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Welcome from Millie Nicholls

I'm Millie Nicholls,

Good morning. Today is our 5th branch get together to share what has been happening with the Trust. Meetings initiated to help improve communications within organisation. I hope branches have come with a succinct report to share and can share with us anything new or what has been working well for them.

Branch Reports (Reverse Alphabetical Order)

Yankallila – none

Willunga - Suzie Reiche. – Hugo Shaw presentation has been going wonderfully. Next one is on trees in the local area. Over 35 artworks to be on display. With our schools program, already have 4 visits this holidays and another 4 booked in May. The Courthouse is open 2 days a week, but we now have added a charge of \$8 per adults and \$5 children with a good response. Our volunteers give a great tour, well worth the money. History Month, 4 events scheduled, bookings are going really well. Volunteer numbers, recent increase through Seek, many for the school program. All the buildings we manage are owned by the council. Have submitted a development of works program to rectify some of the issues, will take place over 3 years. A lot of vandalism recently, especially on slate walls etc.

Whyalla – no

Wallaroo – No.

Waikerie – No

Victor Harbor – Rick Norman Chair. Richard Higgins, apology. Last 6 months has been steady, with SA shipwreck display inherited from Maritime Museum, Sydney. Believed to be SA's oldest shipwreck. Rediscovered by marine archaeologists in 2018. Now has a permanent home with us. Website revamp, from local IT, still some WIP but working great. Installing touch screens for people to navigate through displays and listen to audio. Team have been busy preparing for History Month with display at library and other local events. We have a great bunch of volunteers, although treasurer will be vacant at next AGM. A librarian has joined us and is doing a great job of arranging our files. A boat call the Rambler which the trust own at Victor Harbor, a fishing boat built in late 1800's with a strong local history gifted to us approx. 15 years ago. We are hoping with CEO assistance to place some pressure on council to get some help to salvage. Family fun day this Saturday, has been really successful in past, all are welcomed.

Tumby Bay - no.

TTG – Gill Starks. Looking after a heritage site is like a roller coaster with ups and downs along the way. Navigating the removal of a significant tree has been very difficult. In the back car park a large branch fell, it took 2 working days to remove. Management committee has been working with TTG council with development of heritage Precinct upgrade and Haines Memorial Park. It has impacted on the museum, both positively and negatively but going well. Financial impact of renewal and purchase of fire extinguishers, irrigation, coke for blacksmith etc. and an ant invasion and rescue a blue tongue lizard which involved removing part of the roof. Possums treat garden as their playhouse. We are fortunate to be able to meet financial obligations. Monthly themed events are well received, and we have a lot of repeat visitation. School visits are great with over 600 students this year. 6 Schools booked in for May. We thank our volunteers for their wonderful efforts always with a welcome smile. New volunteers appear to have come from visitors. This Sunday's event is Tea for You, all welcome.

Streaky Bay – no

Strathalbyn – Warren Doman. To improve finances we have increased admission fees, with no poor feedback as a result of increase. I think we have undervalued what we have in the past. This school holidays, with a view to repeating each holidays, a Time traveller event is planned, hoping to get children interested and to bring parents along. Recently had a car that went through the front fence. Unable to identify who did it. We put out a call for help and a local company replaced the picket fence free of charge and a company from Goolwa replaced the sign. Several other groups contributed about \$1400 towards repairs. We were very pleased with the community response.

Robe – Valarie Monaghan, Branch Secretary.

Cruise Ship Visits

In November the Branch prepared for a cruise ship visit where we were to provide guides for up to 12 Heritage bus tours of Robe and guides for 10 Heritage walking tours. The ship did anchor in Guichen Bay but shortly before passengers were to begin arriving by tender at the Lake Butler Marina, the message came that the Captain considered the sea conditions to be too dangerous for transferring passengers and that the ship was leaving for Hobart. Fortunately, Paul Leadbeter had assisted us in drafting an agreement with the company organising the cruise ship passenger activities that had been signed off on the day before, in which he had included a small compensation payment if the activities did not go ahead. So, we did get some reward for all our effort.

In March another cruise line visited Robe and did manage to transfer passengers safely to the Marina, although this time we had only been engaged to provide one Heritage Walking tour with a new company. Hopefully, we will have more opportunities with small cruise ships in future. The history with large cruise ships has not been good, with the weather conditions now having had three sail away instead of landing passengers.

