Contents

The fullness with which you answer a question will vary according to the museum’s circumstances. Focus always on how your particularmuseum service1 operates.

If a question can be answered by including a copy of all or part of an existing document, please do so. Please do not include original documents.

# Module 1 Governance, Management and Planning

Kowae 1 Mana Whakahaere, Mahi Whakahaere, Hanga Tikanga

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1 The word ‘museum’ is used to include any museum, art gallery, iwi museum/cultural centre, historic place, open air museum, heritage or marae collection, science centre, or exhibition centre.

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Module 1: Governance, management and planning02

Objective: All work and programmes are aligned to the museum’s written statement of purpose, and all paid and volunteer staff know what they are doing and why.

Standard: The museum has a commonly agreed, written and publicly understood purpose which guides policy-making and the museum team works towards achieving this overall purpose in all its activities.

# 1.1 Museum’s purpose

|  |
| --- |
| What is the specific purpose of your museum? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Publicly available statement of purpose | [ ]  | [ ]  |
| 2 | Formal aims and objectives | [ ]  | [ ]  |
| 3 | Mission statement and/or organisational principles | [ ]  | [ ]  |
| 4 | Vision | [ ]  | [ ]  |
| 5 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |



Objective: Museum resources are governed effectively, responsibly and transparently in accordance with the museum’s stated purpose, with relevant legislative requirements, and with the Treaty of Waitangi.

Standard: Formal arrangements are in place for governing the museum and these are understood both by the governing body and museum staff team.

# 1.2 Museum Governance (see 5.4 and 1.19)

Module 1: Governance, management and planning03

|  |
| --- |
| What formal arrangements are in place for governing the museum? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Statement of purpose | [ ]  | [ ]  |
| 2 | Terms of reference for committee/board members | [ ]  | [ ]  |
| 3 | Acknowledgment of the Treaty of Waitangi and the mana of the tangata whenua | [ ]  | [ ]  |
| 4 | Formal adherence to a code of ethics | [ ]  | [ ]  |
| 5 | Nomination process | [ ]  | [ ]  |
| 6 | Iwi representation | [ ]  | [ ]  |
| 7 | Statement of decision-making process and meeting cycle | [ ]  | [ ]  |
| 8 | Committee/board members’ procedures manual | [ ]  | [ ]  |
| 9 | Access to specialist advice including Mäori consultation | [ ]  | [ ]  |
| 10 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |



# 1.3 Legal Standing (see 2.4)

Module 1: Governance, management and planning04

Objective: Individuals, collections and taonga are legally protected.

Standard: The museum is –

• legally constituted

• clear who is legally responsible for the museum, its governance and management,
its collections and taonga, staff and volunteers, and the safety of its visitors.

|  |
| --- |
| What is your museum’s legal status?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Formal Local Authority minute | [ ]  | [ ]  |
| 2 | Constitution | [ ]  | [ ]  |
| 3 | Charitable Trust deed | [ ]  | [ ]  |
| 4 | Act of Parliament | [ ]  | [ ]  |
| 5 | Delegation or statement authorised by Chairperson of marae, rünanga or relevant committee | [ ]  | [ ]  |
| 6 | Iwi Trust Board Act | [ ]  | [ ]  |
| 7 | Articles of Incorporation | [ ]  | [ ]  |
| 8 | Certificate of Incorporation | [ ]  | [ ]  |
| 9 | Charitable Trust Certification | [ ]  | [ ]  |
| 10 | Terms of Incorporation | [ ]  | [ ]  |
| 11 | University Charter | [ ]  | [ ]  |
| 12 | Other status (please specify) | [ ]  | [ ]  |
| 13 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Objective: The museum has in place, or has plans to implement, partnership arrangements with tangata whenua, iwi and hapü for the museum’s governance, management and planning, in accord with the principles of the Treaty of Waitangi.

