

Operations Manual for National Trust of South Australia (NTSA) Branches

Issuing Authority Statement:

This Operations Manual provides operational guidance and advice for the day-to-day operations of all Elements of the National Trust of South Australia (NTSA) and specifically for the NTSA Branches.

This Operations Manual replaces the Governance Manual (2014) and is referred to as the National Trust of South Australia Operations Manual dated January 2024.

The National Trust of South Australia Operations Manual (Version 1 October 2024) is issued under the authority of the NTSA Council.

Foreword

The National Trust of South Australia (NTSA) is a non-government, membership-based not-for-profit organisation that is committed to the conservation of the State's heritage through its own actions and through involvement with and education of the community.

The NTSA has grown since 1955 to become one of South Australia's largest community-based heritage conservation organisations.

As an independent, not-for-profit, largely volunteer body, NTSA seeks to ensure that its members and volunteers are actively engaged with the preservation and celebration of South Australia's built, natural and cultural inheritance for the people of South Australia.

The structure of the NTSA comprises volunteers (and volunteer groups), members, Branches (and Branch Committees), Regions and the NTSA council (the Council) complete with Council Committees together with a small, professional staff based at the State Office which in this policy are collectively referred to as the 'Elements'.

All these Elements of the organisation are vital in delivering NTSA's Strategic Plan, and in inspiring the community to appreciate, conserve and celebrate its built, natural and cultural heritage.



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National Trust of South Australia

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Contents

Operations Manual for National Trust of South Australia (NTSA) Branches	1
Issuing Authority Statement:.....	1
Forward	2
Contents	3
1 Purpose of the National Trust of South Australia	5
2 Governance Principles.....	6
2.1 Principles	6
2.2 Committees of the Council	7
3 Operation of the Elements of the NTSA.....	8
3.1 Operations	8
3.2 Delegations of Authority by the Council	9
3.3 Branches	9
4 Branch Committees	10
4.1 Committees	10
4.2 Ex-Officio Members of Branch Committee	12
4.3 Ineligibility of Employees.....	12
4.4 Induction.....	12
4.5 Branch Committee/Sub-Committees	12
4.6 Branch Committee Meetings	13
4.7 Annual General Meeting of a Branch	13
4.8 Dissolving of Branches.....	14
5 Roles and Responsibilities of Branches	15
5.1 Activities	15
5.3 Property Management.....	16
5.4 Collection Management.....	18
5.5 Membership Role of Branches.....	19
5.6 Reporting from Branches to State Office	19
5.7 Reports from State Office to Branches	20
5.8 Marketing Branch Items	20
5.9 Media	20
5.10 General Requirements for Branches	21

6	Volunteer Management by Branches and Reserve Areas	22
6.1	Recruitment	22
6.2	Induction.....	22
6.3	Reward and Recognition	23
6.4	Volunteer Management.....	23

1 Purpose of the National Trust of South Australia

The National Trust of South Australia was established by the South Australian Parliament under the National Trust of South Australia Act (1955) to provide for the preservation and maintenance of places and of objects of any description of national historical artistic or scientific interest or natural beauty and for purposes incidental thereto.

The National Trust is established for the purpose of promoting:

- 1.1 the preservation and maintenance for the benefit of the people of South Australia of lands and buildings of historic, scientific, artistic, or architectural interest and, as regards lands, the preservation (so far as practicable) of the natural features, animal, and plant life
- 1.2 the protection and augmentation of the amenities of such lands and buildings and their surroundings
- 1.3 the preservation of furniture and pictures and objects of historic, artistic, or scientific significance, and
- 1.4 the access to and enjoyment of such lands, buildings, and objects by the public.

The application of this statement of purpose has been modified to reflect modern usage and concerns.

It has also been updated and expanded, for example, to include reference to issues such as First Nations Heritage, accessibility and the representation of diverse groups.

2 Governance Principles

The Council has adopted the following Principles to provide a framework for best practice governance for all Elements of the NTSA.

