Rapid Digitisation Project

Australian Museum

Digitisation Volunteer Handbook

nature culture **discover**

Australian **museum**

Digitisation Volunteer Handbook

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Digitisation Volunteer Handbook

This document contains information which is provided specifically for the induction of volunteers in the Rapid Digitisation Project at the Australian Museum. This document and content is Copyright to the Australian Museum.

Document Author	Version	Release Date	Status	Comments
Rhiannon Stephens	1.0	4 August 2011	Draft	Contributor
Leonie Prater	1.0	4 August 2011	Draft	Contributor
Paul Flemons	1.5	5 August 2011	Final	Review and Approval

1.   Welcome

Welcome to the Australian Museum, a leading cultural attraction located in the heart of Sydney's CBD.

We're on a mission to inspire the exploration of nature and culture.

Within these sandstone walls and online, you'll discover the story of Indigenous Australians, native animals, insects galore, fish facts, skeletons, minerals, precious gemstones, dinosaurs . . . and much more!

The Museum is a dynamic source of reliable scientific information and a touchstone for informed debate about some of the most pressing environmental and social challenges facing our region: the loss of biodiversity, a changing climate and the search for cultural identity.

Underpinning our research is an irreplaceable collection of international standing - more than 16.5 million objects representing a timeline of the environmental and cultural histories of the Australian and Pacific regions.

Our collection holds many artefacts from Indigenous Australia and the Pacific, a record of human diversity and a living wellspring for regional cultural diversity.

It contains irreplaceable fossils, minerals, meteorites and gemstones that provide a geological perspective of the planet. It houses representative specimens of native Australian mammals, birds, reptiles and fish that tell many stories about our unique wildlife, as well as countless invertebrates from a diversity of land and marine environments.

A large number of our specimens held within the collections need to be electronically documented to assist scientists and others to learn more about the Earth's biodiversity. As an Australian Museum Volunteer Digitiser you will be trained to help with the digitisation of the Museum's natural collections and archival material.

2.   Australian Museum

The Australian Museum is a statutory body established under the Australian Museum Trust Act 1975. The Museum is principally funded by the New South Wales Government through the Department of Trade and Investment, Regional Infrastructure and Services.

The objectives of the Australian Museum Trust Act 1975 are to propagate knowledge about the natural environment of Australia and to increase that knowledge, particularly in the natural sciences of biology, anthropology and geology.

3.   Our Organisational Missions and Values

Our mission: A beautiful and sustainable natural world with vibrant and diverse cultures
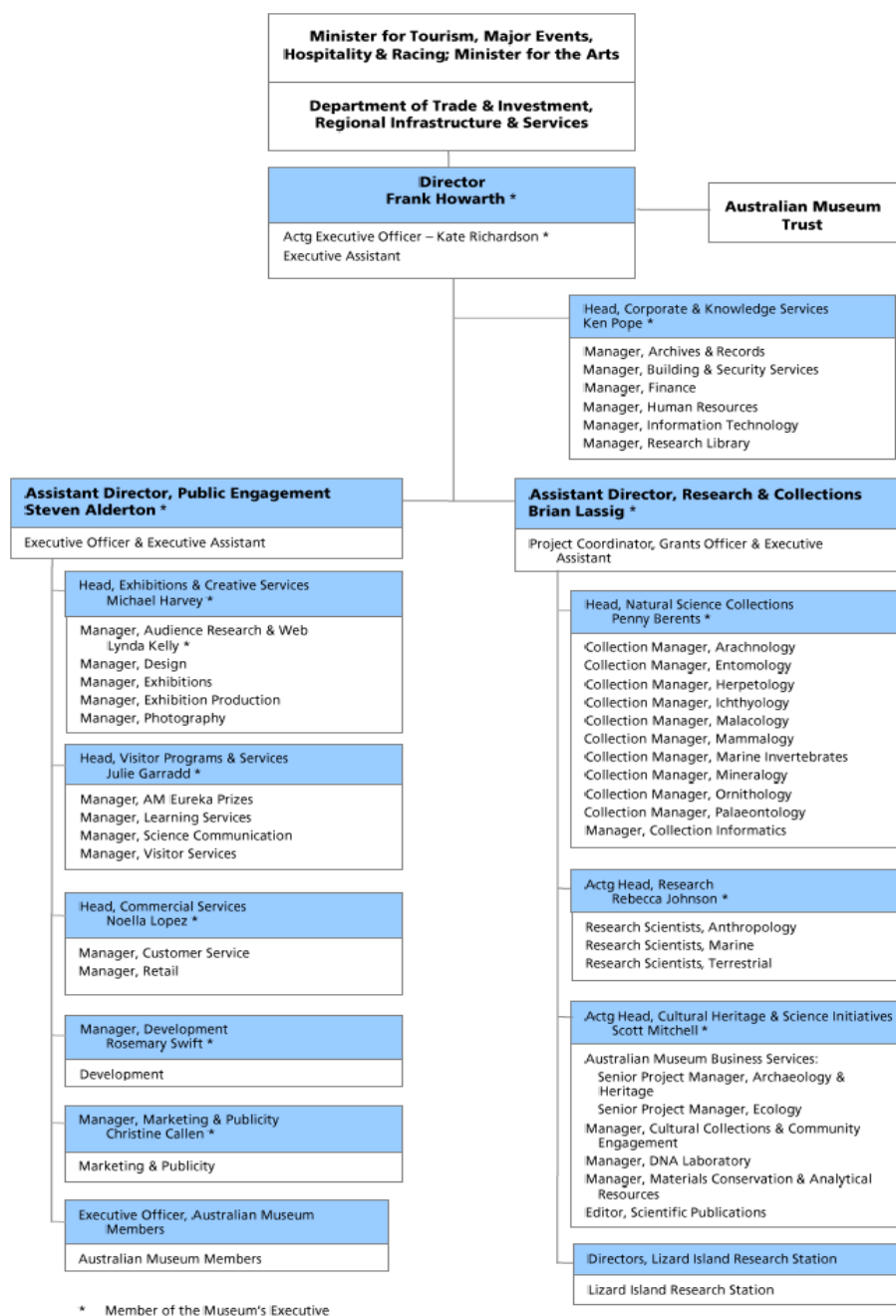Our purpose: Inspire the exploration of nature and cultures

