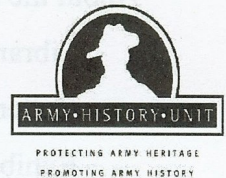




AUSTRALIAN ARMY



AUSTRALIAN ARMY HISTORY  
UNIT

---

# Volunteer Information Kit

Fort Queenscliff Museum

---



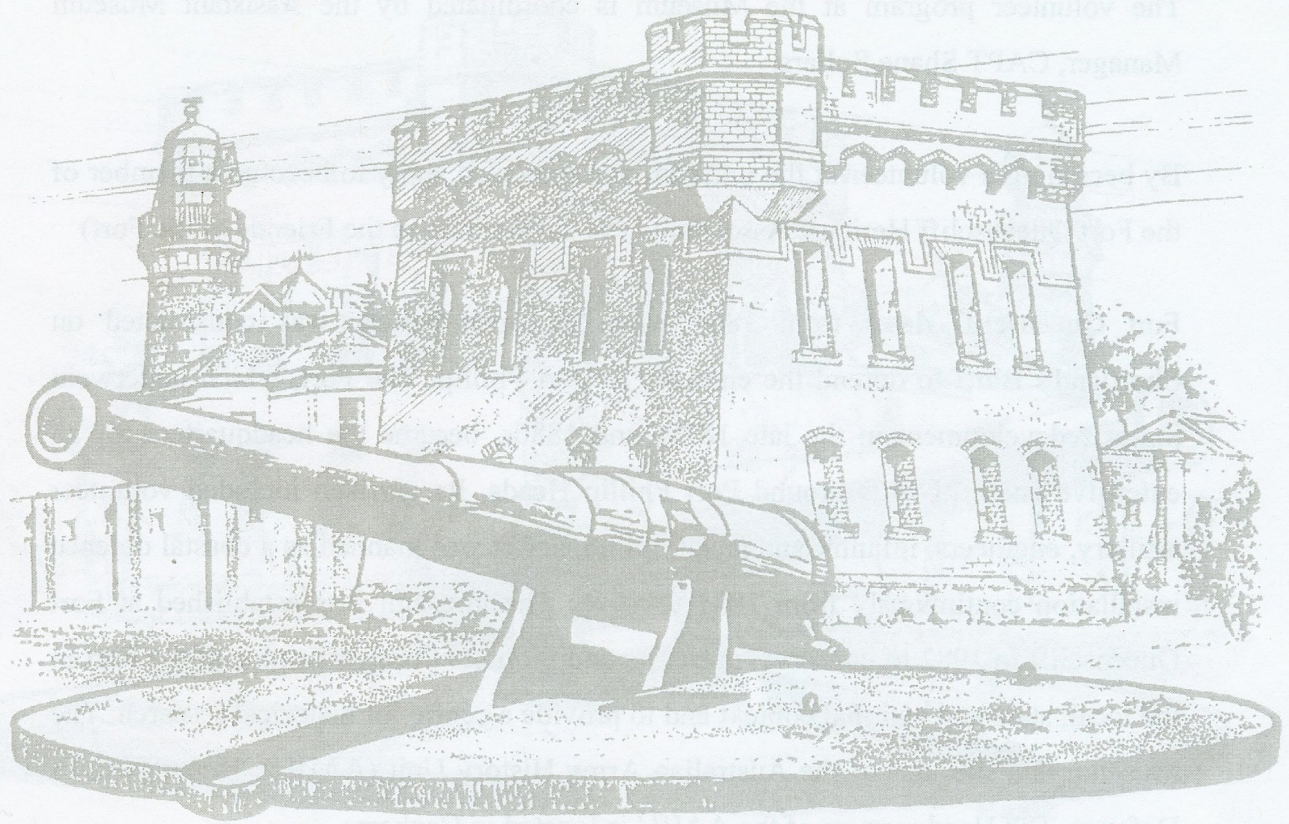
# Contents

|  |    |
|--|----|
| Introduction.....                              | 1  |
| About the roles.....                           | 3  |
| Library/research centre.....                   | 3  |
| Gallery maintenance.....                       | 3  |
| Exhibition/curatorial team.....                | 3  |
| Conservation.....                              | 3  |
| Accessioning.....                              | 3  |
| Administration.....                            | 4  |
| Public relations/social.....                   | 4  |
| Visitor services.....                          | 4  |
| Becoming a Volunteer.....                      | 5  |
| Training.....                                  | 5  |
| Amenities for volunteers.....                  | 6  |
| Reimbursement.....                             | 6  |
| Working Arrangements.....                      | 6  |
| Insurance.....                                 | 6  |
| Attendance.....                                | 7  |
| Dress standards.....                           | 7  |
| Resignation.....                               | 7  |
| Intellectual property.....                     | 7  |
| Confidential and private information.....      | 7  |
| Workplace health and safety.....               | 8  |
| Reporting Accidents/Incidents.....             | 8  |
| Fire Safety Drills and First Aid Stations..... | 8  |
| Personal protective equipment.....             | 8  |
| Smoking, drugs and alcohol.....                | 9  |
| Harassment and discrimination.....             | 9  |
| Grievance and complaint resolution.....        | 10 |
| Dismissal.....                                 | 11 |



Attachments:

- A. Volunteer Application Form
- B. Volunteer Agreement
- C. Volunteer Duty Statement
