

# Digitisation disposal of corporate records

## Department of Health Standard

QH-IMP-467-3

### 1. Statement

This standard describes the digitisation disposal process which can be undertaken within the Department of Health (the department). It identifies the requirements to be met before, during and after digitisation, and when the original source record can be destroyed.

Digitisation is the process of converting a physical record to a digital representation by means of scanning or digital photography to create a digital copy of the original 'source' record. Digitisation disposal includes the additional step of disposing of the source record after digitisation such that the digital copy becomes the only copy of the record.

Digitising records provides benefits such as increased accessibility, and reduced storage and processing costs. However, it also introduces risks such as accidental deletion, corruption, and poor-quality digitisation resulting in records that are not fit-for-purpose.

This standard is part of the [Corporate Records Management Policy Framework](#) which exists to ensure records are made, kept, and where possible, disposed appropriately, and align with the requirements of the *Public Records Act 2023*.

### 2. Purpose

The purpose of this standard is to provide the information necessary to:

- inform the steps required to be taken before disposal of the original source records occurs; or
- clarify the instances where disposal of the source record is not allowed even when the digitisation process is complete.

### 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. Assess records for eligibility

Retention of records is governed by the *Public Records Act 2023* in conjunction with requirements made by the State Archivist, including standards (which are mandatory) and guidelines (which are recommended) that have been made by the State Archivist.

Not all records are eligible for early disposal of original “source records” after digitisation. Both of the following requirements must be met for disposal of source records:

- 4.1.1. The records must not fall under one of the excluded categories:
  - Records of intrinsic value
  - Records required for legal purposes
  - Records subject to a Disposal Protection Notice
  - Migrated records
- 4.1.2. The records must not hold a permanent status under a current disposal authorisation issued by the State Archivist.

*Refer to [Appendix 1](#) for steps to undertake the eligibility assessment for disposal after digitisation.*

### 4.2. Ensure technical specifications

Records can only be digitised when using appropriate technical specifications based on the content and the type of document.

*Refer to [Appendix 3c](#) for the requirements.*

### 4.3. Quality assurance

Quality assurance needs to be conducted to ensure the quality and completeness of the digitised records.

- 4.3.1. Digitised records must be quality checked to ensure the digital record is a complete and fit-for-purpose rendition of the original paper record, and a record that this quality check has occurred needs to be retained.

*Refer to [Appendix 4](#) for the quality assurance requirements.*

### 4.4. Making

Making is the act of saving a record, including appropriate recordkeeping metadata, into an approved recordkeeping system or approved business system.

- 4.4.1. Digitised records must be made as soon as practicable into an approved recordkeeping system or an approved business system in accordance with the Corporate Records Management Policy Framework.

[Appendix 4c](#) contains a checklist for ensuring the appropriate metadata has been captured.

## 4.5. Disposal

Disposal is the act of destroying records. In this standard, disposal is limited to the destruction of original source records after the digital copy has been created and captured.

- 4.5.1. The disposal of original source records after digitisation must not occur prior to the completion of quality assurance checks and capture into an approved recordkeeping system or approved business system.
- 4.5.2. The disposal of source records after digitisation must be authorised by the relevant Data Custodian/Business owner of the source information to ensure there is no ongoing business, legal or other requirement to retain the original paper record.
- 4.5.3. Original paper records must be disposed of in accordance with the [General Retention and Disposal Schedule](#) (Disposal Authority 2074 – Physical Source Records) including authorisation by an authorised delegate in line with the Instrument of Delegation - Public Records Act, and the source records need to be disposed of securely and confidentially.

Refer to [Appendix 6](#) to authorise the digitisation and subsequent disposal of original paper record.

## 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
- Use of Corporate Records Standard
- Digitisation Disposal of Corporate Records Standard (this document)
- 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	<p>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.</p> <p>See also: Data Custodian; Approved Business System</p>
Approved Business System	<p>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.</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

Term	Definition
	record, medical record or healthcare record. Refer <a href="#">Clinical Records Management Policy (QH-POL-280:2014)</a> .
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><b>confidential information</b> means any information that —</p> <p>(a) is about a person who is receiving or has received a public health sector health service; and</p> <p>(b) could identify the person.</p> <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). For further information, you can refer to the department’s <a href="#">Confidentiality General Principles</a> to 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.

