

**ARMY MUSEUM**  
**OF**  
**SOUTH AUSTRALIA**

**VOLUNTEER**  
**HANDBOOK**



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**ABN 46 103 172 069**

**Approved by the Board of Directors and the Museum Manager**  
**Dated 18 FEB 08**

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## **WE NEED YOU**



### **CONTENTS**

*This Handbook has been prepared to assist you in your new role as a Volunteer so that you may better understand the rights and responsibilities that this role entails.*

*For ease of reference, the Handbook has been divided into the following sections:*

- 1. INTRODUCTION**
- 2. MUSEUM ORGANIZATION**
- 3. STAFF & VOLUNTEER INDUCTION INFORMATION**
- 4. MUSEUM GUIDES INDUCTION TRAINING**
- 5. EMERGENCY EVACUATION PLAN**
- 6. FINANCE**
- 7. MEMBERSHIP**

It is important that you read the Handbook carefully so that you may understand what is expected of you as a Museum Volunteer.

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# **1. INTRODUCTION**

Welcome to the Army Museum of South Australia (AMOSA). You have joined an elite and close knit group of dedicated workers who voluntarily give their time to preserve our Nation's military heritage.

## **VOLUNTEERS**

Volunteers are an indispensable asset in the operation of all museums, from small community collections to vast national archives.

No museum can afford to provide the finances necessary to operate its Collection without the assistance of Volunteers. The Directors & Staff at AMOSA value the contribution made by the volunteers who are a vital key to our success.

**AS A VOLUNTEER YOU ARE IMPORTANT.**

## **OUR HISTORY**

The Museum was established due to the drive and determination of retired service personnel who volunteered their time and energy to establish a Collection. There was a need to preserve South Australia's military history and to facilitate public awareness of the contribution made by the Australian Defence Force.

This concept was initially supported by Defence through the provision of a Building to house the Collection. Later, as the Collection grew, additional buildings were made available and Army Reserve staff were posted to the Museum to assist with the general operation of the Museum by providing administrative support.

**As Volunteers we are privileged guests on Defence estate.**

## **AIM**

The Aim of this document is to familiarise Volunteers with the operation of the Museum and provide an overview of the Army Museum of South Australia (AMOSA) and the Foundation (AMOSAF) that supports it.

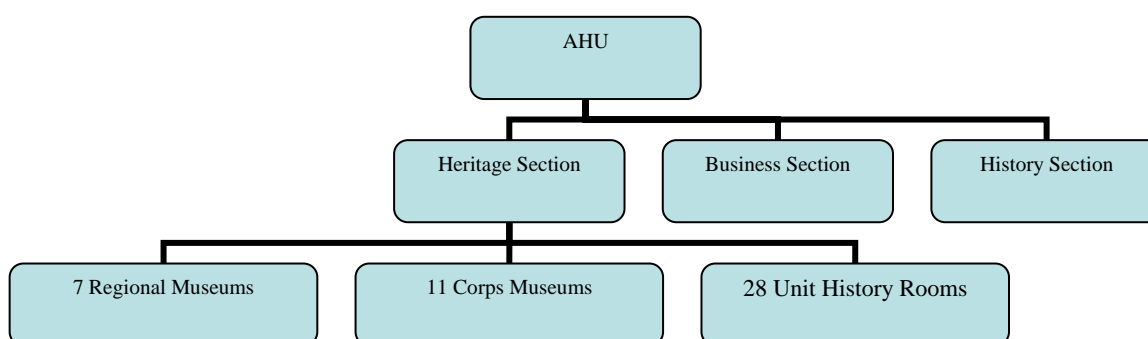
## 2. OUR ORGANIZATION

### OVERVIEW

2.1 The Army Museum of South Australia (AMOSA) is an integral part of the Army Museums Network (AMN) which is a network of museums and unit collections located throughout Australia.

2.2 The AMN is managed by the Army History Unit (AHU) who take seriously their motto; “*Protecting Army Heritage – Protecting Army History*”.

2.3 Classified as a Regional Museum, AMOSA fits into the national structure as part of the Heritage Section as indicated below.



2.4 Army regional museums recognize the State involvement in the defence of Australia from pre-federation days to the present time.

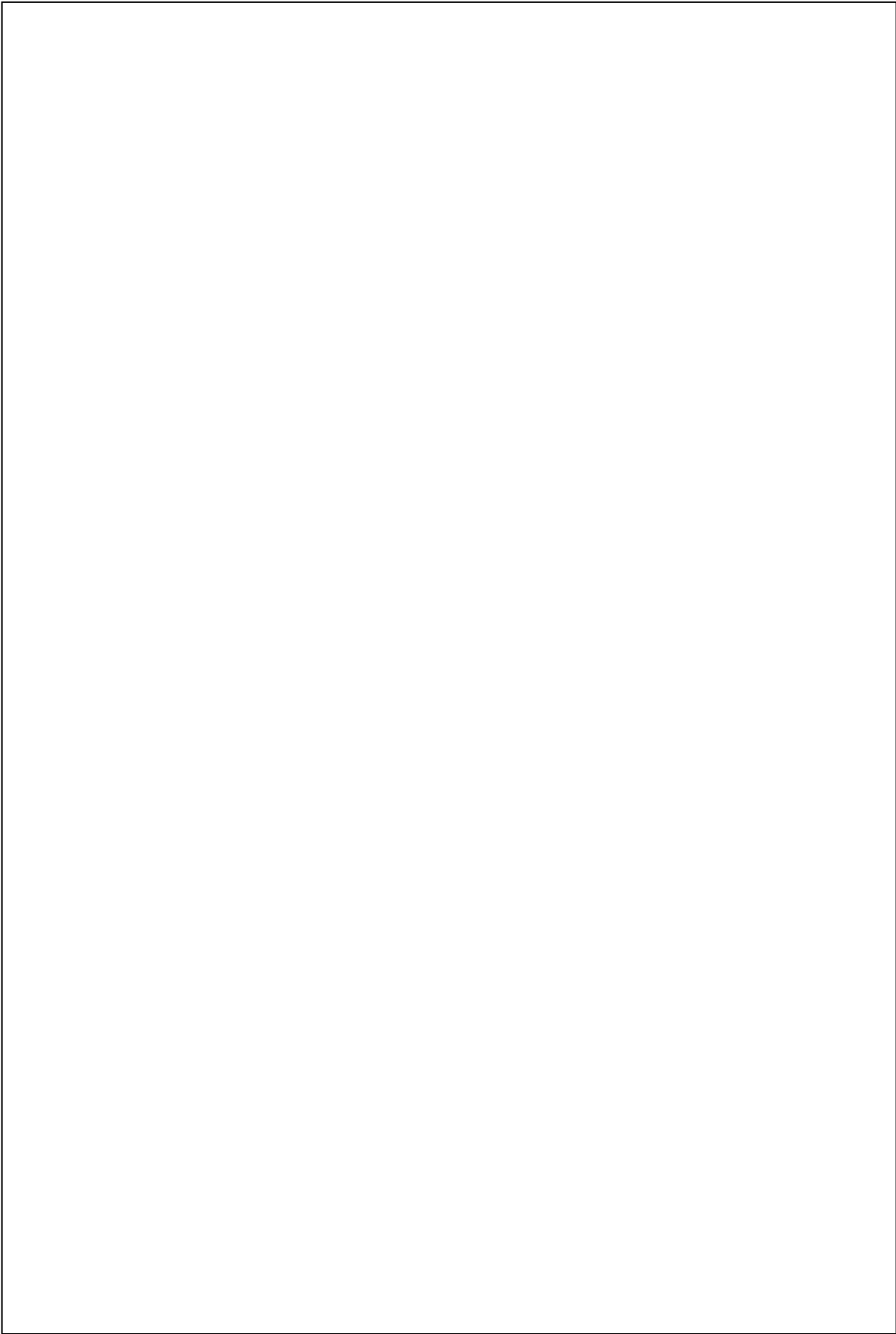
2.5 AMOSA is a co-operative venture between the Department of Defence (Army) and a volunteer company known as the Army Museum of South Australia Foundation. (AMOSAF). The Foundation has entered into an “Operational Agreement” with the Department of Defence. Under the agreement:

- Defence authorizes: The Foundation’s Constitution.
- Defence provides: The premises, infrastructure support, limited funding and weapons and vehicles to display with the Museum’s Collection and cadre staff to manage Defence assets.
- The Foundation provides: A Volunteer workforce to acquire, display, manage and maintain the Foundation’s Collection. It also raises additional funds for the effective operation of the Museum, and provides front of house staff to promote and interpret displays for the general public.

A detailed account of the various roles, responsibilities and duty statements is contained in the AMOSA Operating Procedures Manual.

2.6 As such, the two groups (GRES Staff and Volunteers) are like two sides of a coin; both rely upon the other to maintain their integrity.

2.7 Volunteers working in the sections listed on the next page are managed by section leaders under the direction of the Foundation Curator who is responsible for the implementation of the *Strategic Plan* devised by the Board of Directors.



## MISSION STATEMENT

2.8 **To preserve and promote South Australia's military heritage.**

2.9 In order to achieve this mission the managing body of AMOSAF (The Board of Directors) establishes goals, sets priorities and manages change through the development of a Strategic Plan in which organizational goals are supported by practical strategies and achievable objectives.

## VALUES

2.10 AMOSA places primary importance upon the following three key values:

- **Honouring our Heritage.**  
To recognize, value and preserve the contributions of members of the Army with emphasis on pre and post federation South Australia in both war and peace.
- **Integrity.**  
To be professional in our approach and adhere to our Code of Ethics while presenting and interpreting our heritage.
- **Teamwork.**  
To work together in a co-operative and cohesive environment in order to facilitate the preservation of the Army's heritage.

## VISION

2.11 To be a premier army museum.

2.12 In order to do this we will:

- Provide members of the armed services and the general public with an informative, historically correct and entertaining presentation of Australia's and, in particular, South Australia's military history.
- Establish and provide a comprehensive regional research and resource facility containing materials with an emphasis on Australian and, in particular, South Australian military history.
- Document South Australian military history.
- Receive, maintain and display military artifacts.
- Train staff in restoration, conservation, preservation and display techniques to enhance the Collection and its presentation.
- Train guides to enhance our professionalism and 'front of house' image.
- Educate the public by fostering an awareness and understanding of the Australian Army's heritage and traditions.
- Work in conjunction with other related Collections/Museums.
- Strive for continuous improvement.

### **3. STAFF & VOLUNTEER INDUCTION INFORMATION**

#### **BACKGROUND**

##### **3.1 The rationale of volunteer involvement.**

Volunteers are a critical part of the operational capability of the Army Museum of South Australia. The Army Museum's Network (AMN) depends on volunteer support and as such all AHU staff should facilitate the continuance of such support at all times.

##### **3.2 Organizational relationship between paid staff and Volunteers.**

3.2.1 The volunteer company has no authority over any AHU staff member.

3.2.2 All volunteer members of AMOSAF shall be bound by the *Museum Operating Agreement* and the Constitution of the Foundation.

3.2.3 The responsibilities of the volunteer company are outlined in the *Museum Operating Agreement* and the *Operating Procedures Manual*.

3.2.4 AHU staff are able to prevent a company volunteer from doing a particular activity within the Museum, but are not able to force a volunteer to do a particular activity. The exception to this is when it may be necessary to ask a volunteer to leave the premises.