Conservation of Robe Old Police Stables

Our biggest challenge is locking in a suitably qualified heritage stonemason to complete conservation work on the State Heritage listed, Old Police Stables, which we need to use in future for curriculum based visits for groups of school children, with Robe being a popular place for school group camps. We successfully obtained a \$20,000 Heritage Conservation Grant through Heritage SA for this work, and over \$56,000 through Bendigo Bank from their Community Enterprise Charitable Fund. This gave us sufficient funds to meet the quote we had from an Adelaide stonemason. However, this stonemason pulled out in preference to doing other work, and other quotes from stonemasons from long distances from Robe have been prohibitive, and local stonemasons are only experienced in doing stonework with cement and know almost nothing about lime putty etc. The good news is that a Robe stonemason has now enrolled in the Longford Academy course in Tasmania next month.

Significance Assessment of Collections

We are currently in the process of having a Significance Assessment prepared for all our collection, through the National Library of Australia's administration of the Community Heritage Grants.

Access to Loft of Stables

The Robe Old Police Stables had a ladder/stairs access to the loft area which is a very usable space, but when a new brick paved floor was installed at ground level in recent years we were instructed that the access could not be re-installed as it did not meet current building standards. However, a benefactor donated over \$10,000 last year, to install a new stair case that is currently under construction, and it will be much more suitable for children and others to access displays of maritime objects etc in the loft.

Customs House Maritime Museum

The Branch leases the former Robe Customs House building from the District Council of Robe, which is a very small building, and really only comfortably can host visits of groups of around 15 children at a time. Hence, the need to be able to make use of the space in the Old Police Stables.

Renmark – no.

Pt Pirie – No.

Pt Adelaide – No.

Port Elliot - Kate Waldmann. We have been working with other organisations, ie. Steam Ranger. They are 40 years old and we are 100 years old this year. Big celebrations this year. Walks around Pt Elliot planned for History Month.

Penola - no

Penneshaw - no

Overland Corner – no.

Naracoorte – Tony Hill Chair. Working on Aboriginal Trail within the grounds, still a work in progress. An artist spent several months meeting with elders. Photos have been spread across social media and has increased following as a result. Plan to create a book for sales. We made up a big board with a shearer and sheep to put your head through as a tourist attraction that will hopefully increase social media following. Also trying to use this resource to increase community interaction.

Mt Barker – Beverley Hoepner introduced new chair Stephen Dunn. Thanked previous chair Margaret Brook. John Dunn Crypt, 50 years of work and discussions, just completed last year. Great outcome. Been working on QR codes to put into Gawler Street recognising buildings and history of buildings. Information is also available via our website. It started in cemetery with 20 graves, both ordinary and significant people from the area. New bollards being installed, we have been working with the council for assistance, looking at the main street. Also working with indigenous people for their input and acknowledgment.

Minlaton – No.

CEO made note that during a recent visit to Minlaton she was really impressed with the presentation.

Millicent - Peter Foster – representative. His role is to look after the horse drawn vehicle. Lots of routine maintenance, new lighting, security upgrade. There are new faces on the committee. Museum is doing well. We have recently accepted a vintage truck from one of the oldest families in the area. A lot going on with volunteers, constantly changing, but bringing in new ideas. We occasionally take on projects to assist with private restorations. We recently assisted the restoration of Pt Pirie Ice cream cart which received a lot of interest via social media. Refer to the current article in Heritage Living for report on Ernie Cramer.

Koppio - No.

Kingston SE – Alison Stillwell. Secretary. Last 6 months have held 4 events – history of our team in the woolstore. This has been well attended, including speakers who were descendants of early pioneers. We have also celebrated 50 years of the relocation of the lighthouse, also with speakers. Author Helen Edwards wrote a book on Lighthouse and Miller shipwreck, had a book launch, now on sale. Model Railway and hobby event in March was well received. Kingston is using events to cover the costs of maintaining events as visits alone does not cover. Developing a diorama in Kingston, working with

Council. Lighthouse has been closed for 4 months for maintenance, and the CFS is keen to help out with 6 monthly washing down which has been recommended. Recently updated the guides folder. An issue in recent day is visitors to the lighthouse with assistance dogs, ongoing discussion. SA Tourism has contacted us regarding a photo frame. Working with Beachport to return a medal to? That was awarded for bravery.