Term	Definition
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><b>disposal</b>, of a public record means --</p> <ol style="list-style-type: none"> <li>destroying, or delete the record, or</li> <li>alter, or damage the record in a way that               <ol style="list-style-type: none"> <li>changes how accurately an action or decision is shown in the record, or</li> <li>otherwise affects the integrity of the record.</li> </ol> </li> <li>abandon the record; or give away the record, whether by sale, donation, or</li> <li>other transfer.</li> </ol> <p>Records disposal includes the following activities:</p> <ul style="list-style-type: none"> <li>• <b>Destroy:</b> complete and irreversible physical erasure of the record, ensuring it cannot be reconstituted, recreated or reconstructed</li> <li>• <b>Transfer:</b> permanent transfer to another public authority because of a machinery-of-government change</li> <li>• <b>Sell:</b> records cannot be sold, except if an agency or function is sold or privatised (i.e. under a machinery-of-government change)</li> <li>• <b>Donate:</b> giving records to a museum or historical society must be authorised by the State Archivist</li> <li>• <b>Loss or damage:</b> because of a disaster or other circumstances beyond an agency’s control, such as contamination</li> <li>• <b>Abandon:</b> neglect, which can lead to loss or damage to records, is a form of disposal</li> <li>• <b>Amend:</b> 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.</li> </ul>
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.

Term	Definition
Disposal Status	<p>Indicates the archival value of the records. Records may either be:</p> <ul style="list-style-type: none"> <li>• Permanent - meaning records should be transferred to QSA once they are no longer required for business purposes</li> <li>• 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</li> <li>• 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.</li> </ul>
Electronic Document and Records Management System (eDRMS)	<p>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 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><b>Note:</b> Exchange and Microsoft Outlook is not an approved business system or approved recordkeeping system for the active management of corporate records. Any corporate records held in Exchange or Microsoft Outlook that are <b>permanent</b> or <b>high risk records</b> 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</p>



Term	Definition
	<p>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>
<b>Information Security</b>	<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"> <li>• confidentiality – ensuring information is only accessible to authorised persons;</li> <li>• integrity – safeguarding the accuracy and completeness of information and processing methods; and</li> <li>• availability – ensuring that authorised users have access to information when required.</li> </ul>
<b>Intrinsic Value</b>	<p>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.</p>
<b>Metadata</b>	<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>
<b>Optical Character Recognition (OCR)</b>	<p>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.</p>
<b>Office 365 Share Point</b>	<p>Is a web-based tool to enable sharing documents, sharing file links (instead of email attachments), and working documents.</p>

Term	Definition
	<p>SharePoint allows people to collaborate and share ideas without the limitation of location.</p> <p><b>Note:</b> 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 <b>permanent</b> or <b>high risk records</b> must be transferred to an approved business system or approved recordkeeping system to ensure active management.</p>
Office 365 Teams	<p><b>Note:</b> 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 <b>permanent</b> or <b>high risk records</b> must be transferred to an approved business system or approved recordkeeping system to ensure active management.</p>
Personal Information	<p>Personal information is information or an opinion (including information or an opinion forming part of a 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"> <li>- 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.</li> </ul> <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>

Term	Definition
Recordkeeping	The act of making, keeping and preserving evidence of government business in the form of recorded information.
Retention and Disposal Schedule (R&DS)	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.
Retention Period	The minimum period of time that records need to be kept before their final disposal as specified in an authorised R&DS.
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"> <li>• <i>Right to Information Act 2009</i> which allows you to apply for access to documents held by Queensland Government agencies</li> <li>• <i>Information Privacy Act 2009</i> which in addition to the privacy principles, allows individuals to apply for access to, and amendment of, their own personal information held by Queensland Government agencies.</li> </ul>
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	<a href="mailto:Records-Corporate@health.qld.gov.au">Records-Corporate@health.qld.gov.au</a>	16 April 2025	Deputy Director-General, Corporate Services Division

## Version control

Version	Date	Comments
v1.0	6 April 2019	New standard.
v1.1	20 October 2021	Approved. Minor amendments (new template and updated references to legislation, standards and policies). Amended error in Appendix 2.
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. IMSGC Approved. Approved Deputy-Director General, Corporate Services Division.