##### **3.3 Difference between paid and unpaid work.**

The paid staff members undertake their role as employees of Defence. Their role is to support the Volunteer Company (AMOSAF) which is managed by a Board of Directors and operates under an Operating Agreement that is reviewed every three years. The Museum could not operate as effectively with only the small staff that Defence is able to allocate to the Museum. Consequently, the role of the Volunteer is critical to the future operation of the Museum. The contribution of both paid and unpaid members is equally valued by Defence and the Foundation.

##### **3.4 Chain of command.**

3.4.1 As a civilian working on a Defence asset, you are at all times to respond to the direction of all Defence personnel, and in particular to the Museum Manager in matters relating to OH&S, Security and Defence property.

3.4.2 In relation to Museum projects you are directly responsible to your project manager (if appointed) and to the Foundation Curator.

3.4.3 At all times you are also responsible to the Board of Directors which is responsible to Army for the operation of the volunteer company.

## **VOLUNTEER APPOINTMENTS**

### **3.5 Initial Interview.**

- 3.5.1 The Foundation Curator will ascertain from the applicant:
- The applicant's areas of interest.
  - If they are a Collector whose interests may be in conflict with those of the Museum.
- 3.5.2 At the interview the applicant will complete the *Volunteer Application Form* (See annex C to section 3) and the 'Medical in Confidence', *Volunteer Medical History Form* (See annex D to section 3).
- 3.5.3 The applicant must agree to submit to a police check if required by the Board.
- 3.5.4 The applicant will then be taken on a tour of all sections/work areas of the museum to see first hand the options that might be available to him/her.

### **3.6 Appointment Procedure.**

- 3.6.1 The Foundation Curator will consult with the section leader(s) concerned to ascertain if the applicant can be gainfully employed.
- 3.6.2 If there is a suitable vacancy for the applicant, then the Foundation Curator will make a recommendation to the Board.
- 3.6.3 All Volunteers are appointed by the Board of Directors on the recommendation of the Foundation Curator.
- 3.6.4 Once the Board has approved the appointment of the applicant, the Foundation Curator will contact the person concerned and invite them to become a Volunteer.
- 3.6.5 Each new Volunteer in conference with an experienced appointed Volunteer will undertake an induction program including a briefing on the *Volunteer's Code of Conduct* (See annex B to section 3). At completion, the new volunteer shall sign the *Staff & Volunteer Induction Checklist* (See annex A to section 3).

### **3.7 Choice of Roles.**

- 3.7.1 As the Museum evolves, new roles are being created. A list of the various sections is contained in the organizational diagram on page seven. Some of the tasks undertaken by these sections are listed below;

<u>SECTION</u>	<u>TASKS</u>
Large Technology Objects	Preservation, Repair, Conservation + restoration.
Arms & Ammunition	Preservation, Repair, Conservation + restoration.
Military Heraldry	Preservation, Repair, Conservation + restoration.
Textiles & Uniforms	Preservation, Repair, Conservation + restoration.
Artifacts	Preservation, Repair, Conservation + restoration.
Archives	Preservation, Repair, Conservation + restoration.
Displays	Construction, Story Boards, Maintenance, Model Making + Slide Show presentations (proposed).
Traveling Displays	Construction + Display.
Front of House	Guides (Sundays) + Tour group leaders.
Education & Visitor Services	Research, Writing educational material + Research support for Display Section
Publications	Newsletters, Website, Books, Photographic projects.
Resource Center	Collection Management, Data entry + Stock-take
The Collection	Storage, Data entry, Stock-take
Specialist	IT Work
Disaster Management	Disaster Response Team member + Materials maintenance.

3.7.2 If at any time you feel that you would like to undertake a different role, please feel free to contact the Foundation Curator and arrange an interview.

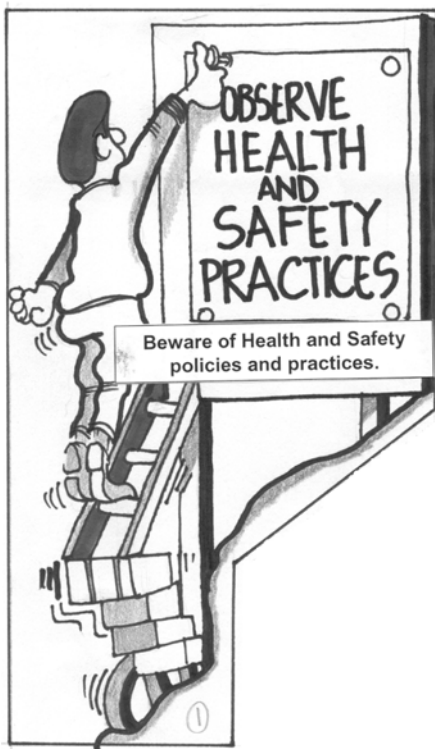
## VOLUNTEER RIGHTS & RESPONSIBILITIES

### 3.8 As a Volunteer you have the right to:

- Enjoy your role.
- Ask questions, make suggestions, express opinions, provide feedback.
- Discount meals in the OR's Dining Room.
- Use the Museum's tea/coffee facilities.
- Make suggestions to improve the operation of the Museum to either, your section leader, the Museum Manager, the Unit or Foundation Curator, or any Board member.
- Expand your role (ie take on an additional role).
- Change roles if you want to do so.
- Apply to undertake training in your assigned role.
- Use resources in the Archives & Research Centre.
- Receive a copy of the Museum Newsletter.
- Attend Museum functions.



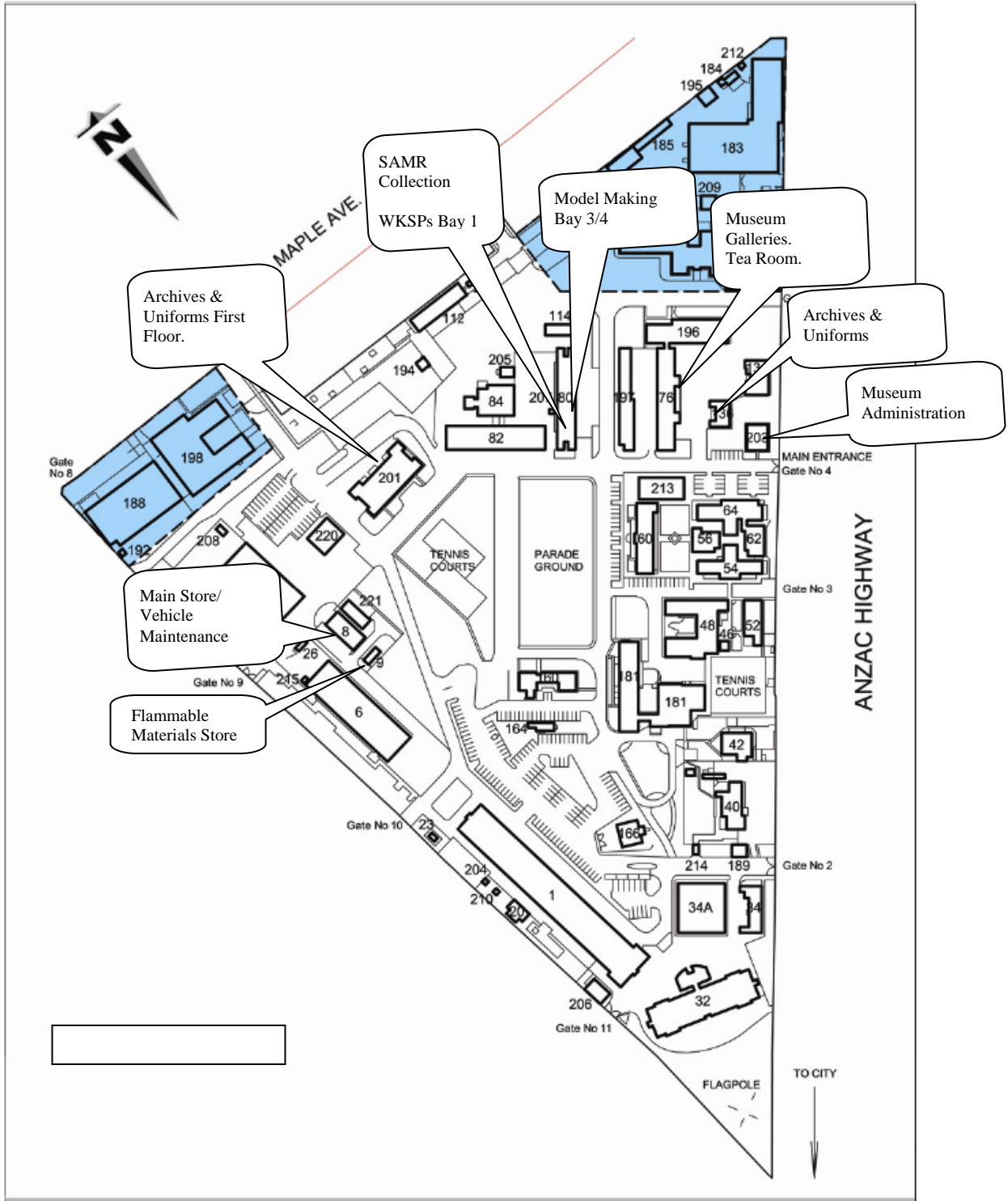
### 3.9 As a Volunteer you have a responsibility to:



- Act as a member of a team.
- Sign in/out on the sheet in the Tea Room.
- Wear your security pass at all times.
- Behave as an ambassador for the Museum.
- Comply with the Museum Code of Conduct.
- Safeguard the Museum Collection.
- Secure buildings when they are vacated.
- Accurately complete volunteer application documentation and regularly update that information as necessary for the Museum to maintain accurate personnel records.
- Carry out tasks assigned to you by your section leader.
- Wear/use safety equipment assigned to your task.
- Respect the rights of others.
- Keep Museum and client matters confidential.
- Use appropriate channels when needing information, support, back-up, supervision etc.
- Be aware of Health & Safety Policies and Practices.
- Telephone the Guide Co-ordinator in time for them to obtain a replacement if you are unable to attend at your rostered time.
- Stop work/leave the premises if so directed by the Unit or Foundation Curator or the Museum Manager.

# FACILITIES

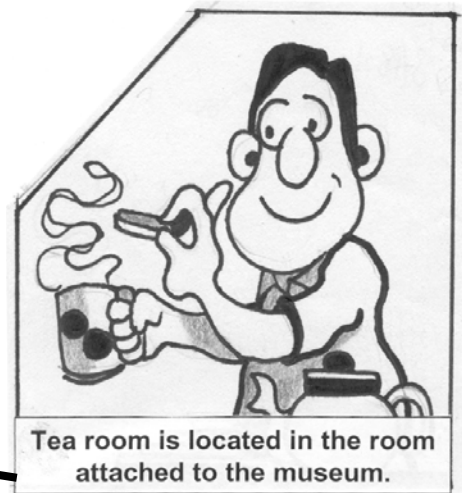
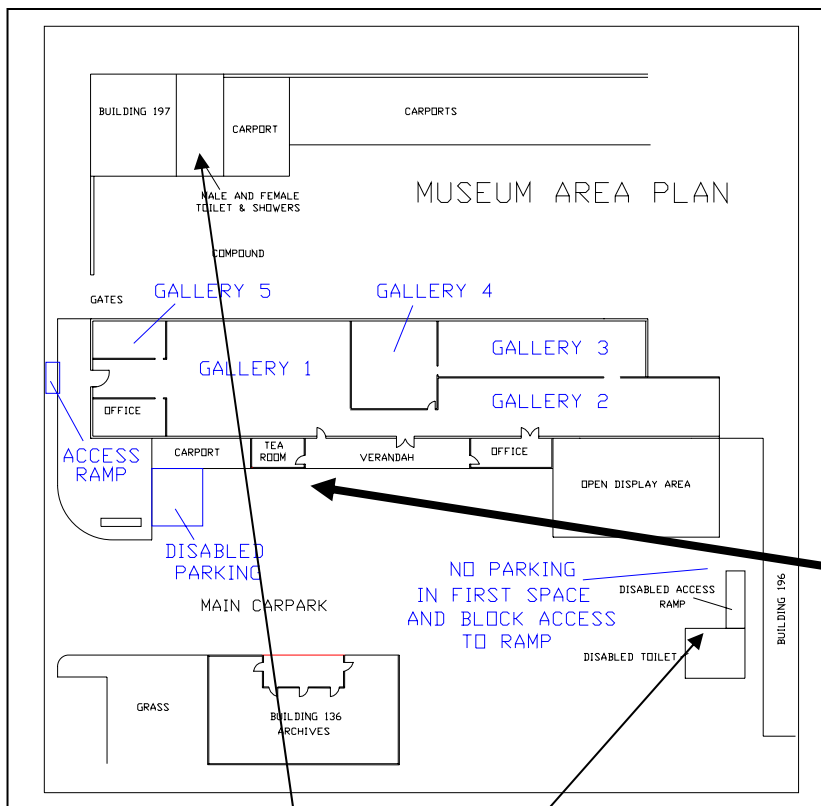
## 3.10 Site Diagram/General Work Areas.



