



**TWEED REGIONAL
MUSEUM**

SERVICE AGREEMENT

2019

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Tweed Regional Museum: Background

Memorandum of Understanding 2004 - 2015

In 2004 Tweed Shire Council (Council) and the Murwillumbah, Tweed Heads and Uki and South Arm Historical Societies (Historical Societies) signed a Memorandum of Understanding (MOU) agreeing in part to:

"Develop the Tweed River Regional Museum, based on the sites, collections, archives, photographs and research material at Murwillumbah, Tweed Heads and Uki, and building on the museums established by the historical societies.....

. . . to provide improved care of collections and enhanced services for visitors and the community. . . positioning the new unified museum as an integral part of Council's cultural infrastructure. . ."

The transfer to Council of the collections assembled by the three historical societies over many years represents a rich legacy held in trust for generations to come.

The Tweed Regional Museum collection is a substantial community asset reflecting the generosity of local families, and the community's appreciation of their history.

The 2004 MOU set out a range of aspirations for the development, management and governance of a single regional museum, consistent with industry standards for such facilities including, for example:

- ready access to information;
- effective care and protection of collections,
- education programs,
- public facilities,
- paid professional staff,
- well designed storage, and permanent and temporary exhibition spaces.

Achievements to date include:

- Employment of professional full-time, part-time and contract staff
- Design, construction and fit out of purpose-designed collection storage facility;
- Implementation of a collection management system supporting collection care, program development and research.

Refurbishment of the Murwillumbah and Tweed Heads branches incorporates new and renovated buildings and new displays and programs, culminating in the reopening of a refurbished Boyds' Shed in December 2018. At the same time, the MOU, and subsequent agreements recognise that, in addition to supporting activities of the Tweed Regional Museum, as outlined later in this Agreement, the Historical Societies have maintained their identity as separate self-governing organisations, undertaking their own range of programs and activities.

Since the signing of the MOU in 2004, a number of Museum-specific policies and procedures have been developed, together with other relevant Council policies and procedures. These provide the basis for Museum operations and include, for example:

- *Tweed Regional Museum Collection Policy;*
- *Tweed Regional Museum Strategic Plan 2014 – 2017 (new Strategic and Business Plans in development for 2019 and beyond)*

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- *Tweed Regional Museum Advisory Committee Operational Guidelines and Terms of Reference.*
- *Tweed Regional Museum Deductible Gift Recipient Fund Policy and Procedure*
- *Tweed Shire Council Cultural Plan*
- *Tweed Shire Council Community Strategic, Operational and Delivery Plans 2017 – 2021*

During the first half of 2015 a comprehensive review of the MOU between Council and the Societies was conducted and a report produced. This report, together with a broader Council-wide review of programs and operations, informed the development of the first Service Agreement (2016-2017) between Council and the Societies. A subsequent agreement covering the period 1 January to 31 December 2018 was implemented.

Current Environment

Tweed Shire Council Cultural Facilities

The Tweed Regional Museum, and the Museum's support for the Historical Societies, is articulated in key planning delivery documents. The *Community Strategic Plan 2013/2023* is the overarching, visionary document in Council's Integrated Planning and Reporting Framework. It translates the community's key priorities and aspirations into long term strategic goals that guide the future direction of Tweed Shire Council. Council has a custodian role in developing the *Community Strategic Plan*, while realising its long term strategic goals are a shared responsibility between Council, the community and other government and non-government entities.

The combined *Delivery Program 2013/2017 and Operational Plan for the years 2015/2016* details Council's role in the delivery of projects and services during the four year term of the elected council, to realise long term strategic goals. The Delivery Program details the delivery of planned projects and services for each year, aligning each action to a budget and outlining any other resourcing issues. Each activity is also assigned to a Council officer who is responsible for its delivery.

Council's progress in delivering each planned project and service is monitored by budget reviews and a set of key performance indicators reported to the community every three months.