- D. Code of Conduct
- E. ICOM Code of Ethics for Museums





# Introduction

Thank you for your interest in joining the Fort Queenscliff Museum volunteer program. Your commitment to becoming a volunteer at the museum is highly valued by Fort Queenscliff Museum, the Australian Army History Unit and the Australian Defence Force. The role of volunteers is important in enhancing museum activities and providing programs and services that would not otherwise be available.

The volunteer program at the Museum is coordinated by the Assistant Museum Manager, CAPT Shane Sollars.

By becoming a volunteer at the museum you may also apply to become a member of the Fort Queenscliff Heritage Association (by subscribing to the Friends of the Fort)

Fort Queenscliff dates from 1860 when an open battery was constructed on Shortland's Bluff to defend the entrance to Port Phillip. The Fort, which underwent major redevelopment in the late 1870s and 1880s, became the headquarters for an extensive chain of forts around Port Phillip Heads. Its garrison included volunteer artillery, engineers, infantry and naval militia, and it was manned as a coastal defence installation continuously from 1883 to 1946. The museum was established at Fort Queenscliff in 1982 to conserve, preserve, and promote the significance of the Fort in the local, state and national context and to provide a centre for historical research. The Museum is a sub-unit of the Australian Army History Unit (AAHU), Department of Defence. The Headquarters of the AAHU is located in Canberra.

Volunteers assist the Museum in recording, promoting and maintaining the Australian Army's history and heritage, as it relates to our region, to enhance broader community awareness of the region's military history.

Our volunteers are engaged in a variety of areas and have diverse skills, including:

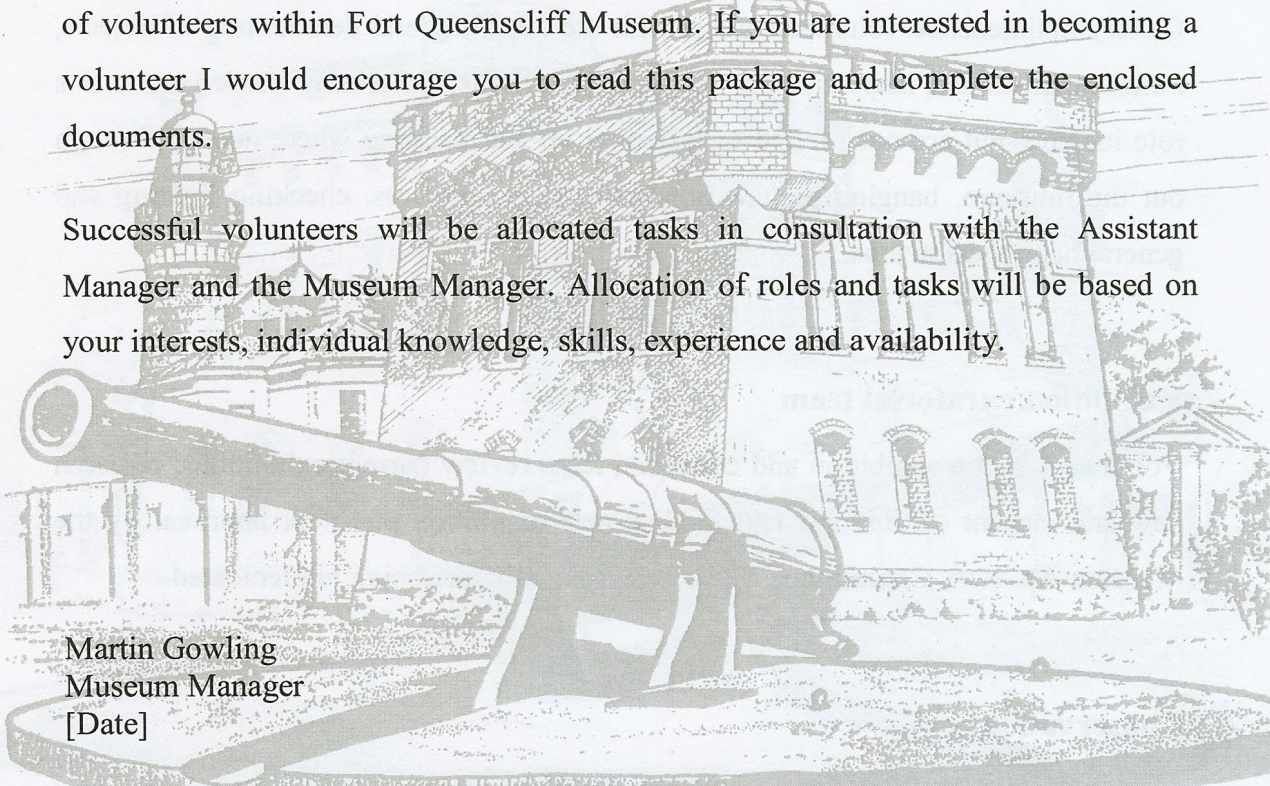
- artisan skills,
- historical research,



