

Module 1 Governance, Management and Planning

Kowae 1

Mana Whakahaere, Mahi Whakahaere, Hanga Tikanga

The fullness with which you answer a question will vary according to the museum's circumstances. Focus always on how *your particular* museum 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.

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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.

1.1 Museum's purpose

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.

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	<input type="checkbox"/>	<input type="checkbox"/>
2	Formal aims and objectives	<input type="checkbox"/>	<input type="checkbox"/>
3	Mission statement and/or organisational principles	<input type="checkbox"/>	<input type="checkbox"/>
4	Vision	<input type="checkbox"/>	<input type="checkbox"/>
5	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

a) Comments about achievements:

(summary of a museum's achievements towards meeting or exceeding standard)

b) Suggestions for further development:

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Review feedback (*X indicates reviewers' assessment of current practice*)

Above standard Standard met Standard almost met Standard not met

1.2 Museum Governance (see 5.4 and 1.19)

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.

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	<input type="checkbox"/>	<input type="checkbox"/>
2	Terms of reference for committee/board members	<input type="checkbox"/>	<input type="checkbox"/>
3	Acknowledgment of the Treaty of Waitangi and the mana of the tangata whenua	<input type="checkbox"/>	<input type="checkbox"/>
4	Formal adherence to a code of ethics	<input type="checkbox"/>	<input type="checkbox"/>
5	Nomination process	<input type="checkbox"/>	<input type="checkbox"/>
6	Iwi representation	<input type="checkbox"/>	<input type="checkbox"/>
7	Statement of decision-making process and meeting cycle	<input type="checkbox"/>	<input type="checkbox"/>
8	Committee/board members’ procedures manual	<input type="checkbox"/>	<input type="checkbox"/>
9	Access to specialist advice including Māori consultation	<input type="checkbox"/>	<input type="checkbox"/>
10	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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(summary of a museum’s achievements towards meeting or exceeding standard)

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1.3 Legal Standing (see 2.4)

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	<input type="checkbox"/>	<input type="checkbox"/>
2	Constitution	<input type="checkbox"/>	<input type="checkbox"/>
3	Charitable Trust deed	<input type="checkbox"/>	<input type="checkbox"/>
4	Act of Parliament	<input type="checkbox"/>	<input type="checkbox"/>
5	Delegation or statement authorised by Chairperson of marae, rūnanga or relevant committee	<input type="checkbox"/>	<input type="checkbox"/>
6	Iwi Trust Board Act	<input type="checkbox"/>	<input type="checkbox"/>
7	Articles of Incorporation	<input type="checkbox"/>	<input type="checkbox"/>
8	Certificate of Incorporation	<input type="checkbox"/>	<input type="checkbox"/>
9	Charitable Trust Certification	<input type="checkbox"/>	<input type="checkbox"/>
10	Terms of Incorporation	<input type="checkbox"/>	<input type="checkbox"/>
11	University Charter	<input type="checkbox"/>	<input type="checkbox"/>
12	Other status (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
13	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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

Objective: The museum has in place, or has plans to implement, partnership arrangements with tangata whenua, iwi and hapū 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 hapū, 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.

What partnerships with tangata whenua, iwi and hapū 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Treaty-based governance structure (ie. bicultural representation on governing body)	<input type="checkbox"/>	<input type="checkbox"/>
3	Māori positions and staff members (part-time, full-time, volunteer)	<input type="checkbox"/>	<input type="checkbox"/>
4	Kaitiaki Māori (Iwi/Māori guardian/custodian)	<input type="checkbox"/>	<input type="checkbox"/>
5	Māori/Iwi advisory group terms of reference (eg. Kōmiti, Taumata-ā-iwi)	<input type="checkbox"/>	<input type="checkbox"/>
6	Kaumātua (elders)	<input type="checkbox"/>	<input type="checkbox"/>
7	Formal relationship with tangata whenua, other iwi, hapū and whānau	<input type="checkbox"/>	<input type="checkbox"/>
8	Regular meetings with iwi representatives	<input type="checkbox"/>	<input type="checkbox"/>
8	Copy of Treaty of Waitangi displayed for governing body and staff	<input type="checkbox"/>	<input type="checkbox"/>
10	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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

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.

