

# Strategic Plan

2019-2022

**STATE RECORDS**

of South Australia



**Government of South Australia**  
State Records

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# Strategic Plan

## Introduction

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

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

The Strategic Plan 2019 - 2022 establishes a series of goals and strategies for the organisation and outlines how State Records will meet its vision and purpose over the next 4 years.

## Vision

Illuminating the past and present to shape our future

## Purpose

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

## Goal 1: Customers

Our customers are at the centre of everything we do

### *Strategies*

To achieve this goal we will:

- Use engagement to develop and deliver services that are tailored to the needs of our customers
- Collaborate with agencies and industry to improve the management of public sector information
- Use technology and communication channels that support improved engagement and remove physical barriers to accessing services

### *Actions*

To achieve our strategies we will:

- Implement tools and technologies that meet the needs of our business and improve our customers experience with State Records
- Publish clearly defined customer service standards
- Deliver online education courses in information management and archival practices
- Seek customer feedback at point of service delivery and through annual surveys
- Embed a collaborative and methodical approach to business improvement

## **Goal 2: People**

An empowered workforce that operates collaboratively, cohesively and courageously

### *Strategies*

To achieve this goal we will:

- Engage and collaborate with staff to create a culture of innovation and responsible risk taking
- Support the health and wellbeing of staff by creating a positive and safe working environment
- Increase mobility and remove barriers of site and technology to better support staff to do their jobs

### *Actions*

To achieve our strategies we will:

- Make available recognised programs and training that are focussed on staff wellbeing
- Ensure managers and staff identify relevant training and development opportunities through the performance review cycle
- Implement a workforce plan that aligns the needs of the organisation with those of the staff so that our responsibilities continue to be met
- Make available mobile technology to reduce barriers of staff working across sites

## Goal 3: Identity

State Records' identity is defined, understood and valued

### *Strategies*

To achieve this goal we will:

- Promote services that support a modern public sector and the broader community
- Pursue programs that demonstrate the value of the organisation to the government and the public
- Partner with professional bodies to advocate for improved information and archival practice

### *Actions*

To achieve our strategies we will:

- Implement a program of events celebrating State Records' centenary in 2019
- Create a new and consistent "brand" for use on published material and communications
- Implement a strategy that outlines how State Records will engage with its customers and stakeholders and identifies our priorities
- Use online technologies to strengthen communication with government and public customers
- Seek opportunities to actively participate in information and technology focussed initiatives and represent the organisation on peak industry and professional bodies

## Goal 4: Collection

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

### *Strategies*

To achieve this goal we will:

- Collaborate with agencies to develop their understanding of the importance of their contribution to the memory of the State
- Promote the value of the collection to the government and the community so that it is viewed as a cultural asset
- Ensure the long-term accessibility of the collection through preservation, management and quality improvements

### *Actions*

To achieve our strategies we will:

- Develop a strategy for the archive collection, its preservation and accessibility
- Progress a long-term facilities solution for the State's archival collection and associated services
- Improve the quality of the collection through arrangement and description and the de-accessioning of records that do not have enduring value
- Transfer high value / high risk records from agencies to State Records
- Expand digitisation through volunteers and third parties

## Goal 5: Public Sector Information

Drive information management maturity; enabling government services and community interaction

### *Strategies*

To achieve this goal we will:

- Reform the management of public sector information to increase agency and public value
- Understand technological trends so that advice and services support current and future challenges
- Support government customers to meet the challenges of transitioning to digital service delivery

### *Actions*

To achieve these strategies we will:

- Refresh and publish a new suite of policies that support improved agency practices
- Contribute to digital government initiatives through the development of an information management strategy for the South Australian Government
- Collaborate with agencies as they implement technologies and transition to digital service delivery
- Progress a digital archive and associated technologies
- Contribute to legislative reform that improves the integrity and accessibility of public sector information and supports the protection of personal information