Standard: The partnership recognises and involves the appropriate tangata whenua, iwi and hapü, groups and individuals, and ensures effective participation in decision-making and policy development at all levels in accord with the principles of the Treaty of Waitangi.

# 1.4 Treaty-Based Partnerships between Museum and Tangata Whenua, Iwi and Hapü (see 2.2, 2.3 and 2.8)

|  |
| --- |
| border_rightWhat partnerships with tangata whenua, iwi and hapü are in place or planned for the museum’s governance, management and planning?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Acknowledgment of Treaty of Waitangi in constitution or governing document | [ ]  | [ ]  |
| 2 | Treaty-based governance structure (ie. bicultural representation on governing body) | [ ]  | [ ]  |
| 3 | Mäori positions and staff members (part-time, full-time, volunteer) | [ ]  | [ ]  |
| 4 | Kaitiaki Mäori (Iwi/Mäori guardian/custodian) | [ ]  | [ ]  |
| 5 | Mäori/Iwi advisory group terms of reference (eg. Kömiti, Taumata-ä-iwi) | [ ]  | [ ]  |
| 6 | Kaumätua (elders) | [ ]  | [ ]  |
| 7 | Formal relationship with tangata whenua, other iwi, hapü and whänau | [ ]  | [ ]  |
| 8 | Regular meetings with iwi representatives | [ ]  | [ ]  |
| 9 | Copy of Treaty of Waitangi displayed for governing body and staff | [ ]  | [ ]  |
| 10 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning05

Objective: The long-term future and care of the collection and taonga are secure.

Standard: Responsibility for the collection and taonga is clearly identified and acknowledged by the body concerned: and the museum, governing body, staff and volunteers recognise this designation of formal responsibility while continuing to care for the objects and taonga.

# 1.5 Responsibility for Collections and Taonga  (see 2.1, 2.2, 2.3, and 2.4)

|  |
| --- |
| border_rightWhat body is formally responsible for the permanent collection and taonga?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Statement of formal legal interest of the relevant bodies in the collection and taonga | [ ]  | [ ]  |
| 2 | Collection management policy and plan | [ ]  | [ ]  |
| 3 | Museum management structure | [ ]  | [ ]  |
| 4 | Statement on kaitiakitanga of taonga Mäori (protection and preservation) | [ ]  | [ ]  |
| 5 | Statement showing collections and taonga are treated differently from other physical assets such as office equipment, furniture etc | [ ]  | [ ]  |
| 6 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning06

Objective: A secure, long-term future for housing the collections and taonga, ensures that they can be displayed or stored immediately and that any future moves are planned for.

Standard: The museum governing body has security of tenure in its own or leased premises, covering at least the next five years, to provide adequate housing for the collections and taonga, together with formal plans for any move required within this time (including interim arrangements).

# 1.6 Tenure of Museum Premises

|  |
| --- |
| border_rightDoes your museum’s governing authority own or lease the museum’s premises?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Statement of freehold status | [ ]  | [ ]  |
| 2 | Leasehold or tenancy agreement | [ ]  | [ ]  |
| 3 | Copy of licence | [ ]  | [ ]  |
| 4 | Minute of local authority museum committee | [ ]  | [ ]  |
| 5 | Recognition of local tangata whenua where museum is situated | [ ]  | [ ]  |
| 6 | Proposed building programme for new site (if appropriate), demonstrating confirmed premises for at least the next five years | [ ]  | [ ]  |
| 7 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning07

Objective: Museum resources are managed according to established policies, regular procedures and reporting mechanisms.

Standard: The museum manages its resources (finances, staff and volunteers, collections and taonga, equipment and buildings) effectively and transparently following clear procedures and accountability processes.