What 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Collection management policy and plan	<input type="checkbox"/>	<input type="checkbox"/>
3	Museum management structure	<input type="checkbox"/>	<input type="checkbox"/>
4	Statement on kaitiakitanga of taonga Māori (protection and preservation)	<input type="checkbox"/>	<input type="checkbox"/>
5	Statement showing collections and taonga are treated differently from other physical assets such as office equipment, furniture etc	<input type="checkbox"/>	<input type="checkbox"/>
6	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.6 Tenure of Museum Premises

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).

Does 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Leasehold or tenancy agreement	<input type="checkbox"/>	<input type="checkbox"/>
3	Copy of licence	<input type="checkbox"/>	<input type="checkbox"/>
4	Minute of local authority museum committee	<input type="checkbox"/>	<input type="checkbox"/>
5	Recognition of local tangata whenua where museum is situated	<input type="checkbox"/>	<input type="checkbox"/>
6	Proposed building programme for new site (if appropriate), demonstrating confirmed premises for at least the next five years	<input type="checkbox"/>	<input type="checkbox"/>
7	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.7 Museum Management

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.

What 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Description of management arrangements, (eg. committee structure, staff structure, job descriptions, volunteer role descriptions)	<input type="checkbox"/>	<input type="checkbox"/>
3	Delegated authorities	<input type="checkbox"/>	<input type="checkbox"/>
4	Defined responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
5	Management reports	<input type="checkbox"/>	<input type="checkbox"/>
6	Policies and procedures manual	<input type="checkbox"/>	<input type="checkbox"/>
7	Formal adoption of a code of ethics	<input type="checkbox"/>	<input type="checkbox"/>
8	Increased participation, or planned participation, of Māori in management	<input type="checkbox"/>	<input type="checkbox"/>
9	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.8 Administrative Records

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Computerised records system with regular backup	<input type="checkbox"/>	<input type="checkbox"/>
3	Copies of key records kept off-site	<input type="checkbox"/>	<input type="checkbox"/>
4	Dedicated administrator or secretary	<input type="checkbox"/>	<input type="checkbox"/>
5	Minute books	<input type="checkbox"/>	<input type="checkbox"/>
6	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.9 Forward Planning (see 1.10 and 4.7)

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.

What 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)	<input type="checkbox"/>	<input type="checkbox"/>
2	Forward Plan	<input type="checkbox"/>	<input type="checkbox"/>
3	Long-term strategy	<input type="checkbox"/>	<input type="checkbox"/>
4	Agreed work programme	<input type="checkbox"/>	<input type="checkbox"/>
5	Marketing strategy (see 4.7)	<input type="checkbox"/>	<input type="checkbox"/>
6	Staff training and development plan	<input type="checkbox"/>	<input type="checkbox"/>
7	Three or five year action plan (statement of challenges and how you plan to address these)	<input type="checkbox"/>	<input type="checkbox"/>
8	Plan for Treaty partnerships	<input type="checkbox"/>	<input type="checkbox"/>
9	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.10 Financial Planning (see 1.9)

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.

What 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Separate budget lines identified for key activities	<input type="checkbox"/>	<input type="checkbox"/>
3	Business or annual plan (see 1.9)	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial projections beyond current year	<input type="checkbox"/>	<input type="checkbox"/>
5	Separate budget lines and financial planning for kaupapa Māori goals, objectives and activities	<input type="checkbox"/>	<input type="checkbox"/>
6	Budget guidelines	<input type="checkbox"/>	<input type="checkbox"/>
7	Cash flow projection	<input type="checkbox"/>	<input type="checkbox"/>
8	Financial performance measures	<input type="checkbox"/>	<input type="checkbox"/>
9	Grant aid	<input type="checkbox"/>	<input type="checkbox"/>
10	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.11 Budget Management

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Performance measurements	<input type="checkbox"/>	<input type="checkbox"/>
3	Reporting procedures	<input type="checkbox"/>	<input type="checkbox"/>
4	Internal reconciliation of expenditure and income	<input type="checkbox"/>	<input type="checkbox"/>
5	Regular statement of financial position	<input type="checkbox"/>	<input type="checkbox"/>
6	Cash flow statement	<input type="checkbox"/>	<input type="checkbox"/>
7	Financial delegations	<input type="checkbox"/>	<input type="checkbox"/>
8	Treasurer's monthly reports	<input type="checkbox"/>	<input type="checkbox"/>
9	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.12 Planning Public Programmes (see 4.5)

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.)