The *Tweed Regional Museum Strategic Plan 2014 – 2017* and future Strategic and Business Plan, which will be finalised during 2019, are mapped to these documents.

Currently, Tweed Regional Museum, and the Museum's support for the Historical Societies, is a component of Council's commitment to:

- *Supporting community life*
- *Fostering strong, cohesive, cooperative, healthy and safe communities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities.*

The Museum, alongside all Council programs and services, will be included in future strategic reviews and development of relevant plans. These will shape the nature and extent of Council's support for the Museum, and in turn of future Agreements such as this.

Council is currently reviewing all Leases and Licences with community organisations that occupy Council premises and as a result, there may be some amendments to the current agreements. The Tweed Heads and Murwillumbah Historical Societies have current licences and leases and the amount that Council subsidises their rent is reported as an in-kind financial contribution from Council in Annual Reports.

Scope of this Agreement

Purpose

1. This Service Agreement (Agreement) articulates the relationship between Council and the Historical Societies for the period 1 January - 31 December 2019. An Agreement beyond this date will be informed by any planning processes and operational reviews undertaken by Council during the term of this Agreement.

This Agreement is an operational document to facilitate co-operative and productive relationships between Council and each of the Historical Societies for the benefit of the community.

Definitions

In this Agreement, unless the wording or context indicates otherwise:

- (a) "Council" means the Executive officers of Council;
- (b) "council" means the elected members of Council;
- (c) "Historical Society, Historical Societies" means the individual and collective groups of members of the Murwillumbah, Tweed Heads and Uki & South Arm Historical Societies.
- (d) "Tweed Regional Museum" means the collection, facilities and activities owned, funded, administered and/or supported by Tweed Shire Council.

Council Obligations

2. Council will support the Historical Societies by providing accommodation within Council buildings, or in the case of the Uki & South Arm Historical Society, by meeting costs associated with tenancy of a building owned by the Uki Hall Trust. This support originates in Clause 5.3 of the 2004 Memorandum of Understanding (below) and carries through the life of this Agreement:

"The societies will have office space within the regional museum free of all charges. The historical societies may use the buildings, office space, equipment, library, computers and facilities of the Regional Museum free of charge, and, conduct meetings, research and public programs, in consultation with the curator/manager, and, in accordance with the museum policies and plans endorsed by the Advisory Committee."

3. Council will continue to provide support to the signatory Historical Societies for the term of this Agreement by meeting a range of costs, within the annual budget allocation to the Tweed Regional Museum, through the provision of:
 - Office accommodation within Council buildings or financial support to rent such accommodation;
 - Financial support to clean, maintain, insure and secure facilities;
 - Telephone and internet equipment, connection and use;
 - Computer equipment including both hardware and software, and associated maintenance and service costs;
 - Multi Function Device (MFD) and associated maintenance and service costs;
 - Contribution towards administrative consumables such as paper; and
 - Operational advice in the implementation of adopted policies, protocols and procedures relating to the operation of the Tweed Regional Museum.
 - Access to the Tweed Regional Museum collection.

Historical Societies' Obligations

4. Each Society agrees to support and contribute to the Tweed Regional Museum in three key areas:
 - Collection development and management;
 - Program development and implementation; and
 - Promotion and advertising

Acknowledging and reporting support and contribution

5. Council's direct support for the Tweed Regional Museum, and by extension the Society partners in the Museum (as identified in clause 3 above), is significant, as are the contributions made by the Societies.

The support and contributions provided by the Societies to the Museum under the terms of this Agreement are formally acknowledged by Council, including through the specific contributions outlined in Schedule 3 of this document and specific measures and projects as agreed separately with each Society annually.