Digitisation Volunteer Handbook

4. Our Organisation Structure

The Digitisation Project falls under the Natural Science Collections branch within the Collections Informatics Unit. Digitisation Project Officers supervising volunteers in the project are Rhiannon Stephens and Leonie Prater.

Australian Museum Organisation Chart (as at 8 April 2011)

Minister for Tourism, Major Events, Hospitality & Racing; Minister for the Arts

Department of Trade & Investment, Regional Infrastructure & Services

Director
Frank Howarth *
Actg Executive Officer – Kate Richardson *
Executive Assistant

Australian Museum Trust

Head, Corporate & Knowledge Services
Ken Pope *
Manager, Archives & Records
Manager, Building & Security Services
Manager, Finance
Manager, Human Resources
Manager, Information Technology
Manager, Research Library

Assistant Director, Public Engagement
Steven Alderton *
Executive Officer & Executive Assistant

Head, Exhibitions & Creative Services
Michael Harvey *
Manager, Audience Research & Web
Lynda Kelly *
Manager, Design
Manager, Exhibitions
Manager, Exhibition Production
Manager, Photography

Head, Visitor Programs & Services
Julie Garradd *
Manager, AM Eureka Prizes
Manager, Learning Services
Manager, Science Communication
Manager, Visitor Services

Head, Commercial Services
Noella Lopez *
Manager, Customer Service
Manager, Retail

Manager, Development
Rosemary Swift *
Development

Manager, Marketing & Publicity
Christine Callen *
Marketing & Publicity

Executive Officer, Australian Museum Members
Australian Museum Members

Assistant Director, Research & Collections
Brian Lassig *
Project Coordinator, Grants Officer & Executive Assistant

Head, Natural Science Collections
Penny Berents *
Collection Manager, Arachnology
Collection Manager, Entomology
Collection Manager, Herpetology
Collection Manager, Ichthyology
Collection Manager, Malacology
Collection Manager, Mammalogy
Collection Manager, Marine Invertebrates
Collection Manager, Mineralogy
Collection Manager, Ornithology
Collection Manager, Palaeontology
Manager, Collection Informatics

Actg Head, Research
Rebecca Johnson *
Research Scientists, Anthropology
Research Scientists, Marine
Research Scientists, Terrestrial

Actg Head, Cultural Heritage & Science Initiatives
Scott Mitchell *
Australian Museum Business Services:
Senior Project Manager, Archaeology & Heritage
Senior Project Manager, Ecology
Manager, Cultural Collections & Community Engagement
Manager, DNA Laboratory
Manager, Materials Conservation & Analytical Resources
Editor, Scientific Publications

Directors, Lizard Island Research Station
Lizard Island Research Station

* Member of the Museum's Executive

5.   Atlas of Living Australia

The Atlas of Living Australia (ALA) is building a better picture of Australia's animals, plants, fungi and micro-organisms for research, taxonomy, management, education and other uses.

It aims to enable anyone to locate, access and combine information on all aspects of Australian biodiversity, online.

The ALA website already holds over 23 million records on the distribution of Australia's fauna and flora, in addition to maps, images and literature.

Anyone using the ALA site can create lists and maps of the species around a location, and access species pages, distribution maps, photos and other multimedia.

The ALA site also provides access to reference lists of species' names and classifications, databases on specimens held in natural history collections, databases of field observations, published literature, identification keys, and a wide range of other databases and web sites.

