

Director of Territory Records

The Territory Records Office supports the Director of Territory Records to provide policy leadership to the ACT Public Service on better practice records management. It develops mandatory recordkeeping standards for use by all agencies, oversees a records appraisal and disposal regime and assists members of the public to have access to ACT Government archives. The *Territory Records Act 2002* enables the Director of Territory Records to encourage consistency in records management between agencies, examine the operation and compliance of agencies' records management programs and to give assistance and advice on records management.

The main purposes of the Act are to:

- encourage open and accountable government by ensuring that Territory records are made, managed and, if appropriate, preserved in accessible form;
- support the management and operation of Territory agencies;
- preserve Territory records for the benefit of present and future generations; and
- ensure that public access to records is consistent with the principles of the *Freedom of Information Act 1989*.

Territory Records Advisory Council

The Act establishes the Territory Records Advisory Council, which provides advice to the Director on records management issues, particularly in relation to access to and disposal of records, and on the protection of records about Aboriginal and Torres Strait Islander heritage. The Territory Records Advisory Council met four times during 2014–15. Membership of the Council during the year was:

- Ms Anne Buttsworth (Chair);
- Mr Michael Piggott (Deputy Chair);
- Professor Chris Aulich;
- Ms Alyssa Blackburn;
- Ms Roslyn Brown;
- Mr Michael Chisnall;
- Ms Amanda Harris;
- Mr Nick Swain;
- Ms Danielle Wickman.

The Council's meeting agenda includes regular reports on public access, relations with government agencies and the consideration of records disposal schedules. The Director also keeps the Council informed and seeks its advice on significant initiatives of the Office. During 2014-15 the Council considered and advised on matters such as advice for agencies on records in cloud-based and social media environments, promotion of the annual Canberra Day release of archival records, and progress on digital recordkeeping in the ACT Public Service (ACTPS).

The Council has a particular role in advising the Director on the disposal of ACT Government records. The retention and disposal of records is authorised through Records Disposal Schedules, issued under section 19 of the Territory Records Act. All draft schedules are referred to the Council for advice before they are approved by the Director. During 2014-15 the Council considered 10 new or revised Records Disposal Schedules.

The Council continues its interest in the Office's work towards accelerating the take-up of digital recordkeeping with-in the ACT administration. Council members were invited to a special briefing on the progress of the digital recordkeeping feasibility study commissioned by the TRO, and received regular updates on the project's progress.

Another key area of focus for Council has been the promotion of public access to ACT Government archives. Council members have had an important role in the development of new approaches to the annual release of 20 year old ACT Government records. The Council meeting agenda also includes a standing item on decisions to restrict archives from public access under section 28 of the Act.

Members support the Office's current focus on transitions to digital recordkeeping. The Council also retains its long-standing interest in securing centralised storage and management of the ACT archival collection, and remains committed to the pursuit of a dedicated archives repository for the ACT Government as a long-term goal. Such a facility would enhance the security, preservation and public accessibility of the ACT's most significant government archives.

Organisational Arrangements and Reporting

The Territory Records Act establishes the statutory position of the Director of Territory Records. The Director Territory Records heads the Territory Records Office which is made up of 5.4 full time equivalent staff, including the Director. On 1 July 2015 the Territory Records Office transferred within CMTEDD from Shared Services to Policy and Cabinet Division.

The Office undertakes its administrative and compliance responsibilities with the support of the directorate. The Director's reporting against these activities is included in the directorate's report, including for whole of government reporting.

The Director does not have any information to report by exception with regard to dangerous substances or medicines, poisons and therapeutic goods under Part 3 of the Annual Report Directions for the 2014–15 reporting period. The Territory Records Act does not impose any agency-specific reporting requirements on the Director of Territory Records.

Overview and Highlights for 2014–2015.

The standards, tools and advice developed by the Office since its establishment in 2002 are technology neutral, and provide a solid basis for guiding agencies in their management of ACT Government records in all formats. During 2014–15 the Territory Records Office's key focus has been on building on this foundation to create an environment in which the ACTPS can take a whole of government approach to digital recordkeeping. The Office also continued to develop its strategic approach to increasing public access to Territory archives, including through a significant project marking the Centenary of World War 1.

Digital Recordkeeping

In 2014–15 the Territory Records Office received budget funding to conduct a feasibility study into whole of government digital recordkeeping for the ACTPS. Respected consultants in the field, Recordkeeping Innovation, were engaged to conduct the feasibility study and advise on the most effective approach for the ACTPS to accelerate a transition to digital recordkeeping.

