings								
TCorp borrowings	5.74	-	-	-	-	-	-	-
		3,822	-	-	3,822	3,822	-	-
2011								
Payables								
Personnel services payable		2,945	-	-	2,945	2,945	-	-
Creditors		1,520	-	-	1,520	1,520	-	-
Borrowings								
TCorp borrowings	5.73	1,974	1,974	-	-	1,974	-	-
		6,439	1,974	-	4,465	6,439	-	-

1. The amount disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which the Authority can be required to pay. The tables include both interest and principal cash flows and therefore will not reconcile to the statement of financial position.

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(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Authority's exposures to market risk are primarily through interest rate risk on the Authority's borrowings. The Authority has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment interest rate risk and other price the Authority operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the statement of financial position date. The analysis is performed on the same basis for 2011. The analysis assumes that all other variables remain constant.

Interest rate risk

Exposure to interest rate risk arises primarily through the Authority's interest bearing liabilities. This risk is minimised by undertaking mainly fixed rate borrowings, primarily with NSW TCorp. The Authority does not account for any fixed rate financial instruments at fair value through profit or loss or as available-for-sale. Therefore, for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible a change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is structural change in the level of interest volatility. The Authority's exposure to interest rate risk is set out below.

$'000

	Carrying amount	-1%		+1%	
		Profit	Equity	Profit	Equity
2012					
Financial assets					
Cash and cash equivalents	5,164	(52)	(52)	52	52
Financial liabilities					
Borrowings	-	-	-	-	-
2011					
Financial assets					
Cash and cash equivalents	4,903	(49)	(49)	49	49
Financial liabilities					
Borrowings	1,974	(20)	(20)	20	20

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(e) Fair value compared to carrying amount

Except where specified below, the amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because the short-term nature of many of the financial instruments.

The following table details the financial instruments where the fair value differs from the carrying amount:

	2012 $'000 Carrying Amount	2012 $'000 Fair Value	2011 $'000 Carrying Amount	2011 $'000 Fair Value
Financial liabilities				
TCorp Borrowings	-	-	1,974	1,994

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19. Change in Accounting Policy and Accounting Estimates, and Correction of a Prior Period Error

(a) Correction of prior period errors
The Authority recognised the State archives at fair value based on existing use. This follows a report of an independent Valuer who found that there is a sufficient market in documents and archival type material to enable a reliable measurement of fair value. The omission of the archives in previous years was based on a consideration that it was not reliably measurable.

The correction to initially recognise the assets resulted in a $938,325,000 increase in June 2011 property, plant and equipment and an equivalent $938,325,000 increase in the asset revaluation surplus.

(b) Reclassification in prior period
In the current period contractor cost is classified within Other operating expenses. To account for the change in the prior period, Personnel services expense resulted in a decrease of $1,133,000 in June 2011 and a corresponding $1,133,000 increase in the Other operating expense.

(c) Restatement of financial statements as a result of a correction of an error and reclassification of accounts

Statement of comprehensive income for the year ended 30 June 2011

	Actual 2011 $'000	Correction of Error [a] $'000	Reclassification [a] $'000	Restated Actual 2011 $'000
Expenses excluding losses				
Operating Expenses				
Personnel services expense	12,725	-	(1,133)	11,592
Other operating expenses	4,349	-	1,133	5,482
Depreciation and amortisation	2,164	-	-	2,164
Finance costs	157	-	-	157
TOTAL EXPENSES EXCLUDING LOSSES	19,395	-	-	19,395
Revenue				
Sale of goods and services	13,684	-	-	13,684
Investment revenue	173	-	-	173
Grants and contributions	6,450	-	-	6,450
Total Revenue	20,307	-	-	20,307
Gain / (loss) on disposal	28	-	-	28
Net result	940	-	-	940
Other comprehensive income				
Net increase in property, plant and equipment asset revaluation surplus	6,937	938,325	-	945,262
Total other comprehensive income	6,937	938,325	-	945,262
TOTAL COMPREHENSIVE INCOME	7,877	938,325	-	946,202

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(c) Restatement of financial statements as a result of a correction of an error and reclassfication of accounts - continued

Statement of financial position as at 30 June 2011

	Actual 2011 $'000	Correction of Error [a] $'000	Restated Actual 2011 $'000
ASSETS			
Current Assets			
Cash and cash equivalents	4,903	-	4,903
Receivables	3,877	-	3,877
Inventories	97	-	97
Total Current Assets	8,877	-	8,877
Non-Current Assets			
Property, plant and equipment			
- Land	10,500	-	10,500
- Buildings and improvements	42,168	-	42,168
- Plant and equipment	556	-	556
- Shelving	6,147	-	6,147
- Computer equipment	220	-	220
- State archives	104	938,325	938,429
Total property, plant and equipment	59,695	938,325	998,020
Intangible assets	28		28
Total Non-Current Assets	59,723	938,325	998,048
Total Assets	68,600	938,325	1,006,925
LIABILITIES			
Current Liabilities			
Payables	4,465	-	4,465
Borrowings	1,974	-	1,974
Total Current Liabilities	6,439	-	6,439
Non-Current Liabilities			
Provisions	-	-	-
Total Non-Current Liabilities	-	-	-
Total Liabilities	6,439	-	6,439
Net Assets	62,161	938,325	1,000,486
EQUITY			
Reserves	19,814	938,325	958,139
Accumulated funds	42,347	-	42,347
Total Equity	62,161	938,325	1,000,486

20. Events after the Reporting Period

The Authority is not aware of any event subsequent to balance date that would impact the financial statements.

End of audited financial statements.

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