### 3.11 Attendance records and time sheets.

- 3.11.1 As a volunteer, you are required to sign on and off each time you attend the Museum.
- 3.11.2 A time book is located in the tea room (building 76). Guides should complete the appropriate section in the guide's folder.
- 3.11.3 This will ensure that, in the event of you sustaining an accident, you will be able to make a claim for compensation.
- 3.11.4 In the event of an evacuation drill or an emergency, the sign-on sheets will be used to identify personnel and ensure that all are accounted for.

### 3.12 Location of toilets/washing facilities.



- 3.12.1 Toilets and washing facilities are located as listed below (refer to numbers on the map;
1. Building 197: 9 Bde Lecture Room & Toilets(male & female)/Showers.
  2. Disabled access toilet/ramp: A white transportable building at the western end of the Museum car park - unisex.

### **3.13 Location of tea/meal facilities.**

- 3.13.1 The tearoom is located at the northern end of the verandah of the main museum building (see map 3.12).
- 3.13.2 All Volunteers are provided with tea and coffee making facilities. In addition, there is a fridge containing soft drinks. Please ensure that money is paid into the container in the fridge if you wish to use this facility.
- 3.13.3 Meals are available in the OR's Dining Room at a subsidized cost.
- 3.13.4 On Wednesdays, morning tea is available from 1030 hrs.

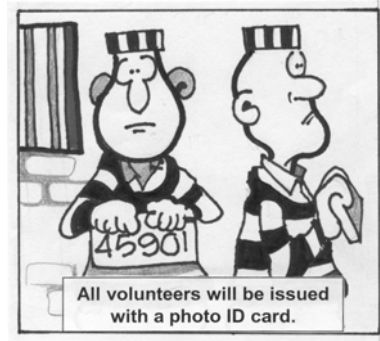
## **SECURITY**

### **3.14 Unit Security Officer.**

- 3.14.1 The Unit Curator is the designated Unit Security Officer and as such will be responsible for all aspects of security including the issue of photo ID passes, keys, voice codes and alarm system codes.

### **3.15 Personal identification security pass.**

- 3.15.1 All Volunteers will be issued with a photo ID pass which must be worn at all times when on the premises.
- 3.15.2 Your security pass must be returned to the Unit Security Officer on resignation or termination.



### **3.16 Keys/Codes.**

- 3.16.1 Due to the nature of their duties, selected Volunteers will be issued with keys, security codes or voice codes by the Unit Security Officer.
- 3.16.2 Under no circumstances should you divulge your voice code/security code to another person. If you believe that your code has been compromised you must immediately report the matter to the Unit Security Officer.
- 3.16.3 Do not loan a Museum key issued to you to another person without the express permission from the Museum Manager/Unit Security Officer.
- 3.16.4 If you lose a Museum key on short term loan or issue to you, report the matter to the Unit Security Officer immediately. If the key is subsequently recovered, advise the Unit Security Officer immediately.

### **3.17 Security of Work Areas.**

- 3.17.1 Never leave an area unsecured if the area is unmanned.
- 3.17.2 Always secure your area after work/duties are completed.

3.17.3 If unable to secure the area, advise either your section leader, the Unit Security Officer, Foundation Curator, or the Museum Manager.

### **3.18 Identification (Uniforms/Name Tags)**

3.18.1 Wear a Museum Polo Shirt or name tag when acting as a guide so that you are readily identifiable to members of the public.

## **TRAINING & DEVELOPMENT**

### **3.19 On the Job Training.**

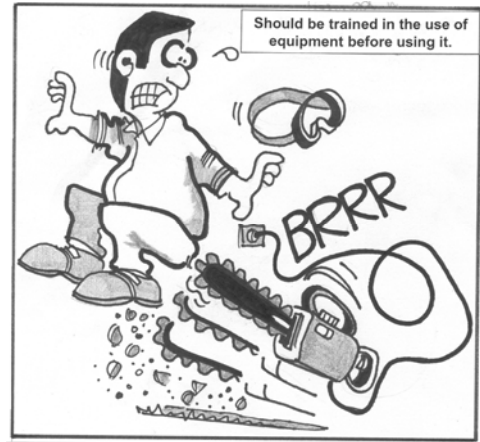
3.19.1 You **must** be trained in the use of equipment that you are required to use.

3.19.2 Request training if you are unsure or unfamiliar with any items of equipment you need to use.

3.19.3 Safety equipment must be utilized.

### **3.20 Schools & Courses.**

3.20.1 Under certain circumstances, selected personnel may be invited to undertake formal training where costs are met by the Army History Unit. See “Staff & Volunteer Training Policy”.



## **OCCUPATIONAL HEALTH SAFETY & WELFARE**

### **3.21 Occupational Health and Safety Officer.**

3.21.1 The Admin Assistant is the OH&S co-ordinator and as such is the person volunteers should contact in all matters relating to OH&S issues.

### **3.22 Duty of care.**

3.22.1 You have a duty of care to yourself, other staff members and volunteers. Potentially hazardous situations must be brought to the attention of others. It is up to each staff member and Volunteer to maintain a safe work site.

### **3.23 Emergency Procedures.**

3.23.1 All Volunteers must familiarize themselves with the procedures and guidelines contained in **section 5** of this handbook.



3.23.2 It is the responsibility of all Volunteers to comply with the Evacuation Plan and assemble in the designated Assembly Area when the alarm has been raised.

**3.24 Access to first aid and location of facilities.**

3.24.1 First Aid Kits are located in the Museum Managers office and in Buildings 8, 76 and 80.

3.24.2 The Admin Assistant must be notified if items are used so that they can be replaced. In this way the kit will always be fully stocked when needed.

**3.25 Action/procedures in relation to an accident or injury being sustained.**

3.25.1 If you have an accident or are involved in a potentially dangerous situation, it is your responsibility to report the matter to either the Foundation Curator or the Admin Assistant (OH&S co-ordinator) even if you do not sustain an injury. Your action may prevent someone else from being injured.

3.25.2 Undertake first aid treatment.

3.25.3 Report the matter to your immediate supervisor.

3.25.4 A report detailing the events that took place should be compiled as soon as practical after the incident and submitted to the Assistant Manager.

3.25.5 Submit any claims for compensation to the Museum Manager.

**3.26 Rights and procedures relating to workers compensation.**

3.26.1 Volunteers are covered by COMCARE for compensation under the “Operating Agreement” made between the Foundation’s Board of Directors and Defence.

**3.27 Use of appropriate safety equipment and protective clothing.**

3.27.1 Protective glasses, clothing, ear protection, and equipment will be provided by the Museum and must be worn as directed.

3.27.2 Activities involving Noise, dust, metal flecks, and other Potentially dangerous activities must only be undertaken using protective equipment.

3.27.3 If required protective equipment is not available, do not undertake the activity.

3.27.4 Request the provision of appropriate safety equipment from the Assistant Manager.



**3.28 Manual handling.**

- 3.28.1 Items over 20 kg must only be lifted with mechanical support or assistance from another individual.
- 3.28.2 When lifting, knees should be bent keeping your back upright and avoiding pressure on the lower back.

**3.29 Storage of heavy items.**

- 3.29.1 Heavy items are only to be stored on ground level shelving. Do not attempt to move a heavy object without a mechanical device and only do so when someone else is present.

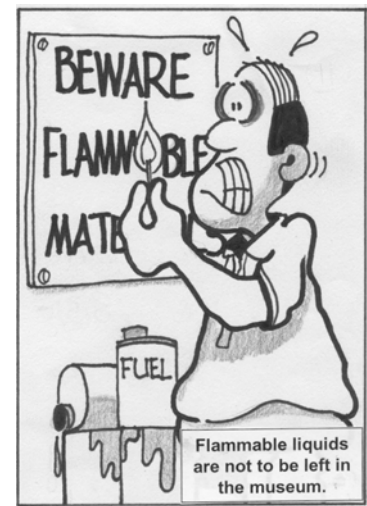


**3.30 Height of Storage.**

- 3.30.1 Where items are stored above normal reach, a suitable standing platform will be provided and must be used.
- 3.30.2 Objects stored above 2 metres will require a stable walkway with appropriate railing or mobile stand with hand rail; otherwise they shall not be accessed.

**3.31 Flammable materials.**

- 3.31.1 A flammable liquids store is located in building 9.
- 3.31.2 Flammable materials must be stored in correct and clearly marked containers.
- 3.31.3 After use, flammable liquids must be returned to a flammable materials container or the flammable materials store in building 9.
- 3.31.4 Under no circumstances should flammable liquids be left in the Museum galleries or the Archives building.
- 3.31.5 Soiled rags must be disposed of correctly and not left in situations where spontaneous combustion might occur.



**3.32 Material Safety Data Sheets (MSDS).**

3.32.1 MSDS should be readily available in your work area where toxic/flammable/dangerous materials are used. If they are not available contact the OH&S co-ordinator and request copies.

3.32.2 In cases where emergency treatment is required, these MSDS are to be referred to before undertaking treatment.

### **3.33 Equal opportunity.**

3.33.1 No Staff member or Volunteer will be unfairly discriminated against with regard to an appointment to a particular role.

### **3.34 Workplace Harassment.**

3.34.1 Workplace harassment is a form of employment discrimination.

3.34.2 Harassment is behaviour that is:

- unwelcome,
- unsolicited,
- unreciprocated, and often
- repeated.

3.34.3 It consists of offensive, abusive, belittling or threatening behaviour directed at individuals or groups of Staff or Volunteers. These attributes or differences may include, gender, race, political affiliation, colour, ethnic origin, religion, sexual preference, marital status, pregnancy, age or physical and mental disability.

3.34.4 All complaints of workplace harassment will be considered seriously, sympathetically and confidentially. Report the matter to either the Museum Manager or Foundation Curator.

### **3.35 Grievance and disciplinary procedures.**

3.35.1 Attempt to resolve the issue with the individual concerned.

3.35.2 If this fails see your section leader and attempt to resolve the issue.

3.35.3 Finally, if all the issue has still not been resolved, speak to either the Foundation Curator or the Museum Manager and ask them to assess the situation.

