

Creation of corporate records

Department of Health Standard

QH-IMP-467-2

1. Statement

In line with the requirements of the *Public Records Act 2023*, the Department of Health (the department) as a public authority is required to make and keep public records that show and contextualise its actions and decisions.

This standard describes the requirements to identify, make and keep corporate records in the department. It is part of the [Corporate Records Management Policy Framework](#) which exists to ensure corporate records are made, kept, and disposed with authorisation.

2. Purpose

This standard describes the requirements to make and keep corporate records in the department.

3. Scope

This standard applies to all employees, contractors and consultants working within, or for, the department. It applies to:

- corporate records – it does not include clinical records
- all formats (physical and digital) regardless of the system in which they are maintained.

This standard may be adopted, or re-branded, for use by Hospital and Health Services (HHS) or statutory bodies. As each HHS is a separate public authority under section 8(1)(g)(i) of the *Public Records Act 2023*, it is the responsibility of each HHS to ensure their public authority complies with the Act.

4. Requirements

4.1. Make

The making of corporate records may occur as a natural consequence of business (e.g. writing a letter, email, or report, seeking approval, processing a transaction within an enterprise ICT system) or as a deliberate action after an event (e.g. drafting minutes or file notes, finalising the monitoring and delivery of an operational or business unit plan).

- 4.1.1. Corporate records are to be made routinely to provide evidence of approvals, decisions, business transactions, and deliverables of the department.
- 4.1.2. Records are to be made as soon as practicable following the event. For example, a verbal approval to proceed with a new project, or pause a program of work, should be kept in an approved business system or approved recordkeeping system.
- 4.1.3. Security classification and labelling must be applied in accordance with the Queensland Health Information Security Policy Framework.

- 4.1.4. Physical corporate records are to be made on appropriate quality materials having regard to the use, and the required retention period of the records.

Refer to [Appendix 1 – Paper Formats](#) for more information regarding the selection of appropriate quality of paper to meet the retention and use requirements. For other formats such as film or plans, contact Corporate Information Management for advice.

- 4.1.5. Electronic (digital) corporate records must be made using a format that is likely to remain accessible and usable for the required retention period of the records.

Refer to [Appendix 2 – Digital File Formats](#) for more information regarding the selection of appropriate digital file formats.

4.2. Keep

Keeping is the act of saving the corporate records which show the actions, decisions, advice, transactions, and business of the department, and the associated metadata, into an approved recordkeeping system or approved business system.

- 4.2.1. Information identified as a corporate record must be kept in an approved recordkeeping system or an approved business system.
- Transitory and short-term records, as identified in the [General Retention and Disposal Schedule](#) do not need to be kept in an approved recordkeeping system or approved business system.
- 4.2.2. Corporate records are to be kept as soon as practicable after creation or receipt of the corporate record.
- 4.2.3. Corporate physical records are to be attached to an identifiable file folder.
- 4.2.4. Responsibility for the keeping of records is in accordance with the Corporate Records Management Policy Framework. This includes:
- the creator of an internal or outgoing record.
 - the recipient of an incoming record.
 - a staff member delegated responsibility (e.g. an Executive Support Officer).

Refer to [Appendix 3 – Responsibilities for keeping of Records](#) for more information about who is responsible for keeping of different types and in different circumstances.

- 4.2.5. The keeping of records should include minimum mandatory recordkeeping metadata in accordance with the Queensland Government Recordkeeping Metadata Standard and Guideline. This includes (but is not limited to):
- **Agent metadata:** Creator, recipient etc.

- **Record metadata:** Title, format, security, location, dates created/registered etc.
- **Function metadata:** Business classification.

4.2.6. Security and access controls must be applied as soon as practical upon receipt and capturing of records, to limit access to staff with a legitimate need to know. This includes:

- **Personal information**—must be collected and stored in accordance with the National Privacy Principles (Schedule 4, *Information Privacy Act 2009*).
- **Confidential information**—must be secured, and the confidentiality of the information maintained, in accordance with the *Hospital and Health Boards Act 2011* Act.
- Other **sensitive and protected information**—must be secured as defined in the department's Information Classification and Handling Standard.

