

Recordkeeping in the Victorian Government

How Standards Fail



Background

- PROV sets mandatory standards for recordkeeping for public sector but...
- Anecdotal evidence of recordkeeping failures across Victorian government
- Need for research to demonstrate the extent of the problem
- Review of Ombudsman and Auditor General Reports over a five year period (2010-2014) focusing on references to recordkeeping practices

The findings

224

- Reports published by OV and VAGO 2010-2014

54%

- Reports highlighted recordkeeping failures

77

- Agencies identified as having recordkeeping failures

63%

- Reports identified that recordkeeping failure led to reduced accountability

66%

- Reports identified missing, incomplete or incorrectly destroyed documents

49%

- Agencies identified as having poor recordkeeping appeared in same year on a different matter

Survey identified

- Systematic, chronic and pervasive records management failures despite standards being in place
- Records management failures correlated to breaches of almost all Public Sector Values/Codes of Conduct (and sometimes more serious offences)

Poor recordkeeping leads to...

- No or poor accountability for decisions and actions
- Inability to identify best practice because information unavailable
- Poorer services for Victorians (e.g. Royal Commission into Family Violence identified problems with information management leading to serious adverse outcomes)

Correlation is not Causation

- Is poor recordkeeping an indicator of poor performance generally?
- Is poor recordkeeping an indicator of Code of Conduct breaches or criminal conduct or corruption?
- Which comes first or are they unrelated?

Needs more research but...

Pay attention!

You should probably pay more attention to recordkeeping and information management in your agency



PROV Response

State of Recordkeeping
Reports to be
published annually

Tool for Information
Management Maturity
self assessment of
capability (IM3)

Developing tool for
recordkeeping
standards self
assessment

Align PROV standards
with other information
governance standards

Full report

- www.prov.vic.gov.au
- “Landell review of Victorian Government Records Management Compliance”