2.1 Principles

- 2.1.1 The business of the NTSA is managed by, or under the direction of the Council.
- Information about the membership of the Council and its Committees will be communicated to all Elements of the NTSA.
- The NTSA Entity has ownership of all assets and monies, however it is common that specific assets and items are managed by the Branch.
- 2.1.2 The Council will comprise of up to twelve (12) members, each elected for a two (2) year term with no Council member to serve more than a total of four (4) terms (total of eight (8) years) on the Council.
- 2.1.3 The Council may fill casual vacancies from among the Members of the NTSA and any such appointee will serve until the next Annual General Meeting (AGM).
- 2.1.4 The Council will meet at least quarterly, and a summary of decisions made will be communicated to all Elements within the NTSA.
- 2.1.5 The Council will provide a Strategic Plan, an annual Business Plan, policies, guidance, advice and communicate these to all Elements of the NTSA.
- 2.1.6 Any Member, Branch, Committee, Group or Regional Meeting may submit strategy, policy, or other recommendations in writing to the Council for consideration.
- The State Office may not change such submissions to the Council but is required to provide appropriate commentary and a recommendation in respect of any submission.
- 2.1.7 The Council will develop, annually review, and update as appropriate, a comprehensive Strategic Plan every five (5) years to set key directions and priorities for the activities of the NTSA and communicate these to all Elements of the NTSA.
- 2.1.8 All Elements of the NTSA are bound by the National Trust of South Australia Act 1955, any by-laws made under the act, the Rules of the National Trust of South Australia, any policy determined by the Council and be guided by the Strategic Plan.
- All Elements of the NTSA are bound by the laws of the Commonwealth of Australia and the State of South Australia.
- 2.1.9 Where there is an actual or apparent conflict between the interests of the NTSA and the personal, professional, corporate, family or other interests of a Member, that Member must:

- 2.1.9.1 promptly and appropriately notify the NTSA State Office accordingly
- 2.1.9.2 avoid receiving and disseminating, in any form, any information regarding the matter, and
- 2.1.9.3 avoid making any contribution of any kind to or in relation to any deliberative process of the NTSA regarding conflict of interest.

2.2 Committees of the Council

- 2.2.1 The Council appoints an **Executive Committee (EC)** to oversee the Operation of the NTSA and to drive the implementation of the Strategic Plan.
- 2.2.2 The Council has also appointed other Council Committees:
 - 2.2.2.1 **Audit Finance & Governance Committee (AFGC)**

To meet its fiduciary obligations through the monitoring and management of NTSA finances, investments, governance, and audit requirements.
 - 2.2.2.2 **Cultural Heritage Advisory Committee (CHAC)**
 - (a) Who provides comment on Commonwealth, State and Local Government policies and projects affecting the heritage of the State and proposes actions to the Council for approval.
 - (b) CHAC also develops policies and strategies for conservation.
 - 2.2.2.3 **Natural Heritage Advisory Committee (NHAC)**

Works with natural heritage overseeing the management of all NTSA nature reserves, the **Significant Tree Register** and provides the Council with advice.
 - 2.2.2.4 **Membership, Regions and Branches Committee (MRBC)**

Established by Council to assist the Council with the development of policies and strategies associated with NTSA Members, Branch and Regional activities.
 - 2.2.2.5 **Nominations Committee (NC)**

Responsible for identifying, evaluating, and recommending candidates for positions on the organisation's governing Council or other leadership roles.
- 2.2.3 The deliberations and activities of all Council and Branch Committees are to be aligned with the priorities of the Strategic Plan.
- 2.2.4 A Committee may seek the approval of the Council for the establishment of an **Expert Advisory Sub-committee (EASC)** to provide expert advice to the Council through the Committee.
- 2.2.5 A Committee may make requests through the CEO to relevant State Office staff members.

3 Operation of the Elements of the NTSA

3.1 Operations

- 3.1.1 The NTSA is the incorporated body and no Element of the NTSA can be incorporated in their own right.
 - 3.1.1.1 Elements of the NTSA have an identity but no separate legal existence.
- 3.1.2 In exercising any powers in the conduct of its affairs, all Elements of the NTSA are bound by the following:
 - 3.1.2.1 Requirements of the Australian Charities and Not-for-Profit Commission (ACNC)
 - 3.1.2.2 National Trust of South Australia Act 1955
 - 3.1.2.3 Rules of the NTSA
 - 3.1.2.4 Council Policies, Operations Manual and Finance Manual
 - 3.1.2.5 Strategic Plan and Annual Business Plan
 - 3.1.2.6 Good corporate governance standards and practices
 - 3.1.2.7 Any other legislation or document applicable to the management and conduct of the Branch.
- 3.1.3 There is one ABN for the NTSA which applies to all Elements.
- 3.1.4 The NTSA has obtained Deductible Gift Recipient (DGR) status that allows for tax deductibility of donations made to the NTSA.