Kingscote - no

Keith - no

Kadina - no.

Jamestown - apology.

Hahndorf - Annette Humphries - Chairperson. Membership has increased recently. 2 Major projects in progress, replacing/renewing blue plaques and trying to get a map underway. Second project to put mosaics along stonywall. Hahndorf branch established in 1976, 50 years this year. Many years ago we were involved in advocacy, in 1988 Hahndorf state heritage area declared. Buildings are mostly protected but infill is being treated differently. We are no longer advised when a development is happening. CEO mentioned that the planning system is proving to be poor and our NHAC and CHAC are looking to do more work in this space.

Goolwa -No.

Gawler - Rob Richter. Volunteers and visitors, seem to be down, but we have a new young volunteer with great qualifications. Museum location is not ideal as buildings either side are being demolished and redeveloped. We are hoping for a revitalisation of the area as a result. Australian War Memorial boxes that we manage, unfortunately 2 recently damaged. We received a grant to refurbish the annexe but having some delays from contractors. Gawler council also have an active visitor centre and heritage centre.

CYP - Stephen Thomas. In September we conducted a heritage town walk which was successful. The branch recently received a donation from council to offset the cost of installing the AED and we have organised upcoming training. Quite happy to be part of 150 anniversary from Pt Victoria, we had an old engine display. It took us 12 months to restore, on FB under Maitland Museum. Wardang Island engine is also on display. As part of History month, we have working blacksmiths, Clydesdale displays and organised ladies to do lace making and now lead lighting. Trying to improve our presence through social media. We have acquired a cart from the Le Cornu's factory.

CEO touched on the fact that we often receive offers of donations, but we are unable to accept anything that does not have provenance or relevance. Nor can we be a storage facility and responsible for the maintenance and insurance costs of property that does not belong to us.

Clare - Millie Nicholls, Chair. The building is not owned branch. Needing working done on it. This year the council has applied for a Heritage Grant for consultancy. Volunteers doing a great job but dwindling in numbers. Warning about using photos without authorisation and fines. Have a new water tank.

Ceduna - CEO and Regional Branch manager visited late last year. Reported on an amazing display with lots of interesting items. A volunteer has implemented some great programmes such as kids club and sensory boxes for aged care visits.

Burra - Marg Heath, Secretary. Apologies from Chris Reed. New Committee, we are working closely with Goyder Council, part of their key system which helps generate income, and we employ guides and a handyman to assist. We are part of the world heritage bid along with the Moonta Branch. We are also hosting the ECOMOS visit and will be having a dinner at the Gaol. The Bon Accord Museum has undergone a lot of work, had a grant to assist with landscaping and seating. Volunteers are working a lot of hours, funds are always a challenge, rely on grants wherever possible. We held an open meeting with community recently which are hoping will generate some more membership. The World heritage bid is a big focus. We have noticed a drop in recent visitors, will wait to see what happens after school holidays.

Chris Perriam – Burnside Chair. Open days up and down with visitation. Next one first Sunday in May, emphasis on Samuel Davenport. Also costume display re pioneer women of Adelaide during May. Scones, Jam and Cream are always popular. Received a government grant for Wall? Volunteers are variable, younger ones don't appear to stay long. Currently digitising our collection. We have a grant to assist, currently photographing and cataloguing. We have recently had an offer of 2 donations, one from Bishop Short descendants of some furniture and a portrait which we are about to accept into the collection. Also, from Anthony Simpson re some miniature portraits from the Cleland family. Margaret Davenport was a Cleland. We have just arranged with the Linden Park primary school for 5 visits of up to 30 students each visit. Another big money earner will be Halloween, has been successful last 4 years. Supported by Burnside council by grant or sponsorship.

Beachport - No

Barmera - No

Auburn - Leonie Moore, Chair. We have police station, but we will have it running as a museum. Currently leased to music organisation and it keeps it open to the public. Have in recent years replaced slate and corrugated iron roof. Also done a lot of work in the police paddock next door. In the process of installing AED. They are working through a lot of clutter to see if we can better identify provenance to the Auburn area. Also having issues with possums.

Presentation by Laura Evans, Regional Operations Manager – Budgets & Activity Plans

Raise your hands if you have ever asked the following questions:

“We’ve got a list of projects as long as my arm.”