Private, confidential, and sensitive records must be secured to only those employees with a legitimate business 'need to know'. However, security and access controls should not otherwise inhibit shared access to records when it is permissible to do so.

- 4.2.7. Records deemed vital to operations, or to re-establishing operations in the event of a disaster, must have business continuity contingency to ensure the records remain accessible and fit for purpose in the event of an emergency.
- 4.2.8. Records that are born digital should remain digital where practical.

4.3. Approved business systems

Business systems are systems designed to perform a business process or processes.

An approved business system (for the purpose of recordkeeping) is a system that has been assigned a Data Custodian and/or Application Custodian in accordance with the Data and Application Custodianship Policy.

Records made or received within approved business systems are not required to also be kept in an approved recordkeeping system.

Exceptions include records within:

- Microsoft Outlook (emails and calendar entries), for records requiring active management
- Microsoft Enterprise Vault (email archives)
- Back-ups and archives (Backup tapes, CD, DVD, External Drives etc.)
- Microsoft 365 (i.e. SharePoint, OneDrive, OneNote, Teams etc.) for records requiring active management.

4.4. Approved recordkeeping system

The approved recordkeeping system refers to the department's electronic Document and Records Management System (eDRMS) also known as Content Manager. This system has inbuilt controls for version controls, assigning security controls and scheduling retention periods for corporate records.

Content Manager can also be used for all corporate records management and is not limited to executive correspondence.

5. Human rights

Human rights are not engaged by this policy.

6. Legislation

6.1. Queensland Government Legislation

- *Electronic Transactions (Queensland) Act 2001*
- *Evidence Act 1977*
- *Financial Accountability Act 2009*
- *Financial and Performance Management Standard 2019*
- *Hospital and Health Boards Act 2011*
- *Information Privacy Act 2009*
- *Public Health Act 2005*
- *Public Records Act 2023*
- *Public Sector Act 2022*
- *Right to Information Act 2009.*

6.2. Queensland Government policy:

- Information Access and Use Policy (IS33)
- Information Asset Custodianship Policy (IS44)
- Information Security Classification Framework (QGISCF)
- Information Security Policy (IS18:2018)
- Private Email Use Policy
- Public Service Code of Conduct
- Queensland Recordkeeping Metadata Standard and Guideline
- Records Governance Policy.

7. Supporting documents

7.1. Corporate Records Management Policy Framework:

- Corporate Records Management Policy
- Corporate Records Roles and Responsibilities Standard
- Creation of Corporate Records Standard (this document)
- Use of Corporate Records Standard
- Digitisation Disposal of Corporate Records Standard
- Disposal of Corporate Records Standard
- Identification of Corporate Records Guideline.

7.2. Other Related Documents:

- Clinical Records Management Policy
- Data and Application Custodianship Policy
 - Data and Application Custodianship Standard
 - Data and Application Custodianship Roles and Responsibilities
- Information classification and handling Standard
- Information Security Policy
- Instrument of Delegation for the Public Records Act
- Use of electronic approvals FMPM Standard 7.3.2
- Use of ICT services and devices Policy suite.

8. Definitions

Term	Definition
Active Management of a public record	The business owner of the permanent or high risk record is required to capture and manage these records in either an approved business system, or approved recordkeeping system.
Application Custodian	A position designated with overall accountability and responsibility for decision making in relation to the ongoing development, management, compliance, care and maintenance of an application to support business needs. See also: Data Custodian; Approved Business System
Approved Business System	An approved business system (for the purpose of recordkeeping) is a system that has been assigned a Data Custodian and/or Application Custodian in

