

Annual Activity Statement

2021-2022

STATE RECORDS

of South Australia



Government of South Australia
State Records

Front cover image: SRSA GRG35/342/GN5787 Windmill at Beltana, Photographer: Frank Hurley, 1935

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Note: The document is a statement of the activities of State Records of South Australia for the 2021-22 financial year. State Records' annual report, the *Administration of the State Records Act 1997 2021-22 Annual Report*, is published in accordance with Premier and Cabinet Circular *PC013 Annual Reporting* requirements and is available on State Records' website: <https://archives.sa.gov.au>.

Table of Contents

Director’s Message	5
About State Records of South Australia	6
Our Vision.....	6
Our Purpose	6
Who we are	6
What we do	6
How we do it.....	6
Our Stakeholders.....	7
Highlights	8
Strategic Focus	10
Customers	10
Identity.....	11
Collection.....	13
People	15
Public Sector Information Management	16
Looking Forward	17
State Records Council	19
Message from the Chair	19
Performance Summary	20

Director's Message

Firstly, I would like to take this opportunity to thank the former Director of State Records, Mr Simon Froude, for his contributions to the management of records in South Australia, having served as Director from February 2015 to May 2022.

In 2021-22, State Records continued to refresh its information management policy suite with the release of the Disposal Standard. The Disposal Standard assists agencies to dispose of government information lawfully and efficiently. Supporting guidelines were also under development that will assist agencies to create disposal schedules and to ensure agency digitisation activities are viable, planned and fit for purpose.

As part of our formal response to the Tandanya-Adelaide Declaration¹, the Aboriginal Reference Group, a joint initiative with the State Library of South Australia, was established. The Aboriginal Reference Group held its inaugural meeting on 7 March 2022 and will play a critical role in guiding the development and implementation of State Records' programs, activities and services that relate to Aboriginal people in South Australia.

As regular contributors to the National Family History Month and the South Australian History Festival, the focus of this year's program of community engagement events was to improve public access to the archive through promotion of the collection and our services. In August 2021 State Records contributed to *Discovering Kin and Country*, an online event that featured a number of record holding organisations with services for Aboriginal people researching their family and community histories. In partnership with the University of Adelaide Library, State Records held an exhibition, *Foundations to Federation, Stories from the Archives*, in May 2022. This exhibition showcased significant nineteenth century records.

Looking forward, we have some important initiatives to focus on, including the release of the Information Governance Guideline and self-assessment tool through which agencies will be able to assess their level of information management maturity and compliance with the Information Management Standard. We will also be looking to progress procurement of new technologies to assist in the management of the Archive.

During 2021-22 work commenced on the development of the State Records Strategic Plan 2023-2026 to replace the Strategic Plan 2019-2022. Work will continue into 2022-23 to finalise the document in preparation for its commencement in January 2023.



Stephanie Coleman
Director
State Records of South Australia

¹ Tandanya – Adelaide Declaration, International Council on Archives Expert Matters Indigenous Group, 2019.

About State Records of South Australia

Established in 1919, South Australia's State Archives Department was the first government archive in Australia and an early leader in the preservation of the corporate memory of an Australian state. Since 1919, the archive has undergone many changes administratively and is now referred to as State Records of South Australia (State Records).

Our Vision

Illuminating the past and present to shape our future.

Our Purpose

Improving the integrity and accessibility of information to benefit government and the community.

Who we are

State Records is the government archive and recordkeeping authority of South Australia and holds a large part of the state's official documentary heritage.

State Records is the custodian of records covering almost every facet of state and local government, including thousands of documents dating from the earliest days of European settlement in South Australia to recent times. As a result, our records provide valuable insight and knowledge about the history and culture of South Australia and the lives of the people who lived and worked there.

What we do

State Records supports state and local government agencies in their management of information through the administration of the *State Records Act 1997* (the SR Act), the *Freedom of Information Act 1991* (FOI Act) and the *Information Privacy Principles Instruction* (PC012). State Records also manages the State's copyright commitment.

State Records achieves these responsibilities through setting standards and assisting agencies in the management of their information assets; by preserving and providing access to historical records of government; supporting improved access to government information and protecting personal information privacy.

How we do it

State Records' operational activities can be broken into three broad functions:

» *Archive*

Responsible for archival advice and assistance to agencies, receiving official records into the Archive, the arrangement and description, preservation and conservation of the Archive and the provision of access to records in the archival collection.