# 1.7 Museum Management

|  |
| --- |
| border_rightWhat formal arrangements are in place for managing the museum?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Statement of accountabilities | [ ]  | [ ]  |
| 2 | Description of management arrangements, (eg. committee structure, staff structure, job descriptions, volunteer role descriptions) | [ ]  | [ ]  |
| 3 | Delegated authorities | [ ]  | [ ]  |
| 4 | Defined responsibilities | [ ]  | [ ]  |
| 5 | Management reports | [ ]  | [ ]  |
| 6 | Policies and procedures manual | [ ]  | [ ]  |
| 7 | Formal adoption of a code of ethics | [ ]  | [ ]  |
| 8 | Increased participation, or planned participation, of Mäori in management | [ ]  | [ ]  |
| 9 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning08

Module 1: Governance, management and planning09

Objective: Current and recent reports, accounts, correspondence, legal documents and personnel records can be readily located for the purposes of accountability, legislative requirements and day to day operations.

Standard: The museum can show that it records and maintains its own working documents, daily records, financial and institutional archives, in accordance with legislative requirements and operational effectiveness.

# 1.8 Administrative Records

|  |
| --- |
| border_rightHow are the museum’s administration records managed?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Filing/records systems | [ ]  | [ ]  |
| 2 | Computerised records system with regular backup | [ ]  | [ ]  |
| 3 | Copies of key records kept off-site | [ ]  | [ ]  |
| 4 | Dedicated administrator or secretary | [ ]  | [ ]  |
| 5 | Minute books | [ ]  | [ ]  |
| 6 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning10

Objective: The museum has a clear, agreed direction and focus for its work in current and future years and is prepared to meet future opportunities and threats.

Standard: The museum has an agreed forward plan to guide the work of staff and volunteers in the coming three to five years, and this plan recognises both opportunities and threats.

# 1.9 Forward Planning (see 1.10 and 4.7)

|  |
| --- |
| border_rightWhat planning have you established for the next few years?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Annual Plan (see 1.1) | [ ]  | [ ]  |
| 2 | Forward Plan | [ ]  | [ ]  |
| 3 | Long-term strategy | [ ]  | [ ]  |
| 4 | Agreed work programme | [ ]  | [ ]  |
| 5 | Marketing strategy (see 4.7) | [ ]  | [ ]  |
| 6 | Staff training and development plan | [ ]  | [ ]  |
| 7 | Three or five year action plan (statement of challenges and how you plan to address these) | [ ]  | [ ]  |
| 8 | Plan for Treaty partnerships | [ ]  | [ ]  |
| 9 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning11

Objective: Financial aspects of museum planning are addressed.

Standard: Evidence demonstrates that the museum has financial planning systems which align financial resources to the achievement of the agreed work plan.

# 1.10 Financial Planning (see 1.9)

|  |
| --- |
| border_rightWhat strategies do you use for your financial planning? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Budget for last and current year | [ ]  | [ ]  |
| 2 | Separate budget lines identified for key activities | [ ]  | [ ]  |
| 3 | Business or annual plan (see 1.9) | [ ]  | [ ]  |
| 4 | Financial projections beyond current year | [ ]  | [ ]  |
| 5 | Separate budget lines and financial planning for kaupapa Mäori goals, objectives and activities | [ ]  | [ ]  |
| 6 | Budget guidelines | [ ]  | [ ]  |
| 7 | Cash flow projection | [ ]  | [ ]  |
| 8 | Financial performance measures | [ ]  | [ ]  |
| 9 | Grant aid | [ ]  | [ ]  |
| 10 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning12

Objective: The museum’s financial resources are managed effectively and efficiently, the governing body is fully accountable and the museum has a sound financial base.

Standard: The museum has effective financial management systems in place, reporting regularly in line with the financial regulations which apply to its legally constituted status.