## **DISASTER MANAGEMENT**

### **3.36 Disaster Management Response Team.**

3.36.1 Volunteers can nominate to become members of the Disaster Management Response Team.

3.36.2 This group is available for call out day or night, in the event of a natural disaster (earthquake/flooding) or man-made disaster (eg fire).

- 3.36.3 By nominating, however, there is no obligation to attend if otherwise committed. You are merely indicating that, should you be available, you will attend and assist.
- 3.36.4 The Disaster Management Committee will maintain a telephone call-out list of all personnel who have so nominated.

**3.37 Disaster Management Plan and Procedures.**

- 3.37.1 A summary of tasks and procedures is contained in the “Operating Procedures Manual”. A copy is available from the Museum foyer (building 76) or the Archives (building 136).

**PRIVACY**

**3.38 Personal information and privacy.**

- 3.38.1 Information of a personal nature provided to the Foundation will be treated in the strictest confidence.
- 3.38.2 If you, as a Volunteer, have access to personal information in order to perform your duties then such information must be treated as confidential and not revealed to a third party.
- 3.38.3 A copy of personnel information is forwarded by the Foundation annually to the Museum Manager to be kept on file for security/medical emergency purposes.



**3.39 Right to access own records.**

- 3.39.1 You have the right to inspect your personnel file held by the Foundation at any time of mutual convenience. You can amend personal details at any time. It is your responsibility to advise the Foundation Curator of any changes regarding address, contact details and Next of Kin (NOK) if such changes should occur.

**3.40 Keeping records up to date.**

- 3.40.1 It is the responsibility of each Volunteer to ensure that the information contained in their personal records held on file by the Foundation are kept current and that the information held on file is correct.
- 3.40.2 All personnel records should be updated annually or as circumstances change.

## PROTOCOL

### **3.41 Ambassadorial Role.**

- 3.41.1 As a Volunteer you are an ambassador for the Museum.
- 3.41.2 Your relationship with members of the Defence Forces and the public is critical to the credibility of the Museum; by your actions the Museum will be judged.

### **3.42 Confidentiality.**

- 3.42.1 Information gained by access to Volunteer records in the course of your duties must remain confidential.

### **3.43 Discussion of Defence Policy/Procedures.**

- 3.43.1 During the course of your work as a Volunteer you may become privy to Defence Policy/Procedures. Alternatively you may be asked to express an opinion on current Defence issues. Under no circumstances should you discuss Defence issue with visitors.
- 3.43.2 Do not become involved in discussions on political issues, particularly those relating to Defence, Foreign Policy or Immigration.

### **3.44 Communication with the Media/external organizations.**

- 3.44.1 Neither Staff members nor Volunteers should communicate with the Press or outside organizations regarding Museum Policies & Practices unless authorized by the Museum Manager or the Board respectively to do so.

### **3.45 Acting as an agent for the Museum.**

- 3.45.1 No Volunteer should undertake any role as agent for the Museum unless directed by the Board to do so.

## FINANCIAL ISSUES

### **3.46 Purchasing equipment and expendable items.**

- 3.46.1 Items required for the tasks you need to undertake will be ordered by your section leader through either Unit or Foundation funds in accordance with the Museum Budget and Business Plan.
- 3.46.2 Section leaders will be asked to submit budget line requests annually. Once budget lines have been expended by sections, additional funding must be approved by the Finance Committee.
- 3.46.3 Section Leaders must complete an “Authority to Purchase” form and have it signed by the Foundation Curator authorizing the purchase before the purchase is made.

### **3.47 Reimbursement of expenses.**

- 3.47.1 Expenses may be reimbursed by the Foundation if prior approval has been given for the expenditure by the Board.
- 3.47.2 Reimbursement can not be made from Defence funds controlled by the Museum Manager.

### **3.48 Private use of motor vehicles and insurance.**

- 3.48.1 Motor vehicle insurance is the responsibility of the Volunteer. However, If you are required to use your vehicle in carrying out Museum business, and you have prior approval by the Museum Manager/Board, an allowance may be made to compensate you for the use of your vehicle from Foundation funds.
- 3.48.2 Where ever possible transport will be arranged by the Museum Manager utilizing a government vehicle and uniformed driver.

## **CUSTOMER RELATIONS**

### **3.49 Interpersonal Relations.**

- 3.49.1 Tips for good presentations and communication with visitors;
- Stand still and face the visitor when speaking.
  - If speaking in a relatively noisy area, stand closer, lower the pitch of your voice and speak slowly.
  - Make eye contact.
  - Ask questions and actively involve the visitor; especially the children.
  - Smile.
  - If communicating with people of Non English Speaking background;
    - a. be patient,
    - b. use simple words, graphics/pictures, gestures and signs,
    - c. speak slowly,
    - d. avoid complex explanations, and
    - e. be wary of cultural assumptions.
  - Avoid using jargon, acronyms, vernacular (dialect).
  - If a visitor has a hearing impairment keep eye contact, move to a quieter location if possible and speak clearly.
  - If dealing with visitors with vision impairment be descriptive and speak clearly.
  - If the visitor displays a loss of interest use reflective listening techniques, repeat questions or comments to show that you have understood them.
  - Be open minded.
  - Be aware of your body language and energy level.



3.49.2 If you are approached by a visitor who appears very upset, angry or aggressive, ask the visitor to wait while you get your section leader/Unit or Foundation Curator/Museum Manager, if they are in attendance at the time. In the case of Guides in attendance on Sundays and the personnel listed are not available to provide support, seek out another Volunteer to talk to the Visitor with you. You are not required or encouraged to manage potentially volatile situations. Take the complainants details and record their issue and advise them that a representative from the Museum will contact them at their earliest convenience. Record the details in the Guide's hand-book.

3.49.3 Less confronting situations might be overcome with enthusiasm, courtesy and a smile. Try the following course of action;

- Let the Visitor(s) vent their frustration.
- Nod and maintain eye contact.
- **Don't take their comments personally.**
- Think positively and avoid making assumptions about the visitor.
- Express empathy eg 'I see what you mean', 'I'm sorry to hear that'.
- Gather additional information and double check facts.
- Mutually agree on a possible solution with the Visitor but don't promise what you can't deliver eg agree to refer the matter to someone in authority who will contact them. Let them observe you documenting the details and confirm with them that the facts recorded are accurate.



### **RESIGNATION/TERMINATION**

#### **3.50 Resignation.**

3.50.1 If you wish to cease volunteering at the Museum, written notification should be given to the Foundation Curator so that appropriate action can be taken.

3.50.2 If a Volunteer retires, the Unit Security Officer will be responsible for:

- Canceling security codes issued.
- Collecting their security pass, keys and name tag.
- Obtaining all items on loan to them from the Museum.

#### **3.51 Termination.**

3.51.1 As a Volunteer you are a valued member of the Museum. However, you may be asked to cease volunteering at the Museum if you **fail** to:

- Meet the required standards.
- Comply with Museum Policies and Operating Procedures.

3.51.2 Note: Volunteers shall be counseled by their section leader, the Foundation Curator or Museum Manager if problems occur. Termination is a last step and only used when reconciliation is not possible.

3.51.3 If termination occurs, the Unit Security Officer will be responsible for:

- Canceling security codes issued.
- Collecting their security pass, keys and name tag.
- Obtaining all items on loan to them from the Museum.



ARMY MUSEUM OF SOUTH AUSTRALIA FOUNDATION  
Building 76, Keswick Barracks, Keswick SA, 5035.  
Telephone: (08) 8305 6374 Fax: (08) 8305 6393  
ABN 46 103 172 069

### **Staff & Volunteer Induction Checklist**

**The following topics will be covered during induction of all Volunteers. Further details are contained in section 3 of the Volunteers Handbook.**

#### **Background.**

1. Rationale for Volunteer involvement.
2. Organizational relationship between paid staff and Volunteers.
3. Difference between paid and unpaid work.
4. Chain of command.

#### **Volunteer Appointments.**

5. Initial interview.
6. Appointment procedure.
7. Choice of Roles

#### **Volunteer Rights & Responsibilities.**

8. Volunteer rights.
9. Volunteer responsibilities.

#### **Facilities.**

10. Site Diagram.
11. Location of attendance records/time sheets.
12. Location of toilets/ablution facilities.
13. Location of tea/meal facilities.

#### **Security.**

14. Unit Security Officer.

15. Personnel identification security pass.
16. Keys & Codes.
17. Security of work areas.
18. Identification (Uniforms/name tags)

### **Training & Development.**

19. On the job training.
20. Schools & Courses

### **Occupational Health Safety & Welfare.**

21. OH&S Officer.
22. Duty of Care.
23. Emergency procedures.
24. Access to first aid and locations of facilities.
25. Action/Procedures in relation to an accident or injury being sustained.
26. Rights and procedures relating to Workers Compensation.
27. Use of appropriate safety equipment and protective clothing.
28. Manual Handling.
29. Storage of heavy items.
30. Height of storage.
31. Flammable materials.
32. Material Safety Data Sheets (MSDS).
33. Equal Opportunity.
34. Workplace harassment.
35. Grievance and disciplinary procedures.

### **Disaster Management.**

36. Disaster Management Response Team.
37. Disaster Management Plan/Procedures.

### **Privacy.**

38. Personal information and privacy.
39. Right to check own records.
40. Updating records

### **Protocol.**

41. Ambassadorial Role.
42. Confidentiality.
43. Discussion of Defence Policy/Procedures.

- 44. Communication with the media and other external organizations.
- 45. Acting as an agent for the Museum.

**Financial Issues.**

- 46. Purchasing equipment and expendable items.
- 47. Reimbursement of expenses.
- 48. Private use of motor vehicles and insurance.

**Customer Relations.**

- 49. Interpersonal skills.

**Resignation/Termination of appointment as a Volunteer.**

- 50. Resignation.
- 51. Termination.

**I certify that I have been briefed on all of the matters listed above and outlined in Section 3 of the Volunteer Handbook.**

**I am aware of the Volunteers Code of Conduct** as contained in Annex B of section 3 of the Volunteers Handbook.

**I have completed and submitted a;**

- *Volunteer Application Form*
- *Volunteer Medical History Form*

**and agree to advise the Foundation should the information contained therein change.**

**Name:** ..... **Signature:** .....  
(Please Print)

**Address:** .....

VOLUNTEERS OF THE ARMY MUSEUM OF SOUTH AUSTRALIA  
CODE OF CONDUCT

The Code of Conduct sets the standard for the behaviour required of AMOSA Volunteers.

An AMOSA Volunteer must:

- Behave in a way that upholds the integrity and good reputation of the Army Museum of South Australia.
- Act with care and diligence in the course of Volunteer work.
- Behave honestly and with integrity.
- Treat everyone with respect and courtesy and without harassment.
- Comply with all applicable Australian Laws and with Defence Policy directives.
- Comply with any lawful and reasonable direction given by an Army Reserve staff member or by another Volunteer who has the authority to give such direction.
- Use Commonwealth (Defence) resources in an appropriate manner.
- Maintain confidentiality by not divulging information about or concerning the Museum or the Commonwealth (Defence) which may be sensitive in nature or affect detrimentally the operation or position of the Museum or Commonwealth (Defence)

**VOLUNTEER APPLICATION FORM**

Volunteer Handbook



ARMY MUSEUM OF SOUTH AUSTRALIA FOUNDATION  
Building 76, Keswick Barracks, Keswick SA, 5035.  
Telephone: (08) 8305 6374 Fax: (08) 8305 6393  
ABN 46 103 172 069

Name: .....  
Address: .....  
Telephone: ( )..... Email: .....  
Driver's Licence Number: ..... Sighted by: .....