Provides an on-demand digitisation service for the public and manages third party digitisation agreements, develops finding aids to improve accessibility to the archival collection, and delivers public programs to targeted audiences to enhance knowledge of State Records and its collection.

» *Information Governance*

Provides advice, policies, and education to agencies on records and information management and assists Ministers, agencies, and the public on administering and interpreting the FOI Act and PC012.

Supports the activities of the State Records Council and the Privacy Committee of South Australia.

» *Operations and Improvement*

Provides a diverse range of business support services including the administration of State Records' business systems; auditing; corporate reporting; human resources, facility, security and financial management. Responsible for driving business process improvement.

Our Stakeholders

» *Members of the Public*

State Records is responsible for storing, managing, protecting, and providing public access to the state's official records. State Records assists the public regarding the FOI Act and the protection of information privacy in South Australia.

» *South Australian Public Sector Government*

State Records provides advice and assistance to South Australian state and local government agencies about records and archival management, freedom of information and privacy information.

» *Consultants/Vendors*

State Records liaises with consultants and vendors so they can better support agencies and to ensure third parties are aware of the policies which regulate the management of government information in South Australia.

» *Professional Bodies/Societies*

State Records engages with professional industry bodies and societies, including Records and Information Management Professionals Australasia (RIMPA), Australian Society of Archivists (ASA) and Genealogy SA, to advocate for and enhance the industry, and to provide improved services for our mutual customers.

Highlights

Tandanya-Adelaide Declaration and the Aboriginal Reference Group

State Records continued work on its response to the Tandanya-Adelaide Declaration (Tandanya Declaration). Issued in 2019, the Tandanya Declaration is the first international archives declaration on Indigenous people and matters.

State Records has developed an action plan to respond to the Tandanya Declaration, which includes short to medium and long term goals to fulfil commitments under its themes. At the heart of State Records' response is an understanding of the need to engage, listen and learn from Aboriginal people in South Australia.

In 2021-22 the Aboriginal Reference Group was established to enhance access to archives and services that relate to Aboriginal people and culture. Members of the Aboriginal Reference Group will:

- » work collaboratively with State Records and the State Library of South Australia (State Library) to develop and implement responses to the Declaration, and
- » understand and narrow gaps in the agencies' compliance with the Aboriginal and Torres Strait Islander Library, Information and Resource Network Inc. Protocols.

Members have the opportunity to:

- » advocate for Aboriginal people and communities
- » ensure the agencies' activities reflect Aboriginal experiences, and
- » assist State Records and the State Library to engage with Aboriginal communities to deliver services and programs.

An expression of interest was advertised in late 2021 to seek members for the Aboriginal Reference Group. The first meeting was held in March 2022. The Aboriginal Reference Group will meet a minimum of four times per year.



The first meeting of the Aboriginal Reference Group, March 2022. Photographer: Sia Duff.

From left to right:

Natalie Harkin, Elijah Bravington, Claudia Smith, Sage Young (Attorney-General's Department), Jamie Hampton (State Library), Janine Thompson, Jeremy Sibbald (State Library), Deanne Hanchant-Nichols, Tony Leviston (State Records), Kath Apma Penangke Travis, Geoff Stempel (State Library), Jennifer Caruso, Simon Froude (State Records), Joanne Willmot, Michael Wanganeen, Ali Abdullah-Highfold, Tim Agius, Anielee Chua (State Records), Tara Collier (State Records)

Policy development

In September 2021 the Disposal Standard was finalised and published. The Disposal Standard is used by government agencies to ensure they are disposing of government information lawfully and efficiently and is used in conjunction with the Appraisal Standard.

A series of information sessions, *Refreshing Information Management Policy for South Australian government*, continued to support agency understanding and implementation of new policies. Information sessions were held online and were well attended and received.

During 2021-22 the following information sessions were held:

- » The Disposal Standard, as part of State Records' policy reform
- » Information management for Minister's Offices before, during and after caretaker periods and elections, as well as managing information in Minister's Offices generally.

Stories from the Archives, from Foundation to Federation exhibition

As part of South Australia's History Festival 2022, the *Stories from the Archives, from Foundation to Federation* exhibition was held during May and June 2022 in collaboration with the University of Adelaide Library and Department of Historical and Classical Studies to highlight 19th century records.

