

## **GUIDELINES FOR VOLUNTEERS**

**OCTOBER 2022**

### **1. INTRODUCTION**

The Gulgong Holtermann Museum (the Museum) is a cultural institution whose purpose is to exhibit and interpret the Holtermann Collection of Photographs. The Museum also collects, researches and preserves historical materials relating to the photographs. The original Holtermann Collection of Photographs is the property of the State Library of NSW.

Established in 2019, the Gulgong Holtermann Museum was developed as a community project and is housed in two 1872 restored goldrush buildings, the Greatest Wonder of the World and the American Tobacco Warehouse.

Volunteer (the Volunteers) involvement is an important aspect of being a member of the Gulgong community, as volunteering contributes to a more civil society and supports active participation in building a strong, inclusive and resilient social group. It underpins innovation and social change. By volunteering, we respond positively to the needs and challenges of the community and bring together and support, the local strengths and assets of our community.

### **2. SCOPE**

The Committee and Co-Ordinator of the Gulgong Holtermann Museum, encourage the full involvement of the Volunteers in its mission to promote understanding of the Holtermann Collection of photographs, the Photographers, the Goldrush period and the Wet Plate Collodion Photographic process.

The Volunteers are involved in all Museum programs and activities and serve at all skill levels including:

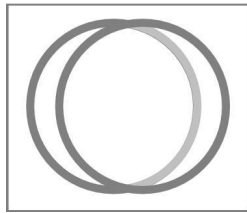
- working with the visitors to the Museum;
- daily museum operation;
- working with technology;
- making and marketing items for sale;
- leading and/or membership of the Collection, Research, Education, Disaster Preparedness and Merchandising Teams and
- involvement in marketing, acquisition and collection, disaster preparedness and research teams.

#### **Description**

These guidelines provide a best practice framework for the involvement of the Volunteers in the Gulgong Holtermann Museum.

#### **Purpose**

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# GULGONG HOLTERMANN MUSEUM

The Museum provides an environment where:

- volunteering is rewarding, interesting and enjoyable;
- the Volunteers are treated in a professional manner and their skills and achievements are acknowledged and celebrated;
- the Volunteers are recognized for their commitment and contribution to the smooth running of the Museum;
- the Volunteers are encouraged to share new ideas and participate in other Museum organised activities and
- the Volunteers are aware of, undertake and/or support all statutory requirements necessary for the smooth and efficient running of the Museum.

## **Rationale**

The Gulgong Holtermann Museum is a volunteer-based facility. The Volunteers are the backbone of the Museum, without whom the Museum cannot function.

The Volunteers provide an additional link to the community, project a positive image for the Museum and facilitate the two-way transfer of skills and knowledge.

## **3. PRINCIPALS**

All strategies for leading the Volunteers are found in the **National Standards for Volunteers Involvement in Not-for-Profit Organizations** – see appendices. The Volunteers will:

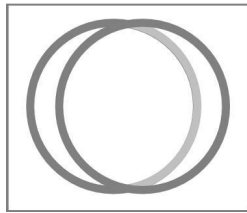
- be treated equally and fairly;
- be valued for their input and called upon for their opinions;
- be consulted on matters that affect their ability to perform their work;
- have the opportunity to effect change through their suggestions and involvement in planning and management teams and
- be expected to follow the Museum guidelines and the prescribed dress code.

## **Volunteer recruitment**

Recruiting volunteers is conducted in a similar way to paid staff. The procedure includes a general position description, an application, an interview followed by an initial period of support and ongoing training. It is recognised that not every volunteer who applies, will enjoy the interactive nature of the work, as supporting our visitors requires a high level of commitment and extensive research into the content of the Museum displays.

The Volunteers will be recruited from the local Mudgee and Gulgong communities and through CentreLink. There will be occasions where visiting artists will also act as volunteers.

The Volunteers will be selected on interest, knowledge, skills and attributes relevant to their role in the Museum and consistent with anti-discrimination legislation.



# GULGONG HOLTERMANN MUSEUM

Volunteers will be recruited to fill the following positions:

- **Museum Opening Volunteer**

This position requires the Volunteer to manage all aspects of the day to day running of the Museum, including volunteer support, responsibility for museum visitors, the cash point, the technology and the general running of the Museum.

- **Museum Volunteer**

The Volunteer will work under the guidance of the Museum Opening Volunteer and will be responsible for supporting visitors, selling merchandise and general cleaning.

- **Volunteer Team Leader**

- The Volunteer Team Leaders will lead Collection and Acquisition, Disaster Preparedness, Educational and Research Teams.

- **Ground Maintenance Volunteer**

The Ground Maintenance Volunteer is directly responsible to the Committee and must abide by all volunteer requirements.

## **Volunteer learning and development**

All volunteers will be provided with:

- a volunteer package that includes a copy of Lens on the Goldfields, guidelines for volunteering and interacting with visitors, and general information about the Museum and its content;
- an orientation for that includes information on working with visitors, understanding the technology and selling through the cashpoint;
- ongoing support from the Co-Ordinator;
- ongoing guidance from the Museum Opening Volunteer and the Museum Volunteer and
- ongoing training and workshops. Workshops will be offered to all volunteers when there are changes to museum programs and protocols, or new programs and activities are introduced.

