



1 Rankine Street, Strathalbyn, SA, 5255



Volunteer Induction: Guide To Museum Procedures

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Introduction to the Museum

Our collection was started in 1939 when Town Clerk Harold Stowe contacted many pioneer families asking for artefacts to be displayed at the town's Centenary celebrations. The collection grew over the years and we now have over 12,000 objects, photographs, ephemera items and other artefacts.

The Strathalbyn branch of the National Trust of SA was formed in 1967 with the aim to preserve and display the history of Strathalbyn and district. The former Police Station and Court House became available in 1973 to display this history, and the museum was created and opened to the public in 1974.

We are a self-funded, volunteer based, not for profit organisation.

The museum is housed in the former Police Station and Courthouse buildings. The police station and senior police officer's residence was built in 1858, with the Courthouse, Cells and Stable being completed by 1867.

The property features several rooms set out in a Victorian era style, displays on the district's first settlers, a room reflecting changes in health care over the years, and a room with stories and artefacts from World Wars I and II.

Displays in the courtroom focus upon the lives of the original inhabitants, and early Strathalbyn life including a display on Bell's store and its founder David Bell.

Wander the halls of the old police station and court room and get taken back in time with the sights & sounds from a bygone era.

From the courtyard you can access the original jail cells, or just sit and relax for a while. The back yard is a treasure trove of stories and artefacts from the district's rich agricultural, commercial and industrial past, and is well worth viewing.

Come and see the Solar Flare bike that Strathalbyn students from Eastern Fleurieu School built, and then used to win 3 world races in 2001/02.

What work is available?

Volunteers at the museum work across three main areas, and people are welcome to contribute in more than one team.

1. Front of House and Tour Guides

This team is responsible for opening and closing the museum, welcoming visitors, staffing the front desk, sharing information about our collections, processing entry fees and sales, and conducting guided tours when required.

2. Maintenance and Cleaning

Helping to keep the museum clean, tidy, and well-presented, this team also assists with minor maintenance tasks, and the preservation of artefacts, where needed.

3. Creativity and Promotions Team

This team focuses on marketing and promotion, including social media, photography, advertising, and supporting events and public programs.

Volunteers receive training and support while working alongside experienced staff and volunteers, with opportunities to develop practical skills across museum operations, visitor engagement, and events.

We are flexible and happy for volunteers to move between teams depending on their interests and availability.

Contact persons

The following people are the main contacts for queries relating to the museum:

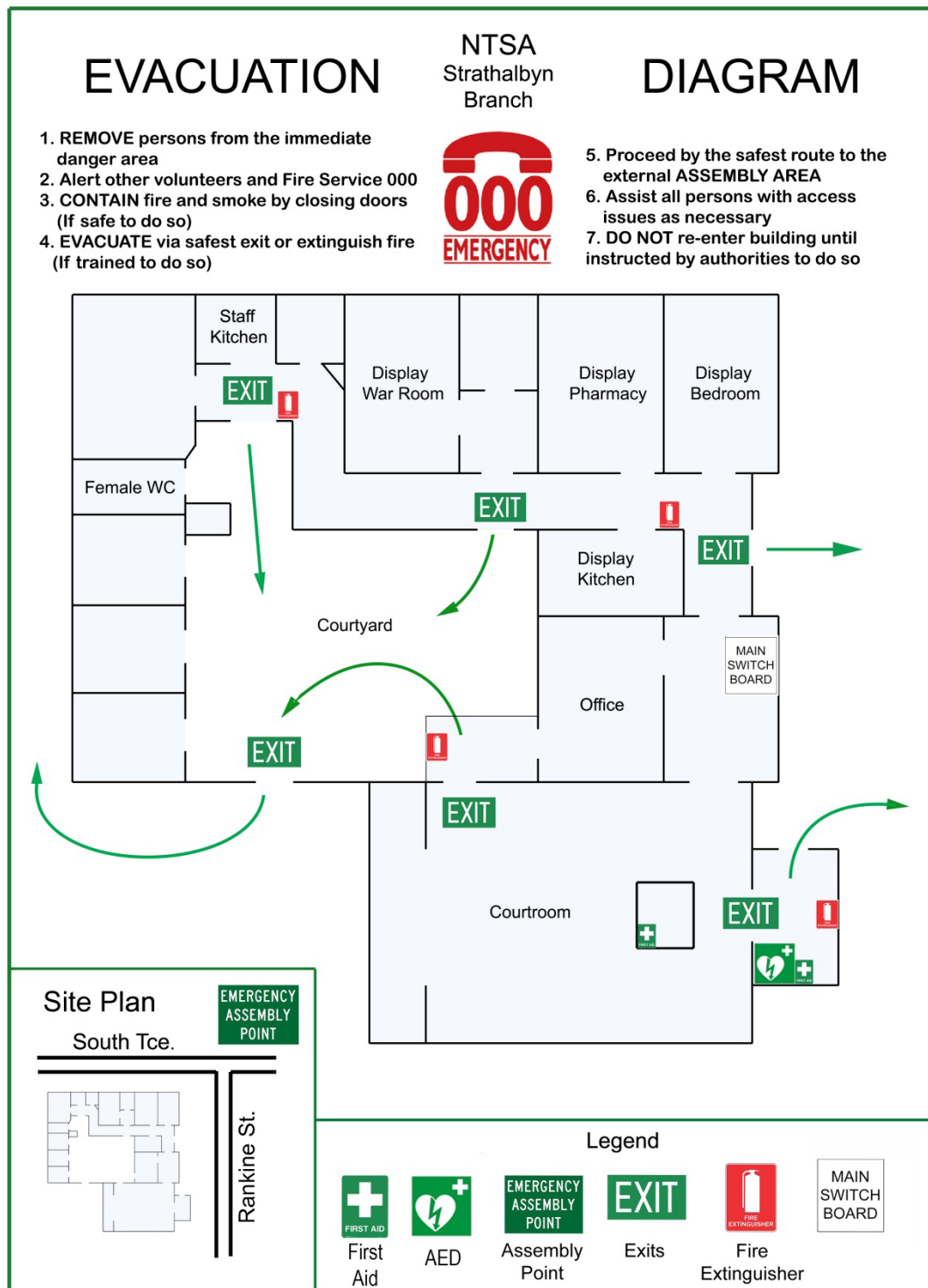
Barry Quemby (Secretary) – 0428 937 372

Warren Doman (Chairman) – 0419 993 422

Richard Greenland (Treasurer / IT) – 0413 565 140

John Fox (Tour Enquiries) – 0427 546 036

Emergency Diagram and Information



Requirements for volunteers

There are a number of forms that need to be completed in order to become a volunteer at the museum.

1. “Become a Volunteer of the National Trust” Form
2. “National Police Check” Application
3. “Working with Children” Check

All volunteers are required by National Trust policy to obtain a Police Clearance and a Working with Children Check.

Both of these documents are free to obtain for volunteers.

Additional information to assist with filling out these documents is contained in pages at the end of this document.

If you need any help, please contact the branch chairman.

Work Health and Safety

All volunteers are required to follow the Work Health and Safety Policy issued by the National Trust. In addition to this Policy, there is a Hot Weather Policy for volunteers. See the 2024 NTSA Work Health and Safety Policy and the 2025 NTSA Hot Weather Policy for further information.

Opening Museum Checklist

1. Hot Day Policy – If on the day you are on door duty the weather forecast predicts 36°C or above, the museum will not be opened.

Prior to opening time could you please put a sign on the front door saying “Closed due to Hot Weather”.

2. Try to be at the Museum 15 minutes before the designated time to allow for setting up, and be available at the desk by 10:30 am or 1:30pm (depending on the opening time).

3. Take the A-Frame “Open” sign to the corner of South Terrace & Rankine Street, and tie it to our fence. Also put out the three Museum banners.

4. Put up the 2 flags, and hang the ‘Open Today’ sign in the front yard. For 10:30 am start times, please add the metal covers onto the sign, so the times read 10:30 am – 4:00 pm.

5. Turn on the lights, and also power to the displays as needed.

6. In the western corridor near the old front door - put up the blinds.

7. Unlock and prop open the door from the laundry to outside.

8. Get the key from the drawer in the cabinet under the desk. Unlock the Courtroom door to the courtyard (key is in the door). Unlock the door from the courtyard to the backyard. Open the centre cell door, and unlock the Photography Display cell door.

9. Unlock and open the stable door, then turn on the lights.

10. Do a quick check of the rear yard to ensure that everything is OK. (i.e. Time regulated displays are operating, and that there is no unexpected rubbish lying around the yard.)

11. Check that there is paper in the toilets (seat down, lid closed). A spare roll can be obtained from the cupboard in the passage near the volunteers’ kitchen if needed.

12. Return keys back to the drawer for safe keeping.

Creating a Visitor Experience

A Guide for Welcoming Visitors

Your main role as a volunteer on door duty is to welcome visitors to the centre, and inform them in general of what is currently on display in the museum. This gives them an idea of the extent of our displays, and allows them to manage the time they have available.