- coordination of galleries and exhibition,
- modeling, planning, supervision and management,
- office and information technology,
- curatorial (accessioning, data processing, valuing, maintenance),
- newsletters, social coordination,
- library coordination,
- collection and heritage management.

The purpose of this information kit is to outline the responsibilities and involvement of volunteers within Fort Queenscliff Museum. If you are interested in becoming a volunteer I would encourage you to read this package and complete the enclosed documents.

Successful volunteers will be allocated tasks in consultation with the Assistant Manager and the Museum Manager. Allocation of roles and tasks will be based on your interests, individual knowledge, skills, experience and availability.



Martin Gowling  
Museum Manager  
[Date]



# About the roles

## Library/research centre

The library volunteers assist in the managing and cataloguing of the library collection. They may also deal with public enquiries and assist researchers.

## Gallery maintenance

Gallery maintenance volunteers assist with the installing and demounting of objects, minor maintenance, inspection and cleaning of exhibits. Other tasks carried out in this role include, but are not limited to, patching up and painting where needed throughout the museum, hanging picture rails and storing pictures, checking lighting and general handyperson jobs.

## Exhibition/curatorial team

Volunteers in the exhibition and curatorial team review current exhibitions, research new and current exhibitions, and finalise new exhibition plans for approval by the Museum Advisory Committee / Museum Manager before being implemented.

## Conservation

Conservation volunteers assist in the care and maintenance of the collection. This includes the receipt of new items, audits, inspections, co-ordination of locations of collection items, maintenance of appropriate storage conditions etc

## Accessioning

Volunteers in the accessioning team are responsible for the receipt of new acquisitions. They also research, evaluate, and document collections and maintain appropriate records on collection items. Accessioning also involves the data entry of acquired information into the Army Heritage Management System (AHMS).



