Check-up 2023
Whole-of-Government Summary Report

August 2024

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A note on presentation of results: The report presents results from the 2023 NAA Check-up online survey that was conducted between August and November 2023. Percentages are based on the total number of valid responses made to questions in the survey. Percentage results throughout the report may not add up to 100% due to rounding. Chart bars with the same percentage label may appear to be differ sizes due to rounding. Results reflect responses from agencies where the particular questions were applicable and where they were answered.
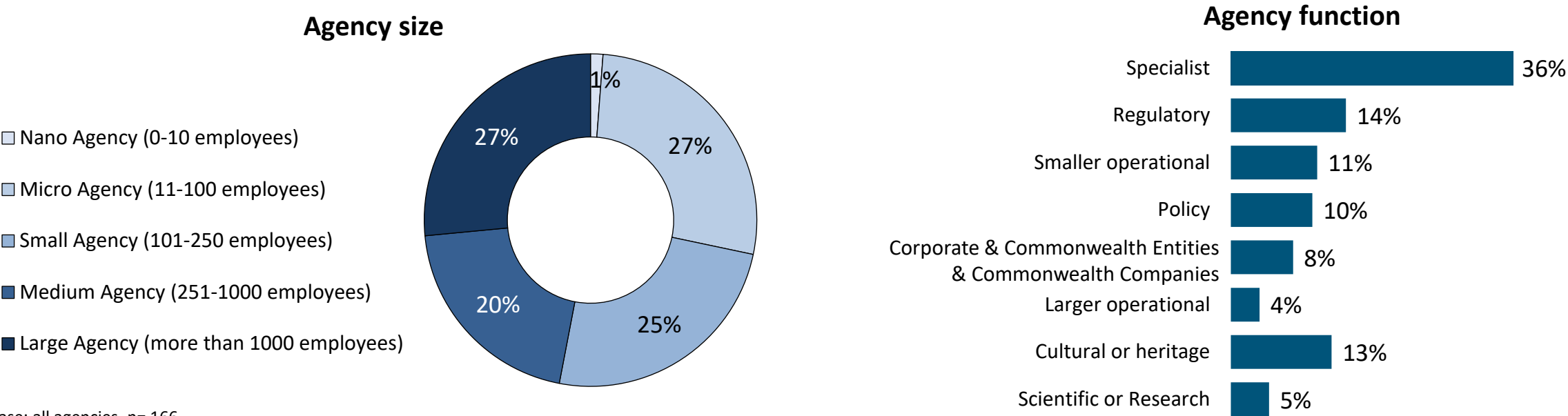
About Check-up

Check-up is the National Archives of Australia's annual information management survey. It is an online self-assessment tool designed to measure Australian Government agencies' maturity and performance in managing their information assets (records, information and data).

Check-up is structured to align with the National Archives' *Information management standard – Australian Government*, which supports Australian Government agencies to create and manage information assets effectively. The *Information management standard* is based on eight principles that provide the foundation for well-managed information assets. The findings of the survey provide Australian Government agencies with an understanding of their information management maturity, including implementation of the actions of the National Archives' current policy Building Trust in the public record: managing information and data for government and community. Agencies can use this information to identify pathways for improvement.

The National Archives of Australia uses the data collected through the Check-up survey to: plan future service delivery, including transfer and preservation of the national archives of the Australian Government; as an evidence base for practical information management advice to agencies; and to prepare reports to the Australian Government on the state of its information management.

This report presents a summary of the results from the 2023 survey across all in-scope agencies. The size and functional profile of these agencies is presented below:

Agency size

- ☐ Nano Agency (0-10 employees)
- ☐ Micro Agency (11-100 employees)
- ☐ Small Agency (101-250 employees)
- ☐ Medium Agency (251-1000 employees)
- ☐ Large Agency (more than 1000 employees)

Agency function

Function	%
Specialist	36%
Regulatory	14%
Smaller operational	11%
Policy	10%
Corporate & Commonwealth Entities & Commonwealth Companies	8%
Larger operational	4%
Cultural or heritage	13%
Scientific or Research	5%

Base: all agencies, n= 166

How the maturity index is calculated

The Check-up maturity index is a single score summary of agencies' maturity and performance in information management. The overall maturity index is calculated as the average of six component maturity indexes.

Individual component index scores are calculated by combining the maturity ratings of each maturity question. Questions which do not contribute to a maturity rating have been identified within this report.

Most of these questions are asked on a standard five-point maturity rating scale, where the agency indicates the extent to which it has implemented a range of better practice information management approaches—from 'rarely/never' to 'almost always/always'. Based on its response, the agency is assigned a score of 1 (lowest maturity) to 5 (highest maturity) for each question. The agency's responses to questions that do not use this standard scale are also assigned a score of 1 to 5, based on the relative maturity level implied by each response.

The maturity scores for each maturity question within the relevant section of the questionnaire are then averaged to provide an overall component index score, which also ranges from 1 (lowest maturity) to 5 (highest maturity).

Most questions are assigned an equal weight with other questions in calculating the component index score. The exceptions to this are:

- Four sub-questions under question 12, which measure whether agencies have established enterprise-wide frameworks, strategies and policies covering the management of all information assets across their agency (question 12e Information security strategic and policy documents; question 12f Privacy policy; question 12g Data strategy; and question 12h Open access to information policy). These sub-questions are assigned half the weight of most other maturity questions.
- Five combined question maturity calculations: questions 13-15, questions 16-17; questions 18, 19 and 21; questions 24-25; and questions 59-61. In these cases, multiple questions are used to calculate a maturity score. These combined scores are either given the same weight as a single maturity question (in the case of questions 24-25 and questions 59-61) or two questions (in the other cases), based on their relative importance in information management maturity as determined by the National Archives.

Standard key

| Scale point	Quantitative measure	Qualitative description
5 Almost always / always *Embedded*	More than 80% of the time	Please see the [survey questionnaire](#) for Check-up 2023 on the National Archives of Australia's website for the full key description.
4 Usually / most of the time *Operational*	61-80% of the time	
3 Sometimes *Formalising*	41-60% of the time	
2 Occasionally *Initial*	21-40% of the time	
1 Never/rarely *Ad hoc*	Less than 21% of the time	

Executive Summary

Check-up

The 2023 Check-up survey recorded a score of **3.65 (out of 5) on the overall maturity index,** marginally higher than the score of 3.60 in 2022. 98% of in-scope agencies completed the 2023 Check-up survey.

Across the six individual maturity areas **creating information assets** recorded the highest maturity level (4.31, up from 4.28 in 2022*), followed by **storing, preserving and managing** information assets (4.09, up from 4.02 in 2022), and **governance and culture** (3.62, up from 3.51 in 2022); lower maturity levels were recorded for **describing information assets (metadata)** (3.33, up from 3.29 in 2022), **appraising and disposing** (3.27, *down slightly* from 3.29 in 2022) and **use, reuse and interoperability** (3.26, up from 3.22 in 2022).

The modest increase (0.05 index points) in the overall maturity index resulted from solid improvements in some maturity domains and individual agencies, offset by declines in other domains and agencies. Notably, **agencies with lower maturity scores in 2022 generally improved in 2023** (by an average of 0.29 index points), **while those with higher maturity scores generally declined** (by an average of 0.13 index points).

Overall information management maturity index score:

3.65 (3.60) Out of 5
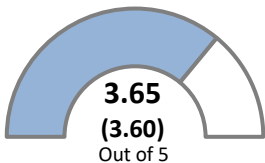
Lower maturity levels	Higher maturity levels
Describing information assets (metadata)	Creating information assets
Appraising and Disposing	Storing, preserving and managing information assets
Use, reuse and interoperability	Governance and culture
Cultural or heritage and scientific research agencies	Specialist, regulatory and policy agencies

Governance and culture

In 2023, 55% of agencies had an **information governance framework**, an increase from 50% in 2022. Similar to 2022, 77% of agencies had an active information governance committee, or similar mechanism, and 79% had a Chief Information Governance Officer, or similar role, in place.

Consistent with 2022 results, three quarters of agencies usually or always had active **senior management support for information management** and senior management representation on the information governance committee in 2023. Agencies were less likely to usually or always report to senior management on progress towards achieving the policy actions of the National Archives' current policy *Building trust in the public record* (43%, slightly up from 41% in 2022). Agencies were also less likely to review how well information management practices and processes support business objectives and report to senior management on achievements and gaps (51%, similar to 50% in 2022). Agencies improved in identifying and registering information assets where there is business value to do so (63% up from 59% in 2022). They were more likely to usually or always identify high-value and high-risk information assets to ensure appropriate management (75%, similar to 74% in 2022). Less than half of agencies undertake periodic reviews or audits of understanding and capability to undertake information management responsibilities (40% in 2023 and 2022).

* The 2023 survey follows a change in the survey in 2022, meaning only results from the 2022 survey are used for comparison in this report. When a set of results is listed next to another in brackets like so: 3.65 (3.60), the result in brackets is the 2022 result.

Executive Summary

Check-up

Creating information assets

Almost all agencies (98%, up from 96% in 2022) usually or always **worked digitally by default** and managed all digital assets created from 1 January 2016 onwards digitally (95% in 2023 and 2022). A high proportion of agencies usually or always created and captured information assets routinely as evidence of government business (87% in 2022 and 2023) and identified requirements to create information assets (82%, slightly up from 80% in 2022)

Describing information assets

In 2023, 64% of agencies usually or always ensured **business systems met minimum metadata requirements**, an increase from 60% in 2022. Agencies were less likely to usually or always undertake quality assurance checks on consistency of entry of metadata (33%, similar to 34% in 2022) and review the usefulness of metadata to support business needs (46%, broadly in line with 45% in 2022). Similar to 2022 results, less than one-fifth (19%) of agencies had a completed metadata strategy or framework to support continuous improvement of metadata management. A further 43% of agencies had a metadata strategy under development.

Storing, preserving and managing information assets

Almost all agencies usually or always **stored information assets securely** ensuring sensitive information is managed according to Australian Government requirements (95%, similar to 94% in 2022), and created digital information assets in sustainable digital formats (93%, slightly up from 90% in 2022). While still a majority, less agencies (76%, slightly down from 78% in 2022) usually or always **implemented storage and preservation strategies, procedures and activities** to ensure information assets can be accessed, used and understood. More agencies had information that was unable to be used before its authorised disposal date in 2023 (19%) than 2022 (16%). In 2023 the two most common reasons for this were: because information was stored in obsolete file formats (66%) or hardware needed to access the information was no longer available (56%).

Eighty-four per cent of agencies usually or always **addressed information management requirements when upgrading, migrating or decommissioning systems**, a marked increase from 76% in 2022. While 60% of agencies usually or always reviewed the capacity of existing business systems to meet functional requirements for information management and addressed gaps, this was an improvement from the 52% recorded in 2022. Just over half of agencies (58%, slightly up from 56% in 2022) reported finding it a little difficult to very difficult to integrate functional requirements for information management into new or existing business systems. The most common difficulties were the age of systems (60%, up from 49% in 2022) and the number of systems (55%, up from 50% in 2022). The number of agencies that used cloud based services increased to 84% in 2023 (from 65% in 2022).

Executive Summary

Appraising and disposing

Around one-fifth to two-thirds of agencies usually or always **implemented a range of practices regarding appraising and disposing of information assets** including: analysing and documenting how long information assets need to be kept (66%, similar to 65% in 2022), establishing governance across systems so that information assets were not prematurely destroyed (54%, similar to 53% in 2022), and ensuring they had identified 'retain as national archives' information assets to inform appropriate management (52%, similar to 51% in 2022); and ensuring existing information has been sentenced (43%, in line with 2022 results) . Agencies were less likely to usually or always facilitate automated identification of information assets due for destruction or transfer (37% in both 2023 and 2022), promptly destroy information assets after sentencing (34% in both 2023 and 2022), or transfer 'retain as national archives' information assets as soon as practicable or within 15 years of creation to the care of the National Archives (17% in 2023, a decrease from 22% in 2022). Forty-three per cent of agencies reported they were planning to transfer 'retain as national archives' information assets to the National Archives in the next 12 to 24 months, up from 35% in 2023.

Forty per cent of agencies indicated that they needed to **develop or update their records authority**, while 19% were unsure if they needed to do so. This was broadly consistent with 2022 results. Forty-five per cent of agencies had *not* sentenced physical information assets in the period from 1 July 2022 to 30 June 2023 (up from 39% in 2022 who had not sentenced physical information assets between 1 January 2021 to 30 June 2022). 28% of agencies (up from 14% in 2022) planned to start sentencing in the next 6-12 months. Above one third (35%, down from 47% in 2022) were unsure when they would start sentencing these assets. In the same period between 2022 and 2023, 52% of agencies had not sentenced digital information assets and of these 34% were unsure when they would start sentencing. The two highest **challenges agencies identified in sentencing information assets** were: lack of resources (61%, up from 56% in 2022), and the volume of information assets that needed to be sentenced (54%, up from 47% in 2022). The two highest **challenges agencies faced in destroying information assets** were lack of resources (52%, slightly increased from 49% in 2022) and destruction not being a priority above other information management activities (47% in both 2022 and 2023). The two highest **challenges agencies faced in transferring 'retain as national archives' information assets** to the National Archives were: lack of resources (25%, similar to 26% in 2022) and still having a business need for these information assets over 15 years (18% in both 2022 and 2023). When agencies were asked to nominate their **greatest information management challenge** the top three across the Australian Government were: lack of resources; cultural issues particularly information management being seen as a compliance issue rather than enabling business; and issues (procurement, implementation, records management functionality) related to technological systems including Electronic Document Records Management Systems (EDRMS), Microsoft 365, and business systems.

Executive Summary
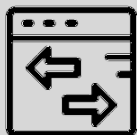
Use, reuse and interoperability

Just over half (62%, up from 58% in 2022) of agencies usually or always adopted an **open by default position for the release of non-sensitive information assets** and assessed how easy it is for users to find and use information assets (55%, similar to 54% in 2022). Agencies were less likely (34%, similar to 35% in 2022) to usually or always remove restrictions on access to information assets as soon as they no longer apply. Less than half of agencies usually or always undertook a range of **governance mechanisms to drive interoperability.** For example, 48% of agencies (similar to 49% in 2022) usually or always ensured that data governance is defined while only 19% of agencies in both 2023 and 2022 managed data using a metadata registry.

Public Trust in the Public Record policy

Around two-thirds (66%) of agencies reported **using products and advice created by the National Archives to support agencies to implement the *Building trust in the public record* policy**, slightly up from 64% in 2022. The *Building trust in the public record* policy implementation index section at the end of this report shows Australian Government progress in implementing the actions of the policy. The overall policy implementation index score for 2023 was 3.63 (out of 5), an improvement from 3.56 in 2022. Overall implementation indexes for each key requirement of the policy in 2023 were:

- Key requirement 1: Manage information assets strategically with appropriate governance and reporting to meet current and future needs of government and community – 3.71 (out of 5), an increase from 3.56 in 2022
- Key requirement 2: Implement fit for purpose information management processes, practices and systems that meet identified needs for information asset creation, use and re-use – 3.86 (out of 5), an increase from 3.77 in 2022
- Key requirement 3: Reduce areas of information management inefficiency and risk to ensure public resources are managed effectively – 3.33 (out of 5), an increase from 3.31 in 2022.

Information management maturity indices

The 2023 Check-up survey measured agency performance against six information management indices (out of 5). Performance has slightly improved across all indices except 'Appraising and disposing', which has slightly decreased since 2022.

Governance and culture
Proactively plan and implement information governance to manage business information as an asset to support immediate and future business outcomes, needs and obligations.

3.62
3.51

Creating information assets
Creating business information that is fit for purpose to effectively support business needs.

4.31
4.28

Describing information assets (metadata)
Describe business information so that it can be found, understood and accessed appropriately when needed.

3.33
3.29

Storing, preserving and managing information assets
Store business information securely and preserve it in a useable condition for as long as required for business needs and community access, and manage them in systems that protect its integrity and support trusted and reliable use.

4.09
4.02

Appraising and disposing (destruction and transfer)
Analyse and document how long to keep business information to meet identified business and community needs. Keep business information for as long as required after which time it should be accountably destroyed or transferred.

3.27
3.29

Use, reuse and interoperability
Create and manage business information so that it can be effectively accessed over time by staff and other users with right of access.

3.26
3.22

Overall
The overall maturity index is calculated as an average of the above six information maturity indices.

3.65
3.60

■ 2023 (n=166)
■ 2022 (n=164)

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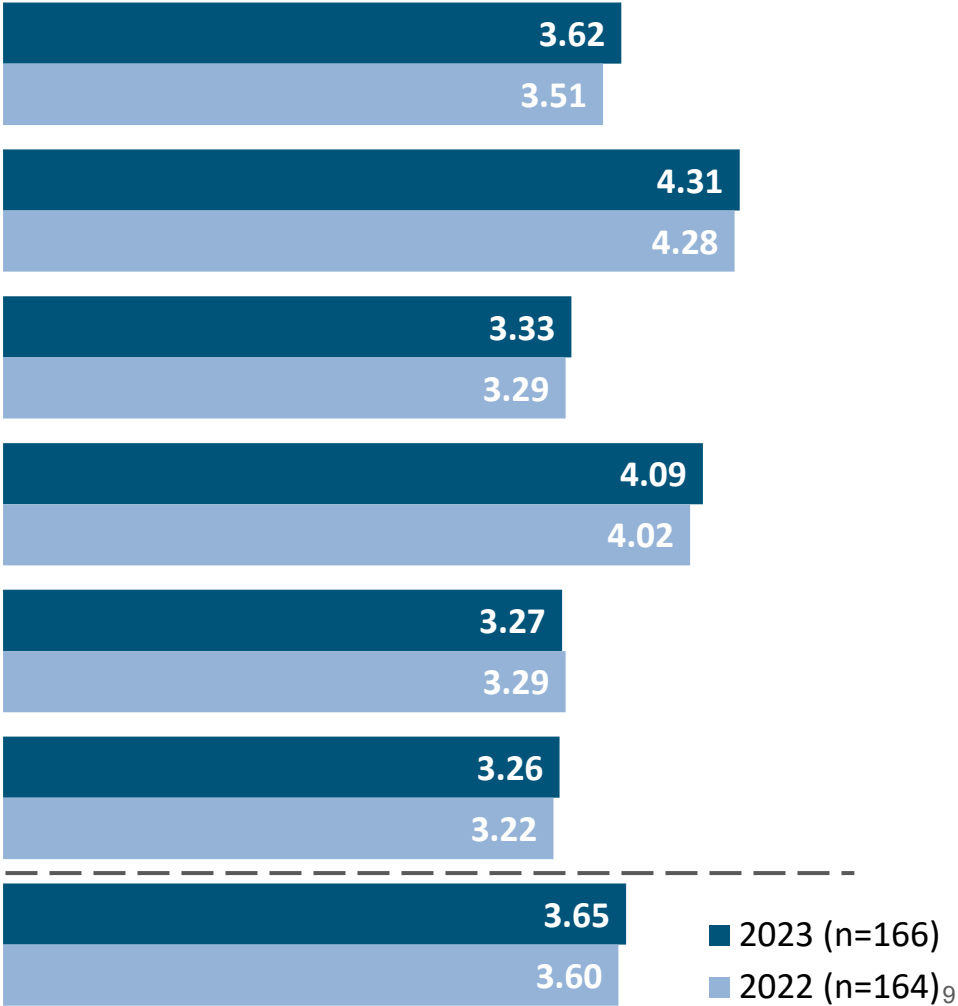
Overall information management maturity index by…

Check-up

Agency size

In 2023, nano agencies* and medium agencies recorded slightly higher maturity ratings compared to 2022.

Agency	n (2023)	2023	n (2022)	2022
Nano Agency (0-10 employees)	(n=2)	4.56	(n=3)	3.82
Micro Agency (11-100 employees)	(n=45)	3.65	(n=53)	3.65
Small Agency (101-250 employees)	(n=41)	3.63	(n=34)	3.63
Medium Agency (251-1000 employees)	(n=34)	3.60	(n=35)	3.47
Large Agency (more than 1000 employees)	(n=44)	3.65	(n=39)	3.61

■ 2023   ■ 2022
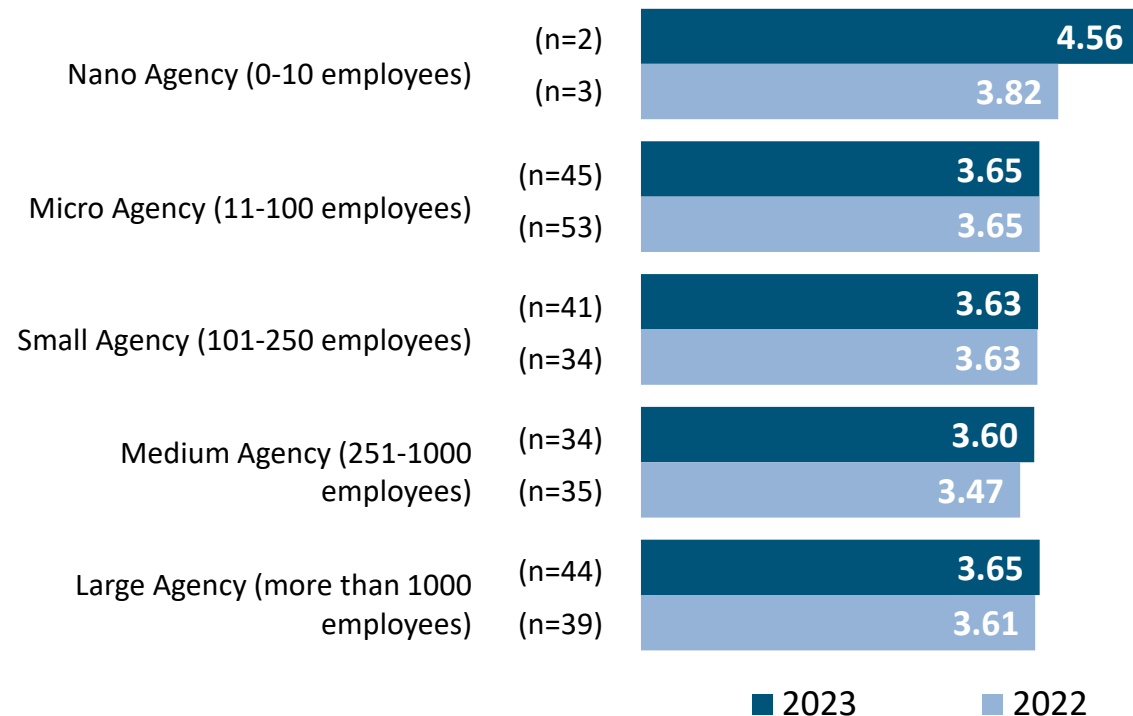
* Note: nano agencies consisted of only two agencies in 2023 and three agencies in 2022.
Base: all agencies

Agency function

2023 results broadly aligned with 2022 results across agency functions. Agencies with **policy functions** recorded the **highest maturity** scores on average in 2023 (3.88).

Function	n (2023)	2023	n (2022)	2022
Policy	(n=18)	3.88	(n=17)	3.68
Specialist	(n=59)	3.76	(n=58)	3.73
Regulatory	(n=24)	3.68	(n=24)	3.69
Corporate & Commonwealth Entities & Commonwealth Companies	(n=17)	3.51	(n=16)	3.54
Larger operational	(n=13)	3.51	(n=13)	3.49
Scientific or Research	(n=6)	3.47	(n=6)	3.48
Cultural or heritage	(n=8)	3.46	(n=9)	3.20
Smaller operational	(n=21)	3.40	(n=21)	3.41

■ 2023   ■ 2022
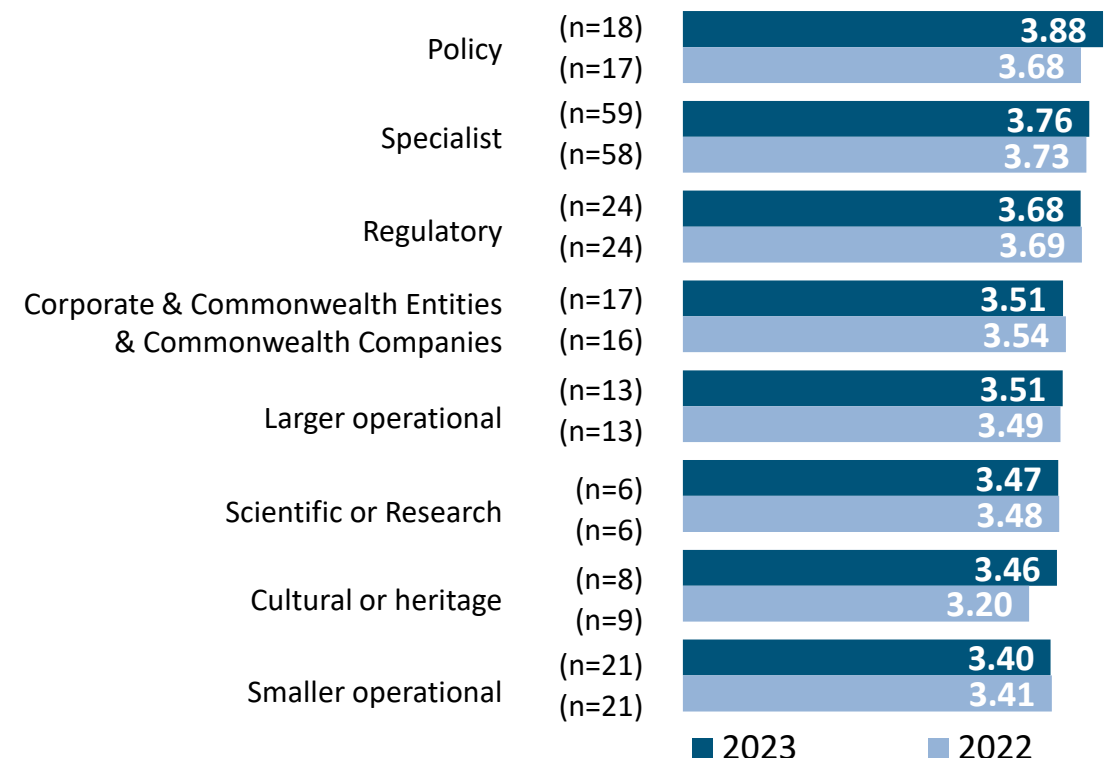
Comparison of maturity index scores between 2022 and 2023

The below table demonstrates that the overall information management maturity index increased marginally by 0.05 index points between 2023 and 2022.

	2023 score	2022 score	Change
Governance and culture	3.62	3.51	0.11
Creating information assets	4.31	4.28	0.03
Describing information assets	3.33	3.29	0.04
Storing, preserving and managing assets	4.09	4.02	0.07
Appraising and disposing	3.27	3.29	-0.02
Use, reuse and interoperability	3.26	3.22	0.04
Overall	**3.65**	**3.60**	**0.05**

This table shows that the modest improvement in overall maturity resulted from stronger improvements in some *maturity domains* offset by more muted improvements or declines in other areas.

- **Governance and culture** Index (increased by 0.11 index points) and **Storing, preserving and managing information assets** Index (increased by 0.07) **recorded the strongest contributions** to the increase in overall maturity.

- This was offset by smaller improvements in other maturity areas and a slight decline in the Appraising and disposing Index (decline of 0.02).

The modest increase in overall maturity also reflected contrasting trends at the *agency level*, particularly **improvements in agencies with lower maturity scores in 2022 being partly offset by declines in those with higher maturity scores**.

- Agencies with lower overall maturity scores in 2022 (below 3) experienced an average *increase* of 0.29 in 2023. Eighteen of these 26 agencies experienced an increase of 0.10 or more and 4 experienced an increase between 0.5 or more.

- The 92 agencies with overall maturity index scores of 3-4 in 2022 recorded a modest average increase of 0.06ip index points in their overall maturity index, in line with the average for all agencies.

- However, those with higher overall maturity scores in 2022 (above 4) recorded a decline of 0.13 in their average maturity level in 2023. Twelve of these 41 agencies experienced a decline of 0.10 or more and 4 experienced a decline of 0.5 or more.

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

> Across the frameworks, strategies and policies that were measured, agencies in 2023 were most likely to have a privacy policy (97%) and an information security (including cyber and protective security) strategic and policy document (89%) in place (either up-to-date or needing to be updated). This is consistent with 2022 results.

Extent of agencies that have established enterprise-wide frameworks, strategies and policies covering the management of all information assets (More common frameworks, strategies and policies)

% *agencies that have the listed frameworks, strategies, and policies in place (either up-to-date or needing to be updated)*

Average index score

Privacy policy

	Not developed	Planning consultation	Draft completed	Completed and needs to be reviewed / updated	Completed and up to date	% in place	Average index score
2023 (n=166)	1%	1%	1%	19%	78%	**97%** (98%)	**4.73** (4.74)
2022 (n=164)	1%	1%		20%	79%		

Information security (including cyber and protective security) strategic and policy document

2023 (n=166)	1%	6%	4%	32%	57%	**89%** (88%)	**4.37** (4.33)
2022 (n=164)	2%	7%	3%	31%	57%		

Information management policy (including accountable destruction)

2023 (n=166)	3%	10%	4%	40%	44%	**84%** (84%)	**4.12** (4.10)
2022 (n=164)	2%	9%	4%	44%	40%		

Normal Administrative Practice (NAP) policy

2023 (n=166)	9%	8%	7%	34%	42%	**76%** (73%)	**3.91** (3.84)
2022 (n=164)	8%	14%	5%	32%	41%		

(2022 results)

Legend: ■ Not developed ■ Planning consultation underway to develop ■ Draft completed ■ Completed and needs to be reviewed / updated ■ Completed and up to date

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

Compared to 2022, agencies in 2023 were more likely to have an information risk management strategy (66%, slightly up from 63% in 2022) and an enterprise-wide information management strategy (61%, up from 57%).

