# RECORDKEEPING RESPONSIBILITIES DURING OUTSOURCING OF FUNCTIONS

Queensland State Archives

**A guide for CEOs**

There are recordkeeping implications for public records when outsourcing a government function or activity. If you are planning on outsourcing one or more of your authority’s functions or activities, bear in mind the following responsibilities, considerations and implications:

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| Outsourcing of:  
• corporate functions:  
  o mail functions including scanning, sorting and delivery  
  o ICT functions such as email and cloud based storage and services  
  o call centres  
• infrastructure and equipment  
  o building  
  o maintenance  
  o tenancy and property management  
• transport services  
• counselling of clients or patients. | Responsibility for the service delivery and the associated records remains with the public authority.  
**Records created by the service provider on behalf of a public authority are public records.**  
Ownership of these records remains with the State of Queensland or the relevant local government.  
Your recordkeeping responsibilities do not diminish with the outsourcing of a function.  
You are responsible for  
• all public records created by the service provider on your authority’s behalf  
• ensuring that the service provider creates and keeps full and accurate records of the activities they perform on your authority’s behalf  
• ensuring the safekeeping, proper preservation and return of all records created or received by another entity on your behalf  
• ensuring public records created or received by the service provider on your behalf are legally disposed of  
• any permanent records held at QSA (e.g. for Right to Information and public access when restricted access periods apply) | During planning stage consider implications for recordkeeping.  
Have contractual arrangements or agreements with the service provider to ensure:  
• recordkeeping responsibilities of both the provider and your authority for all public records involved are clear, including:  
  o any specific requirements (e.g. list of records to be created and to be returned)  
  o ownership, access, control (including monitoring and auditing) and privacy  
  o management, preservation and storage  
  o disposal, including authorisation and endorsement of disposal  
  • **Note:** disposal must be authorised by QSA and also endorsed by the CEO of the public authority or their authorised delegate  
  o dealing with the provision of pre-existing and new records at the completion of the contract including record formats, migration and responsibility for transfer costs  
  o dispute resolution and disaster preparedness.  
• obligations under the Public Records Act 2002, and the Records Governance Policy continue to be met.  
Queensland State Archives provides a checklist of issues to be included within agreements as well as sample recordkeeping clauses. |