How 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)	<input type="checkbox"/>	<input type="checkbox"/>
2	Budget for public programmes	<input type="checkbox"/>	<input type="checkbox"/>
3	Schedule of public programmes	<input type="checkbox"/>	<input type="checkbox"/>
4	Statement about target audiences for current programme	<input type="checkbox"/>	<input type="checkbox"/>
5	Regular consultation with Iwi and hapū groups	<input type="checkbox"/>	<input type="checkbox"/>
6	User data numbers or feedback	<input type="checkbox"/>	<input type="checkbox"/>
7	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.13 Welcoming Visitors

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Regular customer satisfaction surveys (see 4.5 and 4.12)	<input type="checkbox"/>	<input type="checkbox"/>
3	Customer service training for staff and volunteers	<input type="checkbox"/>	<input type="checkbox"/>
4	Number of <i>Kiwihost</i> -qualified staff (or equivalent)	<input type="checkbox"/>	<input type="checkbox"/>
5	Number of staff offering languages other than English	<input type="checkbox"/>	<input type="checkbox"/>
6	Interpretation and signage in languages other than English	<input type="checkbox"/>	<input type="checkbox"/>
7	Workshops on Māori concept of hospitality	<input type="checkbox"/>	<input type="checkbox"/>
8	Telephone greetings	<input type="checkbox"/>	<input type="checkbox"/>
9	Special welcome for groups	<input type="checkbox"/>	<input type="checkbox"/>
10	Handout listing what is on view	<input type="checkbox"/>	<input type="checkbox"/>
11	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Job description of dedicated marketing staff or volunteers (Could be terms of reference for a promotions sub-committee)	<input type="checkbox"/>	<input type="checkbox"/>
3	Visitor and market research, including market research on Māori	<input type="checkbox"/>	<input type="checkbox"/>
4	Evidence of how market research is used in marketing plan	<input type="checkbox"/>	<input type="checkbox"/>
5	Established measures to monitor the effectiveness of the marketing plan	<input type="checkbox"/>	<input type="checkbox"/>
6	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.15 Museum Advice (see 5.3)

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.

What 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)	<input type="checkbox"/>	<input type="checkbox"/>
2	Appropriate use of experienced consultants	<input type="checkbox"/>	<input type="checkbox"/>
3	Active membership of museum organisations	<input type="checkbox"/>	<input type="checkbox"/>
4	Participation in training opportunities	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to specialist advice, including tangata whenua advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Relevant codes of ethics	<input type="checkbox"/>	<input type="checkbox"/>
7	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.16 Input and Advice from Tangata Whenua, Iwi, Hapū and Whānau

Objective: Tangata whenua and other iwi, hapū and whānau participate in decisions on policy and operations.

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

What access does your museum have to input and advice from tangata whenua, iwi, hapū and whānau?

	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	<input type="checkbox"/>	<input type="checkbox"/>
2	Iwi advisor (individual or group)	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy of active consultation	<input type="checkbox"/>	<input type="checkbox"/>
4	Māori positions and staff	<input type="checkbox"/>	<input type="checkbox"/>
5	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.17 Communities of Support (see 5.1 and 5.5)

Objective: The museum thrives on the support of Friends, voluntary workers, local authorities, tangata whenua, other iwi and hapū, 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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Active involvement in community networks	<input type="checkbox"/>	<input type="checkbox"/>
3	Use of local/national statistics	<input type="checkbox"/>	<input type="checkbox"/>
4	Community profile	<input type="checkbox"/>	<input type="checkbox"/>
5	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.18 Training for paid and volunteer staff

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Annual training budget	<input type="checkbox"/>	<input type="checkbox"/>
3	Induction for new staff and/or volunteers	<input type="checkbox"/>	<input type="checkbox"/>
4	Training programme	<input type="checkbox"/>	<input type="checkbox"/>
5	Tikanga training	<input type="checkbox"/>	<input type="checkbox"/>
6	Succession planning	<input type="checkbox"/>	<input type="checkbox"/>
7	Māori language training	<input type="checkbox"/>	<input type="checkbox"/>
8	Cultural safety programmes	<input type="checkbox"/>	<input type="checkbox"/>
9	Active membership of relevant museum organisations and networks	<input type="checkbox"/>	<input type="checkbox"/>
10	Participation in <i>Kiwihost</i> programmes (or similar customer service programme)	<input type="checkbox"/>	<input type="checkbox"/>
11	Investors in People recognition (or similar Human Resources standard)	<input type="checkbox"/>	<input type="checkbox"/>
12	Schedule of performance reviews	<input type="checkbox"/>	<input type="checkbox"/>
13	Iwi training needs identified (eg. museum internships, together with reciprocal training for museum staff)	<input type="checkbox"/>	<input type="checkbox"/>
14	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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1.19 Training for Governing Body (see 1.2)

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.