Extent of agencies that have established enterprise-wide frameworks, strategies and policies covering the management of all information assets (less common frameworks, strategies and policies)

% agencies that have the listed frameworks, strategies, and policies in place (either up-to-date or needing to be updated)

Average index score

Information risk management strategy

	Not developed	Planning consultation underway to develop	Draft completed	Completed and needs to be reviewed / updated	Completed and up to date
2023 (n=166)	14%	19%	2%	29%	37%
2022 (n=164)	15%	19%	2%	28%	35%

66% (63%)   **3.56** (3.49)

Open access to information policy

2023 (n=166)	16%	17%	2%	20%	44%
2022 (n=164)	17%	16%	5%	21%	41%

64% (62%)   **3.58** (3.52)

Enterprise-wide information management strategy

2023 (n=166)	9%	20%	10%	31%	30%
2022 (n=164)	10%	27%	5%	32%	26%

61% (57%)   **3.52** (3.35)

Data strategy

2023 (n=166)	10%	29%	14%	16%	31%
2022 (n=164)	13%	30%	9%	21%	27%

47% (48%)   **3.28** (3.18)

(2022 results)

■ Not developed   ■ Planning consultation underway to develop   ■ Draft completed   ■ Completed and needs to be reviewed / updated   ■ Completed and up to date

Governance and culture

Check-up

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

In 2023, 55% of agencies indicated they have an information governance framework in place, up from 50% in 2022. Around two-thirds (68%) of these frameworks have been developed, or reviewed and updated, since 1 January 2021 – most commonly in 2023. Above three-quarters (78%) of agency governance frameworks covered all information assets (records, information and data), with the remainder covering records and information only (22%), slightly down from 2022 results (24%).

Whether agencies have an information governance framework?

	No	Partial - in the process of developing one	Yes
2023 (n=166)	11%	34%	55%
2022 (n=164)	12%	38%	50%

■ No   ■ Partial - in the process of developing one   ■ Yes
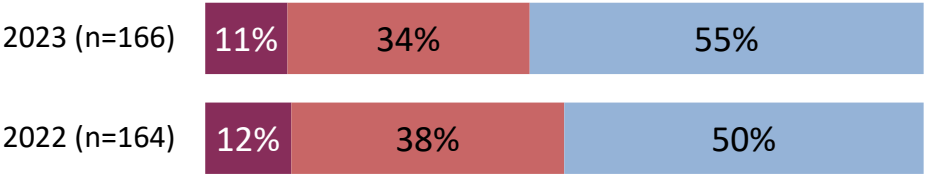
Agencies with an information governance framework:
Has an agency's information governance framework been developed, or reviewed and updated, since 1 January 2021?

	No	Yes
2023 (n=91)	32%	68%
2022 (n=82)	43%	57%

■ No   ■ Yes
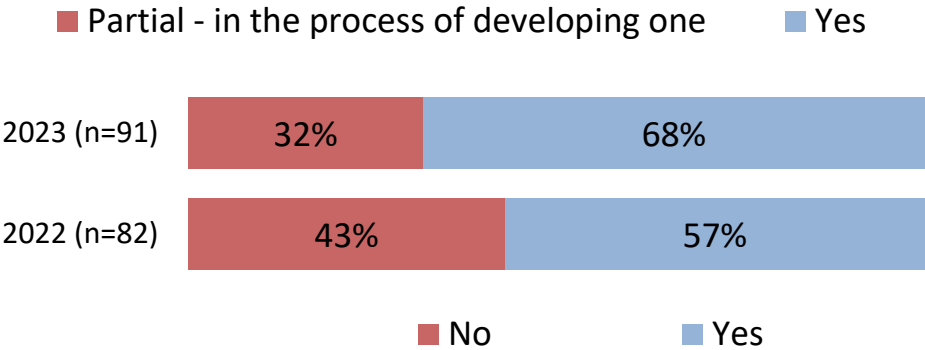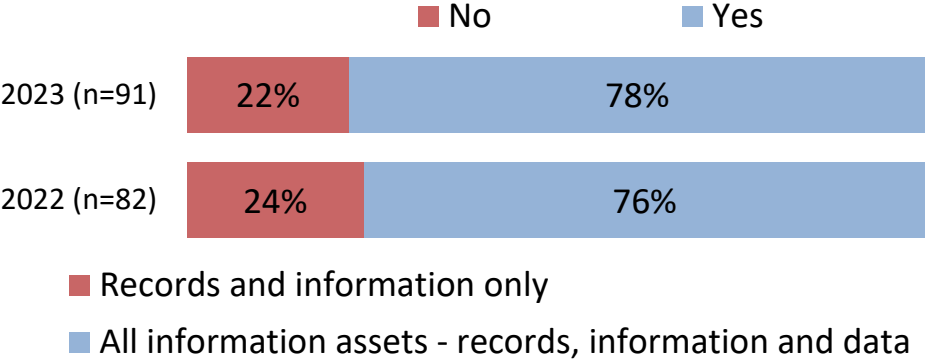
If yes, in what year was this framework developed, or most recently reviewed and updated?

68%

15% in 2021	**20%** in 2022	**33%** in 2023

Do agencies' information governance framework cover:

	Records and information only	All information assets
2023 (n=91)	22%	78%
2022 (n=82)	24%	76%

■ Records and information only
■ All information assets - records, information and data
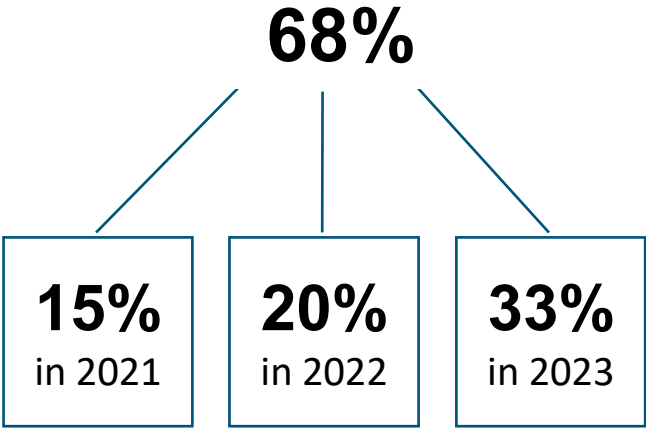
Base: all agencies, agencies with an information governance framework

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Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

Similar to 2022, around three-quarters of agencies (77%) in 2023 had an active information governance committee in place, with most of these committees covering all types of information assets. Over four-fifths of agencies (82%) indicated that the responsibilities of their committee had been created, or reviewed and updated since 1 January 2021, and 38% of agencies created, reviewed or updated these responsibilities in 2023.

Proportion of agencies that have an active information governance committee (or similar mechanism) with responsibility for oversight of enterprise-wide information management^

Yes - the committee, or similar mechanism, makes decisions on enterprise-wide information management issues (includes all types of information assets)

46%
45%

Partial - a data governance committee or similar mechanism makes decisions on enterprise-wide data management (covers data only)

22%
23%

Partial - a records and information governance committee or similar mechanism makes decisions on enterprise-wide information management for records and information (excludes data)

16%
16%
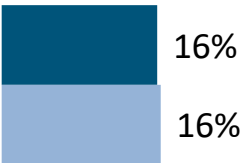
No - my agency does not have an information governance committee or similar mechanism

23%
24%

■ 2023 (n=166)   ■ 2022 (n=164)

The responsibilities of the information governance committee have been created, or reviewed and updated since 1 January 2021 (and the year most recently reviewed and updated)
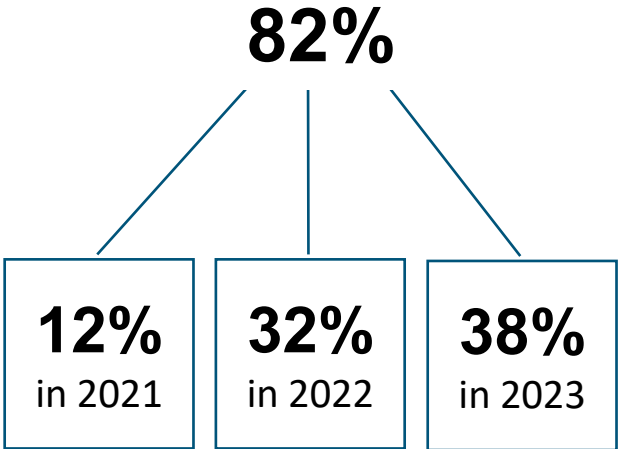
82%

| **12%** in 2021 | **32%** in 2022 | **38%** in 2023 |

^Multiple responses allowed

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

In 2023, around four fifths (79%) of agencies reported having a Chief Information Governance Officer (CIGO). 71% of CIGOs had oversight of all information assets, up from 64% in 2022. Sixty-five per cent had their responsibilities developed, or reviewed and updated since 1 January 2021, with 28% having developed or reviewed this role in 2023.

Whether agencies have a Chief Information Governance Officer (CIGO), or similar role?

■ No ■ Yes

2023 (n=166)	21%	79%
2022 (n=164)	24%	76%
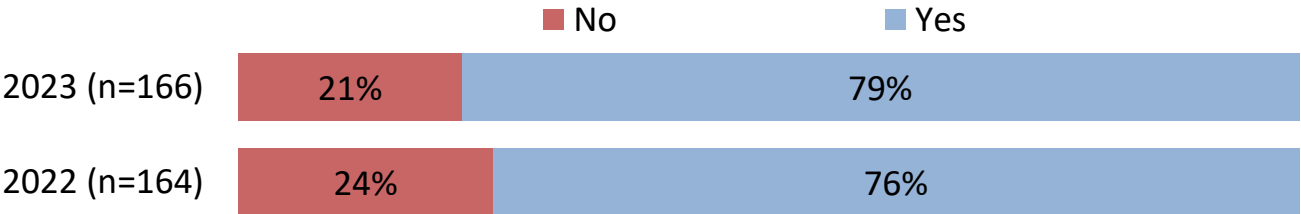
Proportion of agencies' CIGO, or similar role, that cover oversight of all information assets - records, information and data^

Yes - the CIGO, or similar role, has oversight of all types of information assets — 71% / 64%

Partial - the CIGO, or similar role, has oversight of records and information (excludes data) — 26% / 29%

Partial - a Chief Data Officer, or similar role, has oversight of data (covers data only) — 18% / 18%

■ 2023 (n=131)
■ 2022 (n=125)
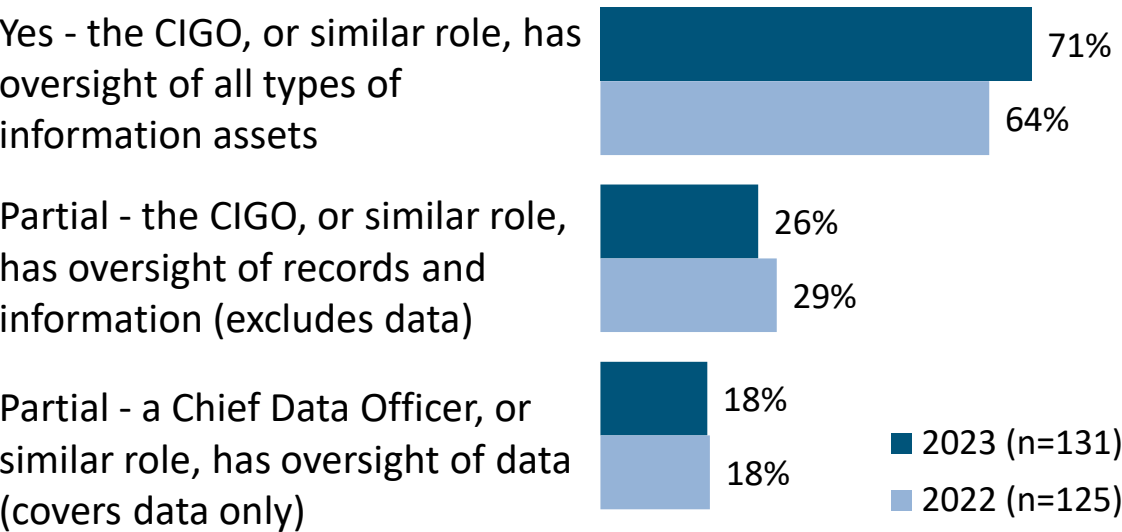
The responsibilities of the CIGO, or similar role, have been developed, or reviewed and updated since 1 January 2021

65%

| **13%** in 2021 | **26%** in 2022 | **28%** in 2023 |

***68%** of CIGOs, or similar role, are at a senior executive service level, down from 74% in 2022

Base: all agencies, agencies with CIGO

*This response does not impact upon agency maturity scores
^Multiple responses allowed

Governance and culture
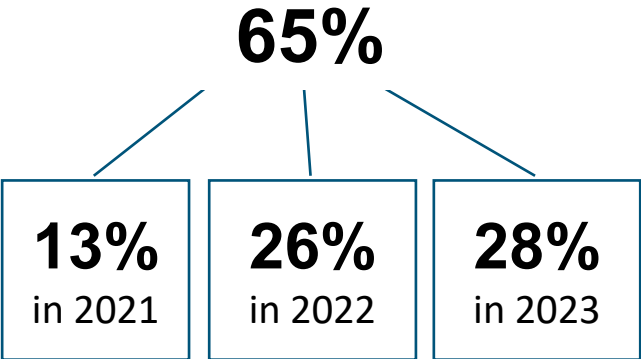
Overall Governance and culture maturity index: **3.62** (3.51) out of 5

Consistent with 2022, only 38% of agencies indicated that their information governance frameworks, committees and roles covered all information assets. Just over one-fifth (22%) of agencies reported their agency had an overarching governance mechanism/s that ensures their management of information and data is integrated and aligned for business benefit. Forty per cent reported their records and information are governed separately from data, down from 45% in 2022.

How information assets (records, information and data) are aligned within agencies

Information governance frameworks, committees and roles cover all information assets - records, information and data

38%
37%

While separate governance mechanisms exist for records, information and data, there is overarching governance mechanism/s that ensures their management is integrated and aligned for business benefit

22%
19%

Records and information are governed separately from data

40%
45%

■ 2023 (n=166)   ■ 2022 (n=164)

Base: all agencies

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

In 2023, agencies were more likely to have governance practices implemented than they were in 2022, which contributed to the increase in the Governance and culture maturity index score. Notably, more agencies reported they usually or always require contractual arrangements to meet agency and Australian Government requirements for information asset management (86% in 2023, up from 80% in 2022). More agencies identified and registered their information assets where there was business value to do so (63% in 2023, up from 59% in 2022).

Extent agencies have governance practices implemented (more commonly implemented)

% *agencies that had implemented the following best practices (either usually / most of the time or almost always / always)*   *Average index score*

Practice	Year	Never/rarely	Occasionally	Sometimes	Usually/most of the time	Almost always/always	% implemented	Average index score
Require contractual arrangements to meet agency and Australian Government requirements for information asset management	2023 (n=166)	2%	3%	8%	37%	49%	**86%** (80%)	**4.28** (4.13)
	2022 (n=164)	4%	4%	12%	33%	47%		
Identify high-value and high-risk information assets, including vital information assets, to ensure they are managed appropriately	2023 (n=166)	1%	6%	18%	34%	40%	**75%** (74%)	**4.07** (4.02)
	2022 (n=164)	2%	5%	18%	37%	37%		
Implement information governance to ensure complete and accountable management of all information assets regardless of format, location, type or value	2023 (n=166)	3%	7%	23%	42%	25%	**67%** (65%)	**3.78** (3.78)
	2022 (n=164)	3%	6%	26%	40%	26%		
Identify and register its information assets where there is business value to do so	2023 (n=166)	3%	10%	23%	39%	25%	**63%** (59%)	**3.72** (3.60)
	2022 (n=164)	5%	11%	25%	35%	24%		

(2022 results)

Base: all agencies

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

Sixty per cent of agencies in 2023 undertook information management risk assessments, and implemented actions or controls to mitigate risks where required (up slightly from 58% in 2022). Agencies were also more likely to monitor and report to senior management on implementation of the *Building trust in the public record* policy (43%, up slightly from 41%).

Extent agencies have governance practices implemented (less commonly implemented)

% *agencies that had implemented the following best practices (either usually / most of the time or almost always / always)*

Average index score

Practice	Year	Never / rarely	Occasionally	Sometimes	Usually / most of the time	Almost always / always	% implemented	Average index score
Undertake information management risk assessments, and implement actions or controls to mitigate risks where required	2023 (n=166)	3%	7%	30%	35%	25%	**60%** (58%)	**3.71** (3.66)
	2022 (n=164)	3%	10%	29%	32%	26%		
Review how well information management practices and processes support business objectives and report to senior management on achievements and gaps	2023 (n=166)	2%	15%	32%	31%	20%	**51%** (50%)	**3.51** (3.48)
	2022 (n=164)	3%	16%	31%	29%	21%		
Monitor and report to senior management on progress towards achieving the policy actions of the *Building trust in the public record* policy. With risks of not following recommended practice documented.	2023 (n=166)	13%	16%	28%	22%	21%	**43%** (41%)	**3.22** (3.04)
	2022 (n=164)	18%	18%	23%	21%	20%		
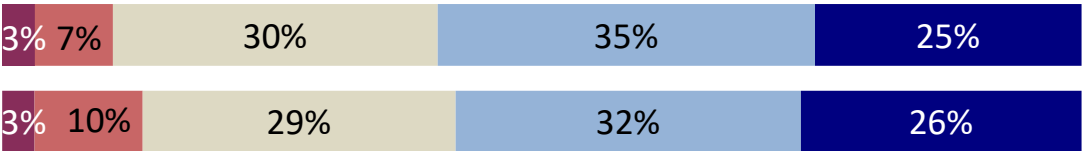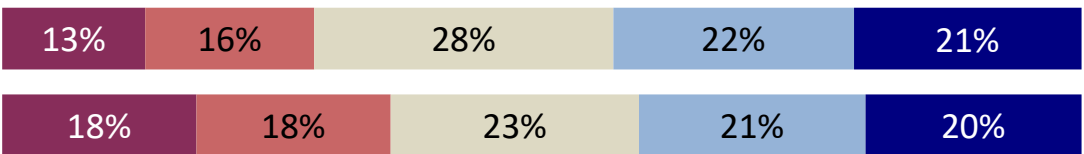
(2022 results)

■ Never / rarely   ■ Occasionally   ■ Sometimes   ■ Usually / most of the time   ■ Almost always / always

Base: all agencies

Governance and culture

Check-up

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

In 2023, over half (58%) of agencies had their information management audited, compared with 55% in 2022. Amongst these agencies, 87% had started to address any compliance gaps that were identified as a result of these audits and 11% indicated they had no significant compliance gaps identified, consistent with 2022 results.

Whether agencies had their information management audited to assess how well the agency and agency staff are complying with regulatory, business and community requirements for creating and managing information assets in the last 5 years

	2023 (n=166)	2022 (n=164)
Yes - in the last 2 years	33%	32%
Yes - between 2 and 5 years ago	25%	23%
No	42%	45%

Whether agencies have started to address any compliance gaps that were identified as a result of that audit

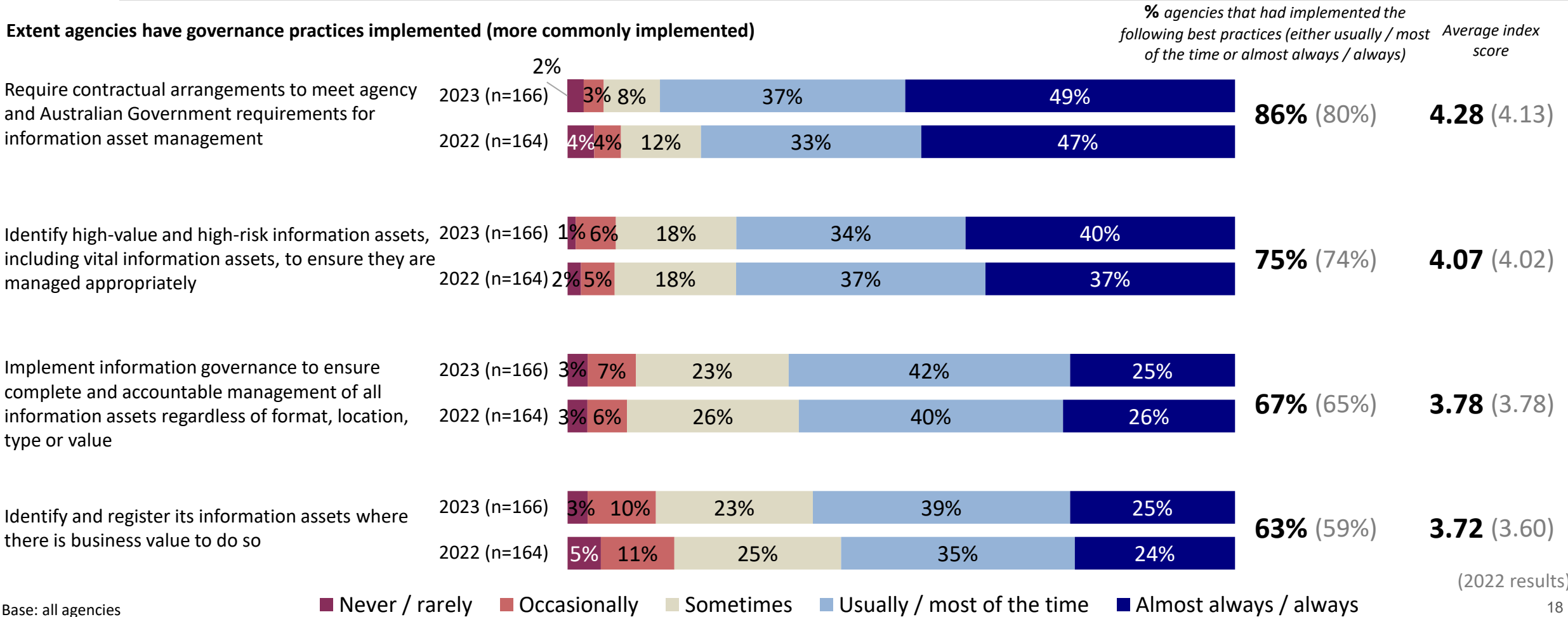|	2023 (n=97)	2022 (n=90)
Yes	87%	87%
No	2%	1%
Not applicable - no significant compliance gaps were identified	11%	12%

Base: all agencies

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

Agencies were more likely to report in 2023 that everyone in their agencies usually or always have access to appropriate training to continuously develop information management skills (75% in 2023, up slightly from 73% in 2022), and that plans were usually or always in place to address information management capability gaps for staff with specialist information management roles (70%, up from 63%).

Extent of agencies that have implemented practices to develop a culture that values information assets and information management (more common practices)

% *agencies that have implemented these practices (usually / most of the time or almost always / always)*

Average index score

Senior management actively support information management as a business priority

| 2023 (n=166) | 1% | 6% | 18% | 32% | 43% |
| 2022 (n=164) | | 7% | 18% | 32% | 43% |

75% (76%) **4.09** (4.11)

Everyone has access to appropriate training to continuously develop information management skills relevant to their role, ensuring they have the capability to create and manage information assets appropriately

| 2023 (n=166) | 3% | 8% | 14% | 36% | 39% |
| 2022 (n=164) | 2% | 8% | 17% | 37% | 37% |

75% (73%) **3.99** (3.98)

Senior management are represented on the information governance committee or equivalent.

| 2023 (n=166) | 13% | 6% | 7% | 14% | 60% |
| 2022 (n=164) | 12% | 2% | 10% | 13% | 63% |

74% (76%) **4.02** (4.13)

Plans are in place to address information management capability gaps for staff with specialist information management roles

| 2023 (n=166) | 7% | 4% | 19% | 37% | 33% |
| 2022 (n=164) | 10% | 7% | 20% | 35% | 28% |

70% (63%) **3.84** (3.64)

(2022 results)

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Base: all agencies

Governance and culture

Overall Governance and culture maturity index: **3.62** (3.51) out of 5

In 2023, agencies were more likely to usually or always have plans to address staff information management capability gaps (66%, up slightly from 63% in 2022). More agencies also reported that they usually or always review the adoption of information management policies, products, systems or system functionality and address barriers to adoption (61%, up from 55%), and that their staff responsible for information management usually or always possess professional qualifications (50%, up slightly from 47%).

Extent of agencies that have implemented practices to develop a culture that values information assets and information management (less common practices)

% *agencies that have implemented these practices (usually / most of the time or almost always / always)*

Average index score

		Never / rarely	Occasionally	Sometimes	Usually / most of the time	Almost always / always	%	Average index score
Agency information management roles and responsibilities are documented and explained to staff	2023 (n=166)	5%	8%	17%	35%	34%	**69%** (71%)	**3.85** (3.86)
	2022 (n=164)	5%	6%	17%	40%	32%		
Plans are in place to address information management capability gaps.	2023 (n=166)	4%	8%	22%	39%	27%	**66%** (63%)	**3.77** (3.65)
	2022 (n=164)	7%	7%	22%	39%	24%		
User adoption of information management policies, products, systems or system functionality is reviewed and barriers to adoption identified and addressed	2023 (n=166)	4%	13%	22%	41%	20%	**61%** (55%)	**3.59** (3.50)
	2022 (n=164)	5%	12%	27%	35%	20%		
Staff responsible for information management possess professional qualifications and /or accreditation	2023 (n=166)	15%	9%	26%	27%	23%	**50%** (47%)	**3.34** (3.25)
	2022 (n=164)	17%	10%	26%	25%	22%		
Everyone's understanding of, and capability to undertake, their information management responsibilities is subject to periodic checks or audits	2023 (n=166)	13%	24%	23%	22%	18%	**40%** (40%)	**3.08** (3.06)
	2022 (n=164)	15%	20%	26%	24%	16%		(2022 results)

Base: all agencies

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Governance and culture

Check-up

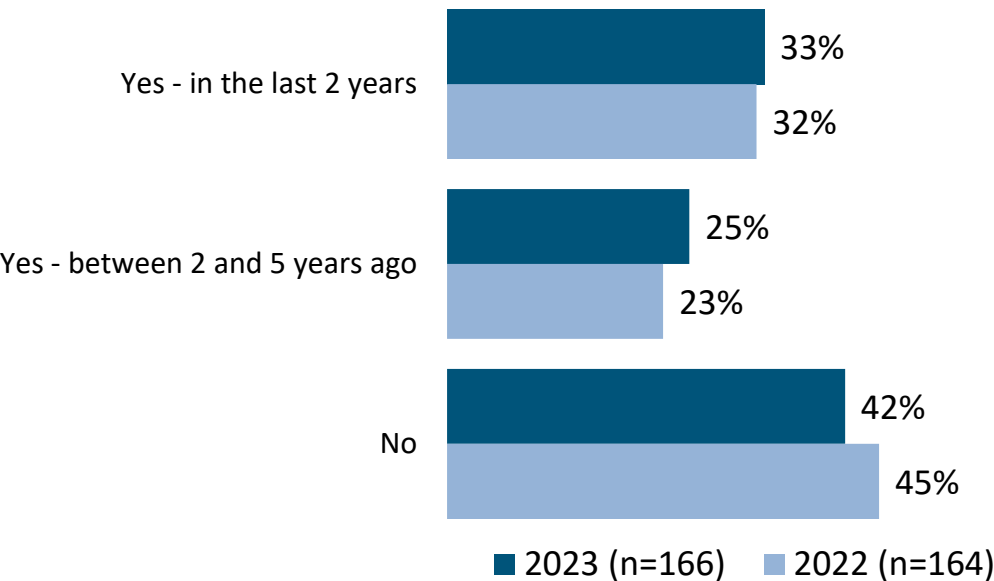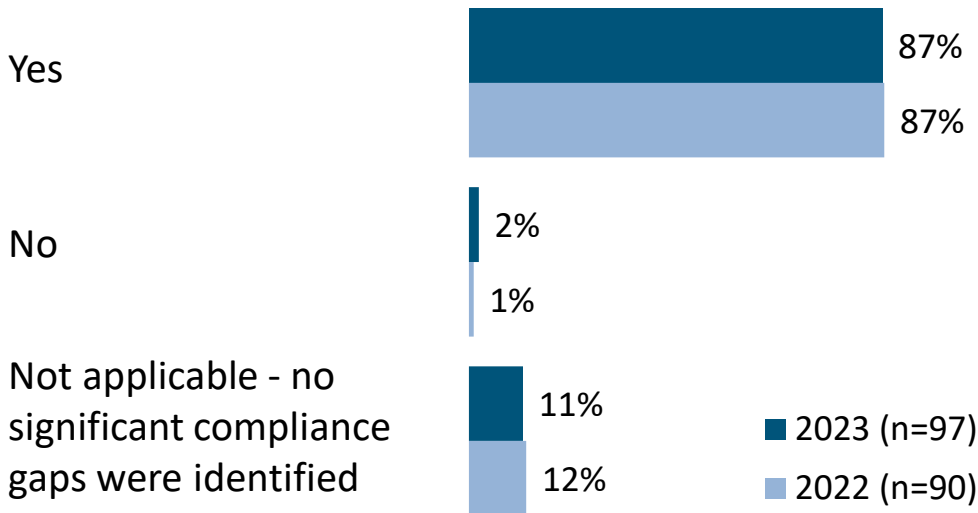## Overall Governance and culture maturity index: **3.62** (3.51) out of 5

Compared to 2022, agencies have generally reported higher occurrence of various methods of informing staff below SES level about the responsibilities and value of information management in 2023. Staff at SES or equivalent level were also more likely to have received information by several of these methods, particularly information governance documents such as frameworks and polices (88% in 2023, up from 82% in 2022).