Term	Definition
	<p>accordance with the Data and Application Custodianship Policy.</p> <p>Custodians are responsible for understanding, managing and controlling risks associated with applications and the collections of data held within these applications. They are also responsible for ensuring that legal, regulatory, policy, standards and other business requirements of the application continue to be met.</p> <p>See also: Application Custodian; Data Custodian</p>
Approved Recordkeeping System	An approved recordkeeping system refers to the department's electronic Document and Records Management System (eDRMS) or legacy Records Management System.
Born Digital	Materials that originate in digital form (digitally native), not created on paper nor any other analogue source.
Business Classification Scheme (BCS)	A BCS is a records management tool used to categorise information resources in a consistent and organised manner. It is comprised of a hierarchy of terms that describe the broad business functions of the department and the activities and transactions that enable those functions to be delivered.
Chief Executive	<p>The Executive Officer means the Director-General, Queensland Health, who has ownership of all Queensland Health records, and is responsible for records in the custody of the department.</p> <p>The Chief Executives of the HHSs are responsible for the custody and disposal of records in their HHS.</p>
Clinical Records	A collection of data and information gathered or generated to record the clinical care and health status of an individual or group. Also referred to as a health record, medical record or healthcare record. Refer Clinical Records Management Policy (QH-POL-280:2014) .
Confidential Information	<p>In this policy, confidential information has the same meaning as 'confidential information' in the <i>Hospital and Health Boards Act 2011</i> (HHB Act), namely:</p> <p>confidential information means any information that --</p> <ul style="list-style-type: none"> (a) is about a person who is receiving or has received a public health sector health service; and (b) could identify the person. <p>Confidential information most often relates to patients of Queensland Health (including deceased persons) and can include information such as patient UR number, name, address, date of birth, admission and discharge dates, billing information, Medicare number, medical record and referrals (note this list is not exhaustive).</p> <p>For further information, you can refer to the department's Confidentiality General Principles to</p>

Term	Definition
	<p>understand the duty of confidentiality and the circumstances when ‘confidential information’ may be disclosed.</p> <p>It is an offence to disclose ‘confidential information’ about a person unless one of the exceptions in Part 7 of the HHB Act applies.</p> <p>See also: Information Privacy; Personal Information; Right to Information</p>
Corporate Records	Records that are administrative and of non-clinical functions of the department (e.g. executive correspondence, finance, human resource, legal, research, scientific, cancer screening etc.).
Data Custodian	<p>A position designated with overall accountability and responsibility for decision making in relation to the data set, data collection and/or application allocated and the ongoing capture, compliance, development, management, care and maintenance of data to support business needs.</p> <p>See also: Application Custodian; Approved Business System</p>
Digital Records	<p>Digital records created, communicated and/or maintained by means of electronic or computer technology, including both ‘born digital’ records and records that have been digitised.</p> <p>See also: Physical Records</p>
Digitisation	The creation of digital images from paper documents by such means as scanning or digital photography.
Digitisation Disposal	The disposal of paper records after they have been digitised in accordance with the minimum requirements of the QSA Guideline – Dispose of Source Records.
Digitised	A digital version of material that originated in a physical or analogue state.
Disposal	<p>In this policy, disposal has the same meaning as ‘disposal’ in the <i>Public Records Act 2023</i>, namely:</p> <p>disposal, of a public record means -</p> <ul style="list-style-type: none"> a) destroying, or delete the record, or b) alter, or damage the record in a way that <ul style="list-style-type: none"> (i) changes how accurately an action or decision is shown in the record, or (ii) otherwise affects the integrity of the record. c) abandon the record; or give away the record, whether by sale, donation, or d) other transfer. <p>Records disposal includes the following activities:</p>

Term	Definition
	<ul style="list-style-type: none"> • Destroy: complete and irreversible physical erasure of the record, ensuring it cannot be reconstituted, recreated or reconstructed • Transfer: permanent transfer to another public authority because of a machinery-of-government change • Sell: records cannot be sold, except if an agency or function is sold or privatised (i.e. under a machinery-of-government change) • Donate: giving records to a museum or historical society must be authorised by the State Archivist • Loss or damage: because of a disaster or other circumstances beyond an agency's control, such as contamination • Abandon: neglect, which can lead to loss or damage to records, is a form of disposal • Amend: unauthorised changing of a record by addition, deletion, revision or obliteration of information, particularly if it modifies the meaning or intent of the record's content or renders it unusable.
Disposal Protection Notice	An authority issued by the Queensland State Archivist, by Court issue or an agency's CEO (or delegate) that requires a temporary cessation of the destruction of public records relating to a specific topic or event. Once issued, a Disposal Protection Notice overrides any other authority to dispose records.
Disposal Status	<p>Indicates the archival value of the records. Records may either be:</p> <ul style="list-style-type: none"> • Permanent - meaning records should be transferred to QSA once they are no longer required for business purposes • Agency Permanent – meaning the records are not required by QSA once they are no longer required for business purposes. They are to be retained permanently by the agency • Temporary - meaning that the records may be disposed of once the minimum period for which the records must be retained in line with the QSA approved retention and disposal schedule has expired and the records are not required for any further legal or business purpose.
Electronic Document and Records Management System (eDRMS)	eDRMS is an automated system used to manage documents and records in a secure manner throughout the information management life-cycle, from creation to disposal. Its purpose is to support the creation, revision and management of digital documents, improve an