But the ALA needs more information about all Australian species to help protect and manage Australia's biodiversity. Members of the public can help by contributing photos and information to the Atlas site.

The end result will provide more integrated data and new tools and services; opening further possibilities for research and management.

6.   Our History of Volunteers

Volunteers are an integral part of the history of the Australian Museum. Volunteers are highly valued and enhance the culture of the Museum.

The Volunteer Program offers opportunities to, and actively engages the community of NSW building links and community involvement in all areas of the Museum and is supported by and upholds State Government policies.

Volunteers bring expertise, new perspectives and support to the Museum and in return volunteers gain skills, knowledge, experience and satisfaction through their involvement.

The Museum recognises that volunteers provide their time and expertise without remuneration in designated volunteer positions only.

7.   Code of Conduct

The Code of Conduct shall apply to all Museum employees regardless of their employment status. Research Associates, Associates, volunteers of the Museum and employees and volunteers of The Australian Museum Society should be aware of the Code of Conduct and seek to follow it at all times.

Refer to the attachment for the Australian Museum's Staff Code of Conduct 2010 policy to be read and understood.

8.   Financial Remuneration

Volunteers do not receive any financial remuneration. The Digitisation Officer will ensure appropriate resourcing of the project and to avoid situations which may result in out-of-pocket expenses or allowances being paid to volunteers.

9.   Confidential Information

Museum volunteers must make sure that they do not disclose or use any confidential information without official approval. Unauthorised disclosures may cause harm to individuals or give an individual or an organisation an improper advantage. The integrity and credibility of the Museum may also be damaged if it appears unable to keep its information secure. All Museum employees must make sure that confidential information, in any form (e.g., computer files), cannot be accessed by unauthorised people and that

sensitive information is only discussed with people, either within or outside the agency, who are authorised to have access to it.

10.   Volunteer Expectations of the Australian Museum

Museum management will:

- Provide coordination of volunteer programs
- Abide by and ensure staff abide by all relevant policies, guidelines and procedures
- Provide Public Liability insurance coverage
- Provide Personal Accident insurance coverage (including travelling to and from the Australian Museum to volunteer)
- Provide access to grievance procedures

The Digitisation Officer will:

- Be responsible, honest and courteous in their professional and personal dealings with the volunteer
- Offer support, encouragement and acknowledge the value of the tasks performed by the volunteer
- Complete an Induction Checklist with the volunteer on his or her first day of volunteering
- Provide a clear List of Duties covering work to be completed and responsibilities including an agreed probationary period and minimum and maximum attendance per week (Refer to appendix 1 for the List of Duties).
- Provide and explain initial and ongoing training and appraisal if appropriate
- Ensure that all relevant policies, guidelines and procedures are accessible, understood and implemented.
- Provide an appropriate safe work place, necessary equipment and resources to perform tasks
- Notify the volunteer as far in advance as possible if he or she is not required on a previously arranged day and time
- Is responsible to inform the volunteer when the volunteer is performing below agreed standards and provide performance counselling and be prepared to exercise their right to end the volunteer's involvement if performance continues to remain unsatisfactory

11.   Australian Museum Expectations of Volunteers

The volunteer will:

- Support the Museum's mission and purpose
- Undertake initial and ongoing training and appraisal if appropriate
- Under take an agreed probationary period and minimum and maximum attendance per week
- Perform all tasks in his or her List of Duties in a responsible, conscientious, courteous and safe manner
- Follow the directions given by the Digitisation Officer and seek clarification if directions are unclear
- Abide by all relevant policies, guidelines and procedures

- Inform the Digitisation Officer of any issues in breach of relevant policies, guidelines and procedures
- Commit to attend the Museum regularly as agreed with the Digitisation Officer
- Notify the Digitisation Officer when arriving and departing the Museum
- Notify the Digitisation Officer if unable to attend on a previously arranged day and time
- Confirm to an appropriate dress code as directed by the Digitisation Officer
- Not attend the Museum while under the influence of drugs including alcohol
- Notify the Digitisation Officer as soon as possible if he or she intends to stop volunteering or is unable to continue as a volunteer
- Has the right to leave the volunteer program at any time after discussion with the Digitisation Officer

12. Induction

On arrival at the Museum, volunteers will be shown their immediate work area within the Digitisation Lab and introduced to staff and other volunteers working in the area. Volunteers will be shown where to store his/her personal property in a secure manner while at the museum. They will be shown where to find amenities such as toilets closest to the lab and the tearoom that may be utilised for breaks. Volunteers will also receive a brief tour of the public exhibition spaces which they will be free to return and explore in their own time.

13. Introductory Period

Digitiser volunteers will undertake an introductory period of 6 weeks. This will include a settling in and learning period for the volunteer. During this time, the volunteer should understand that his/her performance is being evaluated. It is the supervisors' responsibility to set the work standards and explain the performance criteria to the volunteer. It is also the supervisors' responsibility to let the volunteer know when performance falls below the agreed standards.