## Appendix 1 – Eligibility assessment

Assessment of Records for eligibility to dispose after digitisation is used to identify and exclude those records that are not eligible for early disposal. Ineligible records may still be digitised, however the original 'source' records must not be disposed.

Disposal Authority Eligibility	Yes	No
Are the records covered by a Queensland State Archivist approved Retention and Disposal schedule?		
• Is the retention and disposal schedule allowed for use by Queensland Health?	<input type="checkbox"/>	<input type="checkbox"/>
• Is the records class relevant to the records being assessed?	<input type="checkbox"/>	<input type="checkbox"/>
• Does the records class have a temporary retention period (i.e. are not permanent records) ?	<input type="checkbox"/>	<input type="checkbox"/>

- If **NO** to any of the above questions, the original 'source' records are ineligible for disposal.
- If **YES** to each of the above questions, check the additional eligibility criteria (below).

Disposal Authority Eligibility	Yes	No
Do the records have intrinsic value?		
• Significant aesthetic value (e.g. artwork? annotations/ledger with handwritten historic writing style)	<input type="checkbox"/>	<input type="checkbox"/>
• Records of personal significance (e.g. handwritten letters)	<input type="checkbox"/>	<input type="checkbox"/>
• Historical significance (e.g. original proclamations)	<input type="checkbox"/>	<input type="checkbox"/>
• Relation to a significant person or place (e.g. signed by a prime minister)	<input type="checkbox"/>	<input type="checkbox"/>
• Records that have survived significant events, disasters or incidents with qualities or characteristics that would diminished of the original was disposed	<input type="checkbox"/>	<input type="checkbox"/>
• Physical characteristics contribute to its status as a full and accurate record	<input type="checkbox"/>	<input type="checkbox"/>
• Required to be produced, kept or accessible in its original format for the full retention period (as opposed to the digitised version)	<input type="checkbox"/>	<input type="checkbox"/>
• Provide an emotional connection to the creator or have exhibition qualities	<input type="checkbox"/>	<input type="checkbox"/>
Are the records required to be retained for:		
• A Disposal Protection Notice issued by the State Archivist	<input type="checkbox"/>	<input type="checkbox"/>
• Insurance claim or other legal purposes	<input type="checkbox"/>	<input type="checkbox"/>
Are the records likely to become 'permanent value' in the future	<input type="checkbox"/>	<input type="checkbox"/>
Are the records migrating from one system to another? (Contact CIM for advice)	<input type="checkbox"/>	<input type="checkbox"/>

- If **YES** to any of the above questions, the original 'source' records are ineligible for disposal.
- If **NO** to each of the above questions, proceed to [Appendix 2 – Risk Assessment](#).

## Appendix 2 – Risk assessment

This assessment is to be undertaken for those records that are eligible for disposal after digitisation (refer [Appendix 1 – Eligibility assessment](#)). It is used to identify those records that have a higher value and are subsequently deemed high risk. High Risk records may still be digitised, however require the approval of the relevant Data Custodian prior to destruction of the original ‘source’ records.