## **Administration**

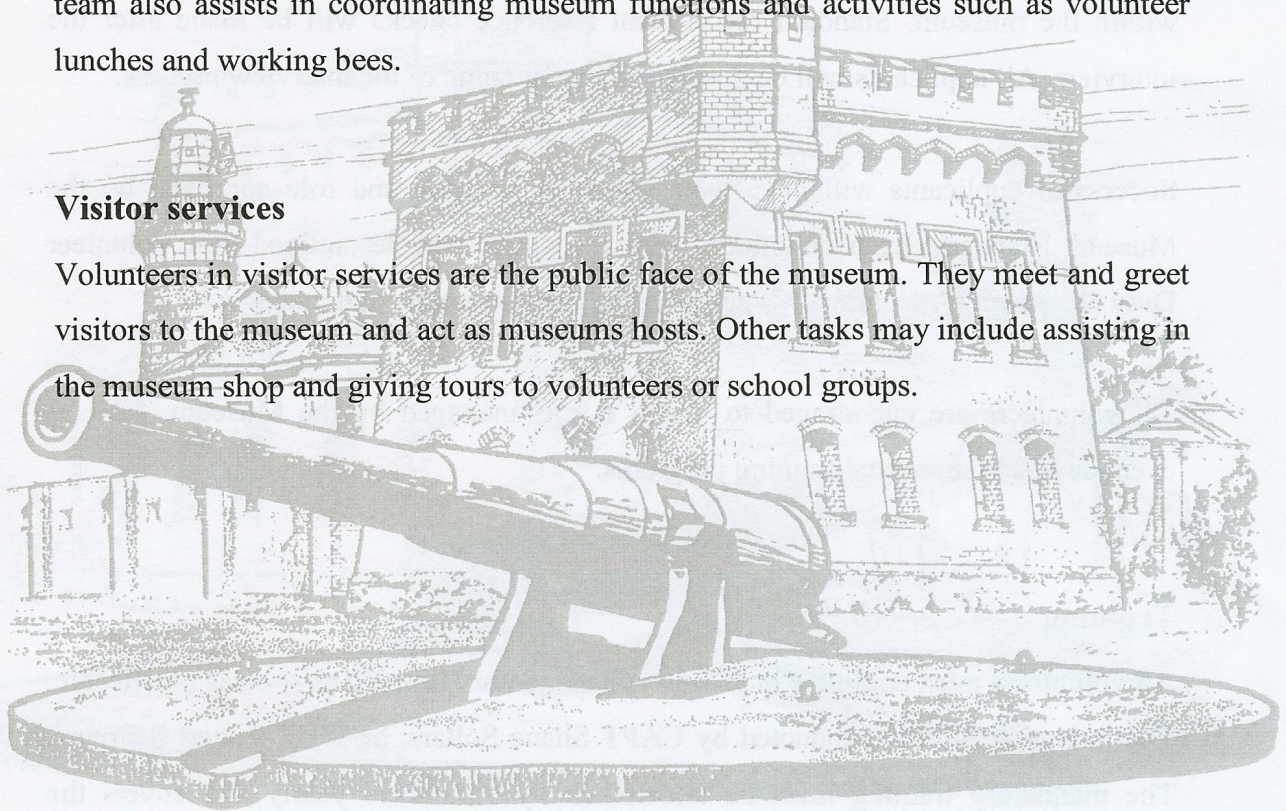
The Museum has a number of administrative tasks that are carried out throughout the year. Some of these tasks include volunteer admin, board secretarial support, applications for grants and collating valuations and statistics.

## **Public relations/social**

Volunteers in the public relations / social team compile newsletters, articles and promotional flyers and assist in sourcing media opportunities for the museum. This team also assists in coordinating museum functions and activities such as volunteer lunches and working bees.

## **Visitor services**

Volunteers in visitor services are the public face of the museum. They meet and greet visitors to the museum and act as museums hosts. Other tasks may include assisting in the museum shop and giving tours to volunteers or school groups.





# Becoming a Volunteer

If you wish to volunteer please complete a Volunteer Application Form and Volunteer Agreement (Attachments A and B). Applications will be reviewed by museum staff and applicants notified when suitable volunteer positions become available.

All prospective volunteers will be interviewed prior to placement. The interview is a chance for us to learn about you, your interests and to discuss volunteer opportunities within the museum. Standard recruitment reference checks will be made after the interview. All applicants will be notified of the outcome of the interview process.

Successful applicants will have their volunteer position and role approved by the Museum Manager. Each volunteer's role and duties will be outlined in a Volunteer Duty Statement (Attachment C) approved by both volunteer and manager.

All volunteers are encouraged to attend events managed by the Museum, such as event days, functions and training programs.

## Training

All volunteers must complete induction and mandatory training as soon as practicable. The induction will be conducted by CAPT Shane Sollars, or WO2 Robert Schreurs. The mandatory training must be undertaken by volunteers yearly and covers the following modules such as equity and diversity, work health and safety, and security.

There are opportunities to nominate for additional training including:

- the Introduction to Museum Practice course,
- a Deakin University course for the Army Museum Network,
- the Introduction to the Principles of Preventative Conservation course, an Australian War Memorial course for Defence Museums.



## Amenities for volunteers

Volunteers will have access to the tea room in building 32. The tea room is equipped with a fridge, microwave, tea and coffee facilities. Volunteers are also encouraged to utilise the museum research centre and library.