# 1.11 Budget Management

|  |
| --- |
| border_rightHow is your museum’s budget managed? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Audited accounts and/or annual reports for the previous two financial years | [ ]  | [ ]  |
| 2 | Performance measurements | [ ]  | [ ]  |
| 3 | Reporting procedures | [ ]  | [ ]  |
| 4 | Internal reconciliation of expenditure and income | [ ]  | [ ]  |
| 5 | Regular statement of financial position | [ ]  | [ ]  |
| 6 | Cash flow statement | [ ]  | [ ]  |
| 7 | Financial delegations | [ ]  | [ ]  |
| 8 | Treasurer’s monthly reports | [ ]  | [ ]  |
| 9 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning13

Objective: Public programmes are relevant and enjoyable for the visitors while contributing to the museum’s own goals.

Standard: The museum can show that it takes steps to gather information about visitors and users, their needs and interests for use in developing its public programmes.

*(Note: the term ‘public programme’ includes exhibitions, workshops, tours, demonstrations, illustrated lectures, performances, day schools, community events and educational programmes.)*

# 1.12 Planning Public Programmes (see 4.5)

|  |
| --- |
| border_rightborder_rightHow do you ensure that your public programmes are planned for the interests and needs of visitors and other users?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Summary of market research (see 4.5) | [ ]  | [ ]  |
| 2 | Budget for public programmes | [ ]  | [ ]  |
| 3 | Schedule of public programmes | [ ]  | [ ]  |
| 4 | Statement about target audiences for current programme | [ ]  | [ ]  |
| 5 | Regular consultation with Iwi and hapü groups | [ ]  | [ ]  |
| 6 | User data numbers or feedback | [ ]  | [ ]  |
| 7 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning14

Objective: Visitors feel comfortable in the museum, enjoy their visit and want to return.

Standard: The museum can show that it has trained its staff and volunteers to make the visit a welcoming, relaxed and memorable experience for their visitors.

# 1.13 Welcoming Visitors

|  |
| --- |
| border_rightHow does your museum team make your visitors and other museum users feel welcome? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Greetings procedures | [ ]  | [ ]  |
| 2 | Regular customer satisfaction surveys (see 4.5 and 4.12) | [ ]  | [ ]  |
| 3 | Customer service training for staff and volunteers | [ ]  | [ ]  |
| 4 | Number of *Kiwihost*-qualified staff (or equivalent) | [ ]  | [ ]  |
| 5 | Number of staff offering languages other than English | [ ]  | [ ]  |
| 6 | Interpretation and signage in languages other than English | [ ]  | [ ]  |
| 7 | Workshops on Mäori concept of hospitality | [ ]  | [ ]  |
| 8 | Telephone greetings | [ ]  | [ ]  |
| 9 | Special welcome for groups | [ ]  | [ ]  |
| 10 | Handout listing what is on view | [ ]  | [ ]  |
| 11 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning15

Objective: The marketing plan is developed, based on visitor and market research.

Standard: The museum has developed a marketing plan and measures the effectiveness of the plan.

# 1.14 Marketing Plan (see 4.5, 4.7, 4.9 and 5.6)

|  |
| --- |
| border_rightHow do you develop your museum’s marketing plan? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Current marketing plan, including budget allocation | [ ]  | [ ]  |
| 2 | Job description of dedicated marketing staff or volunteers (Could be terms of reference for a promotions sub-committee) | [ ]  | [ ]  |
| 3 | Visitor and market research, including market research on Mäori | [ ]  | [ ]  |
| 4 | Evidence of how market research is used in marketing plan | [ ]  | [ ]  |
| 5 | Established measures to monitor the effectiveness of the marketing plan | [ ]  | [ ]  |
| 6 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning16

Objective: Collections and taonga are not put at risk through lack of knowledge, and staff and volunteers are assured that they are operating effectively.

Standard: The museum employs its own professional staff, or actively seeks out professional or cultural advice, or employs specialist assistance; abides by relevant codes of ethics and takes advantage of training opportunities.