Below SES

How agency staff and others are informed about their information management responsibilities and the value of well managed information to the business

SES or equivalent

Method	Below SES 2023	Below SES 2022	SES 2023	SES 2022
On-the-job training	95%	94%	79%	77%
Provided information about information governance documents such as frameworks and policies	90%	85%	88%	82%
Induction training or on-boarding briefing	89%	87%	79%	82%
Regular optional training	72%	72%	63%	63%
Briefings – written or verbal	66%	63%	71%	67%
As part of contractual agreements	52%	47%	44%	39%
Regular mandatory training	46%	43%	40%	40%
Written into performance development plans / agreements	28%	23%	19%	17%
Other	20%	18%	15%	16%

■ 2023 (n=166)
■ 2022 (n=164)

■ 2023 (n=163)
■ 2022 (n=159)

^Multiple responses allowed
Base: all agencies

*This response does not impact upon agency maturity scores

Creating information assets

Overall creating information assets maturity index: **4.31** (4.28) out of 5

In 2023, more agencies reported that they usually or always create and capture good quality information assets that are complete, accurate and have sufficient detail to be understood in the future (81% in 2023, up from 77%).

Extent of agencies that have implemented practices to create necessary, fit-for-purpose, information assets, implemented in their agencies

% agencies that have implemented these practices (usually / most of the time or almost always / always)

Average index score

Create and capture information assets routinely as evidence of government business, to meet business and stakeholder needs

	Never / rarely	Occasionally	Sometimes	Usually / most of the time	Almost always / always		
2023 (n=166)		3%	10%	39%	48%	**87%** (87%)	**4.32** (4.31)
2022 (n=164)		2%	10%	40%	47%		

Identify requirements for creating information assets, including to enable efficient business, meet legal and regulatory obligations, manage business risks and support rights and entitlements

2023 (n=166)		3%	15%	43%	39%	**82%** (80%)	**4.17** (4.17)
2022 (n=164)	1%	2%	17%	40%	40%		

Create and capture good quality information assets that are complete, accurate and have sufficient detail to be understood in the future

2023 (n=166)	1%	4%	15%	49%	32%	**81%** (77%)	**4.08** (4.02)
2022 (n=164)		4%	19%	49%	28%		

Integrate information asset creation into business processes by automating creation in business systems, and/or ensuring staff understand when and how to document business information though other means

2023 (n=166)		5%	20%	48%	27%	**75%** (74%)	**3.96** (3.97)
2022 (n=164)		4%	22%	45%	29%		(2022 results)

Base: all agencies

Legend: ■ Never / rarely   ■ Occasionally   ■ Sometimes   ■ Usually / most of the time   ■ Almost always / always

Creating information assets

Overall creating information assets maturity index: **4.31** (4.28) out of 5

> Compared to 2022, slightly more agencies indicated they usually or always identify and remove paper from internal and external processes to improve efficiency (91% in 2023, up slightly from 89% in 2022), and usually or always convert existing analogue formats to digital formats where there is value to business (75%, up from 71%).

Extent of agencies that have implemented practices to create (and manage) information assets in digital formats that enable efficient business processes

% *agencies that have implemented these practices (usually / most of the time or almost always / always)*

Average index score

Work digitally by default (that is create, store and manage information digitally)

	Never/rarely	Occasionally	Sometimes	Usually/most	Almost always
2023 (n=166)			2%	23%	74%
2022 (n=164)			4%	27%	69%

98% (96%)   **4.72** (4.65)

Manage all digital information assets created from 1 January 2016 onwards digitally

2023 (n=166)			5%	23%	72%
2022 (n=164)	1%		5%	27%	68%

95% (95%)   **4.67** (4.61)

Identify and remove paper from internal and external processes to improve efficiency

2023 (n=166)		3%	6%	34%	57%
2022 (n=164)	1%		10%	37%	52%

91% (89%)   **4.45** (4.39)

Convert existing analogue formats to digital formats where there is value to business

2023 (n=166)	2%	5%	17%	29%	46%
2022 (n=164)	1%	5%	23%	29%	42%

75% (71%)   **4.10** (4.03)

(2022 results)

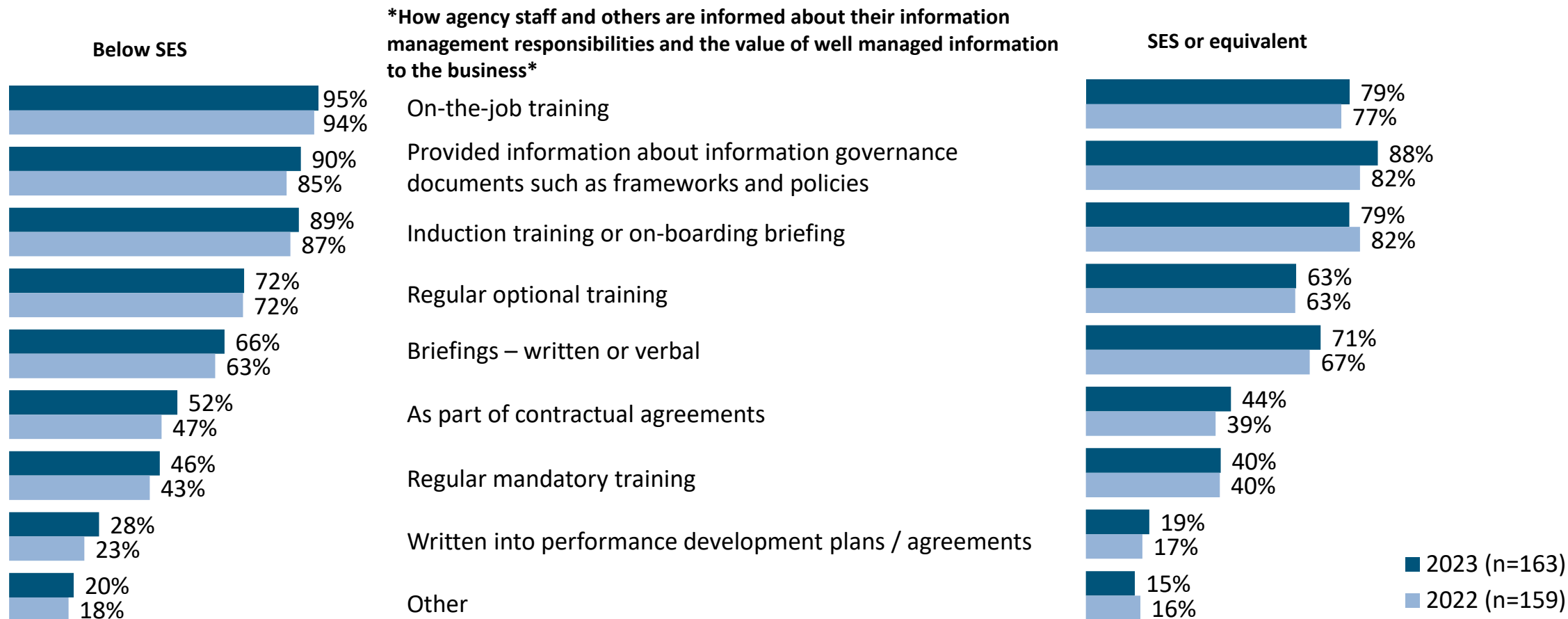■ Never / rarely   ■ Occasionally   ■ Sometimes   ■ Usually / most of the time   ■ Almost always / always
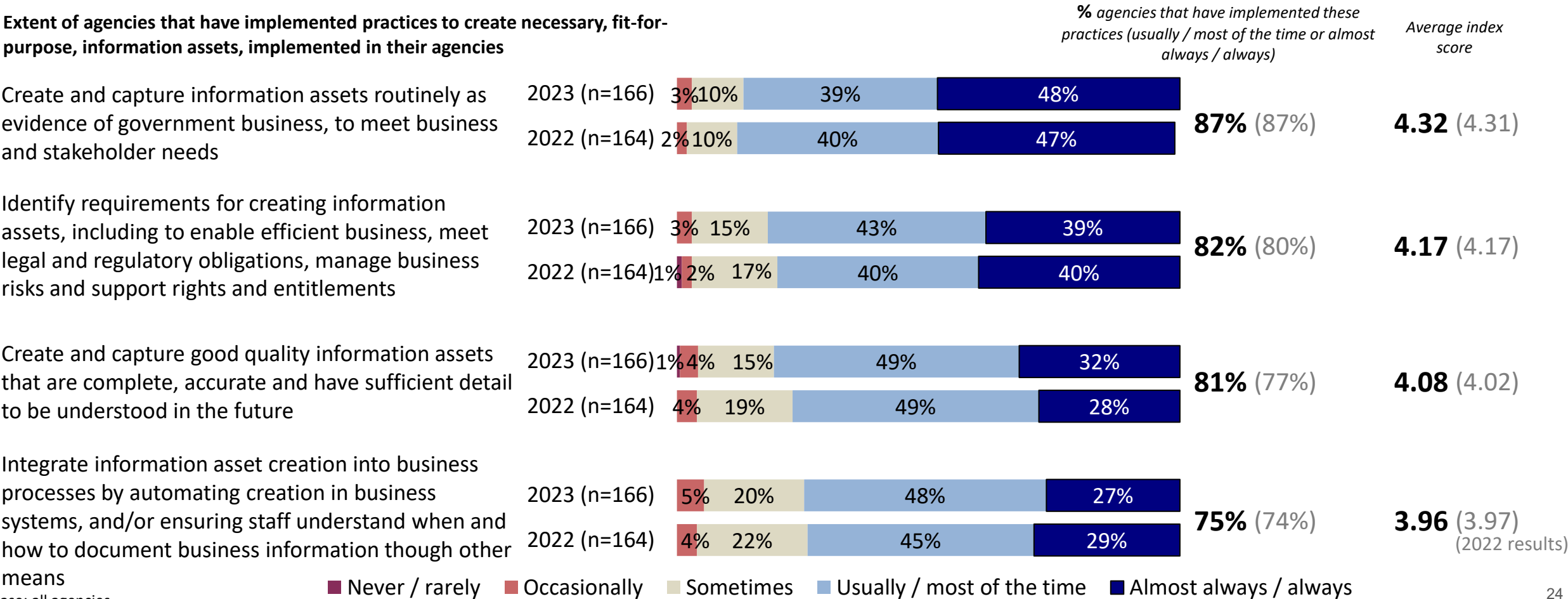
Base: all agencies

Creating information assets

Check-up

Overall creating information assets maturity index: **4.31** (4.28) out of 5

Less agencies indicated that they are currently creating and managing information assets in physical formats in 2023 (43% in 2023, down from 50% in 2022), while the proportion of agencies that received information assets in physical formats and that managed them in that format remained similar (42%, similar to 43%).

*Proportion of agencies that are currently creating and managing information assets in physical formats

57% 43%
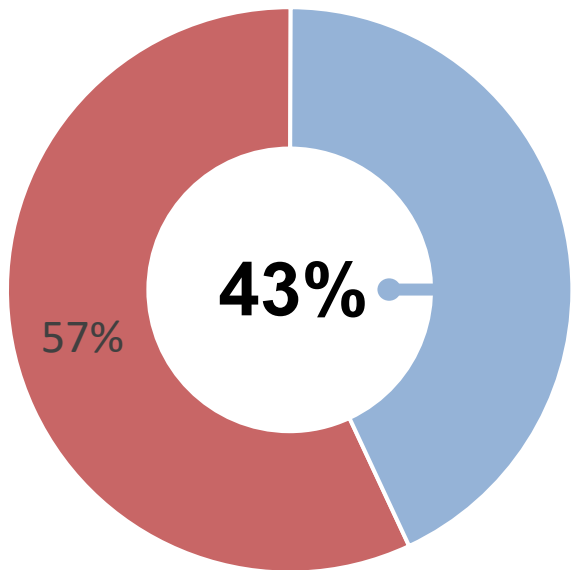
2022 results:
Yes: 50%
No: 50%

*Proportion of agencies that are receiving information assets in physical formats and managing them in that format

58% 42%

2022 results:
Yes: 43%
No: 57%

■ No ■ Yes

*This response does not impact upon agency maturity scores
Base: all agencies, n= 166

Describing information assets

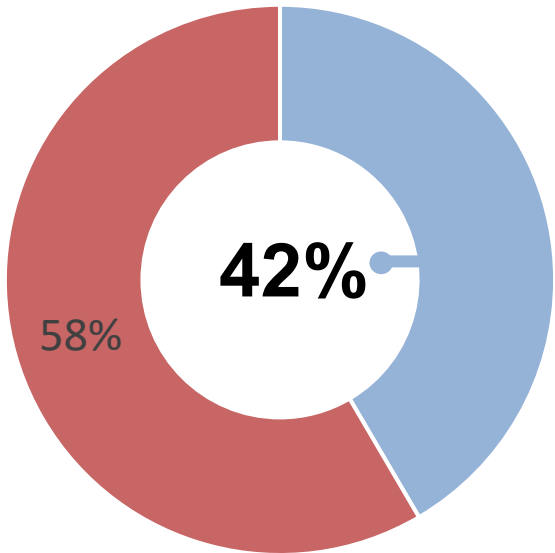## Overall describing information assets maturity index: **3.33** (3.29) out of 5

In 2023, more agencies reported they always or usually create and maintain standardised metadata compared to 2022 (57% in 2023, up from 52% in 2022) and ensure business systems, including whole-of-government systems, meet minimum metadata requirements for information management (64% in 2023, up from 60% in 2022).

Extent agencies have implemented practices to adequately describe information assets (most commonly implemented practices)

% agencies that had implemented the following best practices (either usually / most of the time or almost always / always)

Average index score

Practice	Year	Never / rarely	Occasionally	Sometimes	Usually / most of the time	Almost always / always	% implemented	Avg index
Identify what metadata needs to be created to ensure information assets can be found, understood and accessed when needed	2023 (n=166)	3%	10%	22%	39%	26%	**65%** (63%)	**3.75** (3.66)
	2022 (n=164)	5%	10%	22%	41%	22%		
Ensure business systems, including whole-of-government systems, meet minimum metadata requirements for information management	2023 (n=166)	5%	12%	18%	37%	27%	**64%** (60%)	**3.69** (3.62)
	2022 (n=164)	8%	9%	23%	34%	26%		
Facilitate the capture of consistent metadata through mechanisms such as automatic capture of metadata in systems or drop down menus and validation checks	2023 (n=166)	7%	14%	20%	38%	21%	**59%** (60%)	**3.53** (3.50)
	2022 (n=164)	7%	13%	21%	43%	17%		
Create and maintain standardised metadata	2023 (n=166)	7%	13%	23%	39%	19%	**57%** (52%)	**3.49** (3.45)
	2022 (n=164)	6%	11%	30%	36%	16%		(2022 results)

Legend: ■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Base: all agencies
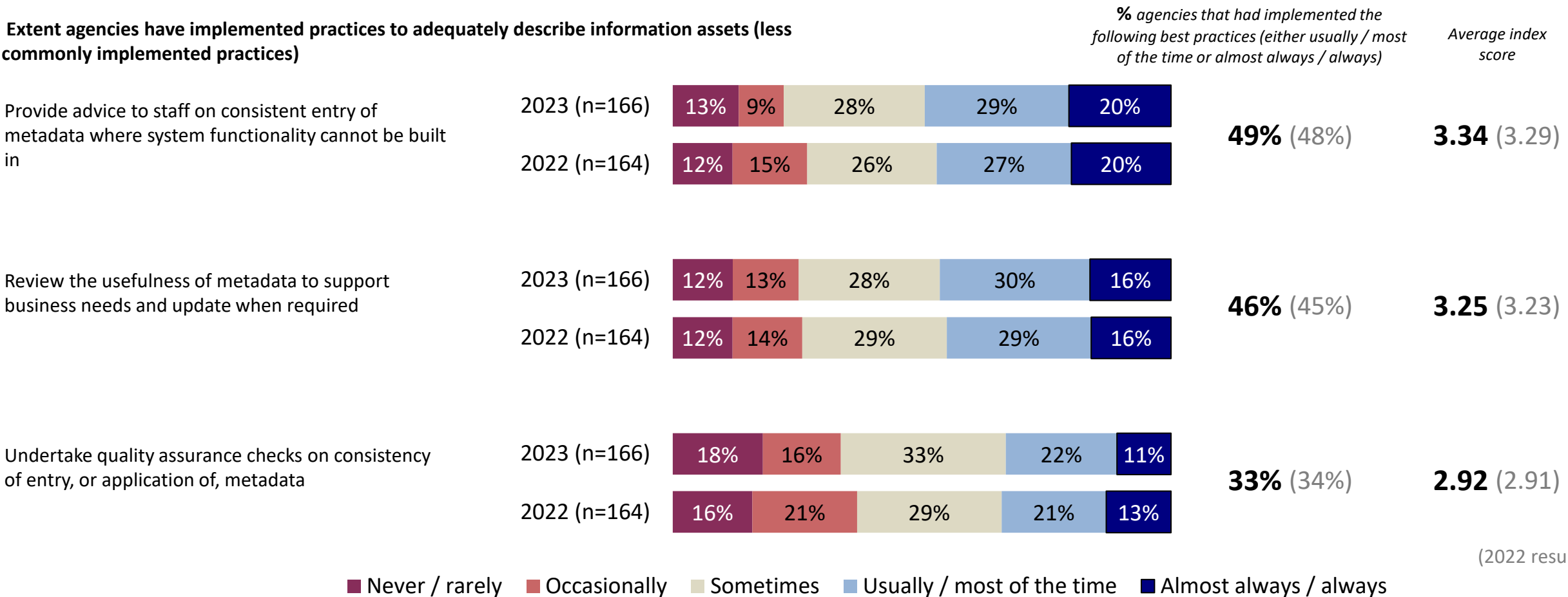
Describing information assets

Overall describing information assets maturity index: **3.33** (3.29) out of 5

> Agencies in 2023 were slightly more likely to indicate they always or usually provide advice to staff on consistent entry of metadata when system functionality cannot be built in (49% in 2023, similar to 48% in 2022).

Extent agencies have implemented practices to adequately describe information assets (less commonly implemented practices)

% *agencies that had implemented the following best practices (either usually / most of the time or almost always / always)*

Average index score

Provide advice to staff on consistent entry of metadata where system functionality cannot be built in								%	Avg
2023 (n=166)	13%	9%	28%	29%	20%			**49%** (48%)	**3.34** (3.29)
2022 (n=164)	12%	15%	26%	27%	20%				

Review the usefulness of metadata to support business needs and update when required								%	Avg
2023 (n=166)	12%	13%	28%	30%	16%			**46%** (45%)	**3.25** (3.23)
2022 (n=164)	12%	14%	29%	29%	16%				

Undertake quality assurance checks on consistency of entry, or application of, metadata								%	Avg
2023 (n=166)	18%	16%	33%	22%	11%			**33%** (34%)	**2.92** (2.91)
2022 (n=164)	16%	21%	29%	21%	13%				

(2022 results)

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Base: all agencies
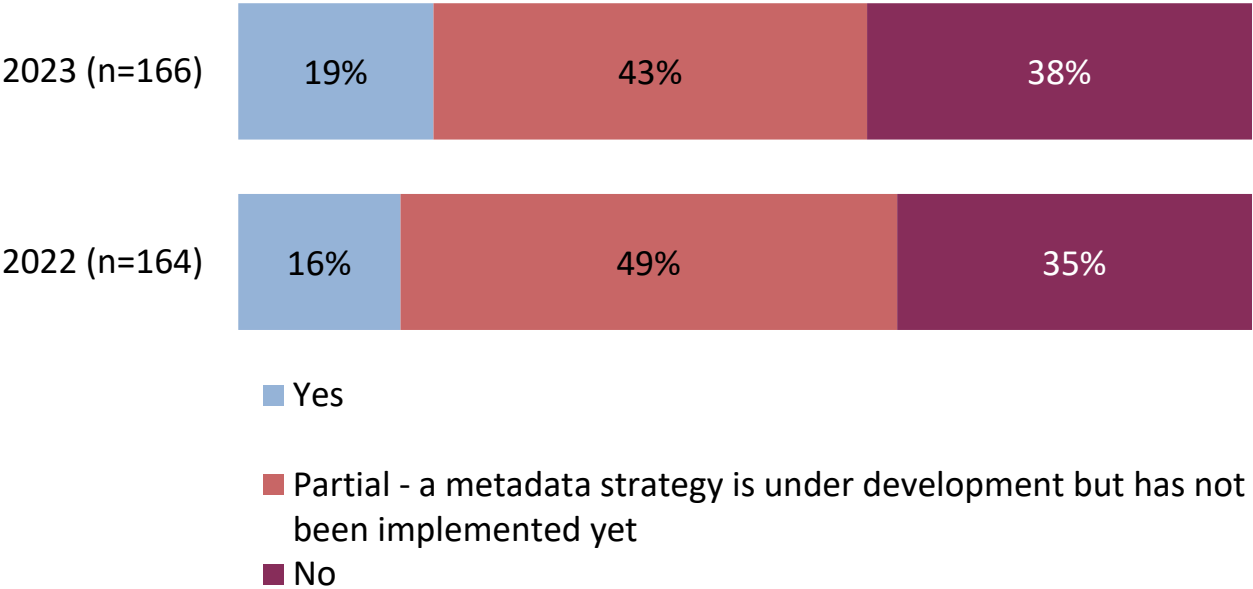
Describing information assets

Overall describing information assets maturity index: **3.33** (3.29) out of 5

While slightly more agencies (19%, up from 16% in 2022) reported they have metadata strategies or frameworks to support continuous improvement of holistic enterprise-wide metadata management, there was a similar increase in agencies reporting that they do not have such strategies in place in 2023 (38%, up from 35%).

Whether agencies have a metadata strategy or framework to support continuous improvement of holistic enterprise-wide metadata management

	Yes	Partial	No
2023 (n=166)	19%	43%	38%
2022 (n=164)	16%	49%	35%

■ Yes

■ Partial - a metadata strategy is under development but has not been implemented yet
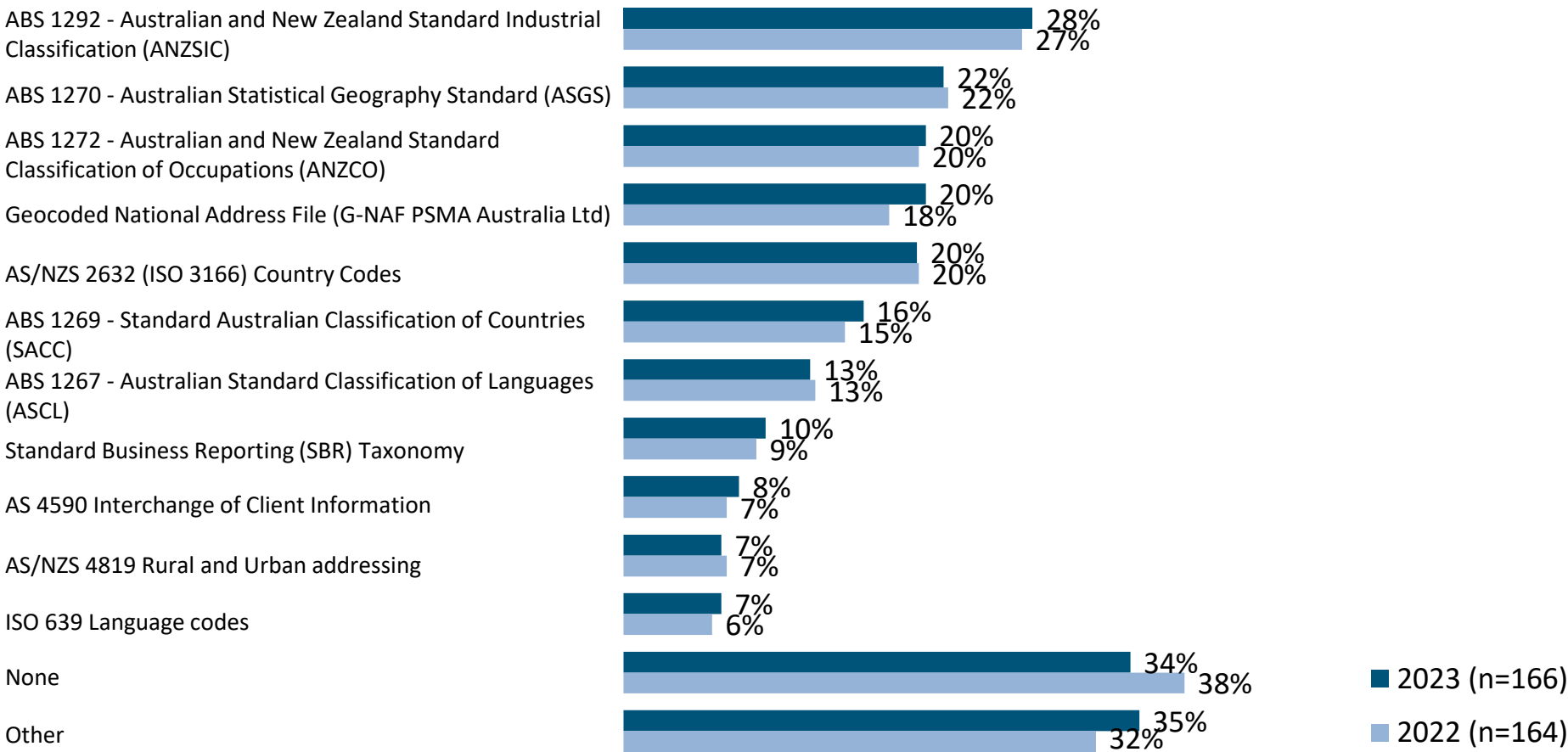
■ No

Describing information assets

Overall describing information assets maturity index: **3.33** (3.29) out of 5

Similar to 2022, a broad range of different data standards were used by agencies in 2023. The most common standards included ABS 1292 - Australian and New Zealand Standard Industrial Classification (ANZSIC) (28%) followed by the ABS 1270 - Australian Statistical Geography Standard (ASGS) (22%). Around one-third of agencies (34%) do not use data standards, a decrease from 2022 (38%).

*Data standards agencies use^

Standard	2023	2022
ABS 1292 - Australian and New Zealand Standard Industrial Classification (ANZSIC)	28%	27%
ABS 1270 - Australian Statistical Geography Standard (ASGS)	22%	22%
ABS 1272 - Australian and New Zealand Standard Classification of Occupations (ANZCO)	20%	20%
Geocoded National Address File (G-NAF PSMA Australia Ltd)	20%	18%
AS/NZS 2632 (ISO 3166) Country Codes	20%	20%
ABS 1269 - Standard Australian Classification of Countries (SACC)	16%	15%
ABS 1267 - Australian Standard Classification of Languages (ASCL)	13%	13%
Standard Business Reporting (SBR) Taxonomy	10%	9%
AS 4590 Interchange of Client Information	8%	7%
AS/NZS 4819 Rural and Urban addressing	7%	7%
ISO 639 Language codes	7%	6%
None	34%	38%
Other	35%	32%

■ 2023 (n=166)
■ 2022 (n=164)

Base: all agencies
*This response does not impact upon agency maturity scores
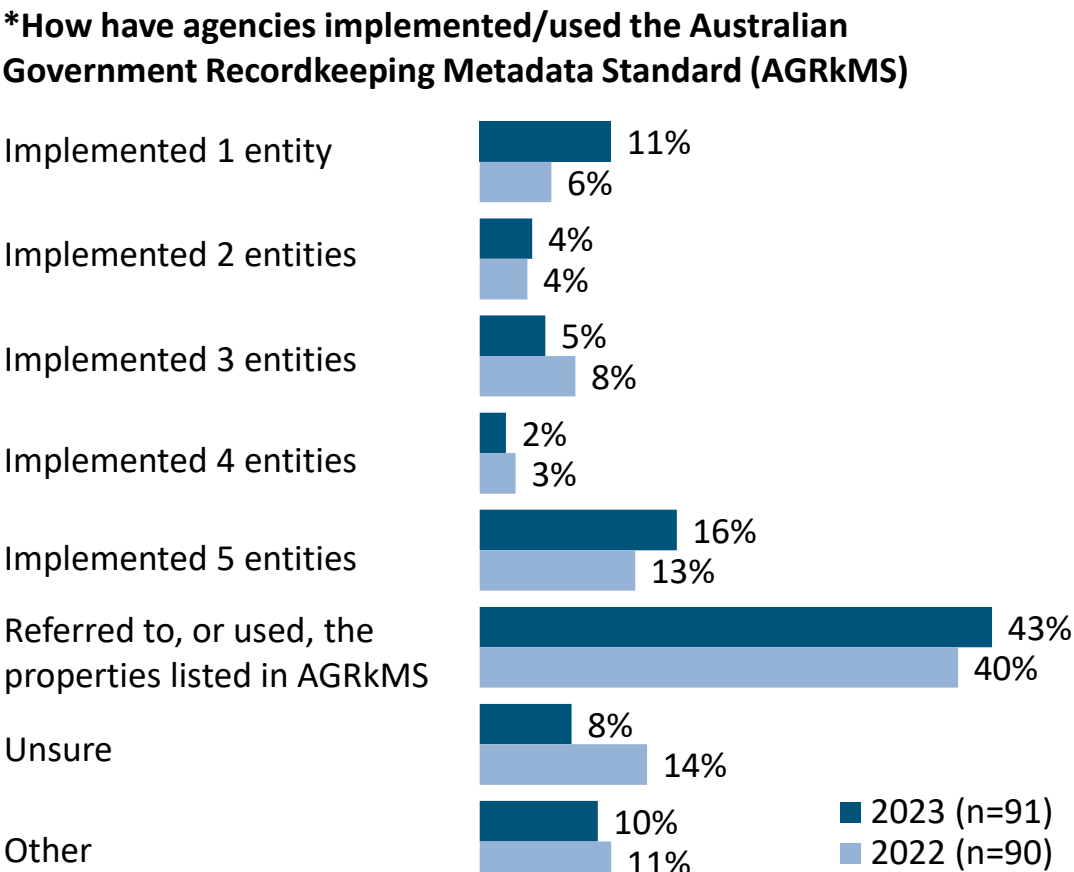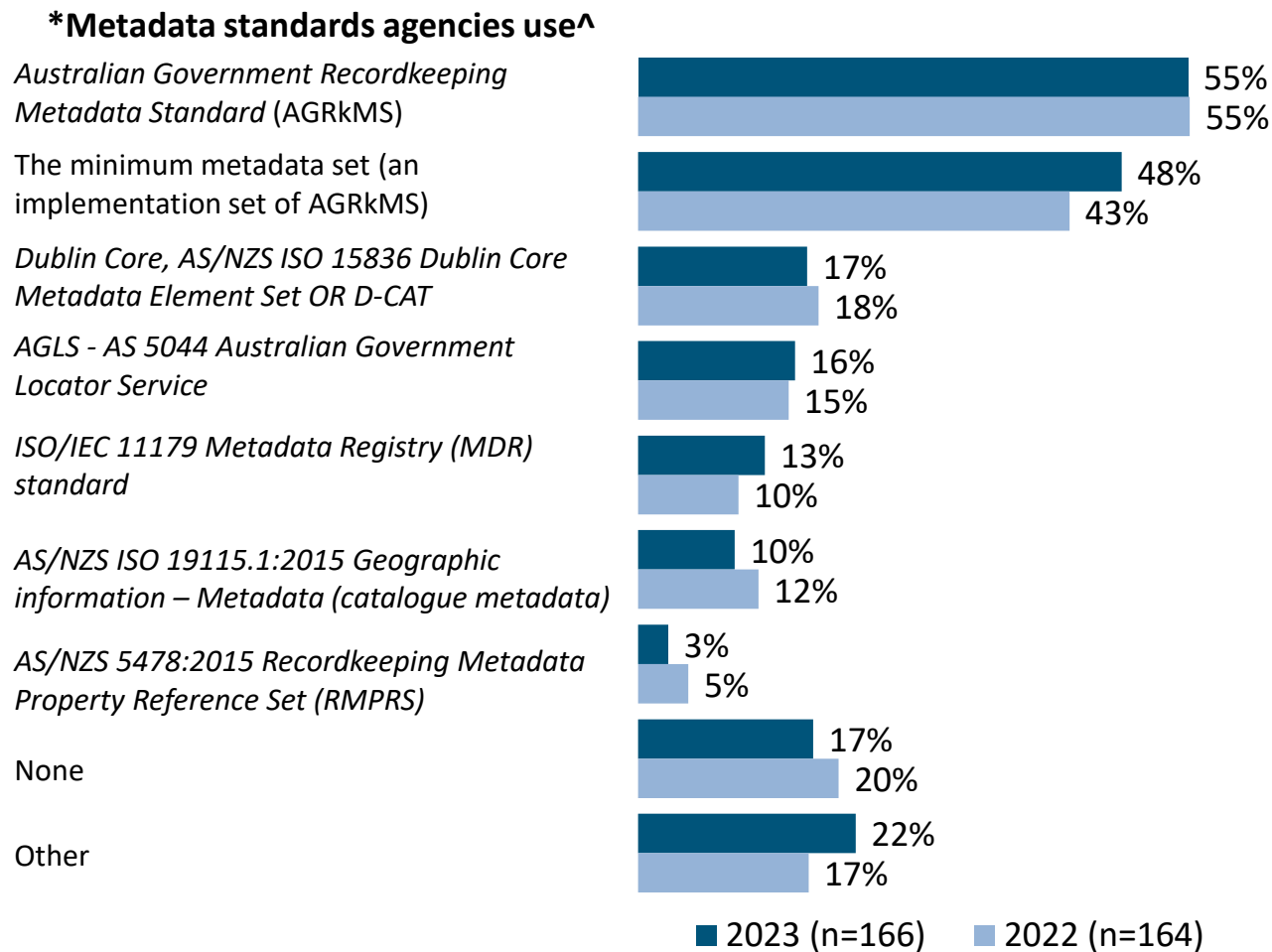^Multiple responses allowed

Describing information assets

Overall describing information assets maturity index: **3.33** (3.29) out of 5

> Agencies reported they most commonly use the Australian Government Recordkeeping Metadata Standard (AGRkMS) (55% in 2023, unchanged from 2022), similar to 2022 results. In 2023, agencies were most likely to use the AGRkMS by referring to or using the properties listed in this standard (43%, up slightly from 40%), and 16% of agencies had implemented all five entities, up slightly from 13% in 2022.