## Reimbursement

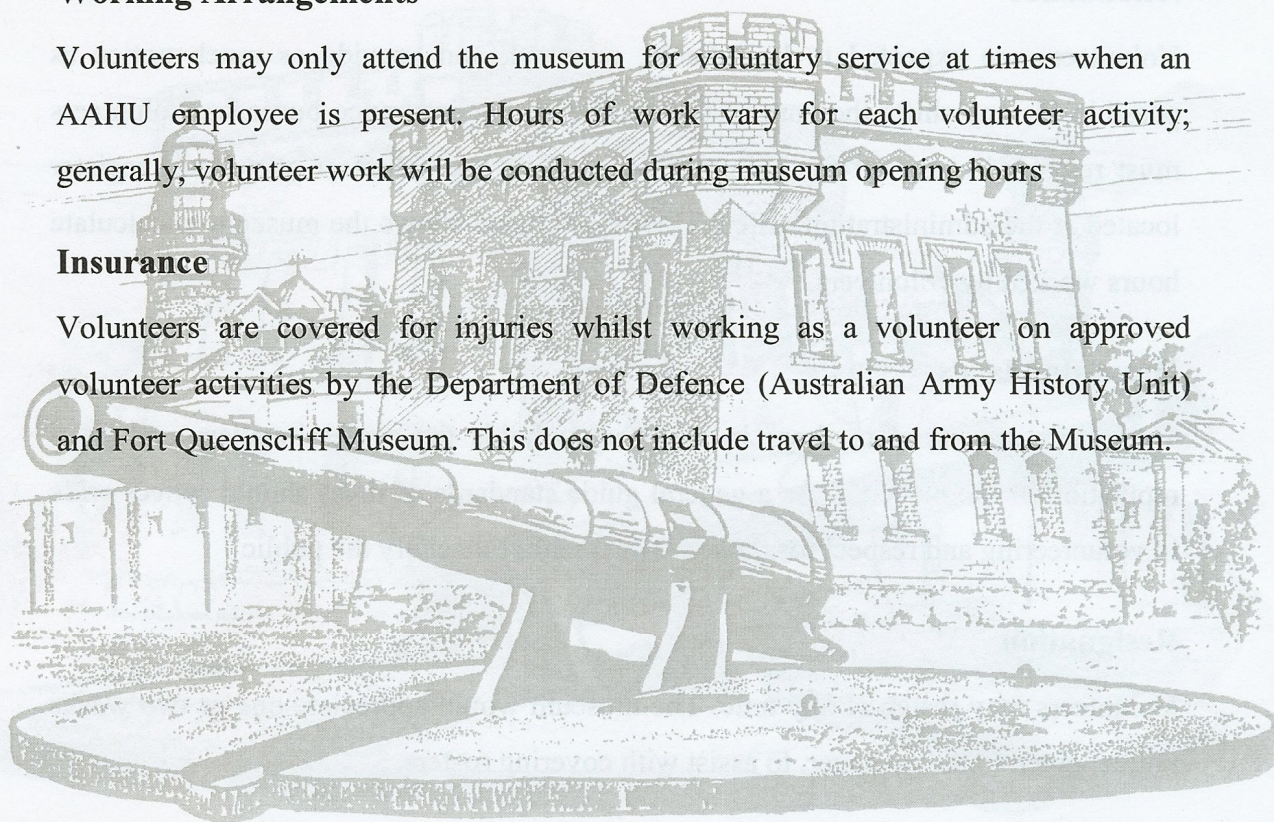
Volunteers will be reimbursed for **pre-approved** out of pocket expenses incurred on behalf of the Museum.

## Working Arrangements

Volunteers may only attend the museum for voluntary service at times when an AAHU employee is present. Hours of work vary for each volunteer activity; generally, volunteer work will be conducted during museum opening hours

## Insurance

Volunteers are covered for injuries whilst working as a volunteer on approved volunteer activities by the Department of Defence (Australian Army History Unit) and Fort Queenscliff Museum. This does not include travel to and from the Museum.





# Performance of Volunteers

Volunteers are expected to carry out their assigned tasks, as outlined in their duty statement, in a professional manner and in line with the Code of Conduct (Attachment D). Both volunteers and staff are to abide by the International Council of Museums (ICOM) Code of Ethics for Museums as it sets the minimum standards of professional practice for museum and their staff. A copy of the ICOM Code of Ethics is at Attachment E.

## Attendance

Volunteers are expected to be reliable, punctual, and provide as much notice as possible for any shifts they are unable to attend. For insurance purposes, volunteers must register in and out for each shift worked on the volunteer attendance register located at the administration office. This register also allows the museum to calculate hours worked by volunteers.

## Dress standards

Volunteers are asked to dress in way that upholds the professionalism and good reputation of the museum. As a general guide standards of dress should reflect pride in volunteering and respect for those we deal with, especially the public

## Resignation

Volunteers may resign at any time. The museum would appreciate one or two weeks notice, given to the manager, to assist with covering rosters.