Collection development and management

6. The TRM collection was defined in Clause 6.1 of the 2004 MOU as being made up of:
"Objects, photographs, maps, pictures, research materials, archives and other items collected by the Societies".
Following the formation of the Tweed Regional Museum, the Collection was defined in greater detail in the Tweed Regional Museum Collection Policy. This Policy guides activities referred to in this Agreement and its Schedules.
7. Key principles underpin Council's commitment to the Tweed Regional Museum and to the Historical Society partners supporting the Museum. The Historical Societies acknowledge and agree to support these principles, which are set out below:
 - One collection, managed by Museum staff in accordance with the Tweed Regional Museum Collection Policy and associated Tweed Regional Museum procedures and forms.
 - Historical Societies no longer develop or maintain collections.
 - One Collection Management System (CMS) managed and maintained by Council and Museum Staff, will be accessible to Historical Societies for research and other activities.
 - Societies and Museum staff to work together to migrate and maintain all relevant collection information to the CMS, and to other shared information systems, accessible from all Museum sites, according to procedures developed and managed by Museum staff.
 - All collection items are stored at the Museum collection store when not on display, or at other sites with agreement of the Museum Director.
8. Each Society agrees to observe the specific operational requirements set out in Schedule 1 Table 1 titled **Collection Development: acquisition and de-accession**.

Collection Management

9. Each Society acknowledges the following:
 - Council has invested in one Collection Management System (CMS), widely used in the collections sector. This CMS (known as Vernon CMS) is used by the Tweed

Regional Gallery and Margaret Olley Art Centre, and the Tweed Regional Museum, and is capable of dealing with all collection management and research needs across all Museum sites.

- Council is committed to ensuring that this system is maintained, and that the data stored within it is protected.
- Council staff have sole responsibility for the design and operation of this database, and for the conventions of data entry and classification used.

10. The procedures set out in Schedule 1 Table 2 titled **Collection Management** describe the general approach to preservation of collection-related data and to the operation of the CMS.

Council will no longer support the upkeep, creation or use of databases using other software programs on computers supplied and maintained by Council and will work with the Societies to migrate any relevant data and information from other systems to Vernon CMS during the life of this Agreement and any future Agreements.

11. Each Society agrees to observe the specific operational requirements set out in Schedule 1 Table 3 titled **Collection Management**.

Copyright, Licence and other permissions

12. Each Society acknowledges that:

All copyright and permissions in material in the TRM Collection, or material used for activities on Museum premises, including in relation to oral history interviews and transcripts, images (digital and physical), and other collection documentation, are to be entered into in the name of the Tweed Regional Museum. All Copyright agreements, licence agreements and any other related agreements or permissions must be negotiated by Museum staff and made between the Museum (under the signature of the Museum Director) and the licensor, and not by individual Societies.

13. Each Society agrees to observe the specific operational requirements set out in Schedule 1 Table 3 titled **Copyright, Licence and other permissions**.

Program Development and Implementation

14. Item 5.3 of the 2004 MOU stated, in part that "The Historical Societies may conduct meetings, research and public programs, in consultation with the <Museum Director>, Museum staff, and, in accordance with Museum policies and plans endorsed by the Advisory Committee."

The signatories to this Agreement acknowledge that the redevelopment of the Tweed Regional Museum Murwillumbah, and the Tweed Regional Museum Tweed Heads, the implementation of new display and interpretation standards, together with development of curriculum-based education resources and extensive promotion of the new Museum facility and associated programs has significantly increased the exposure and audiences for Museum programs, and increases the need for consistent approaches to programming at all Museum sites.

New office and research facilities, refurbishment of the Court House and Boyds' Shed, building and ongoing refurbishment, interpretation and programming related to further extends

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the need to adopt and implement consistent approaches to programming across Museum sites.

A coordinated approach to programming was also identified as a priority during the 2015 MOU review process.

The parties will work to develop a coordinated approach to program development and presentation over the life of this Agreement.

Promotion and advertising

15. The Societies acknowledge the following:
Recognition and support for the Museum relies on awareness of a common brand; consistent promotion across all sites; and on appropriate recognition of the Museum and Council at each facility, and by each of the Societies in all relevant promotion and advertising.
16. Each Society agrees to observe the specific operational requirements set out in Schedule 2 Table 1 titled **Promotion and Advertising**

Obligations of Historical Society extends to its members and volunteers

17. Each Society agrees that all members and volunteers of their Society shall be made aware of the obligations set out in clauses 4 to 15 and Schedules 1 to 2 of this Agreement together with all operational policies, procedures and protocols adopted by Council and each Society shall ensure that each individual member and volunteer will be held responsible by their Historical Society to undertake all activities in accordance with the intent of these principles, policies, procedures and protocols.