I would like to become a Volunteer at the Army Museum of South Australia  
because:  
.....  
.....

Previous military service: .....  
Previous employment or volunteer experience:  
.....

Qualifications (academic/trade):  
.....

Skills: .....

Hobbies/Collecting interests:  
.....

- I am able to volunteer for work on
- Wednesdays..... Yes/No
  - Sundays as a guide ..... Yes/No
  - Other days to conduct guided tours ..... Yes/No
  - Monday nights (Archives & Research Centre) ..... Yes/No
  - I am available for call out (Disaster Response Team)..... Yes/No

I agree to undertake a Police Background Check if required..... Yes/No

Name of Referee: ..... Telephone: .....  
I have read and understand the Code of Conduct and understand the conditions of  
becoming a Volunteer.

Signature: ..... Date: .....

**MEDICAL – IN – CONFIDENCE**  
**VOLUNTEER MEDICAL HISTORY FORM**



ARMY MUSEUM OF SOUTH AUSTRALIA FOUNDATION  
Building 76, Keswick Barracks, Keswick SA, 5035.  
Telephone: (08) 8305 6374 Fax: (08) 8305 6393  
ABN 46 103 172 069

**It is an essential requirement to becoming a Volunteer that the applicant declare any existing medical condition or conditions which may be aggravated by working at the Army Museum of South Australia. Deterioration of any condition or change in medication must also be notified to the Head Curator or a member of the Board of Directors immediately.**

(Failure to declare relevant medical details may preclude you from compensation in the future.)

**Name:** .....

**Address:** .....

**Date of Birth:** .....

**Next of Kin:** ..... **Telephone:** ( ) .....

**Other emergency contact:**

**Name:** ..... **Telephone:** ( ) .....

**Name and address of own doctor: (optional/recommended if undergoing specific treatment)** ..... **Telephone:** ( ) .....

**Are you currently taking medication?** Yes/No

**Medical disability** Medication

.....

.....

.....

.....

.....

.....

.....

.....

**Are you able to perform;**

- **physically demanding duties?** Yes/No
- **normal duties?** Yes/No
- **light duties?** Yes/No
- **clerical duties?** Yes/No

**Do you agree to provide a Medical Report if required?** Yes/No

**Applicant:**

**I declare that this is a true and accurate summary of my medical details.**

**Signature:** ..... **Date:** .....

**Witness:** ..... **Signature:** .....

**MEDICAL – IN – CONFIDENCE**

## 4. Museum Guides Induction Training

### 4.1 Introduction:

The aim of this document is to outline procedures to be carried out by AMOSAF personnel designated as guides during times that the Museum is opened to the public.

### 4.2 Hours of Operation:

The Army Museum of South Australia is manned on Sunday afternoons and selected Public holidays from 1200hrs to 1600hrs.

Note: Special arrangements can be made for groups to visit the Museum out of hours by contacting the Foundation Curator/Unit Curator/Museum Manager (see Annex A to section 4).

### 4.3 Duty Roster:

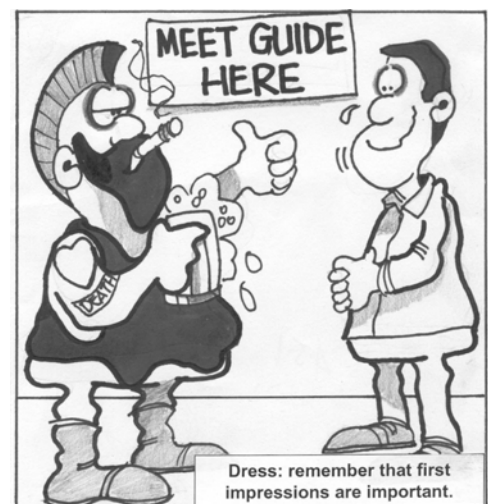
- 4.3.1 The Board of Directors of AMOSAF will appoint a person, responsible to the Board, to issue a guide's roster on a bimonthly basis.
- 4.3.2 A Head Guide will be appointed on each day guides are scheduled for duty.
- 4.3.3 The Head Guide will be responsible for co-ordination and security on the day they are rostered for such duty.
- 4.3.4 It is your responsibility as a guide to advise the guide's co-ordinator if you will not be available for duty on any day you have been scheduled to attend (See Annex A to Section 4).
- 4.3.5 Ample warning time should be given to allow another guide to be rescheduled to take your place.

### 4.4 The Role of a Guide:

- 4.4.1 As a guide you are acting as an ambassador for the museum.
- 4.4.2 Your role is twofold;
  - a. To ensure the Museum assets are secure from theft, and
  - b. To help the public interpret displays.

### 4.5 Guides Dress:

- 4.5.1 Remember, first impressions are important.
  - a. **Dress** should be neat:
    - Male - Slacks with shirt and collar minimum.
    - Female - Skirt and blouse with collar.
    - Footwear – clean/formal
    - Hats/caps – not worn indoors
  - b. **Be identifiable** – wear a Museum shirt if available and always wear your name tag.



## **4.6 Opening-up Procedures:**

### **4.6.1 Arrival Time.**

In order to allow for adequate preparation prior to the designated opening time, guides are requested to arrive no later than 10 minutes before such time.

### **4.6.2 Access to the Museum.**

- a. On arrival at Keswick Barracks the designated member should report to the Kitchen at the rear of the OR's Dining Room, opposite the Museum.
- b. Let the kitchen staff member know that you are there to open the Museum.
- c. Be prepared to show your ID card or a Drivers' license as proof of identity.
- c. Sign for the key to the front door of the Museum.
- d. Open the Museum via the main (front) door.

Note: If you attempt to enter via any other door you will trigger the security alarm system.

### **4.6.3 De-activating the Alarm.**

As soon as you enter the Museum you must immediately deactivate the alarm. This is done by carrying out the following steps:

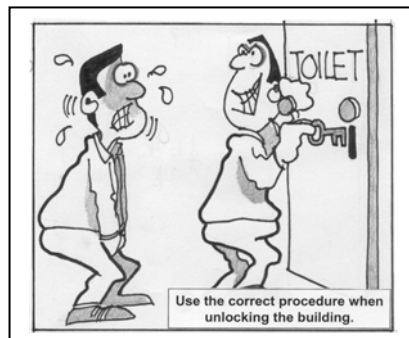
- a. Enter your PIN number into the key-pad and then press the OFF button.
- b. Physically check to see that the red light next to the ON button has actually gone out.

### **4.6.4 Sign On.**

Complete the attendance record in the Guides Folder.

### **4.6.5 Setting Up the Museum.**

Once you have deactivated the alarm carry out the following steps:



- a. Place the "Museum" sign outside the main door by the kerb.
- b. Place a sign outside the main gate on the median strip and lock onto pole (Key in Guides Folder).

- c. **Turn on all ceiling lights and display lights** used in displays (see Annex B for location of light switches/power points).
- d. **Conduct a spot clean of the display cases.**  
Dusting rags and cleaning sprays are located in the cupboards on the end wall of the office. Soiled cleaning cloths should be disposed of in the waste bin outside building RofA 134 (10/27Bn Band building).
- e. **Inspect the displays** and familiarize yourself with any new items on display.  
Note: It is proposed to develop a folder, listing on separate pages, all items and their history located in each cabinet/display area. This will assist you to answer questions from visitors.
- f. **Check that information signs located on displays are still in place.**
- g. **Ensure that the visitor's book and pen are in place** on the table in the foyer.
- h. **Ensure that the donations box is clearly displayed in the foyer.**
- i. **Locate the Guides Report Form Folder** in the office and commence to complete relevant details on a blank Guides Report Form.
- j. **Locate the Guides Folder.** This contains details and forms you may require.
- k. **Unlock disabled toilet** – (key on ring of keys obtained from kitchen).
- l. Ensure that the security monitor in the front office is turned on.

#### **4.7 Interaction with members of the Public.**

##### 4.7.1 On meeting visitors:

- a. Welcome them to the Museum on arrival and advise them of the admission fee and secure any money collected.
- b. Ask if they have visited the Museum before.
- c. Ascertain if any of the visitors have a service background.
- d. Check if they would like to view the exhibits alone or require some guidance.
- e. Indicate that the museum displays are made up from donations received from the public and that we are always looking for new items to enhance our collection.

#### 4.7.2 When **presenting information to visitors:**

- a. Say nothing until you have collected your thoughts.
- b. Be confident and speak slowly and clearly.
- c. Display enthusiasm and be happy to share your knowledge.
- d. Remember, the public may not understand military abbreviations/slang.
- e. Speak to the group, not to the object being described.
- f. If you don't know the answer to a question say so – don't bluff. You could also check with one of the other guides and pass on the information later.
- g. Avoid expressing a personal opinion on matters relating to Defence.

**Whilst you are entitled to hold your opinions, as a guide you are representing the Army and so must avoid personal comment.**



- h. **Accept all feedback** from visitors, both positive and negative, and thank the visitor for their comments. Indicate that their comments are valuable and will assist the growth of our Museum. Do not make comment on negative remarks – merely note them. Record any feedback on the Guides Report Form for follow up by the Curator or the Board of Directors. If possible, let the visitor see you recording their comments to indicate that their comments will be looked into. If they are willing to provide a contact number for the Manager/Foundation Curator to follow up the issue; record it.
- i. **As visitors leave invite them to fill out the visitors book.**
- j. Also, indicate that the Museum is largely self funding and invite them to make a donation to ensure the future operation of the Museum.
- k. If available, ask visitors to complete a **Visitor Feedback Form** and then file the forms in the Guides Folder.

## 4.8 Security Arrangements.

- 4.8.1 Security is vital – as a guide, your part is essential.
- 4.8.2 The presence of Guides can deter criminal and anti social behaviour in the Museum and are thus an essential part of the total security system.
- 4.8.3 **Keys** are available from OR's Dining Room kitchen and should be returned at the end of your duty.
- 4.8.4 **Never divulge your security code** to anyone else. The security system records who turns the alarm off/on. If something happens when your code has been entered you could be implicated.
- 4.8.5 Ensure that the **security monitor** in the office area is turned on.  
Note: This monitor should not be used for any other purpose and must be switched on whenever the alarm is turned off.
- 4.8.6 At least one guide should periodically check the monitor to ensure that no untoward behaviour is occurring.
- 4.8.7 **At no time should the building be unmanned** if unlocked.
- 4.8.8 At least one guide should be **patrolling the galleries** at all times.
- 4.8.9 **Discourage touching/handling of objects on display and ensure that members of the public do not enter roped off areas.** This is to:
- prevent damage to displayed items and
  - to comply with Occupational Health and Safety guidelines.
- 4.8.10 **Only the main door** to the Museum should be unlocked – other access doors are for emergency evacuation only and should remain sealed except for an emergency. Ensure that members of the public do not use exits other than the main entrance – check doors when patrolling the galleries.
- 4.8.11 **Opening the side doors that have exit signs above them will trigger the security alarm. If this occurs it will be necessary to reset the alarm after closing the doors.**

### 4.8.12 In case of theft/attempted theft;



- Use no more than minimum force to prevent an occurrence of theft or to detain a suspect person.

- Inform the person that their actions have been recorded on security camera tape.
- Record their vehicle registration number if applicable.
- Ring for police assistance if a suspect has been voluntarily detained.
- Follow suspected persons at a safe distance and record their vehicle registration if applicable.
- If doors have been opened ensure that they are secured.
- If a theft is discovered after the event, report the matter to the police who will issue you with a crime report number. Record this on an “Incident Report Form” contained in the guides folder.
- List all information you can remember regarding the incident on the “Incident Report Form”
- Contact the Museum Manager or Unit Curator and report the incident (see Annex A for contact numbers).