# 1.15 Museum Advice (see 5.3)

|  |
| --- |
| border_rightWhat access does your museum have to professional museum advice? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | In-house qualified staff (and their qualifications) | [ ]  | [ ]  |
| 2 | Appropriate use of experienced consultants | [ ]  | [ ]  |
| 3 | Active membership of museum organisations | [ ]  | [ ]  |
| 4 | Participation in training opportunities | [ ]  | [ ]  |
| 5 | Access to specialist advice, including tangata whenua advice | [ ]  | [ ]  |
| 6 | Relevant codes of ethics | [ ]  | [ ]  |
| 7 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning17

Objective: Tangata whenua and other iwi, hapü and whänau participate in decisions on policy and operations.

Standard: Tangata whenua, iwi and hapü are confident that their concepts and concerns are reflected positively in policy, management decisions, public programmes and day to day operations.

# 1.16 Input and Advice from Tangata Whenua, Iwi, Hapü and Whänau

|  |
| --- |
| border_rightWhat access does your museum have to input and advice from tangata whenua, iwi, hapü and whänau?  |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Treaty-based governance structure | [ ]  | [ ]  |
| 2 | Iwi advisor (individual or group) | [ ]  | [ ]  |
| 3 | Policy of active consultation | [ ]  | [ ]  |
| 4 | Mäori positions and staff | [ ]  | [ ]  |
| 5 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

# 1.17 Communities of Support (see 5.1 and 5.5)

Module 1: Governance, management and planning18

Objective: The museum thrives on the support of Friends, voluntary workers, local authorities, tangata whenua, other iwi and hapü, donors, individual and corporate sponsors, residents and other community groups and strategic partners in other local museum and tourism operations.

Standard: The museum knows and understands the diversity of its interest groups and has analysed its actual and potential communities of support and considers them in planning its direction and activities.

|  |
| --- |
| border_rightborder_rightHow has your museum identified your actual and potential communities of support? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Stakeholder identification and analysis | [ ]  | [ ]  |
| 2 | Active involvement in community networks | [ ]  | [ ]  |
| 3 | Use of local/national statistics | [ ]  | [ ]  |
| 4 | Community profile | [ ]  | [ ]  |
| 5 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning***19***

Objective: Paid and unpaid staff are fully effective, keeping up to date with developments in museum practice and thinking.

Standard: Paid staff and volunteers have regular access to training opportunities, resources and networks.

# 1.18 Training for paid and volunteer staff

|  |
| --- |
| border_rightHow does the museum provide for training for paid and volunteer staff? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Training policy and strategy | [ ]  | [ ]  |
| 2 | Annual training budget | [ ]  | [ ]  |
| 3 | Induction for new staff and/or volunteers | [ ]  | [ ]  |
| 4 | Training programme | [ ]  | [ ]  |
| 5 | Tikanga training | [ ]  | [ ]  |
| 6 | Succession planning | [ ]  | [ ]  |
| 7 | Mäori language training | [ ]  | [ ]  |
| 8 | Cultural safety programmes | [ ]  | [ ]  |
| 9 | Active membership of relevant museum organisations and networks | [ ]  | [ ]  |
| 10 | Participation in *Kiwihost* programmes (or similar customer service programme) | [ ]  | [ ]  |
| 11 | Investors in People recognition (or similar Human Resources standard) | [ ]  | [ ]  |
| 12 | Schedule of performance reviews | [ ]  | [ ]  |
| 13 | Iwi training needs identified (eg. museum internships, together with reciprocal training for museum staff) | [ ]  | [ ]  |
| 14 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning20

Objective: Members of the governing body and advisory groups have a sound understanding of the museum, its policies, issues, opportunities and constraints in order to make effective decisions.

Standard: New and serving members of the governing body and advisory groups receive training and updated information on museum and related issues to enable them to be confident in their roles of policy development and decision-making.