The feasibility study examined the current digital records landscape in the ACT and determined that, rather than moving to a single software environment, the ACTPS should build on its existing investments and expertise in electronic document and records management systems (EDRMS). The TRO has responded to the study's recommendations by developing a range of products that will contribute to a whole of government framework for digital recordkeeping. These include a standard for applying metadata in ACTPS digital recordkeeping systems, and a review of the thesaurus of terms most commonly used by agencies to classify and title their files. When completed, these products will help to ensure that digital records systems in use in the ACTPS operate in a consistent way that makes it easier to share information across government.

Also in response to the feasibility study, the TRO has commenced a review and redevelopment of its suite of recordkeeping standard and guidelines. The Territory Records Act gives the Director the power to approve standards and codes for records management. Compliance with these standards is mandatory for agencies subject to the Act. While the TRO's existing standards are capable of supporting the management of records in any format, the review aims to simplify the standards and make their application clearer in a digital environment. In conjunction with the updated standards, the TRO is also reviewing and redrafting its entire suite of records management advice products. The Territory Records Act requires the Director to consult with agencies before approving standards under section 18, and the Territory Records Advisory Council also has a function of advising the Director on the development of recordkeeping standards. The review of the standards, guidelines and advice will be completed in 2015–16.

The TRO's consultations with agencies in 2013–14 identified a need for additional advice for agencies on dealing with records in cloud and social media environments. During 2014–15 the TRO developed and delivered eight new 'Records Advices' covering these topics. 'Records Advices' provide a brief introduction to a range of records management topics, and supplement the broader direction provided by the suite of standards and guidelines.

Public Access to Territory Archives

The Territory Records Office assists members of the community to have access to ACT Government archives through the ArchivesACT service. Researchers can request assistance with finding and accessing government archives through the online request form on the ArchivesACT website at www.archives.act.gov.au. ArchivesACT staff can provide copies of records, and researchers can inspect the originals at the ArchivesACT Reading Room inside Woden Library.

The Territory Records Office aims, through ArchivesACT, to maximise the benefit the ACT community receives through the preservation of and access to the archives of the ACT Government. ArchivesACT identifies opportunities to work with individuals and groups who have interests that are particularly relevant to ACT Government archives, and whose work can have benefits for the whole community. Consistent with this partnership approach, the Territory Records Office is currently working with the University of Canberra to stimulate greater research use of ACT Government archives and share that research with the wider community. ArchivesACT has also held discussions with curriculum experts in the Education and Training Directorate to better understand how we might make archives more accessible and relevant to teachers.

One of ArchivesACT's most popular initiatives is its online 'Find of the Month'. Each month ArchivesACT staff identify and share with the community some of the interesting and quirky items to be found in the archives. During 2014–15 Find of the Month has highlighted the 'fit and proper persons' named in the Register of Billiard Room Licenses, marked the birthday of the ACT Public Service through a 1994 speech by then Chief Minister Rosemary Follett, and retraced some of the lost roads of early Canberra. The Find of the Month feature has been a very successful means of bringing ACT Government archives to the wider community, and is often one of the most visited web pages on the ArchivesACT website.

Repat and Rabbits: WWI Soldier Settlement in the ACT

In April 2015 ArchivesACT launched a new web resource, Repat and Rabbits, which honours the returned World War 1 servicemen and their families who took up soldier settler blocks in and around the ACT. The website highlights ACT Government archives about the land these families settled. The site's name refers to the struggles soldier settlers had, battling rabbits and the requirements of the Repatriation Commission, to make a living on

the small blocks allocated to them. The site was launched by Deputy Chief Minister Simon Corbell at an event at the ACT Memorial at Civic Square as part of the Canberra and Region Heritage Festival. Historian and author Professor Nicholas Brown also spoke at the launch, which was attended by many descendents of the original soldier settlers, as well as representatives of Canberra history, heritage and archives groups and institutions.

Repat and Rabbits is available at www.archives.act.gov.au/repatandrabbits. ArchivesACT is grateful to researcher Michael Hall, who very generously shared the results of his personal research to form the basis of the web resource. The project also provided the opportunity for ArchivesACT to work closely with our sister institution, the ACT Heritage Library. The Heritage Library collects private, non-government records about the ACT. It maintains the online ACT Memorial (available at www.memorial.act.gov.au/), which is an important companion resource to Repat and Rabbits.

Outlook

In 2015–16 the Territory Records Office expects to continue its primary focus on providing the foundation on which the ACTPS can implement a unified approach to digital records management. This will include completing the work begun in 2014–15 to provide the tools for a single digital recordkeeping approach, such as the standardisation of the use of recordkeeping metadata and the simplification of the whole of government thesaurus. This work will be supported by the comprehensive review of our recordkeeping standards and advice products.

Through ArchivesACT, the Office intends also to continue its work in bringing the archival resources of the Territory to a broader audience. In 2015–16 we will pursue a new approach to highlighting the annual release of 20 year old Territory archives. We will also act on our understanding of the needs of teachers to develop curriculum resources that will help to bring government archives into Canberra's classrooms.

