

## Cultures & Histories - Customer Service Charter v1.3

Queensland Museum's Cultures & Histories collection includes a rich diversity of cultural objects including significant Aboriginal and Torres Strait Islander collections, material from the Pacific Islands and important archaeology, social history, transport and technology collections. These objects are cared for on behalf of Queenslanders so that they can be enjoyed by future generations.

### What we can provide

1. **General Enquiries** - If you phone us we are generally able to spend up to *10 minutes* assisting you. This may include advising you of the most appropriate information resources to guide you in your search. If your enquiry cannot be answered in a short time frame, you may be requested to submit a request in writing or be referred to another information provider.
2. **Request to view collection objects** – To the extent that operational priorities permit, we may be able to provide access to our collection objects based on an assessment of your requirements. You will need to submit a written request for this service. Viewing times need to be negotiated on a case by case basis.
3. **Request for information about our collection** – We can provide collection information in line with the [Australian Privacy Principles](#). You may also be referred to other – more appropriate – service providers, should we be unable to assist.
4. **Request to research our collection** – We can provide access to our collections for research purposes. These requests are negotiated on a case by case basis but each researcher will be required to comply with all QM policies and procedures, including QM Research Ethics. If required, you will also need to gain approval from associated parties, such as Queensland Museum Aboriginal and Torres Strait Islander Consultative Committee (QMATSICC) for Aboriginal and Torres Strait Islanders collection research.
5. **Request for the Repatriation of Ancestral Remains associated burial goods or Secret and/or Sacred Objects** – There is a formal process for requesting the return of Ancestral Remains or Secret / Sacred Objects to community and country. This process is facilitated through our Repatriation Manager and further information is provided on our website.

6. **Donation proposal assessments** – You can submit a [donation proposal](#) to us and we will assess this offer to determine if it can be added to the State Collection. We do not accept everything offered to us. Each item is assessed against the criteria specified in our collection plans and in the industry standard [Significance 2.0](#). As a general guide, preference is given to acquisitions which can substantially and demonstrably enhance our understanding of Queensland’s cultural heritage.
7. **Identification services** – Cultures & Histories staff possess a broad range of subject matter expertise, particularly in relation to Australian social history, technology, transport, ethnography, archaeology, Aboriginal and Torres Strait Islander studies, and Pacific cultures. While we can usually provide identification advice, we are unable to undertake extended research on your behalf.
8. **Collection Loans** – There is a formal process for requesting loans and further information is available through our website [Loans](#)

## What we are unable to provide

- Lengthy or complex research, unless negotiated with a professional body or under a contractual agreement
- Assistance with assignments
- Valuations
- Legal or medical advice

## Service Goals

- To deliver on the [Queensland Museum Network’s 2015– 2019 Strategic Plan](#) Goals (specifically, enhance visitation, social engagement, knowledge and research).
- To provide a range of targeted services through easily accessible channels to meet customer needs
- To enhance accessibility to the Cultures and Histories collection through public engagement and on-line access
- Through our interactions, help our customers build capacity to research independently
- To provide our defined services to the public as cost-effectively as possible

## Service Channels

Customers can request these services through a range of channels;

- Telephone
- [Web forms](#)
- Email
- Letter
- Face-to-face

## Service Cost

All services are provided free of charge, to the service level agreement stated below. Any additional work of Professional Consultation will incur a fee. Costs for this service are charged at a base rate of \$750.00 a day. Researchers will be charged for reproduction costs and new photography and this is managed through our [Photo Library](#).

## Who is eligible to use these services?

These services are provided for:

- All individuals and organisations, under the terms and conditions stated above

## Service Disclaimer

- We aim to provide the most current and accurate information. We do not assume responsibility for any errors or omissions in the information provided, or for any action which relies on this information.

- The terms and conditions and timeframes stated above may change from time to time in line with operational demands. You will be advised of any variation to these stated guidelines when you request a service.

## Privacy

The Queensland Museum respects your privacy. Personal information we collect is used only for our internal process and managed in accord with the [Queensland Museum's Privacy Guidelines](#).

## Service Level Guidelines

| ServiceType  | Example   | Who     | Service Level   |
|--|---|---------|---|
| View objects (donor + family or community members) | <ul style="list-style-type: none"> <li>• My grandmother donated a quilt and I would like to come in and see it</li> </ul> | Curator | Acknowledge receipt: 10 days<br><br>Provide response: Negotiated with customer<br><br>Expected effort: As required<br><br>Action: <ul style="list-style-type: none"> <li>• Search of Vernon database and object files to locate object and information.</li> <li>• Arrange time to access objects.</li> <li>• Object retrieval and return.</li> </ul> |