This means that if a donor wants their donation to be a tax-deductible donation, they must obtain a receipt from the State Office.

 - 3.1.4.1 Only the State Office can issue tax-deductible receipts.
- 3.1.5 Any employee of the NTSA recruited by a Branch must have a reporting line to the State Office.

3.2 Delegations of Authority by the Council

- 3.2.1 Any Element of the NTSA will not act outside of the delegations or authorities vested in it by the Council.
- 3.2.2 All Elements of the NTSA will observe the requirements of the Council regarding the use of NTSA information and communication technology, and use of NTSA intellectual property.
- 3.2.3 The promotion of advocacy issues and the NTSA is enhanced by prescribed use of NTSA corporate identity in accordance with usage guidelines.
- 3.2.4 All Elements of the NTSA will operate using NTSA approved letterhead and branding collateral in accordance with the NTSA policies, procedures and branding guidelines.
 - 3.2.4.1 NTSA letterhead should not be used to promote or advocate on issues that are not NTSA Council supported or approved

3.3 Branches

NTSA is committed to a Branch Network in South Australia that is engaged in advocating for heritage conservation issues and in appreciating, celebrating, managing, conserving, and interpreting built, cultural and natural heritage.

- 3.3.1 The affairs of each Branch shall be administered by its Branch Committee in accordance with the NTSA Operations Manual and Finance Manual.
- 3.3.2 The aim is to further the objectives of the NTSA and to encourage grass-roots participation of NTSA members and volunteers in the NTSA's activities.
- 3.3.3 The existence of a Branch Network assists in ensuring that the NTSA is represented across the State by committed members and volunteers.
- 3.3.4 The Council may form a Branch within a defined geographic area of the State of South Australia, on its own motion, or on request through the CEO.
- 3.3.5 Every NTSA member will be encouraged to request affiliation with a local or preferred Branch, to participate as a supporter or Committee member of that Branch, however no NTSA member is bound to make such request.
- 3.3.6 Marketing and branding information will be communicated to all Elements of the NTSA via the branding guidelines.
 - 3.3.6.1 If a Branch is in doubt about the appropriate use of the NTSA's logo, collateral design or marketing options, it is to contact the State Office and seek guidance.

4 Branch Committees

4.1 Committees

- 4.1.1 All members of a Branch Committee must be current financial members of the NTSA.
 - 4.1.1.1 NTSA Council may gift membership in exceptional circumstances.
- 4.1.2 A Branch Committee shall comprise of at least five (5) members with a maximum of twelve (12) members.
- 4.1.3 Branch Committee members will be elected for a two (2) year term at the Annual General Meeting of the Branch from among the Branch affiliated members.

The Secretary of the Branch must advise State Office of any changes to the Branch Committee Members within fourteen (14) days of the Annual General Meeting by emailing branches@nationaltrustsa.org.au
- 4.1.4 Branch Committee members will be eligible for re-election at the Annual General Meeting of the Branch two (2) years after they were first elected.
 - 4.1.4.1 Branch Committee members can only serve on the Committee for a maximum of four (4) terms or eight (8) years unless a submission is made to Council for approval.
 - 4.1.4.2 As of 1 January 2024, Branch Committee members with more than four (4) years tenure will be deemed to have four (4) years tenure for the purposes of this clause.
- 4.1.5 A quorum at a Branch Committee meeting shall consist of a majority of the branch committee members (a minimum of three (3) Branch Committee members).
- 4.1.6 A person cannot be a member of more than one Branch nor serve on more than one Branch Committee.
- 4.1.7 A Branch Committee may fill casual vacancies from among the members of the branch and any such appointee will serve the remainder of the term of the Committee member who is replaced.
- 4.1.8 A Branch Committee member who fails to attend three (3) consecutive Branch Committee meetings, without prior granting of leave of absence, will be taken to have resigned from the Committee.
- 4.1.9 Issues arising at any Branch Committee meeting shall be decided by a majority of votes.
 - 4.1.9.1 In case of an equality of votes, the Chair may have a second or casting vote.
- 4.1.10 A Branch Committee must comprise, as a minimum, the following office-bearers:

- 4.1.10.1 Chairperson
- 4.1.10.2 Secretary
- 4.1.10.3 Treasurer, and
- 4.1.10.4 at least two (2) other members.
- 4.1.11 A Branch Committee may also appoint such other office-bearers as it sees fit, including:
 - 4.1.11.1 Vice Chairperson(s)
 - 4.1.11.2 Minute Secretary
 - 4.1.11.3 Curator or Collections Manager
 - 4.1.11.4 Publicity Officer
 - 4.1.11.5 Social secretary
 - 4.1.11.6 Fundraiser
 - 4.1.11.7 Publications Editor
 - 4.1.11.8 other office-bearers as required.
- 4.1.12 The Chair is responsible for the supervision of all Branch matters (particularly in matters of policy) and for liaison with the Council and the State Office staff.
- 4.1.13 The Secretary is responsible for the management and recording of all Branch Meetings and correspondence.
- 4.1.14 The Treasurer is responsible for:
 - 4.1.14.1 Keeping account of all Branch monies and receipts in accordance with the NTSA Operations Manual and Finance Manual
 - 4.1.14.2 The use of approved financial systems and databases that will be communicated to all Elements by NTSA as per the NTSA Operations Manual and Finance Manual
 - 4.1.14.3 Reporting monthly to Branch Committee
 - 4.1.14.4 Advising the Branch Committee (and any sub-committees) on financial matters
 - 4.1.14.5 Liaising with and reporting to external and internal auditors as required
 - 4.1.14.6 Reporting monthly and annually to the State Office in accordance with the financial requirements of the NTSA Operations Manual, Finance Manual and State Office Finance Manager.
- 4.1.15 All Branch correspondence must be signed by the Branch Chairperson or the Branch Secretary or a delegate of the Branch Chairperson or the Branch Secretary.
- 4.1.16 All Branches shall be provided with an NTSA email address to manage Branch operations which must be regularly checked by the Branch.

- 4.1.17 Branches must provide at least one (1) mobile number to allow for urgent contact as required.
- 4.1.18 Branch Chairperson, Secretary and Treasurer will access Branch Connect to keep up to date with communications from State Office.

4.2 Ex-Officio Members of Branch Committee

- 4.2.1 The President and Vice President of the Council and the CEO of NTSA shall be ex-officio members of every NTSA Branch Committee.

4.3 Ineligibility of Employees

- 4.3.1 Employees of the NTSA, other than the CEO, are not eligible to be Members of any Branch Committee.

4.4 Induction

- 4.4.1 Induction training for Branch Committee Chairperson will be made available by NTSA CEO or President or nominee.
- 4.4.2 Induction training for Branch Committee Treasurers will be made available by NTSA State Office Finance Manager or nominee.

4.5 Branch Committee/Sub-Committees

- 4.5.1 A Branch Committee may from time to time appoint various Sub-Committees for specific NTSA duties and formally dissolve such Sub-Committees as circumstances warrant.
- 4.5.2 A Sub-Committee shall be chaired by an elected Branch Committee member.
- 4.5.3 Sub-Committee members appointed by the Branch Committee may co-opt additional members to their Sub-Committee, who:
 - 4.5.3.1 Will have voting rights on their Sub-Committee
 - 4.5.3.2 do not have voting rights on the Branch Committee, and
 - 4.5.3.3 retain their position only as long as the Sub-Committee which co-opted them exists.

- 4.5.4 Each Sub-Committee will meet regularly.
- 4.5.5 Each Sub-committee will keep minutes and report, through its Chairperson, to meetings of the Branch Committee, as required.

4.6 Branch Committee Meetings

- 4.6.1 Branch Committee meetings will be held at regular intervals and at least quarterly.
- 4.6.2 The agenda for a Branch Committee meeting must be provided to the members of the Branch Committee in advance of that meeting, together with the draft Minutes of the preceding meeting and any associated documentation.
- 4.6.3 The Minutes of all Branch Committee meetings (and Sub-Committee meetings if held) will be sent to the State Office within two (2) weeks of the meeting and kept electronically in perpetuity as well as in hard copy.¹
- 4.6.4 A Branch Committee may designate any of its regular meetings as a Branch membership meeting and invite attendance at such meeting by any financial members, who, if in attendance, will have the right to speak but not to vote.
- 4.6.5 A minimum of three (3) financial NTSA members affiliated with the Branch may apply in writing to the President of the Council requesting that the President shall call a Branch General Meeting and invite attendance at such meeting.
 - 4.6.5.1 Any financial member of NTSA may attend and speak at the meeting, but only financial members affiliated with the Branch are entitled to vote.