Whole of Government Reporting on Territory Records

Historically, agencies have been required to report in their annual reports about a number of matters in relation to their records management arrangements. For the first time in 2014–15, the government's Annual Report Directions require this information to be consolidated in the Director of Territory Records' Annual Report. The reporting requirements and agencies' responses are set out below.

Agencies must provide a statement that indicates whether:

- A current Records Management Program has been approved by the agency's Principal Officer and submitted to the Director of Territory Records;
- Records Management Procedures have been created and implemented throughout the agency; and
- Appropriate training and resources are made available to all staff in the agency.

The statement must:

- Provide details of how the public can inspect the Records Management Program as required by section 21(1) of the Act;
- Outline the arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage; and
- List the approved Records Disposal Schedules by name and Notifiable Instrument Number.

Records Management Programs

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	The RMP being developed, completion scheduled on this date	The RMP of this Directorate has been adopted
ACT Health	June 09	Aug 15		
Capital Metro		Aug 15		
Chief Minister, Treasury and Economic Development		Early 2015–16		
ACT Compulsory Third Party Regulator				CMTEDD
ACT Gaming and Racing Commission	Aug 14			
ACT Insurance Authority	Sept 10			
Cultural Facilities Corporation		Sept 15		
Independent Competition and Regulatory Commission		June 16		
Community Services	Sept 13			
Education and Training	Apr 15			
ACT Teacher Quality Institute			Sept 15	
Canberra Institute of Technology	2012			
Environment and Planning		Dec 15		
Commissioner for Sustainability and the Environment				EPD
Justice and Community Safety	May 15			
Victims of Crime Commissioner				JACS
Territory and Municipal Services	April 2015			
ACT Electoral Commissioner		Dec 2015		

Records Management Practices

ACT Health Directorate

The Records Management Program is available for inspection by the public following a request in writing to ACT Health's Principal Officer. Records less than 20 years old are available only under the provisions of the *Freedom of Information Act 1989*. Applications for access must be made and lodged through the ACT Health Freedom of Information Officer.

Records management procedures have been created and are available to all ACT Health staff via the Records Management intranet site. The intranet site is updated regularly and includes links to the Records Management Policy, Manual, E-Learning training and Territory Records Office.

ACT Health's Administrative Records Management Policy and Manual include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Records management staff are aware of the sensitivities relating to records about Aboriginal and Torres Strait Islander People, and the need for these records to be preserved for future access and reference. The current disposal schedule has identified a small selection of records about Aboriginal and Torres Strait Islander people for permanent retention.

Capital Metro Agency

Records management procedures have been created and are available to all staff in the CMA via Objective, the CMA's Electronic Document and Records Management System, and ProjectWise, the CMA's Electronic Document Management System.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Business units within the CMA are required to contact the CMA Records Officer to discuss any records that may need to be preserved for such purposes.

Chief Minister, Treasury and Economic Development Directorate

The Chief Minister, Treasury and Economic Development Directorate, and Land Development Agency are, following a series of organisational changes, currently reviewing three existing Records Management Programs. The new Records Management Program is scheduled to be approved by the entities Principal Officers and will be submitted to the Director of Territory Records early 2015-16. The public can request access to the Records Management Program by submitting a request to the Records Manager.

Records management procedures have been created and are available to all staff via the appropriate intranet. The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. The Records Manager ensures that all records identified for disposal are actively reviewed prior to destruction to ensure that records that establish links or should otherwise be retained are properly identified.

ACT Gaming and Racing Commission

The public can inspect the Records Management Program by viewing the Economic Development section on the Chief Minister, Treasury and Economic Development Directorate website.

Records management procedures have been created and are available to all staff in the ACT Gambling and Racing Commission via the Economic Development Intranet.

The Economic Development policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Whenever such a record is created, received or identified, the Commission endorses the record with the notation '*File contains records with Aboriginal or Torres Strait Islander heritage information – Do Not Destroy*'.

ACT Insurance Authority

The Authority performs the function of Fund Manager for the Office Nominal Defendant of the ACT and the Default Insurance Fund and therefore the Authority's Records Management Program also applies to these entities.

The public can inspect the Records Management Program by contacting the ACT Insurance Authority Records Management Delegate direct.

Records management procedures have been created and are available to all staff in the ACT Insurance Authority via its electronic shared drive.

The entity's policy and procedures do not include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. However, staff have been made aware of this requirement and instructed to let the Records Management Delegate know if a record establishes a link.