14. Training

Volunteers starting in the digitisation project will receive training in the form of short videos in both handling and imaging registers and handling and imaging specimens. These videos will also be accompanied with training manuals and hands on practice. Training will be provided with each new collection.

15. Volunteering Hours

Volunteering hours will remain the same for each day with arrival time being 9.30am and departure time approximately 3.00pm, a minimum of 5 hours per day. A volunteer cannot volunteer more than 16 hours a week. Morning and afternoon tea breaks will be flexible and the laboratory will be closed for a 1 hour lunch break for security reasons. At this time volunteers may leave the premises but also have the option of utilising the staff lunch room near the lab or the museum cafe, which offers volunteers discounted food and drinks.

If the Digitisation Officer is unable to come in for the day, volunteers will be notified as soon as possible to not attend that day.

16. Recording Hours of Attendance

An attendance sheet is kept at the front of the Digitisation Lab (near the lockers) for volunteers to record the time they arrive and the time they depart from the museum. This is not only a record of which persons are onsite for insurance coverage but also ensures a record of volunteering hours needed to provide data and statistics for annual reviews. A diary is also available to record holiday requests and to leave messages

for the Digitisation Officer. Volunteers are also encouraged to phone or email Rhiannon or Leonie on the listed contact details to advise if they are not coming in or will be late in.

17. Feedback Mechanisms

All employees and volunteers of the Australian Museum are entitled to have work related concerns and grievances dealt with promptly, impartially, justly and confidentially.

These procedures were established in the interests of the health, well being and performance of all employees and volunteers and the efficiency and effectiveness of our workplaces. Their aim is the prompt resolution of complaints with outcomes that are acceptable to all parties including the Museum. Any volunteer who has a work related concern or grievance is encouraged to talk to the Digitisation Officer for advice. Should this be unacceptable, the Australian Museum Volunteer Coordinator (Isobel Kindley) can be approached.

18. Resignations and Terminations

Volunteers should advise the Digitisation Officer as early as possible regarding their intention to leave the project.

It is the Digitisation Officer's responsibility to let a volunteer know when performance falls below agreed standards. The Digitisation Officer should provide performance counselling and should be prepared to exercise their right to end the volunteers' involvement with the program if performance continues to remain unsatisfactory.

19. Health and Safety

All employees and volunteers are expected to take reasonable care in regard to themselves and others, co-operate with the implementation of the Museum's Occupation Health and Safety policy and program and co-operate in measures designed to ensure a safe and healthy workplace, including first-aid and emergency procedures. All employees and volunteers have a responsibility to immediately report to management any real or perceived hazard that has affected or may affect the health, safety and welfare of volunteers working on the premises of the Museum. Hazards include any unsafe or unhealthy:

- • Conditions
- • Work practices
- • Behaviour.

It is important for volunteers to always wear appropriate covered footwear in the lab.

A first aid kit is supplied and kept in the lab.

Some volunteers may have a sensitivity to the following potential hazards:

Red Rot – red rot is a type of deterioration of the surface of tanned leather occurring when certain tannins degrade to a fine red powder. The powdery dust may cause mild to moderate skin irritation or minor localised rashes, itching eyes or an allergic reaction similar to hay fever, such as sneezing, coughing or a runny nose. Gloves are supplied to be used when handling registers with red rot present.

Naphthalene – naphthalene has historically been used within the collection as a deterrent to insect pests that can cause damage to specimens. Although it is no longer added to the collection it is still present in the lining of the drawers. The air levels of naphthalene have been measured in the collection areas and are a tiny fraction (1.2%) of the nationally recognised exposure limit. It is of no direct threat as long as it is not ingested. Ingesting it may cause symptoms such as fatigue, lack of appetite, restlessness, pale skin, confusion, nausea, vomiting and diarrhoea.

Refer to appendix 2 for Policy and Volunteer OHS induction checklist to be completed and signed and retained by the Digitisation Officer as an official record.

20. Emergency Procedures

The Museum has a comprehensive Emergency Procedures Manual in place. There are many staff who are trained to deal with emergency situations. As a volunteer you may be involved in an emergency situation. In an emergency situation you must inform staff and follow any instructions given by staff.

The emergency control is situated in the Security Control Room at the William St entrance. This area is staffed 24 hours a day by Security staff trained in emergency procedures.

There are red emergency phones located throughout the Museum that you can use to contact the Security Control Room directly in an emergency.

The Security Control Room has an emergency phone number extension 6333. This number should only be used for emergencies. The Australian Museum Emergency Procedures Information sheet is as appendix 3 and needs to be read and signed and retained by the Digitisation Officer as an official record. The emergency exits will be shown to the volunteer as part of orientation but he/she can always refer to the map directly outside of the lab door.