This exhibition showcased significant records from the 19th century in the State Records archive and the University of Adelaide special collections. Postgraduate history students provided interpretive display labels for selected records and presented 10 minute talks on these records at two events during the History Festival.

A highlights tour of the exhibition was held to promote the exhibition to South Australian government agencies responsible for records on display. Her Excellency the Honourable Frances Adamson AC, Governor of South Australia and the Honourable Catherine Branson AC KC, Chancellor of the University of Adelaide attended this tour.

Records featured in the exhibition included:

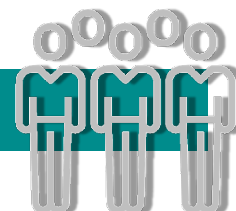
- » Manuscript draft of a proclamation, popularly known as 'the Proclamation', as read by Governor Hindmarsh at Glenelg, announcing the establishment of the Government, 1836 (SRSA GRG24/90 item 401)
- » Plan of the Native School, Kintore Avenue, c.1850 (SRSA GRG38/68/HD260)
- » Original manuscript of Carl Linger's music for the 'Song of Australia', 1859 (SRSA GRG58/62/2)
- » A Bill for an Act to amend the Constitution (Female Suffrage) [No. 613 of 1894] Reserved for Royal Assent, granted 2 February 1895 (SRSA GRG2/55/369)
- » Admission register - Marree Aboriginal School (previously Hergott Springs, then Marree Primary School), c.1890 (SRSA GRS 17667)

Strategic Focus

In 2018 State Records developed a four-year strategic plan. The Strategic Plan 2019-2022 established a series of goals and strategies for our organisation and outlined how we would meet our vision and purpose. Actions undertaken during 2021-22 to support our goals included:

Customers

Goal: Our customers are at the centre of everything we do



Implement tools and technologies that meet the needs of our business and improve our customers experience with State Records

In 2021-22 State Records developed a new learning management portal, *LEARN@ State Records*, to be implemented in 2022-23. This platform will provide South Australian State Government, Local Government and University staff seamless access to all State Records training programs.

The Freedom of Information Management System (FOIMS), a system managed by State Records to capture agency FOI application data, will be decommissioned in 2022-23.

To ensure agencies subject to the FOI Act can continue to meet their reporting obligations under section 54AA of the Act during 2021-22 State Records developed:

- » a new Gazettal Notice resulting from a review of the 15 June 2006 Gazettal Notice,
- » a new FOI Annual Reporting Guideline,
- » an updated Processing FOI Applications Guideline,
- » a new FOI Application Data Collation Spreadsheet, and
- » a new form for agencies to report any contracts containing confidentiality clauses.

In addition to these resources, a review of State Records' existing advice and webpages has also been conducted and website improvements are scheduled for 2022-23.

Deliver online education courses in information management and archival practices

State Records most widely utilised training course, An Introduction to Records Management, underwent a significant revision in 2021. This course is now presented in a fresh new format and has been retitled to "An Introduction to Information Management". The course is free of charge and is often used by agencies as part of their staff induction process. The course now exists within some agencies internal training management systems.

State Records continued online delivery of FOI Accredited and Non-Accredited Officer training. This continues to deliver a more streamlined administration and enhanced the student learning experience.

Identity



Goal: State Records' identity is defined, understood and valued

Use online technologies to strengthen communication with government and public customers

State Records strengthened communications with government and public customers during 2021-22 using online technologies. Social media continues to be an important channel for communication.

Public programs and government information sessions were also delivered online, including:

- » *Discovering Kin and Country*, an Aboriginal Family History event held in August 2021 at the State Library, to bring together various archives, libraries and record holding organisations to promote resources available to research Aboriginal family history
- » Family history webinar during National Family History Month in August 2021
- » *Refreshing Information Management Policy for South Australian Government* webinar series.

Seek opportunities to actively participate in information and technology focussed initiatives and represent the organisation on peak industry and professional bodies

State Records continued the responsibility for chairing and providing executive and financial management support to the Council of Australasian Archives and Records Authorities (CAARA). CAARA is the peak body for state and territory archives and records authorities from across Australia and New Zealand.

The *Building Trust in Information* 2022 Information Awareness Month Seminar was held at the State Library on 23 May 2022 in collaboration with the ASA, RIMPA, National Archives of Australia, InfoGovANZ, the State Library and National and State Libraries Australasia. This was the first time the annual seminar was held outside Canberra with the local CAARA member assisting with planning and coordination of the event.

