

THE ROYAL HISTORICAL SOCIETY OF QUEENSLAND

AND

COMMISSARIAT STORE MUSEUM

INFORMATION FOR VOLUNTEERS

Welcome to the Royal Historical Society of Queensland and the Commissariat Store Museum!

Whether you have a lot of volunteer experience, or whether you are looking for something a bit different, we are pleased that you have chosen to become involved. The Commissariat Store is staffed largely by volunteers, and there are many areas in which we require assistance. You could:

- Be a tour guide
- Undertake research
- Provide website assistance
- Catalogue in the library

You do not need to become a member of the Society to be a volunteer, but if you do, there are many exciting benefits.

Membership benefits include free access to research assistance in the Welsby Library and the Commissariat Store Museum, a monthly Bulletin, distributed to members 11 times a year, and each quarter, a copy of the Journal.

There is a monthly programme of lunchtime and early evening presentations by members and invited guests and special activities such as that organised for Queensland Day. The RHSQ Bulletin and the website provide a regular update of the activities of the Society, upcoming activities and news from around the State.

Attached for your information is an application form to become a volunteer and a guide to the volunteer program. Any information you provide will be kept confidential.

Please read these documents and contact our Manager if you have any questions.

Ms Ilona Fekete (Manager)

The Royal Historical Society of Queensland

115 William Street Brisbane Q 4002

Phone: (07)3221 4198 Email: info@queenslandhistory.org.au

We look forward to meeting you!

Position Descriptions

Volunteer Tour Guide

The training program for tour guides will take assess different levels and areas of expertise and be structured in a modular format. Modules may consist of one or two days' training. Each module will be conducted as a workshop and involve materials for home study. The Manager will determine whether exemptions may apply to volunteers for any module.

Reception and Office Assistance

On-the-job training is provided for all volunteers who are undertaking reception and general office duties.

General conditions of volunteering

Training

You will receive training in your area of volunteering, and there may be further opportunities for you to take on greater responsibility and improve your role development within the Museum or RHSQ.

Lunch/Breaks

Volunteers are expected to report for their allocated shifts on the roster, and to be appropriately dressed and punctual. Breaks are as follows:

- Lunch – 45 minutes
- Morning/afternoon tea – 15 mins each

Attendance

Volunteers are required to sign on at the beginning of each shift and sign off upon completion of shift. At the start of each shift, volunteers should view the roster to confirm their individual roles in the Emergency Plan for that day.

If a volunteer is unable to attend a shift, the Manager must be notified as soon as possible.

Risk Management

All Museum staff and volunteers are to inspect the displays daily for possible hazards that may impact on visitors' safety and enjoyment during their visits. If you find any areas in or around the Museum that may pose a hazard, please notify the Manager immediately.

Insurance

The RHSQ is responsible for maintaining at all times appropriate insurance cover for volunteers. Signing in and out in the volunteer logbook during a shift is vital to verify the location of volunteers during an emergency. Volunteers who sustain injuries during their shift must advise the Manager, who will complete an incident form.

As a valued contributor to the passing on of Queensland history, and to ensure that you receive the full benefits and satisfaction from your volunteering experience, we at the RHSQ want to hear from you regarding your experiences with us and how you think improvements in delivery of our programs can be improved. Please talk with the Manager or write down your suggestions for improvement. The objectives of the RHSQ include promoting interest in and advancing the study of Queensland history – we can't do it without your help!

VOLUNTEER RIGHTS AND RESPONSIBILITIES

The RHSQ values its volunteers and acknowledges and upholds their rights.

Volunteers have the right to:

- be informed about the RHSQ, its policies, aims and objectives
- a clear description of the volunteer position and the duties it entails
- thoughtfully planned and professionally delivered training
- ongoing guidance and learning opportunities with the possibility of greater responsibility, role development and change in activity, if desired
- a safe working environment
- have a voice - be included in planning, to make suggestions and positive criticism and evaluation
- a clear and fair grievance policy and procedure
- personal privacy
- a working environment free from discrimination

Volunteers are expected to:

- understand and respect the aims and objectives of the RHSQ
- understand their role description and commit to following it enthusiastically
- be reliable and punctual
- work as a team member
- be willing to undertake training for the position and ongoing training when offered
- participate in work planning and feedback
- respect the privacy of paid staff, other volunteers, members of and visitors to the RHSQ and Museum, and ensure that confidential information remains so
- be mindful and respectful of the cultural and philosophical beliefs of paid employees, volunteers, members of and visitors to the RHSQ and Museum
- be aware of the Disaster Management Plan and their responsibilities during an emergency
- refrain from language or behaviour which could reasonably be interpreted as vulgar or offensive
- maintain a clean and tidy standard of dress
- refrain from smoking in the Museum.

RHSQ RIGHTS AND RESPONSIBILITIES

The RHSQ has the right to:

- receive the optimum amount of effort from its volunteers
- expect enthusiasm, punctuality, reliability and solid effort
- expect respect for and belief in the objectives and values of the RHSQ
- expect balanced and fair criticism of the standard of performance of volunteers
- express dissatisfaction with any aspect of a volunteer's performance in a diplomatic way
- expect feedback and open communication from volunteers
- release an unsuitable volunteer
- carry out appropriate reference and police checks on volunteers

The RHSQ has a responsibility to:

- have a clear and workable Volunteer Program before recruiting volunteers
- select the right person for the right volunteer position
- provide suitable orientation and training for volunteers, with possibility of increased responsibility and role flexibility
- provide clear information about the values and objectives of the RHSQ
- clearly communicate feedback, diplomatic criticism and expectations, including acknowledging suggestions made by volunteers, and reasons as to why the suggestion has been accepted or not
- continually evaluate the performance of volunteers
- maintain a clear and workable Disaster Management Plan
- have an effective Grievance policy and procedure
- ensure a safe working environment.