General Assessment for High Risk Records	Yes	No
Records needed to make, or support, critical business decisions		
• Significant briefs or correspondence	<input type="checkbox"/>	<input type="checkbox"/>
• Significant Audits, Investigations, Findings, Reports, Business Cases, Plans or Advice	<input type="checkbox"/>	<input type="checkbox"/>
Records required, or likely to be required as evidence		
• Contracts and agreements, Investigations and Inquiries, Compensation Claims etc.	<input type="checkbox"/>	<input type="checkbox"/>
• Current and rescinded policies, standards, procedures and guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
• Client files, case files, personnel files, records required to be retained under legislation	<input type="checkbox"/>	<input type="checkbox"/>
Other important records		
• Document significant decisions/changes to previous decisions/activities	<input type="checkbox"/>	<input type="checkbox"/>
• Document significant financial transactions (i.e. authorise expenditure over \$1M)	<input type="checkbox"/>	<input type="checkbox"/>
• Deemed vital or important, or security classified as ‘Protected’	<input type="checkbox"/>	<input type="checkbox"/>
• Have an ongoing use or value (to the organisation, other organisations, the public etc.).	<input type="checkbox"/>	<input type="checkbox"/>
• Have been the subject of a criminal court matter.	<input type="checkbox"/>	<input type="checkbox"/>
• May be required by a party to litigation under the Rules of Court.	<input type="checkbox"/>	<input type="checkbox"/>
• Anything specific to business that may be important	<input type="checkbox"/>	<input type="checkbox"/>
Records are required to be retained for a minimum of 30 years in accordance with a State Archivist approved Retention and Disposal Schedule	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>○ If <b>YES</b> to any of the above questions, you may proceed with digitisation disposal of the ‘High Risk’ records with additional approval (<a href="#">Appendix 6 – Destruction Approval for High Risk Records</a>).</li> <li>○ If <b>NO</b> to all of the above questions, you may proceed with disposal of the source records (in accordance with other requirements in this procedure).</li> </ul>		

## Appendix 3 – Digitisation


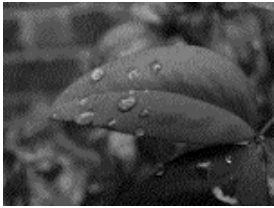

The technical specifications provide guidance on determining the appropriate scan settings. This appendix includes:

- Appendix 3a – Digitisation terms
- Appendix 3b – Pre-scan checklist
- Appendix 3c – Technical specifications for digitisation.

### Appendix 3a – Digitisation terms

Format	Format Type	Description
Is the file format (or extension) of the output file.  This procedure requires records to be saved using PDF or PDF/A for text-based documents, and TIFF or JPEG 2000 for photos.	<b>PDF</b>	Portable Document Format (PDF) is used to store documents independent of the software used to create the document. <ul style="list-style-type: none"> <li>• Use for records to be retained for less than 30 years.</li> </ul>
	<b>PDF/A</b>	PDF/A is specialised for long term preservation and archiving <ul style="list-style-type: none"> <li>• Use for records to be retained for 30 years or more.</li> </ul>
	<b>TIFF</b>	Tagged Image File Format (TIFF or TIF) is an image manipulation format for graphics and photographs. In the eDRMS solution it is used for annotation or redaction of document content.
	<b>JPEG 2000 (JP2)</b>	JP2 is an international standard image compression file format developed by the Joint Photographers Expert Group.

Resolution	100 DPI	300 DPI	600 DPI
Is the amount of detail in an image.  Image quality is determined by the number of pixels per inch (PPI). The higher the PPI, the higher the quality and finer the detail of the image.	<b><u>Resolution 100 PPI</u></b>	<b><u>Resolution 300 PPI</u></b>	<b><u>Resolution 600 PPI</u></b>
	Arial 11 text printed at 600 dots per inch (DPI) and scanned at 100 points per inch (PPI).	Arial 11 text printed at 600 dots per inch (DPI) and scanned at 300 points per inch (PPI).	Arial 11 text printed at 600 dots per inch (DPI) and scanned at 600 points per inch (PPI).
	<b>Note:</b> The terms PPI ( <i>pixels per inch</i> ) and DPI ( <i>dots per inch</i> ) are often confused and regularly used interchangeably. <ul style="list-style-type: none"> <li>• PPI - Number of pixels in one square inch on a digital monitor</li> <li>• DPI - Number of dots printed in one inch on a document</li> </ul>		