The seminar was organised by State Records and a committee of peak industry and professional bodies, including RIMPA, the ASA and the Australian Library and Information Association. Attendees heard from industry professionals and invited speakers on topics such as digital transformation, the role of empathy in data governance and the need to deconstruct the colonial gaze in archives.

State Records has continued its involvement with CAARA working groups. State Records was a member of the following working groups in 2021-22:

- » Royal Commission
 - This working group is considered record management issues and complexities arising out of the joint *Royal Commission into Institutional Responses to Child Sexual Abuse*. The group also sought CAARA member consensus on the custody and disposal of, and access to, these records. The last meeting of this group was held in November 2021.
- » Access to Records of Out of Home Care
 - This working group is reviewing guidance arising out of the 2015 publication *Access to Records by Forgotten Australians and Former Child Migrants: Access Principles for Records Holders and Best Practice Guidelines in providing access*

to records. The group identified some areas for focus in maximising access to records by care leavers.

» First Nations

- This working group is looking to build upon the themes and commitments outlined in the Tandanya Declaration, including identifying emerging trends in the provision of public access to records relating to Indigenous communities and issues.

Collection

Goal: A quality archival collection that supports individual rights and documents our history and culture



Progress a long-term facilities solution for the State's archival collection and associated services

State Records leases two privately owned premises to store the archival collection. These repositories, located at Gepps Cross and Collinswood, currently comprised of 90,000 linear metres of physical records are expected to reach capacity within the next seven to ten years.

At the end of the reporting year work on the development of a facility planning report which seeks to define the physical facility requirements to meet current and future needs was underway.

Transfer high value / high risk records from agencies to State Records

In partnership with South Australian government agencies, State Records works to bring in records deemed to be of high value to the South Australian community and/or high risk of loss or deterioration.

Over 40 linear metres (including nearly 5000 individual items) of permanent records were transferred to State Records from Planning and Land Use Services (PLUS), the Office of the Registrar General and the Office of the Valuer General. Most of these records were over 50 years old, with a significant number dating from the mid-to-late-19th century.

Records of note from this project include:

- » Field books and office journals kept by Boyle Travers Finniss (as Assistant Surveyor and Deputy Surveyor-General) from 1836 to 1841 (GRS 17911/1, Books 72 – 76)
- » A 'topographical sketch book' by Charles Hope Harris, which includes a list of Aboriginal words from Eyre Peninsula, dated c. 1873 (GRS 18001/1, Book 3)
- » General plan index, noting plans from the Surveyor-General's Office and successors from 1838 to 1969 (GRS 17884)
- » Thirty-five sets of indexes and registers from the Surveyor-General's Office, Land Office, Survey and Crown Lands Department, Department of Lands and Engineer-in-Chief's Department covering a wide range of plans, files, leases, and field books (date range 1842 – 1991).

Improve the quality of the collection through arrangement and description and the de-accessioning of records that do not have enduring value

The State Records Volunteer Program continues to develop projects that improve the quality and accessibility of the Archive through digitisation, indexing and item listing. Eight volunteers were engaged in the program throughout 2021-22 and worked on projects involving high interest records including:

- » Indexing South Australian Railways employee history sheets (GRS 10638)
- » Creating an item list for State Children's Department correspondence files (GRG27/1).

Expand digitisation through volunteers and third parties

The pilot phase of State Records' Deadline 2025 project was completed in 2021-22. This included identification of magnetic media and film formats in the archive and digitisation of a sample of these formats by external providers. Sixty-four items of media, ranging from advertisements to feature films, were digitised. A desktop review by ACMI (Australian Centre for the Moving Image) was also completed as part of the pilot.

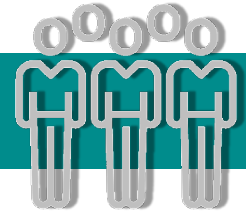
The third party digitisation program with FamilySearch International went into a two year hiatus from March 2020 with COVID-19 impacting the availability of camera operators. Work recommenced at State Records in March 2022 and continued the capture of open access school admission registers and South Australian Railways employee history sheets (GRS 10638). These records will be added to the FamilySearch website and available through State Records as capture and quality checking continues.