21. Security

Volunteers will need to report to the William Street Security Control each day they are volunteering to receive their swipe card for access into the office areas.

22. Workplace Surveillance within the Australian Museum

The Museums surveillance program is operated in accordance with the Workplace Surveillance Act 2005 and only for the purpose to assist in the provision of a high standard of security to Museum staff, collections, exhibitions and other Museum assets. The Museum's policy on Workplace surveillance and the use of CCTV is attached to this document as appendix 4 and must be read and understood for all new volunteers.

23. Removal of Museum Material

Museum material, including specimens and equipment is not to be removed from the Australian museum by any volunteer at any time.

24. Lost and Found

Any new pieces of lost property will be lodged in the plastic box located behind the meet and greet desk. Details of the item will be written up in the 'lost property' book located at the meet and greet desk. If the lost item is expensive such as a mobile phone, watch, wallet or jewellery it will be written up in the lost property book and then immediately taken down to the William street security control who will log it and put it in the safe. If the rightful owner does not claim the items within months the items are disposed of in the normal legal manner.

Under no circumstances may volunteers or staff lawfully claim property that they have found.

25. Personal Use of Official Facilities and Equipment

Volunteers must ensure that their use of Museum facilities, equipment and resources whether for official business or private use, are appropriate, lawful, efficient, proper and ethical. Volunteers must not intentionally transmit, communicate or access information that could:

● • damage the Museum's reputation;
● • be misleading or deceptive;
● • result in victimisation or harassment;

● • lead to criminal penalty or civil liability;

● • Be reasonably found to be offensive, obscene, threatening, abusive or defamatory (e.g. pornographic or sexually explicit material – images and/or text.

Access to phones photocopiers, computers, offices filing cabinets are not to be used for personal use unless directed.

There will be a generic computer login provided for volunteers.

26. Copyright, Authorship and Intellectual Property

The Australian Museum Intellectual Property Policy, 2007 and guidelines covering Intellectual Property applies to all staff and volunteers.

As a Museum digitisation volunteer you will be directed by the Museum to create Intellectual Property most commonly as visual images (ie photographs) images to support the Museum's core function of creating and communicating knowledge.

Any Intellectual Property that you create is covered under copyright and moral rights.

Refer to appendix 5 to be signed and retained by the volunteer supervisor as an official record.

27. Acknowledgement of Volunteer Service

Volunteers are formally acknowledged with a mid year volunteers event and an annual Volunteers Christmas Thankyou Lunch.

Other methods of acknowledging the service and commitment of volunteers include:

● Discounts for selected purchases in the Café, Shop and AM Members events

● A subscription to the Australian Museum publication Explore

● Free admission to selected exhibitions

● Acknowledgement of service in the Australian Museum Annual Report

28. Contact Details

Paul Flemons (Manager, Collections Informatics Unit):

Paul.flemons@austmus.gov.au Ph: 9320 6343

Rhiannon Stephens (Digitisation Project Officer – Thursday to Saturday):

Rhiannon.stephens@austmus.gov.au Ph: 9320 6424

Leonie Prater (Digitisation Project Officer – Tuesday to Thursday):

Leonie.prater@austmus.gov.au Ph: 9320 6420/6424

Control/Security (William Street): 9320 6335

Main Switchboard: 9320 6000

Address: Australian Museum

6 College Street

Sydney NSW 2010

29. Appendices

Appendix 1.

Volunteer Digitiser List of Duties

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Australian
museum

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Volunteer Digitiser List of Duties

Work Performed

- Under guidance, work systematically through material from the AM's natural historical collections in order to capture an image of the specimen and its associated identification label. A simple camera set-up and computer system will be used to capture images and information which will then be entered into a computer data base.

- Under guidance, work systematically through the AM's archival material in order to capture an image of the document's pages and check for a data match between the database and the image computer screen.

Knowledge, Skills and Experience

- Demonstrate a respect and interest for natural history collections and archival material.

- Demonstrate an aptitude for handling specimens which requires good attention to detail and fine motor skills

- Demonstrate an interest in learning new skills to handle specimens and archival material

- Demonstrate a respect and interest in working cooperatively with other volunteers and being supportive of their contributions

Hours of Duty

- Commit to a minimum of volunteering once a fortnight with a maximum of twice per week.

- Be available between the hours of 9.30am to 3.00pm, Tuesday to Saturday.

Responsibilities

- Participate in the initial induction session and undertake ongoing training and appraisal, when appropriate

- On arrival at the William St entrance, obtain a swipe access card from Security Control and return it on departure for the day.

- Sign in and sign out daily to record your volunteer hours in the diary in the laboratory, working a minimum of 5 hours daily or 16 hours fortnightly.

- Wear your volunteer badge

- Record any holiday leave or messages for the Digitisation Officer in the message book in the laboratory.

- Leave a phone message or send an email to the Digitisation Officer if you are changing your starting time or you are unable to volunteer on a your agreed day.