*Metadata standards agencies use^

Australian Government Recordkeeping Metadata Standard (AGRkMS)
- 55% (2023)
- 55% (2022)

The minimum metadata set (an implementation set of AGRkMS)
- 48% (2023)
- 43% (2022)

Dublin Core, AS/NZS ISO 15836 Dublin Core Metadata Element Set OR D-CAT
- 17% (2023)
- 18% (2022)

AGLS - AS 5044 Australian Government Locator Service
- 16% (2023)
- 15% (2022)

ISO/IEC 11179 Metadata Registry (MDR) standard
- 13% (2023)
- 10% (2022)

AS/NZS ISO 19115.1:2015 Geographic information – Metadata (catalogue metadata)
- 10% (2023)
- 12% (2022)

AS/NZS 5478:2015 Recordkeeping Metadata Property Reference Set (RMPRS)
- 3% (2023)
- 5% (2022)

None
- 17% (2023)
- 20% (2022)

Other
- 22% (2023)
- 17% (2022)

■ 2023 (n=166) ■ 2022 (n=164)

*How have agencies implemented/used the Australian Government Recordkeeping Metadata Standard (AGRkMS)

Implemented 1 entity
- 11% (2023)
- 6% (2022)

Implemented 2 entities
- 4% (2023)
- 4% (2022)

Implemented 3 entities
- 5% (2023)
- 8% (2022)

Implemented 4 entities
- 2% (2023)
- 3% (2022)

Implemented 5 entities
- 16% (2023)
- 13% (2022)

Referred to, or used, the properties listed in AGRkMS
- 43% (2023)
- 40% (2022)

Unsure
- 8% (2023)
- 14% (2022)

Other
- 10% (2023)
- 11% (2022)

■ 2023 (n=91) ■ 2022 (n=90)

*This response does not impact upon agency maturity scores
^Multiple responses allowed

Base: all agencies, agencies that have used the AGRkMS

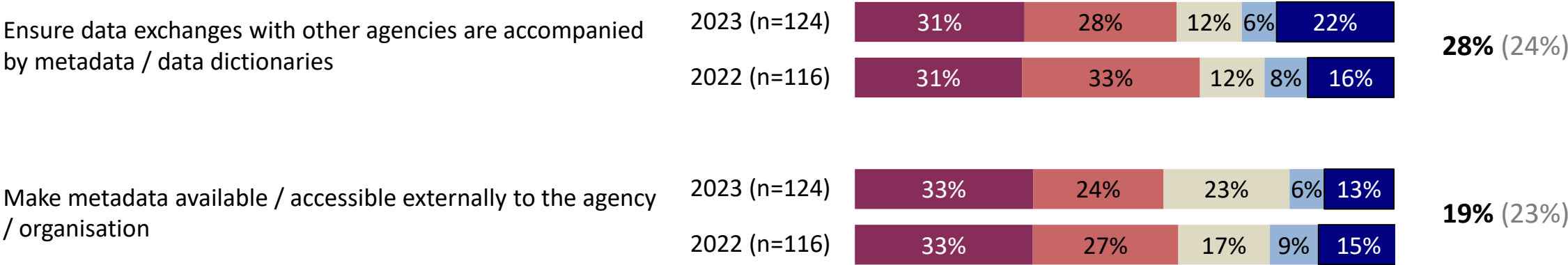# Describing information assets

Overall describing information assets maturity index: **3.33** (3.29) out of 5

🏷️ The proportion of agencies that usually or always ensure data exchanges with other agencies are accompanied with metadata or data dictionaries increased in 2023 (28%, up from 24% in 2022). However, the proportion that make metadata available or accessible to external agencies or organisations decreased (19%, down from 23%). Around one-third of agencies rarely or never do these actions.

% agencies that have implemented these practices (Usually, with only low value or legacy still to be managed or almost always / always)

*Extent of agencies that do the following

Ensure data exchanges with other agencies are accompanied by metadata / data dictionaries

	Rarely/never	Sometimes	Often	Usually	Always
2023 (n=124)	31%	28%	12%	6%	22%
2022 (n=116)	31%	33%	12%	8%	16%

28% (24%)

Make metadata available / accessible externally to the agency / organisation

	Rarely/never	Sometimes	Often	Usually	Always
2023 (n=124)	33%	24%	23%	6%	13%
2022 (n=116)	33%	27%	17%	9%	15%

19% (23%)

Legend:
- ■ Rarely / never
- ■ Sometimes, for our highest value assets
- ■ Often, for our high value information
- ■ Usually, with only low value or legacy still to be managed
- ■ Always / almost always

(2022 results)

*These response do not impact upon agency maturity scores
Base: all agencies

Storing, preserving, and managing information assets

Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5

In 2023, more agencies indicated they usually or always ensure contractual arrangements for third-party storage cover information management requirements to ensure access to information assets is not compromised (91% in 2023, up from 85% in 2022). Further, a slightly higher proportion of agencies reported they create digital information assets in sustainable digital formats (93%, up slightly from 90%).
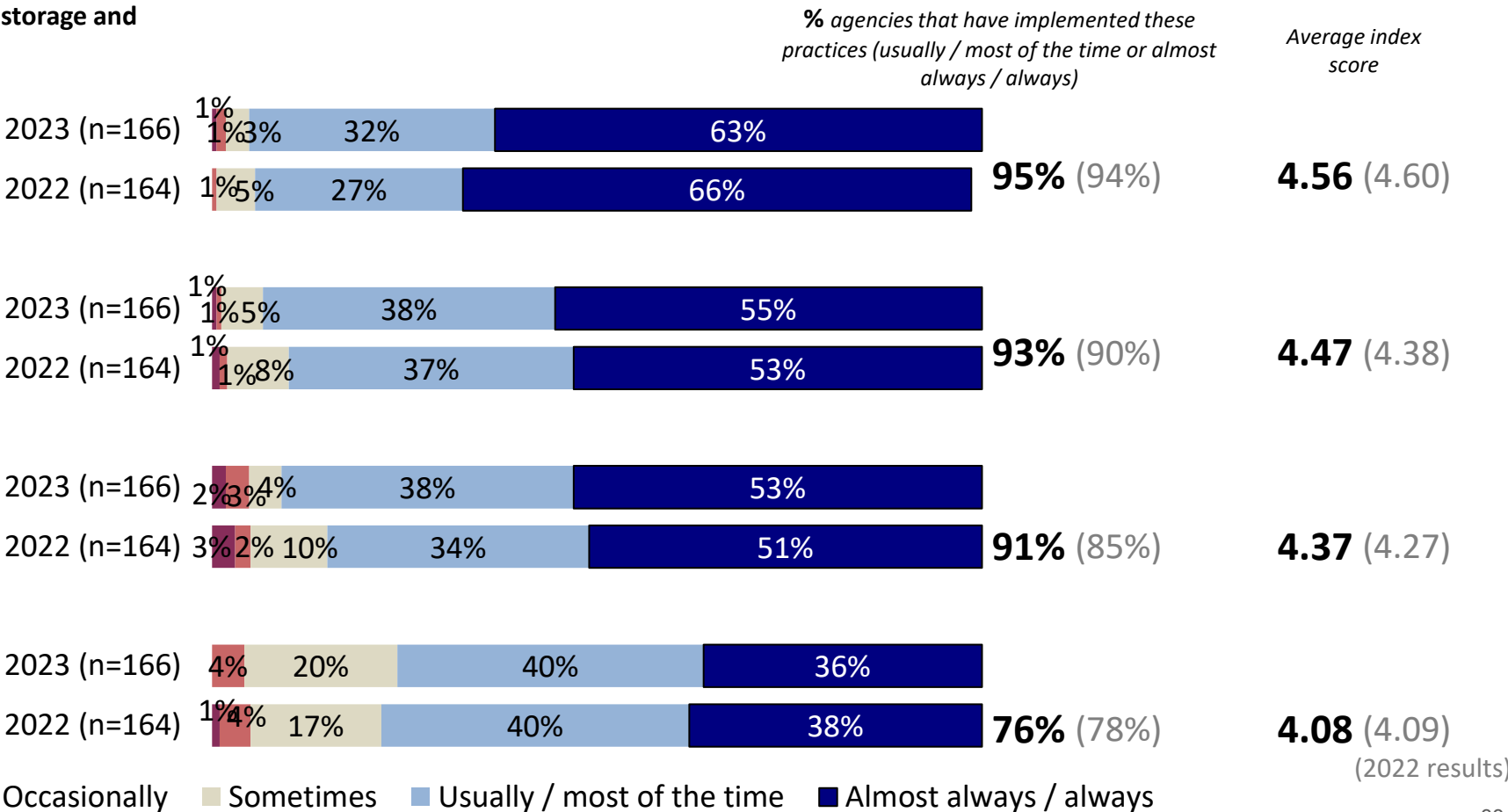
Extent of agencies that have implemented the following storage and preservation practices

% agencies that have implemented these practices (usually / most of the time or almost always / always)

Average index score

Store information assets securely ensuring sensitive information (such as security classified or personally sensitive information) is identified and managed according to: protective security; cyber security; and privacy requirements.

2023 (n=166): 1% 1% 3% 32% 63%

2022 (n=164): 1% 5% 27% 66%

95% (94%) — **4.56** (4.60)

Create digital information assets in sustainable digital formats with a lower risk of becoming obsolete.

2023 (n=166): 1% 1% 5% 38% 55%

2022 (n=164): 1% 1% 8% 37% 53%

93% (90%) — **4.47** (4.38)

Ensure contractual arrangements for third-party storage (including cloud) cover information management requirements including security, access, migration, disposal and end of contract considerations to ensure access to needed information assets is not compromised.

2023 (n=166): 2% 3% 4% 38% 53%

2022 (n=164): 3% 2% 10% 34% 51%

91% (85%) — **4.37** (4.27)

Implement storage and preservation strategies, procedures and activities to ensure information can be accessed, used and understood for as long as it is required.

2023 (n=166): 4% 20% 40% 36%

2022 (n=164): 1% 4% 17% 40% 38%

76% (78%) — **4.08** (4.09)

(2022 results)

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Base: all agencies

33

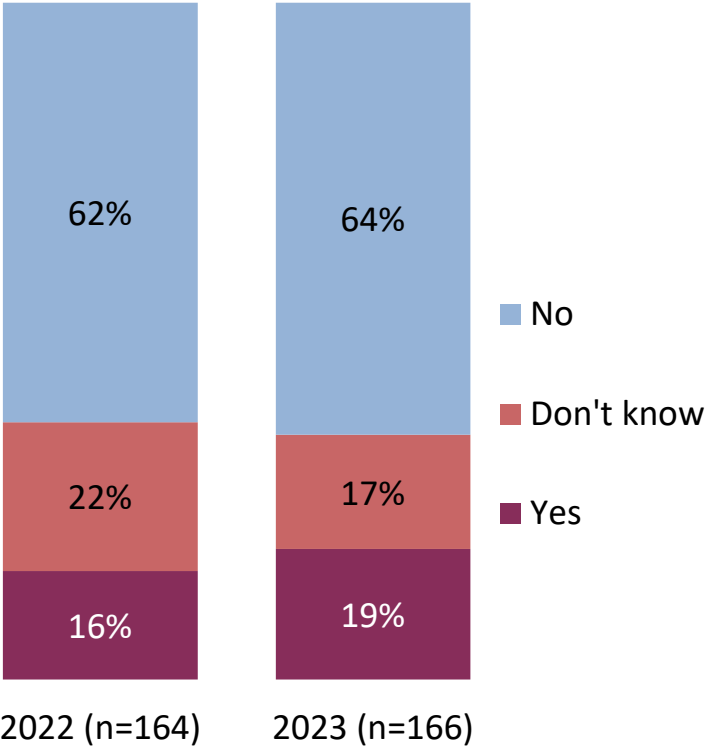# Storing, preserving, and managing information assets

Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5
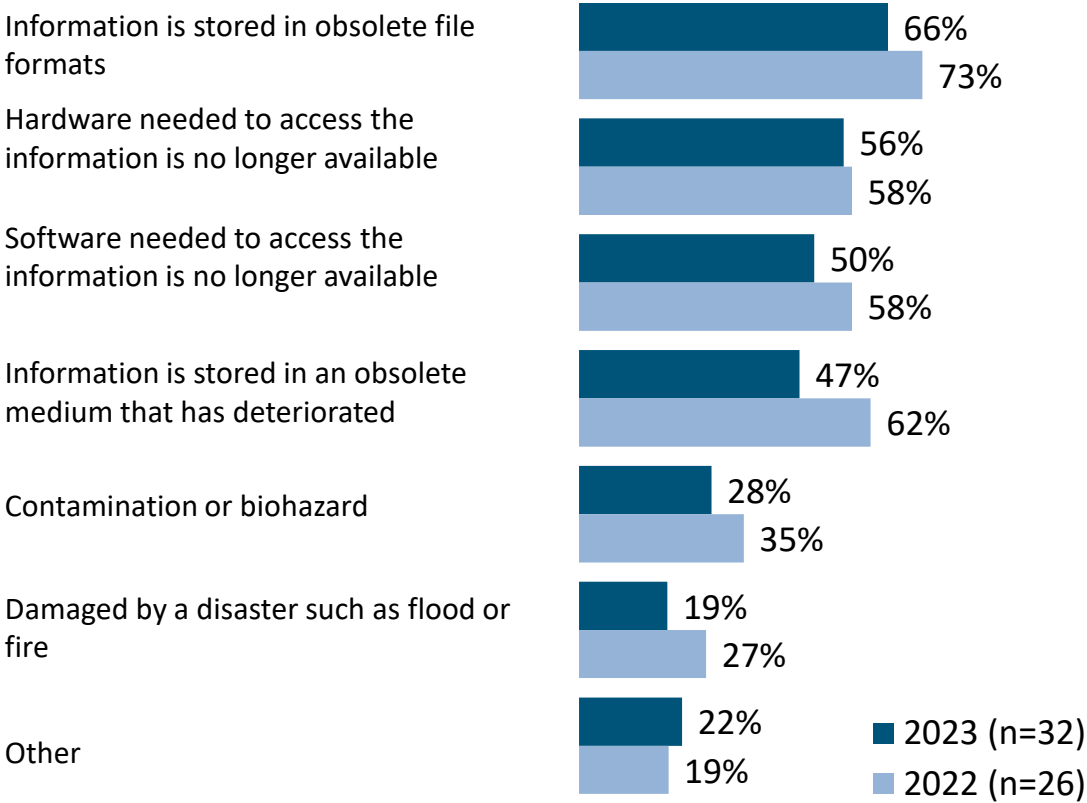
In 2023, 19% of agencies have information which is unable to be accessed or used before its authorised disposal date (up slightly from 16% in 2022). While information stored in obsolete file formats (66%, down from 73%) remained the top reason agencies were unable to access or use information, less agencies reported that their information was stored in an obsolete medium that has deteriorated (47%, down from 62%).

*Whether agencies have information which is unable to be accessed or used before its authorised disposal date

	2022 (n=164)	2023 (n=166)
No	62%	64%
Don't know	22%	17%
Yes	16%	19%

*Reasons agencies are unable to access or use that information^

Reason	2023 (n=32)	2022 (n=26)
Information is stored in obsolete file formats	66%	73%
Hardware needed to access the information is no longer available	56%	58%
Software needed to access the information is no longer available	50%	58%
Information is stored in an obsolete medium that has deteriorated	47%	62%
Contamination or biohazard	28%	35%
Damaged by a disaster such as flood or fire	19%	27%
Other	22%	19%

Base: all agencies, agencies that have information that cannot be accessed or used before its authorised disposal date,

*This response does not impact upon agency maturity scores   ^Multiple responses allowed   34

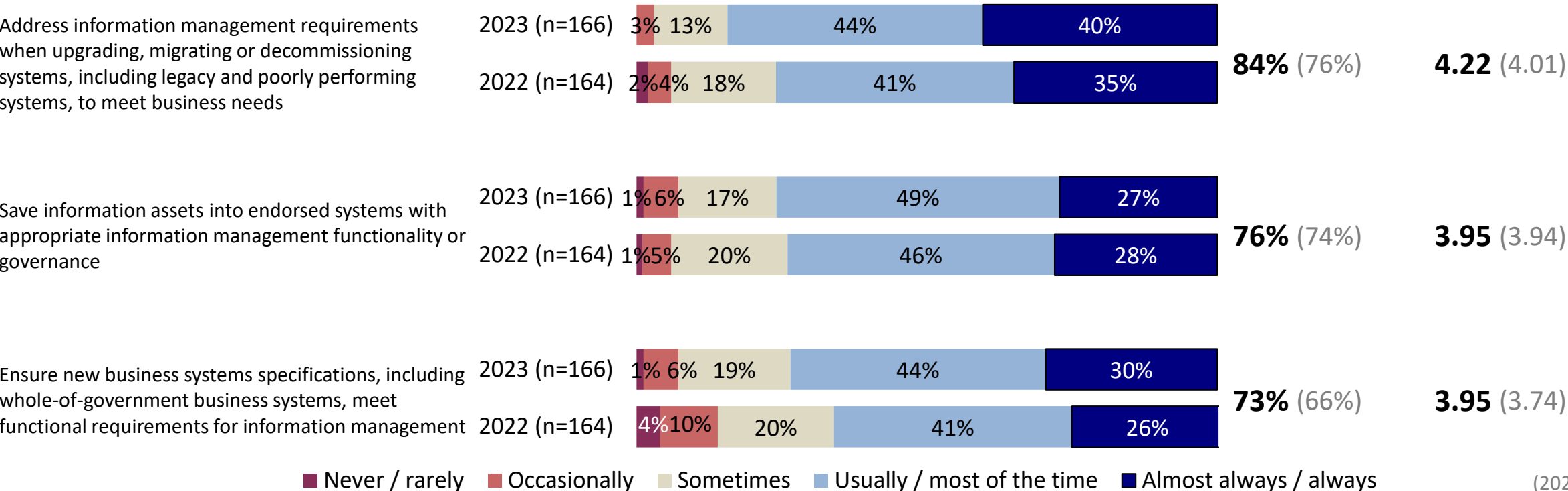# Storing, preserving, and managing information assets
Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5

Eighty-four per cent of agencies usually or always address information management requirements when upgrading, migrating or decommissioning systems to meet business needs, increasing from 76% in 2022. More agencies also indicated they usually or always ensure new business systems specifications meet functional requirements for information management in 2023 (73%, up from 66%).

Extent of agencies that have implemented practices to save information assets into systems where they can be appropriately managed (more commonly implemented practices)

% *agencies that have implemented these practices (usually / most of the time or almost always / always)*

Average index score

Address information management requirements when upgrading, migrating or decommissioning systems, including legacy and poorly performing systems, to meet business needs

- 2023 (n=166): 3% | 13% | 44% | 40% — **84%** (76%) — **4.22** (4.01)
- 2022 (n=164): 2% 4% | 18% | 41% | 35%

Save information assets into endorsed systems with appropriate information management functionality or governance

- 2023 (n=166): 1% 6% | 17% | 49% | 27% — **76%** (74%) — **3.95** (3.94)
- 2022 (n=164): 1% 5% | 20% | 46% | 28%

Ensure new business systems specifications, including whole-of-government business systems, meet functional requirements for information management

- 2023 (n=166): 1% 6% | 19% | 44% | 30% — **73%** (66%) — **3.95** (3.74)
- 2022 (n=164): 4% 10% | 20% | 41% | 26%

Legend: ■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

(2022 results)

Base: all agencies

*Note: The question was framed as a negative statement in the survey. Its results have been presented in reverse order (reverse options range from 1='Almost always / always' to 5='Never / rarely') to allow comparison with the other positive statements in this section.
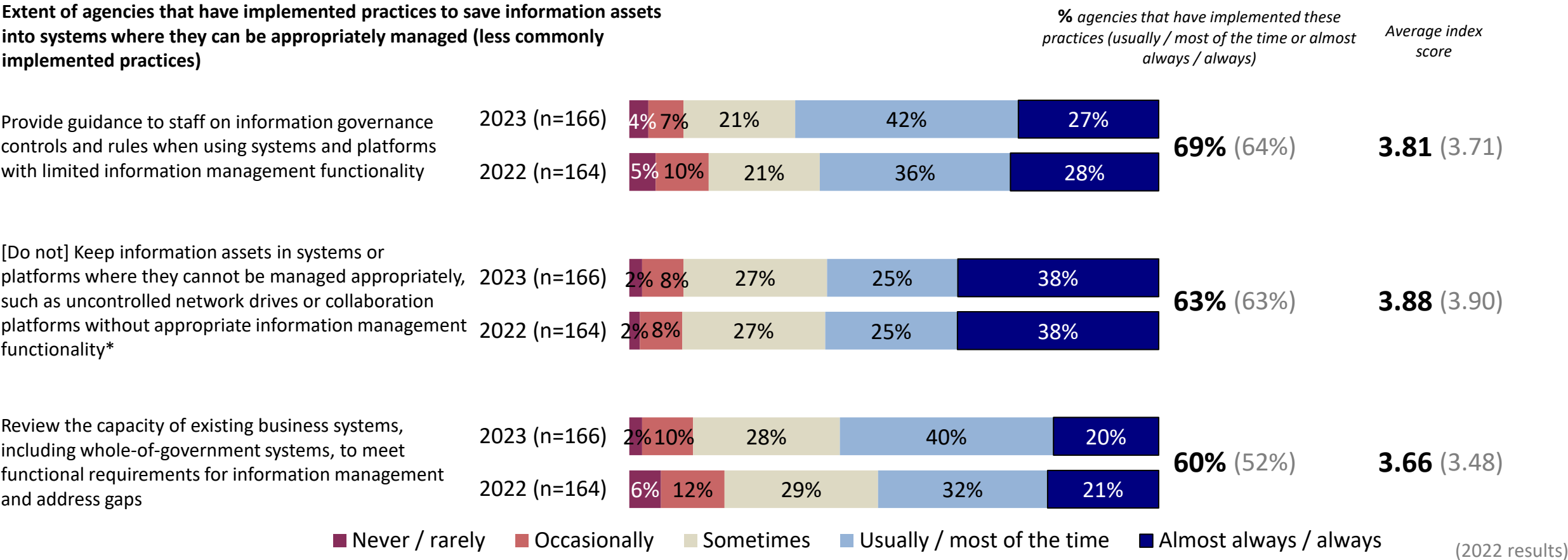
Storing, preserving, and managing information assets
Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5

In 2023, agencies were more likely to report they always or usually provide guidance to staff on information governance controls and rules when using systems and platforms with limited information management functionality (69% in 2023, up from 64% in 2022), and review the capacity of existing business systems to meet functional requirements for information management and address gaps (60%, up from 52%).

Extent of agencies that have implemented practices to save information assets into systems where they can be appropriately managed (less commonly implemented practices)

% *agencies that have implemented these practices (usually / most of the time or almost always / always)*

Average index score

Provide guidance to staff on information governance controls and rules when using systems and platforms with limited information management functionality

	Never / rarely	Occasionally	Sometimes	Usually / most of the time	Almost always / always
2023 (n=166)	4%	7%	21%	42%	27%
2022 (n=164)	5%	10%	21%	36%	28%

69% (64%)   **3.81** (3.71)

[Do not] Keep information assets in systems or platforms where they cannot be managed appropriately, such as uncontrolled network drives or collaboration platforms without appropriate information management functionality*

2023 (n=166)	2%	8%	27%	25%	38%
2022 (n=164)	2%	8%	27%	25%	38%

63% (63%)   **3.88** (3.90)

Review the capacity of existing business systems, including whole-of-government systems, to meet functional requirements for information management and address gaps

2023 (n=166)	2%	10%	28%	40%	20%
2022 (n=164)	6%	12%	29%	32%	21%

60% (52%)   **3.66** (3.48)

■ Never / rarely   ■ Occasionally   ■ Sometimes   ■ Usually / most of the time   ■ Almost always / always

(2022 results)

Base: all agencies

*Note: The question was framed as a negative statement in the survey. Its results have been presented in reverse order (reverse options range from 1='Almost always / always' to 5='Never / rarely') to allow comparison with the other positive statements in this section.