## Intellectual property

Intellectual property created by volunteers while working as volunteers belongs to the Museum.

## Confidential and private information

All volunteers who have access to Confidential and private information must not be released or disclosed without prior approval of the museum manager. This includes the release of personal information.



## **Workplace health and safety**

All staff and volunteers have workplace health and safety responsibilities. These include:

- follow defence occupational health and safety directives
- follow safe work practices
- do not ignore safety hazards, report hazards immediately and if possible contain or fix them
- follow emergency procedures
- use equipment and personal protective provided as directed, designed and intended
- do not risk your own safety or that of others

## **Reporting Accidents/Incidents**

Staff and volunteers must report accidents and incidents to the work place health and safety officer as soon as possible and fill out the appropriate form. Any near miss must also be reported.

## **Fire Safety Drills and First Aid Stations**

Fire safety drills are facilitated by museum staff. Volunteers must follow all emergency procedures and instructions including familiarisation with fire exits, extinguisher location and assembly points. First aid stations are located throughout the museum and are clearly marked. In the event of a first aid incident, volunteers must seek help from the first aid officer. All first aid instances must also be reported to the work place health and safety officer.

## **Personal protective equipment**

The museum will provide personal protective equipment to volunteers appropriate to their tasks. Volunteers must use personal protective equipment as directed, designed



and instructed. Personal protective equipment for tasks must be obtained before starting the task.

### **Smoking, drugs and alcohol**

Smoking is not permitted inside the building or near building entrance or exit points. Smokers are reminded not to litter cigarette butts and ensure they are disposed of in a safe manner. Use of illegal drugs is not tolerated and will result in immediate dismissal. Alcohol consumption on the premises is not permitted, except at specific events when approval has been given by the Head of the Australian Army History Unit.

### **Harassment and discrimination**

The Museum recognises the right of staff and volunteers to work in an environment free from harassment and discrimination. It is the responsibility of all staff and volunteers to develop and sustain a working environment free from harassment and discrimination. The museum considers harassment and discrimination of any kind to be offensive and unacceptable.

Harassment in the workplace is an action either obvious or indirect, physical or verbal, that is aimed at another person and results in that person having a perception of being badgered; discriminated against; pestered; tormented; irritated; or molested.

Types of harassment include (but are not limited to) bullying; display, distribution or repeating of offensive jokes; derogatory comments; unwelcome physical contact, coercive behaviour; and the belittling of a person or people's abilities.

Discrimination in the workplace is when a person is treated less favourably than others on the basis of personal characteristics or because they belong to a certain group. Types of discrimination include but are not limited to gender, race, sexuality, religion, and disability.

In the event of an incident that involves harassment and/or discrimination follow the steps outlined in the Dispute Resolution Procedures below.



## Grievance and complaint resolution

The purpose of dispute resolution is to resolve complaints based on consultation, co-operation and discussion in a fair, impartial and timely manner.

If possible a grievance should initially be discussed and settled by the people concerned. If this is not successful, or if the volunteer feels unable to approach the other person, the volunteer should discuss the complaint with their supervisor or museum manager. It is the role of the supervisor or Museum Manager to help resolve grievances in a manner which is fair to all concerned. Either party may seek advice or assistance from their supervisor, Museum Manager.

If the grievance cannot be resolved informally the volunteer may submit their grievance in writing to the Museum Manager outlining the grievance and the resolution sought.

The Manager shall, as they see fit, discuss the issue with those concerned, suggest possible courses of action and attempt to bring resolve to the issue quickly and fairly. The Manager may ask concerned parties to contribute oral and written submissions. At the end of this process the manager will report in writing recommendations for resolving the grievance.

It is recognised parties may need to work together and compromise to reach a resolution. However, volunteers may request decisions be reviewed. Either party are also able to refer grievances to an independent body for resolution.

If the grievance relates to inappropriate behaviour the Museum Manager will follow instructions outlined in the Defence Instruction on managing and reporting unacceptable behaviour.



## Dismissal

A volunteer who behaves or acts in an inappropriate manner during the course of their duties will be given verbal warnings by management. If the unacceptable behaviour continues the volunteer may be relieved of their position.

Grounds for termination include:

- unsatisfactory performance
- breaches of the code of conduct, confidentiality or privacy
- breaches of work, health and safety practices
- breaking the law

In situations where a volunteer's behaviour or performance is determined by management to pose immediate or significant threat, or is regarded as significantly inappropriate the volunteer can be immediately relieved of their position and escorted from the site.