- Store your personal belongings in the locker (a personal lock, optional)

- When the Collection Units' valuable specimens and archival material are in the laboratory, security measures are to be observed to ensure their safety.

- If any problems or concerns arise during your work practice, please advise the Digitisation Officer who will provide you with the necessary assistance and support

- If you are involved in an incident which causes a personal injury, please advise the Digitisation Officer immediately. If not available, please phone 6333

- Provide reasonable notice regarding intention to leave the volunteer program

- To meet the cost of transport to and from the Australian Museum.

Appendix 2.

OHS Policy and Volunteer OHS induction checklist.

Occupational Health and Safety Policy

The Australian Museum is a leading broad based museum of nature and culture. The diversity of function and activity within the Museum has the potential to impact on the health and safety of our employees, volunteers, members, contractors, visitors and other people involved in our business, either directly or indirectly. This Policy sets out the Museum's general framework for ensuring a safe workplace, and should be read in conjunction with specific safety policies and procedures.

OUR COMMITMENT

The Museum's commitment is to the health, safety and welfare of all employees, volunteers and visitors. We also seek to safeguard contractors and any third parties who come into contact with our organisation.

The Australian Museum will ensure safe systems of work by:

> Providing induction and revision training for all staff members to enable employees, volunteers, honorary associates, research associates, senior fellows, visiting students and researchers to carry out their tasks and responsibilities without risk to themselves and others

> Providing and maintaining safe work equipment that does not create risks

> Providing and maintaining safe places of work

> Providing the information and supervision required for the health, safety and welfare of staff at work

> Providing to all people working at the Australian Museum, whether employees or not, adequate information of known risks, hazards and protective measures

> Providing adequate first aid facilities

> Complying with all applicable OH&S legislation, regulations, and codes of practice as identified to support our commitment

> Committing to establishing measurable health and safety objectives and targets to assist in the ongoing prevention of work related injury and illness

ORGANISATIONAL RESPONSIBILITIES

The Australian Museum Executive under the guidance of the Director is accountable for the health and safety of the organisation in accordance with the New South Wales Occupational Health and Safety Act 2000, Regulations, Codes of Practice and Standards. Resources and funding will be allocated as necessary to ensure the good management of health and safety within the organisation, including the employment of specialist health and safety manager/advisors as required.

The Executive, in concert with all managers and supervisors, is responsible for the 'day to day' operation of the organisation and for the development of a health and safety focused culture. This requires the development and implementation of safety plans in accordance with this policy, designed to ensure continuous improvement in the management of health and safety.

Managers are required to report on and review their health and safety performance and to issue, review and when necessary, raise specific policies, procedures and rules relevant to their work activities. They are also responsible to assist in the timely return to work of an injured employee and to provide suitable return-to-work duties.

Employees are to comply with all the health and safety procedures and instructions as directed by a manager or supervisor. Employees are also required to take positive action to avoid, eliminate or minimise hazards of which they are aware.

Employees are further required to participate in all health and safety initiatives such as emergency evacuation exercises.

Contractors and/or their agents are required to comply with all occupational health and safety controls, policies and procedures that are issued by the Australian Museum or its direct representative. Contractors are to ensure that they have their own occupational health and safety management systems in place, including certificates of currency and workers compensation insurance. Contractors are to carry out work site risk assessments before commencing work. They are also required to continually identify and report all hazards and to rectify them immediately if considered life threatening.

CONSULTATION

The Australian Museum has an OHS committee in compliance with NSW legislation. The committee is directly responsible for:

> Assisting management and employees to reach consensus on matters pertaining to occupational health and safety

> Reviewing procedures for ensuring the health and safety of all people at the Museum's work site eg. safe work method statements

> Promoting awareness of health and safety throughout the worksite

> Assisting in hazard identification, incident /accident investigation and other matters relating to workplace occupational health and safety

> Posting copies of OHS committee meeting minutes in the worksite for all employees

> Being involved with and assisting in workplace inspections

RISK ASSESSMENT AND INCIDENT INVESTIGATION

Managers must ensure risk assessments are carried out for their areas. Following the risk assessments, appropriate measures including technical, procedural and behavioural, must be taken in order to prevent injury or ill health.

All staff has the responsibility to report any hazardous situations and obvious risks and if possible rectify or remove the hazardous situation. All incidents that result in a personal injury, illness, property damage or near-miss, must be reported and investigated.

POLICY CONTROL AND REVIEW

This policy will be made available to all employees and stakeholders. Further, it is to be displayed at the William Street entrance of the Museum for all people to view. The policy will be brought to the attention of employees, volunteers, contractors, visitors and other stakeholders and be included as part of the induction process. The policy will be reviewed biennially and revised in the event of changing legislation or to better meet the needs of the Museum.

Frank Howarth
Director
Australian Museum

March 2007

Appendix 3.

