

# INFORMA

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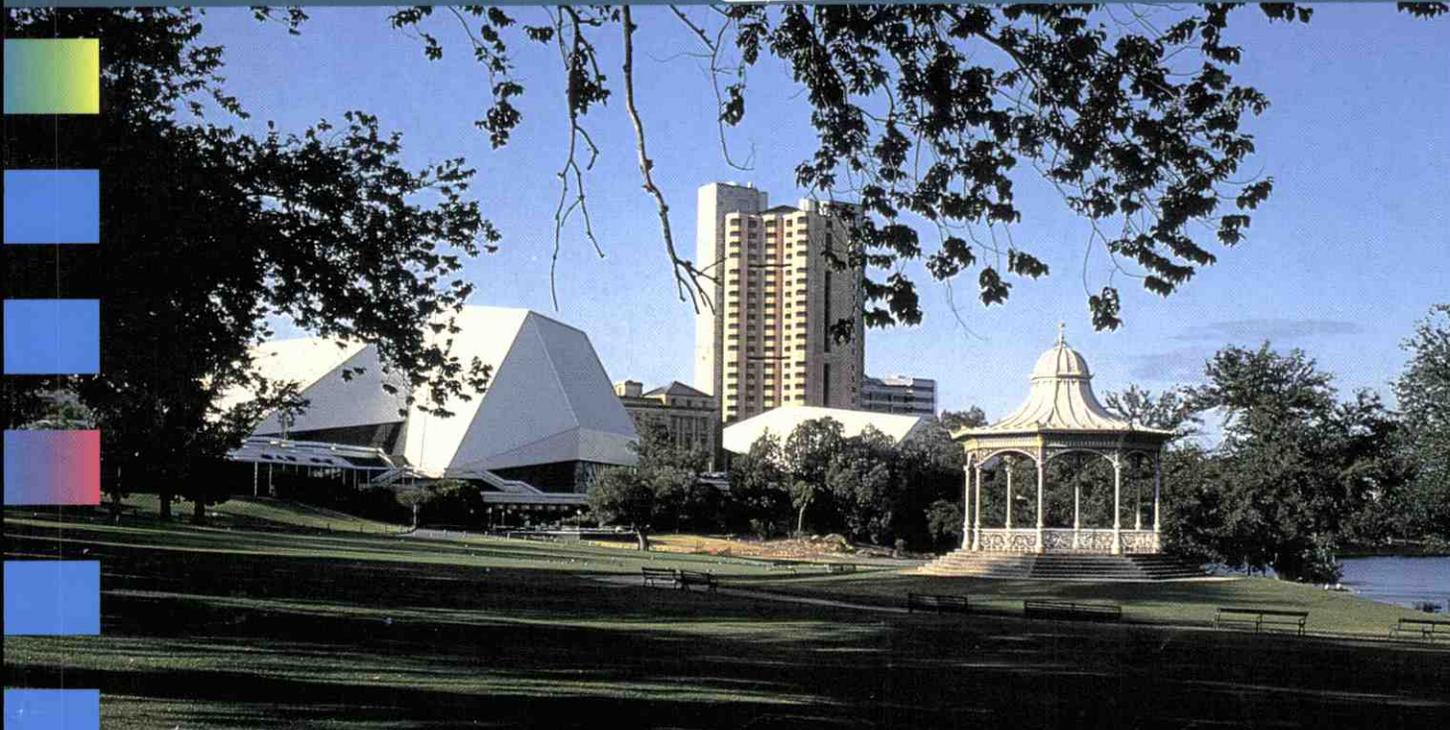


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# Adelaide 1994

## 11th National Convention

# INFORMAA QUARTERLY

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Contributions in the form of articles, case studies, letters, book reviews, are welcome. Please include brief biographical information e.g. position, place of work, previous experience and qualifications and a black and white photograph.

Submissions may be also made in electronic format on a 3 1/2 inch diskette with Wordperfect 5.1 preferred or alternatively as a standard ASCII text file from other word processing software.

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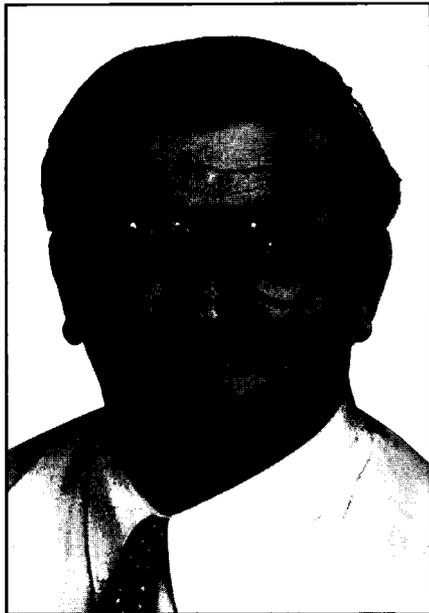
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# President's Report



**A**t the time of writing this article I have just returned from the 11th National Convention of the Association which was held in Adelaide from 11th-14th September 1994. It was an eventful and stimulating event and one which was truly successful.

The Convention was organised by a committee headed by Helen Francis of South Australia and she and her committee once again demonstrated that a well led and motivated group of volunteers can organise a highly effective and productive function.

This was certainly demonstrated in Adelaide and our 11th Convention turned out to be a winner for all members of the Association be they practitioners or vendors. The Association was able to attract in excess of 450 delegates which by any standard, is an excellent achievement.

The theme of the Convention focussed on "Secrets and Sources - Records Uses and Abuses of the 1990's" and covered a diverse number of issues which included the

electronic management of information resources, privacy and information as evidence and education and training.

The quality of the speakers was exceptional, and considering their backgrounds, it certainly showed that records management is a far more complex and demanding subject than one might think. It is because records management spans such a diverse range of subject material, that it allows us to present a number of industry specialists to the general membership at Conventions such as the recent event in Adelaide.

Of special mention was the quality and number of product displays, these were outstanding, and the Convention certainly provided an opportunity for vendors to showcase a number of new products and systems. It again demonstrated the wisdom of the Association in encouraging vendor support at our Conventions because it gives our members the opportunity to study and compare, a diverse range of products, away from traditional office environments.

The catering and social arrangements were excellent and delegates were treated to a series of activities and events which certainly rounded off the business side of the Convention. As usual, the Convention Dinner was a gala event and delegates and guests were treated to a very entertaining night.

I must say that Adelaide will long be remembered by those who were able to attend and it continues to clearly demonstrate how effective the RMAA is in the organisation and management of programs which add to the knowledge of our members.

Prior to the Convention, a meeting of the Federal Directors of the Association was held on the preceding Friday and Saturday. The aim of this meeting was to discuss matters related to the overall operation and management of the Association. Issues included future directions, and the development and implementation of strategies for ensuring that the Association remains at the forefront of records and information resources management.

The Federal Directors, through their respective Branch Councils, were active in recommending changes which will contribute to the continuing effectiveness and efficiency of the Association. Some of these changes will be administrative, such as improved methods of reporting, whilst others, will focus on ensuring that the Association is well represented at an Industry level.

It was at this meeting that I was elected as the new Federal President and I will be attempting over the next year to ensure that the Association continues to be seen as a leader in the Information Industry, and that all members will benefit from belonging to the Association. I would also like to personally thank the outgoing President Mr Ray Holswich for his leadership and direction of the Association during the last three years.

**Denis Comber ARMA  
Federal President**



# Editorial

At the Federal Council meeting held in Adelaide in September 1994, Federal Directors endorsed continued publication of this journal in its existing format up until the November 1995 edition. Directors were of the opinion that INFORMAA provides a tangible benefit for the members at large and on behalf of the editorial Committee I personally wish to thank members of the Federal Board and indeed all previous contributors for their continued support and assistance in establishing a solid footing for this our national publication.

Mr Dennis Wheeler from Hobart was nominated and accepted as the fourth member of the editorial



committee and we look forward to his valuable input for future issues.

In this edition we feature articles on the law and records management,

the information highway and managing photographs. As noted by the Federal President, the Adelaide Convention was a huge success and we feature a short resume on convention activities.

Finally, we are pleased to be able to publish several letters to the editor which clearly indicate a healthy level of debate about association management and decisions. I am sure Federal Directors from your state/territory will be pleased to hear any comments you may wish to make on any of these issues.

**Ken Ridley ARMA**  
**Chair Informaa Quarterly**  
**Editorial Committee**  
**PO BOX 8213**  
**Stirling Street PERTH 6849**

# Letter to the Editor

**The Editors**  
**INFORMAA Quarterly**  
**October 4 1994**

Within a week of reading Eddis Linton's article in *INFORMAA Quarterly*,<sup>1</sup> I read another with a similar theme by Dr Robert Sanders.<sup>2</sup> This much-chewed bone appears to be causing contention on both sides of the Pacific - and not for the first time.

Eddis Linton opposes changing the Association's name to include the word "information". In defence of this position, he says that records managers organise data (records), and that it is the user who derives information from them. I agree. Poor records systems deliver data (documents which are an unreliable basis for action); good records

systems deliver information, which changes us.

Robert Saunders says: "... feeling threatened by the replacement of paper records by electronic 'information systems', records managers have sought to protect their positions by associating themselves with 'information'. ... For records managers to justify for themselves a role in information management they must show the unique contributions that their training and experience in records management can make to the management of non-paper information." (The underlining is mine.)

With the advent of microcomputers, the Australian Computer Society did not become the Australian Computer and Microcomputer Society (even

though PC's were a significant threat to the mainframers), nor did the emergence of image systems give rise to the Australian Computer, Microcomputer and Image Society. Yet computer professionals take a place at the drawing board when organisations consider using these tools for data management.

Perhaps the current debate about changing our name is a thin veil hiding two fundamental problems: first, how we see ourselves, and second, how others see us. We can solve these problems without changing our name.

If we see ourselves as paper organisers, while there is still much to keep us busy, our ability to influence change in the workplace will be limited. We will not lead, we

will follow. Our field is diverse and subject to rapid change in the number and quality of tools available to turn data into information. Individuals need to choose specialist areas in which they will work to excel (one individual cannot do it all), and focus on keeping up with change in that area.

If others see us as paper organisers, and we wish to be seen otherwise, we must show that we help users

find information, regardless of the media on which the data is written. Success stories and educational articles need to appear beyond the pages of our own journals and newsletters.

The monetary and energy resources of RMAA and its members are scarce. A name change alone will alter neither our view of ourselves nor our image. I vote to apply resources to education, and to promoting our talents among those who need them.

**Yours sincerely,  
Dale Kreibig, M.R.M.A.  
Managing Director**

1. J.E. Linton, "Change Our Association Name? Why?", *INFORMAA Quarterly*, August 1994, pp. 24-25.

2. R.L. Sanders, "Record, Pre-record, Non-record?", *Records Management Quarterly*, July 1994, pp. 52-53, ARMA.

# Letter to the Editor

**The Editors  
INFORMAA Quarterly  
12 September 1994**



**I**would like to raise three matters for the membership to consider.

## **1. INTERNATIONAL RECORDS MANAGEMENT COUNCIL (IRMC)**

I fully endorse the sentiments expressed by Messrs Smith, Dudley and Poynton in the August Issue. Speaking personally, although I am sure for many other professional members also, it was both a short sighted and insular decision to withdraw the support of the RMAA from IRMC. After all it was an

Australian initiative that led to the forming of the IRMF, as it was called originally, and a considerable amount of effort has gone into extending it. As I found personally at the first two International Congresses held in Manila and Perth one can derive considerable mutual benefit from an interchange of ideas with people from other countries, so why close the door to this experience to our membership?

Such important decisions should not be made lightly by our directors, some with limited experience in the background to the RMAA. Such important decisions should be first discussed at state level in General Meeting. I place myself on record as strongly opposing the decision.

## **2. FEDERAL COUNCIL**

Now that we have a branch in each state it is opportune to re-assess the work of Federal Council and its composition. When there were only two then three States in the Association, there was need for two directors from each one to enable statutory positions to be filled and spread the burden.

I feel we can no longer afford to have 14 directors to run such a small business, their air fares and accom-

modation being out of all proportion to our annual income. This large expense would be better spent in establishing a permanent office in the larger states. I therefore propose we amend our articles to reduce the representation of States on Federal Council to one director each. What we need is quality and experience in our Directors, not quantity.

I appreciate this will engender considerable discussion which is its purpose, but if the IRMC decision is any guide, then we need to take a good hard look at our Federal Council, and monitor closely what they are doing in our name.

## **3. CLASSIFICATION OF ELECTRONIC MAIL AND FAXES ETC.**

Congratulations to Maggie Exon for her excellent paper in your August issue. It is very pertinent to the state of flux in which our discipline finds itself with the rapid changes in technology impinging on us from all directions. Those who imagine that full text digital storage of everything will solve all their problems without the application of a first class system of classification driven by a thesaurus to control indexing language being imposed are simply

deluding themselves. There is no easy escape or "band-aid" solution from this requirement. There is no software yet devised that will find all relevant documents in a search because only those seeking information can decide what is relevant amongst an organisation's store of digitalised data.

If this sounds like heresy rather than common sense, consider the following fax:

*Bill - re the matter we discussed over lunch, I confirm my complete agreement to your proposals and will leave it to you to formalise the matter.*

*Thanks for the lunch - John.*

Sent without a cover sheet such a vital document, which could be interpreted as a contract, would not be found by either party in a search using key terms in context unless the originator or recipient classified the document, and named it with a

controlled title.

I have emphasised for many years that storage in any medium without adherence to a known, disciplined system of classification will cause future problems of retrieval for persons unfamiliar with the background to the creation of records. This applies especially to documents received from an external source and digitised with a digital scanner.

It is strongly recommended that records managers read this article by Maggie again, then again every month until its message is ingrained into their very hearts. Maybe someone will take notice, and remember that those selling programs, which promise retrieval miracles, will do all they can to "hard sell" their product and that many of them have never had any practical experience or training in our discipline. Being a first class computer programmer or librarian

does not necessarily make a person a first class records management expert. Don't be misled by empty promises. The problem of classifying digital mail and faxes, is with us right now and is a growing one. Most of our paper records are still not properly classified and indexed.

We must always remember that 84% of what we store is never ever looked at again according to the Dartnell Institute study.

Our problem is that the message has not got through in most organisations to those who allocate resources because they still feel, through ignorance, that more powerful computers will solve all their information problems. In effect they tend to exacerbate them. Our major problems are still people.

**J. Eddis Linton, B.Ec. FRMA, CRM, FAIM**

## Letter to the Editor

**The Editors**  
**INFORMAA Quarterly**  
**26 September 1994**

Please allow me a few lines in response to Mr Linton's letter on the IRMC. As members of Branch Council, each Federal Director is elected by the professional membership to represent them and reflect their wants and needs. If some professional members cannot make their requirements known in sufficient number to be reflected in the workings of Federal Council over a period of at least three years then those wants do not reflect the requirements of the membership as a whole. If there is such a ground swell of membership unrest why has it taken so long to surface and why was it not discussed at the recent

Annual General Meeting in Adelaide. Certainly, there would have been enough opportunities if the motions for discussion had not been withdrawn by the NSW Branch representatives in the front row.

IRMC is not yet dead and the failure of the RMAA to pay its subscriptions over a period of two years will not kill it. If individual members of IRMC are concerned with its survival they should be directing their efforts to make it a viable organisation in the eyes of its executive and in the view of the international records management community. Positive action by believers is what is needed not mud slinging from the sidelines.