#### 4.9 **Medical Emergencies.**

4.9.1 Should a guide or member of the public require medical attention the following procedures should be followed:

- a. Minor abrasions can be treated using items in the *First Aid Kit* kept in the office area. Note: Latex gloves must be worn when treating cuts and abrasions or when blood products/saliva are involved.
- a. Advise personnel of the casualty section at Royal Adelaide Hospital or Ashford Community Hospital if other members of their party can transport them to the medical facility.  
Note: Ashford is a private hospital and so additional costs will be involved if the injured person does not have the appropriate private medical insurance.
- b. In cases of severe trauma (electrocution, heart attack, deep laceration) ring for ambulance support (Dial 000 and ask for ambulance service)
- c. Position a guide at the main gate to direct the ambulance on arrival.
- d. Assistance may also be available from the local area medical staff in building 60 if the injury and treatment time are not critical.
- e. Advise the Foundation Curator or Museum Manager by telephone of the incident and action taken.
- f. Fill out an *Accident Report Form* available from the *Guides Folder*.

#### 4.10 **Action in the Event of a Fire.**

4.10.1 **In the case of a fire:**

- a. Raise the alarm by shouting, “*Fire, Fire, Fire*” in a loud clear voice until others in the building have been warned.
- b. Evacuate the building and ensure all personnel are accounted for and assembled in a safe area away from the fire (eg Assembly Area in the Museum car park or on the Parade Ground depending on circumstances).
- c. If safe to do so:
  - 1 Close all windows and doors.

- 2 Extinguish all lights.
- 3 Turn of Power points.
- 4 Attempt to extinguish the fire using available portable fire fighting appliances (for location see **Section 5.2 of this publication**).

Note: **Two types of extinguishers are provided.**

#### 4.11 **Fire Extinguishers.**

4.11.1 Dry Chemical Powder (RED) extinguishers for electrical fires and flammable liquids,

- pull safety pin;
- squeeze lever; and
- with a side sweeping action, attack the fire at its base.

4.11.2 Air pressured 10 litre water (SILVER with RED BAND) extinguishers for fires fuelled by ordinary combustible materials (wood, paper, etc).

- pull safety pin;
- squeeze lever; and
- play stream at seat of fire

4.11.3 Hose Reels Only use as directed by a member of the Fire Brigade or the Disaster Response Team if the former has not arrived on site.

4.11.4 **See section 5** “Emergency Evacuation Plan”, for location of equipment.

#### 4.12 **Alarm.**

4.12.1 If the fire is not easily extinguished using available resources, activate the fire alarm.

Note: Building 76 is equipped with a Thermal Detection System which incorporates a manual “break glass” alarm point located adjacent to the centre side door opening onto the main Museum car park.

4.12.2 Dial 000, ask for Fire Brigade and advise them of the nature of the fire.

4.12.3 Have a guide wait for the Fire Brigade at the main gate to direct them to the scene of the fire on their arrival.

#### 4.13 **Subsequent Activities.**

4.13.1 Render first aid in assembly area, or liaise with other emergency services, if required.

4.13.2 Collect witness statements if applicable.

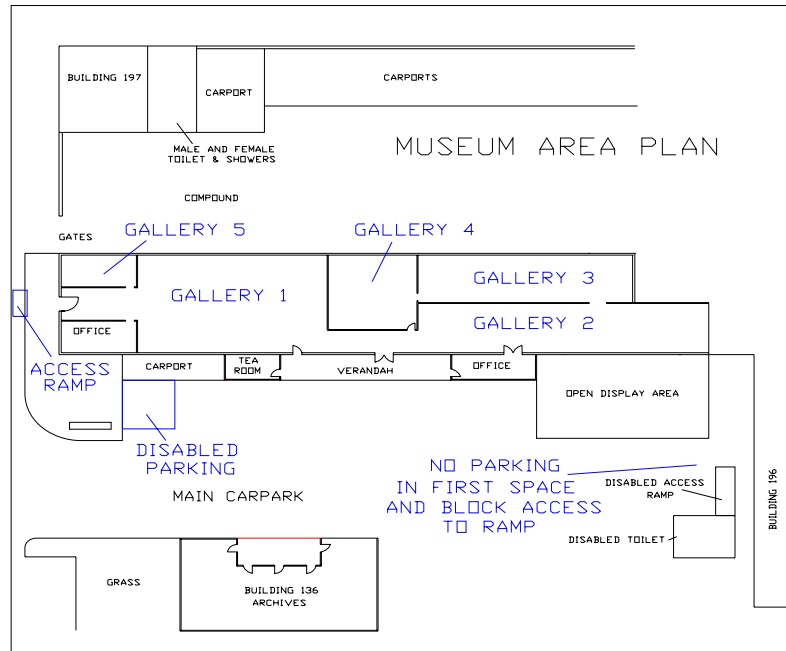
4.13.3 Complete an *Incident Report Form* contained in the *Guides Folder* while the incident is fresh in your mind. Include in the report:

- Name of all guides present.
- Time of fire.
- Location of property involved.
- Description of damage.
- Possible cause of the fire.

- Method used to extinguish the fire – list extinguishers that require refilling.
  - List any injuries to personnel. Include names and addresses of visitors.
  - All guides present should sign and date the report.
- 4.13.4 Contact the Unit Curator or Museum Manager (see Annex A to Section 4 for contact details) and report the incident.
- 4.14 **Disaster Action Management.**
- 4.14.1 The Museum Manager or Unit Curator will implement the Disaster Management Plan as outlined in the Museum’s “*Operating Procedures Manual*”.
- 4.15 **Donations.**
- 4.15.1 Normally, materials other than monetary donations are **not to be accepted** by Guides on duty except in exceptional circumstances. If such circumstances are believed to exist, contact the Museum Manager or Unit Curator and seek advice.
- 4.15.2 Note: Under no circumstances can **Weapons, ammunition of all types or pyrotechnics be accepted by Guides** as these need to be rendered safe and securely stored.
- 4.15.3 The normal procedure for accepting donations of items for the Museum Collection is as follows:
- Record the potential donors name address telephone number and list of proposed items in the Guides Folder.
  - Advise the donor that a uniformed member will contact them to arrange a time to visit and assess the items. They will be contacted on the following Wednesday.
  - When collecting items a uniformed member and one other person will attend to accept any items. Donor forms will be completed at the time of visit. Both personnel attending will sign the donor form and a copy of the form will be left with the donor.
- 4.16 **Access to the Archives & Research Facilities.**
- 4.16.1 Some visitors may make enquiries regarding researching family history. Please advise them:
- a. That the *Archives & Research Section*, located in building 136 is usually open at the following times, namely;
    - 1 Monday evenings 5.30 – 10.00 pm, and
    - 2 Wednesday 10.00am – 6.00pm
  - b. That they should ring prior to visiting ( 8305 6705) to confirm that a member of the Section is in attendance.

#### 4.17 Location of Toilets.

4.17.1 Toilets available for use by guides and visitors are located in the buildings shown on the map adjacent;



1. Building 197. 9 Bde Lecture Room & Toilets – male/female.
2. Building 134. Verandah of 10/27 Bn Band building – unisex.
3. Disabled access toilet/ramp: A white transportable building at the western end of the Museum car park - unisex.

#### 4.18 Refreshments.

4.18.1 The following items are available for use by guides.

- a. Tea/coffee/sugar is available in the kitchen attached to the north side of the Museum Building. These are available free of charge.  
Note: Milk required will need to be obtained from the OR's Dining Room.
- b. Soft drinks are kept in the fridge and are available on an honour system. Please ensure you pay for what you consume; money must be left in the tin in the refrigerator.

4.18.2 Alcoholic refreshments should not be consumed in the Museum area unless authorized by the Museum staff.

4.18.3 Volunteers may partake of lunch in the OR's Dining Room (building 213). Meals are provided at a subsidized rate. Volunteers utilizing this service will need to roster themselves so that the Museum is open and manned during this time. The first person to go for lunch should advise the kitchen staff if other Volunteers are to follow to ensure meals are kept for them. As this is a service provided to our Volunteers, every care must be taken to ensure that kitchen staff are not inconvenienced.

#### **4.19 Closing Up Procedure.**

- 4.19.1 At the completion of your tour of duty as a guide, please carry out the following tasks:
- a. Ensure that any soiled cleaning materials and rubbish are placed in the waste disposal bin located adjacent to building RofA 134 (10/27 Bn Band building).
  - b. Physically check that all external doors, other than the main door, are secured and locked.
  - c. Count the amount received as donations for the day and record this amount on the *Guides Report Form*.
  - d. Complete the *Guides Report Form* in the *Guides Folder*.
  - e. Switch off the closed circuit monitor.
  - f. Close the office door and lock it.
  - g. Turn out all lights including those utilized in displays (if applicable).
  - h. Ensure that the front door is closed
  - i. Before attempting to activate the alarm ensure that you have the door key accessible.
  - j. Activate the alarm by;
    - entering your PIN number
    - Press the ON button
    - ensure that the red light comes on.
  - k. Vacate the building and physically check that you have locked the door by attempting to open it.
  - l. If the door has not been secured and opens, you will need to re-enter the building, deactivate the alarm, and then reactivate it again. Once again check the door is secured by attempting to open it.
  - m. Check that the kitchen area has been secured.
  - n. Check that the Disabled Persons toilets have been secured.
  - o. When you are satisfied that the Museum has been secured return the key to a staff member in the OR's Dining Room. If a member of the kitchen staff is not available, deposit the key through the slot in the door to the OR's Mess kitchen.