1. Welcome the visitors as they enter the museum, and ensure visitors know you are the person to approach if they have any questions. Please wear your name badge. (There is a spare volunteer badge in the desk drawer if needed).
2. Collect the entry fees, using the EPOS system on the front desk. We accept payments via cards, phones, smart watches and cash. If they query paying entry fees, you could advise them that “The museum is staffed entirely by volunteers, and the entry fees go towards maintaining the property.”
3. Ask if they have been to the museum before. If ‘Yes’ then you don’t need to give them much more info, but if “No” then give them a brief overview of what is available inside, and in the rear yard.
4. Ask that animals (except service animals) be left outside, but please use your own judgment. Service animals are welcome with their handlers at all times.
5. Ask that any food be consumed outside (Courtyard or Rear Yard).
6. As they leave - ask them if they would like to sign the Visitors’ Book, and leave a comment.

Desk Duties

1. COLLECT FEES: Use the Square terminal regardless of whether payment is by cash or card. See the POS – Square Point of Sale document for further information.

Entry Fees: See list of displayed fees at the front desk.
National Trust Members free, Companion Card holder free.
Children must be accompanied by an adult.

2. COMMENTS SHEET: On the clipboard there is a form for advising of any issues that arise (i.e. light globe that needs replacing, interactive display not working).

3. MUSEUM LAYOUT: Laminated copies of the museum layout are available at the desk if wanted. Offer a copy to the visitor asking them to please return it before they leave.

4. RESEARCH: If asked about research, they can either fill out a research form or send an email to secretary@strathmuseum.org.au.

If the volunteer is comfortable to do so: -

Family History Info - The two-drawer filing cabinet just inside the office contains information on Pioneer Families. Select the items requested, and allow them to read this information at the courtroom table.

Argus Newspapers - Under NO circumstances are these to be made available to visitors without prior curator approval as they are fragile.

NB: Advise the visitor that the early papers (up to about 1955) are available online through Trove.

5. BOOKS FOR SALE: There is a pricing list available at the desk.

6. LENDING & BORROWING: Any requests by organisations to loan collection items, should be made in writing via the museum's email secretary@strathmuseum.org.au

7. OBJECT DONATIONS: Get the potential donor to fill out a donation form, and in particular the tick box regarding what happens to the object if the museum can't take the item. Forms are in the folder on the desk.

During The Slow Times

There will be times during shifts when the museum has no visitors. During this time there are a number of things which you can do to pass the time whilst assisting the museum.

1. General tidy up of the museum, seeing that brochures are present and tidy. Ensure brochures are where people can see them. If there is a shortage of brochures, please make a note of this on the comment sheet on the clipboard, along with any other information you may wish the committee to be aware of.
2. Cleaning dusters are available in the volunteer kitchen.
3. Have a cuppa and a biscuit on us, or if you prefer a soft drink they are in the fridge at a cost of \$1 (place the money in the container on top of the fridge).
4. Familiarise yourself with the Volunteer Guide, and also the collection. There are lots of interesting things to look at in the museum.
5. Write down any suggestions which you might have for improving the museum or assisting volunteers on the comment sheet on the clipboard.
6. In summer, please consider doing some watering. See the watering schedule on the front desk.

Closing Museum Checklist

1. Bring in the A-Frame sign, banners, 'Open' sign and flags, leaving them in the foyer with the flags folded neatly. On wet days, hang the flags to dry over a chair.
2. Close the front door.
3. If you make yourself a 'cuppa', please ensure that all dishes are washed up, food covered and put away, and the electric jug unplugged.
4. Double check during winter months that the heater is unplugged.
5. Turn off all the lights and power throughout the museum.
6. Pull down the blinds in the Western passage.
7. Ensure that the stable light is turned off, and the door is padlocked.
8. Close and padlock the courtyard door to the backyard area, close the cell doors and padlock the photography cell door. Snib the laundry screen door and lock the wooden door.
9. When leaving, check that you have your keys, go outside and pull the door closed firmly, and then check that it is locked.

“National Police Check” Application Notes

Search on the internet for SAPOL police check application form

Select “PD267 National Police Check Application”.

Then fill in the application online as required.

Note: -

- Tick – “Yes, but my employer requires a National Police Check (NPC) in conjunction to my Working with Children Check issued by Department of Human Services (DHS)”.
- Tick - Yes, I will have contact with vulnerable groups.
- Tick - VOAN Volunteer (VC) (No Fee)
- Reason for Check – Volunteering at museum

Then click the Printer Button and print out a copy of the partially completed form.

Take this form to a Police Station or JP, (JP available at the library in Colman Terrace), with applicable documents, to do the 100-point check.