As a sometime member of Federal Council, I resent the description used by Mr Linton - that it was an insular and short sighted collection of people with no knowledge of or interest in the RMAA. If in fact current and past Federal Directors are as described, the Association will be well paid to look to its future management at all levels. I understand that if change is wanted now it is a good time for members to lobby - during the proposed review of the Articles and Memoranda of Association.

**GR Smith ARMA**



# Information Highway The Do's and The Don'ts

## *A Presentation by*

*Elaine Eccleston, BA, FIPS,  
ARMA, Hon. Life Member IPSA*

### *Preamble*

*The following is the text of a presentation given by Elaine Eccleston, President, ACT Branch, Records Management Association of Australia, at a function held at the Senate Club Room, Old Parliament House, Canberra on Tuesday, 24 May 1994 to mark the opening of new premises by Brambles Records Management, ACT. The function was attended by senior officers from government agencies and statutory authorities.*

## INTRODUCTION

I have been asked to provide an Australian perspective on the Information Highway. This subject, reflecting the American perspective, was ably presented in Canberra last February by Microsoft's Chief Executive, Mr Bill Gates,<sup>1</sup> and more recently 'depreciated' by Mr Lewis E. Platt,<sup>2</sup> President and Chief Executive Officer of Hewlett Packard.

My invitation to give this presentation came to me in my role as President of the ACT Branch of the Records Management Association of Australia (RMAA).

I must, however, at the outset make a disclaimer. What I shall say are my own views and I take sole responsibility for them.

The RMAA does have an Information Technology Committee

which is currently working on the formulation of policies about information technology that our Association might adopt. But the work of that Committee is not yet complete and I do not have the right nor permission to share their deliberations with you at this time.

The views I will put today are the distillation of many years of academic research and work as well as reference to relevant material found in the professional literature, the daily press and, more recently, to the paper given by the United States of America's Vice President Al Gore in September 1993, *National Information Infrastructure: Agenda for Action*.<sup>3</sup>

## BACKGROUND

Over the past decade, I have given many lectures about office and communications technologies in use and those that are becoming available. For some time, it has been technically possible through the use of computers for people to communicate and work from their own homes. Also, crossing boundaries, world-wide access to host office computers is now available through existing highways - telecommunication networks accessed through appropriate hardware and software.

My views are also the product of discussions with those who create information, who provide services, and who have a commitment to deliver goods and services in whatever ways are most appropriate and at a cost that consumers will pay.

From a records management viewpoint, I am particularly interested in the generation of electronic mail (E-mail) communications; of massive volumes of data that have the potential to become information, and the likely loss of much of our information because we lack clear and helpful guidelines to manage those electronic data and records.

My involvement as a lecturer in information and records management at the University of Canberra, provides me with the opportunity to develop my own vision about accessing, storing, transmitting, using and preserving information. Where the funds to do this might come from, and the kinds of controls, regulations and freedom which might be desirable and necessary to make appropriate use of this information, are issues of singular interest to me not only as an information professional but also as a member of our Australian community.

This presentation, then, is a brief overview of my personal perspective of the world of Information Highways.

## DEFINING THE INFORMATION HIGHWAY

The term 'Information Highway' is a misnomer - like so many words today the semantics are leading us down paths which are confusing and often frustrating.

One image engendered by the term, 'Information Highway' is that aerial view of the Los Angeles road



complex with overpasses, underpasses, flyovers and eight- or ten-lane arterial roads speeding individuals either home or to the office.

This is not the intention of the Information Highway as promoted by Vice President Gore.<sup>4</sup> He was presenting to the United States of America the blueprint for a National Information Infrastructure (NII). This blueprint involves three essential elements:

- the product
- the conduit
- the receptor.

What it is . . .

The Information Highway is purely the conduit; that is, the fibre-optic multichannel network, with coaxial cable or copper twisted pair connectors projected for every household.

## THE CONCEPT

The broader concept of an 'Information Highway' is that of a networked infrastructure of information to be provided and accessed by the whole community.

I do not wish to address the technicalities of the conduit, or the difficulties of translating the electronic transmissions carried on that conduit into the product seen, heard or responded to by an individual in the home or office.

What I wish to concentrate on is the product which is to be transmitted, what it could be, and how it might or should be regulated in the interests of the society it is, hopefully, designed to serve.

The product comprises:

- entertainment - films, video games, sports world-wide both real-time and in retrospect;
- social - individual interactive teleshopping and banking, geographically displaced, multi-media library services, world-wide

E-mail communication, even bridge parties!

- commercial - telecommuting, extended electronic data interchange (EDI) services for increased effectiveness in business transactions;

- education - direct access to course materials and teachers through truly 'open' universities, TAFE institutions and schools; for example, the Australian Institute of Sport's model for sports training methods, and an extended School of the Air;

- intellectual - extension of the existing Australian Academic and Research (Computer) Network known as AARNet, the Internet, and the British Joint Academic Network (Janet) which give access to world- wide information databases, newspapers, magazines or professional journals, books, academic manuscripts and electronically published or even unpublished material, with Data File Transfer, E-mail connections, or multi-location conferencing facilities;

- medical and healthcare services - both to the medical profession and to the individual; and

- government to individual, group, or organisation interface - electronic transmission of taxation returns (which already exists), and electronic access to government records and services, and archives.

## IMPLEMENTATION

The concept is not new. In broad terms, it has been raised earlier by Barry Jones, in 1982 in his *Sleepers, Wake! Technology and the Future of Work*,<sup>5</sup> and then in 1991, the Parliamentary Jones Report, *Australia as an Information Society: Grasping New Paradigms*,<sup>6</sup> Ian Reinecke, in 1982, in *Micro Invaders*,<sup>7</sup> and Trevor Barr in 1985

in *The Electronic Estate: New Communications Media and Australia*,<sup>8</sup> and as editor in 1987 of *Challenges and Change: Australia's Information Society*.<sup>9</sup> I was reminded late yesterday of the work of another Australian, academic John Tydeman, who has contributed to the concept of Information Highways. I regret that the lack of a modem on my home computer to connect into AARNet at that late hour, prevented me from including references to his work here!

Contributions to the concept have come from, amongst others, the James Martin<sup>10</sup> teams in America and the UK, by Uhlig, Farber and Bair,<sup>11</sup> by John Naisbitt,<sup>12</sup> Alvin Toffler,<sup>13</sup> and in Britain, by Peter Zorkoczy.<sup>14</sup>

As I have indicated, a significant start to universal access to information has already been made. Telecom has already started the process of laying fibre optic cabling between the major population centres. AARNet, and its associated access to the world-wide Internet network is doubling its connected membership in periods of less than a year.

As an example of information sharing, in local government there is already a very healthy information database - that established by the Institute of Municipal Management, called ALGiS whose motto is 'Connecting Information and People'.

According to Mr Peter Sullivan, National Manager, ALGiS Information Services, the Institute of Municipal Management took up the challenge of improving management practices by cross-sharing information and ALGiS Information Services is the product. This national information service has been developed over the past five years, and now has some 400 municipal councils across Australia

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contributing to it. Information available includes the types of services that specific councils have provided for the aged, the disabled, the local library, and so on.

This service meets the criteria of being **accessible** - to some 900 organisations - and **affordable**.

The provision of Pay television channels in Australia is proceeding - the prime movers in the United States of America in promoting the Information Highway include the cable television networks and the large telephone conglomerates.

As in the United States of America, the initiative rests with government to establish the conduit, and to set the standards. The development of the entertainment, social and commercial elements of the product will, in large measure be fought over in the private sector. However, a significant commitment will devolve to government agencies in the education, health and welfare, and intellectual information domains.

There will necessarily be significant opportunities for joint ventures between government and the private sector, and for tangible government support to encourage innovation and system development. I like the concept of 'Managing Change/Forging Partnerships' put forward as part of Vice President Gore's National Information Infrastructure. This is that the U.S. Administration 'will help to build a partnership of business, labor, academia, the public, and government that is committed to deployment of an advanced, rapid, powerful infrastructure accessible and accountable to all Americans'.<sup>15</sup> Australians could benefit from a commitment such as this.

The need is for government to work with the corporate sector to best determine the ways that Australians can benefit from Information Highways. By ensuring that there is

shared responsibility for the provision of the infrastructure and services of an Information Highway, we ought to be able to avoid loss of market-edge and waste of resources, human and monetary.

The American model suggests that greater access to government information is a principle of the concept of the National Information Infrastructure; that is, to 'seek to ensure that Federal agencies, in concert with state and local governments, use the Nation Information Infrastructure to expand the information available to the public, so that the immense reservoir of government information is available to the public easily and equitably'.<sup>16</sup>

## REGULATION

There will be a need for government regulation to address a range of issues.

- To develop strategies to guard against the concept of an 'information rich, information poor' environment, and to develop strategies that ensure equitable, affordable-to-all access to the Information Highway and the community services it contains.
- To protect the privacy of the individual, as well as the security and integrity of the information placed on the network. This implies integrity of the network itself and provision for rapid reinstatement of services should communications breakdowns occur.
- To give careful consideration and positive response to the sensitive and difficult areas of copyright and protection of intellectual property rights which are endangered by open networks.
- To promote the setting of standards to enable interconnection and interoperation throughout the network.

## COMMITMENT

A commitment to greater access to government information carries with it the recognition and responsibility for the proper management and control of its records, including the need for that information to be classified, indexed, stored and maintained to optimise its retrieval and, where it is appropriate, to protect it as a heritage asset. This is even more relevant in terms of the burgeoning field of electronic records - the very field that the 'Information Highway' concept promotes.

It is my opinion that it is better to capitalise on others' work rather than to start with a blank page. In this regard, again, Vice President Gore's statement includes questions which are appropriate and urgent for Australia to address. He said:

The key questions that must be addressed are: What information does the public want? What information is in electronic form? By what means can it be distributed? How can all Americans have access to it? A secondary question is: How can government itself improve through better information management?<sup>17</sup>

Where next we go in the development of an Information Highway will depend very largely on effective working relationships between all sectors of our community. We cannot afford to delay taking the first steps. Many elements in the private sector are keen to share in this exciting world of providing services and information through electronic networks.

The work of the Information Exchange Steering Committee<sup>18</sup> was a first look at some of the issues, especially the identification of the need to manage electronic records in government agencies. More

recently, I understand, this work has been built upon by a Project Team at Australian Archives.<sup>19</sup> More work undoubtedly remains to be done.

Educators have been using the AARNet network since 1990 as a way to communicate, to share ideas and to locate relevant information, both nationally and internationally. As yet, little use, as far as I can establish, has been made of the network to deliver their product - education.

Many librarians are well aware of the convergence of technologies and the impact those technologies will have on their work and services.<sup>20</sup>

On Sunday last, in *The Canberra Times* reference was made to a project at the Australian Institute of Sport which anticipates the time when 'schools, coaches in remote areas and state sports institutes can tap into the AIS facilities and receive both images and sound through their computers'.<sup>21</sup>

## THE ROLE OF PROFESSIONAL ASSOCIATIONS

The role of professional associations, like the Records Management Association of Australia, in the provision of access to services on an Information Highway is presently unclear. That there is a role is a strongly held view of mine. The RMAA and 'like associations' - the Australian Society of Archivists, the Australian Council of Archives, the Australian Library and Information Association, the Australian Council of Library and Information Services, the Australian School Library Association, the Medical Records Association of Australia - need to work more closely together to adapt to the changing environment. Concurrently, government, business, and the community should be aware that these associations have something of importance to offer and be prepared to work together to

make best use of the services of the Information Highway.

## ACKNOWLEDGMENTS

I am indebted to two people in particular who provided me with research assistance for this presentation. Ms Rosemary Dickson, Country Librarian, United States Information Service, whose human intellect made an important link which quickly produced access to Vice President Gore's paper; and to Anthony Eccleston, a researcher who has an uncanny ability to navigate successfully the labyrinth of information sources.

Their skills in locating information are proof that the use of our intellect can only be enhanced by access to Information Highways.

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# Managing Photographs

By Deborah Talbot

*B.App.Sci (Information and Library Studies); ARMA; AALIA*



*While a general Councillor of the RMAA (WA Branch) in 1992-93, I was a member of the Education and Programme Committees. I am currently employed by BankWest - Western Australia's largest financial institution - as Information Projects Manager for the Value Improvement Programme. My roles in this position include that of Archivist and Record Manager as well as being heavily involved in research. I have more than 6 years experience as a Records Manager / Archivist / Librarian in the financial area and have been responsible for the evaluation and establishment of records management systems and corporate information mapping. I have spent the past 18 months on the Bank's Value Improvement Programme team which is involved with the redesign of the Bank in preparation for privatisation.*

The management of active corporate photographic records is an area of records management which is often not considered. It may fall within the advertising or public relations area and not be thought of as a corporate record. However photographs are an important part of the corporate memory and can be of great value for marketing campaigns, as well as having a wealth of historical value.

The following details my approach to the management of the photographic records for a large financial organisation. In this organisation photographs are often used in the quarterly staff magazine, advertising and marketing campaigns, public affairs literature and celebrations of "branch birthdays".

The first step was to decide in the classification for the collection.

## Classification

A classification scheme needed to be devised specifically for the organisation. Each area of the organisation's operations needed to be considered carefully. Broad generic subdivisions were made covering all the organisation's activities.

The following classification scheme resulted. This is a dynamic scheme which can be adjusted as the collection grows.

### 1. Board Members and Executive

- 1.1 Board as a group
- 1.2 Board individuals (arranged alphabetically by surname)
- 1.3 Board individuals with others who are not board members
- 1.4 Executive

### 2. Individuals (arranged alphabetically by surname) (Portrait photographs)

- 2.1 Senior staff
- 2.2 Retired staff (retiree association)
- 2.3 Consultants
3. Departments and Subsidiaries (arranged by department name)
  - 3.1 Personnel
  - 3.2 Scenes of the office, or building
4. Branches (arranged by branch number order)
  - 4.1 Personnel
  - 4.2 Scenes of the office, or building
5. Groups (not branches or departments) - (see also 1 for Board and Executive)
  - 5.1 Senior Management
  - 5.2 Committees
  - 5.3 Regions
  - 5.4 Retired staff
  - 5.5 Visitors
  - 5.6 Consultants
6. Corporate Identity
  - 6.1 Head office buildings
  - 6.2 Corporate wardrobe
  - 6.3 Signage
7. Events and Functions
  - 7.1 Long service
  - 7.2 Staff parties
  - 7.3 Courses / forums / talks
    - 7.3.1 Managers' Forums
  - 7.4 Marketing Campaigns
    - 7.4.1 Product launches
  - 7.5 Centenary
8. Sponsorships and Donations
  - 8.1 Sport
    - 8.1.1 Cricket
    - 8.1.2 Lawn Bowls
    - 8.1.3 Basketball
    - 8.1.4 Hockey
    - 8.1.5 Water sports (Diving, Swimming, Surf Life Saving, Rowing)
    - 8.1.6 Football (all codes: AFL, Australian Grid Iron, Rugby, soccer)
    - 8.1.7 Tennis
    - 8.1.8 Netball

- 8.2 Rural
- 8.3 Industry and Commerce
- 8.4 Advertising
- 9. Awards
  - 9.1 Publications
  - 9.2 Products
  - 9.3 Best Branch Awards
  - 9.4 Personnel
- 10. Service and Equipment

Once the classification scheme was devised the photographs were divided into each major category. There was already a large collection so it was a good time to decide on the archiving of the older material. Usually only the current 12 months photographs are of use on a regular basis so it was decided to place older material in archives. For this reason it was decided to keep the photographs in annual accumulations passing the previous year's photographs and index to the Archivists so that at most 23 months worth would be kept in the

active area. (i.e. at the end of each year the previous years photographs would be passed to the Archivist).