Where a failure to abide by the requirements of this Agreement by individual members and volunteers occurs and is brought to the attention of the Museum Director, Council shall at its discretion determine which of the following responses will apply:

- (1) Withdrawal of all support to the Historical Society in the event of ongoing occurrences which affect the operations of the TRM;
- (2) In the event of ongoing occurrences which do not affect the operations of the TRM but impact negatively on the relationship between the relevant Society and Museum staff or the public perception of the Museum, the Museum Advisory Committee shall determine the matter.

Tweed Regional Museum: Governance

18. The range of existing Museum-specific and other Tweed Shire Council policies and procedures underpinning governance and the day to day operations of the Museum are summarised below.

These governance documents comprise the mutual obligations of Council and the Historical Societies, and are binding on signatories to this Agreement, together with their employees, members and volunteers.

Governance: Tweed Regional Museum Advisory Committee

The Tweed Regional Museum Advisory Committee is one of ten committees that provide advice to Council.

Membership and scope of the Committee is set out in Terms of Reference available at <http://www.tweed.nsw.gov.au/Committees>

Tweed Regional Museum Business Plan

At the time of signing this Agreement, the process of developing a new business plan for the Tweed Regional Museum (from 2019) was underway.

This Plan will take into account the provisions of this Service Agreement and will also form the basis for development of future Service Agreements.

Tweed Regional Museum: Management and Administration: Policies, Procedures and Protocols

19. A number of Museum-specific Policies, together with general Council policies, procedures and protocols are directly relevant to TRM and are binding on signatories to this Agreement, together with their employees, members and volunteers.

All of these documents form collateral obligations on Council and the Historical Societies to establish protocols and processes for the protection of the collection, Council staff and Historical Society members and volunteers.

These include:

Tweed Regional Museum Collection Policy

The Policy sets out key Principles, Criteria and Procedures relating to collection development and management. The document is based on the concept of a unified Museum with one collection, and on the principle set out in the 2004 MOU, that all three Historical Societies, as signatories to that MOU, cease to collect in their own right.

A copy of the Policy is available at

<http://museum.tweed.nsw.gov.au/Policies/Collection%20Policy%20TRM%20Version%201.2.pdf>

A range of Forms and Procedures which underpin collection development and management, and implementation of the Collection Policy, are detailed in Schedule 2 of this Agreement.

Tweed Regional Museum Deductible Gift Recipient Fund Policy and Procedure

This Policy sets out the Australian Tax Office (ATO) requirements for operation of a deductible gift recipient (DGR) Fund by Tweed Shire Council as per the Australian Taxation Office's endorsement of the Tweed Regional Museum (TRM) as a public museum under item 12.1.3 of section 30-100 of the *Income Tax Assessment Act*. The financial and operational procedures for administering the Tweed Regional Museum Gift Fund are set out in a separate document, the *Tweed Regional Museum Deductible Gift Recipient (DGR) Fund Procedure*.

A copy of the Policy is available at

<http://www.tweed.nsw.gov.au/Policies/Tweed%20Regional%20Museum%20Deductible%20Gift%20Recipient%20Fund%20Policy%20FINAL%20adopted%20230114.pdf>

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A number of Council Policies are directly relevant to Museum operations and/or impact on how Council will work with the Societies in relation to the Museum. All signatories to this Agreement are subject to these Policies, and acknowledge that signing this Agreement is agreement to abide by these and other relevant Policies, Procedures and Protocols that Council may adopt.

