



STATUS OF RECORDS WHEN OUTSOURCING

Queensland State Archives

During any outsourcing arrangement, the service provider will create and receive public records on your agency's behalf that you are responsible for.

Use the table below to determine the status of records (public or private) created or received during an outsourcing arrangement and who is responsible for them.

Records created or received by...	Documenting...	Status of records	Responsibility of...
your public authority	the process of establishing and managing the arrangement	These are public records These are the records of your authority and will form part of your routine recordkeeping processes	your public authority
the service provider , including where the service provider is a: <ul style="list-style-type: none"> • private service provider • shared service provider • grant-funded public authority • grant funded non-government organisation (NGO) 	the delivery of the outsourced function or service	These are public records Although created or received by the provider, these will usually be public records as they document the provision of a government function	your public authority
the service provider , where the service provider is a private entity	the administration of the provider , rather than the provision of the function or service	These are private records These records are typically considered records of the service provider and are not usually public records	the service provider
the service provider , where the service provider is a public authority	the administration of the provider , rather than the provision of the function or service	These are public records These records would then form part of the service provider's routine recordkeeping, which must be managed in accordance with their established policies and procedures	the service provider