As it was a large collection of photographs, I thought it advisable to keep them all within classification number rather than breaking them down into annual accumulations. Once this system was established then annual accumulations would make the task easier.

## ACCESSION INDEX

As photographs are taken or received by the organisation they are photocopied onto archival paper and all details of the photograph noted on the photocopy. The following details need to be noted

- Name of event (or name of the photograph)
- Date of photograph
- Name of all people in the

photograph. It is standard practice to list people from left to right in rows from the back. If they are bunched up in such a way that left-right is difficult to determine then a drawing of circles in the same position as the heads of each person should be made and each circle numbered with the name listed by number. Give as much detail as possible about each person, stating not only name but also title (e.g. Head of Marketing Department)

- Detail of what the event was for (if not explained in the title)
- What the photograph was used for (e.g. staff magazine, promotion, advertising) including date it was published in the magazine and page number
- Classification number and accession number (see next section)



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## Records Supervisor (HEW Level 6)

### ARCHIVES AND RECORDS MANAGEMENT SERVICES RECORDS ADMINISTRATION

Records Administration Section is responsible for maintaining current registry control systems and services the University's Central Administration. The section consists of Central Registry with Administrative files, and Student file groups, fax and telex services, an internal courier service as well as a Staff file Registry.

The Records Supervisor reports to the Records Manager and is responsible for the co-ordination of the day-to-day activities of Central Registry and for the effective operation of the Administrative files group. Records management duties involve classifying and registering complex documents using a computerised records management system, attending to higher level requests for information and providing advice to the Records Manager on the development of quality services and procedures.

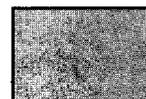
The successful applicant should have extensive knowledge and experience in records management preferably in a medium to large organisation and sound knowledge of organisational administrative practices and procedures. Extensive experience in organising work, controlling workflows and supervising staff are essential. Well developed communication skills are required. An awareness of the functions, structure and current activities of the University would be an advantage.

Salary range: \$33,633 – \$36,242 per annum.

Closing date: 16 December 1994.

Job description and selection criteria available from Mr Philip Taylor telephone (07) 365-2284, fax (07) 365-1199. Applications in writing, quoting **Reference No. 36894**, with supporting documentation and the names of two referees, should be sent to the Records Manager, The University of Queensland, Qld 4072.

Title



Date  
Names  
Event  
Used for  
Accession No

## ACCESSIONING PHOTOGRAPHS

Each photograph needs to have an individual number to identify it from other photographs and to track it if using an electronic catalogue.

Annual sequences are made with the accession number consisting of

- year
- classification number
- running number

It would follow the format yyyy/class no/running number of 4 digits. (e.g. 1994/1.1/0001 would be the first photograph taken of the board as a group for 1994). I have used a four digit annual number as our organisation has reached it's centenary.

By storing the photographs in this order all the annual records are kept together and can be located by classification number. An (a) or (b) can follow the accession number if there are two copies of the same print (a for colour and b for black and white).

## BINDING THE ACCESSION INDEX

At the end of each year I intend to bind the index to make access easier. The accession index is the index of photocopied sheets of each photograph used to identify the photographs. This means the photographs are not handled unnecessarily thus protecting them.

## INDEXING

A detailed index of the photographs also needed to be produced. This was done electronically using database software. A database was created with the following fields.

- Accession number
- Name of photograph (or event)
- Name of people in the photograph (everyone should be identified if possible)
- Date of the photograph
- Classification number
- Keyword relating to classification number
- Location
- Purpose for photograph
- Description of the photograph (e.g. MD sitting at desk looking to his left)

- Size of photograph
- Type (e.g. Black and White / Colour / slide / negative)
- Location of negative, transparency (especially if held with photographic agency)
- Photographer

Optional information would include:

- Branch name and number
- Department name

As each set of photographs is received they are classified, accessioned, photocopied and the primary index information noted on the bottom half of the page. From this page the database is updated and then the primary index page placed in the current index. Once the purpose for the photograph has been completed the photograph is then stored in Accession number order within the current year's photographs.

## STORAGE OF PHOTOGRAPHS

The photographs are stored in Accession Number order within tyvec sheets in acid free boxes. These boxes should be stored in a controlled atmosphere away from light. They should be stored in such a way that the photographs are on edge and not lying flat. The outside of the box is marked with the year and classification numbers included inside.

## PHOTOGRAPH RETRIEVAL

To retrieve photographs one starts with the electronic index. A search is made under the appropriate field (e.g. photographs of Joe Bloggs - one would search under the name Bloggs in the names field). This gives you a list of photographs by accession number. Looking at the selection results electronically one

can identify those which might be appropriate. There is a description field which can be very helpful if filled out with enough detail.

Then one goes to the accession index which is arranged by accession number. Here you will be able to see a photocopy of the photograph. This will assist in narrowing down the search. When you have identified the photographs you want they can be borrowed from the photograph collection.

## BORROWING PHOTOGRAPHS

If photographs are chosen for use the loan of the photograph is recorded. A loan period should be established based on the need for the photograph. Details of the loan should include

- Accession number
- Name of person borrowing the photograph
- Contact phone number for borrower
- Date borrowed
- Date due for return
- Purpose for the loan
- Was the negative borrowed also

The photograph (and negative) should be supplied in a tyvec cover for protection, with a cardboard outer cover for greater protection.

It is very important that the return of photographs is followed up as it is often possible that they are not returned when they are finished with. Reminders should be sent to the users if it is past the agreed loan period asking for their return or an extension of the loan period. This is especially important if the photograph is being sent to printers or outside the organisation for any reason.

# Law & Records Management : Preliminary Issues

**Alex Lang, BA LLB(Hons) Dip  
Info Management**

*Alex joined Australian Archives in 1984, working in their Victorian Regional Office until leaving in 1988 to pursue legal studies. He rejoined Australian Archives in 1994 and is currently completing a Master of Laws part-time. The views expressed in this article are his own and the information contained in it should not be used as a substitute for competent legal advice.*

## INTRODUCTION

All records managers are aware that the law impacts on their professional activities. Unfortunately, they rarely have a sufficient understanding of that impact. As records managers they are not expected to have the grasp of the lawyer and indeed if circumstances warrant expert legal advice can be obtained. However, when the value of competent records management to an organisation is conveyed to employers in terms of dollar savings, some thought has to be given to the expenditure on legal services which forms part of the records management cost. There is much that records managers can do to minimise those costs, as well as protecting their employers position in the event of threatened or actual litigation and adding to their professionalism, by educating themselves in the law.

## COMPLIANCE WITH STATUTORY REQUIREMENTS

The legal requirements, and the legal value, of record keeping are

often spoken of in the same breath by records managers. This confusion only adds to the oppressive feeling that the legal dimension is beyond the non-lawyer's comprehension. Certain areas of the law can be complex, particularly those involving intellectual property and the law of evidence. The law of evidence is lawyer's law, and not to be approached lightly. But in most cases the seeming complexity of the law is merely the product of an accumulation of individually straightforward units held together by jargon. Where law may differ from other pursuits is that the smallest element can be crucial and that failure to attend to detail can result in avoidable disaster.

In approaching their legal responsibilities the first distinction the records manager should make is between: (a) records that must be created and retained due to a statutory requirement; and (b) records that may become relevant to protect the employer's position should litigation eventuate. Individual records may qualify as both, yet the difference in characterisation is important as it involves different investigations. (I am using 'litigation' here in a general sense. Perhaps 'disputes' would be a better term because the majority of civil, i.e. non-criminal, cases are settled out of court before trial and many without involving the court process at all. In this second class of records we are including those records which can pre-empt litigation. The earlier any dispute can be resolved the smaller the expenditure in resources and the

less organisational disruption.)

When legislation requires the creation and retention of certain records the records manager fulfils his or her responsibilities by identifying the relevant legislation and ensuring compliance. Within the public sector the identification of the relevant legislation will be comparatively easy (but may become more difficult as the line between the public and private sectors blurs). For records managers working in the private sector the task is more involved. With regard to records common to all businesses, the in-house human resources, finance, property and legal departments and the company secretary will be able to provide advice. For records specific to a particular industry or activity contact the appropriate industry councils, professional bodies, and the relevant State and Federal government departments. Of course, other records managers working in the same industry are a worthy source of information. However, it should be remembered that where legislation exists it cannot always be taken on face value. The words used in statutes are subject to interpretation from the courts, even if they are defined within the statute. Your own understanding of what a certain word means will count for little if it differs from the judge's.

## EVIDENCE IN LITIGATION

The issues raised by the spectre of litigation are another matter entirely. Determining which records to retain and their retention periods can be quite involved. To some extent the

records manager will be assisted by the statutory requirements of record keeping, which will at times incorporate considerations of the public interest. It is in the public interest that individuals and corporations are able to establish their legal positions.

But litigation can arise as a consequence of contractual disputes, breaches of confidence, disputes over real estate, personal injuries, defamation, allegations of unfair dismissal, industrial relations problems, the misuse of intellectual property, civil actions paralleling criminal charges, and the list goes on. Records managers might be acting in support of their employers as plaintiff or defendant against another party who might be an individual, a large private corporation, the Commonwealth government or even the government of another country.

Some records by their very nature will stand out as 'legal' documents - contracts, leases, deeds, statutory declarations and basically anything required to be witnessed. Others may not be so obvious. Given that corporations can and have been charged with manslaughter for the death of employees due to unsafe work practices, occupational health and safety records have assumed a new prominence. And what of records protecting the company from its own employees? A corporation can be held accountable for the actions of its employees while they are cloaked with the ostensible authority of the employer. Are there records relating to the limitation of the employee's authority? Is there correspondence to clients setting out these limitations? Obviously there is a limit to what records managers can do on their own if their employer as a whole is not alert to potential liabilities. In most cases they can only act in support of the employer's

managers. Yet it is their responsibility to maximise that support by doing what they can within their own area of responsibility.

Having attained some idea of the legally relevant records held by the organisation the question will arise of their retention period. (Note that the statutory periods of retention given in legislation will often be all that is needed, but they should be regarded as a minimum only. The full assessment of retention periods based on operational, fiscal, historical and ethical considerations still needs to be undertaken.) Statutes of limitation are of general application, setting out the maximum periods in which civil claims can be launched. However, they should be studied carefully. For example, outside of statutory regimes a person suing an organisation in relation to a personal injury will generally sue in negligence or contract. The Victorian *Limitation of Actions Act* 1958 in s.5(1A) provides that the person has only six years in which to mount an action. But, it goes on to say that the six years start running only from when they first knew they had suffered the injury, and that somebody else was to blame. It can take decades for the ill effects of exposure to certain chemicals to become apparent. And, some actions can be continued on behalf of a deceased plaintiff by their estate.

## BEST EVIDENCE

It can be seen that a wide variety of records might conceivably be required for legal purposes at some time in the future, and that placing an outside time limit on their retention will inevitably involve some guesswork. In this regard it is little different from other considerations affecting retention periods. No more than any other

individual factor, the potential for litigation does not mean that everything needs to be kept for ever. Nor does it necessarily mean that the originals of the records must be retained.

It appears that there is some confusion amongst records managers about the best evidence rule. It bears no relation to the commonly heard assertion amongst lawyers that in litigation the side with the best evidence wins. The best evidence rule is a product of the common law inherited from England, modified through case law and legislation, and today is of limited application. It is essentially an exclusionary rule. At its simplest it prevents the tendering of secondary evidence or copies when the original documents are available. Copies are considered 'secondary evidence' unless they can be characterised as identical originals, such as the copies of a contract exchanged and signed by both of the parties. Note that the rule operates in connection with documents that a party to litigation wishes to produce as evidence in court. This should be distinguished from situations in which an opposing party wishes the production of a record not in its possession.

There are a number of established exceptions to the best evidence rule that turn on the availability of the original documents. Among others, they allow for the use of secondary evidence where: the original documents have been lost or destroyed; they are in the possession of a person not subject to the court's jurisdiction; or their production in court would not be physically possible. (This is not a licence to destroy originals wholesale. The use of secondary evidence carries with it certain disadvantages in court which do not affect original documents.) There are also other relevant considerations, among them: the

proof of loss or destruction; authentication of the content of the documents; whether the record in question is a 'document' such as to be brought under the rule; general exceptions for business records and bankers' books of account; the effect of the rule on electronic records; and specific provisions allowing the admissibility of electronic records generally. These areas of documentary evidence are governed by the various general Evidence Acts which exist in each jurisdiction, computer-specific and business records legislation, and the never to be overlooked case law.

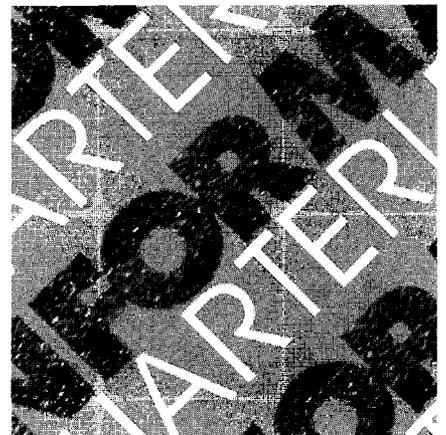
**FURTHER INFORMATION**

Records managers wishing to learn more about the law would be well advised to consult some of the legal studies introductory texts (such as *Laying down the law* by Morris et al)

and to attend short courses designed for the public given by university law schools and Councils of Adult Education. Specialist texts on different areas of the law are available at legal bookshops but their coverage will probably be too detailed to suit the novice. In any event legal texts tend to be expensive and so browsing through the local university's law library is often the better first option. While non-students cannot borrow books the libraries are open to the public and their librarians invariably helpful. As a general rule seek out the most recent texts published in Australia. Overseas and outdated texts describe a different legal environment to our own.

Finally, the enthusiastic amateur should remember the adage about a little knowledge being a dangerous thing. Seek competent legal advice

before taking action. (Solicitors at the very least carry professional indemnity insurance.) Learning about the law is a cumulative process. If you know nothing about the law start at the beginning. Even if you think you know something about the law, start at the beginning. As said above, neglect of the smallest detail has the potential for disaster.



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## Convention Remnants

There are a limited number of convention mementos available for sale to members.

The convention 25th Anniversary port, is a 12 year old premium tawny produced by BRL Hardy from Shiraz and Grenache grapes grown in the Southern Vales vineyards of South Australia. It is available at \$10 per bottle. It would be good if members could order in bulk through state Branch Councils so that we can take advantage of bulk freight rates.

A limited number of 6 oz wine glasses are available in six packs. Each glass bears the RMAA logo. Packs are \$30 each including postage.

Again we have a limited number of golf shirts bearing the Convention logo. In bottle green with a gold pocket logo - one size fits all - some size 18 shirts are to be remaindered at \$10 including postage.

Convention proceedings \$50 post paid.

All of these goods may be ordered through the SA Branch Secretary, at:

GPO Box 969 Adelaide 5001.

Please enclose your cheque and don't forget a return address!



In 1972, George correctly guessed the identity of his only daughter, Amy, 734 times in a row.

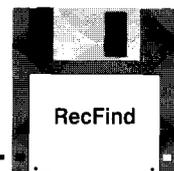
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# Annual Report of Federal Council 1993/94

Ladies and Gentlemen,

It is my pleasure, to present on behalf of my fellow Directors the Nineteenth Annual Report of the Records Management Association of Australia for the year ending 30 June, 1994.

## FEDERAL EXECUTIVE

Members of the Federal Executive met on three occasions during the year in accordance with Regulation 20 of the Association, the use of teleconference facilities was curtailed because of the necessity to meet with other people in face to face meetings to discuss new initiatives associated with the administration of the Association. Regular communication via telephone and facsimile was maintained by the members of the Federal Executive during the year addressing urgent and pressing business matters before referring them to Federal Council.