Volunteer Policy

Any person regularly attending one of the three Museum sites, to provide information and advice to the public, to undertake business on behalf of Council/TRM, or using equipment and resources provided by Council is classified as a Council Volunteer and is required to undertake a formal registration and induction process tailored to the activities of the Tweed Regional Museum.

This includes members of any of the Historical Societies regularly volunteering at Museum sites, Front of House volunteers and members of the Museum Advisory Committee.

A copy of Council's *Volunteer Policy* is available at

<http://www.tweed.nsw.gov.au/Policies/Volunteers.pdf>.

Code of Conduct

All Museum staff and volunteers are subject to the *Code of Conduct Model* and Procedures.

A copy of this document is available at

[http://www.tweed.nsw.gov.au/Policies/Model%20Code%20of%20Conduct%20Version%201.9%20\(Policy\).pdf](http://www.tweed.nsw.gov.au/Policies/Model%20Code%20of%20Conduct%20Version%201.9%20(Policy).pdf) .

Work Health and Safety

A range of Work Health and Safety Procedures and Protocols apply to Council's management and operation of safe work places and public facilities, including all TRM sites. A number also apply to staff and volunteers active at these sites.

All Museum volunteers are provided with relevant documentation during induction processes and are required to observe all relevant Procedures and Protocols while at Museum sites or while undertaking Museum business.

Copies of relevant documents are available at each Museum site via Council's intranet.

<http://tscdotnet/OMS/>

Electronic equipment and communication

Computer equipment and communication devices such as fax machines, email and internet access are resources provided for business purposes and all volunteers using such equipment have a responsibility to be proper, efficient, economical and ethical in their use.

A copy of Council's *Use of Electronic Devices and Services Protocol* is available at

http://knowledge/Controls/Council/Policies/Documents/Electronic%20Communication%20Devices_V2.5.pdf

Alcohol and Other Drugs in the Workplace Protocol

Council volunteers are subject to this Protocol and are defined under the Protocol as Employees.

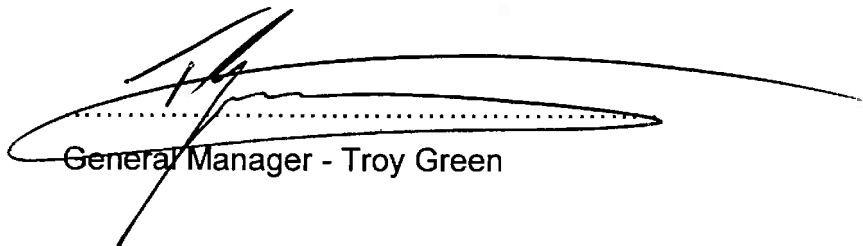
A copy of Protocol is available at

<http://tscdotnet/hruweb/pdfs/protocols/Alcohol%20and%20Other%20Drugs%20In%20the%20Workplace%20Protocol%20-%20Employee%20Application%20v2.0.pdf>

DATED this 30th day of April

2019

SIGNED by TWEED SHIRE COUNCIL



General Manager - Troy Green

SIGNED by TWEED HEADS HISTORICAL SOCIETY INC

Ross Johnson
.....
President
Name: ROSS JOHNSON

Daphne Miller
.....
Hon. Secretary

SIGNED by MURWILLUMBAH HISTORICAL SOCIETY INC

Ian Fox
.....
President
Name: IAN FOX

Debra
.....
Hon. Secretary

SIGNED by UKI & SOUTH ARM HISTORICAL SOCIETY INC

Helena Duckworth
.....
President
Name: HELENA DUCKWORTH

Emma Thompson
.....
Hon. Secretary

Schedules

Schedule 1: Collection Development and Management

The following table sets out the specific operational requirements all parties agree to observe in relation to Collection Development and Management.

Table 1

Collection development: acquisition and de-accession.