Australian Museum Emergency Procedures Information for Volunteers.

Australian Museum Emergency Procedures Information for Volunteers

Please read these procedures and date and sign this document. Please keep a copy for your own reference. This original signed document needs to be given to the Volunteer Coordinator as an official record and filed.

Introduction
The Museum has a comprehensive Emergency Procedures Manual in place. There are many staff who are trained to deal with emergency situations. As a volunteer you may be involved in an emergency situation. This document covers the basic information that you will need to know.
In an emergency situation you must inform staff and follow any instructions given by staff.

Control centre in cases of emergency
The emergency control is situated in the Security Control Room at the William St entrance. This area is staffed 24 hours a day by Security staff trained in emergency procedures. If there is a risk to the Security Control Room there is a backup alternative location in place.
There are red emergency phones located throughout the Museum that you can use to contact the Security Control Room directly in an emergency.
The Security Control Room has an emergency phone number extension 6333. This number should only be used for emergencies.

If you are first person on the scene of an emergency
These are the steps to follow if you are the first person at the scene of an emergency.
Always contact Security Control Room on extension 6333 and report:
-What type of emergency (ie fire, flood, gas leak, medical emergency)
-Where the emergency is
Then you should:
-Inform nearby people of the emergency
-If in doubt of your safety, get out immediately
-close doors and windows as you leave if this can be done safely

Emergency Evacuations
There is an automatic alarm system that triggers two (2) distinct sounds.
-First is an ALERT TONE alarm 'beep' beep' beep' (like a truck reversing) sound that means be aware that there is a problem within the Museum. When this alarm sounds you should ready yourself to evacuate.
-After 1 minute the system will advance to a full evacuation mode. This ACTION TONE alarm is a 'whoop, whoop, whoop' followed by a very loud voice will order the evacuation of all buildings.
-You must now make your way to the nearest emergency exit informing any other staff or visitors to do likewise.
-Do not use the lifts (elevators).
-Everyone must leave immediately via the emergency exits and assemble at the designated emergency assembly areas.
-Unless advised otherwise the assembly area is the paved area of Cook and Phillip Park.
-Be aware that you are under the instruction of the staff Wardens and although your first priority is for you to leave, you may be asked to assist others (visitors) to leave the Museum.
-Once you have left the Museum you must not re-enter till the all clear is given.
-If you are not near your usual volunteer work area do not go and collect your belongings before you leave the Museum.
-During an evacuation do not try to contact the Security Control Room by phone unless you have vital information.

Types of Emergencies
Fire
If you are first on the scene of a fire inform the Security Control Room on extension 6333. There are automatic fire detectors in all areas of the Museum that will set off alarms and sprinkler systems and

connect to the NSW Fire Brigade. There are portable fire extinguishers in many places in the Museum that you can use if you feel confident in your ability to deal with the situation. Remember contact the Security Control Room before you attempt to deal with the Fire. Emergency evacuation may be necessary.

Power outages
Emergency generator lights will activate and an emergency evacuation will be activated.

Bomb Threat
Inform the Security Control Room on extension 6333 if you receive a telephone bomb threat. If you see a suspect item in any of the public areas inform the nearest staff member and the Security Control Room who will collect details. Do not touch the suspect item. If you receive the threat via the Museum's phone system, do not hang the phone up, leave it off the hook and use another extension to report the threat.

Robbery
Be calm and do exactly as the offender says. Listen carefully and avoid direct eye contact. Always follow the offender's instructions and do not attempt to intervene.
Once the robbery is over and the offender has left the area inform the nearest staff member and the Security Control Room on extension 6333.

Medical Emergency
If you are the first person on the scene of a medical emergency your priority is to make sure that you are safe and immediately report the medical emergency to the Security Control Room on extension 6333. If you can't leave the person alone then send another person to find a staff member. Do not attempt First Aid unless you are trained. A trained First Aid Officer will be sent to help. All Security, Admissions, Interpretive Officers and Learning staff hold current First Aid certificates.
If you have an accident or medical emergency yourself then you must inform the nearest staff member who will contact the Security Control Room on extension 6333. A trained First Aid Officer will attend to you.
All medical emergencies require a Work Related Incident/Illness/Near Miss Form to be filled out and given to the Security Control Room as soon as possible. A staff member can help complete this form.
In the event that an ambulance is required, contact the Security Control Room on extension 6333, giving your location and nature of the accident. DO NOT CALL THE AMBULANCE yourself as they will not know where you are in the Museum.

I have read and understood the information in this document, retained a copy for my reference and given the signed original to my staff supervisor to give to the Volunteers Coordinator.

Date_____

Your name_____ Signature_____

My staff supervisor is _____in_____ Museum department

i/isobelk/INFORMATION FOR STAFF ABOUT VOLUNTEERS/Emergency Procedures for volunteers (updated Sept 10)

Appendix 4.