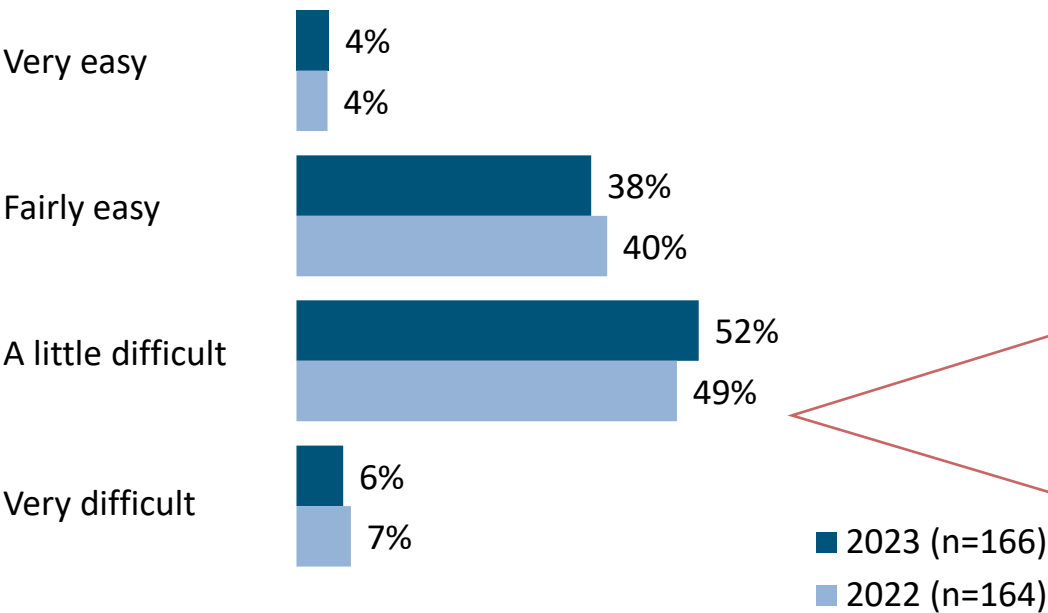# Storing, preserving, and managing information assets

Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5
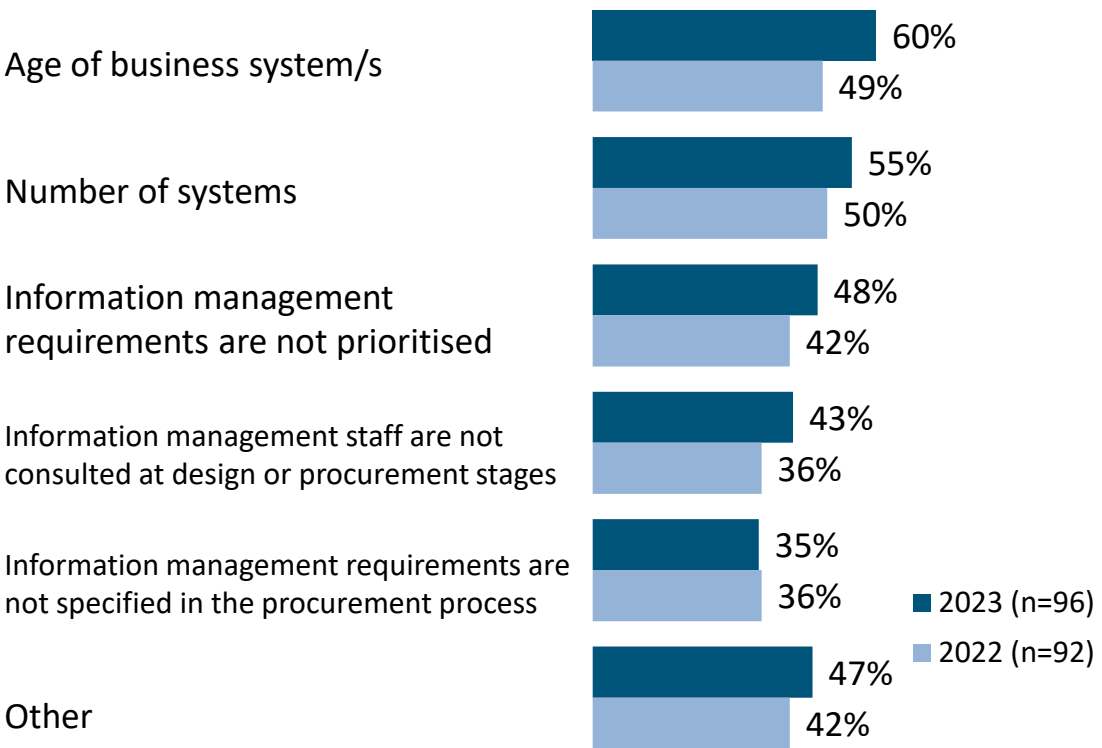
Three-fifths of agencies (58% in 2023, up slightly from 56% in 2022) found it a little difficult or very difficult to integrate functional requirements for information management into new or existing business systems. Agencies were more likely to attribute this difficulty to the age of business systems in 2023 (60%) and the number of systems (55%) in 2023 compared with 2022 (49% and 50%, respectively).

*How easy or difficult do agencies find it to integrate functional requirements for information management into new or existing business systems

*Reasons agencies find it difficult to integrate functional requirements for information management into new or existing business systems^

Very easy
- 4%
- 4%

Fairly easy
- 38%
- 40%

A little difficult
- 52%
- 49%

Very difficult
- 6%
- 7%

■ 2023 (n=166)
■ 2022 (n=164)

Age of business system/s
- 60%
- 49%

Number of systems
- 55%
- 50%

Information management requirements are not prioritised
- 48%
- 42%

Information management staff are not consulted at design or procurement stages
- 43%
- 36%

Information management requirements are not specified in the procurement process
- 35%
- 36%

Other
- 47%
- 42%

■ 2023 (n=96)
■ 2022 (n=92)

*This response does not impact upon agency maturity scores

Base: all agencies; agencies that have find it a little difficult or very difficult to integrate functional requirements for information management into new or existing business systems
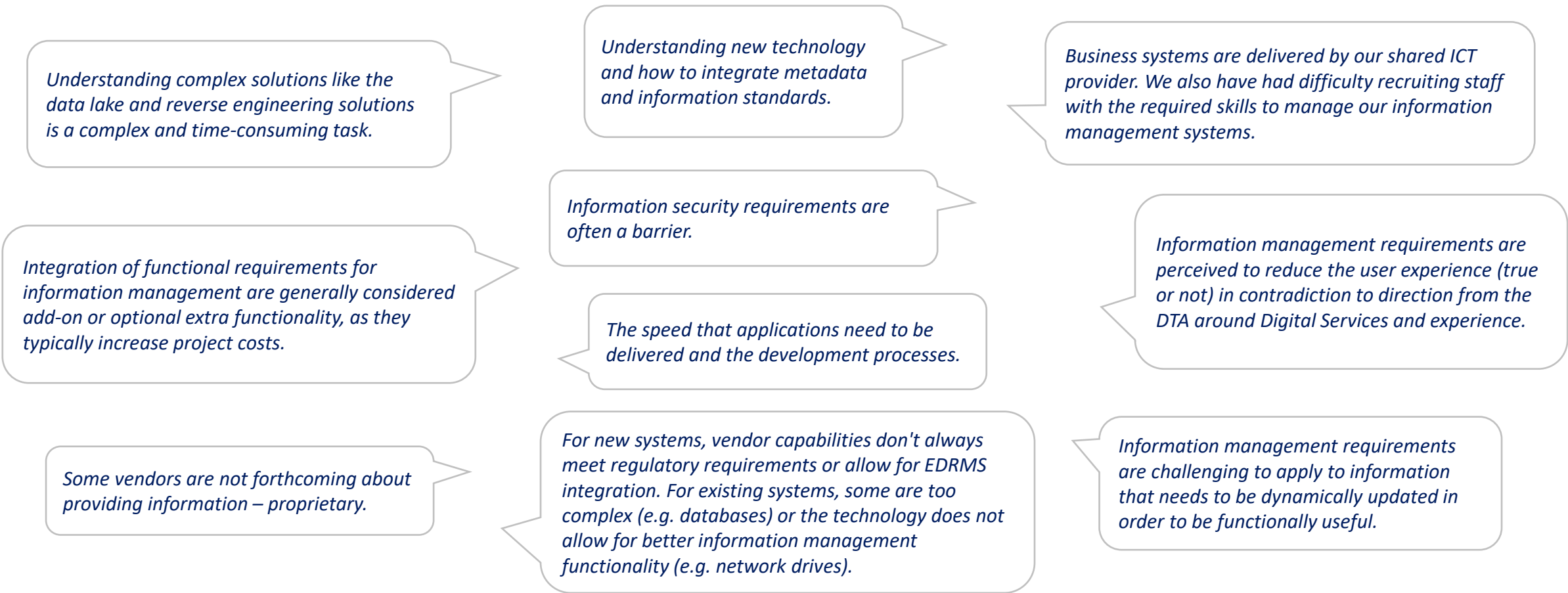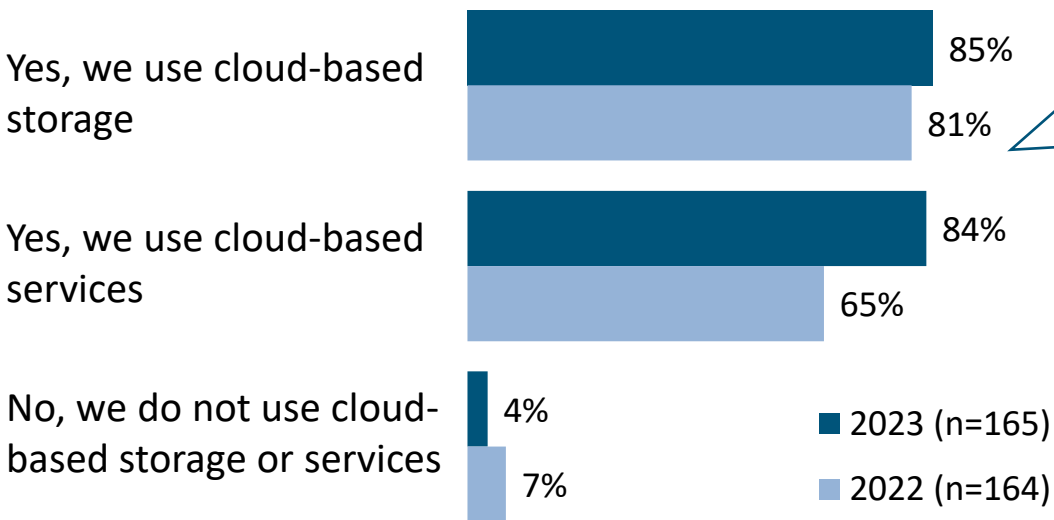
^Multiple responses allowed

Storing, preserving, and managing information assets

Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5
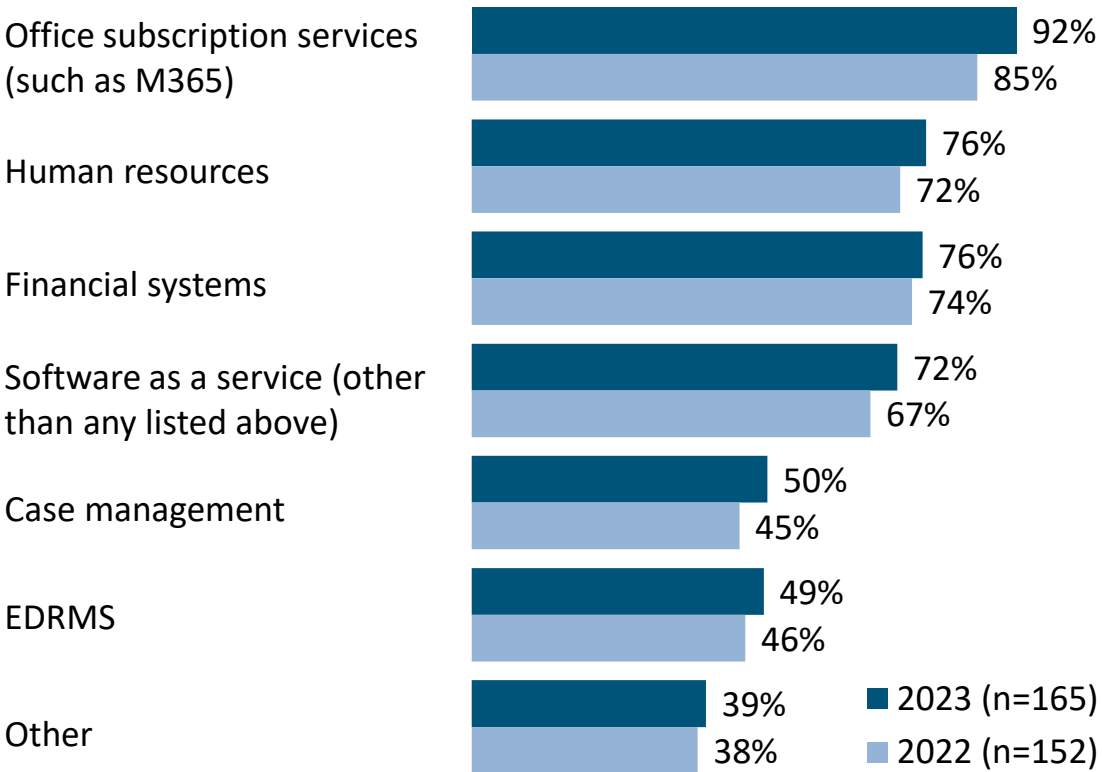
Check-up

'Other' reasons agencies find it difficult to integrate functional requirements for information management into new or existing business systems.

Understanding complex solutions like the data lake and reverse engineering solutions is a complex and time-consuming task.

Understanding new technology and how to integrate metadata and information standards.

Business systems are delivered by our shared ICT provider. We also have had difficulty recruiting staff with the required skills to manage our information management systems.

Information security requirements are often a barrier.

Integration of functional requirements for information management are generally considered add-on or optional extra functionality, as they typically increase project costs.

The speed that applications need to be delivered and the development processes.

Information management requirements are perceived to reduce the user experience (true or not) in contradiction to direction from the DTA around Digital Services and experience.

Some vendors are not forthcoming about providing information – proprietary.

For new systems, vendor capabilities don't always meet regulatory requirements or allow for EDRMS integration. For existing systems, some are too complex (e.g. databases) or the technology does not allow for better information management functionality (e.g. network drives).

Information management requirements are challenging to apply to information that needs to be dynamically updated in order to be functionally useful.

Base: agencies that have find it a little difficult or very difficult to integrate functional requirements for information management into new or existing business systems, and provided a text responses

Storing, preserving, and managing information assets

Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5

Check-up

In 2023, a majority of agencies used cloud-based storage (85%, up from 81% in 2022) and/or services (84%, up from 65%). Similar to 2022, systems or services that agencies were most likely to use included MS Office subscription services (92%), human resources (76%) and financial systems (76%).

*Extent of agencies that use cloud-based storage and/or services for management of information assets

Yes, we use cloud-based storage
- 85%
- 81%

Yes, we use cloud-based services
- 84%
- 65%

No, we do not use cloud-based storage or services
- 4%
- 7%

■ 2023 (n=165)
■ 2022 (n=164)

*Systems/services agencies used to store information in the cloud^

Office subscription services (such as M365)
- 92%
- 85%

Human resources
- 76%
- 72%

Financial systems
- 76%
- 74%

Software as a service (other than any listed above)
- 72%
- 67%

Case management
- 50%
- 45%

EDRMS
- 49%
- 46%

Other
- 39%
- 38%

■ 2023 (n=165)
■ 2022 (n=152)

*This response does not impact upon agency maturity scores
^ Multiple responses allowed
Base: all agencies, agencies that use close-based storage or services

39

Storing, preserving, and managing information assets

Check-up

Overall Storing, preserving, and managing information assets maturity index: **4.09** (4.02) out of 5

In 2023, agencies were also asked what systems and services they used that were *not* cloud based. Agencies were most likely to use non-cloud based EDRMS (39%) and financial systems (29%).

*Systems/services agencies used to store or manage information *not* in the cloud^

Category	Percentage
EDRMS	39%
Financial systems	29%
Human resources	25%
Case management	20%
Other	28%
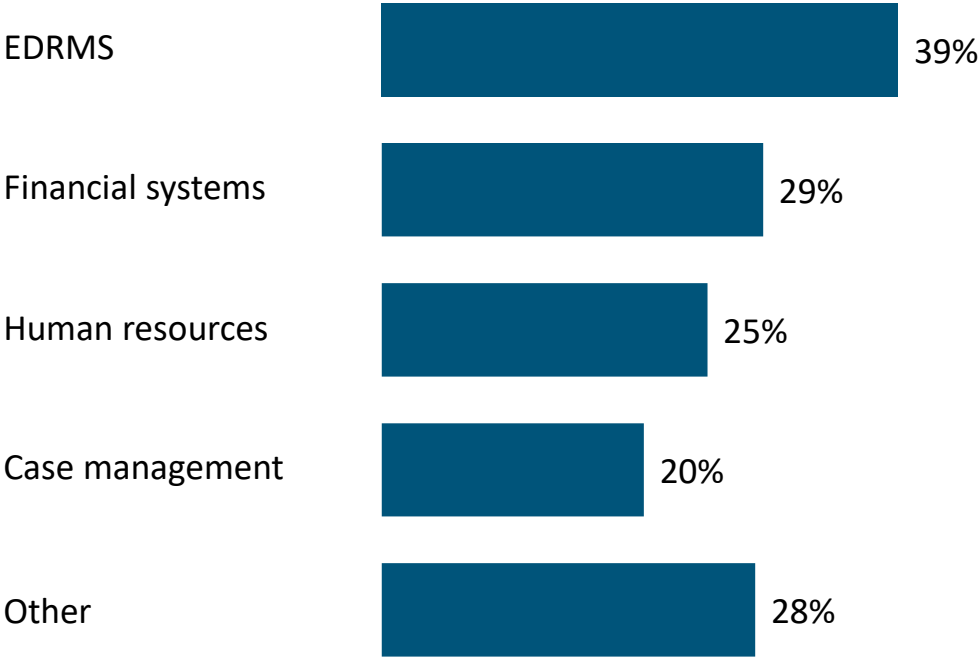
*This response does not impact upon agency maturity scores

^ Multiple responses allowed; this question was added in 2023
  Base: all agencies, n=165

Appraising and disposing (destruction and transfer)

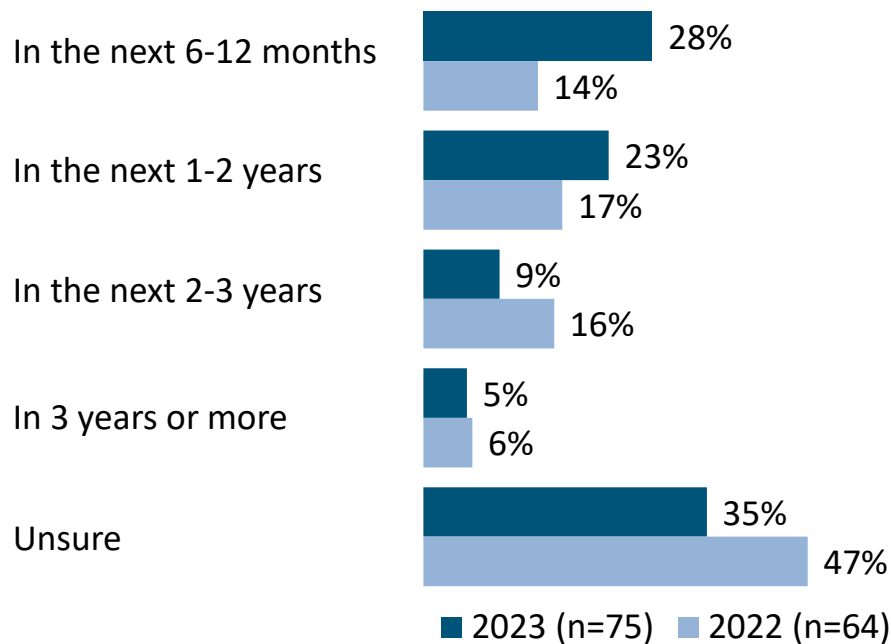## Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

Check-up

Similar to 2022, between around one-sixth and two-thirds of agencies in 2023 had usually or always implemented a range of practices regarding appraising and disposing of information assets, suggesting room for improvement. The most common practice agencies usually or always implemented was analysing and documenting how long information assets need to be kept (66%, similar to 65% in 2022).

Extent agencies have implemented appraising and disposing of information assets practices (more commonly implemented)

% agencies that had implemented the following best practices (either usually / most of the time or almost always / always)

Average index score

Analyse and document how long information assets need to be kept to meet: operational and stakeholder needs; legislative and regulatory obligations; community needs

Year	Never/rarely	Occasionally	Sometimes	Usually/most	Almost always	%	Index
2023 (n=166)	4%	11%	19%	35%	31%	**66%** (65%)	**3.78** (3.78)
2022 (n=164)	5%	9%	21%	33%	32%		

Establish governance across all business systems, applications, and platforms used (includes social media) so that information assets are not destroyed before their authorised retention date

Year	Never/rarely	Occasionally	Sometimes	Usually/most	Almost always	%	Index
2023 (n=166)	4%	12%	30%	34%	20%	**54%** (53%)	**3.53** (3.44)
2022 (n=164)	7%	15%	24%	32%	21%		

Ensure retain as national archives (RNA) information assets across systems and locations have been identified to inform appropriate management

Year	Never/rarely	Occasionally	Sometimes	Usually/most	Almost always	%	Index
2023 (n=166)	9%	16%	23%	31%	21%	**52%** (51%)	**3.39** (3.45)
2022 (n=164)	7%	16%	26%	27%	24%		

Ensure existing information has been sentenced and the disposal action is known (even if it has not been carried out)

Year	Never/rarely	Occasionally	Sometimes	Usually/most	Almost always	%	Index
2023 (n=166)	20%	10%	27%	28%	14%	**43%** (43%)	**3.07** (3.08)
2022 (n=164)	18%	15%	25%	26%	16%		

(2022 results)

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

Base: all agencies

41
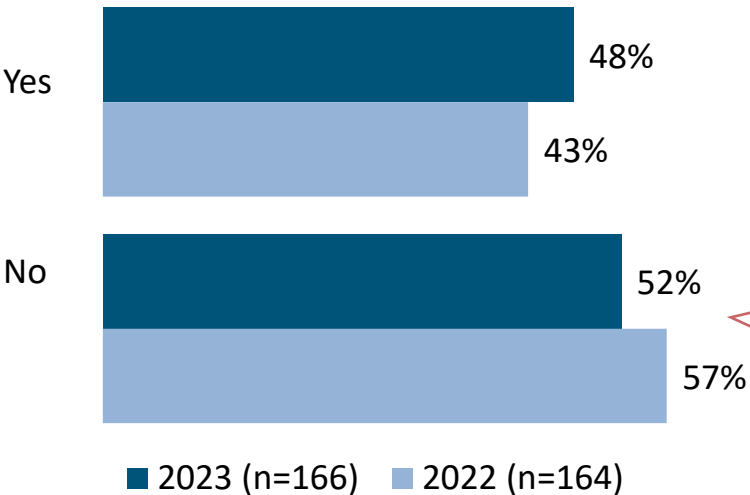
Appraising and disposing (destruction and transfer)

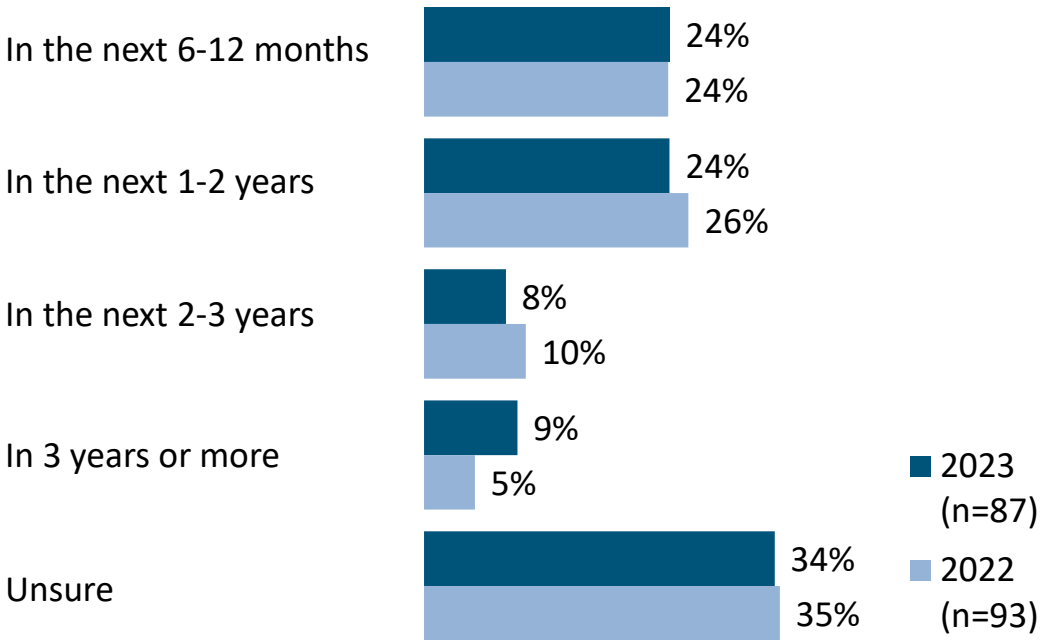## Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

Check-up

In 2023, less agencies reported they usually or always transfer 'retain as national archives' information assets as soon as practical or within 15 years to the care of the National Archives (17% in 2023, down from 22% in 2022).

Extent agencies have implemented appraising and disposing of information assets practices (less commonly implemented)

% agencies that had implemented the following best practices (either usually / most of the time or almost always / always)

Average index score

Facilitate automated identification of information assets due for destruction or transfer

	Never/rarely	Occasionally	Sometimes	Usually	Almost always
2023 (n=166)	30%	12%	20%	24%	13%
2022 (n=164)	30%	12%	22%	21%	16%

37% (37%) **2.78** (2.80)

After sentencing, promptly destroy information assets of temporary value when no longer needed, at or after they have reached their authorised retention period

	Never/rarely	Occasionally	Sometimes	Usually	Almost always
2023 (n=166)	31%	10%	25%	21%	13%
2022 (n=164)	30%	12%	23%	21%	13%

34% (34%) **2.75** (2.73)

Transfer 'retain as national archives' information assets, as soon as practicable, or within 15 years of creation to the care of the National Archives

	Never/rarely	Occasionally	Sometimes	Usually	Almost always
2023 (n=166)	54%	16%	13%	8%	9%
2022 (n=164)	52%	13%	13%	10%	12%

17% (22%) **2.04** (2.18)

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

(2022 results)

Base: all agencies

42

Appraising and disposing (destruction and transfer)

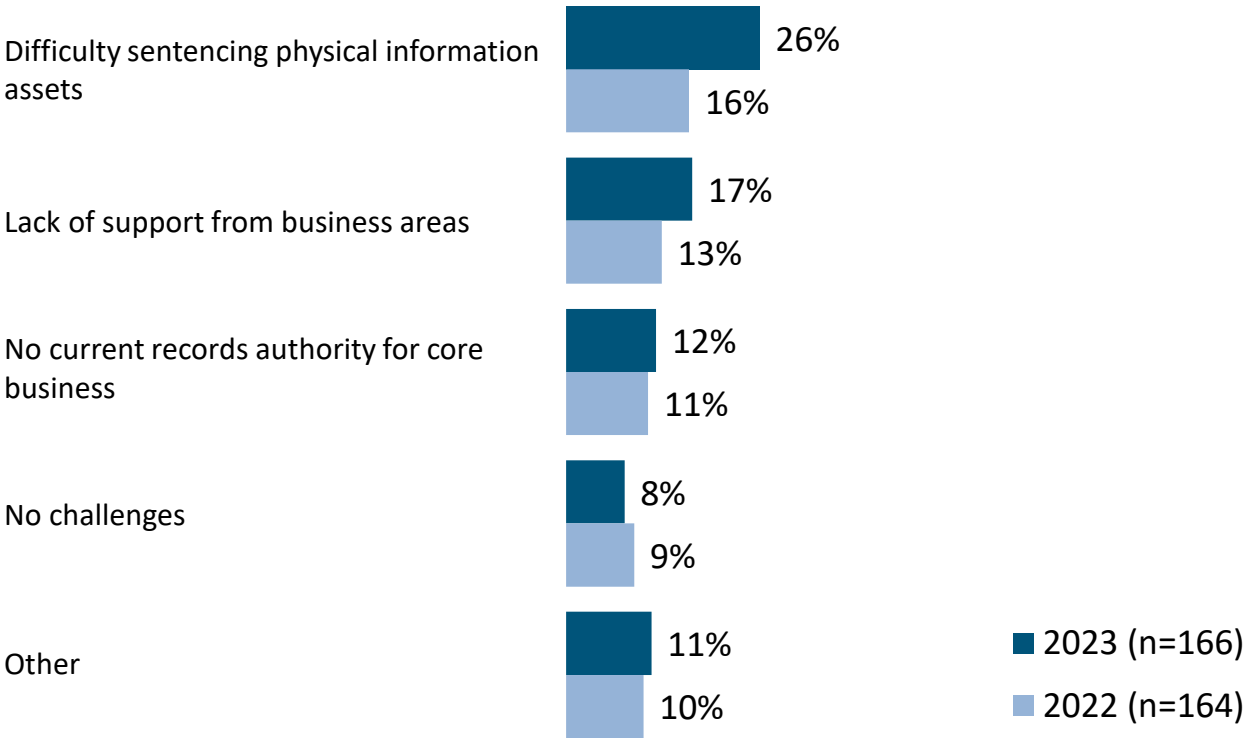## Overall appraising and disposing maturity index: **3.27**(3.29) out of 5

Check-up

Thirty-eight per cent of agencies have all core business information assets covered by current records authorities in 2023, decreasing from 43% in 2022. Forty per cent of agencies indicated they need to develop/update records authorities (up slightly from 38%) and the rest of agencies were unsure whether their core business information assets were covered.