State Records' Volunteer Program continues to digitise high demand records to improve access to the archive. The following projects have continued:

- » Digitisation of Correspondence files – Aborigines' Office and successor agencies (GRG52/1)
- » Digitisation of Memorial books (GRS 12154).

People

Goal: An empowered workforce that operates collaboratively, cohesively and courageously



Make available recognised programs and training that are focussed on staff wellbeing

State Records continues to encourage staff to take part in wellbeing programs and training. During 2021-22 training offered to staff included:

- » Manual handling
- » CPR training
- » The Oranges Toolkit: resilience and agility at work
- » AGD led courses and programs, such as Bodyscans and chair yoga.

Employee Assistance Program information continued to be made available to staff and their services are regularly communicated and encouraged.

Ensure managers and staff identify relevant training and development opportunities through the performance review cycle

State Records continues to identify and promote training and development opportunities to staff through the Performance Development Plan cycle, regular meetings between management and staff, and team meetings.

Public Sector Information Management

Goal: Drive information management maturity; enabling government services and community interactions



Refresh and publish a new suite of policies that support improved agency practices

During 2021-22 State Records reviewed how agencies access archives in the State Records collection. A set of principles designed to guide a future approach to agency access were sent out for consultation in November 2021. Guiding principles included ensuring the preservation of records that are over 100 years old, fragile or at risk by mandating access at the Research Centre or through digital copies. Agencies that frequently loan records were also invited for consultation sessions with State Records staff. External consultation on the *Conditions for Agency Access to Archives* document will occur in 2022-23.

As part of State Records' Strategic Plan 2019-2022 goal *Public Sector Information Management*, State Records continued to refresh and publish a new suite of policies to support improved agency practices.

In September 2021 a new standard, the Disposal Standard, was finalised and published. The Disposal Standard is used by government agencies to ensure they are disposing of government information lawfully and efficiently.

The Disposal Standard is used in conjunction with the Appraisal Standard.

Looking Forward

During 2022-23 State Records will progress a range of initiatives, including

Strategic Plan 2023-2026

State Records will continue the development of a new Strategic Plan 2023-2026, to build on the achievements of the Strategic Plan 2019-2022 and to set our future direction for the next four years.

The Strategic Plan 2023-2026 will clearly articulate State Records' Vision and will incorporate key future messaging about our goals and the strategies and actions we will use to achieve them.

Publication of the Strategic Plan for 2023-2026 is expected by January 2023.

Interim ArchivesSearch Replacement

A replacement for the current ArchivesSearch web catalogue will be developed. This will resolve issues around the system's reliability on the unsupported Internet Explorer platform and improve accessibility for State Records' customers.

Digital Archive

The procurement of a digital archive and supporting technologies continues to be a goal, with a business case being developed to highlight the need for technology to support preservation of and access to the state's physical and digital records of permanent value.

Tandanya-Adelaide Declaration

State Records will continue to work towards implementation of the Tandanya Declaration and build on work of the Aboriginal Reference Group.

Refreshing Information Management Policy

To enable agencies to comply with the requirements of the Information Management Standard (IM Standard), an Information Governance Guideline (Guideline) and Self-Assessment Tool (Tool) has been drafted. Public consultation will occur in the second half of 2022.

The Guideline and Tool will assist agencies in developing an information management program based on the governance model in the IM Standard. Combined, these two documents will set out how agencies can meet the five principles in the IM Standard by defining and implementing the behaviours needed to manage government information assets.

To underpin the new Disposal Standard released, the following supporting policies will be released for public consultation:

- » Incident Management of Information Assets Guideline – to assist agencies with the development of Incident Management Plans to prevent or minimise the impact of incidents on information assets.
- » Digitisation Guideline – to assist agencies with the digitisation of records, including scanning requirements.
- » There has also been recognition of a need to develop a new Developing Disposal Determinations Guideline - to assist agencies with developing and submitting disposal determination documentation.

A review of the Information Management Strategy will also occur as the current Strategy expires in December 2022.

Information sessions will be held throughout 2022-23 to promote and inform agencies of the new Standards and Guidelines.

Privacy Policy Reform

State Records has commenced work on the development of a suite of privacy management tools to support agencies in proactively managing the collection, use, disclosure and storage of personal information and their privacy obligations under the PC012.

State Records considers it timely to engage with agencies to improve privacy practices across government given a range of high profile data breaches and increased community concern.