Bit Depth	Black & White (1 bit)	Greyscale (8 bit)	Colour (24 bit)
<p>The number of bits used for each pixel.</p> <p>1 bit = 2 colours (black and white),</p> <p>8 bits = 256 colours</p> <p>24 bits = 16,777,216 colours.</p>			




## Appendix 3b – Pre-scan checklist

Pre-scan tasks should be performed for each document

Quality Check Item	Description	Completed
<b>Content</b>	Remove blank pages and other content that isn't part of the record.	<input type="checkbox"/>
<b>Orientation</b>	Ensure correct orientation of pages (landscape documents as well as documents that are upside down).	<input type="checkbox"/>
<b>Different size pages</b>	Check the different sheet sizes (e.g. an A4 document with A3 or A5 pages). Scan separately and insert into the original document during post scanning operations	<input type="checkbox"/>
<b>Remove/reposition sticky notes</b>	Remove sticky notes (to reverse of page, or onto a separate page with reference to original page) or reposition on the same page so they do not block text or important information.	<input type="checkbox"/>
<b>Remove bindings</b>	Remove all binding materials (e.g. staples, paperclips etc.).	<input type="checkbox"/>
<b>Poor quality records</b>	Check for poor quality records (i.e. photocopies, hand-written notes). These should be scanned at a minimum 600 PPI so as to not further degrade the quality.	<input type="checkbox"/>
<b>Configure technical specifications for digitisation</b>	Set the scanner settings based on the colours used within the paper record and the content type of the paper records (Appendix 3c - Technical Specifications for Digitisation).	<input type="checkbox"/>



## Appendix 3c – Technical specifications for digitisation

		Document Colours		
		Black and White	Greyscale	Colour
What <i>colours</i> are in the document? →				
What <i>is in</i> the document? ↴				
Document Content	Text	<ul style="list-style-type: none"> <li>• B&amp;W Text</li> <li>• 300 DPI</li> <li>• PDF or PDF/A</li> </ul>	<ul style="list-style-type: none"> <li>• Greyscale</li> <li>• 300 DPI</li> <li>• PDF or PDF/A</li> </ul>	<ul style="list-style-type: none"> <li>• Colour Text/Photo</li> <li>• 300 DPI</li> <li>• PDF or PDF/A</li> </ul>
	Text with watermarks, graphics or shading	Use Greyscale	<ul style="list-style-type: none"> <li>• Greyscale</li> <li>• 600 DPI</li> <li>• PDF or PDF/A</li> </ul>	<ul style="list-style-type: none"> <li>• Greyscale</li> <li>• 600 DPI</li> <li>• PDF or PDF/A</li> </ul>
	Text with photographs	Use Greyscale	<ul style="list-style-type: none"> <li>• Greyscale</li> <li>• 600 DPI</li> <li>• PDF or PDF/A</li> </ul>	<ul style="list-style-type: none"> <li>• Colour Glossy</li> <li>• 600 DPI</li> <li>• PDF or PDF/A</li> </ul>
	Photographs	For B&W – Use Greyscale. For Sepia – Use Colour	<ul style="list-style-type: none"> <li>• Greyscale</li> <li>• 600 DPI</li> <li>• TIFF</li> </ul>	<ul style="list-style-type: none"> <li>• Colour Glossy</li> <li>• 600 DPI</li> <li>• TIFF</li> </ul>

- All documents are to be scanned using lossless compression.
- PDF/A to be used for document to be retained for 30 years or more. Where possible, PDF/A should contain TIFF or JPEG2000 for images.
- Mixed content (e.g. black text with colour graphics) is to be scanned using the highest colour depth.

## Appendix 4 – Quality assurance

Quality assurance prior to, during, and after digitisation is important to ensure digitised records maintain the following attributes of full and accurate records. Digitised records need to be:

- **Adequate** - For the purpose for which they are kept (fit-for-purpose).
- **Complete** - No structural or contextual information lost during digitisation.
- **Useable** - Able to be presented and interpreted in a form that allows its continued use.
- **Authentic** - The product of a consistent approved digitisation process.
- **Accessible** - Captured in an approved recordkeeping system or approved business system and available to staff with a legitimate 'need to know'.