*Whether agencies need to improve disposal coverage for their core business information assets

Category	Value
No, all core business information assets are covered by current records authorities	38% (2023) / 43% (2022)
Yes, we need to develop/update a records authority/ies	40% (2023) / 38% (2022)
Unsure, we need to undertake a review of our existing records authority/ies to establish if they are current and/or cover all our core business information assets	19% (2023) / 17% (2022)
Unsure, we do not understand how to determine if we need to improve disposal coverage for our core business information assets	2% (2023) / 2% (2022)

■ 2023 (n=166)
■ 2022 (n=164)

*This response does not impact upon agency maturity scores

Base: all agencies

Appraising and disposing (destruction and transfer)

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

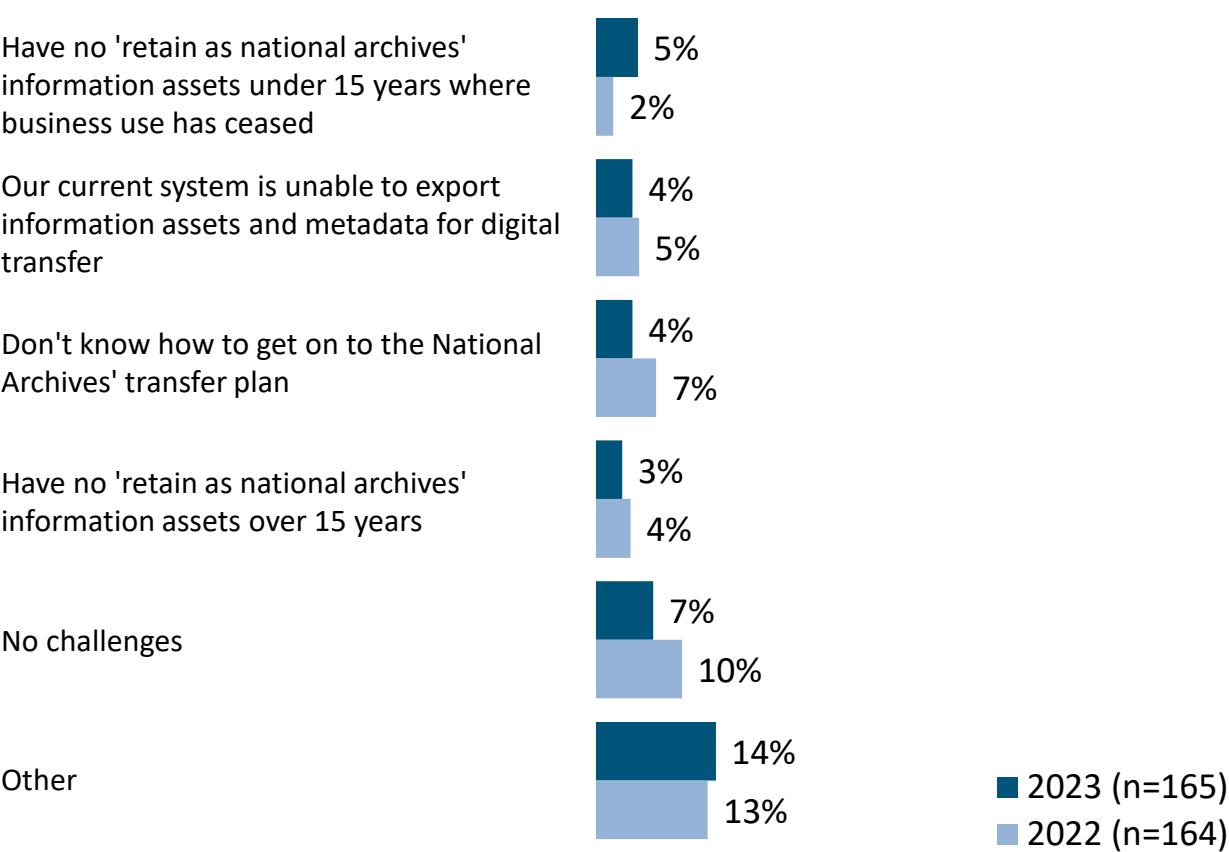Under half (44%) of agencies sentenced physical information assets in the period from 1 July 2022 to 30 June 2023. Of the 45% of agencies that had not sentenced any physical information (up from 39% in 2022), 28% (up from 14% in 2022) planned to start sentencing in the next 6-12 months. Above one-third (35%, down from 47%) were unsure when they would start sentencing these assets.

*Whether agencies sentenced any physical information assets in the period from 1 January 2021 to 30 June 2022 in 2022 or 1 July 2022 to 30 June 2023 in 2023

We have no physical information assets
- 4%
- 7%

We have sentenced all our physical information assets
- 7%
- 5%

Yes
- 44%
- 49%

No
- 45%
- 39%
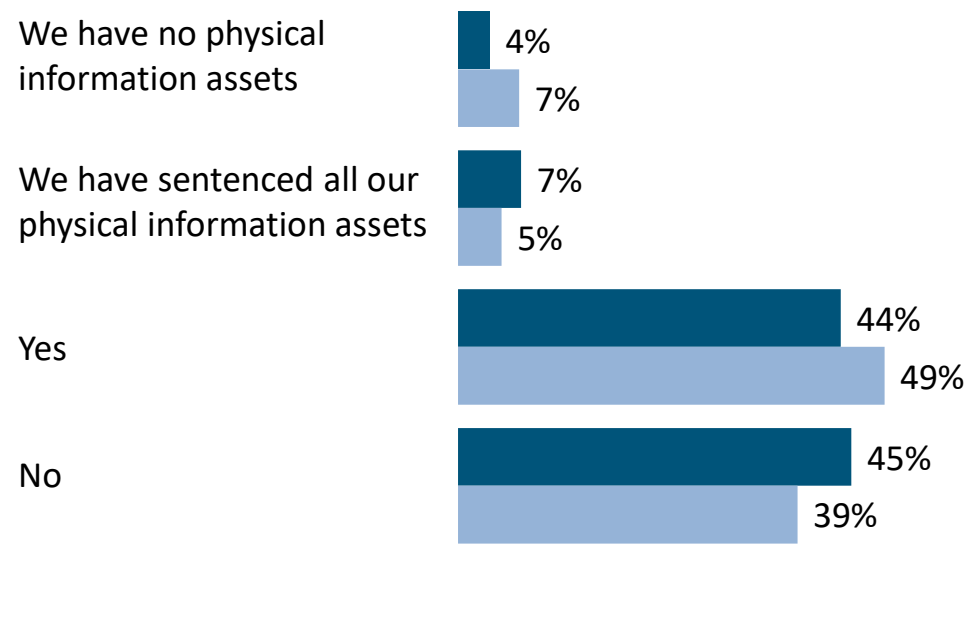
■ 2023 (n=166)
■ 2022 (n=164)

*When agencies plan to start sentencing their physical information assets

In the next 6-12 months
- 28%
- 14%

In the next 1-2 years
- 23%
- 17%

In the next 2-3 years
- 9%
- 16%

In 3 years or more
- 5%
- 6%

Unsure
- 35%
- 47%

■ 2023 (n=75) ■ 2022 (n=64)

*This response does not impact upon agency maturity scores

Base: all agencies; agencies that have not sentenced any physical information assets from 1 January 2021 to 30 June 2022 in 2022 or 1 July 2022 to 30 June 2023 in 2023

Appraising and disposing (destruction and transfer)

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

In the period from 1 July 2022 to 30 June 2023, agencies were more likely to have sentenced digital information assets (48%) than physical information assets (44%). This differs from 2022 results when agencies were more likely to have sentenced physical information. Similar to 2022 results, around one-third (34%) of agencies who had not sentenced their digital information assets in 2023 were unsure when sentencing would start.

*Whether agencies sentenced any digital information assets in the period from 1 January 2021 to 30 June 2022 in 2022 and 1 July 2022 to 30 June 2023 in 2023^

*When agencies plan to start sentencing their digital information assets^

Yes — 48% (2023), 43% (2022)
No — 52% (2023), 57% (2022)

■ 2023 (n=166) ■ 2022 (n=164)

In the next 6-12 months — 24% (2023), 24% (2022)
In the next 1-2 years — 24% (2023), 26% (2022)
In the next 2-3 years — 8% (2023), 10% (2022)
In 3 years or more — 9% (2023), 5% (2022)
Unsure — 34% (2023), 35% (2022)

■ 2023 (n=87) ■ 2022 (n=93)

*This response does not impact upon agency maturity scores

Base: all agencies, agencies that have not sentenced any digital information assets from 1 January 2021 to 30 June 2022 in 2022 or from 1 July 2022 to 30 June 2023 in 2023

^Multiple responses allowed

Appraising and disposing (destruction and transfer)

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

Similar to 2022, lack of resources was the most common challenge faced by agencies when sentencing information assets in 2023 (61%, up from 56% in 2022) followed by volume of digital information assets that need sentencing (54%, up from 47% in 2022).

*Challenges agencies had in sentencing information assets (more common)^

Challenge	2023	2022
Lack of resources	61%	56%
Volume of digital information assets that need sentencing	54%	47%
Lack of available staff with necessary skills	50%	48%
Sentencing is not prioritised above other information management activities	49%	41%
Volume of physical information assets that need sentencing	44%	40%
Difficulty sentencing digital information assets	33%	30%

■ 2023 (n=166)
■ 2022 (n=164)

*Challenges agencies had in sentencing information assets (less common)^

Challenge	2023	2022
Difficulty sentencing physical information assets	26%	16%
Lack of support from business areas	17%	13%
No current records authority for core business	12%	11%
No challenges	8%	9%
Other	11%	10%

■ 2023 (n=166)
■ 2022 (n=164)

Appraising and disposing (destruction and transfer)

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

Lack of resources was the most common challenge faced by agencies in transferring RNA information assets to the National Archives (25%, similar to 26% in 2022). Just under half of agencies (48%) have not attempted to transfer RNA information assets, up from 43% in 2022.

*Challenges agencies had in regard to transferring RNA information assets to NAA (more common)^

Challenge	2023	2022
Have not attempted to transfer 'retain as national archives' information assets	48%	43%
Lack of resources	25%	26%
We still have a business need for 'retain as national archives' information assets over 15 years	18%	18%
Difficulty transferring digital information assets	12%	10%
Difficulty transferring physical information assets	9%	6%
Lack of capability and access to IT support, to undertake digital transfers	8%	9%
Difficulty understanding or implementing the National Archives' transfer requirements	7%	7%

■ 2023 (n=165)
■ 2022 (n=164)

*Challenges agencies had in regard to transferring RNA information assets to NAA (less common)^

Challenge	2023	2022
Have no 'retain as national archives' information assets under 15 years where business use has ceased	5%	2%
Our current system is unable to export information assets and metadata for digital transfer	4%	5%
Don't know how to get on to the National Archives' transfer plan	4%	7%
Have no 'retain as national archives' information assets over 15 years	3%	4%
No challenges	7%	10%
Other	14%	13%

■ 2023 (n=165)
■ 2022 (n=164)

Base: all agencies   *This response does not impact upon agency maturity scores   ^Multiple responses allowed

Appraising and disposing (destruction and transfer)

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

Of those agencies who responded to the questions on difficulty in sentencing or destroying digital information assets, many expanded on challenges that were already listed in the survey; a few noted additional difficulties.

Digital sentencing and destruction challenges

Legacy systems make it hard to identify assets that can be destroyed.

Business systems: Agencies' systems present a range of issues, from the sheer number and spread of them, to the lack of inbuilt sentencing and destruction functionalities.

Significant system development or modifications required to implement sentencing and disposal capability in business systems (e.g. M365) or integrate with our EDRMS.

Resources and knowledge required to review all digital assets and determine sentencing date.

Resourcing: A lack of qualified staff and competing priorities for resourcing are major challenges for agencies, exacerbated by large volumes of digital information assets.

Historical volumes of unsentenced information/volume of information being created outstrips our ability to sentence and destroy.

Complexity of defining and recording classification of records in data lake. Complexity of configuring R365 rules engine with its given functionality.

Other (sentencing): EDRMS issues were commonly reported – from the lack of an EDRMS to configuration issues – as well as the need for a new records authority and the development of internal processes.

The [agency] has been migrating data from three legacy systems to a new information management system during this period. As a result we have not had the time or resources to undertake disposal of physical or digital records.

Executive support insufficient to develop these processes.

Other (destruction): Recurring issues include identifying owners of records due to organisational change, reluctance within the agency to destroy information, ongoing disposal freezes, and competing IM priorities.

Cultural hesitation on data and information disposal.

Instances of difficulty in identifying ownership of records within the current organisational structure given the propensity for organisational change.

Appraising and disposing (destruction and transfer)

Check-up

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

Between 1 July 2022 and 30 June 2023, agencies destroyed 17,790,938 gigabytes of digital information assets and 72,207 shelf metres of physical information assets – a significant decrease in the sum of digital assets destroyed compared with 2022 but an increase in relation to physical assets destroyed. The most common challenges encountered by agencies in destroying information assets included lack of resources.

Information assets agencies destroyed between 1 July 2022 and 30 June 2023 in 2023 (and 1 January 2021 to 30 June 2022 in 2022) under authorised agency-specific or general records authorities

*Sum of digital information assets agencies destroyed (gigabytes)

11,790,938#

(109,389,515)

*Sum of physical information assets agencies destroyed (shelf metres)

72,207

(37,525)

*Challenges agencies had in regard to destroying information assets^

Challenge	2023	2022
Lack of resources	52%	49%
Destruction is not prioritised above other information management activities	47%	47%
Agency is risk averse to destroying information assets	28%	29%
It is difficult to obtain consent from business areas for destruction	23%	15%
Difficulty destroying digital information assets	19%	13%
Difficulty destroying physical information assets	12%	10%
No challenges	13%	14%
Other	19%	16%

■ 2023 (n=166)
■ 2022 (n=164)

(2022 results)
Base: all agencies

*This response does not impact upon agency maturity scores
#Note: the result in this report has been amended from that provided to agencies in their individual benchmarking reports, due to a correction to an agency's response.

^Multiple responses allowed

Appraising and disposing (destruction and transfer)

Check-up

Overall appraising and disposing maturity index: **3.27** (3.29) out of 5

> Similar to 2022, only 5% of agencies reported instances of unauthorised destruction of information assets in 2023, with no agencies reporting these instances to the National Archives. Over three-quarters (78%) of these instances were reported internally through a range of mechanisms, similar to 2022 results.

Extent of agencies that had instances of unauthorised destruction of information assets between 1 July 2022 and 30 June 2023 in 2023 (and between 1 January 2021 to 30 June 2022 in 2022)

5% (5%)

Extent of these agencies that had reported these instances to the NAA

0% (33%)

Whether agencies reported these instances internally as part of their information governance^

Yes, to another officer/internal accountability or reporting mechanism
- 44%
- 44%

Yes, to the Chief Information Governance Officer (or similar role)
- 33%
- 33%

Yes, to the agency head
- 22%
- 33%

No, this was not reported internally
- 22%
- 22%

Yes, to the information governance committee (or equivalent mechanism)
- 11%
- 33%

■ 2023 (n=9)
■ 2022 (n=9)
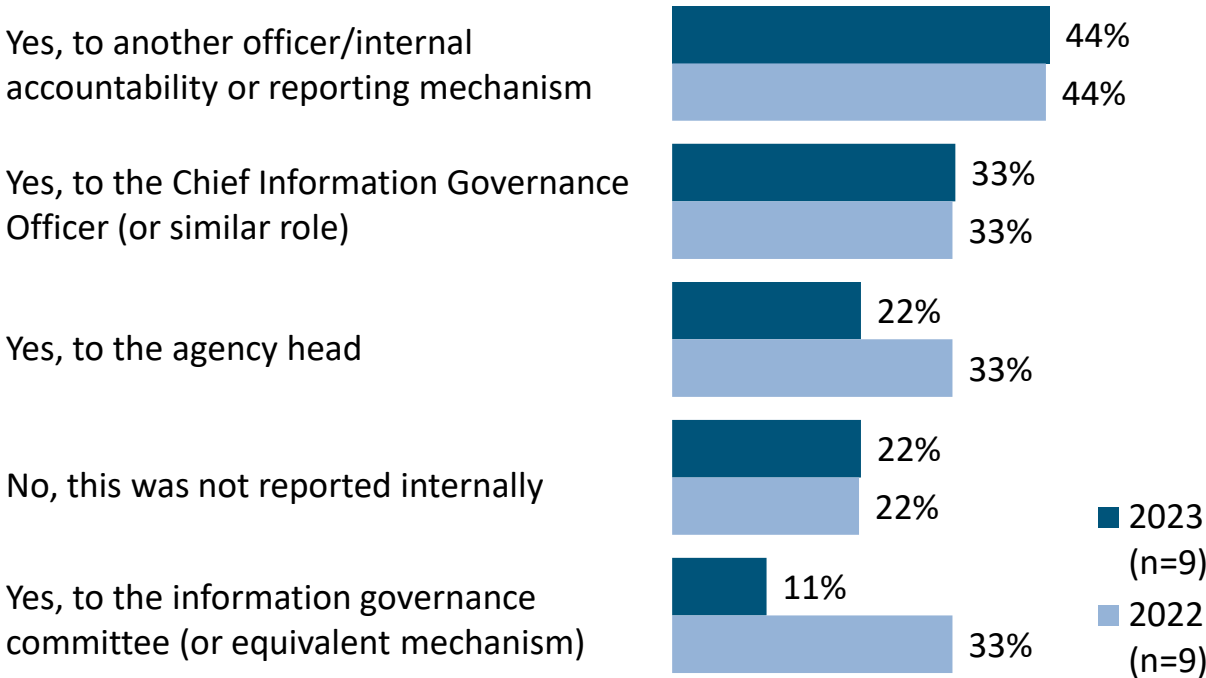
(2022 results)

Base: all agencies; agencies who had instances of unauthorised destruction of information assets between 1 January 2021 to 30 June 2022 in 2022 or between 1 July 2022 and 30 June 2023 in 2023

^Multiple responses allowed   50

Use, reuse and interoperability

Check-up

Overall use, reuse and interoperability maturity index: **3.26** (3.22) out of 5

More agencies in 2023 can usually or always locate needed information for business purposes or to meet requests for information (81%, up from 76% in 2022), and more agencies usually or always adopt an open by default position for the release of non-sensitive information assets to staff and public (62%, up from 58%).

Extent agencies have enabled effective use and reuse of information for staff and other users with a right of access

% agencies that had enabled effective use and reuse of information (either usually / most of the time or almost always / always)

Average index score

			%	Index
Agencies [do not] find they are unable to locate needed information assets for business purposes, or to meet public and official requests for that information*	2023 (n=166)	1% 3% 16% 37% 43%	**81%** (76%)	**4.20** (4.15)
	2022 (n=164)	4% 20% 32% 44%		
Adopt an open by default position for the release of non-sensitive information assets to staff and public, documenting exceptions and the conditions upon which access can be granted	2023 (n=166)	10% 11% 17% 36% 26%	**62%** (58%)	**3.58** (3.51)
	2022 (n=164)	11% 10% 21% 33% 25%		
Assess how easy it is for users to find and use information assets, and plan to improve discovery and retrieval	2023 (n=166)	2% 8% 34% 39% 16%	**55%** (54%)	**3.58** (3.57)
	2022 (n=164)	2% 10% 33% 37% 17%		
Remove restrictions on access to information assets as soon as they no longer apply. This includes declassifying information assets when the security classification is no longer needed	2023 (n=166)	30% 15% 21% 16% 19%	**34%** (35%)	**2.79** (2.66)
	2022 (n=164)	35% 15% 16% 19% 16%		

■ Never / rarely ■ Occasionally ■ Sometimes ■ Usually / most of the time ■ Almost always / always

(2022 results)

* Note: The question was framed as a negative statement in the survey. Its results have been presented in reverse order (reverse options range from 1='Almost always / always' to 5='Never / rarely') to allow comparison with the other positive statements in this section.

Base: all agencies

51

Use, reuse and interoperability

Overall use, reuse and interoperability maturity index: **3.26** (3.22) out of 5

Compared to 2022, similar proportions of agencies have embedded various governance mechanisms to drive interoperability in 2023. Slightly more agencies in 2023 reported they usually or always use agreed standards with other agencies, or organisations, for data publishing and exchange (45%, up slightly from 43% in 2022).

Extent to which agencies have embedded governance mechanisms to drive interoperability (more commonly used)

% agencies that had embedded governance mechanisms to drive interoperability (either usually / most of the time or almost always / always)

Average index score

Ensure data governance is defined and guides business with agency-wide agreed standards

	Rarely/never	Occasionally	Sometimes	Usually	Always	N/A
2023 (n=166)	10%	17%	25%	31%	17%	1%
2022 (n=164)	13%	10%	27%	29%	21%	

48% (49%)   **3.28** (3.32)

Use agreed standards with other agencies, or organisations, for data publishing and exchange

	Rarely/never	Occasionally	Sometimes	Usually	Always	N/A
2023 (n=166)	8%	10%	27%	20%	25%	11%
2022 (n=164)	11%	10%	24%	17%	26%	12%

45% (43%)   **3.50** (3.42)

Assign staff roles that facilitate data management and interoperability

	Rarely/never	Occasionally	Sometimes	Usually	Always	N/A
2023 (n=166)	13%	12%	27%	27%	18%	4%
2022 (n=164)	13%	14%	25%	23%	20%	5%

45% (43%)   **3.26** (3.24)

Standardise metadata to support sharing of data between internal and external systems, where needed

	Rarely/never	Occasionally	Sometimes	Usually	Always	N/A
2023 (n=166)	17%	15%	25%	23%	19%	1%
2022 (n=164)	20%	12%	27%	24%	18%	

42% (42%)   **3.11** (3.10)

(2022 results)

■ Rarely / never ■ Occasionally ■ Sometimes ■ Usually/ most of the time ■ Always / almost always ■ Not applicable

Base: all agencies

Use, reuse and interoperability

Overall use, reuse and interoperability maturity index: **3.26** (3.22) out of 5

> In 2023, around one-third (34%) of agencies had a consistent and reliable agency-wide data inventory, up from 30% in 2022.

Extent to which agencies have embedded governance mechanisms to drive interoperability (less commonly used)

% *agencies that had embedded governance mechanisms to drive interoperability (either usually / most of the time or almost always / always)* **·** *Average index score*

Assess interoperability maturity based on business and stakeholder needs. This includes identifying interoperability maturity gaps and planning to address them

	Rarely/never	Occasionally	Sometimes	Usually/most of the time	Always/almost always	Not applicable	%	Average index score
2023 (n=166)	17%	13%	28%	30%	12%	1%	**42%** (40%)	**3.05** (3.02)
2022 (n=164)	19%	13%	27%	27%	13%			

Have a consistent and reliable agency-wide data inventory

	Rarely/never	Occasionally	Sometimes	Usually/most of the time	Always/almost always	Not applicable	%	Average index score
2023 (n=166)	19%	21%	20%	22%	12%	5%	**34%** (30%)	**2.87** (2.85)
2022 (n=164)	19%	23%	23%	15%	16%	5%		
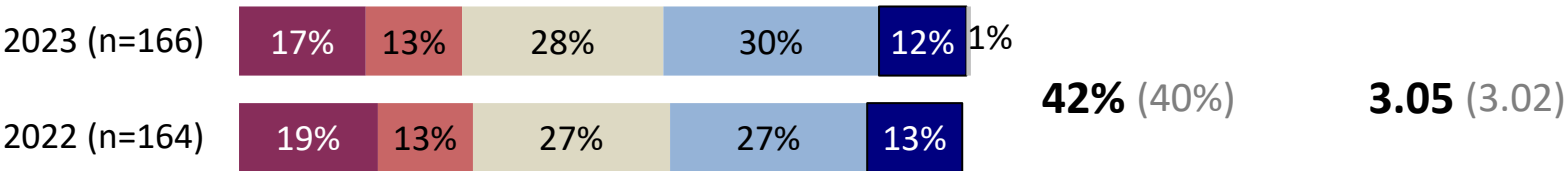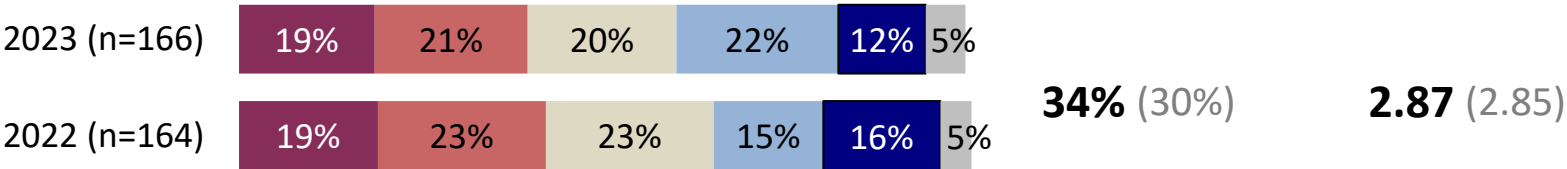
Manage metadata using a metadata registry
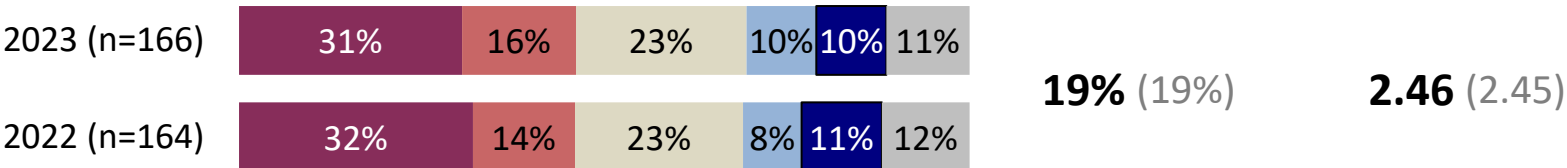
	Rarely/never	Occasionally	Sometimes	Usually/most of the time	Always/almost always	Not applicable	%	Average index score
2023 (n=166)	31%	16%	23%	10%	10%	11%	**19%** (19%)	**2.46** (2.45)
2022 (n=164)	32%	14%	23%	8%	11%	12%		

■ Rarely / never   ■ Occasionally   ■ Sometimes   ■ Usually/ most of the time   ■ Always / almost always   ■ Not applicable

(2022 results)

Base: all agencies

Information management resources and capability

Check-up

> Over one-third of agencies (37%) had 1 to 3 full-time equivalent staff with duties dedicated to information management in 2023. A further 16% had between 0.25 and 1 full-time equivalent staff dedicated to information management and 14% had between 4 and 6 staff. These results do not include outsourced arrangements. Almost all staff with duties dedicated to information management had on the job experience (97%), 81% had self-directed learning in information management and three-quarters had attended professional development events. Only 3% had no qualifications or relevant experience.

*The number of full-time equivalent staff with duties dedicated to information management?

None	13%
0.25 to 0.99	16%
1 and up to 3	37%
4 and up to 6	14%
7 and up to 10	7%
More than 10	13%
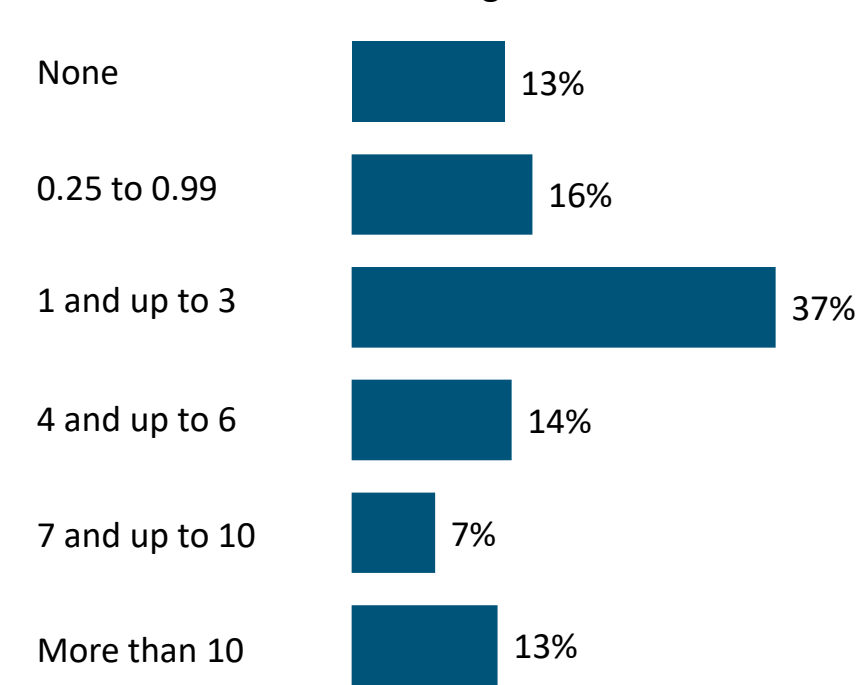
*Qualifications and experience of information management staff
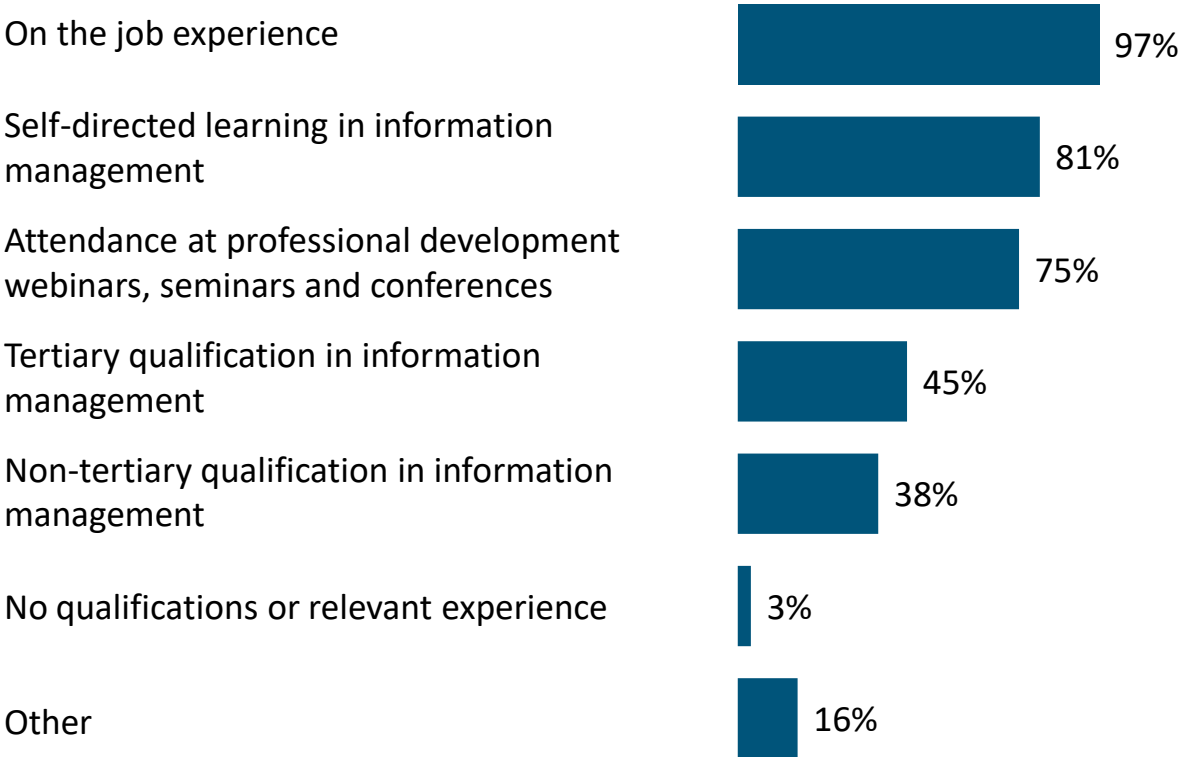
On the job experience	97%
Self-directed learning in information management	81%
Attendance at professional development webinars, seminars and conferences	75%
Tertiary qualification in information management	45%
Non-tertiary qualification in information management	38%
No qualifications or relevant experience	3%
Other	16%

*This response does not impact upon agency maturity scores

Base: all agencies; n=165

Information management resources and capability

Around one-third (32%) of information management is outsourced by agencies and just over half (53%) of agencies had information management activities they were unable to undertake in 2023.