“Our visitor attendance is down, and all our expenses are up.”

“It’s hard to find people who are willing to volunteer.”

“No one knows we’re here.”

We hear this from every branch that we visit. You are not alone. You feel like you are reactive. We want each branch to determine what is realistic, align that with volunteer capacity, a lot of people want to help but don't always know how.

Laura shared a template of an Activity Plan – this helps you set what you want to achieve in a calendar year. Example shared was for Z Ward. Includes special projects, what is the timeline, what does it achieve, what is the budget. It doesn't always have to be a great money earner, goal may just be to get more people through the museum, but we need to cover costs. We can go through and tick things off as we achieve them, or group them together. Try to break down the massive tasks in heritage conservation into bite size, achievable pieces. We deserve to celebrate what we achieve and make others aware. This is also a guideline for budgeting and anticipated outcomes.

Using Z Ward as an example, we have determined our minimum operating costs before we consider any additional conservation works. This template will be available via the Branch Portal. We are asking all branches to look at creating one of these activity plans. This document will help to create an ongoing history for the branch that does not get lost with the change of members. This will help staff team to support branches.

CEO spoke regarding using this tool to reset some of the expectations of yourselves and your volunteers. Once we have done these once, they can be using as an ongoing tool and a record, so we don't have to start from first principles every time.

Presentation by Nicolette Di Lernia, CEO on Grant Processes

These are a great tool for our organisation as we no longer receive recurring government funding. There are 2 main areas for grants, one is for collections investment, determining major themes. The other is for conservation works. Some smaller grant opportunities outside of these main streams.

Nicolette has observed we do the Collections grants quite well, but the building projects are more complicated. Smaller jobs e.g. gutter replacements seem to be ok, but the larger projects require much more input. Her architectural background has provided a lot of experience in that space. A grant is a liability; it must be used for the purpose it applied for. GST is also attached to these grants and ultimately needs to be returned to the ATO. Nicolette has requested that Grant payments be made directly to the NTSA Operating account, and we will withhold any GST element in trust until the works for the grant are finalised.

Putting together a Grant application is challenging, and it is important that you build in contingency. If it's an older building, a 10% contingency is an industry standard. We want you to think about what the project is going to cost. If you don't know, get quotes to get realistic figures of what the work is going to cost. We are asking for those quotes in writing. Provide a simple but clear scope of work so you can have 2 genuine comparable quotes. It allows us to start a project with confidence. The other thing we are conscious of, please make sure we have excellent records to provide accurate documentation on acquittal. It is easy to lose track of where the money has been used. In some cases, you don't get the money before the grant is acquitted, which means branches are holding huge liabilities for an extended period. We have expertise in the staff team that we are more than happy to share and work with you for Grant applications. We can help you tweak the terminology or demonstrate how you are going to achieve the objectives.

Jo Lokan also highlighted that as per the Finance Manual, branches do not have the authority to sign off on more than \$6000 expenditure without prior approval from CEO. Nicolette provided an example of where a considerable amount of funds was used by one branch to build a room to service 20 volunteers, where the building issues such as roofing, toilets, access etc were not being addressed. We also have examples of branches making decisions for building works not based on heritage planning laws.

Presentation by Nicolette Di Lernia, CEO on Capital Works

A few things that we need to get on top.

One is our obligations under the Heritage Places Act 1993. Nicolette provided several examples of improper maintenance or restoration of a building that would cause us to be in breach of the act, and the implications of those decisions.

Even if the place itself is not listed, if it is adjacent to another building or heritage place, it needs to be considered. Even if it is a relatively small project, it will need development approval requirements if it affects significant parts of that place. Heritage SA are not the ones who make the final decision, this is the responsibility of the local council.

She cited the gasoliers at Ayers as an example of this. Because we are planning to repair them offsite, a Development Approval is required as it is a material, though temporary, change to the character of the building.

Something as simple as the replacement of the roof, may need a development approval to meet current requirements and to ensure you are covered for insurance purposes. She also noted that individual development approvals incur considerable costs, so if you can look at the bigger picture scope and make

a grant application for the whole of works, and the development approval can be extended as needed until the scope of works is completed.

With the 200-year anniversary of the State pending, CEO believes that there may be some opportunities to make improvements to showcase our heritage.