How 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 Māori	<input type="checkbox"/>	<input type="checkbox"/>
2	Induction programme, including kaupapa Māori	<input type="checkbox"/>	<input type="checkbox"/>
3	Recruitment & succession planning including recruitment of Māori members	<input type="checkbox"/>	<input type="checkbox"/>
4	Training programme, including Treaty principles and kaupapa Māori	<input type="checkbox"/>	<input type="checkbox"/>
5	Regular presentations from staff members	<input type="checkbox"/>	<input type="checkbox"/>
6	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

a) Comments about achievements:

(summary of a museum's achievements towards meeting or exceeding standard)

b) Suggestions for further development:

(suggestions of actions for you to consider in order to meet or exceed the standard)

Review feedback (*X indicates reviewers' assessment of current practice*)

Above standard Standard met Standard almost met Standard not met

1.20 Public Safety and Security (see 2.6)

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Public liability insurance	<input type="checkbox"/>	<input type="checkbox"/>
3	Emergency procedures in place	<input type="checkbox"/>	<input type="checkbox"/>
4	List of fire wardens	<input type="checkbox"/>	<input type="checkbox"/>
5	First aid certification	<input type="checkbox"/>	<input type="checkbox"/>
6	Delegated person responsible when museum premises occupied	<input type="checkbox"/>	<input type="checkbox"/>
7	Emergency manual	<input type="checkbox"/>	<input type="checkbox"/>
8	Regular hazard audit	<input type="checkbox"/>	<input type="checkbox"/>
9	Occupational Health and Safety compliance	<input type="checkbox"/>	<input type="checkbox"/>
10	Building Warrant of Fitness	<input type="checkbox"/>	<input type="checkbox"/>
11	Consultation with the Barrier-free Trust	<input type="checkbox"/>	<input type="checkbox"/>
12	Consultation with child safety agencies	<input type="checkbox"/>	<input type="checkbox"/>
13	Annual/triennial security review	<input type="checkbox"/>	<input type="checkbox"/>
14	Schedule of health and safety checks	<input type="checkbox"/>	<input type="checkbox"/>
15	Tikanga guidelines for cultural safety	<input type="checkbox"/>	<input type="checkbox"/>
16	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

a) Comments about achievements:

(summary of a museum's achievements towards meeting or exceeding standard)

b) Suggestions for further development:

(suggestions of actions for you to consider in order to meet or exceed the standard)

Review feedback (X indicates reviewers' assessment of current practice)

Above standard Standard met Standard almost met Standard not met

1.21 Equity

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.

How 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	<input type="checkbox"/>	<input type="checkbox"/>
2	Training initiatives	<input type="checkbox"/>	<input type="checkbox"/>
3	Specific reference in mission, goals and strategy documents	<input type="checkbox"/>	<input type="checkbox"/>
4	Training in tikanga Māori	<input type="checkbox"/>	<input type="checkbox"/>
5	Collaborative projects with a range of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
6	Disability awareness training	<input type="checkbox"/>	<input type="checkbox"/>
7	Use of advisory committees	<input type="checkbox"/>	<input type="checkbox"/>
8	Sexual harassment policy	<input type="checkbox"/>	<input type="checkbox"/>
9	Use of Kōmiti Māori	<input type="checkbox"/>	<input type="checkbox"/>
10	Dispute/conflict resolution procedures	<input type="checkbox"/>	<input type="checkbox"/>
11	Cultural awareness training	<input type="checkbox"/>	<input type="checkbox"/>
12	Other documents or arrangements (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

a) Comments about achievements:

(summary of a museum's achievements towards meeting or exceeding standard)

b) Suggestions for further development:

(suggestions of actions for you to consider in order to meet or exceed the standard)

Review feedback (*X indicates reviewers' assessment of current practice*)

Above standard Standard met Standard almost met Standard not met