The Federal Executive consists of the following Office Bearers -

- President
- Vice President
- Treasurer
- Secretary and
- Public Officer

Management of the Records Management Association of Australia remains vested in the Federal Executive and Federal Council.

## ADMINISTRATION

Federal Council consisted of the following professional members duly elected/appointed as Federal Directors by State/Territory Branches for 1993/94.

President :	Ray Holswich	NT
Vice President :	Neil Granland	WA
Secretary :	Michael Hangan	QLD
Treasurer :	Jim Shepherd	QLD
Public Officer :	Kate McCarthy	ACT
Councillors :	Pam Camden	NSW
	Chris Fripp	NSW
	Christina Howard	TAS
	Dennis Wheeler	TAS
	Rosemary Kaczynski	VIC
	Judith Ellis	VIC
	Helen Francis	SA
	George Smith	SA
	Ken Ridley	WA
	Greg Coleman	NT
	Ross Thompson	ACT

One Director resigned during the year due to increased work pressures and continued long service to the Association.

Resigned : Jim Shepherd MRMA QLD April 1994

Jim Shepherd MRMA and Life Member was replaced by Chris Fripp NSW as the Federal Treasurer on appointment by the Federal Council for the interim period April 1994 through September 1994 and Alan Kavanagh as the Federal Director on appointment by the Queensland Branch Council representing Queensland for the interim period April 1994 through July 1994.

Special Note - A plaque in recognition and appreciation of the twenty years service given by Jim Shepherd MRMA to the Records Management Association of Australia at both the Federal and Branch levels was presented to him on behalf of the national membership of the Association.

In view of the increasing business plans of the Association, namely, AIMS, National Marketing Strategies, INFORMAA Quarterly, Education, Competency Standards etc. Federal Council met a second time in February, 1994, in Adelaide. Expenses for that Meeting were shared by Federal and State/Territory Branch Councils.

Finances of the Association both Federal and State/Territory have been closely monitored by the Federal Treasurers Jim Shepherd and Chris Fripp in co-operation with the Branch Treasurers and the Associations National Auditors and Registered Office Deloitte Ross (Touche) Tohmatsu.

## NATIONAL ACCOUNTING AND REGISTRATION PACKAGE (AIMS)

AIMS was proposed at the 1992 Federal Council meeting and endorsed as a National Project in February 1993, the system has been fully implemented by most Branches of the Association. This electronic finance and member registration system will control many of the Associations administrative processes. AIMS is fully operative and controlled by modem by the developers of the system to NSW and Tasmania, it is hoped all other States/Territories will follow quickly.

AIMS instigated by the WA Branch is considered as one of the largest and most successful projects ever undertaken on a national basis. The two years of absolute dedication by Roley and Ainslie Sharpe ensuring the safe passage through its developmental and implementation stages of the project are again to be applauded, they have been ever alert to the early problems experienced by Branches and have displayed a willingness and preparedness to solve the problems quickly and without fuss. The West

Australian Branch is also to be commended for their financial commitment to the project.

The ongoing importance of the AIMS package must be recognised by the Branches as an administrative tool for the production of statistical and financial reports which are both required by the Australian Securities Commission as well as that of the Association.

## NATIONAL MARKETING AND STRATEGIC PLAN

This topic will remain high on the Agendas of both Federal and Branch Councils. The formulation of the Strategic Plans are revisited annually and Federal Council added two additional objectives to its plan in February 1994.

As mentioned in last years report, implementation of the overall plans cannot be achieved with the haste we all expect and patience must be maintained by the membership nationally. It has taken the Association until 1992 to formulate and develop a National Mission and Vision together with the Strategic Plan and we as a Council see little or no point in "rushing" with a plan that has taken 20 plus years to develop. Details of the revised Strategic Plans will be available in the published edition of this report.

## EDUCATION

### COURSE RECOGNITION

This major project is reaching the end of phase one, the production of the second draft. All State/Territory Branches have accepted the draft with some minor changes suggested. Some have been in favour of the ALIA model of accreditation, however, at this stage and due to economics, RMAA is more interested in getting information on courses and giving recognition, where due, rather than undertaking the expensive task of course accreditation.

Correspondence was exchanged with the Forum of Allied Associations (FAO) suggesting that they examine the possibility of developing a common approach and standards for course recognition in information related courses. It was also suggested that the FAO work towards its eventual recognition as the officially recognised national training body for the information professions. FAO have not offered comment.

### KODAK GRANT

The award was offered for 1994 through advertisement in the May edition of the INFORMAA Quarterly. At the time of writing this report no applications had been received.

The apparent lack of participation suggests that the

marketing of the Award/Grant may need further consideration by the controlling committee. It may be that the Award should be offered biannually and the amount increased to double its present value thus offering greater opportunity including overseas travel. The lack of member support is both surprising and extremely disappointing.

An indication has been given that the winner of the inaugural award Helen Onopko from South Australia will in all probability present her publication at the 1994 National Convention.

### NATIONAL CORE CURRICULUM PROJECT (NSW TAFE)

RMAA has been represented on the Steering Committee for this project since its inception. The final modules have been forwarded to ACTRAC who have responded with some very minor changes and NSW TAFE are presently formulating comments, these will in turn be forwarded to the members of the Project Team for their input and passed back to ACTRAC.

It is anticipated that the modules will be accredited at the September, 1994, meeting of ACTRAC. This is certainly good news as it paves the way for the issue of modules nationwide. Some TAFE Colleges around Australia are planning to introduce some of the modules in the first semester of 1995.

The project overall has certainly been a very worthwhile exercise for RMAA members regardless of some friction between NSW TAFE and the module writers. However, the end product will be worth the wait.

### STATE/TERRITORY COMMITTEES

At the Federal Education Committee meeting in Hobart in 1993, each State/Territory representative gave a synopsis of its activities for the preceding twelve months. Since then it has been encouraging to see that some form of training and development opportunities have been given to members of respective Branches. Interestingly, it hasn't always been the larger Branches that have provided the most opportunity for training courses, and the important and demanding role played by local Education Committees should not be forgotten in the broader scheme of things.

It was pleasing to see an Education Workshop on the 1993 National Convention Program and to note that it was very well attended. The group work that emerged from this was noteworthy and several of the ideas put forward have been taken up, for example there is now a Literary Award offered by the Association through the INFORMAA Quarterly.

## MAJOR PROJECT FOR 1994/95

The Federal Executive, through its Vice President Neil Granland, has passed the Federal Education Committee a major project for the coming year. The Committee has been asked to produce training and staff development videos for the RMAA. The Committee will report back to the Federal body accordingly.

## COMMUNICATION

Every effort has been made during the year to keep members informed on educational matters in each edition of our National Journal. One of the more positive moves was the publication, at an earlier time than previously, a list of records management courses that are available throughout Australia in the last edition of the journal of the year (February). Whilst the information may have been a little late for some, particularly those contemplating study in the first semester, the information was provided with the very best of intentions, bearing in mind that course content can change or vary at the very last moment.

Federal Council acknowledges the work of the Federal Education Committee, competently Chaired by Dennis Wheeler ARMA.

## NATIONAL EDITORIAL

### INFORMAA QUARTERLY

1993/94 proved to be very successful with respect to the official Journal of the Association. After the introduction of a new look edition early in 1993, we were able to consolidate the publication not only in the eyes of our membership but also in the wider community. Our Association now has a very professional vehicle to report on current Association activities and initiatives and more importantly, a place to publish theory and research findings so necessary for an evolving vocation such as records and information management.

Marketing Advisers for Professionals have been responsible for selling advertising space and the overall management including the artwork and layout of the journal. The quality and level of service experienced by Ken Ridley, Chair of the National Editorial Committee has been impressive and certainly most appreciated. Special thanks is afforded to the management and staff of MAP Pty Ltd for their efforts to date, in particular, the close liaison that has been maintained at all times between the company and our National Editor.

The level of advertising has stabilised and is self limiting because of our small distribution of 2300 copies. No

doubt with a larger distribution base we could expect to attract more advertisers particularly from the Information Technology/Computing areas. Through the major sponsorship of Fujitsu, full colour advertising on the front page of the last three edition of the Journal has helped minimise the shortfall in expenditure.

The INFORMAA Quarterly has become somewhat of an authoritative source of information dissemination, more employment notices and inserts can be expected in addition to the normal industry advertising.

For comparison purposes the shortfall associated with the production of four editions of the Quarterly was \$20841 for 1993/94 against \$38683 in 1992.

Whilst we have had a steady trickle of contributions during the year, having more would enable the Association to plan a theme for each edition of the INFORMAA many issues ahead. The Literary Award has not inspired a great deal of activity with only two formal entries being received by the due closing dates. With the introduction of new formal education courses in 1995, it is anticipated that contributions could be bolstered by the use of assignments or essays which reflect current issues within our profession.

The INFORMAA Quarterly provides an essential service to the membership of the Association, particularly those working in the more isolated areas of Australia. It remains as the public face of RMAA and is continually referred to as a quality reference source at TAFE and University level. Notwithstanding the fact that we have not yet achieved full cost recovery through advertising revenue, the Association must continue to publish the journal on a quarterly basis. With the continued support of our current advertisers and together with the greater input of informative and educational contributions by the membership and others within our profession it is obvious that the quality of the Journal will improve as well as grow, thus attracting a wider distribution base and perhaps increase the membership of the Association.

## TECHNOLOGY AND INDUSTRY STANDARDS

1993/94 saw the New Technology Committee become the Technology and Industry Standards Committee. The name change reaffirming the Committees Records Management Industry focus. The Committee aims to promote records management through the development and dissemination of standards, as well as reporting to the membership of RMAA on industry and technology developments.

A policy on electronic records and the development of an Australian records management standard were the major activities of the Committee during the year. Although both these projects are long standing, the committee members contributions have brought a fresh perspective towards further developments of standards for our profession.

### ELECTRONIC RECORDS

Contributions and comments were received from most State/Territory Branches on the role of Records Managers in electronic communications. The scope of this document is vast and its role critical to the future of records management as a profession.

A vision statement for the development of records management principles and practice within electronic communications has been drafted based on the contributions received. The statement defines five aspects of records management systems:

- record keeping
- information systems
- process systems
- aggregation of documents and
- classification systems

These aspects form an analytical method which can be applied to electronic environments, to ensure that they maintain the principles of records management.

### IIR (INFORMATION INDUSTRIES ROUNDTABLE)

RMAA has been represented as an observer at several meetings of the Information Industries Roundtable during the past twelve months. The Chair of the Technology and Industry Standards Committee has been requested by Federal Council to look at the viability of RMAA membership to IIR and report back to Council accordingly. In the meantime, the Technology and Industry Standards Committee has undertaken the task of preparing a paper on legislation and litigation as they affect the information profession/industry.

### STANDARDS AUSTRALIA IT/21 COMMITTEE

As the standard develops, a review of comparable work both internationally and locally has been undertaken. It appears that Australia is at the forefront in the development of a records management standard, other work is focussed on specific aspects of records management such as electronic records, and archives with further definitions and references being sought. The diversity of technologies and practices which are affected by records management makes this particular task a difficult one.

The membership of the IT/21 Committee currently consists of over thirty representatives from records management, associated businesses and professions.

A draft standard will be presented to IT/21 on 30 September, 1994.

1993/94 saw a growth year for records management, increasing awareness of the role it has to play in business, government and quality practices has reminded the information management community that records forms the basis of an organisations access to its most valuable resource - information, and eventual business success. In response to this new awareness, our profession must be prepared to adapt, or even pre-empt change, new possibilities, new forms of information, new technologies must be managed effectively and in accord with established records management principles. The Technology and Industry Standards Committee is endeavouring to address all of these issues on your behalf.

### COMPETENCY STANDARDS

RMAA decided to embark on the competency standards trail at the November 1993 meeting of the Federal Executive and in turn recommended to Federal Council that we proceed accordingly.

The Association as a major stakeholder in the exercise invited a representative from the National Training Board and the Australian Council of Archives to attend a preliminary meeting in Sydney in January 1994. During that meeting it was agreed that a National Working Group be formed. The activities to date of that Working Group have been recorded in detail in the February and May '94 editions of the INFORMAA Quarterly.

At the time of the formation of the Working Group, no one realised the enormity of the project and the lead up work required prior to the establishment of a National Steering Committee. However, it is fairly safe to assume that there will be representation from all States/Territories in the long term.

Of the forty plus Competency Standards Boards available it has yet to be decided where Records and Archives Management fits, for example, it was initially thought that Arts Training Australia may well be the right place, that was rejected outright, then came Business Management Competency Board, followed by NOSFAB (National Office Skills Formation Advisory Body Ltd) and so on. It was suggested that a Records Management Competency Standards Board be formed, however, that idea was not received favourably by the National Training Board due to the number of CSB's currently in place.

Like education, the long term impact that Competency Standards will have on the membership of this Association cannot be emphasised enough, simply because it will be the future career paths of those working in the records and archives professions that we will be dealing with, and the ultimate end cannot be achieved overnight. We are advised by the National Training Board that Competency Standards is a long drawn out process with the consultation and participation by many organisations including the Unions.

Members will continue to be informed through the pages of the INFORMAA Quarterly.

## FEDERAL STATUS AND STANDARDS COMMITTEE

Members of the Committee for the year 1993/94 were, Chairperson, Harry Haxton MRMA (Qld) and members Terry Tolhurst MRMA (Qld), Rosemary Kaczynski MRMA (Vic).

The one major charter of the Committee for the year was to review the guidelines for membership upgrade, not review the overall status and standards of the Association as listed in the Memorandum and Articles of the RMAA.

The Chairperson presented Federal Council with a document at the February 1994 meeting, there were issues that required clarification and Branches were requested to review the document in concert with their respective Council members, comment and report back to the Chairperson accordingly. Further working documents will be presented to Federal Council for approval during the September '94 meeting of Council.

## LOCAL GOVERNMENT CHAPTERS

Three Local Government Chapters operate in three States, namely, New South Wales, Victoria and most recently Tasmania.

All three Chapters remain reasonably active although tough times have been experienced in some cases mainly due to reorganisations of some Local Government Authorities and of course the "dreaded" lack of support of the membership.

Victoria continued to maintain their high profile during the year and have provided their membership with a range of activities by way of workshops, seminars and the like, it is also pleasing to report that their Local Government Chapter Training Program has been put into place.

## INTERNATIONAL RECORDS MANAGEMENT COUNCIL

RMAA withdrew its membership to IRMC on a national basis during the year in view of the lack of activity by the Council. The Association is given to understand that IRMC is reorganising its structure and range of activities recognising their need for change particularly since the steady decline in membership since 1990.

## BRANCH ACTIVITIES

All Branches have continued to meet monthly or bi-monthly for General and Branch Council Meetings. They continue to strive toward improved administration as well as providing their membership with the required seminars, workshops covering the ever increasing range of topics available associated with records and information management. The number of high profile persons engaged by the various Branches to speak at Seminars during the year has been enormous and all Branches should be commended for their foresight and enthusiasm in attracting large audiences, not only the old membership but more importantly the new.

## CONCLUSION

I would like to take this opportunity to extend my very sincere thanks to the membership of the Association, members of the Federal Executive and Federal Council for their support and valued opinions offered during 1993/94.

Yet another year has passed and all Directors/Branch Councillors have given freely of their time to ensure the continued success and viability of the Records Management Association of Australia. Without that voluntary support and continued hard work of Councillors at Federal/Branch level and indeed the support of our employers this Association would not continue to function.