# 1.19 Training for Governing Body (see 1.2)

|  |
| --- |
| border_rightHow does the museum provide for training for members of the governing body and advisory groups? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Handbook for new members, including kaupapa Mäori | [ ]  | [ ]  |
| 2 | Induction programme, including kaupapa Mäori | [ ]  | [ ]  |
| 3 | Recruitment & succession planning including recruitment of Mäori members | [ ]  | [ ]  |
| 4 | Training programme, including Treaty principles and kaupapa Mäori | [ ]  | [ ]  |
| 5 | Regular presentations from staff members | [ ]  | [ ]  |
| 6 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|   |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here   |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Module 1: Governance, management and planning21

Objective: All risks to visitors, volunteers and staff are minimised at all times and the museum is always operating within the law.

Standard: The museum complies with statutory legislation and local by-laws, and has related policies and procedures in place which are understood and followed by staff, volunteers and visitors.

# 1.20 Public Safety and Security (see 2.6)

|  |
| --- |
| border_rightHow do you ensure the safety and security of visitors and staff? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Statements of compliance with building, public health and safety, and fire safety regulations | [ ]  | [ ]  |
| 2 | Public liability insurance | [ ]  | [ ]  |
| 3 | Emergency procedures in place | [ ]  | [ ]  |
| 4 | List of fire wardens | [ ]  | [ ]  |
| 5 | First aid certification | [ ]  | [ ]  |
| 6 | Delegated person responsible when museum premises occupied | [ ]  | [ ]  |
| 7 | Emergency manual | [ ]  | [ ]  |
| 8 | Regular hazard audit | [ ]  | [ ]  |
| 9 | Occupational Health and Safety compliance | [ ]  | [ ]  |
| 10 | Building Warrant of Fitness  | [ ]  | [ ]  |
| 11 | Consultation with the Barrier-free Trust | [ ]  | [ ]  |
| 12 | Consultation with child safety agencies | [ ]  | [ ]  |
| 13 | Annual/triennial security review | [ ]  | [ ]  |
| 14 | Schedule of health and safety checks | [ ]  | [ ]  |
| 15 | Tikanga guidelines for cultural safety | [ ]  | [ ]  |
| 16 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback(X indicates reviewers’ assessment of current practice) |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

Objective: The museum respects, without discrimination, all governing body members, staff, volunteers, visitors and users, and develops opportunities for their active input into planning, governance, management and use of the museum and its collections and taonga, services and facilities.

Standard: The museum operates an actual or de facto policy of equality of opportunity, creating opportunities and encouraging full participation, without discrimination, for all who wish to contribute to museum’s governance and operation and to use and enjoy its services.

# 1.21 Equity

|  |
| --- |
| border_rightHow does your museum ensure equality of opportunity in all aspects of governance, management, operations and services? |
|  | Does your museum have one or more of the following that answers or supports the above query? | You have this | Copy is attached |
| 1 | Equal Employment Opportunity policy | [ ]  | [ ]  |
| 2 | Training initiatives | [ ]  | [ ]  |
| 3 | Specific reference in mission, goals and strategy documents | [ ]  | [ ]  |
| 4 | Training in tikanga Mäori | [ ]  | [ ]  |
| 5 | Collaborative projects with a range of stakeholders | [ ]  | [ ]  |
| 6 | Disability awareness training | [ ]  | [ ]  |
| 7 | Use of advisory committees | [ ]  | [ ]  |
| 8 | Sexual harassment policy | [ ]  | [ ]  |
| 9 | Use of Kömiti Mäori | [ ]  | [ ]  |
| 10 | Dispute/conflict resolution procedures | [ ]  | [ ]  |
| 11 | Cultural awareness training | [ ]  | [ ]  |
| 12 | Other documents or arrangements (please specify) | [ ]  | [ ]  |
|  |
| a) Comments about achievements:  (summary of a museum’s achievements towards meeting or exceeding standard) |
| Double click here  |
| b) Suggestions for further development: (suggestions of actions for you to consider in order to meet or exceed the standard) |
| Double click here  |
|  |
| Review feedback *(X indicates reviewers’ assessment of current practice)* |
| [ ]  Above standard | [ ]  Standard met | [ ]  Standard almost met | [ ]  Standard not met |

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