Term	Definition
	<p>organisation's workflow, improve tracking, reporting and searching capability of correspondence and provide evidence of business activities.</p> <p>The department's eDRMS is Content Manager for corporate records.</p>
Electronic Records	See: Digital Records
Exchange and Microsoft Outlook	<p>Exchange and Microsoft Outlook provides corporate email system that provides secure messaging, calendaring, and scheduling capabilities.</p> <p>Note: Exchange and Microsoft Outlook is not an approved business system or approved recordkeeping system for the active management of corporate records.</p> <p>Any corporate records held in Exchange or Microsoft Outlook that are permanent or high risk records must be transferred to an approved business system or approved recordkeeping system to ensure active management.</p>
Hybrid Record	Records comprising paper, digitised and electronic formats, created and accessed using both manual and electronic processes.
Information Privacy (IP)	<p>Information Privacy for Queensland Government is legislated through the <i>Information Privacy Act 2009</i> (IP Act) which recognises the importance of protecting the personal information of individuals.</p> <p>Under the IP Act, health agencies must comply with the privacy principles contained in the IP Act, which include the nine National Privacy Principles (NPPs) and provisions regarding contracted service providers and the transfer of personal information out of Australia. These rules govern how personal information must be collected, stored, used and disclosed.</p> <p>The IP Act also allows an individual to seek access to their own personal information or make a complaint about a breach of the privacy principles.</p> <p>See also: Right to Information; Personal Information; Confidential Information</p>
Information Security	<p>The protection of information from unauthorised use or accidental modification, loss or release. Information security is based on three elements:</p> <ul style="list-style-type: none"> • confidentiality – ensuring information is only accessible to authorised persons; • integrity – safeguarding the accuracy and completeness of information and processing methods; and • availability – ensuring that authorised users have access to information when required.

Term	Definition
Intrinsic Value	Records with intrinsic value have many similar characteristics as enduring value but may not have a permanent retention period. Intrinsic value refers to the special qualities and characteristics of the original medium that contribute to the record's significance. The characteristics that make the record special could be lost or diminished if the physical source record is destroyed and only the content is retained.
Metadata	<p>Data that describes the content, context and structure of records.</p> <p>Metadata is structured or semi-structured, descriptive information about a record and usually includes the title of the record, author, date created, any changes to the record, and applicable disposal or sentencing information. Recordkeeping metadata enables a record to be managed over time and assists in identifying and retrieving records and supporting long term record functionality, reliability, and effective preservation or disposal authentication.</p>
Optical Character Recognition (OCR)	OCR is a technology that enables conversion of different types of documents, such as scanned paper documents, PDF files or images captured by a digital camera into editable and searchable data.
Office 365 SharePoint	<p>Is a web-based tool to enable sharing documents, sharing file links (instead of email attachments), and working documents.</p> <p>SharePoint allows people to collaborate and share ideas without the limitation of location.</p> <p>Note: Office 365 (including Microsoft SharePoint and Teams) is not an approved business system or approved recordkeeping system for the active management of corporate records.</p> <p>Any corporate records held in Office 365 (including Microsoft SharePoint and Teams) that are permanent or high risk records must be transferred to an approved business system or approved recordkeeping system to ensure active management.</p>
Office 365 Teams	<p>Note: Office 365 (including Microsoft SharePoint and Teams) is not an approved business system or approved recordkeeping system for the active management of corporate records.</p> <p>Any corporate records held in Office 365 (including Microsoft SharePoint and Teams) that are permanent or high risk records must be transferred to an approved business system or approved recordkeeping system to ensure active management.</p>
Personal Information	Personal information is information or an opinion (including information or an opinion forming part of a

