State Records Authority NSW

State Records NSW Corporate Plan 2024-25

Contents

1. Background

Operating context

The State Records Authority NSW (State Records NSW) is responsible for records management standards, regulation, advice, education and policy. State Records NSW was established on 31 December 2022 as part of changes to the *State Records Act 1998* providing for State Records NSW to take a stronger regulatory and oversight role in relation to public sector recordkeeping and for Museums of History NSW (MHNSW) to implement improved arrangements for the transfer of archives and access to records.

Good recordkeeping, and our role in championing this, is an important foundation for our democracy and society and in creating trust in government. Indeed, there is growing scrutiny of government decisions, and expectation by citizens that the NSW Government's recordkeeping is appropriate to understand government decisions and policies.

Our role

The functions and powers of State Records NSW are established in the *State Records Act 1998* Section 66

(1) The Authority has the following functions—

    a) *to oversee recordkeeping by public offices of the State, including by determining standards and providing advice,*

    b) *to identify State records that have enduring value and should be retained as State archives,*

    c) *other functions conferred on it by this Act or another Act or law.*

(2) The Authority has power to do all things that are supplemental or incidental to the exercise of the Authority's functions.

(3) The Authority has power to charge and receive fees for a service provided by the Authority under this Act.

2. Our vision and plan

Our vision - Transparent and accountable government

Our work

As an expert, best practice, responsive regulator we foster good public recordkeeping in NSW.

Under the *State Records Act 1998*, public offices are required to create and maintain records of government activities.

State Records NSW works to make public offices aware of these obligations and assists them to develop the capability and expertise to meet them.

We make choices that best direct available resources to achieve the highest positive impact for the government and people of NSW.

We recognise that government actions – past and present – have had a disproportionate impact on some individuals, families and communities, and in particular First Nations peoples, and we aim to embed principles of equity, fairness and cultural responsiveness into our work to meet their needs.

We focus our efforts on education and collaboration, assisting public offices and providing contemporary intelligence to our stakeholders on opportunities for improvement. We leverage our impact by working visibly and collaboratively with other oversight agencies.

Through our actions we ensure that key government records are retained in perpetuity as part of the State Archives Collection which is cared for by MHNSW.

We are guided by the values of the NSW Government: Integrity, Trust, Service and Accountability.

By fostering good recordkeeping, State Records NSW sustains important transparency mechanisms which ensure government remains accountable to the people of NSW.

Our plan

Transparent and accountable Government

As an expert, best practice, responsive regulator we foster good public recordkeeping in NSW

Policy leadership and support

Develop evidence-based policies, and support public offices to apply best practice standards

Champion quality and responsive practice

Promote awareness of how quality records management systems benefit both public offices and the community

Operational excellence

Be customer and community focused and responsive

Create a culture of people at their best

3. Performance and initiatives

Measuring our performance

1) **Policy leadership and support**

   - Reduction in number of aged disposal authorities

   - Increase in public office compliance maturity*

2) **Champion quality and responsive practice**

   - Increase in number of public offices with records and information strategies*

   - Increase in number of public offices with records management monitoring programs*

   - Increase in public office engagement*

3) **Operational excellence**

   - Customers and community members feel engaged and satisfied with services

   - Employees are retained and feel valued and supported

Measures above marked with an asterisk (*) are drawn from the Recordkeeping Monitoring Exercise that State Records NSW has conducted in 2022, 2023 and 2024.

We have advised public offices that we will not conduct an RME in 2025 to accommodate the review of the two key standards and the code of best practice issued by State Records NSW, and allow public offices time to implement any changes flowing from the revised instruments.

We will use 2025 as a planning year for the future roll-out of the RME program, reflecting the responsive regulatory approach outlined in our Regulatory Framework. We will conduct the RME in 2026 in line with the outcomes of the planning work, and consider the need to review the measures above in future years.

1. Policy leadership and support

No.	Initiative	Action 2024-25
1.1	Work with public offices to ensure appropriate, current and streamlined disposal coverage	• Substantially progress disposal authorities with a focus on high-risk and older authorities. • Issue 20 new, revised or amended disposal authorities, including general retention and disposal authority for local government. • Revise implementation notes for RDAs to improve usability and accessibility. • Establish process for issuing and retiring disposal alerts.
1.2	Evaluate available evidence to guide regulatory activity and support performance improvement	• Assess information from previous recordkeeping self-assessment exercises to identify priorities for targeted support. • Analyse reviews by oversight agencies to inform regulatory activities.
1.3	Mature the regulatory framework reflecting the amendments to the State Records Act	• Revise Standard on records management. • Revise Standard on physical storage of State records. • Renew Code of Best Practice. • Update Records Management Assessment Tool to reflect revised standards. • Develop risk-based approach for future Recordkeeping Monitoring Exercises, including verification of self assessments.
1.4	Support MHNSW's work to build the State Archives Collection	• Ongoing consultation with MHNSW on identification of records required as State archives.