4.7 Annual General Meeting of a Branch

- 4.7.1 A Branch Committee must convene an AGM of its affiliated members, which must be held within five (5) months after the end of the financial year.
- 4.7.2 The AGM will be held at a publicly accessible place and time to be determined by the Branch Committee.
- 4.7.3 Notice of the AGM must be provided to Branch members and State Office at least twenty-eight (28) days prior to the meeting.
- 4.7.4 The order of business of the AGM shall be as follows:
 - 4.7.4.1 Note Apologies

¹ The email address to send them to is branches@nationaltrustsa.org.au

- 4.7.4.2 Confirm the Minutes of the preceding AGM
- 4.7.4.3 Deal with any business arising from the previous AGM
- 4.7.4.4 Receive the Chairpersons' Report
- 4.7.4.5 Receive the Treasurers' Report
- 4.7.4.6 Elect Office Bearers and the remainder of the Committee
- 4.7.4.7 Conduct any other business, listed on the agenda, or as agreed in the meeting.
- 4.7.4.8 Allow comments or questions from meeting attendees.
- 4.7.5 The Branch will notify the State Office of the results of the election of office bearers within fourteen (14) days by emailing branches@nationaltrustsa.org.au
- 4.7.6 The AGM will be presided over by the Branch Chairperson or a nominee of the Branch Chairperson.
 - 4.7.6.1 For the election of the Branch Chairperson, an alternate will take the Chair.
- 4.7.7 Only financial branch affiliated NTSA members may vote at the Branch AGM.
 - 4.7.70.1 A quorum shall be five (5) members or 20% of the affiliated Branch members, whichever is greater.

4.8 Dissolving of Branches

- 4.8.1 If at any Annual General Meeting of a Branch where a Committee is to be elected and no Committee is so elected and the Branch is unable to fill the required minimum number of five (5) of Committee officeholders within three (3) months of the Committee ceasing to be properly constituted, then that Branch may, at the discretion of the Council, be dissolved.
- 4.8.2 If at any Annual General Meeting, or specially convened General Meeting, a Branch recommends its voluntary dissolution, the Council may endorse the dissolution of the Branch.
- 4.8.3 The Council may, at its discretion, dissolve any Branch that acts in a manner contrary to the objectives, Operations Manual, Finance Manual, Rules and policies of the NTSA.
- 4.8.4 In the event of a Branch being dissolved, all cash-on-hand, financial institution deposits, and all other property whatsoever in the care of or under the control of the Branch will revert to the care and control of the Council.

5 Roles and Responsibilities of Branches

All Branches have a significant role by way of advocacy and other activities in support of the National Trust movement locally, nationally and internationally and additionally some Branches have property management, maintenance and collection management responsibilities.

5.1 Activities

- 5.1.1 Branches can undertake several key activities including the following:
 - 5.1.1.1 involve and engage local communities in heritage promotion and protection
 - 5.1.1.2 encourage volunteering for and membership in the NTSA
 - 5.1.1.3 encourage other grass-roots participation of NTSA members in NTSA activities
 - 5.1.1.4 Coordinate activities with a broad and diverse range of partners, including local government, local historical groups and other not-for-profit groups
 - 5.1.1.5 assist in maintaining the NTSA heritage places database by updating information to the State Office about places and supplying recent photographs
 - 5.1.1.6 prepare publications in a variety of media in accordance with the NTSA branding guidelines
 - 5.1.1.7 with guidance and support of the State Office, 'adopt' a particular heritage place and raise funds for restoration work.
 - 5.1.1.8 manage or assist with the management of a particular NTSA property, reserve, or garden, and
 - 5.1.1.9 Seek funding opportunities for Branch activities.
- 5.2.2 Branches are encouraged to undertake a strong local advocacy position including:
 - 5.2.2.1 taking a leading role on local heritage issues
 - 5.2.2.2 seeing membership of local heritage advisory committees
 - 5.2.2.3 reviewing and responding to development applications impacting heritage places.
- 5.2.3 State Office staff will provide any information that NTSA might already hold, review submissions, share experience and offer any other advice that might assist in formulating responses.