It is expected that all volunteers will spend time familiarising themselves with and researching the Holtermann Collection of Photographs, the Photographers, the Goldrush period and the Wet Plate Collodion process.

The Volunteers must read and sign risk assessment documentation annually, be aware of evacuation procedures, have access to the first aid kit and know where the defibrillator is situated. Training in CPR, use of the defibrillator and fire extinguishers will be offered annually, preferably in February but sometimes when they can be organised.

## **Volunteer supervision**

The Volunteers will be led by and the responsibility of the Co-Ordinator. All communication with or about the Volunteers, must be through the Co-Ordinator. Members of the Committee are requested to work through the Co-Ordinator.

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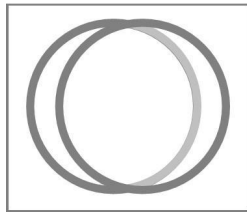
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Web : <http://holtermann.museum>

Phone : (02) 5858 4002

ABN : 54 479 691 318

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# GULGONG HOLTERMANN MUSEUM

Volunteers are encouraged to share their complaints and grievances with the Committee and the Co-Ordinator.

## **Volunteer recognition**

The Volunteers and the valuable work they do will be recognised individually by the Museum Co-Ordinator and/or members of the Committee. Recognition may also include:

- recognition in the Gulgong Gossip and/or the Gulgong Holtermann Museum Website;
- recognition through email;
- small 'thank you' actions such as arranging coffee after an excellent month;
- volunteer celebrations including the Christmas Party and
- invitations to all special events.

## **Volunteer insurance**

The Volunteers are covered by the industry standard Voluntary Worker's Policy. This does not include travel to and from home or to the location of the Museum.

For insurance purposes, accurate sign-on and sign-off records and monthly rosters are kept.

## **Reimbursement of expenses**

The only time a volunteer may require reimbursement of expenses is when a volunteer makes a purchase for the Museum. The Volunteer will be reimbursed by the Treasurer in an agreed manner.

## **Workplace safety and wellbeing**

The Museum strives to promote and maintain an environment which protects the health, safety and wellbeing of all volunteers.

The Volunteers are asked to note in the message book any health and safety issues or maintenance requirements.

Any changes to workplace health and safety requirements will be communicated to the Volunteers through the Co-Ordinator's email group letters. Copies of the emails are kept in a folder in the front office and are always available for the Volunteers to read or refer to.

## **Working with children**

Although the Museum cannot require a Working with Children check, many of our volunteers choose to obtain it and provide their Working with Children details.

## **4. RESPONSIBILITIES**

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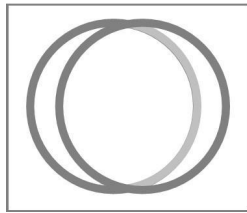
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# GULGONG HOLTERMANN MUSEUM

- The Gulgong Holtermann Museum Management Committee:
  - oversees all Museum personnel, activities and facilities and
  - sets volunteer policy and guidelines.
  
- The Gulgong Holtermann Museum Co-Ordinator:
  - oversees all volunteer programs and supervises volunteers;
  - is the business unit manager;
  - develops volunteer policy, guidelines and procedures;
  - develops volunteer projects;
  - oversees volunteer teams, eg the Collection and Acquisition Team;
  - co-ordinates volunteer activities;
  - writes and disseminates the monthly rosters;
  - communicates with the Volunteers on all aspects of Museum management;
  - develops and implements volunteer education and training and
  - oversees workplace health and safety.
  
- The Volunteer Opener:
  - is responsible to the Museum Co-Ordinator;
  - manages the everyday running of the Museum;
  - opens and closes the Museum;
  - manages the daily use of technology;
  - manages the daily use of the cash point;
  - is responsible for the daily takings;
  - supervises the Museum Volunteers;
  - creates and sells merchandise;
  - provides training and support for volunteers in training;
  - supervises visitors to the Museum;
  - ensures the general cleanliness of the Museum;
  - works with the Museum Co-Ordinator and Marketing Co-Ordinator to develop and present temporary exhibitions and special events and
  - may work as a member of a separate team.
  
- The General Volunteer:
  - is responsible to the Volunteer Opener;
  - works with the Volunteer Opener;
  - greets and assists visitors;
  
  - ensures all touch screens, floors etc., are cleaned as required or on a daily basis;
  - sells merchandise. and
  - assists with temporary exhibitions and special events.
  
- Ground Maintenance Volunteer:

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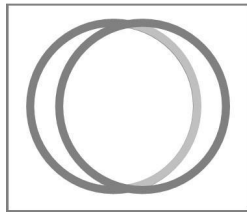
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- o is responsible to the Committee;
- o will adhere to all general volunteer guidelines and
- o is responsible for the general maintenance of the grounds including mowing, gardening and ground cleanliness.

## 5. APPENDICES

- **Related guidelines**

- o Risk Assessment Guidelines
- o National Standards for Volunteers Involvement in Not-for-Profit Organizations

- **Additional documents**

- o General Opening Procedures
- o General Closing Procedures
- o Information for Volunteers
- o Covid-19 Management Procedures
- o Selling on Vend
- o Instructions for Touch Screens
- o Instructions for Laser Presentation
- o Startup Procedure – Collodion Wet Plate and Sponsor TV
- o What to do on days of extreme heat