2. Champion best practice

No.	Initiative	Action 2024-25
2.1	Champion mature record management systems in public offices and the role of State Records NSW in fostering best practice	• Provide information and tools to help public offices maintain mature records management. • Develop a strategy in collaboration with MHNSW to improve sentencing of records.
2.2	Promote and support awareness of obligations under the State Records Act with CEOs/Secretaries	• Communicate with senior officials on key changes and priority recordkeeping issues. • Engage directly with each portfolio Senior Responsible Officer to support CEO/Secretary awareness. • Engage directly with existing networks and communities of practice across government (e.g. CIO Forum, General Counsel network).
2.3	Build relationships with oversight and recordkeeping bodies, and with communities of practice, to promote opportunities for improved engagement and influence	• Establish/join relevant oversight agency meetings to exchange insights and coordinate communications and regulatory approaches. • Continue to build relationships with Council of Australasian Archives and Records Authorities (CAARA), Standards Australia, Australian Society of Archivists (ASA) and Records and Information Management Practitioners Alliance (RIMPA).
2.4	Support records and information management officers within public offices to understand and meet their responsibilities	• Develop and implement an external communications and engagement strategy. • Engage with public offices to roll out new eLearning modules and improve knowledge of support needs in public offices. • Publish e-newsletters and other material. • Host regular Records Managers Forums. • Provide guidance on notifying State Records NSW of damaged/destroyed records.
2.5	Promote understanding of the State Records Act within the broader community, and support confidence in government recordkeeping	• Publicise State of Recordkeeping 2024 report. • Work with related agencies to promote recordkeeping and information management, including through promotional week activities.

3. Operational excellence

No.	Initiative	Action 2024-25
3.1	Support the operations of the Board	• Hold Board meetings at least quarterly.
3.2	Deliver responsive, modern, customer focused services	• Provide timely responses to public office inquiries in line with Service Charter. • Provide timely responses to complaints in line with the Complaint Handling Policy. • Support consistent quality services by maintaining comprehensive internal procedures. • Agree principles for working together with MHNSW. • Carry out customer satisfaction survey and implement performance improvement actions. • Support more efficient processes and ease of access for public offices to information.
3.3	Support our people and grow their capabilities	• Provide training and networking opportunities for our people to support regulatory and archival expertise. • Structure work planning and performance to enable transfer of skills and knowledge. • Explore rotation opportunities with peer agencies.
3.4	Support diversity and inclusion within our organisation and in our work with public offices	• Build our capacity to be culturally responsive to First Nations peoples and communities. • Build our skills in being responsive to people who may experience vulnerability. • Ensure our website and publications are accessible.

4. Summary of targets

KPI	2022-23	2023-24		2024-25	Measurement and source data
Reduction in number of aged retention and disposal authorities	Baseline: 17 retention and disposal authorities	Target: 10 retention and disposal authorities	Achievement: 12 retention and disposal authorities	Target: 20 retention and disposal authorities	RDA Workplan.
Public office compliance maturity	Baseline: 38% of participating public offices are mature record managers	Target: 50% of participating public offices are mature record managers	Achievement: 50% of participating public offices are mature records managers	*Targets will be reviewed during development of risk-based approach for future Recordkeeping Monitoring Exercises.*	Proportion of public offices self reporting aggregated score of over 3 as a percentage of total responses. Results of the annual Recordkeeping Monitoring Exercise.
Public offices with records and information strategies	Baseline: 49% of participating public offices have records and information management strategies in place	Target: 60% of participating public offices have records and information management strategies in place	Achievement: 63% of participating public offices have records and information management strategies in place	*Targets will be reviewed during development of risk-based approach for future Recordkeeping Monitoring Exercises.*	Proportion of public offices self reporting aggregated score of over 3 as a percentage of total responses. Results of Question 4 in the annual Recordkeeping Monitoring Exercise.

KPI	2022-23	2023-24		2024-25	Measurement and source data
Public offices with records management monitoring programs	Baseline: 49% of participating public offices have records management monitoring programs	Target: 60% of participating public offices have records management monitoring programs	Achievement: 55% of participating public offices have records management monitoring programs	*Targets will be reviewed during development of risk-based approach for future Recordkeeping Monitoring Exercises.*	Proportion of public offices self reporting aggregated score of over 3 as a percentage of total responses. Results of Question 9 of the annual Recordkeeping Monitoring Exercise.
Public office engagement	Baseline: 74% of public offices participate in the monitoring program	Target: Over 80% of public offices participate in the monitoring program	Achievement 77% of public offices participated in the monitoring program	*Targets will be reviewed during development of risk-based approach for future Recordkeeping Monitoring Exercises.*	Results of the annual Recordkeeping Monitoring Exercise.
Public office satisfaction	Public office satisfaction survey developed Baseline: 73% satisfied with quality of advice or service (n=104)	Target: 80% of surveyed public offices are satisfied with quality of advice or service	Achievement: 72% of surveyed public offices are satisfied with quality of advice or service 86% likely to recommend (n=33)	Target: 80% of surveyed public offices are satisfied with quality of advice or service 80% likely to recommend	Annual Satisfaction Survey.

KPI	2022-23	2023-24		2024-25	Measurement and source data
Employee engagement	Baseline: 100% of employees with professional development plans (PDPs)	Target: 100% of employees with PDPs	Achievement: 100% of employees with PDPs	Target: 100% of employees with PDPs	Proportion of employees whose PDPs are approved by manager.
Community understanding/awareness	Undertake consultation with stakeholders to determine approach	Consult with stakeholders to determine the best approach to support the community through our work.	Achievement: Held: • 2 meetings of Public Sector Advisory Committee • 3 meetings of Records Managers Forum Published: • 6 issues of *For the Record* • 6 posts on LinkedIn • State of Recordkeeping 2023	Target: Hold: • 3 meetings of Public Sector Advisory Committee • 3 meetings of Records Managers Forum Publish: • 6 issues of *For the Record* • regular posts on LinkedIn *No publication of State of Recordkeeping because of planning year for Recordkeeping Monitoring Exercise.*	Consultation and publications data.