- 5.2.4 Where a major local planning development or amendment is proposed and heritage may be just one component of a proposal, a Branch is encouraged to provide an executive summary of the issues to the State Office or Council for advice and support.
- 5.2.5 Where issues have wider implications, for instance on State or Commonwealth Government policy, or involve a classified place of state level or higher significance, it is NTSA's policy that the Branch contact State Office or Council as appropriate to agree on a strategy.
- 5.2.6 In those cases, responsibility for implementation of the strategy would be two-fold:
 - 5.2.6.1 The Branch would lead the negotiations and campaigning with the local council, developer and other interested local groups, and
 - 5.2.6.2 State Office and/or Council would take responsibility for contact with State or Commonwealth bureaucrats and politicians and State and National media outlets.
- 5.2.7 It is important that NTSA communication with the media is handled in accordance with the NTSA media policy.

5.3 Property Management

- 5.3.1 Branch Committee is responsible for physical assets that are required to maintain an asset register and appropriate conservation, management and maintenance plans
 - 5.3.1.1 This is to be reviewed every five (5) years.
- 5.3.2 Management and maintenance of an NTSA owned property is a Branch Committee responsibility, in consultation with the NTSA State Office Regional Operations Manager, and
 - 5.3.2.1 If properties are poorly maintained over the medium to long-term, the NTSA State Office may intervene to prevent deterioration using available Branch funds.
- 5.3.3 All property and equipment leases must be approved by the AFGC or its delegate prior to any commitment or execution, and
 - 5.3.3.2 it is recommended that all leases are managed via a professional real estate agent, and
 - 5.3.3.3 all lease agreements must be signed by the CEO.
- 5.3.4 A Branch Committee may appoint a Sub-Committee with responsibility for property management and will report to the Branch Committee.
- 5.3.5 Branch Committees (and Property Management Committees where existing) are responsible for:

Property Management Governance

- 5.3.5.1 having adequate training to manage basic Workplace Health and Safety in accordance with the WHS policy
- 5.3.5.2 appointing licensed agents for managing tenancies and overseeing as appropriate
- 5.3.5.3 preparing grant applications and acquittals in accordance with the NTSA Operations Manual and Finance Manual
- 5.3.5.4 submitting complete and accurate information to State Office and the Council.

Property Management Practical

- 5.3.5.5 income generation
- 5.3.5.6 fundraising strategies
- 5.3.5.7 preparation and actioning of Property Maintenance Plans
- 5.3.5.8 planning property maintenance and other projects with 'shovel-ready' quotes, approval and plans
- 5.3.5.9 interpretation of the property
- 5.3.5.10 development of themed exhibitions
- 5.3.5.11 supervising on-site contractors
- 5.3.5.12 training and overseeing on-site volunteers
- 5.3.5.13 promotional and publicity plans
- 5.3.5.14 linking with regional tourism strategies
- 5.3.5.15 recruitment of additional support, where appropriate
- 5.3.5.16 ensuring that the NTSA name and logo has a prominent place on all property signage, and
- 5.3.5.17 other nomenclature, such as "Heritage Centre", must not be displayed in a manner which dilutes the National Trust brand.

5.4 Collection Management

5.4.1 A Branch Committee may appoint a sub-Committee with responsibility for collection management and will report to the Branch Committee.

5.4.2 The Branch Committee (and Collection Management Committees where existing) are responsible for:

Collection Management Governance

- 5.4.2.1 having adequate training to manage basic Workplace Health and Safety in accordance with the WHS policy
- 5.4.2.2 preparation and implementation of a Branch Collection Management Plan
- 5.4.2.3 documentation of all collections in a timely way
- 5.4.2.4 having projects documented and on hand that are well prepared and costed so that the Branch can take advantage of grant funding opportunities as they arise.