Website Migration

Migration of the current State Records website to the Web Design Systems (WDS) environment is expected. WDS is a new web design initiative sponsored by the Department of the Premier and Cabinet.

Migration to WDS will improve State Records' online engagement, corporate brand, and web presence by providing:

- » highly customisable, easy to edit website solution
- » a high focus on end-user experience, accessibility, and content delivery
- » responsive templates to ensure content is delivered correctly, regardless of the device or browser being used
- » compliance with South Australian Government security standards
- » compliance with Web Content Accessibility Guidelines
- » comprehensive web analytics to assist State Records to understand how users interact with our website
- » ongoing 24/7 support from the Office for Digital Government to ensure website is available to meet our customers' needs.

State Records Council

State Records Council (SRC) is established under section 9 of the *State Records Act 1997*. The SRC is responsible for approving determinations related to the disposal of official records. Determinations are detailed in disposal schedules and briefings. State Records provide administrative support to SRC in undertaking this important role.

SRC provides advice on policies related to records management and access. This advice helps to ensure government accountability and community representation.

During the financial year, the SRC held five regular meetings and one strategy meeting.

Message from the Chair

It gives me great pleasure to provide my contribution as Chair of the State Records Council to State Records' Annual Report for the financial year ended 30 June 2022.

The Council met six times during 2021-22 with only the Strategy meeting being face to face. The Strategy meeting focused on:

- » implementation of the Appraisal Standard
- » improving Council processes, and
- » improving records disposal coverage, transparency and efficiencies in record and data management.

During the year Council reviewed and discussed 18 Disposal Schedules, including five extensions. Council approved 16 agency operational records disposals and two general disposal schedules.

Significant matters considered by Council have included:

- » the State Records Disposal Standard
- » preliminary consultation for the new State Records facility plan
- » preliminary consultation for the new State Records Strategic Plan 2023-2026
- » approval of a general disposal schedule for the Royal Commission into Defence and Veteran Suicide (GDS 43 Version 1), and
- » foundation work in developing a general disposal schedule for records affected by disaster and incident.

I take this further opportunity to thank former Director of State Records Simon Froude for his contributions to the management of records in South Australia and specifically his support and guidance to the State Records Council. The Council looks forward to working with the new Director Stephanie Coleman.

In conclusion, I would also like to take this opportunity to thank the Councillors for their collective efforts and robust discussions, and the Director, Executive Officer and other staff of State Records for their support and assistance to Council.

Keith Nicholas

Performance Summary



Public Enquiries

	2021-22	2020-21
Archival Services	1,733	1,956
Freedom of Information	121	91
Privacy	34	38
Records Management	34	26



Agency Enquiries

	2021-22	2020-21
Archival Services	394	201
Freedom of Information	483	508
Privacy	129	120
Records Management	221	331



Repository Specifications, Holdings and Transfers

	2021-22	2020-21
New government agencies created	96	34
New series registered	483	253
New items created	19,113	21,494
Consignments transferred	506	192
Total linear metres transferred	271	253
Total holdings (shelf metres)	86,498.551m	86,285.511m
Total holdings (items)	13,666,771	13,633,109
Repository storage area (m2)	7,749	77,749
Total shelving capacity (metres)	100,131m	100,131m

* In 2020-21 a new Transfer Standard was implemented; State Records now receives smaller consignments of records that fit the new Standard more appropriately.

Performance Summary (continued)



Use of the Collection

	2021-22	2020-21
Visits by the public to the research centre	799	1,087
New public registered users	322	1,125
Records retrieved for viewing in the research centre (agency and public)	4,248	5,232
Records retrieved by agency to view in agency	3,597	3,761



Record Digitisation

	2021-22	2020-21
Images digitised by State Records	20,341	15,470
Images digitised by third parties	284,470	0*
Total images digitised	1,276,051	971,240

* Third party agreement with FamilySearch International on hold during 2020-2021 due to the COVID-19 pandemic. Agreement resumed in March 2022.



Education and Training Participation

	2021-22	2020-21
Online Information Management Training*	684	268
Free Online FOI Training*	825	378
Accredited FOI Training (complete)**	108	67

* Our IM and FOI online training is now free. These figures show each time the course was accessed, not completion.

** Post COVID, the Accredited FOI Training moved online in Nov 2020, replacing the previous classroom arrangement.

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