Term	Definition
	<p>database), whether true or not, and whether recorded in a material form or not, about a person whose identity is apparent or whose identity can be reasonably ascertained from the information or opinion.</p> <p>See also: Information Privacy; Right to Information</p>
Physical Records	<p>A record that is tangible and takes up physical space (e.g. paper, photographs or index cards).</p> <p>See also: Digital Records</p>
Queensland State Archives (QSA)	<p>Office established under the <i>Public Records Act 2023</i> responsible for the development and promotion of effective methods, procedures, and systems for making, managing, keeping, storing, disposing of, preserving and using public records.</p>
Record	<p>Record has the same meaning as ‘public record’ in the <i>Public Records Act 2023</i>, namely:</p> <ul style="list-style-type: none"> - information recorded on, in or by using any medium and is made, received, or kept by the department in the carrying out of activities for the department, and evidences its activities, affairs or business. <p>In line with the whole-of-government Records Governance Policy, the department requires records that are permanent or high-risk to be actively managed.</p>
Recordkeeping	<p>The act of making, keeping and preserving evidence of government business in the form of recorded information.</p>
Retention and Disposal Schedule (R&DS)	<p>A document issued by the State Archivist authorising the disposal of public records. It defines the temporary or permanent status, retention periods, disposal triggers and consequent disposal actions authorised for classes of records described in it.</p>
Retention Period	<p>The minimum period of time that records need to be kept before their final disposal as specified in an authorised R&DS.</p>
Right to Information (RTI)	<p>The RTI process established by the Queensland Government aims to give the community greater access to information, and also provides the right to apply for access to government held information, unless on balance it is contrary to the public interest to provide that information. This process is governed by the following two statutory instruments.</p> <ul style="list-style-type: none"> • <i>Right to Information Act 2009</i> which allows you to apply for access to documents held by Queensland Government agencies • <i>Information Privacy Act 2009</i> which in addition to the privacy principles, allows individuals to apply

Term	Definition
	for access to, and amendment of, their own personal information held by Queensland Government agencies.
Sentencing	The process of identifying the disposal class a record belongs to and applying the disposal action specified in the relevant R&DS to the record. Sentencing is the implementation of decisions made during appraisal.
Source records	Documents or records that have been copied, converted or migrated from one format or system to another. The source records are those that remain following the successful conversion or migration. Source records may be an original record or a reproduction generated by an earlier copying, conversion or migration process.
Transitory and Short Term Records	<p>Records that have a low or limited value, and therefore are only required to be kept for a short period of time (e.g. 2 days, 1 week, until business use ceases).</p> <p>They are generally created as part of routine transactional business practices and are not required to support the business functions of an agency. They also have little or no value to the agency or community.</p>

9. Approval and implementation

Policy Custodian	Policy Contact Details	Approval Date	Approver
Executive Director, Governance Assurance and Information Management Branch	Records-Corporate@health.qld.gov.au	16 April 2025	Deputy Director-General, Corporate Services Division

Version control

Version	Date	Comments
V0.1	19 February 2019	Initial draft in consideration of changes to Queensland Government policies and information standards.
v1.0	1 July 2019	Approved.
v1.1	20 October 2021	Approved. Minor amendments (updated references to legislation, standards and policies).
V1.2	25 October 2022	Minor amendments. (Change Branch name as a result of Department of Health's Business Case for Change from Risk, Assurance and Information Management Branch).
V1.3	16 April 2025	Minor Amendments. Change legislation and check for alignment to the new Public Records Act 2023. Review for consistency of definitions, and layout. Approved IMSGC. Approved Deputy-Director General, Corporate Services Division.

Appendix 1 – Paper formats

For records required for long term or permanent retention, it is important to ensure the records remain 'fit for use' for as long as they are required to be retained.

Paper breaks down chemically and physically as it ages and the chemical degradation can contaminate and react with other records. Aged paper may also become fragile and is more susceptible to damage when handled. How well paper lasts over time is determined by the quality and type of paper used in addition to how it is stored, used, and handled.