Cultural Facilities Corporation (CFC)

Records management procedures have been created and are available to all staff in the CFC via the shared staff drive accessible by staff.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The CFC staff members understand the sensitivities relating to records about Aboriginal and Torres Strait Islander people and the need for these records to be preserved for possible future access and reference. The Canberra Museum and Gallery owns a number of works of art by Indigenous artists. Records of these works of art are kept both on Territory Records files and on a database. These records can be accessed by members of the public by applying to:

The Registrar
Canberra Museum and Gallery
GPO Box 939
Civic Square ACT 2608

Independent Competition and Regulatory Commission

The Commission has adopted practices which meet the document retention and disposal requirements and the file registry requirements of the ACT Government. The Commission's records management practices are embedded in the Commission's business continuity plans, risk management plans, internet policy and processes and administrative procedures.

Community Services Directorate

Best practice records management remains a focus for the Community Services Directorate. Records management procedures have been created and are available to all staff in the Community Services Directorate via the intranet.

The directorate's records management procedures put in place systems and processes that:

- support reliable recordkeeping;
- ensure recordkeeping is systematic;
- ensure recordkeeping is managed;
- allow recordkeeping to be audited; and
- make recordkeeping a routine part of transacting business.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Education and Training Directorate

Records management procedures have been created and are available to all staff in Education Directorate via the Intranet. The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

ACT Teacher Quality Institute

The public will be able to inspect the finalised Records Management Program by contacting TQI: www.tqi.act.edu.au/contact_us.

Records management procedures have been created and are available to all staff in TQI via shared electronic resources. The ACT Teach Quality Institute policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Canberra Institute of Technology

Records management procedures have been created and are available to all staff at CIT via the Intranet (Staff Information Site) and in the CIT Code of Practice.

CIT's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Staff must let the Records Manager or Records Management Section know if a record establishes links which are then noted in EDRMS.

Environment and Planning Directorate (EPD)

Records management procedures have been created and are available to all staff in EPD via the EPD intranet and the Objective EDRMS. The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Commissioner for Sustainability and the Environment

Records management procedures have been created and are available to all staff in the Office of the Commissioner for Sustainability and the Environment (OCSE) via the Environment & Planning Directorate's intranet.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

While OCSE operates as a separate entity to the Environment and Planning Directorate, EPD support the administration and support of OCSE, including providing records management services, training and development of innovative recordkeeping solutions. For more information please refer to the EPD section of this report.

Justice and Community Safety Directorate (JACS)

Records management procedures have been created and are available to all staff in the Justice and Community Safety Directorate via the intranet. The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Under the procedures, business units are advised to contact the directorate Records Manager to discuss any records that might be used to establish such links to ensure appropriate preservation practices are put in place.

Victims of Crime Commissioner

Records management procedures have been created and are available to all staff in Victim Support ACT via the agency's internal G drive under Records Management Policy and Procedures.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Victim Support ACT policy and procedures in relation to the establishment of links as stated above is governed by the Justice and Community Safety Records Management Program.

Territory and Municipal Services (TAMS) Directorate

The public can inspect the Records Management Program by viewing it on the TAMS website: www.tams.act.gov.au/about-us/records_management_program.

Records management procedures have been created and are available to all staff in TAMS via the TAMS intranet. The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

ACT Electoral Commissioner

The public can inspect the Records Management Program by contacting Elections ACT. This program was last reviewed in 2014, following significant changes to existing electoral functions, the business classification scheme and records disposal schedules, in order to maintain best practice and ongoing compliance with current standards for records management.

Following the review, the Territory Records (Records Disposal Schedule – Election & Referendum Services to Other Agencies Records) and Territory Records (Records Disposal Schedule – Elections & Referendums for the ACT Legislative Assembly Records) were approved by the Territory Records Advisory Council and took effect on 1 July 2014.

A review of Elections ACT's files dated 1994–1997 was also completed in accordance with the Territory Records Act relating to entitlement of the public to access records that are 20 years old. Elections ACT maintains a register of records exempted under section 28 of the Territory Records Act. Records management procedures have been created and are available to all staff in the ACT Electoral Commission (also known as Elections ACT) via the shared network drive. Elections ACT does not create or hold records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Records Management Training and Resources

ACT Health Directorate

ACT Health's Administrative Recordkeeping Manual provides a framework for ACT Health to create,

capture, register, classify, use, store, retain and dispose of records. The Manual has recently been updated and distributed to all ACT Health staff through formal and on-the-job training sessions; this ensures compliance with legislation across all ACT Health sites.

ACT Health's Administrative Recordkeeping Manual has two sections:

- Section 1 – Administrative Records; and
- Section 2 – Personnel Records.

Section 1 is the responsibility of ACT Health Records Management. Section 2 is authored by, and the responsibility of, ACT Health People, Strategy and Services Branch.

A records management module has been incorporated into ACT Health's Managers Orientation Program. The Staff Development Unit delivers the module monthly.