Activity	Responsibility, Authority	Relevant Policy, Procedure, Forms	Explanatory Notes
<p><u>Pre-acquisition: assessment and recommendation</u> Includes all categories defined in the Tweed Regional Museum Collection Policy, including items in physical and digital form.</p>			
<p>Assessment against Collection Policy</p>	<p>Advice to potential donors re relevance of item to the collection should be provided with reference to the Collection Policy, and in consultation with Museum staff. Relevant Assessment forms to be completed where appropriate.</p>	<p>In accordance with provisions of the TRM Collection Policy and associated forms and procedures developed and administered by Museum staff.</p>	<p>All loan, acquisition, copyright, licence, permission, or other forms relating to items falling within the definition of 'collection', including the research collection are to be created by Museum staff, and completed by Museum staff during pre-acquisition assessment process or subsequently.</p>
<p>Recommendation to acquire. Endorsement to acquire.</p>	<p>Museum Director. Museum Advisory Committee (MAC).</p>	<p>Tweed Regional Museum Collection Policy Proposal for Donation Assessment Form Proposal for Donation Form Guide to dealing with offers of donation.</p>	
<p>Accessioning following endorsement by MAC</p>	<p>Museum staff, in consultation with HS as appropriate</p>	<p>TRM Collection Policy. TRM Advisory Committee Terms of Reference. TRM Collection Policy. 'How To' Vernon CMS guide.</p>	

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Table 2

Collection Management			
Activity	Responsibility, Authority	Relevant Policy, Procedure, Forms	Explanatory Notes
Entry and maintenance of data in CMS	Museum staff. Limited access provided to approved volunteers on a project basis.	Process for collating data for entry in CMS to be developed in consultation with Museum staff and in agreed formats.	Volunteers will have read-only access to CMS for research purposes.
Publication using the collection, including publication in digital form and on-line	Museum staff, in accordance with copyright and other rights and conventions.	Request to Museum staff via email stating items, proposed use and other relevant information.	Museum staff will provide advice regarding permission and acknowledgement requirements in relation to all publication of collection material, regardless of the form of publication.
Image reproduction, fees and permissions	Historical Societies may only reproduce images and collect associated fees for images collected prior to August 2004. All other reproduction requests referred to Museum staff.	Request to Museum staff via email stating items, proposed use and other relevant information	Copyright requirements must be observed in all cases.
Research collection	Historical Societies and Museum staff. Museum Advisory Committee	Work toward shared approach to coordination and preservation of research material over the life of this Agreement	Museum Director will develop protocol for presentation to Museum Advisory Committee by end 2019.
Movement and care of collection, including loan and other requests for use and access.	Museum staff. Museum Director	Collection Policy Inward Loan form Outward Loan form	Access to high resolution digital images provided by Museum staff on project basis in keeping with copyright and other relevant permissions.

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Table 3

Copyright, licence, other permissions

Activity	Responsibility, Authority	Relevant Policy, Procedure, Forms		Explanatory Notes
Identify material subject to Copyright	Historical Society members working with Museum Staff. Museum staff	All material subject to copyright referred to Museum Staff for consideration.	Museum staff will provide advice consistent with legal requirements and risk management.	Copyright exists in diverse categories of material, including for example: digital and physical images, maps, oral history recordings and unpublished material such as letters, newspapers.
Managing Collection material in accordance with copyright requirements.	Museum staff	In accordance with Tweed Regional Museum Non-exclusive Copyright Licence Agreement	Collection Policy. Non-exclusive copyright Licence Agreement.	All requests for use of collection material or material subject to copyright referred to Museum staff.
Adding copyright material to the collection including research collection.	Historical Society members working with Museum staff. Museum staff.	Museum staff attach signed permissions to CMS or retain in other form, as appropriate	Collection Policy. Non-exclusive copyright Licence	To ensure all copyright material is managed consistently, appropriately and to minimise risk.
Providing permission for use and/or publication of copyright material	Museum Director, or delegated Museum staff	Email/written request to Museum staff	Non-exclusive Copyright Licence	To ensure all copyright material is managed consistently, appropriately and to minimise risk

Schedule 2 – Promotion and Advertising

A Tweed Regional Museum Brand Standards and Acknowledgement Style Guide has been developed, in line with Council corporate branding and acknowledgement protocols and procedures.