Workplace Surveillance within the Australian Museum.

WORKPLACE SURVEILLANCE WITHIN THE AUSTRALIAN MUSEUM

1. The Museum's surveillance program will be operated within the applicable law and only for the purpose for which it is established (to assist in the provision of a high standard of security for Museum staff, collections, exhibitions and other Museum assets) or which is subsequently agreed to in accordance with the Workplace Surveillance Act 2005.

2. The Museum's surveillance program will not be operated for the purpose of monitoring any work performance related matters.

3. Museum staff will be advised of this policy on a three monthly basis (e-mail). At staff inductions, new staff will be informed of the use of surveillance equipment in both public and non-public areas of the Museum.

4. The Museum has an extensive coverage of access control devices and CCTV cameras in both public and non-public areas and while cameras and/or housings may be discreetly located; all cameras are in plain sight of both staff and members of the public.

5. CCTV cameras will be used at the following locations:
☐ The College Street main site
☐ Doody Street (Exhibitions and AMBS)
☐ Maddox Street (Collections and Storage area)

6. The public interest in the operation will be recognised by ensuring the security and integrity of operational procedures are maintained and will be operated with due regard to the privacy and civil liberties of members of the public and in compliance with the NSW Workplace Surveillance Act 2005.

7. Regular monitoring and evaluation of the program will be undertaken to identify whether the purpose and objectives of the program are being achieved and to ensure compliance with the Act.

8. Staff employed to work in the Control Room, whether they be operators or managers, will meet the highest standards of probity.

9. Access to CCTV feeds will be restricted to security staff and appropriate managers within the Museum.
10. Information recorded by both CCTV and other surveillance equipment will be accurate, relevant and not exceed that necessary to fulfil the purpose to assist in the provision of a high standard of security for Museum staff, collections, exhibitions and other Museum assets.

11. Electronic security systems will operate on a continuous basis at all Museum premises.

12. Within the framework of clauses 1 and 2, under the NSW Workplace Surveillance Act 2005, information collected by the Museums electronic security surveillance equipment (access control devices and CCTV cameras) can be used or disclosed to appropriate Senior Managers within the Museum or other appropriate authorities for the following reasons:
a. It is related to the employment of Museum employees;
b. It is related to our business activities or functions;
c. It is provided to a law enforcement agency in relation to an offence;
d. It is related to civil or criminal proceedings; or
e. It is reasonably believed necessary to avert an imminent threat of serious violence to persons or substantial damage to property.

13. Normal CCTV footage will be retained for a period of up to 12 months, within electronic databases. However, data relating to security incidents may be retained for longer periods. CCTV recordings will not be disclosed unless approved by the Assistant Director, Public Programs and Operations or the Director.

14. Other electronic records will be retained for the effective operation of the Museum's security systems.

15. All public entries to the Museum will display notices stating that CCTV surveillance is in use within the Museum.

August 2008

Appendix 5.

Information for volunteers about copyright material created under the direction or control of the museum.

Australian Museum
nature culture discover

Australian
museum

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Information for volunteers about copyright material created under the direction or control of the Museum.

Introduction

The Australian Museum has a policy (Intellectual Property Policy, 2007) and guidelines covering Intellectual Property which applies to all Museum staff. Volunteers are covered in this policy under the definition of Museum staff.

As a volunteer you may be directed by the Museum to create Intellectual Property most commonly writing, visual images (ie photographs), music and moving images to support the Museum's core function of creating and communicating knowledge.

Any Intellectual Property that you create is covered under copyright and moral rights.

Copyright

Any work or object created by a person is automatically protected by copyright. There is no process for registration, and copyright arises without any formal steps being taken to claim it.

Crown Copyright

Crown copyright refers to copyright owned by the Government of a State or Territory, or the Commonwealth. Advice received by the Museum is that where copyright material is created under the direction or control of the Museum (i.e. where works are created by Museum Employees in the course of their work, or by persons who are creating material under the direction and control of the Museum), the State shall be the owner of the copyright unless otherwise agreed to in writing.

Moral Rights

Moral rights are rights that individual creators have in relation to copyright works created by them and are separate from the rights of the copyright owner (for example, to reproduce the work) who is not necessarily the creator. Creators have the following rights:
• To be attributed (or credited) for their work;
• Not to have their work falsely attributed; and
• Not to have their work treated in a derogatory way.

I (first and last name)…………………………………………........................of

(full address)…………………………………………………………………………

have read this document and understand my rights under Crown Copyright where I create copyright material in my role as a volunteer under the direction or control of the Museum.
I also understand that the Australian Museum will respect my Moral Rights to copyright work I create and I will be attributed or credited for my work and not have my work falsely attributed or have my work treated in a derogatory way.

Date…………………………………………………

Signed…………………………………………………

If you would like further information please ask your staff supervisor or the Volunteer Coordinator.