Records Management staff provide training for ACT Health staff. In addition, an e-learning package has been developed to raise awareness of, and reinforce the requirements for, recordkeeping compliance and management. A HP Record Manager (formally TRIM) user manual and fact sheets are available on the Records Management intranet site. This information is regularly updated. One Records Management staff member holds a Certificate IV in Training and Assessment and another staff member is undertaking training.

Records Management staff attend monthly meetings held by Records & Information Management Community of Practice. Standards and Guidelines are discussed and reviewed at these meetings. ACT Health has 8.54 full time equivalent (FTE) resources dedicated to Records Management.

Capital Metro Agency

The CMA's induction and general training programs include basic records management principles, processes and practices and the need to comply with the CMA's Policy and Procedures. Selection criteria for records management related positions

are reviewed regularly to ensure they are kept up to date with current concepts and principles.

The CMA employs an officer who, as the system administrator, is responsible for maintaining the CMA's electronic recordkeeping systems including maintaining the integrity and authenticity of electronic records and their associated metadata.

Chief Minister, Treasury and Economic Development Directorate

Record Management training for all staff is actively encouraged. Training is provided to new staff via the induction program while tailored training is provided, by records management officers, to staff and areas that have particular requirements. Staff also have access through the ACTPS training calendar to a number of courses provided by external training organisations.

Chief Minister, Treasury and Economic Development Directorate, and Land Development Agency has a shared full-time Records Manager within the directorate. Three other staff across the directorate are fully engaged in maintaining and supporting recordkeeping systems and records management processes.

All other staff are responsible for undertaking a range of records management activities and are supported and encouraged to undertake recordkeeping in a way that is consistent and accountable.

ACT Gaming and Racing Commission

During the reporting period the Commission engaged a temporary staff member specialising in Records Management to assist in recording, disposing and storing of records located at the Commission. The specialised staff member also conducted training sessions with permanent staff to enhance their understanding and application of record keeping requirements for the ACT Public Service.

The Commission has a dedicated staff member with records management experience who oversees the Commission recordkeeping

obligations. Bi-annual reviews are conducted to ensure that staff adhere to the RMP and that records are stored and disposed of in a timely manner.

ACT Insurance Authority

The ACT Insurance Authority has one Records Management Delegate who is the internal and external liaison point for all records management related enquiries.

Training is provided to all new staff via the ACT Insurance Authority induction process. Training for existing staff is provided if/when the Records Management Program changes. The activity of arranging for records to be archived is conducted by staff as necessary.

Cultural Facilities Corporation

The CFC staff members have been advised of their responsibilities to make accurate records of their activities; to ensure that such records are incorporated into the CFC's record-keeping system; and to comply with all records management procedures. Records management training is available to appropriate CFC staff members.

A staff member represents the CFC in the Records and Information Management Community of Practice quarterly meetings facilitated by the Territory Records Office.

Independent Competition and Regulatory Commission

The Commission's Office Manager is the senior officer responsible for records management within the Commission.

Community Services Directorate

The directorate continues to provide monthly core capability records management training which a large percentage of staff have already attended/completed. The directorate's Intranet provides recordkeeping information including: policy, procedures, guidelines, and advice sheets; and monthly updates on recordkeeping education and awareness.

The directorate's Records Manager regularly attends business area meetings to promote good recordkeeping practices. The directorate is currently developing an online training module to complement all other training strategies. Records staff are offered the opportunity to attend professional development workshops and meetings and formal training such as certificates through CIT.

Education and Training Directorate

Records management training opportunities are available to all staff via a monthly workshop and refresher training through the professional learning calendar. The Education and Training Directorate has six designated records management staff responsible for creating, sentencing and archiving records.

ACT Teacher Quality Institute

TQI provides staff training as part of the induction process. Refresher training is available. Additional training is scheduled to communicate records management changes.

TQI has three staff with specific records management responsibilities: Senior Manager, Information Services; Business System and Projects Officer, Information Services; Finance, Corporate and Record Services Officer, Information Services.

Canberra Institute of Technology

Training opportunities are available to:

- all staff through induction training and one on one training by records staff; and
- records management staff through professional development opportunities, Certificate III in Record Management at CIT and other Service Providers of HPRM8.

There are five staff assigned to records management tasks.

Environment and Planning Directorate

EPD are committed to best practice records management, and as such provide induction training related to recordkeeping and use of the Objective EDRMS to all staff commencing with the directorate. In addition to this induction training the records management team are part of the compulsory corporate training program delivered regularly throughout the year. All staff must attend at least one training session related to each corporate module throughout the year, this includes a detailed training module on contemporary records and information management.

The EPD information management team includes two staff dedicated to records management tasks. This is reflective of both the size of the directorate, and the directorate's focus on enabling all staff to be confident and capable record-keepers, rather than relying on a team of experts. The staff in the Information Management team have a broad range of responsibilities, including records management, privacy, customer complaints, public access, and branch coordination and have relevant industry qualifications suitable to their principle responsibilities. This includes up to an advanced diploma in recordkeeping, as well as linked topics.