This appendix includes the following quality assurance requirements:

- Appendix 4a – Frequency of quality checks.
- Appendix 4b – Visual quality checklist.
- Appendix 4c – Post-scan checklist.

### Appendix 4a – Frequency of quality checks

Quality checking digital images produced by scanning requires a visual check to ensure the images meet minimum requirements. It includes checking the number of pages, missing content, alignment, orientation and readability. Visual checking is quite onerous, hence some visual checks are required to be performed for all documents, whilst other checks are performed less frequently.

Scan Type	Description	Check Frequency
<b>Initial Scanning</b>	Scanning completed at the commencement of a work day, or resumption from a break: <ul style="list-style-type: none"><li>• initial scanning on any work day</li><li>• resumption after a break, or interruption</li><li>• resumption after cleaning/calibration of scanning equipment</li></ul>	All items on Visual Quality Checklist (Appendix 5c)  First 5 documents
<b>General Scanning</b>	Scanning undertaken after the successful completion of: <ul style="list-style-type: none"><li>• initial or resumption scanning</li><li>• re-scanning.</li></ul>	As per Visual Quality Checklist (Appendix 5c)
<b>Re-scanning</b>	Scanning completed because the initial scan did not pass all of the quality requirements.	All re-scanned documents must be checked

## Appendix 4b – Visual quality checklist

Frequency	Item	Description	Pass
All Docs	Page Count	Check the number of pages of the digital image equals the number of pages of the original paper record.	<input type="checkbox"/>
All Docs	First and Last Page	Check the first and last page are the same as the first page and last page of the source document.	<input type="checkbox"/>
All Docs	Sticky Notes	Check for sticky notes. If the sticky note covers an area of text, remove (scan on a separate page) or reposition the note to a blank part of the document.	<input type="checkbox"/>
All Docs	Folded Page	Check that no pages have been folded over when they have been scanned. Any pages within a digital image with missing or altered content must be scanned again.	<input type="checkbox"/>
All Docs	Orientation	Check that the orientation of the digital image is correct: <u>Portrait</u> : Short edge on top <u>Landscape</u> : Long edge on left.	<input type="checkbox"/>
Every 10 <sup>th</sup> Doc	Blurry or Faint Text	Check the quality of the image is easily readable. If it is blurry or faint increase the contrast or check if the scanner needs to be cleaned or re-calibrated.	<input type="checkbox"/>
Every 10 <sup>th</sup> Doc	Lines or Streaks	Check if the image has any unexpected lines, streaks, speckles, or other unexpected marks. The scanner may need to be cleaned and re-calibrated.	<input type="checkbox"/>
Every 10 <sup>th</sup> Doc	Alignment	Check the alignment of all pages. If the alignment is greater than 5 degrees from square, then re-scan. Any image with less than 5 degree alignment error missing content must be scanned again.	<input type="checkbox"/>

## Appendix 4c – Post-scan checklist

Quality Check Item	Description	Completed
<b>Blank pages</b>	Check for and remove blank pages within the digital image.	<input type="checkbox"/>
<b>Orientation</b>	Check orientation within the digital image and correct where necessary.	<input type="checkbox"/>
<b>Auto metadata</b>	<p>Check the mandatory digitisation metadata elements are all embedded in the digital record.</p> <ul style="list-style-type: none"> <li>• Date Digitised</li> <li>• Equipment Used to Digitise</li> <li>• Action Officer</li> </ul>	<input type="checkbox"/>
<b>Manual metadata</b>	If each of the mandatory digitisation metadata elements are not embedded in the digital record, complete a 'Record Cover Sheet' and attach to the record.	<input type="checkbox"/>
<b>Perform OCR</b>	<p>Perform Optical Character Recognition (OCR) on scanned documents and photographs containing text to enable the words within the scanned files to be searchable (Content Search):</p> <p>TIFF and JP2 files will undergo auto OCR upon capture into the eDRMS. For PDF or PDF/A documents:</p> <ul style="list-style-type: none"> <li>• OCR may be performed on some scanners.</li> <li>• OCR can be performed within the eDRMS.</li> <li>• OCR can be performed using some software (e.g. Adobe Acrobat)</li> </ul>	<input type="checkbox"/>
<b>Capture</b>	Capture digitised records into approved recordkeeping system or approved business system.	<input type="checkbox"/>
<b>Disposal approval</b>	<p>Digitised records assessed eligible for early disposal but 'high risk' require additional approval to dispose of the original paper records using <a href="#">Appendix 6 – Destruction Approval for High Risk Records</a>.</p> <p>For digitised records assessed as 'low risk', no additional approval is required to dispose of the original paper records.</p>	<input type="checkbox"/>
<b>Destroy paper records</b>	Destroy original paper records that are eligible and approved for destruction in accordance with the department's Corporate Records Management Policy Framework.	<input type="checkbox"/>