Thank you.

**Ray Holswich ARMA**  
**Federal President**  
**9 September 1994**



# Financial Statements For the year ended 30 June 1994

# Financial Statements For the year ended 30 June 1994

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**RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA**  
**A COMPANY LIMITED BY GUARANTEE**  
**ACN 008 520 009**

**DIRECTORS' REPORT**

The directors of the Records Management Association of Australia, submit herewith the balance sheet as at 30 June 1994 and the profit and loss account for the financial year then ended.

The names and particulars of the directors of the company in office at the date of this report are:

Name	No. of Meetings		Particulars
	Held	Attended	
Kathryn Jean McCarthy	2	2	ACT Records Manager
Julie Lenson	-	-	ACT Records Manager
Denis Comber	-	-	NSW Records Manager
Joy Siller	-	-	NSW Consultants
Michael James Hangan	2	2	QLD Records Manager
Alan Kavanagh	-	-	QLD Records Manager
Peter Crush	-	-	SA Archivist
Helen Schoder	-	-	SA Records Manager
David Moldrich	-	-	VIC Records Management Consultant
Judith Anne Ellis	2	2	VIC Managing Director - Private Company
Kenneth Ridley	2	2	WA Records Manager
Neil Harold Granland	2	2	WA Supervisor - Correspondence Control
Raymond John Holswich	2	*1	NT Head of Records
Gregory John Coleman	2	2	NT Principal Archivist
Trish Wichmann	-	-	TAS Records Manager
Dennis Graham Wheeler	2	2	TAS Consultant

\* One meeting missed due to hospitalisation

The principal activities of the company in the course of the financial year were to encourage the development, study and improvement of records management. There was no significant change in the nature of those activities during the financial year.

The net profit and extraordinary items after providing for income tax amounted to \$26,463.

No dividends have been paid or declared since the commencement of the financial year. The company is limited by guarantee and its Memorandum and Articles of Association specifically prohibit the payment of dividends.

**Review of operations**

The association has concluded another successful year of operations, with membership continuing to increase.

During the year attention was given to improving the quality of the Association's publication, Informaa Quarterly. This has resulted in an increase in advertising revenue and a decrease in the net cost of producing the journal. The annual convention held in Hobart was very successful and resulted in a record surplus being returned to the Association.

There was no significant change in the state of affairs of the company during the financial year other than that referred to in the accounts or notes thereto.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in subsequent financial years.

**Likely developments**

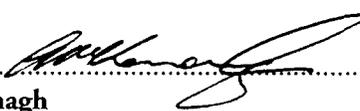
The Association is currently developing a set of competency standards for personnel engaged in records management. It is expected that this will raise the general profile of records management as a career thus benefiting members generally and strengthening the Association. The directors are continuing to monitor costs with a view to providing an improved level of service for members.

No director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the company or a related body corporate with a director, a firm of which the director is a member or an entity in which a director has a substantial financial interest.

This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by directors and shown in the company's accounts, prepared in accordance with Schedule 5 of the Corporations Regulations, or the fixed salary of a full-time employee of the company or related body corporate.

Signed in accordance with a resolution of the Board of Directors

  
 .....  
**Michael James Hangan**

  
 .....  
**Alan Kavanagh**

**Dated: 30 August 1994**  
**Brisbane**

AUDITORS REPORT

SCOPE

We have audited the attached financial statements of the Records Management Association of Australia, for the year ended 30 June 1994 as set out on pages 29 to 33. The company's directors are responsible for the preparation and presentation of the financial statements in order to express an opinion on them to the members of the company.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free from material misstatement. Our procedures included examination, on a text basis, of evidence supporting the amounts and other disclosures in the financial statements and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian accounting standards and statutory requirements so as to present a view which is consistent with our understanding of the company's financial position, the results of its operations and its cash flows.

The branches of the entity for which we have not acted as auditors are:

- Queensland Branch
- New South Wales Branch
- Victorian Branch
- Western Australian Branch
- Northern Territory Branch
- Tasmanian Branch
- Federal Account

We have, however, received sufficient information and explanations concerning these entities to enable us to form an opinion on the entity's accounts.

The audit opinion expressed in this report has been formed on the above basis.

QUALIFICATION

It is not practicable to establish control over function receipts and sundry income until entry into the accounting records. Our audit testing relating to these receipts was therefore limited to the amounts recorded in the company's records.

AUDITORS REPORT

AUDIT OPINION

In our opinion, subject to the limitation of the scope of our audit described in the qualification paragraph above, the financial statements of the Records Management Association of Australia are properly drawn up:

- a) so as to give a true and fair view of:
  - i) the company's state of affairs as at 30 June 1994 and of its profit and cash flows for the financial year ended on that date; and
  - ii) the other matters required by Divisions 4, 4A and 4B of Part 3.6 of the Corporations Law to be dealt with in the financial statements;
- b) in accordance with the provision of the Corporations Law; and
- c) in accordance with applicable Accounting Standards.



Deloitte Touche Tohmatsu



GB Murdoch  
Partner  
Chartered Accountants

Dated: 30 August 1994  
307 Queen Street Brisbane

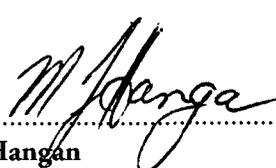
**RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA**  
**A COMPANY LIMITED BY GUARANTEE**  
 ACN 008 520 009

STATEMENT BY DIRECTORS

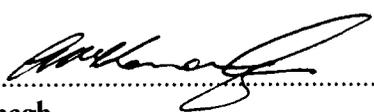
In the opinion of the directors:

- i. The attached profit and loss account of the company is drawn up so as to give a true and fair view of the results of the company for the financial year ended 30 June 1994.
- ii. The attached balance sheet of the company is drawn up so as to give a true and fair view of the state of affairs of the company as at 30 June 1994.
- iii. At the date of this statement there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the directors by:



.....  
 Michael James Hangan



.....  
 Alan Kavanagh

**Dated: 30 August 1994**  
**Brisbane**

PROFIT AND LOSS ACCOUNT  
FOR THE YEAR ENDED 30 JUNE 1994

	Note	1994 \$	1993 \$
Operating profit	2	29,149	6,618
Income tax attributable to operating profit	3	2,686	4,377
Operating profit after income tax		26,463	2,241
Retained profits at the beginning of the financial year		226,158	223,917
Retained profits at the end of the financial year		252,621	226,158

Notes to and forming part of the accounts are included on pages 30 to 33.

RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA  
A COMPANY LIMITED BY GUARANTEE  
ACN 008 520 009

BALANCE SHEET  
AS AT 30 JUNE 1994

	Note	1994 \$	1993 \$
<u>CURRENT ASSETS</u>			
Cash		72,413	150,770
Receivables	4	18,157	23,522
Investments	5	161,931	65,904
Inventories	6	6,623	1,012
TOTAL CURRENT ASSETS		259,124	241,208
<u>NON-CURRENT ASSETS</u>			
Inventories	6	-	4,285
Property, plant & equip.	7	25,296	19,220
TOTAL NON-CURRENT ASSETS		25,296	23,505
TOTAL ASSETS		284,420	264,713
<u>CURRENT LIABILITIES</u>			
Creditors & borrowings	8	29,934	34,178
Provisions	9	1,865	4,377
TOTAL LIABILITIES		31,799	38,555
NET ASSETS		<b>252,621</b>	<b>226,158</b>
<u>MEMBER'S EQUITY</u>			
Retained profits		<b>252,621</b>	<b>226,158</b>

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

**1. ACCOUNTING POLICIES**

General System of Accounting underlying the Financial Statements

The accounts have been prepared in accordance with applicable Accounting Standards and the Corporations Law, including the disclosure requirements of Schedule 5 of the Corporations Regulations. The accounts have also been prepared using the historical cost convention and do not take into account changing money values, or except where stated, current valuations of non-current assets. The accounting policies have been consistently applied, unless otherwise stated.

Summary of significant accounting policies adopted in the preparation of the accounts

(a) Inventories

Inventories are valued at the lower of cost and net realisable value. Costs are assigned to stock on hand by the method appropriate to each particular class of stock, with the majority being valued on a first in first out or average cost basis.

(b) Depreciation

Depreciation is provided on property, plant and equipment. Depreciation is calculated on a straight line basis so as to write off the net cost of each asset during its expected economic life.

(c) Income Tax

Tax effect accounting principles have been adopted whereby income tax expense has been calculated on property income received by the Association.

Notes to and forming part of the accounts are included on pages 30 to 33.

**RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA**  
**A COMPANY LIMITED BY GUARANTEE**  
**ACN 008 520 009**

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

**2. OPERATING PROFITS**

The operating profit before income tax includes the following items of revenue and expense:

	1994	1993		1994	1993
	\$	\$		\$	\$
<b>Operating Revenue</b>			<b>Operating Expenses</b>		
Membership fees			Advertising and promotion	1,324	9,156
- Affiliates	15,803	15,100	Auditors Remuneration		
- Associates	9,085	10,075	- Auditing the accounts	16,320	16,020
- Corporate	88,022	90,101	- Other service	3,880	7,450
- Member	1,596	1,295	Bad debts written off	70	3,440
- Student	510	450	Bank charges	1,079	-
	<u>115,016</u>	<u>117,021</u>	Depreciation	9,710	8,145
<b>Other Revenue</b>			Education	-	2,745
Advertising	47,389	18,640	Function costs	34,561	39,377
Donations received	1,500	13,000	Grants and sponsorship	3,800	2,250
Functions income	23,846	46,373	Insurance	4,442	336
Interest received	6,743	8,468	Kodak award payment	-	3,000
Joining fees	2,082	1,610	Market survey	-	10,367
National convention - net surplus	57,163	31,395	Obsolete inventory written off	4,061	-
Reimbursement of expenses	4,025	-	Post, print, stationery & phone	45,917	50,932
Sale of publications	7,328	1,517	Publication costs		
Seminar receipts	27,283	29,985	- Informaa Quarterly	73,933	26,387
Sundry income	6,151	6,030	Seminar costs	11,222	19,691
	<u>183,510</u>	<u>157,018</u>	Software	1,401	1,887
<b>Total Revenue</b>	<u><b>298,526</b></u>	<u><b>274,039</b></u>	Subscriptions	236	3,510
			Sundry expenses	5,712	29,964
			Travelling and meeting expenses	51,709	32,764
			<b>Total Operating Expenses</b>	<u><b>269,377</b></u>	<u><b>267,421</b></u>

**RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA**  
**A COMPANY LIMITED BY GUARANTEE**  
ACN 008 520 009

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

	1994	1993
	\$	\$

	1994	1993
	\$	\$

**3. INCOME TAX**

(a) Income tax expense is calculated as follows:

Taxable interest income	8,141	11,224
Income tax expense at 33% (1993 39%)	2,686	4,377

**7. PROPERTY PLANT AND EQUIPMENT**

Computer and office equipment	52,382	37,870
Less accumulated depreciation	27,086	18,650
	25,296	19,220

(b) Income tax expense comprises:

Income tax withheld on bank accounts	821	-
Current income tax payable	1,865	4,377
	2,686	4,377
Attributable to interest income	2,686	4,377

**8. CURRENT CREDITORS & BORROWINGS**

Bank overdraft	1,940	3,345
Trade creditors and accruals	24,719	24,689
Fees in advance	3,275	6,144
	29,934	34,178

**4. CURRENT RECEIVABLE**

Debtors	6,329	1,399
Other receivable & prepayments	1,828	7,123
Loan to National Convention	10,000	15,000
	18,157	23,522

**9. CURRENT PROVISIONS**

Provisions for income tax	1,865	4,377
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**5. CURRENT INVESTMENTS**

Bank deposits	161,931	65,904
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**6. INVENTORIES**

*Current*

Badges, ties and scarves	6,623	101
Other	-	911
	6,623	1,012

*Non-current*

Badges, ties and scarves	-	4,285
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**10. REMUNERATION OF DIRECTORS**

The directors of the Records Management Association of Australia during the year were:

Kathryn Jean McCarthy  
Ross Grafton Thompson  
Pamela Anne Camden  
Christopher Wayne Fripp  
Michael James Hangan  
Francis James Shepherd  
Alan Kavanagh  
Helen Jane Francis  
George Robert Smith  
Rosemary Kaczynski  
Judith Anne Ellis  
Kenneth Ridley  
Neil Harold Granland  
Raymond John Holswich  
Gregory John Coleman  
Christina Howard  
Dennis Graham Wheeler

**RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA**  
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ACN 008 520 009

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

	1994	1993
	\$	\$
<b>10. REMUNERATION OF DIRECTORS (cont)</b>		
Aggregate income received or due and receivable by directors and associated persons of the Records Management Association of Australia from the company and any related corporation in connection with the management of the company and any related corporation.	-	-
The number of directors whose total income from the company and related corporation falls within the following band:		
\$0 - \$10,000	17	22

**11. AUDITORS'S REMUNERATION**

Amounts received, or due and receivable by the auditors from the company and any related body corporate for:

(a) Auditing the accounts	16,320	16,020
(b) Other Services	3,880	7,450
	20,200	23,470

**12. SEGMENT REPORTING**

The company operates predominantly within Australia.

**13. STATEMENT OF CASH FLOWS**

Cash flows from operating activities		
Receipts from members	295,822	253,286
Interest received	6,743	8,468
Payments to suppliers	(262,506)	(261,868)
Income tax paid	(5,198)	(6,464)
Net cash provided by (used in) operating activities	34,861	(6,578)

NOTES TO & FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 1994

	1994	1993
	\$	\$
<b>13. STATEMENT OF CASH FLOWS (cont)</b>		
<i>Net cash provided by (used in) operating activities</i>	34,861	(6,578)
Cash flows from investing activities		
Payment for property, plant and equipment	(15,786)	(10,856)
Net increase (decrease) in cash held	19,075	(17,434)
Cash at the beginning of the financial year	213,329	230,763
Cash at the end of the financial year	232,404	213,329