Commissioner for Sustainability and the Environment

Refer to EPD report.

Justice and Community Safety Directorate

Records Management training is routinely available through the JACS Directorate and ACT Government training calendars. The Territory Records Office was also engaged in 2014-15 to provide speciality sentencing and classification training to directorate records officers. Training options continue to be reviewed, with the possibility of developing online in-house programs currently being explored.

Several significant activities were undertaken in 2014-15 to implement the new JACS Records Management Program. A compliance assessment project was completed to benchmark existing practices with the requirements of the new Program, resulting in the identification of several areas for business improvement. This work also resulted in the engagement of a temporary Records Officer to facilitate a directorate wide disposal project.

A substantial body of work was also undertaken to develop and enhance resources available to staff to assist them in meeting their recordkeeping requirements.

Victims of Crime Commissioner

Administrative staff undertake refresher training conducted by JACS and Shared Services. Two administrative staff conduct Records Management activities in Victim Support ACT through archiving conducted every 6 months and daily on tasks such as retrieval, creation and closure of files.

Territory and Municipal Services Directorate

TAMS Human Resources and the TAMS Records Manager reviewed the records management training program in 2014-15. During 2014-15 records sentencing and disposal was carried out by Libraries ACT, Finance, Urban Treescapes, Roads ACT, ACTION and ACT NOWaste.

ACT Electoral Commissioner

The Principal Officer is the ACT Electoral Commissioner and the dedicated record's manager is a function of the Officer Manager's role,

however, records management is the responsibility of all staff in Elections ACT. As such, records management training is provided through the induction process as well as one-on-one training. All Elections ACT staff are encouraged to attend the Shared Services Introduction to Records Management Training and to attend regular records management refresher courses. ACT Record Services Office has also provided a half day TRIM EDRMS training session to all staff as part of the implementation of the TRIM project. The Office Manager will be undertaking a professional development course in records management during the 2015-16 financial year.

Records Disposal Schedules

Records disposal schedules are issued under section 19 of the Territory Records Act to identify the records that must be retained by ACT Government agencies as Territory archives and which others may be destroyed when they no longer have significant value to the agency, the government or the community.

A core group of records disposal schedules cover functions commonly undertaken by all government agencies. In addition, agencies must have in place records disposal schedules that are relevant to their specific business functions. Agencies cannot destroy a Territory government record unless a relevant records disposal schedule has been issued and that schedule has been identified in the agency's records management program.

Record Disposal Schedules for use by Whole of Government

Schedule name	Date Effective	Instrument No
Community Relations Records	8 March 2011	NI2011-84
Compensation Records	11 April 2012	NI2012-183
Equipment and Stores Records	13 April 2012	NI2012-186
Establishment Records	11 September 2009	NI2009-437
Financial Management Records	2 September 2011	NI2011-482
Fleet Management Records	13 April 2012	NI2012-187
Government Relations Records	8 March 2011	NI2011-88
Industrial Relations Records	8 March 2011	NI2011-90
Information Management Records	8 March 2011	NI2011-92
Legal Services Records	11 September 2009	NI2009-443
Occupational Health and Safety (OH&S) Records	11 September 2009	NI2009-444
Personnel Records	8 March 2011	NI2011-97
Preserving records containing information that may allow people to establish links with their Aboriginal and Torres Strait Islander heritage	25 March 2011	NI2011-162
Property Management Records	30 August 2013	NI2013-371
Protection of records relevant to the Royal Commission into Institutional Responses to Child Sexual Abuse	1 February 2013	NI2013-42
Publication Records	30 August 2013	NI2013-370
Source Records	25 March 2011	NI2011-170
Strategic Management Records	11 September 2009	NI2009-453
Technology and Telecommunications Records	11 September 2009	NI2009-454

Record Disposal Schedules Reported by ACT Health

Schedule name	Date Effective	Instrument No
Health Treatment and Care Records	19 December 2013	NI2013-589
Patient Services Administration Records	24 December 2013	NI2013-590
Population Health Care Management and Control Records	8 May 2009	NI2009-209

Record Disposal Schedules Reported by Capital Metro Agency

Schedule name	Date Effective	Instrument No
Roads Management Records	15 December 2004	NI2004-474
Traffic and Transport Records	18 June 2004	NI2004-180

Record Disposal Schedules Reported by Chief Minister, Treasury and Economic Development