Once the 100-point check has been completed, scan this form and send it to Pauline Carty (Membership & Admin Coordinator Head Office) at Pauline@nationaltrustsa.org.au.

Head Office will organise the completion of the VOAN section, and submit the form to SAPOL. Completing the VOAN section means there won't be a fee applicable on submission.

You could also manually fill out the form doing a similar process including the 100-point check, then scan the document to send to Head Office for the completion of the VOAN section, and submission to SAPOL.

The advantage of doing this online appears that the system does checks to see the form has been completed correctly.

When you receive the National Police Clearance, give a copy to the branch chairman.

“Working with Children Check” Application Notes

Go online – Open Search Engine (i.e. Google)

Put into top search bar: -

<https://www.dcsiscreening.sa.gov.au/SCRequestApplicationIndividual>.

This goes to: - Screening and Background Checks

Fill in Name, email address, Date of Birth,

Leave “Reference Number” blank,

For “Proposed Start Date”, put 2 weeks from today’s date,

Leave “Continuation of work” blank,

Fill in “Role Description” of volunteer (i.e. Door Duty, Maintenance etc.),

Tick “Working with Children Check”,

Application type is Volunteer.

Click “I’m not a robot”,

Click “Start Application”.

An email will be sent to the email address you put in, with a Username and Method to create your Password.

Open email received with Subject “Setup your account at forms.sa.gov.au”.

Take note of the Username,

Click on link to set password.

In screen that opens, Enter Password, Confirm Password.

Click “Change Password”.

Take note of the Password just created.

Note! If you can't meet the Online 100-point Identification, then you will need to download a form, fill it out and get it verified off-line.

Once the password has been created, if you don't feel comfortable proceeding by yourself, then note the Username & Password just created, and contact the branch chairman for help.

If you do feel comfortable proceeding by yourself, then immediately after setting your password: -

Click on "To Proceed to Log In" button, then type in the Username & the Password just created,

OR if you didn't see this button,

OR if you saved the application, and want to open it again later to finish it,

Type <https://forms.sa.gov.au> into Top Search Bar of Search Engine (where you can type in a URL),

then put in Username and Password just created.

Scroll down and click on link "Application ID" to get the Employment and Volunteer Screening Application Form.

Fill in the Application

You will need the following information to fill in the form: -

- DOB, Place of Birth, Telephone Number, email address,
- Name, Maiden name, previous name or preferred name as applicable, including dates name changed.
- Current address including date moved to current address, and previous addresses including month & year for the moved to and from these previous addresses. Addresses must cover the last 5 years, but longer is better.

- Volunteering details including roles and responsibilities of volunteer (i.e., Door Duty, Maintenance, etc.)

- Online 100-point Identification Check requires: -

A Cat A document, either: - Aust. Birth Certificate, Aust. Citizenship Certificate or Aust. Passport. (70 points)

and a Cat B document, Aust. Driver's Licence (40 points)

Notes for filling in form: -

- Leave Reference Number Blank
- Save each page before clicking NEXT page.
- Under G – 100-point ID Check: –
 - o If using a Birth Certificate, the “Date Birth Certificate issued” should be on the bottom line of document you are looking at. (i.e. It is the date when you got this piece of paper, and Not the Registration or Birth Date)
 - o If using an old Landscape version of Birth Certificate – Put the number from the top right corner of the certificate as the Registration number, and leave the Certificate number blank.
 - o For Drivers Licence – The licence Card Number is on the back of your licence (top right corner).

When finished - Click Submit to finalise application.

When you receive your “Working With Children Check – CLEARED”, give a copy to the branch chairman.

Please note that it can take up to four weeks for a standard application to be processed, although often it is quicker.

An applicant can check the progress of their application at Department for Communities and Social Inclusion - Screening Unit - Registered Person Search.

If the system won't let you submit due to errors that you can't fix, and you can't verify your identity in the online application, you will need to select the 'Print and Seek' option.

Click the Print and Seek option then Submit. This will result in an email being sent to you with a copy of your completed application form.

You should then:

1. Print the application form.
2. Take the form, with your original identity documents, to an independent verifying officer (i.e. JP, etc.)
3. Ensure the verifying officer enters all their details, signs the verifying officer declaration and marks which identity documents they have seen on the 100-Point Identification.
4. Scan the two pages, the signed page and the page showing which documents were verified, and print as a PDF.
5. Email the original document sent to you, plus the PDF with the verification completed to DHSScreeningUnit@sa.gov.au

Or post the form to: -

Screening Unit

GPO Box 292

Adelaide 5001

When you receive your "Working With Children Check – CLEARED", give a copy to the branch chairman.