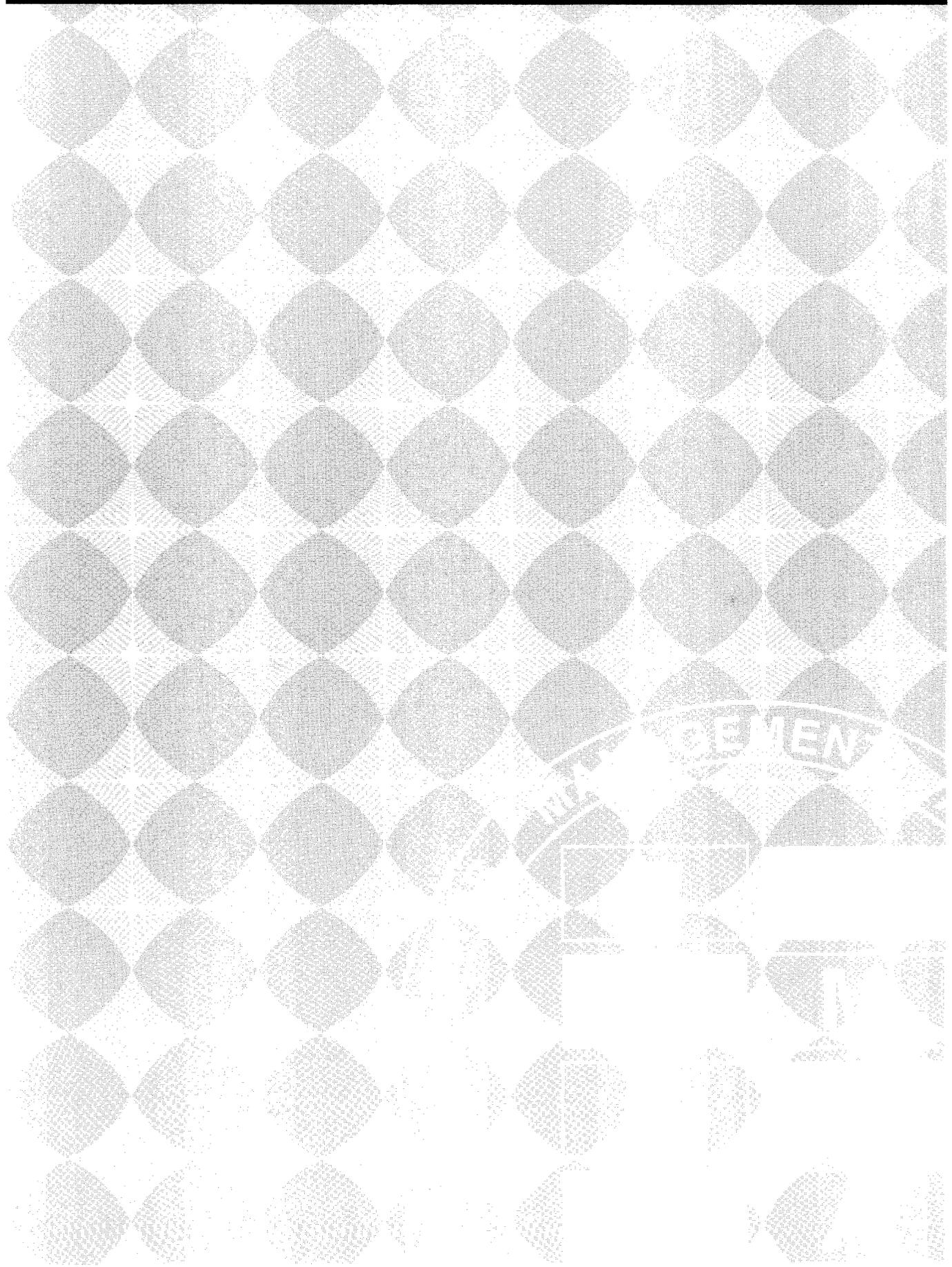
(a) Reconciliation of cash

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the balance sheet as follows:

Cash at bank	72,098	150,770
Cash on hand	315	-
Deposits at bank	161,931	65,904
Bank overdraft	(1,940)	(3,345)
	232,404	213,329

(b) Reconciliation of net cash provided by operating activities to operating profit after income tax

Operating profit after income tax	26,463	2,241
Depreciation	9,710	8,145
Decrease (increase) in receivables	5,365	(5,845)
Decrease (increase) in inventories	(1,326)	500
Increase (decrease) in creditors and accruals	(2,839)	(9,532)
Increase (decrease) in tax payable	(2,512)	(2,087)
Net cash provided by (used in) operating activities	34,861	(6,578)



# RMAA Federal Education Committee

The annual Federal Education Committee meeting was held in Adelaide on Sunday, 10 September 1994. A number of current issues were discussed and some ongoing projects further advanced. A brief outline of some of these issues follows for your interest. If you wish to follow up or comment upon any of these items your Branch Education Chairperson will be happy to talk to you, most were present and those unable to attend have copies of the Minutes.

## 1. COURSE RECOGNITION

A Course Recognition document has been prepared for the Education Committee and this has been passed to the Federal body for information and action. Some further issues have arisen through the preparation of this document and they are now addressed. Some of these are:

- the formulation of an RMAA policy statement on course recognition; and
- course recognition and the relationship with the granting of professional status to members of the Association.

There was quite lengthy and general discussion regarding the systems and criteria in place for the assessment of membership upgrades. The Committee noted that some other Associations have unclear lines for determining status.

The Education Committee believe that the Course Recognition document

implies that the RMAA is coming of age. The issue of qualifications and status was further addressed by those present, issues such as the following being raised:

- under-graduates versus graduates in regard to status;
- practical experience and its requirement as part of the status process;
- the differing purposes of university and TAFE courses must be understood and addressed when considering the granting of status in association with formal qualifications. Will different levels of formal qualifications equal differing grades of professional status;
- it was generally agreed that the national ACTRAC modules prepared by TAFE and the industry groups would lead to far more competent graduates entering the workplace.

The Western Australian Branch is to draft an education policy statement for review by members of the Federal Education Committee. This is to be completed by the beginning of December (and is to include timelines). The paper will then go to Federal Council with comments.

## 2. EDUCATIONAL/ INFORMATION VIDEOS

Discussion centred around the various approaches that could be taken in regard to the production of education videos - from public relations and

promotions points of views, and also from the point of view of determining the subject matter of training video material. The Committee are aware that some work has been undertaken at places such as Edith Cowen University but believe that there may be considerable benefit in the production of further material of this nature. Information in this format is particularly useful to those studying externally, that is, by correspondence. Branches have been requested to consider what they determine to be subjects suitable and required for

### INFORMAA Quarterly CALL FOR PAPERS

Readers are invited to submit articles for publication. They may be in the form of case studies, conference papers, book reviews, surveys or any report which may be of national interest.

Contributions should be typed & double spaced. Please include a short biography together with a black and white photograph.

Submissions may also be made in electronic format on a 3 1/2 inch diskette with Wordperfect 5.1 preferred or alternatively as a standard ASCII text file from other word processing software.

Send articles to  
**Ken Ridley, Chair Informaa Quarterly Editorial Committee,**  
**PO Box 8213 Stirling St.**  
**PERTH WA 6849**

Closing dates for material:

FEB 1995 Edition 24/12/94

MAY 1995 Edition 24/03/95

educational/training/promotional videos. When the responses are returned by December of this year, the Committee will review the needs identified and take the matter up with the Federal Council. It may well be that some institutions will be interested in the production of videos in this area and any information would be gladly received by the Chair of Federal Education who can be contacted on (002) 333 999.

### 3. KODAK GRANT

No applications were received for this award in 1994. Discussion determined that it was perhaps insufficiently advertised and promoted. This was not a reflection on the advertising that had been undertaken through the INFORMAA but related to the issue of funding for production of suitable additional or backup material. Little supportive documentation is available apart from the articles produced in the INFORMAA Quarterly. To reach a wider audience through tertiary institutions and the State Branches it was suggested that the Association produce a brochure for distribution at Branch level.

The Federal Education Committee is to approach the Federal Council seeking the release of funds for the production of suitable advertising brochures.

### 4. COMPETENCIES WORKING PARTY

The Chair, Dennis Wheeler, is on the national Working Party of Records Management competencies and he discussed the progress to date with those gathered. The report is as has already been reported upon in this Quarterly.

### 5. ACTRAC

The Committee noted that the curriculum is now complete. The Draft went to ACTRAC and then to NSW

TAFE where it has been finalised. It is believed that Modules will be available to anyone in 1995.

Discussion also took place regarding the proposed time frames for including the modules in the TAFE Courses around Australia.

### 6. REPORTS

State reports were presented and received. As is usually the case, most states have run a number of seminars and training sessions for their members during the past 12 months. One area of particular concern to the Committee is the fall in enrolments in formal training programs. This is particularly noticeable in the TAFE course on offer in New South Wales where some courses may well be lost. Industry and those working within the profession must get behind the courses and support them - failure to do so will result in fewer choices for future students and ultimately loss to the profession as a whole. Managers must also help by motivating their staff to enrol and also by aiding them wherever possible during their study years through moral support and assistance with assignments, time off for study etc. Managers can also assist by marketing courses to their staff.

The association must take action through a review of the process of status upgrades, particularly in relation to some recognition or allowance for formal qualifications. The proposed work on course recognition will also play a role.

For anyone considering an external course, one offered via correspondence, please read the article by Clive Finter in this edition. It may allay some of your fears and encourage you to study through this mode.

### 7. STATE EDUCATION CHAIRS

The following Association members hold the Education Chairpersons role in the various States. They should be contacted if you have any question regarding the happenings in your state as far as education is concerned. You may also speak to them in relation to any course of study that you may be considering. It is important that you speak to the institution offering the course that you have chosen, however, some moral support and advice is always appreciated and these representatives will be more than happy to assist you.

ACT	Zara Struik	(BH) (06) 249 4237
NSW	Mary Williams	(02) 257 7799
SA	Helen Onopko	(08) 339 4282
NT	Murray Maynard	(089) 89 5279
QLD	Philip Taylor	(07) 365 2284
TAS	Jill Saunders	(002) 33 2611
VIC	Chris Hurley	(03) 628 4854
W.A	Janine Douglas	(09) 427 3370

### COURSES ON OFFER IN RECORDS MANAGEMENT

The following matrix has been provided to assist those persons wishing to undertake a course of study in records management. It has been compiled with the assistance of the States concerned and is as accurate as possible at the time of going to print. However, it is always advisable to check with the institution concerned to determine that the course you are most interested in or that suits you best is still on offer.

**Dennis Wheeler ARMA  
Chair Federal Education Committee**

ORGANISATION	COURSE NAME	DURATION
<b>ACT</b>		
Uni of Canberra	6 unit major in Info and RM Faculty of Communication	(undertaken as part of a degree course)
Canberra Institute of Tech	1 Unit in Assoc Dip Admin	
<b>QUEENSLAND</b>		
Queensland Uni of Tech (Gardens Point)	Grad Dip Library and Info Studies	1 unit - 1 semester
Southbank Institute of Tafe (Kangaroo Point, QDEC)	Assoc Cert in Records Management	4 units - 2 yrs p/t
<b>SOUTH AUSTRALIA</b>		
Uni of SA (Magil Campus)	1 unit - Computerised RM	2 semesters - 13 wks
<b>WESTERN AUSTRALIA</b>		
Curtin Uni of Tech	B Applied Sc (RM)	3 yrs f/t
Edith Cowan	Records Management minor	
TAFE Central Metro College	Cert Records Management	1/2yr p/t
<b>TASMANIA</b>		
TAFE - Hobart and Burnie	Records Management Certificate	2 yrs p/t
<b>VICTORIA</b>		
Deakin University (Burwood Campus - Bowater Sch of Mgt)	B.Commerce	1 unit RM
Monash University (Clayton Campus)	B.Information Mgt	3yr f/t
Monash University (Clayton Campus)	Grad Dip (Archives & Records)	1yr f/t or 2/3yr p/t
Monash University (Clayton Campus)	MA (Archives & Records)	2yr p/t
Royal Melbourne Inst of Tech	Grad Dip Information Mgt (Archives & Records)	1 yr f/t or 2yr p/t
Royal Melbourne Inst of Tech	Grad Dip Info Mgt (Info Svc)	1 unit RM
	B. Bus (Info & Library Mgt)	1 unit RM
	M. Bus (Info Tech)	1 unit RM
Swinburne University (Pahran TAFE)	Cert. RM	2yr p/t
Footscray	For information on courses please contact Penny Bassett (03) 365 2285	

ORGANISATION	COURSE NAME	DURATION
<b>NEW SOUTH WALES</b>		
Northern Sydney Institute (North Sydney College)	Associate Diploma of Business - Records & Information Systems	4 yr p/t
	Statement of Attainment - Records Management	1yr p/t
Western Sydney Institute (Mt Druitt College )	Associate Diploma of Business - Records & Information Systems	2 yrs f/t 4 yrs p/t
	Statement of Attainment - Records Management	1 yr p/t
Hunter Institute of Technology (Newcastle Campus)	Associate Diploma of Business - Records and Information Systems	4 yrs p/t
	Statement of Attainment - Records Management	1 yr p/t
<b>Articulation with Credit Into:</b>		
Riverina Charles Sturt University	BA (Library and Information Studies)	3 yrs f/t 6 yrs p/t
University of New South Wales	Graduate Diploma of Archives Admin	1yr f/t 2 yrs p/t
	Master of Archives Administration	4 yrs p/t
University of Sydney (Cumberland)	Bachelor of Applied Science (Health and Information Management)	3 yrs f/t
	Honours Award	4 yrs
University of Technology Sydney	Bachelor of Applied Science (Information Studies)	3 yrs f/t 6 yrs p/t

## A Personal Experience

### Clive Finter MRMA Bachelor of Applied Science (Records Management) (Curtin)

During the years 1986-87 while employed as a Records Manager in a large Queensland State Government Department I became increasingly aware of the need to get the "piece of paper" if I was going to proceed to any higher level of management either in or outside of the public sector. Being somewhat frustrated in the

lack of offerings at Educational Institutions, I enrolled in a Bachelor of Administration/Commerce program at Griffith University in Brisbane in 1988. My frustration arose from the fact that I am one of those who need to be at least partially interested in a subject to work up the enthusiasm to study it, notwithstanding the fact that I have to pay quite dearly for the 'privilege'. In hindsight I was pleased that after the foundation program I chose a major in Information Technology

which put me on a path of learning a lot about computing.

Around August 1989, through my interstate inter-action in RMAA, I found out about a new course to be offered through Curtin University in Perth i.e. the Bachelor of Applied Science (Records Management). I immediately made contact with Maggie Exon, told her who I was and what I was doing at Griffith University and over the next four weeks we had negotiated a plan for me to cross-enrol at Curtin University.

The plan was for me to continue my computing subjects at Griffith (these were not available externally from Curtin) and to enrol at Curtin in 14 Records Management units to be completed externally.

I have to tell you that having a family, a full time job and other demands on your time does not make external study an easy exercise. A lot of self discipline is required. I must admit, however, that being totally involved in the profession in my everyday work made the learning of the material a lot easier than it would be for someone without practical experience.

The time eventually came at the end of 1992 when I had finished with a string of results of which I was quietly quite proud as I had not been a very successful scholar in my school days. The effort to reduce the study term by 1 year through

taking extra units over a series of semesters was also worth the effort.

Having graduated as one of the first five graduates and being the only person with this qualification outside of Western Australia, I was determined to make the effort pay off.

After a couple of efforts to improve my lot during 1992-93, I, along with over 100 other people, applied for the position of Information Management Consultant with QCOM Pty Ltd in Brisbane. Three months and four interviews later I was offered the position which after some negotiation I accepted.

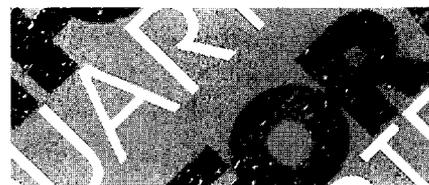
In hindsight I can now see that my personal success contains a significant contribution from my family and friends, my employers and workmates, my peers and lecturers and also the RMAA, without whom,

I would never have been challenged to pursue a career in Records Management.

Having achieved this much, I am acutely aware of the industry challenges of the present and the future. I am encouraged by the fact that increasing numbers of "Records Managers" are seeking to gain tertiary qualifications not only to better themselves but also our profession.

If you have started and finding the going tough, don't give up, the pain is worth the gain.

If you are thinking about starting, enrol now for next year.



## GRADUATE DIPLOMA OF SCIENCE ARCHIVES STUDIES

Applications are invited for admission to the Graduate Diploma of Science (Archives Studies) course offered at Edith Cowan University.

Available only in the external mode on a full-time or part-time basis, this postgraduate fee-paying course focuses on the relationship between records management and archives.

Students must complete eight units covering: the Records Environment, Archives Management, Preservation and Storage, Government Archives and Records, Administration and Control, Arrangement and Description, Electronic Recordkeeping and Practical Work.

Some units are available via VIRTUAL CAMPUS. This links students' personal computers at home or at work throughout Australia, to ECU.

Fees are \$700 per unit. Students may register in individual units.