The type of paper used should be according to the retention requirements, use and storage conditions. The paper type will contribute to the preservation of the records.

Examples of Paper formats			
Paper type	Permanent paper	Office paper	Thermal paper
Retention and use requirements	<ul style="list-style-type: none"> Permanent and long-term records (<i>more than 30 years</i>) <p>If library and archival conditions are not met use:</p> <ul style="list-style-type: none"> NAA approved paper <p>If library and archival conditions are met use:</p> <ul style="list-style-type: none"> NAA approved paper or ISO9706 or AS4003 paper <p>If the records are subject to frequent use and handling:</p> <ul style="list-style-type: none"> ISO9706 or AS4003 paper 	<ul style="list-style-type: none"> Short-term records (<i>less than 30 years</i>) <p>Includes both recycled and non-recycled paper:</p> <ul style="list-style-type: none"> ISO9706 paper 	<ul style="list-style-type: none"> Transitory records. <p>Not recommended for records. If records are captured on thermal paper, they should be copied to an alternate paper type</p>

Thermal paper. Thermal paper is highly unstable and is not recommended for use. The text can fade within months and may not last longer than 5 years. Records made on this paper should be copied to a better quality paper or scanned electronically.

Office paper. Office paper should meet ISO9706 standard. It may include non-recycled or recycled paper (measured as a percentage of the paper's weight which may not be detailed on the product label making it difficult to gauge its durability and longevity). Recycled paper may be adequate for records of short-term retention, drafts, and other casual use.

Permanent paper. Permanent paper must meet certain standards and specifications. Paper advertised as lasting one hundred years, 'durable,' 'acid-free,' 'lignin-free' and 'buffered' does not necessarily meet these relevant standards. Archival paper will be watermarked or have packaging labelled with a statement of compliance with the relevant standard(s):

- ISO9706/AS4003: Australian Standard for Permanent Paper
- National Archives of Australia (NAA) archival paper for records with a retention period of 30 years or more (see following registered trademark)
- ISO18916 Imaging materials – used for photographic prints.



Papers that meet ISO 9706/AS 4003 are available from most stationery suppliers (for more information visit the [Queensland Government website](#)).

Appendix 2 – Digital file formats

The choice of file format may impact upon the longevity of digital records. The choice of format is more critical the longer a record is to be kept.

Example of Digital File Formats			
File type	Open Formats (low risk)	Open proprietary formats (moderate risk)	Closed proprietary formats (high risk)
Word processing	<ul style="list-style-type: none"> • OpenDocument Text (ODT) 	<ul style="list-style-type: none"> • MS Word (DOC) 1997-2010 • MS Office Open XML (DOCX) 	<ul style="list-style-type: none"> • MS Word (DOC) pre 1997 • Rich Text Format (RTF) • WordPerfect (WPD)
Spreadsheet	<ul style="list-style-type: none"> • OpenDocument Spreadsheet (ODS) 	<ul style="list-style-type: none"> • MS Excel (XLS) 1997-2010 • MS Office Open XML (XLSX) 	<ul style="list-style-type: none"> • MS Excel (XLS) pre 1997 • Quattro Pro (QPW, WQ1, WQ2, WB1, WB2, WB3) • Lotus 1-2-3 (WKS, WK2, WK3, WK4)
Presentation	<ul style="list-style-type: none"> • OpenDocument Presentation (ODP) 	<ul style="list-style-type: none"> • MS PowerPoint (PPT) 1997-2010 • MS Office Open XML (PPTX) 	<ul style="list-style-type: none"> • MS PowerPoint (PPT) pre 1997 • Corel Presentation (SHW)
Images	<ul style="list-style-type: none"> • Portable Network Graphics (PNG) • JPEG 2000 (JP2) • JPEG File Interchange Format (JFIF) • Tagged Image File Format (TIFF) • Graphics Interchange Format (GIF) • Digital Negative (DNG) 	<ul style="list-style-type: none"> • JPEG (JPG) • Bitmap (BMP) 	<ul style="list-style-type: none"> • RAW image formats • Paint Shop Pro (PSP) • Photoshop Document (PSD) • HD Photo (HDR) • JPEG XR (JXR) • PCX (PCX)
Document exchange	<ul style="list-style-type: none"> • Portable Document Format (PDF) 	<ul style="list-style-type: none"> • Open XML Paper Specification (XPS) 	
Vector graphics	<ul style="list-style-type: none"> • Scalable Vector Graphics (SVG) • OpenDocument Graphics (ODG) 	<ul style="list-style-type: none"> • AutoCAD Drawing Exchange Format (DXF) 	<ul style="list-style-type: none"> • CorelDraw (CDR) • Adobe Illustrator (AI)
Graphics metafiles	<ul style="list-style-type: none"> • Computer Graphics Metafile (CGM) 	<ul style="list-style-type: none"> • Windows Enhanced Metafile (EMF) 	<ul style="list-style-type: none"> • Windows Metafile (WMF) • WordPerfect Graphics Metafile (WPG)