Acknowledgement of Tweed Shire Council support through the Tweed Regional Museum

Terminology

Museum: any reference to 'museum' by the Historical Societies will be to the Tweed Regional Museum and include associated acknowledgement and logo, where appropriate, in accordance with the Tweed Regional Museum Brand Standards and Acknowledgement Style Guide.

Collection: any reference to 'collection' by the Historical Societies will be to the Tweed Regional Museum Collection and include associated acknowledgement, where appropriate, in accordance with the Tweed Regional Museum Brand Standards and Acknowledgement Style Guide.

Signage

Council will provide consistent signage at each Museum site clearly identifying support provided through the Tweed Regional Museum.

Web sites

Acknowledgement of Tweed Shire Council support, including the Tweed Regional Museum logo and accompany text, is to be included on the front page of all Historical Society websites. Reference to museum and collection throughout each Society's website is to be in accordance with the terminology above and with the Tweed Regional Museum Brand Standards and Acknowledgement Style Guide.

Images

Images from the Tweed Regional Museum collection and images of items in the Collection included on Historical Society websites, or other social media or internet sites, or in written material, are to be used only with prior permission of the Museum Director, and are to include appropriate acknowledgement and captions in accordance with the Tweed Regional Museum Brand Standards and Acknowledgment Style Guide.

General promotional material

General promotional material such as brochures, flyers and the like are to include acknowledgement of Council's support for the Historical Societies through the Tweed Regional Museum (refer Tweed Regional Museum Brand Standards and Acknowledgement Style Guide).

Social Media

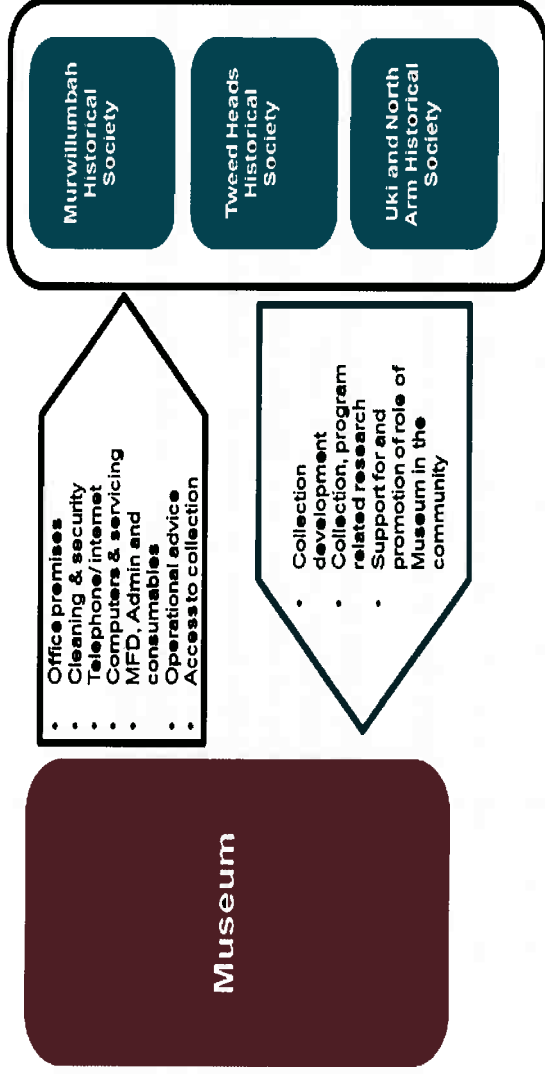
Any social media profiles, sites, or accounts developed or used by the signatory Societies referring to museum, collection, or associated activities, are to use the terminology and acknowledgements above and in the Tweed Regional Museum Brand Standards and Acknowledgement Style Guide, where appropriate.