**Further course and enrolment details are available from: Edith Cowan University, External Studies Department, PO Box 830, Claremont WA 6010; or telephone (09) 273 8500.**



**EDITH COWAN UNIVERSITY**  
PERTH WESTERN AUSTRALIA

# Records Management Week Brisbane Display



*Pictured from left to right: John Edgar (Canon, demonstrating Friday System), Terry Towhurst (RMAA Organising Committee Chairman), Clive Finter (QLD Branch President), Dean Wells MLA (Minister for Justice & Attorney-General and Minister for the Arts)*

When I think of Queen Street, I remember back to my childhood days of trams running in both directions, safety zones for passengers, tram stops at every intersection, cars running both ways on either side of the trams and parking meters where one could park their car and do business in the CBD paying three pence or sixpence for the privilege of parking for a half hour or hour.

Thank God there were no trams running in Queen Street on Wednesday 3 August 1994, otherwise there would not have been the Records Management Week Display in the Queen Street Mall.

Yes ladies and gentlemen, the RMAA (Qld Branch) hosted a

records management week display right outside the Myer Centre in the Mall between Albert and George Streets. One could say it was a 'mini' Trade Display.

This enterprise was to celebrate the National Records Management Week and the Queensland Branch once again led the way. No other Branch in Australia, to my knowledge, has ever staged such an event.

The exhibitors are to be congratulated for their innovative thoughts in designing their displays. Unfortunately, we were somewhat hampered by the restrictions imposed by the City Heart Management organisation and the emergency access routes which run alongside the display area.

The highlight of the display was the Official Opening at 11.30am when we were very privileged to have the Minister for Justice and Attorney General and Minister for the Arts, The Hon Dean Wells, MLA, perform the opening ceremony.

During his speech, Mr Wells emphasised the importance of records particularly in the Government Sector, with great emphasis on the Freedom of Information aspects. Mr Wells was introduced briefly by our Branch President, Clive Finter.

A total of fourteen exhibitors were represented at the display, including the RMAA. The other thirteen were:

- Access Systems
- Canon



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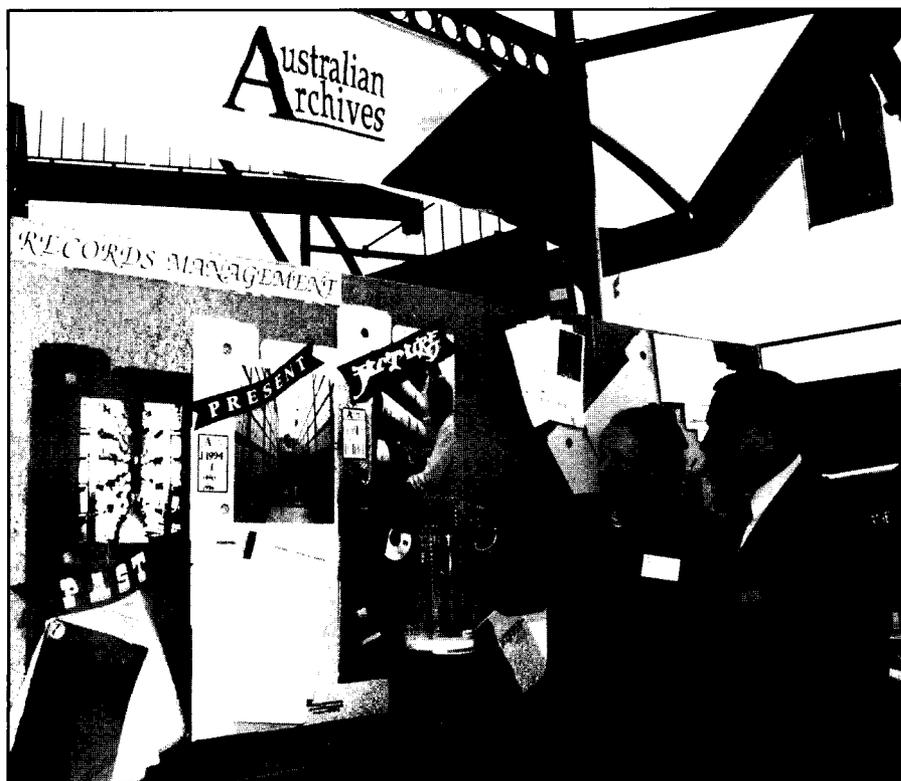
- Brambles Records Management
- Millers Storage
- MSS Records Management
- Document Security
- Baker Finch Business Solutions
- Australian Institute for Cultural and Information Management
- Australian Archives
- Brisbane City Council
- QCOM
- Department of Justice and Attorney General - FOI and Admin Law Division

In all, the event was a great success for the Association.

The organising Committee is to be congratulated for the effort which was put into the display.

Branch Council took the decision to underwrite the cost of staging this event and I believe that the exposure was well worth the effort.

**Terry Tolhurst MRMA**



*Pictured from left to right: Patricia Smith (Australian Archives) with Clive Finter (Qld Branch President)*

# Branch Reports

## NSW BRANCH REPORT

The Branch has been extremely active during the last few months and has set itself a busy schedule which will carry forward well into 1995, a few of our activities are listed below:

- Members meetings for October and November which will focus on issues related to the new range of file covers and stationery currently being promoted by Australian Archives and the management and retrieval of electronic documents.

- A couple of social functions are planned during November and December these are seen as being a fitting end to what has been a successful year for the Branch.

- Next year we have scheduled a Seminar and Business Lunches to promote issues related to Records and the Law. The aim of these functions is to capitalise on the success we have had with this topic in the past and a recent talk by Mr Nick Meagher who is a senior partner in a leading Sydney legal practice. Nick addressed our members at our August meeting concerning issues related to 'the presentation of evidence in Court and the preparation of people to give evidence'.

- The Special Projects Committee has commenced planning its calendar of monthly meetings for 1995 and it is our intention to present a wide range of topics covering issues related to Disaster Planning, IT Strategic Planning and the Management of Electronic Information.

### Other Branch News:

- Our membership is continuing to grow and we have been extremely active in the promotion of the Association. At present we have well in excess of 400 Corporate and individual members. We expect this expansionary trend to continue well into 1995.

- We have had the unfortunate experience of having our regular meeting place (NSW Bowlers Club) being burnt out, the week prior to the National Convention. As a consequence of this disaster we have been faced with looking for a new venue to conduct our monthly meetings. At this stage we have

found temporary accommodation but we will not know for some time, whether we can return to our old venue.

- Branch Council will conduct a one day planning meeting in October 1994 to discuss goal setting and strategies for improving the quality of our services. Last year's planning session was invaluable and we expect to improve on our performance this financial year.

**Denis Comber ARMA**  
**Branch President**



## Have you had a fire? Have you had water damage?

If so, Eric Archer and Judith Doig want to hear from you. They are collecting material for a handbook on disaster recovery which will take its examples from events in Australia and New Zealand. The handbook will provide a ready source of information on a wide range of topics including pre-planning (with a view to minimising loss), salvage advice, staff management and post disaster recovery. "Disasters" include fire or soot damage, water damage or structural collapse and, in scope, anything from a couple of shelves of damaged material through to the destruction of a building.

If you have been in such a situation, or if you can refer them to someone who has, then they would like to hear from you as your experience can provide valuable information for the project. If you can help then they have short (2 page) questionnaire which they would like you to complete.

Judith Doig can be contacted:

By Phone (03) 660 2390  
By fax (03) 663 3047  
By Email Judyd@library.lib.rmit.edu.au  
Or by mail c/- RMIT Libraries  
PO Box 2476V,  
Melbourne 3001

# Branch Reports

## QUEENSLAND REPORT

Firstly I would like to congratulate the South Australian Branch Convention Committee for maintaining the very high standard of organising the very successful 11th National Convention. The delegates were well provided for with interesting and challenging papers and workshops and the exhibitors were continually busy with enquires and demonstrations.

Plan to attend the 12th Convention in Melbourne and book early.

On the Queensland scene we are proud to have our two directors on the Federal Executive Michael Hangan as Federal Secretary and Allan Kavanagh as Federal Treasurer.

Our representatives working with Queensland TAFE-TEQ advise that a final submission has been made to VTEC and an implementation date has been appointed in anticipation of the next stage. 1995 therefore holds great challenges for Queensland Branch and TAFE to mount the first offerings to the new Competency Based Training (CBT) curriculum.

**Clive Finter MRMA  
PRESIDENT**



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# Branch Reports

## VICTORIAN REPORT

The Victorian Branch Council held its AGM on the 26 July 1994 at the new Australian Archives Repository at Burwood. Members who attended were not only treated to a guided tour of the new complex, but were also enlightened to disaster recovery services offered by BMS CAT.

The incoming Branch Council for 1994/95 includes the following members:

**President/Chairman 1995 Convention Committee and Federal Director**  
David Moldrich MRMA

**Vice-President/Federal Director**  
Judith Ellis MRMA

**Secretary/Co-ordinator 1995 Convention Committee**  
Rosemary Kaczynski MRMA

**Assistant Secretary**  
Keryn Smart ARMA

**Treasurer**  
Russ James ARMA

**Registrar**  
Julie Apps ARMA

**Editor Informaa**  
Marjorie Dalvean ARMA

**Chairman Education Committee**  
Chris Hurley ARMA

**Acting Chairman Status Committee**  
Frank Upward ARMA

**Functions Co-ordinator**  
Garry Edgecumbe ARMA

**Councillor**  
Betty Powell ARMA

**Councillor**  
Peter White ARMA

**Councillor**  
Anne Louise Cornish ARMA

**Councillor**  
Tom Curtain ARMA

**Local Govt Chapter Rep  
President Local Govt Chapter  
Co-ordinator 1995  
Convention Committee**  
John Sim ARMA

**Secretary Local Govt Chapter**  
Roz Johnston ARMA

The Local Government Chapter Victorian Branch has begun the second series of workshops based on the Training Manual they produced. For those of you who are interested, you can purchase a copy of the Training Manual for the cost of \$150.00, through the secretary of the State Branch

C/- GPO Box 2270U  
MELBOURNE 3001.

State Seminar papers are still available from the State Secretary for the amazing low price of \$25.00. Copies of previous years papers are also available for the cost of \$10.00.

The State was to have conducted a workgroup session with Canon, however this has been postponed due to the heavy commitments of Mr Tony Poynton. This session is to be rescheduled for October, and will consist of a panel discussion on workgroup theory.

Product Handbooks are still available from the Secretary for the cost of \$10.00. The next edition will be coming out in 1995.

Anyone interested in appearing in the 1995 edition is advised to contact the Secretary Victorian Branch as soon as possible.

In my last spiel, I congratulated Peter White, the inaugural winner of the 'Outstanding Achievements in Records Management' Award. The Victorian Branch would like to extend our congratulations to another member of the Branch for her tireless efforts in producing the Local Government Training Manual. Mrs Julie Apps became the second recipient of the award at the Branch Council meeting held on the 6 September 1994. Both the Victorian Branch and the Local Government Chapter of Victoria are indebted to Julie for the legacy of the manual. Well done Julie.

The National Convention held in Adelaide saw many a Victorian member return home feeling a little under the weather. Must have been the great wines and hospitality extended by the South Australian Branch. We would like to congratulate the South Australian Branch on an excellent convention. For the inside report on the convention, Victorians will have to read the next issue of our local INFORMAA.

In terms of 1995, the Victorian Branch is well and truly working towards providing something new. New and previously untried initiatives are being applied, and it is our intention to be bigger than the BIG ONE in 1987. Keep your eyes open for registration details.

**R Kaczynski MRMA  
State Secretary**



# Branch Reports

## ACT REPORT

The following councillors were elected at an extraordinary meeting of the ACT Branch Council on the 26th July 1994

**President**

Julie Lenson

**Vice President**

Arthur Langford-Smith

**Secretary**

Kathy Heaps

**Treasurer**

Thomas Kaufhold

**Assistant Treasurer**

Ross Thompson

**Federal Director**

Julie Lenson

**Federal Director**

Kate McCarthy

**Workshop/Seminar Co-ordinator**

Arthur Langford-Smith

**Education Officer**

Zara Struik

**Information & Awareness Officer**

Alan Dalling

In July the ACT Branch held a seminar "Workgroup Document Management" presented by Tony Poynton, National Sales and Marketing Manager, Information and Records Management Division, Canon Australia Pty Ltd.

The Branch celebrated the 25th Anniversary of the Records Management Association of Australia with a special dinner seminar held in August at the Hyatt Canberra Hotel.

Our speaker was Mr Ian Temby who highlighted some real life examples aimed at reinforcing and placing into perspective the high importance of records and their correct management.

The seminar attracted many senior Public Servants and was well attended with over 100 participants.

In October we plan to present a seminar on "Legal Issues in Records and Information Management". The speaker will be Mr Ian Cunliff who is a Partner with Blake Dawson and Waldron practising on government Law, Information Law and Communication Law. The seminar will cover legal issues as they affect

people in the ACT and will look at aspects that are of current concern including, the Archives Act, Discovery Orders, Fringe Benefits Tax implications and progress with new legislation.

Our November seminar will cover "Management of Records for the Professional Office" and will demonstrate current technology and modern business practices.

In December the Branch will be presenting a seminar in conjunction with our Christmas Function. The seminar will feature a new product release from Tower Software Engineering Pty Ltd, Trim for Windows. The speaker will be Brand Hoff Managing Director for the company.

The Branch has recently approved upgrades from Corporate to Associate status for two of its members Allan Dalling from CSIRO and Kathy Heaps from the Joint House Department. On behalf of the Branch I would like to offer my congratulations to Kathy and Allan.

**Julie Lenson ARMA  
President**

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"UCollect" has the comprehensive functionality of Logical Technologies' "Collector" RMS which is installed at a number of large sites. However, it is also an easily tailored, easy-to-use Windows product designed to meet the needs of both large and smaller customers on a wide range of platforms. New releases under development include enhancements such as electronic document management facilities, which are designed to create marketing advantages both locally and internationally.

The role envisaged includes pre-sales support, customer service, non-technical implementation and advice to the "UCollect" development team. However, to ensure self-fulfilment and job satisfaction, job requirement will be adjusted to suit the skills, experience and personality of individuals.

Applicants will need to show initiative and be self-reliant, but above all be team members.

An appropriate remuneration package including bonus/commission arrangements will be negotiated.

**Please apply to:**

Logical Technologies Pty Ltd  
Level 2, 535 Flinders Lane  
MELBOURNE VIC 3000  
Attention: Mr Peter Mills  
Fax (03) 629 8383

**Phone enquiries to:**

(Melbourne) Mr Peter Mills (03) 629 5200  
(Sydney) Mr Kim Baylis (02) 498 7235

# Branch Reports

## NORTHERN TERRITORY REPORT

At the 8th Annual General Meeting of the Northern Territory Branch of the RMAA, held at the NT Football League Headquarters on 27 July, nine Associate members were elected to Branch Council. The Council consists of the following members:

**President and Federal Director**  
Ray Holswich

**Vice-President and Federal Director**  
Greg Coleman

**Secretary**  
Linda Bell

**Treasurer and Registrar**  
Kay Moody

**Minute Secretary**  
Barbara Klose

**Convenor, Education Committee and Convenor, New Technology and Standards Committee**  
Murray Maynard

**Councillor**  
Celina Hodge

**Councillor**  
Yvonne Smith

**Councillor**  
Judy English-Ellis

Don Brech, the former Editor for the NT Branch, departed Darwin for Hong Kong at the end of August to pursue a career as a records consultant. His contributions to the Branch have been greatly appreciated.