Schedule name	Date Effective	Instrument No
Arts and Cultural Development Records	18 June 2004	NI2004-179
Business Development Records	9 January 2009	NI2009-9
Community Development Records	14 July 2006	NI2006-257
Corporate Governance Records	8 January 2009	NI2009-10
Disability, Housing and Community Services Records	25 February 2005	NI2005-94
Disaster Recovery (Human Services) Records	6 May 2005	NI2005-157
Environmental Management Records	25 March 2011	NI2011-86
Gambling and Racing Regulation Records	15 December 2004	NI2004-476
Government Coordination Records	11 September 2007	NI2007-280
Government Insurance Services Records	11 December 2009	NI2009-630
Independent Competition and Regulation Records	3 February 2006	NI2006-28
Industry Long Service Leave Records	14 July 2006	NI2006-256
Inquiries & Commissions Records	6 May 2005	NI2005-155
Land Development Records	21 April 2006	NI2006-136
Legislative Assembly Secretariat Records	18 June 2004	NI2004-177
Milk Vending Records	9 October 2007	NI2007-311
Parks, Reserves and Public Places Records	8 March 2011	NI2011-94
Public Sector Management Records	3 February 2006	NI2006-29
Roads Management Records	15 December 2004	NI2004-474
Security Coordination Records	11 September 2009	NI2009-452
Sport and Athlete Development Records	14 December 2006	NI2006-448
Tourism Records	14 November 2003	NI2003-455
Traffic and Transport Records	18 June 2004	NI2004-180
Venue & Event Management Records	28 October 2005	NI2005-402
WorkCover Records	28 October 2005	NI2005-399
Workplace & Safety Policy Records	8 March 2011	NI2011-96

Record Disposal Schedules Reported by Community Services

Schedule name	Date Effective	Instrument No
Children Care and Protection Programs Records	23 January 2015	NI2015-33
Disability, Housing and Community Services Records	25 February 2005	NI2005-94
Parenting Services Records	26 September 2006	NI2006-349

Record Disposal Schedules Reported by Education and Training

Schedule name	Date Effective	Instrument No
Children Care and Protection Programs Records	23 January 2015	NI2015-33
Education Strategy Records	30 August 2013	NI2013-375
External Education Relations (Non-Government) Records	30 August 2013	NI2013-374
Health Treatment and Care Records	24 December 2013	NI2013-589
School Management Records	30 August 2013	NI2013-373
Student Administration Records	3 September 2013	NI2013-380
Student Services Records	30 August 2013	NI2013-372
Teacher Quality Records	30 August 2013	NI2013-376
Tertiary Student Management Records	September 2007	NI2007-313
Tertiary Teaching and Research Records	September 2007	NI2007-314

Record Disposal Schedules Reported by Environment and Planning

Schedule name	Date Effective	Instrument No
Arts and Cultural Development Records	18 June 2004	NI2004-179
Corporate Governance Records	9 January 2009	NI2009-10
Environmental Management Records	25 March 2011	NI2011-86
Ombudsman Complaint Management Records	8 March 2011	NI2011-93
Land, Planning and Building Records	16 April 2004	NI2004-91
Parks, Reserves and Public Places Records	8 March 2011	NI2011-94
Roads Management Records	15 December 2004	NI2004-474
Traffic and Transport Records	18 June 2004	NI2004-180

Record Disposal Schedules Reported by Justice and Community Safety

Schedule name	Date Effective	Instrument No
ACT Director of Public Prosecutions Records	8 March 2011	NI2011-89
ACT Government Solicitor Records	14 December 2006	NI2006-447
ACT Law Courts and Tribunals Records	15 December 2004	NI2004-478
Advocacy Records	14 November 2003	NI2003-457
Corrective Services Records	26 September 2006	NI2006-345
Emergency Awareness Records	13 April 2012	NI2012-184
Emergency Management Records	13 April 2012	NI2012-185
Fair Trading Records	28 October 2006	NI2005-401
Human Rights and Discrimination Records	7 September 2004	NI2004-335
Inquiries & Commissions Records	6 May 2005	NI2005-155
Justice of the Peace Records	23 September 2008	NI2008-439
Parliamentary Counsel's Records	14 July 2006	NI2006-255
Procurement Records	9 October 2007	NI2007-312
Public Trustee Services Records	3 February 2006	NI2006-30
Register General's Office Records	14 June 2006	NI2006-184
School Management Records	30 August 2013	NI2013-373
Security Coordination Records	11 September 2009	NI2009-452
Traffic and Transport Records	18 June 2004	NI2004-180
Victims Support and Redress Records	8 May 2009	NI2009-211
Workcover Records	28 October 2005	NI2005-399
Workplace and Safety Policy Records	8 March 2011	NI2011-96