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Advertising
All advertising by signatory Societies relating to activities at each site referring to museum and/or collection is to use terminology and acknowledgement above and in the Tweed Regional Museum Brand Standards and Acknowledgement Style Guide, where appropriate.
Publications
All publications produced by a signatory Society should include acknowledgement of Council's support through the Tweed Regional Museum, in accordance with the Tweed Regional Museum Brand Standards and Acknowledgment Style Guide.
All publications produced by a signatory Society using images from the Collection or images of items in the collection are to include acknowledgement and captioning in accordance with the Tweed Regional Museum Brand Standards and Acknowledgment Style Guide.
Independent promotional or program activities undertaken by the Societies
Any activities proposed or undertaken by the Societies at venues other than Museum sites are to be undertaken in the Societies own name. Where the Society wishes to use the collection or other Museum resources as part of activities away from Museum sites, this should be undertaken in consultation with the Museum Director.

Schedule 3: Acknowledging support and contribution by the Societies

This Schedule sets out areas of activity undertaken by the Societies which directly support the operations of the Museum, in recognition of which, resources are provided to the Societies by Council.



Council acknowledges that the relationship between the Museum and Societies has evolved since it was first established in 2004. This includes the recognition that each of the Historical Societies is a formally constituted and autonomous organisation, each retaining its own governance structure and identity, and undertaking independent activities.

The evolution of the relationship between the Societies and Council was the subject of an extensive year-long review (2015) of the Tweed Regional Museum model. The review process was facilitated by an external consultant and incorporated extensive consultation and informed the development of first Museum Service Agreement (2016-17). The consultant’s report concluded in part that:

Since its inception, the TRM partners have created something more than was imagined. This has been a remarkable achievement. The Historical Societies and Museum Advisory Committee each consider that the MOU has been effective in enabling the formation of the TRM and holding the parties together; further, it was considered to have laid a solid foundation for consolidation and growth. The initiative was acknowledged by all as a great achievement and appreciated Council’s commitment central to its success. Over the course of the life of the TRM, and particularly since the establishment of the Museum facility in Murwillumbah, the TRM has grown into something greater than first imagined, emerging as an entity in its own right with an elevated level of operation and scope, When formed in 2004, TRM was essentially a collective of individual entities sharing a common vision - in effect it was “equal to the sum of its parts”. By 2015 it had grown into larger entity with a wider orbit and presence and supported by the original founding partner – in effect becoming “greater than the sum of its parts”.

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In acknowledging the 'shared but separate' nature of this model, the capture of the components of each of the Societies activities which contribute directly to supporting development and delivery of the Museum's collection and programs - as illustrated in the diagram above, is important.

Articulating and quantifying these contributions and related work programs has a number of advantages:

- It will enable contributions to be better promoted and acknowledged.
- Discussions around identifying and supporting agreed work programs will bring a greater focus to shared activity, and;
- by so doing, will help each of the parties to work more effectively together.
- Information gathered will enable the Museum to better articulate the value of this relationship and the work it accomplishes, and to argue for ongoing support.

Specific activities undertaken by the Societies which support the Museum by contributing to the development and delivery of the Museum's collection and programs will be identified and agreed between the Museum Director and each Society President individually. This will occur immediately following the signing of this Museum Service Agreement, and outcomes will be formally reported at the end of the year.

Primary areas of contribution by the Societies relevant to this Agreement are:

- The number of hours that Society members are available to the public at Museum sites to respond to community-based research enquiries.
- The number of hours that Society members spend digitising paper-based research files and other relevant records (identified and coordinated in consultation with Museum staff)
- An agreed program of collection and display-based projects falling into two categories:
 - Contributions by the Society to research requests made by Museum staff (Museum staff will be responsible for identifying and reporting these)
 - Specific Society research projects contributing to the shared Museum collection and research resource (as identified and agreed at the beginning of each year).



**TWEED REGIONAL
MUSEUM**

PO Box 816
Murwillumbah NSW 2484

P (02) 6670 2493
F (02) 6672 4770

museum.tweed.nsw.gov.au
trm@tweed.nsw.gov.au