#### **4.20 Thank you for volunteering your time as a guide. Your commitment is appreciated.**

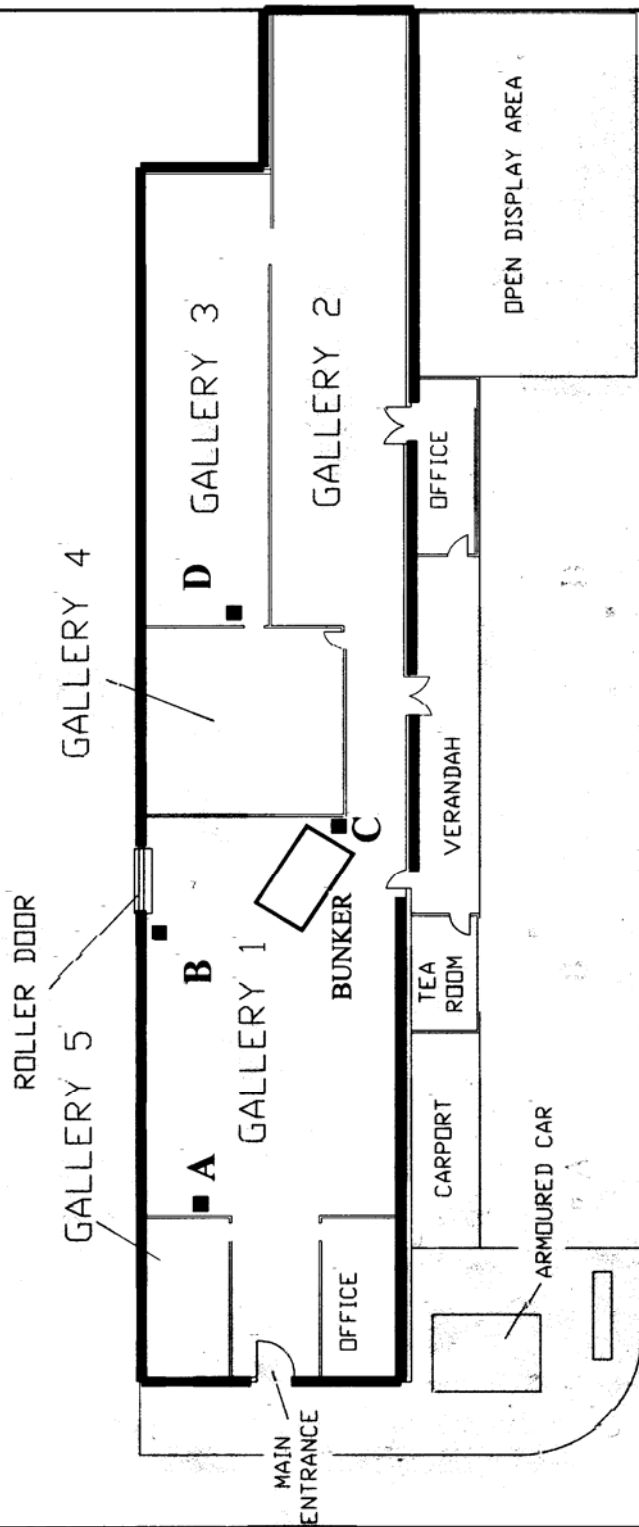
**Annex A: Museum Contact numbers.**

**Annex B: Light Switches & display power-points.**



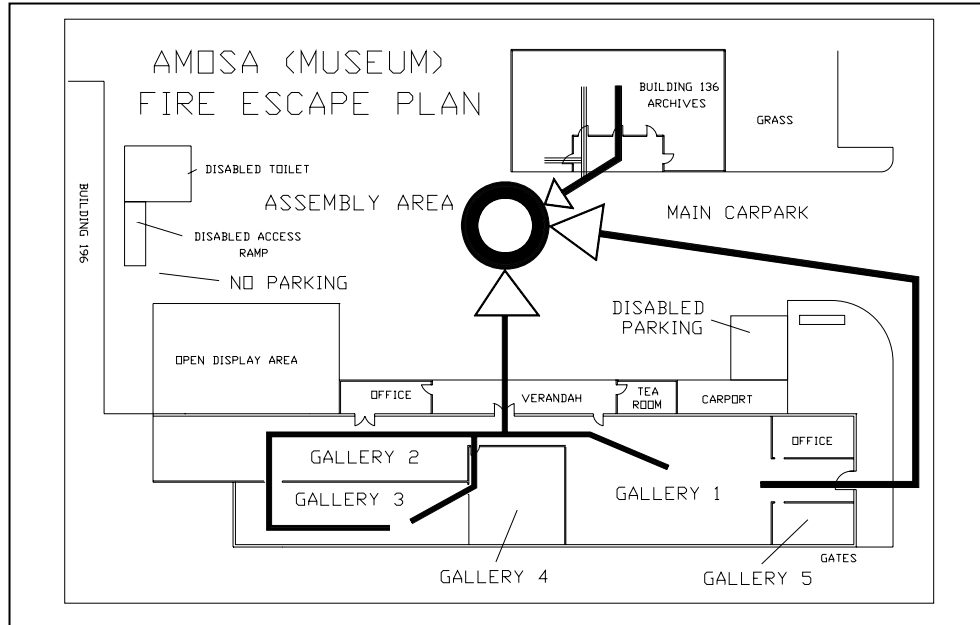
**FLOOR PLAN: LIGHT SWITCHES & DISPLAY POWER POINTS**

**LOCATION OF DISPLAY LIGHTING**



- A: SWITCH - Wall mounted for the Light Horse Display**
- B: SWITCH - Wall mounted for hurricane lamp in display**
- C: SWITCH - Wall mounted for hurricane lamp and display lighting in bunker**
- D: SWITCH - Wall mounted for Post 45 Gallery Display Cabinets**

## 5. Emergency Evacuation Plan



### 5.1 Action in the Case of a Fire.

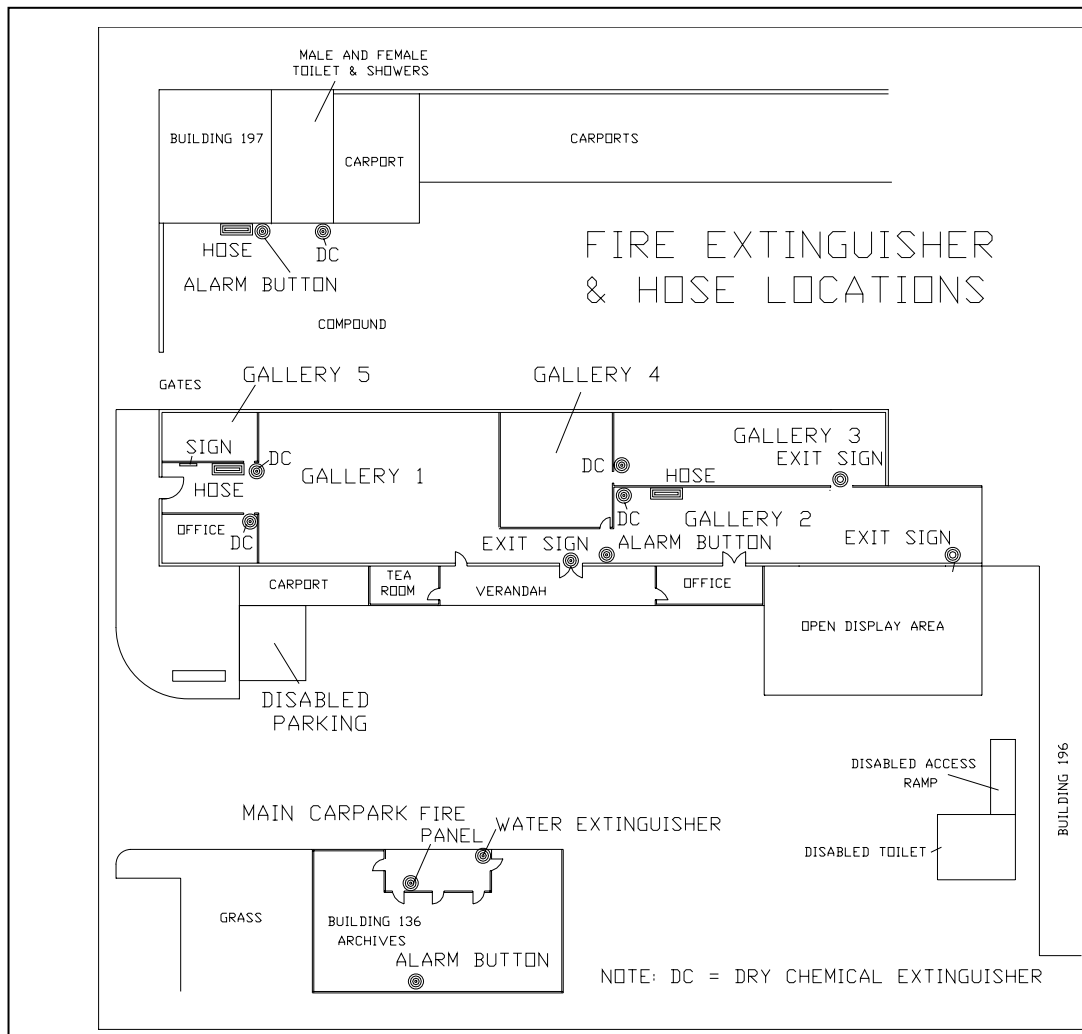
In the case of a fire:

- a. **Raise the alarm** by shouting, "**Fire, Fire, Fire**" in a loud clear voice until others in the building have been warned.
- b. **Evacuate the building** and ensure all personnel are accounted for and assembled in a safe area away from the fire (eg The Museum car park or if not safe on the Parade Ground).

#### c. **If safe to do so:**

- Close all windows and doors.
- Extinguish all lights.
- Turn off Power points
- Attempt to extinguish the fire using available portable fire fighting appliances (for location see below)

## 5.2 Location of Fire fighting Equipment.



**Note:** Two types of extinguishers are provided.

1. **Dry Chemical Powder** (RED) extinguishers for electrical fires and flammable liquids,
  - a. pull safety pin;
  - b. squeeze lever; and
  - c. with a side sweeping action, attack the fire at its base.
2. **Air pressured 10 litre water** (SILVER with RED BAND) extinguishers for fires fuelled by ordinary combustible materials (wood, paper, etc).
  - a. pull safety pin;
  - b. squeeze lever; and
  - c. play stream at seat of fire.

### **5.3 Alarm:**

- 5.3.1 If the fire is not easily extinguished using available resources activate the fire alarm.

Note: Buildings 76 & 136 are equipped with a Thermal Detection System which incorporates a manual “break glass” alarm point located adjacent to the centre side door opening onto the main Museum car park and the verandah of building 136.

### **5.4 Fire Fighting Services:**

- 5.4.1 Dial 000, ask for Fire Brigade and advise them of the nature of the fire. If there is no answer ring 8223 3000.

### **5.5 Guide:**

- 5.5.1 Have a Volunteer wait for the Fire Brigade at the main gate to direct them to the scene of the fire on their arrival.

### **5.6 Action in the Assembly Area:**

- Check Volunteers against the sign on sheet to account for all personnel in attendance.
- Section leaders to confirm that their area has been completely evacuated.
- Render first aid in assembly area, or liaise with other emergency services, if required.

### **5.7 Documentation:**

- Collect witness statements if applicable.
- Complete an *Incident Report Form* while the incident is fresh in your mind. Include in the report:
  1. Name of all volunteers present.
  2. Time of fire.
  3. Location of property involved.
  4. Description of damage.
  5. Possible cause of the fire.
  6. Method used to extinguish the fire – list extinguishers that require refilling.
  7. List any injuries to personnel. Include names and addresses of visitors.
  8. All guides present should sign and date the report.

### **5.8 Report the Incident:**

Contact the Unit Curator or Museum Manager (see Annex A to Section 4 for contact details) and report the incident if they are not already in attendance.

## **6. FINANCE**

### **THE FINANCIAL YEAR**

6.1. The financial year shall end on the 30<sup>th</sup> day of June.

### **ORGANIZATION**

#### **6.2. FINANCE COMMITTEE**

6.2.1 A Finance Committee will be appointed annually at the commencement of the new financial year.

6.2.2 The Committee will consist of the following three members:

- A convener appointed by the AMOSAF Board of Directors.
- The Museum Manager or his nominee.
- The Foundation Treasurer appointed by the AMOSAF Board of Directors.

6.2.3 The Committee will have the power to co-opt such additional members, from time to time, as it sees fit.

### **DOCUMENTATION**

#### **6.3. BUSINESS PLAN**

6.3.1 Prior to the commencement of each financial year the Committee will prepare a Business Plan

6.3.2 The Business Plan will include all aspects of the *Strategic Plan/Display Policy* that are listed to be completed in the designated financial year.

6.3.3 The Business Plan will itemize all items requiring financial expenditure and a priority will be allocated to all activities listed.

#### **6.3.4 Consultation**

6.3.4.1 The Finance Committee will consult with all stake-holders [section leaders/collection custodians/Curators (hereafter to be referred to as ‘budget line operators’)] to ascertain approximate costs involved in undertaking the activities outlined in the Business Plan.

6.3.4.2 Budget line operators will also be given an opportunity to suggest additional projects that they believe need to be included in the Plan for then to be able to maintain the various items in the Collection.

#### **6.3.5 Revision**

6.3.5.1 Based on feedback from the various section leaders the Committee will revise the Business Plan if deemed necessary.