Record Disposal Schedules Reported by Territory and Municipal Services

Schedule name	Date Effective	Instrument No
ACT Government Veterinarian Records	8 March 2011	NI2011-87
Cemeteries and Crematoria Management Records	15 December 2004	NI2004-477
Development Approval and Asset Acceptance Records	28 October 2005	NI2005-400
Environmental Management Records	25 March 2011	NI2011-86
Parks Reserves and Public Places Records	8 March 2011	NI2011-94
Roads Management Records	15 December 2004	NI2004-474
Stormwater Drainage Records	15 December 2004	NI2004-475
Traffic and Transport Records	18 June 2004	NI2004-180
Waste Management Records	7 September 2004	NI2004-336

Record Disposal Schedules Reported by ACT Electoral Commissioner

Schedule name	Date Effective	Instrument No
Election and Referendum Services to Other Agencies Records	1 July 2014	NI2014-289
Elections and Referendums for the ACT Legislative Assembly Records	1 July 2014	NI2014-288

Other Information and Projects

ACT Health Directorate

The Records Management Program has responsibility only for ACT Health administrative records, not clinical or patient records. The Records Management Program comprises ACT Health's policy statement, detailed procedures, and nominated functional disposal schedules. The policy outlines ACT Health's Records Management Program and details how the agency adheres to the requirements of the Act. ACT Health staff create and maintain accurate records of their administrative activities in accordance with this policy.

Cultural Facilities Corporation

The CFC uses the Whole of Government Thesaurus based on the Territory Version of the Keyword AAA and Whole of Government Records Disposal Schedules for common administrative functions and activities.

In May 2015, The Director of Territory Records approved CFC requests under section 28 of the *Territory Records Act 2002* to exempt specified categories of the CFC's Personnel, Compensation, Financial Management, Legal Services and Occupational Health & Safety records from public access.

Community Services Directorate

File Creation

The number of files created in 2014-15 was 9,700 new records.

Storage Arrangements

The directorate continues to utilise Information Management Group, Databank for its offsite storage. This storage arrangement continues to support the directorate in meeting its legislative requirements as defined in the Territory Records Standard – Number 7: Physical Storage of Records. This contract is currently being reviewed as the whole of government records management system is reviewed.

File Audit

In accordance with the directorate's Records Management Program, a file audit has been conducted of the following areas of the directorate:

- Office for Children, Youth and Family Support;
- Disability ACT;
- Therapy ACT; and
- Service, Strategy and Community Building.

The directorate's file audit initiative has contributed to an improvement in record management practices across the directorate. Quarterly file audits continue across the individual areas of the directorate with reports provided to the Executive with recommendations for improvement. This assists in generating staff awareness and the importance of record keeping and being accountable.

Review of Business Tools (Records Disposal Schedule and Functional Thesaurus)

The directorate is in the process of reviewing its Records Disposal Schedules and Functional Thesaurus for the Office for Children, Youth and Family Support, with focus on the newly structured Child and Youth Protection Service (which comes into force on 1 July 2015).

Draft Functional Thesauruses for the Disability ACT and Therapy ACT have been submitted to the Territory Records Office for examination, approval and endorsement.

State of Recordkeeping in the Directorate Report

Following on from an internal report which was provided to the directorate's Board of Management outlining an overview of the current state of recordkeeping in the directorate, a draft survey has been sent to Community Services Executive for consideration. Further work is being undertaken to determine the survey resourcing and tools required.

Education and Training Directorate

The records management section is currently developing an implementation strategy to transition to electronic record keeping beginning with a proof of concept trial scheduled for July 2015.

ACT Teacher Quality Institute

TQI is using an EDRMS framework for records management compliance. This includes the automated, real time transfer of key data from its business system to RM8. A project is in progress to increase the scope of the data being transferred.

Canberra Institute of Technology

CIT is currently piloting the implementation of EDRMS for a full staged rollout.

Environment and Planning Directorate

During 2014-15 EPD completed a major upgrade to the Objective EDRMS, a whole of government recordkeeping system, on behalf of the ACT Government. This upgrade was completed on time and on budget and delivered a significantly improved environment.

Some of the principle enhancements included; anywhere anytime access to information via mobile devices, simplified interface, advance searching which has enabled far more advanced discovery capabilities, and has stabilised and improved the overall system performance.

Justice and Community Safety Directorate

The directorate commenced a pilot project in 2014-15, which will be completed during 2015-16, utilising HP Records Manager (HPRM8) as an Electronic Records and Document Management System.

If the pilot evaluation proves the concept is going to achieve improved compliance against the Territory Records Act, the directorate will look to incrementally apply the system's digital recordkeeping functionalities to those business units where efficiencies can be achieved.

ACT Electoral Commissioner

Elections ACT, with the assistance of the ACT Record Services Office, is in the process of

implementing an EDRMS; specifically TRIM HP Records Manager. As part of the TRIM implementation process, the Elections ACT Records Management Program (RMP) will be redrafted to capture the new way of creating and storing digital records. The review of the Elections ACT RMP (including policies, procedures and practices) is due to be completed by no later than December 2015.

Further information can be obtained from:

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