*Whether information management is outsourced by agencies

68%	32%

■ No ■ Yes

*Whether agencies had any information management activities they were unable to undertake in the last year

47%	53%

■ No ■ Yes
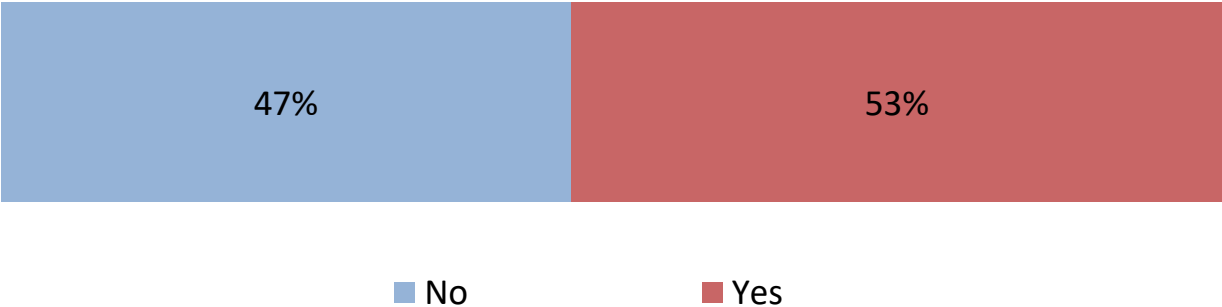
*This response does not impact upon agency maturity scores
Base: all agencies; n=166

Impact of machinery of government change

21 agencies were affected by machinery of government change between 12 November 2022 and 30 June 2023, decreasing from the 33 who were affected in 2022. The top two information management challenges encountered by these agencies included large volumes of digital information assets to move (67%) and complex digital information assets to move (57%), both up from 2022 results.

*Extent of agencies that were affected by machinery of government change between 12 November 2022 and 30 June 2023 in 2023 (and between 1 January 2021 and 11 November 2022^ in 2022)

Yes, gained a function(s)
- 7%
- 9%

Yes, lost a function(s)
- 8%
- 9%

Yes, became part of a new agency
- 2%
- 7%

No
- 87%
- 80%

■ 2023 (n=166) ■ 2022 (n=164)

*Top 10 information management issues or challenges for agencies from MOG changes between 12 November 2022 and 30 June 2023 in 2023 (and between 1 January 2021 and up to 11 November 2022)^

Large volumes of digital information assets to move
- 67%
- 52%

Complex digital information assets to move (for example migration of a significant database or datasets)
- 57%
- 39%

Difficulties negotiating with the transferring or receiving agency
- 43%
- 30%

Large volumes of physical information assets to move
- 38%
- 18%

Need to develop specific supporting technologies to accommodate transfer of business information (for example Application Programming Interface or API)
- 33%
- 18%

Difficulties surrounding security and or privacy concerns
- 33%
- 12%

Insufficient internal human resources with appropriate skills
- 29%
- 24%

Significant system development or modifications required
- 29%
- 21%

Negative impact of existing resourcing or funding
- 24%
- 21%

Lack of understanding and/or visibility of what information was affected by the change
- 24%
- 15%

■ 2023 (n=21) ■ 2022 (n=33)

*This response does not impact upon agency maturity scores
^Multiple responses allowed
Base: all agencies, agencies affected by MOG

Information asset volumes and transfers of 'retain as national archives' (RNA)

Check-up

Consistent with previous years, the volume of digital information assets continues to grow. For the 2023 survey, information asset volumes in the collection of the National Archives of Australia have been depicted separately from volumes held by Australian Government agencies. The National Archives' collection consists of sentenced 'retain as national archives' information assets transferred to the care of the Archives by Australian Government agencies.

Digital information assets
342,364 TB
(314,384 TB in 2022, 226,314 TB in 2020, 175,364 TB in 2019, 147,190 TB in 2018)

Sentenced RNA
1,574 TB
0.46%
(3,538 TB
1.1%)

Unsentenced RNA (estimated)
901 TB
0.26%
(17,117 TB
5.4%)

Non-RNA
339,888 TB
99.28%
(293,728 TB
93.4%)

Information assets in the collection of the National Archives of Australia

Digital
4,525 TB

Physical
369,469 SM

Physical information assets
1,733,166 Shelf Metres (SM)
(1,786,415 SM in 2022 2,204,415 SM in 2020, 1,945,531 SM in 2019, 1,798,717 SM in 2018)

Sentenced RNA
71,363 SM
4.12%
(459,181 SM
25.7%)

Unsentenced RNA (estimated)
261,352 SM
15.08%
(157,645 SM
8.8%)

Non-RNA
1,400,451 SM
80.80%
(1,169,589 SM
65.5)

(2022 results)

Base: all agencies

The volumes figures are best estimates by agency staff at the time of the survey. They do not record precise information asset volumes across the variety of dispersed systems and platforms within the complex modern Australian Government information environment.

Information asset volumes and transfers of 'retain as national archives' (RNA)

More than two-fifths of agencies (43%, up from 35% in 2022) planned to transfer RNA information assets to the National Archives in the next 12 to 24 months. However, over half (52%, up from 45% in 2022) of these agencies have not advised the National Archives of their intention to do so and only 35% have sentenced RNA material in preparation for transfer.

Whether agencies are planning to transfer RNA information assets to the National Archives in the next 12 to 24 months

2023 (n=165) — No 57% — Yes 43%
2022 (n=164) — No 65% — Yes 35%

If yes:

Whether agencies have advised the National Archives of their intention to transfer RNA information assets

2023 (n=71) — No 52% — Yes 48%
2022 (n=58) — No 45% — Yes 55%

Whether agencies' proposed transfers include information assets which could be at risk

2023 (n=71) — No 75% — Yes 25%
2022 (n=58) — No 81% — Yes 19%

Whether agencies' proposed transfers include information assets which have sensitivities that may require specialised storage and/or handling

2023 (n=71) — No 69% — Yes 31%
2022 (n=58) — No 81% — Yes 19%

No   Yes
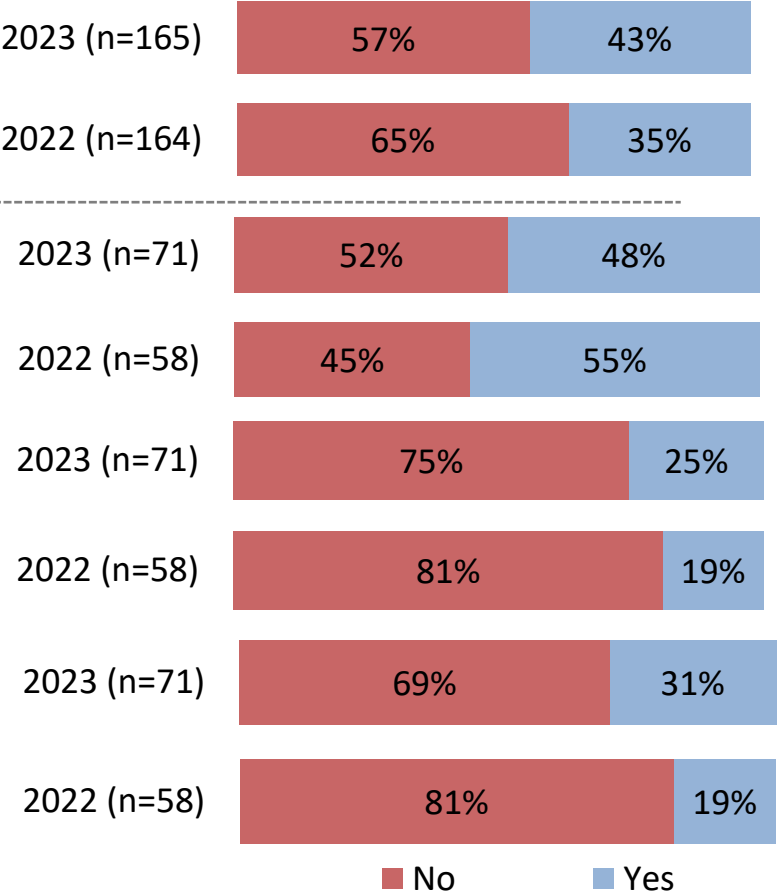
Whether agencies' RNA material has been sentenced in preparation for transfer

2022 (n=58): Yes 36%, Not completed sentencing project in progress 36%, No 28%
2023 (n=71): Yes 35%, Not completed sentencing project in progress 42%, No 23%

Yes

Not completed, sentencing project in progress

No

2022 (n=58) 2023 (n=71)
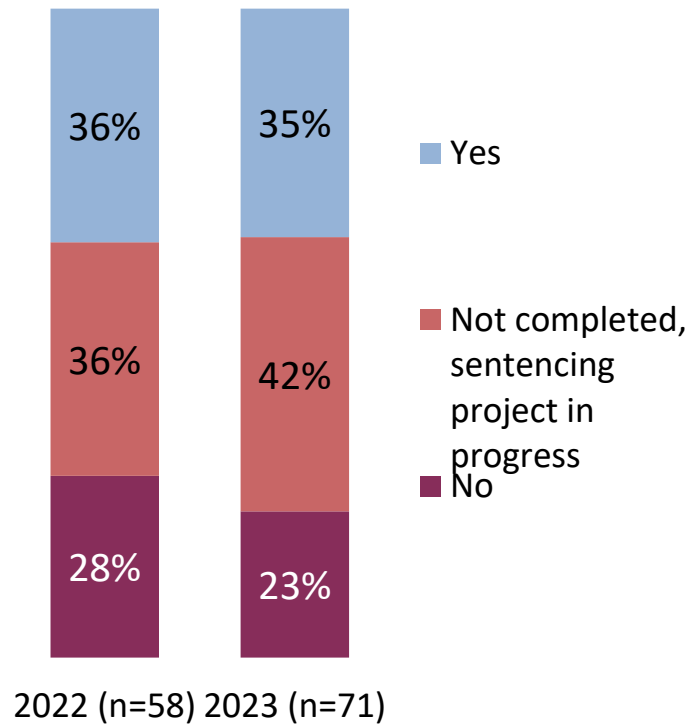
Base: all agencies, agencies that are planning to transfer RNA information assets to the NAA in the next 12 to 24 months

Information Management (IM) challenges

Resourcing (including staffing) was most commonly reported as the greatest IM challenge facing agencies. The next most commonly reported challenges were cultural issues and technology related issues including EDRMS, Microsoft 365 and business systems.

The cost of cloud services (storage) presents disadvantages as the volume of information assets increases. The cost and scale to maintain and manage to ensure operations will continue to present challenges.

Lack of resources: Including the lack of suitably skilled IM staff and difficulties – or inability – to implement IM improvement projects.

Insufficient staff resources allocated to effectively address information management requirements, specifically sentencing and disposal.

Staff consider IM mandatory requirements as an impediment and are frustrated with the need to comply, e.g. filing emails and saving documents to the eDRMS, which are seen as an administrative overhead.

Cultural issues: Most commonly, IM continues to be seen as a compliance issue, or barrier, rather than enabling business. Staff want automated IM which can be difficult to implement.

Embedded significant uplift which required changes in process at various scales. The most challenging examples are:

- *A portion of staff are less engaged with key business systems. These staff require continuing engagement to ensure their outputs are captured as records appropriately.*

- *Trying to change the work practice of teams who rely on shared drives and highly redundant business processes leading to extensive duplication.*

EDRMS: are the source of a range of challenges, including procurement, implementation, integration, data migration and ageing systems not being fit-for-purpose. The lack of an EDRMS was also noted as a challenge.

Migrating data out of the old EDRMS and into our new one.

Lack of an effective record management system has limited the ability to actively manage information, including destruction of information and/or records.

Base: all agencies

Information Management (IM) challenges

Other challenges reported included managing physical volumes, the impact of machinery of government (MOG) changes, increasing volumes of information assets and the complexity and rapid change of technology.

The rollout of Microsoft Teams and the ability to store records/documents in the files tab, has created many silos of information that can't be governed.

Microsoft 365: Particularly the implementation of M365 and managing information in MS Teams.

Developing data governance and transitioning from on-premise system infrastructure to the cloud with implementation of M365.

The myriad of non-compliant systems that have been implemented over the years to store information.
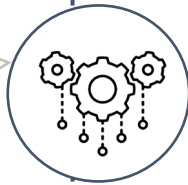
Business (including legacy) systems: The variety of challenges associated with business systems included: lack of IM functionality; interoperability and/or data migration, including after MOG changes; and data silos. The number of systems that agencies have, including legacy systems, continues to present challenges.

[The agency] has a number of legacy systems which are still used to carry out agency functions. They no longer have the support and maintenance to grow with the agency's transformation. However, they cannot easily be replaced.

The greatest information management challenge in our agency has been the rectifying and controlling the state of our historical physical holdings held in external storage facilities.

Physical records: Managing large volumes of physical records in offsite storage which can involve multiple contracts and locations.

Addressing legacy issues of unregistered boxed records stored with offsite storage provider that were processed by former staff. This requires ongoing remediation and updating of physical records holdings in order to sentence and destroy records.

It is challenging for information practitioners to maintain the necessary skillset to meet rapid changes in technology; and the result in scope change relating to the IM function.

Other: Some other recurring challenges are the impact of MOG changes, implementing consistent metadata across multiple systems, ever increasing volumes of data, and the complexity and rapid change of technology.

The exponential growth of data in various formats including both structured and unstructured.

Base: all agencies

Information Management (IM) opportunities

Over half of agencies answered the optional question on opportunities taken to improve information management (IM) in their agency in the last year. Responses covered a wide variety of initiatives including governance, training and engagement, system implementation and migration of information.

In the past year, we have created an IM framework and policy, and stood up an IM committee.
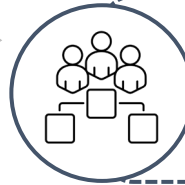
Governance: updated or implemented strategies, frameworks, policies; established information governance committees

Endorsement of the department's Information Management Strategy and the inclusion of the information governance as part of the Operations Committee.

Engaged executive to support the bring together of IM stakeholders in order to develop a strategic approach to managing information as an asset.

Training and engagement: implemented new training for staff on information management awareness and practices; engaged with executive level staff on information management matters

Developed new online training program designed to support new users in the enterprise content management system and understanding their recordkeeping obligations.

Recent functionality and system upgrades on Content Manager will provide the [agency] with the opportunity to implement an EDRMS solution that integrates with the MS Teams interface…

System implementation and migration: implemented or integrated an EDRMS, systems or tools to improve information management; implemented or planned for Microsoft Office 365; migrated information from uncontrolled to more managed environments

We have been continuing to progress the implementation of an AI solution for searching and classifying records that sit outside the official EDRMS. This will have the potential to significantly improve our understanding of information management holdings and risks and to better integrate the governance of information amongst key stakeholders.

We have moved providers of physical records management and now have better management and reporting capabilities. This was accompanied by the discovery, and cataloguing of, several thousand physical files that we previously had no visibility of.

Other: including developing records authorities; digitisation; information asset discovery projects; business system assessments; improved management of physical records; recruitment; sentencing and destruction related work

The drafting of our new Records Authority gave us a better inventory of our information assets and opportunities to have productive conversations about practice and information value with our key stakeholders during the consultation phase.

Base: all agencies

61

Feedback on products issued

Slightly improved from 2022 results, almost two-thirds (66%) of agencies reported that they had used the National Archives of Australia's products and advice, released to assist agencies to implement the *Building trust in the public record: managing information and data for government and community* policy. Agencies also provided a range of suggestions for new products or advice to assist with future implementation of the policy.

Whether agencies used any of these products

2023 (n=166)	66%	34%
2022 (n=164)	64%	36%

■ Yes   ■ No
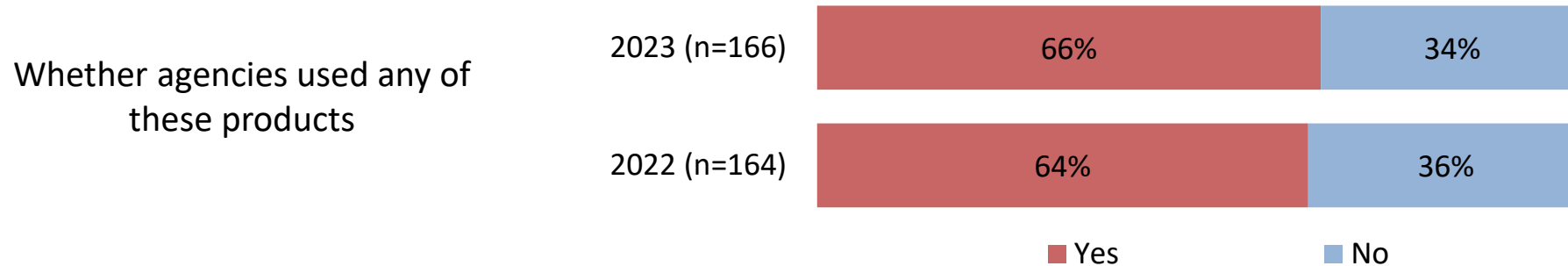
The National Archives of Australia has released a number of products and advice to assist Australian Government agencies to successfully implement the *Building trust in the public record policy*. Further products and advice will be progressively released over the duration of the policy.

The National Archives has listed these products and advice on its website under the relevant policy requirements:

- Manage information assets strategically with appropriate governance and reporting
- Implement fit-for-purpose information management processes practices and systems
- Reduce areas of information management inefficiency and risk

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

The following section of the report shows the Australian Government progress in implementation of the actions listed in the *Building trust in the public record* policy. The overall policy implementation index score for 2023 was 3.63 (out of 5), up from 3.56 in 2022. A breakdown of this overall score by the three key requirements, 17 actions and 31 individual Check-up measures is shown in the tables below.

	Implementation action	Check up question	Agency responses	Implementation action index individual question	Implementation action index combined questions per action
Key Requirement: Manage information assets strategically with appropriate governance and reporting to meet current and future needs of government and community					**3.71 (3.56)**
#1	Assess your information management capability annually using the National Archives' survey tool – Check-up.	Submission of approved survey	Submission – 98%	**4.91** (4.85)	**4.91** (4.85)
#2	Review and update your information governance framework, to incorporate enterprise-wide information management. This should include governance for records, information and data. Develop an information governance framework if one does not exist.	13 Does your agency have an information governance framework?	Yes – 55% Partial – 34%	**3.23** (3.05)	**3.23** (3.05)
		14 Has your agency's information governance framework been developed, or reviewed and updated since 1 January 2021?	Yes – 68%		
		15 Does your agency's information governance framework cover (all information assets or records and information only)	All information assets – 78%		(2022 results)

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Overall policy implementation action index: **3.63** (3.56) out of 5

Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#3 Review and update roles and responsibilities for your Information Governance Committee and Chief Information Governance Officer to include enterprise-wide information management. Establish an Information Governance Committee and Chief Information Governance Officer role if they do not exist.	16 Does your agency have an active information governance committee (or similar mechanism) with responsibility for oversight of enterprise-wide information management? [Multiple response]	Yes – 46% Partial - a data governance committee or similar mechanism makes decisions on enterprise-wide data management (covers data only) – 22% Partial - a records and information governance committee or similar mechanism makes decisions on enterprise-wide information management for records and information (excludes data) – 16%	**3.25** (3.08)	**3.34** (2.99)
	17 Have the responsibilities of your information governance committee (or similar mechanism) been created, or reviewed and updated since 1 January 2021?	Yes – 82%		
	18 Does your agency have a Chief Information Governance Officer (CIGO), or similar role, which establishes and maintains an enterprise-wide culture for an accountable and business-focused information management environment?	Yes – 79%		
	19 Does your agency's CIGO, or similar role, cover oversight of all information assets – records, information and data? [Multiple response]	Yes – 71% Partial - the CIGO, or similar role, have oversight of records and information (excludes data) – 26% Partial - a Chief Data Officer, or similar role, has oversight of data (covers data only) – 18%	**3.42** (2.91)	
	21 Have the responsibilities of your agency's CIGO, or similar role, been developed, or reviewed and updated since 1 January 2021?	Yes – 65%		

(2022 results)

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

Check-up

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#4	Create an enterprise-wide information management strategy.	12a *Please indicate whether your agency has established the following enterprise-wide frameworks, strategies and policies covering the management of all information assets across the agency.* Enterprise-wide information management strategy	Completed and up to date + Completed and needs to be reviewed / updated – 61%	**3.52** (3.36)	**3.52** (3.36)
#5	Register your information assets where there is business value in doing so.	23d *To what extent are the following governance practices implemented in your agency?* Identify and register its information assets where there is business value to do so.	Almost always / always + Usually / most of the time – 63%	**3.72** (3.60)	**3.72** (3.60)

(2022 results)

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#6	Identify staff capability gaps in information management, in particular for staff with specialist information management roles, and plan to address them.	*To what extent are the following practices, to develop a culture that values information assets and information management, implemented in your agency?* 26d Everyone's understanding of, and capability to undertake, their information management responsibilities is subject to periodic checks or audits.	Almost always / always + Usually / most of the time – 40%	**3.08** (3.05)	**3.57** (3.45)
		26e Plans are in place to address staff information management capability gaps.	Almost always / always + Usually / most of the time – 66%	**3.77** (3.66)	
		26h Plans are in place to address information management capability gaps for staff with specialist information management roles.	Almost always / always + Usually / most of the time – 70%	**3.84** (3.65)	
#7	Actively support information management at a senior management level and have structures in place for senior managers to engage with skilled information management professionals.	26a Senior management actively support information management as a business priority.	Almost always / always + Usually / most of the time – 75%	**4.09** (4.12)	**4.06** (4.13)
		26b Senior management are represented on the information governance committee or equivalent.	Almost always / always + Usually / most of the time – 74%	**4.02** (4.14)	(2022 results)

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Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63 (3.56)** out of 5

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#8	Monitor progress made towards achieving policy actions, and regularly report on progress to senior management. Document risks of not following recommended practice.	23g *To what extent are the following governance practices implemented in your agency?* Monitor and report to senior management on progress towards achieving the policy actions of the *Building trust in the public record: managing information and data for government and community* policy. With risks of not following recommended practice documented.	Almost always / always + Usually / most of the time – 43%	**3.22** (3.06)	**3.22** (3.06)

Key requirement: Implement fit for purpose information management processes, practices and systems that meet identified needs for information asset creation, use and re-use   **3.86 (3.77)**

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#9	Manage all digital information assets, created from 1 January 2016, digitally. Information assets created digitally from this date, that are eligible for transfer to the National Archives, will be accepted in digital format only.	29b *To what extent are the following best practices implemented in your agency to create (and manage) information assets in digital formats that enable efficient business processes?* Manage all digital information assets created from 1 January 2016 onwards digitally.	Almost always / always + Usually / most of the time – 95%	**4.67** (4.62)	**4.67** (4.62)

(2022 results)

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#10 Ensure business systems, including whole-of-government systems, meet functional and minimum metadata requirements for information management.	*To what extent are the following practices implemented in your agency to…* *…adequately describe information assets?* 32b Ensure business systems, including whole-of-government systems, meet minimum metadata requirements for information management.	Almost always / always + Usually / most of the time – 64%	**3.69** (3.62)	**3.76** (3.62)
	… save information assets into systems where they can be appropriately managed? 41a Review the capacity of existing business systems, including whole-of-government systems, to meet functional requirements for information management and address gaps.	Almost always / always + Usually / most of the time – 60%	**3.66** (3.49)	
	41b Ensure new business systems specifications, including whole-of-government business systems, meet functional requirements for information management.	Almost always / always + Usually / most of the time – 73%	**3.95** (3.74)	

(2022 results)

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#11	Assess interoperability maturity based on business and stakeholder needs. Identify interoperability maturity gaps and plan to address them.	63a *To what extent does your agency embed governance mechanisms to drive interoperability?* Assess interoperability maturity based on business and stakeholder needs. This includes identifying interoperability maturity gaps and planning to address them.	Almost always / always + Usually / most of the time – 42%	**3.05** (3.02)	**3.05** (3.02)
#12	Implement strategies, including storage and preservation strategies, for the management of all information assets.	33 Does your agency have a metadata strategy or framework to support continuous improvement of holistic enterprise-wide metadata management?	Yes – 19% Partial – a metadata strategy is under development but has not been implemented yet – 43%	**2.63** (2.61)	**3.35** (3.35)
		38c *To what extent are the following storage and preservation practices implemented in your agency?* Implement storage and preservation strategies, procedures and activities to ensure information can be accessed, used and understood for as long as it is required.	Almost always / always + Usually / most of the time – 76%	**4.08** (4.10)	

(2022 results)

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#13	Create digital information assets in sustainable digital formats.	38b *To what extent are the following storage and preservation practices implemented in your agency?* Create digital information assets in sustainable digital formats with a lower risk of becoming obsolete.	Almost always / always + Usually / most of the time – 93%	**4.47** (4.39)	**4.47** (4.39)

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Key requirement: Reduce areas of information management inefficiency and risk to ensure public resources are managed effectively	**3.33 (3.31)**

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#14	Transfer 'retain as national archives' information assets as soon as practicable, or within 15 years of creation, to the care of the National Archives.	46f *To what extent are the following practices on appraising and disposing of information assets implemented in your agency?* Transfer 'retain as national archives' information assets, as soon as practicable, or within 15 years of creation to the care of the National Archives.	Almost always / always + Usually / most of the time – 17%	**2.04** (2.18)	**2.04** (2.18)

(2022 results)

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#15	Identify remaining analogue processes and plan for transformation to digital, based on business need.	29c *To what extent are the following best practices implemented in your agency to create (and manage) information assets in digital formats that enable efficient business processes?* Identify and remove paper from internal and external processes to improve efficiency.	Almost always / always + Usually / most of the time – 91%	**4.45** (4.40)	**4.45** (4.40)
#16	Identify poorly performing legacy systems; address information management requirements when upgrading, migrating and/or decommissioning systems to meet business needs.	*To what extent are the following practices implemented in your agency to save information assets into systems where they can be appropriately managed?* 41a Review the capacity of existing business systems, including whole-of-government systems, to meet functional requirements for information management and address gaps.	Almost always / always + Usually / most of the time – 60%	**3.66** (3.49)	**3.94** (3.75)
		41c Address information management requirements when upgrading, migrating or decommissioning systems, including legacy and poorly performing systems, to meet business needs.	Almost always / always + Usually / most of the time – 84%	**4.22** (4.02)	

(2022 results)

Building trust in the public record policy implementation action index

Overall policy implementation action index: **3.63** (3.56) out of 5

Check-up

	Implementation action	Check up question	Check up measure	Implementation action index individual questions	Implementation action index combined questions per action
#17	Sentence information assets regularly and promptly destroy information assets of temporary value when no longer needed.	*To what extent are the following practices on appraising and disposing of information assets implemented in your agency?* 46g Ensure existing information has been sentenced and the disposal action is known (even if it has not been carried out). 46h After sentencing, promptly destroy information assets of temporary value when no longer needed, at or after they have reached their authorised retention period.	Almost always / always + Usually / most of the time – 43% Almost always / always + Usually / most of the time – 34%	**3.07** (3.09) **2.75** (2.74)	**2.91** (2.91)

(2022 results)

Tables of relative position of agencies

In 2023 the Australian National Audit Office (ANAO) published its report on the *Management of Information Assets* (Report No.44 of 2022-23). The ANAO recommended (Recommendation 2) that the National Archives of Australia publish results of the annual Check-up survey including the relative position of agencies 'on an ongoing basis to improve transparency:

a.   over the progress of implementation of the *Building trust in the public record* policy by entities; and

b.   of trends in information management maturity'

The following tables of the relative position of agencies have been included in the 2023 Check-up *Whole-of-Government Summary Report* in response to this recommendation.

#1   The first table shows the relative position of agencies based on their overall information management maturity index score. This includes all in-scope agencies and out-of-scope agencies which elected to submit a response.

#2   The second table shows the relative position of agencies based on their overall *Building trust in the public record* policy implementation action index score.

#3   The third table lists agencies that were out-of-scope for the 2023 Check-up survey and elected not to submit a response.

Note: for the first and second tables, reported scores have been rounded to the second decimal point. Where those scores are equal, the relative position of agencies has been determined on scores extended to up to 14 decimal points.