## **6.4 BUDGET**

6.4.1 As a result of the detail contained in the Business Plan the Committee will prepare a Budget for the ensuing financial year.

6.4.2 The Budget will include **all** sources of income and the estimated expenditure for the operation of the Museum.

6.4.2.1 **The three sources of income** will include:

- **AHU annual allocation.**
- **Foundation income** [Including the Fee: refer to serial 4] (estimated) and Foundation Investments.
- **Grants.**

**[Note: AHU Funds are under the direct control of the Museum Manager and Foundation funds are under the control of the Board.]**

6.4.3 Budget lines will be allocated to all groups requiring finances to undertake their allocated tasks.

6.4.4 The Business Plan and Draft Budget will be presented to the Museum Manager and the Board of Directors for ratification.

[Note: The budget must be approved jointly by both the Museum Manager and the Board.]

6.4.5 Once approved the Budget will come into operation at the commencement of the Financial Year.

6.4.6 Budget Review.

6.4.6.1 Approximately half way through the financial year the Budget expenditure will be reviewed. The Committee will liaise with the budget line operators to see if they still require all remaining funds in their allocation. At this point a reallocation of funds may be possible.

6.4.6.2 Alternatively, should any group expend its budgeted allocation and require additional funds they can make a request to the Committee who will review their application in consultation with all budget line operators.

6.4.6.3 The Budget will retain certain funds for contingencies that may occur throughout the financial year. However, should these funds be insufficient and the requirement for expenditure be essential, the Budget will be reviewed by the Committee and recommendations made to the Museum Manager/Board for approval.

[Note: The Committee is not empowered to revise the Budget and reallocate funds without such approval.]

## **6.5. GRANTS**

6.5.1 Grants may be applied for from time to time for the purpose of:

- Financing the cost of a new display.
- Collection management: conservation, preservation, restoration or maintenance of collection items.
- Research or publication projects.

- 6.5.2 Prior to the submission of an application of a grant, the concept must be approved by the Board.
- 6.5.3 Once the concept has been approved by the Board, the Unit and Foundation Curators will be responsible for overseeing the project.
- 6.5.4 All grant monies received and expenditure incurred will be processed through the Foundation operating account.
- 6.5.5 The following process will be adhered to.
- 6.5.5.1 The Curators will be responsible for;
- designing and costing the project,
  - preparing a submission to the relevant authority providing the grant.
- 6.5.5.2 A copy of the ‘costed’ submission will be forwarded to the Treasurer to allow him to check invoices and facilitate payment.
- 6.5.5.3 Once the grant has been approved and the money received into the Foundation account, the allocated funds may be expended [See ‘Purchasing Process’]  
[Note: Invoices or receipts **must** be obtained for each purchase for audit purposes.]
- 6.5.5.4 At the end of the process the Curators must present an *Acquittal Statement* to the Treasurer summarizing all expenditure incurred and outlining whether or not all grant monies received have been expended.
- 6.5.5.5 The Treasurer will table the *Acquittal Statement* with the added details of all expenditure incurred including invoice and cheque number details. If all the grant monies have not been completely expended provision will be made by the Board to return and unexpended funds. This report will be recorded in the Board meeting Minutes.
- 6.5.5.6 A copy of the *Acquittal Statement* will be prepared by the Treasurer for submission to the Company Auditors.

## **PURCHASING PROCEDURES**

### **6.6 PURCHASING**

- 6.6.1 As a general rule, whenever possible, purchases should be made using AHU funds. This principle is to be considered when formulating the Budget.
- 6.6.2 Budget line operators are authorized to spend up to the amount allocated in their budget line; any further expenditure must be authorized by the Finance Committee after approval has been given by the Board.
- 6.6.3 Under no circumstances may a budget line operator exceed their allocation.
- 6.6.4 **Process**  
The following process will be adhered to.

#### 6.6.4.1 Research

The purchaser (budget line operator) must ascertain the following information:

- Sales outlet/Supplier details.
- Item nomenclature (description of object required).
- Item code (from supplier catalogue if applicable).
- Cost (including GST).
- Is this the best price?
- Will the supplier accept payment by government credit card (AHU funds only)

6.6.4.2 Some supplier catalogues are available from the Admin Assistant.

6.6.4.3 The purchaser will then complete an *Authority to Purchase Form* and sign the form to validate that it is a required item for their section/group.

[Note: One *Authority to Purchase Form* must be completed for each sales outlet/supplier.]

#### 6.6.4.4 Authorization

In the case of purchases from:

- Unit funds (AHU funds): the purchase must be authorized by the Museum Manager or Unit Curator.
- Foundation funds: the purchase must be authorized by a Board member or the Foundation Curator.

#### 6.6.4.5 Purchase

- Unit funds (AHU funds) expenditure: *Authority to Purchase Forms* are to be submitted to the Admin Assistant who will be responsible for placing the order and following up the purchase process through the DEFENCE purchasing system.

[Note 1: Budget line operators **cannot** make direct purchases themselves and later receive reimbursement from DEFENCE funds.

[Note 2 : The Admin Assistant will complete the section indicating that the item has been received.]

- Foundation funds expenditure: *Authority to Purchase Forms* should be lodged with the treasurer together with receipts, invoices and/or cart notes.  
[Note1: It is the responsibility of the budget line operator to make the purchase.]  
[Note 2: If the budget line operator has to pay for items purchased they must complete a *Claim for Payment Form* and attach it to the *Authority to Purchase Form* before submitting both forms to the Foundation Treasurer for reimbursement.

[Note 3: The purchaser must complete the section indicating that the item has been received.]

#### 6.6.4.6 Records

It is the responsibility of the budget line operator to keep track of their expenditure so that they do not exceed their budget allocation.

### 6.7 Petty Cash Account

6.7.1. A 'Petty Cash Account' will be established from Foundation Funds.

6.7.2 The account will be operated by the Museum Manager or such other person as the Board may appoint from time to time.

6.7.3 The upper limit of the account will be determined annually by the Board.

6.7.4 The account is to be used to reimburse small 'out of pocket' expenses incurred by Volunteers in the carrying out of their assigned duties.

6.7.5 As for normal purchases, a "Claim for Payment" form must be approved by the budget line operator and the amount will be debited against that budget line expenditure. Such purchases must also be authorized as for the normal purchase process.

6.7.6 The "Claim for Payment" form will be handed to the person designated to handle the petty cash account. The claimant will sign and date the form to acknowledge that payment has been received.

6.7.7 The Museum Manager will maintain a set of records outlining replacement of the initial allocation and the claim's for reimbursement forms for which money has been paid. These records will be transferred to the Foundation honorary Treasurer at the end of the financial year for acquittal.

*Annex A: Authority to Purchase Form*

*Annex B: Claim for Payment Form*



**ARMY MUSEUM OF SOUTH AUSTRALIA**

Building 76, Keswick Barracks, Keswick SA 5035

ABN: 46 103 172 06

Telephone (08) 8305 6374 Facsimilie (08) 8305 6393 Archives (08) 8305 6705

**AUTHORITY TO PURCHASE FORM**

Section 1: **Supplier Details:** (Note: a separate form is required for each supplier)

Company/Organization/Individual: Title:.....

ABN: .....(if available) Accepts Credit Card payment (Master Card) .....yes/no

Address:.....Post Code: .....

Telephone:..... Fax:..... email:.....

Section 2: **Priority:** (Please tick appropriate box)

Required Delivery Date:

Immediate  Urgent  Routine  Stock Replenishment

Section 3: **Payment Source:** (Please tick appropriate box) AHU Funds  Foundation Funds

Section 4: **Budget Line:**.....

Section 5: **Requirement: PTO Purchase Order Form**

Remarks/Statement of Requirement/Justification:

.....  
.....

Section 6: **Authorization**

**Budget Line Operator:** Name:.....(Print) Signature:.....Date: .....

APPROVED  NOT APPROVED

Manager/Unit Curator: (AHU Funds) Name:.....(Print) Signature:.....Date: .....  
Director/Foundation Curator (Foundation Funds)

Section 7: **Received**

**Budget Line Operator:** Name:.....(Print) Signature:.....Date: .....

**PURCHASE ORDER FORM**

<b>Serial</b>	<b>Catalogue Number</b>	<b>Item Required</b>	<b>Packaging (PKT/Box/Ea)</b>	<b>Qty</b>	<b>Cost (Per unit)</b>	<b>Total Cost</b>
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						
	<b>Total Cost (Inc GST)</b>					



# ARMY MUSEUM OF SOUTH AUSTRALIA

Building 76, Keswick Barracks, Keswick SA 5035

ABN: 46 103 172 06

Telephone (08) 8305 6374 Facsimilie (08) 8305 6393 Archives (08) 8305 6705

## CLAIM FOR PAYMENT FORM

Section 1: **Supplier Details:** (Note: a separate form is required for each supplier)

Company/Organization/Individual: Title:.....

ABN: .....(if available)

Address:.....Post Code: .....

Telephone:..... Fax:..... email:.....

Section 2: **Budget Line:**.....

**Budget Line Operator:**.....(Print) **Signature:**.....

Section 3: **Purchase approved by:**.....(Print) **Signature:**.....

Section 4: **Items Purchased:**

Serial	Catalogue Number	Item Required	Packaging (PKT/Box/Ea)	Qty	Cost (Inc GST)
1.					
2.					
3.					
4.					
5.					

Section 5: **Receipt/Invoice/Cart Note – Attached: YES/NO**

Section 6: **Items Purchased by:**

Name:..... Contact Number:.....

Address:.....

Section 7: **Payment Received: Signature:** .....

Cheque Number

## **7. MEMBERSHIP**

7.1 Membership to the Foundation is open to any member of the community interested in fostering the aims of the Museum.

7.2 A nominal annual membership fee is charged annually; the financial year ending on the 30<sup>th</sup> June.

7.3 Membership fees are confirmed annually by the Board.

7.4 Membership entitles you to:

- Vote at the Annual General Meeting (AGM).
- Nominate as a Director on the Foundation Board.
- Receive a copy of the AMOSA newsletter to keep you abreast of developments in the Museum.
- Receive a copy of the Museum annual report.
- Receive a lapel badge designating your years of membership.
- Be placed on the mailing list to receive invitations to Museum functions/opening of displays, etc.

7.5 Most importantly; Membership will provide you with the satisfaction of knowing that you have helped preserve something very special – Our Military Heritage.

Annex A: Application for Annual Membership.



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Building 76, Keswick Barracks, Keswick SA 5035

ABN: 46 103 172 06

Telephone (08) 8305 6374 Facsimile (08) 8305 6393 Archives (08) 8305 6705

**APPLICATION FOR ANNUAL MEMBERSHIP**

I hereby apply for membership of the Army Museum of South Australia Foundation.

TITLE/RANK \_\_\_\_\_ SURNAME \_\_\_\_\_

GIVEN NAMES (in full) \_\_\_\_\_

POST NOMINALS \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_ POST CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_

FAX \_\_\_\_\_

Email \_\_\_\_\_

MOBILE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

I enclose \$10.00 membership fee for the Financial Year - July \_\_\_\_\_ to June \_\_\_\_\_

Please indicate whether CASH or CHEQUE submitted \_\_\_\_\_

**Financial Records:**

\$10.00 Received: Treasurer (signature): \_\_\_\_\_

Receipt Number: \_\_\_\_\_

Date: \_\_\_\_\_

**Membership Records:**

Entered on Membership Data base:

Secretary (signature): \_\_\_\_\_

Date: \_\_\_\_\_