Video	<ul style="list-style-type: none"> • Matroska (MKV) • Ogg (OGV) • Motion JPEG 2000 (MJ2) 	<ul style="list-style-type: none"> • Flash Video (FLV) • MPEG-4 (MP4) 	<ul style="list-style-type: none"> • Windows Media Video (WMV, ASF) • DivX Media Format (DMF, DIVX) • Audio Video Interleaved (AVI) • QuickTime (QT, MOV) • Real Media (RM)
Audio	<ul style="list-style-type: none"> • Free Lossless Audio Codec (FLAC) • Ogg (OGA) • MPEG-4 (M4A) 	<ul style="list-style-type: none"> • MPEG-2 Audio Layer 3 (MP3) 	<ul style="list-style-type: none"> • Windows Media Audio (WMA, ASF) • Waveform Audio (WAV) • Real Audio (RA, RAM) • Audio Interchange File Format (AI, AIFF)

Avoid high risk file formats where possible, including those:

- that are or will soon be obsolete
- that are no longer supported by the developer
- where the developer will not share information about the format
- that use 'lossy' compression techniques
- accessed or read with unsupported hardware or software
- restricted by intellectual property or that use digital rights management.

File formats for long-term temporary and permanent records should be:

- based on open, documented standards (those developed by standards organisations)
- an open/open proprietary format as opposed to closed proprietary
- developed by a community rather than by single vendor
- portable (can be independent of specific hardware, operating systems, and software)
- commonly used (at least within a specific community of practice)
- not encumbered by intellectual property restrictions
- uncompressed or use lossless compression
- unencrypted.

For more information visit the [Queensland Government – Recordkeeping webpage](#).

Appendix 3 – Responsibilities for making and keeping records

The general responsibility lies with the:

- **Maker of internal records:** records made within and distributed within the department.
- **Maker of outgoing records:** records made within and distributed outside of the department.
- **Receiver of incoming records:** records made outside of the department and distributed to one or more people within the department.

Responsibilities are identified in the below table:

Responsibilities for making and keeping of corporate records			
Record type responsibilities	Creator	Receiver	Application Custodian
Executive Correspondence	✓		
General Incoming Correspondence		✓	
General Outgoing Correspondence	✓		
Forms	✓		
Social Media	✓		
Audio/Video	✓		
Email - Internal (i.e. being sent within the department)	✓		
Email - Incoming (from external source)		✓	
Email - Outgoing (to an external source)	✓		
Transactions within approved system (e.g. Springboard, S4HANA)			✓

The maker (sender) of an internal email is responsible for the keeping of sent emails. This includes:

- **Single email:** The sender of the email.
- **An email sequence:** The sender of the first email of a sequence (a sequence is considered an email conversation which contains one or more replies).
- **An email thread:** The sender of the first email of a thread (a diverted/forwarded email) which may result in a new/related issues and which may not include the original sender.

The receiver of an email that originated external to the department is responsible for the keeping of the received email. This includes:

- **Single recipient:** The receiver of the email is responsible for capture.
- **Multiple recipients:** The first listed '@health' recipient in the 'TO' list is responsible for capture.
- **CC and BC recipients:** The nature of 'CC' (carbon copy) and 'BC' (blind copy) suggests the email is for reference and is not required to be actioned.