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
1	Department of Industry, Science, and Resources	4.91	4.93	5.00	5.00	4.60	5.00	4.91	
2	Australian Reinsurance Pool Corporation	4.82	4.40	5.00	5.00	5.00	5.00	4.55	
3	National Archives of Australia	4.77	4.78	4.88	4.88	4.70	5.00	4.36	
4	Fisheries Research and Development Corporation	4.76	4.58	5.00	5.00	5.00	4.00	5.00	
5	Asbestos Safety and Eradication Agency	4.73	4.47	5.00	4.88	5.00	4.88	4.18	
6	Army and Air Force Canteen Service	4.70	4.67	5.00	4.63	5.00	4.00	4.90	
7	Royal Australian Navy Relief Trust Fund	4.69	4.37	4.88	5.00	5.00	4.25	4.67	
8	Reserve Bank of Australia	4.63	4.80	4.88	4.38	4.90	4.75	4.10	
9	National Transport Commission	4.61	4.82	4.88	4.88	4.70	4.38	4.00	
10	NBN Co Limited	4.51	4.83	4.88	4.38	4.40	4.13	4.45	
11	Australian Commission on Safety and Quality in Health Care	4.48	4.43	5.00	3.75	5.00	3.88	4.80	
12	Sport Integrity Australia	4.47	3.75	4.63	4.75	4.60	5.00	4.09	
13	Australian Renewable Energy Agency	4.43	3.80	4.50	4.50	4.80	4.25	4.73	
14	Department of the Senate	4.42	3.23	5.00	4.38	4.90	4.38	4.64	
15	Regional Investment Corporation	4.41	4.63	5.00	4.38	4.90	4.13	3.45	
16	Department of the Prime Minister and Cabinet	4.40	4.75	4.63	4.25	4.90	4.25	3.64	
17	National Film and Sound Archive of Australia	4.39	3.97	5.00	4.50	5.00	3.50	4.36	
18	Office of National Intelligence	4.37	4.75	4.88	3.75	4.60	4.13	4.09	
19	Comcare	4.37	4.28	4.75	4.38	4.60	4.00	4.18	
20	National Indigenous Australians Agency	4.36	4.60	4.75	4.25	4.90	3.50	4.18	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
21	Department of the Treasury	4.36	4.67	4.75	4.75	4.40	3.75	3.82	
22	National Anti-Corruption Commission	4.35	4.08	4.75	4.63	4.60	3.75	4.30	
23	Cancer Australia	4.34	3.73	4.75	4.38	4.90	4.13	4.18	
24	Australian Taxation Office	4.34	4.05	4.88	4.38	4.10	4.25	4.36	
25	Australian Digital Health Agency	4.32	4.42	4.63	4.38	4.60	3.88	4.00	
26	Australian National Audit Office	4.28	4.57	4.75	3.88	4.50	4.38	3.64	
27	Screen Australia	4.25	3.72	5.00	4.25	3.90	4.50	4.14	
28	National Health Funding Body	4.25	4.17	5.00	4.00	4.60	3.00	4.73	
29	Office of the Director of Public Prosecutions	4.22	4.40	4.75	4.75	4.60	4.00	2.82	
30	National Offshore Petroleum Safety and Environmental Management Authority	4.21	3.98	5.00	3.88	4.50	5.00	2.91	
31	Murray-Darling Basin Authority	4.20	4.23	4.50	4.38	4.60	3.38	4.09	
32	National Blood Authority	4.19	4.05	4.25	3.88	4.50	4.00	4.45	
33	Rural Industries Research and Development Corporation	4.15	3.65	4.75	4.38	4.60	3.63	3.90	
34	Office of the Australian Information Commissioner	4.13	4.32	4.63	3.13	4.80	4.13	3.82	
35	Organ and Tissue Authority	4.13	3.27	5.00	4.38	4.60	4.00	3.55	
36	Australian Securities and Investments Commission	4.13	4.47	4.75	4.13	4.10	3.50	3.82	
37	Inspector-General of Taxation and Taxation Ombudsman	4.13	3.98	4.38	4.75	4.90	2.75	4.00	
38	Professional Services Review Scheme	4.09	4.62	5.00	3.13	4.50	3.75	3.55	
39	Australian Criminal Intelligence Commission	4.09	4.68	4.88	3.88	3.80	3.75	3.55	
40	Australian Broadcasting Corporation	4.07	3.85	4.75	3.25	4.30	4.38	3.91	Check-up submitted: data not approved by agency head

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
41	Australian Transaction Reports and Analysis Centre	4.06	4.22	4.63	3.88	4.30	3.88	3.45	
42	Independent Health and Aged Care Pricing Authority	4.05	4.87	5.00	3.38	5.00	2.63	3.45	
43	National Health and Medical Research Council	4.04	4.48	5.00	3.25	4.90	4.00	2.64	
44	Department of Social Services	4.02	3.93	4.00	4.25	4.00	3.50	4.45	
45	Australian Trade and Investment Commission	4.01	4.00	4.38	4.63	4.10	2.88	4.10	
46	Australian National University	4.01	4.32	4.00	3.88	4.40	4.00	3.45	
47	Australian Fisheries Management Authority	4.00	4.27	4.25	3.63	4.30	3.63	3.91	
48	Australian Institute of Family Studies	3.99	4.18	4.63	3.50	4.90	3.38	3.36	
49	Australian Security Intelligence Organisation	3.99	4.47	4.38	3.88	3.90	3.88	3.45	
50	Australian Skills Quality Authority	3.99	3.37	4.75	4.50	4.50	3.38	3.45	
51	Cotton Research and Development Corporation	3.99	3.58	4.63	4.00	4.60	2.75	4.38	
52	Federal Court of Australia	3.99	3.92	4.38	3.75	3.80	4.38	3.70	
53	Department of Veterans' Affairs	3.97	3.57	4.50	4.13	4.10	3.88	3.64	
54	Department of Parliamentary Services	3.96	4.58	4.50	4.50	4.10	3.38	2.73	
55	Clean Energy Finance Corporation	3.94	3.05	5.00	4.25	4.80	2.25	4.30	
56	Australian Curriculum, Assessment and Reporting Authority	3.94	3.40	4.38	4.25	4.10	4.13	3.36	
57	Tertiary Education Quality and Standards Agency	3.89	3.93	4.50	3.50	4.10	3.50	3.82	
58	Digital Transformation Agency	3.88	3.68	4.50	3.75	4.10	4.63	2.64	
59	Services Australia	3.87	4.13	4.50	3.88	3.90	3.00	3.82	
60	Australian Transport Safety Bureau	3.87	3.72	4.00	4.00	4.20	3.13	4.18	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
61	Special Broadcasting Service Corporation	3.87	4.25	4.00	3.88	4.00	4.00	3.09	
62	Office of the Fair Work Ombudsman	3.87	4.48	4.63	2.75	4.00	3.63	3.73	
63	Independent Parliamentary Expenses Authority	3.85	3.45	4.13	3.63	4.10	4.00	3.82	
64	Australian Radiation Protection and Nuclear Safety Agency	3.81	3.65	5.00	3.50	4.10	3.63	3.00	
65	Australian Research Council	3.81	4.10	4.50	3.38	4.40	2.75	3.73	
66	Australian Institute for Teaching and School Leadership Limited	3.81	3.90	5.00	1.00	4.80	4.50	3.64	
67	Department of Infrastructure, Transport, Regional Development and Communications and the Arts	3.80	4.12	4.38	3.63	3.90	4.13	2.64	
68	Office of the Inspector-General of Intelligence and Security	3.79	4.55	4.00	4.00	3.90	3.63	2.64	
69	Workplace Gender Equality Agency	3.78	3.07	4.38	2.75	4.80	3.25	4.45	
70	Attorney-General's Department	3.77	4.18	4.25	3.75	3.50	3.50	3.45	
71	National Museum of Australia	3.76	3.25	4.75	3.63	4.30	3.75	2.91	
72	Australia Council (Creative Australia)	3.76	3.32	4.25	3.75	4.20	3.13	3.91	
73	Indigenous Land and Sea Corporation	3.74	3.35	4.50	3.50	4.00	3.25	3.82	
74	Australian Office of Financial Management	3.71	4.42	4.50	2.13	4.10	4.00	3.10	
75	Commonwealth Superannuation Corporation	3.69	4.25	4.38	2.63	3.80	3.75	3.36	
76	Department of Employment and Workplace Relations	3.69	3.92	4.75	3.50	3.80	3.00	3.18	
77	National Capital Authority	3.69	3.68	3.75	3.63	4.00	3.63	3.45	
78	Department of Education	3.69	3.53	4.63	3.25	3.80	3.38	3.55	
79	Office of the Special Investigator	3.68	3.37	4.50	3.38	4.40	3.25	3.18	
80	Bureau of Meteorology	3.67	4.13	3.88	4.13	3.80	2.63	3.45	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
81	National Portrait Gallery of Australia	3.67	3.43	4.63	3.13	4.00	4.00	2.82	
82	Repatriation Medical Authority	3.67	3.67	4.88	1.00	4.60	4.00	3.86	
83	Office of the Official Secretary of the Governor-General	3.66	3.77	4.00	3.50	3.70	3.75	3.27	
84	Infrastructure Australia	3.66	2.95	4.88	3.25	4.10	3.63	3.18	
85	Australian Prudential Regulation Authority	3.66	3.38	5.00	3.38	3.80	3.75	2.64	
86	Australian Pesticides and Veterinary Medicines Authority	3.64	3.38	4.25	3.13	4.70	3.13	3.27	
87	Australian Postal Corporation	3.61	4.03	5.00	2.00	5.00	3.25	2.36	
88	Central Land Council	3.61	3.87	4.25	3.63	4.00	3.13	2.78	
89	NDIS Quality and Safeguards Commission	3.60	3.33	4.50	3.63	4.30	2.75	3.09	
90	National Library of Australia	3.60	3.12	3.88	3.88	3.90	3.38	3.45	
91	Australian War Memorial	3.59	3.73	4.50	4.00	4.20	3.38	1.73	
92	Auditing and Assurance Standards Board and Australian Accounting Standards Board	3.59	4.38	4.00	2.13	4.10	3.63	3.30	
93	Australian Competition and Consumer Commission	3.59	4.08	5.00	3.25	3.90	2.75	2.55	
94	Department of Finance	3.58	3.82	5.00	3.13	3.70	2.75	3.09	
95	Australian Institute of Marine Science	3.58	4.02	3.50	3.50	3.50	3.88	3.09	
96	Great Barrier Reef Marine Park Authority	3.57	2.67	4.00	3.63	4.10	4.00	3.00	
97	Future Fund Management Agency	3.55	2.63	4.50	3.50	3.80	3.13	3.73	
98	Australian Charities and Not-for-profits Commission	3.54	3.83	4.25	3.38	4.10	2.25	3.45	
99	Australian Film, Television and Radio School	3.52	3.50	4.00	3.13	4.10	3.50	2.91	
100	Royal Australian Mint	3.50	3.33	4.13	3.00	3.80	3.88	2.88	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
101	Clean Energy Regulator	3.48	3.27	3.13	4.00	3.60	3.00	3.91	
102	Grains Research and Development Corporation	3.48	2.93	4.75	3.63	4.40	1.88	3.27	
103	Australian Maritime Safety Authority	3.48	3.88	3.75	3.00	3.90	3.50	2.82	
104	National Intermodal Corporation Limited	3.47	3.30	4.63	3.50	4.60	2.88	1.91	
105	Department of Foreign Affairs and Trade	3.46	3.40	3.50	3.50	3.70	3.38	3.27	
106	Department of Defence	3.46	4.20	3.75	3.25	3.50	3.13	2.91	
107	Department of Health and Aged Care	3.43	2.63	4.25	3.13	3.80	3.50	3.27	
108	Tourism Australia	3.42	3.42	4.38	1.50	4.10	3.25	3.90	
109	Commonwealth Scientific and Industrial Research Organisation	3.42	3.03	4.75	3.50	3.30	3.38	2.55	
110	Australian National Maritime Museum	3.42	3.80	4.75	2.50	3.60	2.75	3.10	
111	Australian Centre for International Agricultural Research	3.42	3.70	4.13	3.13	3.90	3.38	2.27	
112	National Mental Health Commission	3.41	2.30	4.13	3.50	3.80	3.50	3.25	
113	Northern Land Council	3.40	3.00	4.38	3.13	3.20	3.63	3.09	
114	Department of Home Affairs	3.39	3.55	4.75	2.25	3.90	2.63	3.27	
115	ASC Pty Ltd	3.38	3.38	4.13	2.88	4.70	2.38	2.82	
116	Coal Mining Industry (Long Service Leave Funding) Corporation	3.37	4.33	4.25	2.63	3.40	2.63	3.00	
117	WSA Co Ltd	3.37	2.53	4.50	3.63	4.70	2.38	2.50	
118	Defence Housing Australia	3.36	3.57	4.50	2.75	3.40	3.13	2.82	
119	Australian Strategic Policy Institute	3.35	3.22	4.00	3.38	3.80	2.63	3.09	
120	IP Australia	3.34	3.70	4.00	2.50	3.80	3.38	2.64	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
121	Aged Care Quality and Safety Commission	3.33	3.20	4.25	3.00	4.00	3.25	2.27	
122	Department of Agriculture, Fisheries and Forestry	3.32	2.78	4.50	3.50	3.20	3.00	2.91	
123	Productivity Commission	3.31	2.02	4.38	4.00	4.80	2.88	1.82	
124	Fair Work Commission	3.29	3.13	3.50	3.13	3.90	2.38	3.73	
125	Outback Stores Pty Ltd	3.29	2.17	4.00	3.88	4.20	2.50	3.00	
126	Civil Aviation Safety Authority	3.27	4.03	3.50	2.50	4.00	3.25	2.36	
127	National Disability Insurance Agency	3.27	3.73	4.13	3.50	3.30	2.25	2.73	
128	Australian Sports Foundation Limited	3.27	3.05	4.25	2.50	3.70	3.13	3.00	
129	Australian Electoral Commission	3.27	4.22	4.00	2.13	3.70	2.75	2.82	
130	Office of Parliamentary Counsel	3.25	3.13	3.50	2.75	4.20	3.63	2.27	
131	Bundanon Trust	3.24	3.03	4.38	4.00	4.00	2.13	1.91	
132	Geoscience Australia	3.21	3.18	3.88	3.00	2.80	2.50	3.91	
133	Australian Institute of Aboriginal and Torres Strait Islander Studies	3.20	2.88	3.63	3.38	3.30	3.38	2.64	
134	Northern Australia Infrastructure Facility	3.20	3.07	4.50	2.88	3.90	2.25	2.60	
135	Office of the Commonwealth Ombudsman	3.20	3.22	3.75	3.38	3.80	2.13	2.91	
136	Australian Bureau of Statistics	3.15	3.30	4.63	2.63	2.80	2.00	3.55	
137	Australian Financial Security Authority	3.13	3.08	4.25	3.00	3.40	2.13	2.90	
138	National Gallery of Australia	3.10	4.30	3.50	2.13	3.60	2.63	2.44	
139	Museum of Australian Democracy at Old Parliament House	3.08	3.08	3.63	2.50	3.70	3.00	2.55	
140	Administrative Appeals Tribunal	3.08	3.47	4.13	2.00	3.60	3.63	1.64	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
141	Australian Public Service Commission	3.07	3.15	4.25	1.63	3.80	2.25	3.36	
142	Safe Work Australia	3.07	2.35	4.00	2.88	3.60	1.88	3.73	
143	Australian Law Reform Commission	3.04	2.95	3.88	1.75	4.50	1.88	3.29	
144	Australian Human Rights Commission	2.98	2.80	4.00	2.75	3.90	2.00	2.45	
145	Australian Communications and Media Authority	2.98	2.97	4.25	2.13	3.40	2.50	2.64	
146	Snowy Hydro Limited	2.98	2.05	4.38	2.50	3.80	2.50	2.64	
147	Sydney Harbour Federation Trust	2.95	3.63	3.75	1.63	3.60	2.38	2.73	
148	Australian Federal Police	2.93	3.78	2.75	3.00	3.30	2.13	2.64	
149	Commonwealth Grants Commission	2.93	2.92	3.63	1.50	4.00	3.25	2.27	
150	Australian Sports Commission	2.93	2.85	4.00	1.75	3.60	3.00	2.36	
151	Indigenous Business Australia	2.90	2.98	2.88	2.75	3.60	2.63	2.55	
152	Australian Naval Infrastructure Pty Ltd	2.88	2.85	3.63	1.75	4.90	2.13	2.00	
153	Australian Rail Track Corporation Limited	2.86	2.58	3.38	2.25	3.70	2.50	2.73	
154	National Housing Finance and Investment Corporation	2.79	2.78	3.63	2.75	3.80	1.63	2.18	
155	Aboriginal Hostels Limited	2.63	3.48	2.50	1.88	3.40	2.63	1.91	
156	Department of Climate Change, Energy, the Environment and Water	2.58	2.37	3.13	2.13	2.90	2.63	2.33	
157	Export Finance and Insurance Corporation	2.57	2.27	3.25	1.75	3.80	1.88	2.50	
158	Torres Strait Regional Authority	2.56	2.10	3.75	1.25	3.90	2.00	2.36	
159	Australian Hearing Services	2.52	2.40	3.63	1.00	4.70	1.88	1.55	
160	Climate Change Authority	2.47	2.08	4.00	1.88	3.20	1.13	2.55	

Relative position of agencies – information management maturity

Relative position by overall information management maturity index	Agency	Overall index	Governance and culture	Creating information assets	Describing information assets	Storing, preserving and managing information assets	Appraising and disposing	Use, reuse and interoperability	Comments
161	Airservices Australia	2.47	3.62	2.38	1.88	2.40	2.00	2.55	
162	Anindilyakwa Land Council	2.32	2.02	3.75	1.63	3.30	2.00	1.20	
163	Wine Australia	2.30	1.98	2.88	1.50	3.90	1.63	1.90	
164	Australian Nuclear Science and Technology Organisation	2.21	2.83	3.50	1.25	2.70	1.50	1.45	
165	Food Standards Australia New Zealand	2.20	2.68	3.00	1.50	3.10	1.13	1.82	
166	Tiwi Land Council	2.09	1.40	3.75	1.38	2.70	1.75	1.55	
N/A	Australian Institute of Health and Welfare	-	-	-	-	-	-	-	No submission received
N/A	Australian Signals Directorate	-	-	-	-	-	-	-	No submission received
N/A	Wreck Bay Aboriginal Community Council	-	-	-	-	-	-	-	No submission received

N/A means the result is 'not available' because the agency did not submit a Check-up survey response.
One agency advised the National Archives of Australia that they had provided an incorrect response to one question in the 2023 Check-up survey. This advice was received too late to amend the calculated figures.

Relative position of agencies – *Building trust in the public record* policy implementation

Relative position	Agency	Overall policy implementation action index	Comments
1	National Archives of Australia	4.87	
2	Department of Industry, Science, and Resources	4.83	
3	Reserve Bank of Australia	4.79	
4	Australian Reinsurance Pool Corporation	4.73	
5	Royal Australian Navy Relief Trust Fund	4.67	
6	Australian Digital Health Agency	4.67	
7	Asbestos Safety and Eradication Agency	4.59	
8	Office of National Intelligence	4.48	
9	NBN Co Limited	4.47	
10	Fisheries Research and Development Corporation	4.42	
11	Sport Integrity Australia	4.39	
12	National Transport Commission	4.38	
13	Regional Investment Corporation	4.36	
14	Army and Air Force Canteen Service (Frontline Defence Services)	4.35	
15	Australian Institute for Teaching and School Leadership Limited	4.33	
16	Australian National Audit Office	4.33	
17	Department of the Treasury	4.33	
18	Department of the Prime Minister and Cabinet	4.29	
19	Australian Taxation Office	4.26	
20	Cancer Australia	4.24	
21	Comcare	4.23	
22	Office of the Director of Public Prosecutions	4.22	
23	Australian Renewable Energy Agency	4.22	
24	Professional Services Review Scheme	4.19	
25	Office of the Australian Information Commissioner	4.18	
26	Australian Security Intelligence Organisation	4.18	
27	National Health Funding Body	4.16	
28	Australian Institute of Family Studies	4.16	
29	Australian Postal Corporation	4.14	
30	Murray-Darling Basin Authority	4.14	

Relative position of agencies – *Building trust in the public record* policy implementation

Relative position	Agency	Overall policy implementation action index	Comments
31	Screen Australia	4.13	
32	Australian Commission on Safety and Quality in Health Care	4.12	
33	Department of Veterans' Affairs	4.12	
34	Department of Parliamentary Services	4.11	
35	National Offshore Petroleum Safety and Environmental Management Authority	4.10	
36	National Blood Authority	4.08	
37	National Indigenous Australians Agency	4.07	
38	National Health and Medical Research Council	4.06	
39	Digital Transformation Agency	4.04	
40	Australian Office of Financial Management	4.04	
41	Services Australia	4.03	
42	Australian Radiation Protection and Nuclear Safety Agency	4.03	
43	Independent Health and Aged Care Pricing Authority	4.03	
44	Australian Trade and Investment Commission	4.02	
45	Australian Criminal Intelligence Commission	3.98	
46	Australian Broadcasting Corporation	3.97	Check-up submitted: data not approved by agency head
47	Australian Transaction Reports and Analysis Centre	3.97	
48	Australian Skills Quality Authority	3.97	
49	Australian Securities and Investments Commission	3.97	
50	National Anti-Corruption Commission	3.96	
51	Australian Research Council	3.96	
52	Australian Curriculum, Assessment and Reporting Authority	3.95	
53	Australian Maritime Safety Authority	3.93	
54	Special Broadcasting Service Corporation	3.93	
55	Auditing and Assurance Standards Board and Australian Accounting Standards Board	3.93	
56	Australian National University	3.93	
57	Office of the Inspector-General of Intelligence and Security	3.92	
58	Civil Aviation Safety Authority	3.92	
59	Federal Court of Australia	3.92	
60	Department of Defence	3.91	

Relative position of agencies – *Building trust in the public record* policy implementation

Relative position	Agency	Overall policy implementation action index	Comments
61	Department of Social Services	3.91	
62	Australian Fisheries Management Authority	3.90	
63	Repatriation Medical Authority	3.88	
64	Office of the Fair Work Ombudsman	3.88	
65	Department of the Senate	3.88	
66	Department of Employment and Workplace Relations	3.87	
67	Office of the Official Secretary of the Governor-General	3.87	
68	Australian Institute of Marine Science	3.87	
69	Rural Industries Research and Development Corporation	3.87	
70	IP Australia	3.84	
71	Inspector-General of Taxation and Taxation Ombudsman	3.81	
72	Australian Charities and Not-for-profits Commission	3.78	
73	Bureau of Meteorology	3.77	
74	National Museum of Australia	3.77	
75	Department of Infrastructure, Transport, Regional Development and Communications and the Arts	3.76	
76	Commonwealth Superannuation Corporation	3.76	
77	National Film and Sound Archive of Australia	3.74	
78	Australian War Memorial	3.73	
79	Tertiary Education Quality and Standards Agency	3.72	
80	Australian Pesticides and Veterinary Medicines Authority	3.72	
81	Workplace Gender Equality Agency	3.71	
82	Attorney-General's Department	3.70	
83	Department of Home Affairs	3.69	
84	National Capital Authority	3.68	
85	Department of Foreign Affairs and Trade	3.68	
86	Australian Transport Safety Bureau	3.68	
87	Office of the Special Investigator	3.65	
88	Australian National Maritime Museum	3.65	
89	Tourism Australia	3.62	
90	National Portrait Gallery of Australia	3.60	

Relative position of agencies – *Building trust in the public record* policy implementation

Relative position	Agency	Overall policy implementation action index	Comments
91	Cotton Research and Development Corporation	3.60	
92	Australian Electoral Commission	3.59	
93	Infrastructure Australia	3.56	
94	Clean Energy Finance Corporation	3.54	
95	Department of Finance	3.54	
96	Organ and Tissue Authority	3.54	
97	Indigenous Land and Sea Corporation	3.53	
98	Clean Energy Regulator	3.52	
99	Australian Centre for International Agricultural Research	3.48	
100	Australia Council (Creative Australia)	3.47	
101	Independent Parliamentary Expenses Authority	3.47	
102	Australian Competition and Consumer Commission	3.47	
103	National Library of Australia	3.46	
104	Australian Film, Television and Radio School	3.45	
105	Central Land Council	3.44	
106	Coal Mining Industry (Long Service Leave Funding) Corporation	3.44	
107	Defence Housing Australia	3.43	
108	Royal Australian Mint	3.43	
109	Department of Education	3.43	
110	Great Barrier Reef Marine Park Authority	3.41	
111	Office of Parliamentary Counsel	3.40	
112	Australian Prudential Regulation Authority	3.40	
113	Australian Sports Commission (Australian Institute of Sport)	3.38	
114	Australian Sports Foundation Limited	3.37	
115	Commonwealth Scientific and Industrial Research Organisation	3.37	
116	National Gallery of Australia	3.36	
117	Northern Land Council	3.35	
118	Administrative Appeals Tribunal	3.34	
119	National Intermodal Corporation Limited	3.32	
120	Future Fund Management Agency	3.31	

Relative position of agencies – *Building trust in the public record* policy implementation

Relative position	Agency	Overall policy implementation action index	Comments
121	Museum of Australian Democracy at Old Parliament House	3.28	
122	Australian Strategic Policy Institute	3.27	
123	NDIS Quality and Safeguards Commission	3.27	
124	Aged Care Quality and Safety Commission	3.26	
125	Australian Financial Security Authority	3.26	
126	Productivity Commission	3.23	
127	Snowy Hydro Limited	3.18	
128	Australian Bureau of Statistics	3.17	
129	Department of Health and Aged Care	3.17	
130	Office of the Commonwealth Ombudsman	3.16	
131	Australian Institute of Aboriginal and Torres Strait Islander Studies	3.15	
132	Bundanon Trust	3.15	
133	WSA Co Ltd	3.12	
134	ASC Pty Ltd	3.10	
135	National Disability Insurance Agency	3.09	
136	Australian Federal Police	3.08	
137	Department of Agriculture, Fisheries and Forestry	3.08	
138	National Mental Health Commission	3.06	
139	Grains Research and Development Corporation	3.05	
140	Aboriginal Hostels Limited	3.04	
141	Geoscience Australia	3.04	
142	Sydney Harbour Federation Trust	3.02	
143	Northern Australia Infrastructure Facility	2.99	
144	Fair Work Commission	2.99	
145	Australian Law Reform Commission	2.95	
146	Commonwealth Grants Commission	2.95	
147	Australian Naval Infrastructure Pty Ltd	2.91	
148	Australian Public Service Commission	2.91	
149	Australian Communications and Media Authority	2.90	
150	Food Standards Australia New Zealand	2.88	

Relative position of agencies – *Building trust in the public record* policy implementation

Relative position	Agency	Overall policy implementation action index	Comments
151	National Housing Finance and Investment Corporation (NHFIC)	2.87	
152	Outback Stores Pty Ltd	2.85	
153	Australian Hearing Services	2.84	
154	Airservices Australia	2.84	
155	Export Finance and Insurance Corporation (Export Finance Australia)	2.84	
156	Australian Nuclear Science and Technology Organisation	2.82	
157	Australian Human Rights Commission	2.81	
158	Indigenous Business Australia	2.80	
159	Australian Rail Track Corporation Limited	2.73	
160	Safe Work Australia	2.69	
161	Wine Australia	2.56	
162	Torres Strait Regional Authority	2.50	
163	Anindilyakwa Land Council	2.42	
164	Department of Climate Change, Energy, the Environment and Water	2.41	
165	Climate Change Authority	2.31	
166	Tiwi Land Council	2.24	
N/A	Australian Institute of Health and Welfare	-	No submission received
N/A	Australian Signals Directorate	-	No submission received
N/A	Wreck Bay Aboriginal Community Council	-	No submission received

N/A means the result is 'not available' because the agency did not submit a Check-up survey response.

Out-of-scope agencies for the 2023 Check-up survey

The following list of agencies did not participate in the Check-up survey because they were out-of-scope and elected not to submit a response.

Out-of-scope agencies that opt not to participate in the survey are asked to complete a Statement of Assurance which confirms that they are out-of-scope and have elected not to participate in the Check-up survey. Scoping principles for agency participation in the 2023 Check-up survey can be found in Appendix A (pp. 64-65) of the 2023 Check-up survey instrument on the National Archives' website: Check-up survey | naa.gov.au

| Agency	Statement of Assurance approved by agency head
AAF Company (Trustee of Army Amenities Fund and Messes Trust Fund)	Yes
Australian Military Forces Relief Trust Fund	Yes
Department of the House of Representatives	Yes
High Court of Australia	No
High Speed Rail Authority	Yes
National Australia Day Council Limited	Yes
National Competition Council	Yes
Parliamentary Budget Office	Yes
RAAF Welfare Recreational Company	Yes
Royal Australian Air Force Veterans' Residences Trust Fund	No
Royal Australian Air Force Welfare Trust Fund	Yes
Royal Australian Navy Central Canteens Board	Yes
Seafarers Safety, Rehabilitation and Compensation Authority (Seacare Authority)	Yes

Further information and resources

If you have any queries about Check-up, please email the Government Records Assurance Team at the National Archives at information.management@naa.gov.au.

Please contact ORIMA Research at Check-up@orima.com if you have any questions about accessing or using the online report.

Please visit the National Archives website for more information about Check-up: https://www.naa.gov.au/information-management/check-survey

The project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001 and the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021.
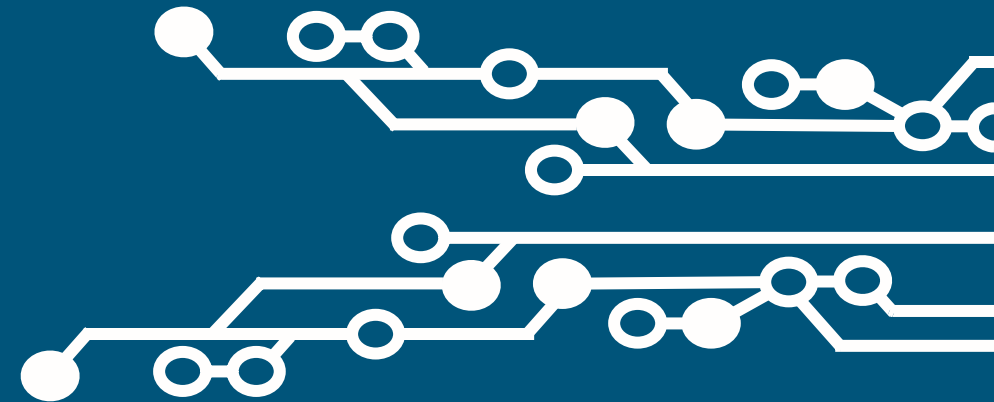
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