On 11th August Tony Poynton conducted a presentation on the "Definition of Workgroups" including a demonstration of the

Canon Friday "eXchange" system. The presentation was well attended by approximately 40 RMAA members and other interested people.

On a very sad note, the Branch was shocked by the sudden death of Fabian Hutchison in Darwin in the last week of July. Fabian has made many significant contributions to the records management field, and most recently was involved in efforts to establish a course in Information Studies in Alice Springs, aimed at training local Aboriginal people in the management of information and records. Fabian will be greatly missed by his Territory friends and colleagues.

**Linda Bell ARMA Secretary**

## TASMANIAN REPORT

The Tasmanian Branch held a belated Silver Jubilee function on 7 September. It took the form of a lunch time address by Dr Clare Burton, former Equity Commissioner with the Queensland Government. Clare spoke on "Equity in Employment" and judging from the number who have requested a copy of her paper, it was extremely well received. Ray Holswich also attended in his role as National President and gave a brief history of the Association.

Member meetings were held in both the North and South of the State in October, kindly sponsored by Datafile and GMB. Members were treated to light refreshments and a demonstration of Recfind. Further such meetings will be arranged in order to give those members who

would otherwise not have access to information on the latest equipment and trends in records management an opportunity to view those things.

The Branch seized upon the visit of David Bearman to the "Playing for Keeps" conference to invite him to speak in Tasmania on the topic of Electronic Records. His paper was very well received.

Training courses held in the past three months include Keyword Classification, Business Planning and Report Writing. It is hoped to continue the trend towards inclusion of some management subjects in our education program to cater for those at the upper levels of records management as well as continuing the courses required by those from supervisory to beginner levels.

A Curriculum Project Working Party has been meeting to consider

the introduction of the National Records Management modules to the Tasmanian Institute of TAFE. This involves the matching of national modules to the current subjects, course credential, entry requirements, transition arrangements and much more. All this needs to be completed to ensure that the proposed course meets industry and student requirements and that current students will not be disadvantaged. The proposed certificate course will be at a slightly higher level and will involve more hours than the current course. The certificate gained on successful completion of the new course will be a Certificate Level 4 as opposed to the current Level 3. It is hoped that it will be possible to introduce the new course in 1995.

**Trish Wichmann ARMA President**

# Branch Reports

## WESTERN AUST. REPORT

The WA Branch has a full complement of 15 Councillors for the 1994/95 year and all are committed to working for and with members for the Records Management cause.

Mrs Shirley Cowcher is the Branch President for 1994/95 and will certainly have a challenging year ahead leading the Association, particularly with the Foss report on "Legislation for Independent Record

Keeping in the Public Sector".

Ken Ridley is Vice President and Federal Director and also is the Editor of the Informaa Quarterly.

Neil Granland, President for the past 3 years worked tirelessly for the Association in that time and Branch Council members thank him for his efforts. Neil will remain as a Councillor and Federal Director.

Winner of the 1994/95 RMAA Medal is Julie Henderson and Certificates of Excellence have been

awarded to Marita Keenan and Roley Sharpe. Congratulations are extended to these recipients.

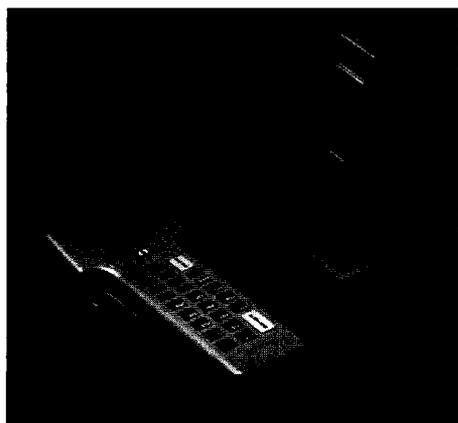
A copy of the Association's position Paper on Records Management has been sent to all Politicians, Media Representatives, and Senior Public Servants. All members should have now received their copy of this paper.

**Norma Easthope ARMA  
Secretary**

## OPTICON Records Tracking Portable Data Collectors



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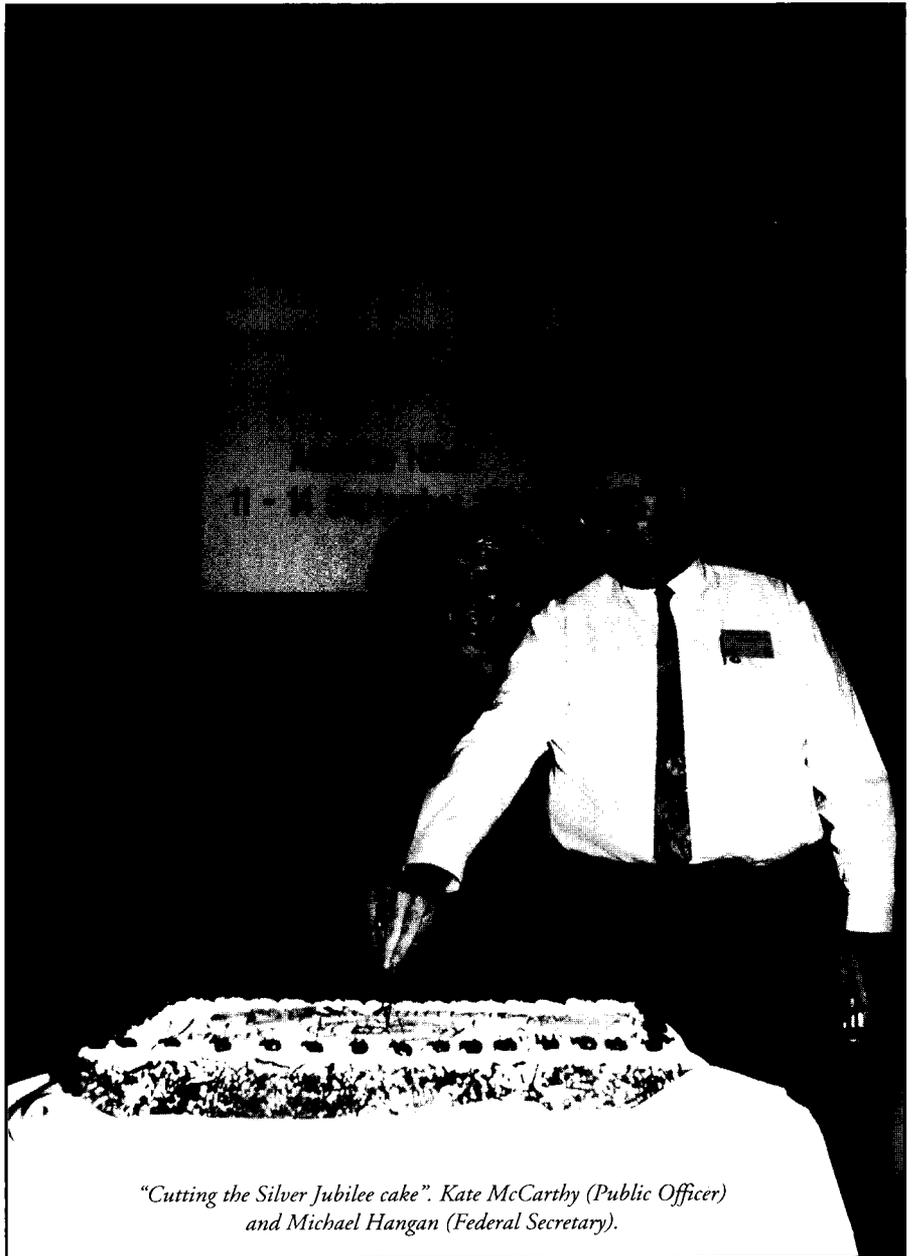
# 1994 Convention Report

**S**ecrets and Sources - Records Uses and Abuses in the 1990's was the theme of the 11th National Convention held in September at the Adelaide Hilton Hotel, Adelaide South Australia. With over 440 delegates present, the organising committee consisting of Helen Francis, Margaret Maitland, George Smith, Helen Schroder and Melanie Gurner can be justifiably proud of a job well done.

This dedicated team in conjunction with Festival City Conventions Pty Ltd (convention secretariat) ensured that the three and a half days ran very smoothly indeed.

The opening address was by the **Hon Stephen Baker**, Deputy Premier and Treasurer of South Australia. The Minister outlined an innovative and timely approach being taken to information technology in general and records management in particular by the State Government. It was also very pleasing to note the recognition that records management was receiving from a member of the Cabinet - something that we should be aiming for in all other states and in the federal government!

**Janine Haines** was the first keynote speaker who gave a very informative address about invasions of privacy in an age of high technology. After citing many examples where individuals' privacy had been compromised, Ms Haines reminded us that although there is a Privacy Commissioner and others charged with investigating breaches of the Privacy Act, the onus for protecting the integrity of data collection systems and the privacy of individuals about whom the information is stored lies primarily and properly with the records keepers and managers.



*"Cutting the Silver Jubilee cake". Kate McCarthy (Public Officer) and Michael Hangan (Federal Secretary).*

**Vicki Wilson** from Edith Cowan University in WA, spoke about education and training for the professional records and information manager in the rapidly changing business environment. She reviewed the international literature and the Australian debate about education from the perspective of records managers, archivists and information technology professionals. A model for records and information management was presented, which it was

emphasised, was predicated by the theoretical, professional and technical knowledge of records personnel.

Ms Wilson concluded that although records and information management has not achieved the same recognition as more well established occupations, considerable progress has been made and she was sanguine about the future of our discipline not only in Australia but worldwide if we choose it to be so.

Russ James, Opticon Pty Ltd gave a very interesting address on the South Australian Evidence Act and the practical steps that have been taken to establish a system of certification for document imaging systems. It was noted that most legal jurisdictions in Australia have been somewhat tardy in coping with evidentiary issues resulting from the rapid expansion of electronic records and document image management applications.

As well as the many plenary and concurrent sessions available to delegates, a series of workshops on education, local government and imaging were conducted.

An impressive trade display was presented with over 22 companies taking part. Each exhibitor was given the opportunity to briefly address plenary sessions to entice delegates to visit their stand to obtain more detailed information about their product or service. In recognition of the excellent support given to the RMAA by the trade, Federal Council hosted a special cocktail hour and presented each exhibitor with a small selection of South Australian Wines.

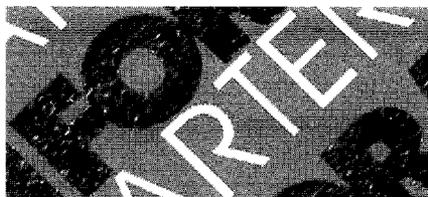
Apart from the theoretical and technical aspects of the convention, a lively list of social activities was enjoyed by many delegates. These included a welcoming cocktail party introduced by the Lord Mayor of

Adelaide, a trade cocktails 60's night through to the farewell function.

A very memorable silver jubilee dinner was held to celebrate our 25th anniversary. Guest speakers were Margaret Maitland, Clive Finter and David Moldrich who spoke on records management, past, present and future respectively. A special 25th anniversary port with suitably engraved glasses was enjoyed by many. Once again, this gala event was a credit to the organising committee.

Andrew Matthews was the final keynote speaker. A local artist, cartoonist and author of the international best seller "Being Happy" (a handbook to greater confidence and security), Andrew certainly delivered an inspiring session. Many delegates will no doubt be better able to cope with their busy working and personal lives as a result of Andrew's positive encouragement.

For a more detailed list of speakers and a copy of the papers they delivered, you are urged to contact the South Australian Branch - see details on page 18.



## ELECTRONIC RECORDKEEPING By David Bearman

A course of instruction in the management of electronic records for archivists and records managers working in organisations which employ digital communications and information technologies.

Available as an award or non-award course of study (in external mode) at Western Australia's Edith Cowan University, commencing in 1995. Students may opt to receive course materials on paper as on-line courseware in CD-ROM format or via ECU's Virtual Campus (AARNet) computer network.

For further information contact Karen Anderson, Archives Studies Co-ordinator, on telephone (09) 370 6296.



EDITH COWAN  
UNIVERSITY  
PERTH WESTERN AUSTRALIA

COWAN 0460 10 54 ER

# FOR SALE Convention Remnants

There are a limited number of convention mementos available for sale to members.

The convention 25th Anniversary port, is a 12 year old premium tawny produced by BRL Hardy from Shiraz and Grenache grapes grown in the Southern Vales vineyards of South Australia. It is available at \$10 per bottle. It would be good if members could order in bulk through state Branch Councils so that we can take advantage of bulk freight rates.

A limited number of 6 oz wine glasses are available in six packs. Each glass bears the RMAA logo. Packs are \$30 each including postage.

Again we have a limited number of golf shirts bearing the Convention logo. In bottle green with a gold pocket logo - one size fits all - some size 18 shirts are to be remaindered at \$10 including postage.

Convention proceedings \$50 post paid.

All of these goods may be ordered through the SA Branch Secretary, at:

GPO Box 969 Adelaide 5001.

Please enclose your cheque and don't forget a return address!

# PRODUCT INFORMATION GUIDE

# YES

I would like to know more about the following products which appeared in INFORMAA Quarterly - Volume Ten Number Four

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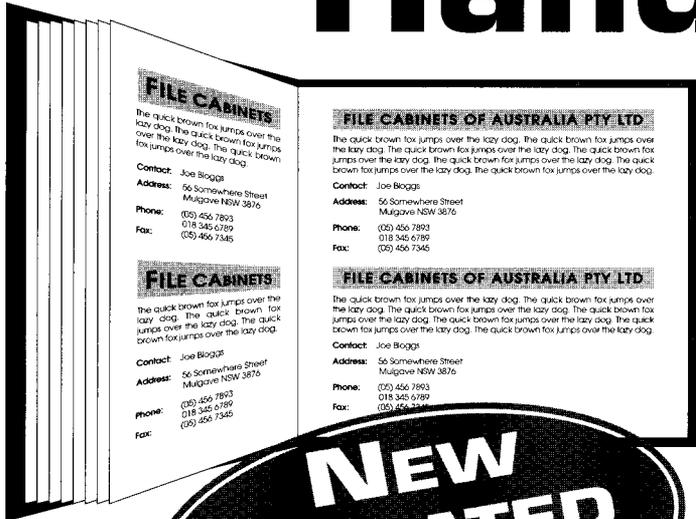
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# RMAA Product Handbook



Expressions of interest are sought from parties wishing to become involved with the RMAA's Product Handbook. It is proposed that this handbook shall represent the most comprehensive directory to Records Management products, consultancies, and services ever published in Australia. Companies interested in participating in this project should register with the:-

**Secretary  
Victorian Branch RMAA  
GPO Box 2270U  
MELBOURNE VIC 3001**

**Further queries can be directed to  
Telephone: (03) 417 3738**

**Closing Date : 12 December 1994**

## REGISTRATION FORM

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Company Name: .....

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ACN number: .....

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If Y please list .....

# MEMBERSHIP HAS ITS BENEFITS

- Professional development through Branch meetings, State Seminars & National Conventions
- Branch newsletters & Informaa Quarterly
- Reduced fees for conferences & seminars
- Networking opportunities with people who speak “your language”
- Opportunity for professional recognition as Associate (ARMA), Member (MRMA) & Fellow (FRMA)

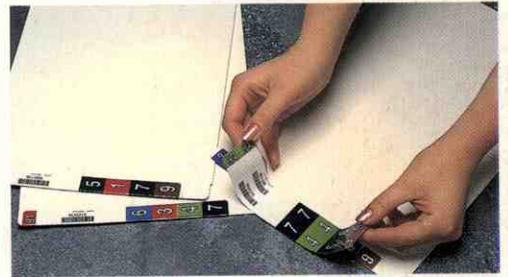
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