| ServiceType  | Example   | Who     | Service Level   |
|--|---|---------|---|
| View objects (public)                              | <ul style="list-style-type: none"> <li>I am building a replica of a Solodyne wireless transmitter and would like to come in and view the transmitter in your collection</li> </ul>                  | Curator | Acknowledge receipt: 10 days<br>Arrange viewing time: Negotiated with customer<br>Expected effort: 4 hours<br>Action: <ol style="list-style-type: none"> <li>Search of Vernon database and object files to locate object and information. Arrange with collection management to access objects. Arrange with collection management to access objects. Arrange viewing time with enquirer. Time allocated to visits will be part of the overall time allowed for the enquiry.</li> <li>Object retrieval and return.</li> </ol> |
| Identify and provide details of collection objects | <ul style="list-style-type: none"> <li>I want to know if QM has any Gwen Gillam dresses in the collection</li> <li>Can you provide details of the Investigator tree I saw in the museum?</li> </ul> | Curator | Acknowledge receipt: 10 days<br>Provide response: 30 days (maximum)<br>Expected effort/content: 2 hours<br>Action: <ol style="list-style-type: none"> <li>Search of Vernon database and object files.</li> <li>Compilation of list and summary information and send response by email</li> </ol>  |

| ServiceType                                      | Example  | Who     | Service Level  |
|--|--|---------|--|
| Research requests<br>(academic and professional) | <ul style="list-style-type: none"> <li>I am working on a PhD and need access to objects in the collection</li> </ul> | Curator | <p>Acknowledge receipt: 10 days</p> <p>Provide response: Negotiated with customer</p> <p>Expected effort/content: 4 hours max</p> <p>Action:</p> <ol style="list-style-type: none"> <li>Clarify details with enquirer.</li> <li>Search of Vernon database and object files. Liaison with QM Library and Records personnel. Compilation of list and summary information and send response by email.</li> <li>If professional body, researcher or partner, clarify and negotiate their requirements.</li> <li>Inform researcher that they must comply with all QM policies and procedures, including Research Ethics process. This will include providing a submission to the QM Research and Collections Committee for approval.</li> <li>Researchers may also be required to obtain approval from external parties for some areas of the collection eg. Research on Aboriginal and Torres Strait Islander collections will require community consent and approval from QMATSICC (as outlined above).</li> <li>Estimate effort required and forward to Principal Curator for approval.</li> </ol> |

| ServiceType                          | Example  | Who          | Service Level   |
|--------------------------------------|--|--------------|---|
| Research requests (non-professional) | <ul style="list-style-type: none"> <li>I want to know when the first daguerreotype photos were taken in Queensland.</li> <li>I am researching Japanese music in Queensland in the 1920s. Do you have any objects or information relating to this subject?</li> </ul> | Curator      | Acknowledge receipt: 10 days<br>Provide response: Negotiated with customer<br>Expected effort/content: 4 hours max<br>Action: <ol style="list-style-type: none"> <li>Clarify details with enquirer.</li> <li>Search of Vernon database and object files.</li> <li>Liaison with QM Library and Records personnel.</li> </ol> Compilation of list and summary information and send response by email. |
| Identification services              | <ul style="list-style-type: none"> <li>I found this very old thing. Can you tell me what it is and approximately how old it is?</li> </ul>   | Curator      | Acknowledge receipt: 10 days<br>Provide response: 30 days (maximum)<br>Expected effort/content: 2 hours max   |
| Professional Consultation            | <ul style="list-style-type: none"> <li>Curatorial assistance required by an organisation e.g. Brisbane Arcade historical display</li> </ul>  | Program Head | Acknowledge receipt: 10 days<br>Provide response: Negotiated with customer<br>Expected effort/content: As negotiated with Program Head. A fee may be charged for this service.  |

| ServiceType                  | Example   | Who     | Service Level  |
|------------------------------|---|---------|--|
| Donation proposal assessment | <ul style="list-style-type: none"> <li>I have a very important object that I wish to donate to the museum</li> <li>I have inherited 5 items that I think should be in a museum</li> </ul> | Curator | <p>Acknowledge receipt: 10 days</p> <p>Provide response: Negotiated with customer</p> <p>Expected effort/content: Variable on a case by case basis.</p> <p>However on average 1 day effort</p> <p>Action:</p> <ol style="list-style-type: none"> <li>Clarify details with requestor</li> <li>Request <a href="#">Donation Proposal Form</a> (if not already received)</li> <li>High level assessment to filter out non-compliant offers.</li> <li>Document in tracking spreadsheet</li> <li>Estimate effort and seek approval from Senior Curator if expected to take more than 1 day effort</li> <li>Provide response to donor with indicative timeframes. If lengthy timeframe then provide updates to donor.</li> <li>Provide decision and required paperwork to complete donation if item is to be accepted</li> </ol> |
| Collection Loan              | <ul style="list-style-type: none"> <li>Our museum would like to borrow an object for an exhibition</li> </ul>   | Curator | <ol style="list-style-type: none"> <li>Respond to a loan enquiry within 10 days, providing approval and lead time parameters. (QM Loan procedure states that approval is up to 3 months and loan fulfilment is up to 12 months)</li> <li>Determine loan requirements with enquirer</li> </ol>  |



| ServiceType | Example | Who | Service Level  |
|-------------|---------|-----|--|
|             |         |     | <ol style="list-style-type: none"> <li>3. Arrange access to objects if required</li> <li>4. Direct enquirer to send loan request to curator</li> <li>5. Curator processes request to obtain approval (these decisions can take 3 months)</li> <li>6. Curator completes Loan Assessment Form</li> </ol> |