Collection Management Practical

- 5.4.2.5 income generation
- 5.4.2.6 fundraising strategies
- 5.4.2.7 collection management (conservation, cleaning, accessioning and de-accessioning) in accordance with the NTSA policies
- 5.4.2.8 interpretation of the collection
- 5.4.2.9 development of themed exhibitions, including themed exhibitions covering local history collection displays
- 5.4.2.10 supervising on-site contractors
- 5.4.2.11 training and overseeing on-site volunteers
- 5.4.2.12 overseeing and managing loan agreements, and loaned objects
- 5.4.2.13 promotional and publicity plans
- 5.4.2.14 linking with regional tourism strategies
- 5.4.2.15 recruitment of additional support, where appropriate
- 5.4.2.16 ensuring that the NTSA name and logo has a prominent place on all collection displays
- 5.4.2.17 ensuring adherence to the Collections Management Policy

5.5 Membership Role of Branches

To retain existing members and to recruit new members to the NTSA, Branches can undertake certain key activities such as:

- 5.5.1 making mention in all public statements that the NTSA is a not-for-profit volunteer membership organisation
- 5.5.2 involving local dignitaries/celebrities in NTSA activities
- 5.5.3 aiming for maximum member involvement in all local Branch activities
- 5.5.4 regularly communicating with Branch members so that all members are invited to all Branch functions, and all are informed of Branch activities and issues
- 5.5.5 looking to recruit new members of the community with social activities aimed at bringing people into the NTSA
- 5.5.6 sending a letter of welcome to each new member with an invitation to attend the next meeting or function, and
- 5.5.7 making personal contact with members who may need encouragement to be or to remain involved with the Branch.

5.6 Reporting from Branches to State Office

- 5.6.1 Branches are required by the Council to report regularly to the State Office on their activities.

The regular provision of Branch Minutes to State Office as required by 4.6.3 will meet this requirement.
- 5.6.2 Branches are required by the Council to report financials to the State Office as required by the NTSA Finance Manual.
- 5.6.3 Significant or urgent issues need to be brought to the attention of the State Office or the Council as soon as practical.

5.7 Reports from State Office to Branches

- 5.7.1 The State Office will encourage all NTSA Members to affiliate with their local or preferred Branch.
- 5.7.2 State Office will regularly send to the Branches notifications of the following:
 - 5.7.2.1 the numbers of current Members in the designated Branch area, and
 - 5.7.2.2 the names and contact details of members requesting affiliation with the Branch.

5.8 Marketing Branch Items

- 5.8.1 If a Branch publishes its own newsletter, a copy of each issue of the newsletter must be forwarded to the State Office via branches@nationaltrustsa.org.au in the month in which it is published.
- 5.8.2 The format and content of newsletters shall be in accordance with NTSA policies and branding guidelines.
- 5.8.3 Newsletter content may be added to the NTSA publications.
- 5.8.4 Branches are encouraged regularly to provide high quality material (stories, campaigns, events, photographs) to the State Office for publication.
- 5.8.5 All Branches will be included as part of the NTSA website.
- 5.8.6 Branches will promptly advise the State Office of any updates required to the website via admin@nationaltrustsa.org.au

5.9 Media

- 5.9.1 Branch Chairperson is responsible for overseeing all liaisons by the Branch with the State Office on media matters.
- 5.9.2 The State Office will assist the Branch Chairperson to coordinate responses to media enquiries in alignment with the NTSA Media Policy.
- 5.9.3 In most instances, it is expected that the Branch Chairperson will speak or be quoted on behalf of the NTSA on local issues, however, it may be that the NTSA president, CEO or other senior staff member will be required to be quoted or be interviewed.

5.10 General Requirements for Branches

The Branch Chairperson and Branch Committee have a shared responsibility to ensure that adequate controls are in place and that:

- 5.10.1 Records are kept up to date
- 5.10.2 The Branch financial year commences on 1 July and finishes on 30 June of each year
- 5.10.3 The Branch is aware of and is complying with the various policies of the NTSA relevant to the Branch
- 5.10.4 Grant applications must be reviewed and signed by the CEO with a minimum of two (2) weeks' notice
- 5.10.5 It is the responsibility of the Branches to acquit their grant/s prior to the deadline
- 5.10.6 All payment/s must be in accordance with the Conflict of Interest Policy.

6 Volunteer Management by Branches and Reserve Areas

NTSA encourages volunteers to donate their time to assist the NTSA in their efforts of heritage conservation.

Management of volunteers is very specific and important and must be adhered to according to the NTSA's Volunteer Management Strategy and associated policies and procedures.

The NTSA Council take their responsibilities in engaging volunteers very seriously and as an equal opportunity employer and host acknowledges the governing requirements around volunteer engagement.