It is important to make it clear about what you want to have done. Details are extremely important and must be included. Make sure all contactors receive identical criteria for scope of works when quoting.

Ensure that only properly registered contactors. Licenced contractors only with a current insurance policy.

Heritage SA do not give approvals, but they are referral body for developments. They are happy to come and talk to you about the principles that apply to your project, and it is a free service. Many councils also have a heritage advisory service that can assist.

Suzy Rieche queried about situations where the Council owns the building, and she is unsure if development approvals cover upcoming issues, e.g. crumbling walls.

A flowchart presentation was made e.g. Priorities, Financial Capacity, Purpose, benefits. Anything beyond the \$6000 authority to approve, it needs to be submitted to AFGC for consideration. This will be available on the Branch portal. Chris Perriam spoke to the method of recording GST income and liabilities on the branch balance sheet. CEO agreed but said this hasn't always been occurring so we are working towards ensuring that branches get to a point where they trust the reporting being provided to them from staff team.

Volunteer Registration – presentation by Laura Evans, Regional Operations Manager

Laura Evans spoke to the process of Volunteer Registration. We have over 800 volunteers partly on file, but the process is ongoing. All councillors, committee members, anyone who volunteers.

Our policy is based on the advice of Volunteering SA. We are trying to be proactive and responsible to be good community operators. We are also required by our governing body to ensure all our volunteers are covered by insurance. We cannot cover them if we are not aware of them. They must be registered.

Why WWCC? This is the best way that we can come up with to protect our volunteers from a worst-case scenario. It lasts 5 years and includes a working with vulnerable people check. It follows the applicant personally and is important for public trust and confidence. We can assist with WWCC's for those that have difficulty meeting the process online.

WHS & Risk – presentation by Nicolette Di Lernia, CEO

We have many people who have been doing many things for a long time, but laws have changed over time and we need to ensure that we are aware, and that we are sensible about the actions we take and the possible outcomes of that.

We also need to inform staff team when things go wrong. It needs to be reported to the insurers, if we don't report anything that may have led to the claim, they may not agree to meet their obligation due to our lack of due process. Even if no substantial physical injury has occurred, the incident itself needs to be recorded.

Code of conduct – speak to others as we would like to be spoken to.

Ensure we are not asking people to do something beyond their capacity. Be realistic.

Q&A Session

Chris Perriam asked for an update on Moonta.

Nicolette: When she commenced over 6 months ago, we had already identified that there were some non-compliant activities taking place. Since that time, we investigated further and when questioned it resulted in a resignation from a committee member. In February a group of us went to Moonta to do some training with new treasurer and a staff member came under verbal attack about her personal and professional integrity. This code of conduct breach was documented and they have consistently denied.

The decision to suspend the committee and close down the site was made after considerable discussions about the identified breaches. A small group of people have been offended and embarrassed by the actions we have taken. The issue is now being sustained by some very noisy people within the community who have no position or membership with the Trust. There are many untruths being circulated. It is important that all branches operate within the NTSA rules. We need to give branches options for those that are struggling with their long-term sustainability.

Marg Heath queried how this will impact of this on the World Heritage Bid. Nicolette responded that the bid is still progressing, and National Trust is trying to be a good partner by getting our operations in better order. We are trying to broker a conversation at a local level to address their behaviour and attempt to move forward. Jo Lokan reported that we did hold a public meeting at Moonta and we were very well received by the community. We then held workshops with to help moving forward. They want to volunteer but are being harassed by the local group. Millie Nicholls reported that she volunteered there last week and of the visitors that attended, none of them were aware the surrounding issues.

Laura Evans also raised that we have also become aware of an agreement with Centrelink to provide hours at Moonta, which hadn't been shared. If a branch engages volunteers who need hours for Centrelink, please forward us their details.

Rick Norman queried if NTSA owns all the property at Moonta, CEO reported it is a mixture of ownership and licenced Crown land.

James queried the structure of the NTSA committee structures and believes that a revamp, particularly with voting structures, could be revisited. CEO reported that we are looking at working together to support branches that are having issues with sustainability, and possibility looking at other models.

Tony Hill questioned if engaging a volunteer for a project rather than a long-term commitment should give them voting rights.

CEO encouraged people to see ourselves as custodians of the places and objects we manage, rather than owners which can create territorial perspectives. These sites will continue long after most of us, we are one chapter in their history.