## Appendix 5 – Record cover sheet to capture metadata

This cover sheet may be used to record digitisation and 'source record' recordkeeping metadata. It may be used temporarily until the metadata is migrated/captured into an approved recordkeeping system or approved business system.

Alternatively, it may be digitised and captured with the relevant record.

Mandatory Metadata	Date of Digitisation *	10/03/2017		
	Digitisation Equipment Used *	Ricoh MP C3503		
	Action Officer *	<u>Justin Example</u> Name	<u>Justin Example</u> Signature	<u>10/3/2017</u> Date
Additional Metadata	Additional Digitisation Metadata	<b>Image Resolution:</b>	600 PPI	
		<b>Image Colour Depth:</b>	24 bit colour	
		<b>Compression:</b>	Lossless	
		<b>File Format:</b>	PDF	
		<b>File Sub-Formats:</b>	JPEG2000	
		<b>Other:</b>		
	Original Record No.	COR/000199		
	Description	Development and approval of the Queensland Health Position Statement on Clinical Records		
	Original System	Department of Health – Corporate Office License of RecFind		
	Additional Recordkeeping Metadata	<b>Date Created:</b>	01/10/2002	
<b>Current Location:</b>		Director, Strategic Policy and Legislation Branch		
<b>Home Location:</b>		C-BOX-1000 (Grace Records Management)		
<b>Classification:</b>		Health Protocols Administration – Clinical Protocols		
<b>Security:</b>		Internal-Use-Only		
	<b>Disposal:</b>	Permanent		
	<b>Other:</b>			

Eligibility	Description	Reason
<input type="checkbox"/> <b>Eligible – Low Risk</b>	May proceed with disposal of source records	.....
<input type="checkbox"/> <b>Eligible – High Risk</b>	May proceed with disposal with Data Custodian* approval (in accordance with <a href="#">Appendix 2 – Risk Assessment</a> )	.....
<input type="checkbox"/> <b>Not Eligible</b>	Must not proceed with disposal (in accordance with <a href="#">Appendix 1 – Eligibility Assessment</a> ) of source records	.....

\* Digitised records that are eligible, but high risk may be escalated to an appropriate Data Custodian in accordance with [Appendix 6 – Destruction approval for original source records that have been digitised](#).

## Appendix 6 – Destruction approval for original source records that have been digitised

Original Record No.	New Record No.	Title of source record	Quality Assurance Completed	Source Record Retention Schedule		
COR/000199	C-DOC15/119	<i>Development and approval of the Queensland Health Position Statement on Clinical Records</i>		<i>Current or rescinded policies, standards, procedures or guidelines</i>		

### Data Custodian – Approval to Dispose High Risk (Paper) Records

I am aware of my responsibilities under the Corporate Records Management Policy and hereby authorise the disposal of the original paper /source records that have been digitised, as per the attached list.

Signed (Data Custodian/ Business Owner ) \_\_\_\_\_

Date \_\_\_\_\_

Signed Disposal authorised delegate) \_\_\_\_\_

Date \_\_\_\_\_

Name (Please print) \_\_\_\_\_

Position title \_\_\_\_\_

Unit/Branch/Division \_\_\_\_\_