6.1 Recruitment

- 6.1.1 All Branches and Reserve Areas are to undertake a localised volunteer drive regularly throughout the year
- 6.1.2 The NTSA State Office will communicate volunteer marketing and branding information to all Elements of the NTSA for use in the drive
- 6.1.3 Selection criteria must meet the Branches or Conservation Areas Management Plan on Volunteer numbers and retention criteria
- 6.1.4 Volunteers are not to back fill paid employees positions under any circumstances
- 6.1.5 Volunteering hours are not to exceed fifteen (15) hours per week unless prior approval is sought
- 6.1.6 All volunteers are required to be registered with the NTSA to be covered by insurance upon commencement.

6.2 Induction

- 6.2.1 A formal induction for all new Branch or Reserve volunteers is to be provided at the Branch/local level prior to the commencement of their volunteering
- 6.2.2 All existing volunteers (anyone who engaged in Volunteer work prior to 30 June 2024) are to provide a **Working with Children Clearance** document effective 1 July 2024.

Please refer to the Volunteer Management Policy for further information.
- 6.2.3 All volunteers engaged on or after 1 July 2024 are to provide:

- 6.2.3.1 a **Police Clearance**, which is valid for three (3) years, and
- 6.2.3.2 a **Working with Children Clearance** document which is valid for five (5) years.
- 6.2.4 In addition, all NTSA volunteer Tour Guides, prior to commencement of their duties, will undertake a **Relevant History Assessment** to confirm eligibility which will be valid for a period the three (3) years from approval, and

A **Relevant History Assessment Form** is to be completed with supporting documentation and forwarded to the State Office for final approval.
- 6.2.5 All new volunteers will be expected to complete a two (2) month probationary period upon commencement of their volunteering
- 6.2.6 During the volunteer probationary period no expenditure or financial commitment will be forthcoming (badges, uniforms etc) from NTSA
- 6.2.7 All volunteers, new and existing, will be provided with a role description for activities that they are involved in
- 6.2.8 All NTSA volunteers are to be registered in the NTSA approved Volunteer Management System (VMS) Better Impact upon commencement, with existing volunteer data to be uploaded as the VMS is rolled out across the state commencing 1 July 2024

6.3 Reward and Recognition

- 6.3.1 All volunteers are to be recognised annually via the NTSA Service Award Program and during the National Volunteering week in May of each year
- 6.3.2 An annual 'thank you' celebratory function for all volunteers is to be held in conjunction with 6.1.1 that is to be funded by the Branch or Conservation area (BBQ, informal gathering etc).
- 6.3.3 All volunteers will be reimbursed for pre-approved out-of-pocket expenses incurred for and on behalf of NTSA on presentation of a recognised tax receipt.

6.4 Volunteer Management

- 6.4.1 Branches and Conservation areas are to appoint a Volunteers Team Leader whose sole activity will be to manage their volunteers.
- 6.4.2 All Branch and Conservation areas will participate in a survey of their volunteers annually in April.

All instructions and guidelines will be communicated by the NTSA State Office.

Definitions

Collection Management: The process of documenting, conserving, interpreting, and managing heritage collections overseen by Branches, in accordance with NTSA policies and standards.

Fundraising: Activities undertaken by Branches to generate financial support for NTSA initiatives, including events, grant applications, and sponsorships.

Local Advocacy: Branch-led efforts to influence decisions and policies at the local government level, particularly regarding heritage preservation and conservation.

Maintenance Plan: A detailed plan outlining the regular upkeep and repair requirements of a heritage property or collection to ensure its preservation.

Property Management: The responsibility of managing NTSA-owned properties, including their maintenance, leasing, and overall conservation, as guided by NTSA policies and the State Office.

State Office: The central administrative body of the NTSA responsible for providing guidance, support, and oversight to Branches, including policy advice, resource allocation, and strategic direction.

Sub-Committee: A smaller committee formed by a Branch Committee to focus on specific areas such as property or collection management, reporting back to the main committee.

Volunteer Management: The process of recruiting, training, coordinating, and recognising volunteers who support Branch activities, in line with the NTSA Volunteer Management Strategy and associated policies.

Workplace Health and Safety (WHS): Standards and practices to ensure the safety and wellbeing of all Branch volunteers and staff, including training and compliance with NTSA WHS policies.