

Tatai Kōrero

Te Papa **National Services Newslink**

Preserving and exhibiting the unique stories of New Zealand is the challenge all museums in this country face.

Rising Stars

As we head into winter and approach the winter solstice, in New Zealand we are also entering the time of Matariki – the Māori new year. This is a time of reflection on the past year and planning for the year ahead.

The Māori New Year generally commences with the first new moon after the reappearance of Matariki – the Pleiades – in the early morning sky. The bright star Puanga – Rigel – also emerges at about the same time and for some iwi it is the appearance of Puanga that is celebrated. The first new moon this year is on 12 June.

For National Services and our partners working on 2001/02 regional projects, this is the period when we are completing projects. It is also a time for working with museums, iwi and related organisations around the country to create new proposals for the new financial year. The deadline this year is 12 July, and as usual, a range of interesting proposals is being discussed. Contact us now with your ideas.

This year over twenty regional partnership projects have been completed or are coming to an end. The *Caring for Collections* workshops in Rangiora, Christchurch and Dunedin all proved very popular, participants learning the basics of caring for their collections, from preventive conservation measures to storage and handling of objects.

There have been several **marketing and promotion** partnership projects this year, and National Services encourages you to think of ways that your museum can work with us on marketing projects too. As examples, the Whangarei Art Museum is working with regional colleagues to create a new Artchart brochure

and web site, and Ferrymead in Christchurch and the Dowse in Lower Hutt have been carrying out visitor and market research.

Revenue generation is another area that is significant for museums. National Services has been working with both Canterbury Museum and Otago Museum on partnership projects that are assisting them to plan revenue generation initiatives through more strategic use of functions and catering facilities. Out of these projects will come useful planning tools to include in future resource guides.

National Services also supports and encourages **iwi and museums** to work together, and iwi to develop their services. The taonga database and iwi – museum relationships projects have been very successful, and we look forward to the outcomes of a new initiative with Ngāi Tahu – a traineeship at the Christchurch Art Gallery.

The draft **Standards** scheme has again proved useful. This year self and peer reviews have been completed on the West Coast and the Kapiti/Horowhenua area. This not only provides a way for museums to review themselves, but also for museums to work together.

For anyone considering proposing a partnership project with National Services for 2002/03, please contact us NOW to discuss your project and to work on formulating the proposal.

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Museum Training and the National Qualifications Framework



National Services worked with the museum sector in 1999 on a project to develop a national training plan, identifying the skills needed by personnel who work in New Zealand museums as well as national training priorities.

What is a Unit Standard?

Unit standards are concerned with learning outcomes – they provide assessment targets and the criteria that each learner’s performance can be evaluated against. Each unit standard describes a specific level of performance and to earn credit for that standard on the Qualifications Framework, learners must meet all criteria.

Each unit standard has

- A title which identifies an area of knowledge, understanding or skills.
- A purpose statement which establishes what the unit standard is about and its context.
- Special notes which provide further clarification.
- Elements – the specific learning outcomes.
- Performance criteria – to judge whether a learner’s performance is sufficient for credit.
- A level which indicates the level of difficulty (starting at 1 and going up to 8).
- A credit number which indicates how long it would take a typical learner to complete the unit standard. (One credit equates to about 10 hours of work.)

One of the actions from this project was for National Services to coordinate the sector to link museum training to the National Qualifications Framework run by the New Zealand Qualifications Authority (NZQA).

The National Qualifications Framework has literally thousands of unit standards for hundreds of different areas of learning. It is administered by the New Zealand Qualifications Authority and includes unit standards for secondary school subjects (for the new National Certificate in Educational Achievement which is under way this year), as well as for tertiary learning and learning in the workplace.

The National Qualifications Framework can assist museum training in the following ways.

One is to ensure the sector makes use of unit standards already on the Framework. These are accessible on the Internet and can be used by any individual through an accredited provider, such as a local polytechnic. For example, there are customer service unit standards written in various contexts or generically, and useful business, tourism, Māori, library services and archiving unit standards.

The second is to develop museum-specific unit standards in particular skills and knowledge areas such as collections and exhibitions. The Training Sector Reference Group and special working group panels are working with the NZQA to draft museum-specific unit standards and will send out drafts to museums around the country for

feedback. When finalised, these unit standards will then be registered on the Framework.

Relevant Māori unit standards already exist on the Framework and new unit standards can be developed. Arapata Hakiwai of National Services is already investigating the best way to include, for example, Treaty of Waitangi, Te Reo, Māori tourism and taonga Māori aspects into the museum specific unit standards and qualifications and which new unit standards need to be written. A specific working group will draft these shortly.

Finally, Framework qualifications can be developed for the museum sector, incorporating new and existing unit standards and following the initial decisions made in the *1999 New Zealand Museum’s National Training Framework* report. Once this work is completed, it will be possible for universities and polytechnics to offer local, distance learning and more work-based packages for people working in museums around the country, and for that learning to be nationally recognised.

Already the Training Sector Reference Group has scoped the project and set up panels to begin development work in the three key areas of Customer Service, Exhibitions and Collections. These panels are currently working with NZQA to draft unit standards for feedback.

For more information on the National Qualifications Framework go to the Qualifications Authority website – www.nzqa.govt.nz



Chris Currie, Catherine Lomas, Philip Howe, Moana Davey and Susan Abasa drafting exhibitions unit standards guided by Roger Booth, NZQA

Source: Te Papa

Taonga Databases

As one outcome of a partnership project between National Services, Tauranga Museum and Ngā Iwi o Tauranga Moana, Antoine Coffin completed a research report in 1999 detailing the museums and private collections which held taonga Māori from the Bay of Plenty.



He also documented the history of some of these taonga as part of this bicultural development project. During a similar period, Tipene O'Brien also researched information on Taranaki taonga held in the Taranaki Museum, as part of another partnership project completed in 1999.

The Tauranga and Taranaki projects provided a model for several other more recent taonga database partnership projects between National Services and local museums and iwi:

- The Te Pae Tawhiti project involved the Hawke's Bay Cultural Trust and Ngāti Kahungunu Incorporated to research Ngāti Kahungunu taonga held in New Zealand museums and overseas. Heeni Taukamo is the researcher who has compiled a register of the taonga and made this information available to hapū and iwi.

- Russell Beck and Maika Mason undertook similar research for Ngāi Tahu pounamu taonga held in New Zealand museums.
- Whanganui Regional Museum is undertaking preparatory work to develop a taonga database.

National Services Community Partnerships Manager Māori, Arapata Hakiwai, notes "This is very important work as it means iwi can identify their own taonga and know where they are, as well as re-establish connections with their past."

National Services will be convening a hui in late June to work through a debriefing on these projects – to pool information, to compare experiences, examine the successes to date and the issues encountered. The hui will chart a strategic pathway for the next step for taonga databases.

New He Rauemi Resource Guides

In October 2001, every museum, iwi and related organisation on our data base received 14 new He Rauemi Resource Guides from National Services, together with a large ringbinder for easy storage and reference.

Each resource guide has been drafted in consultation with one or more experts, sent out for peer review and then redrafted and reformatted.

Five new He Rauemi Resource Guides are currently being written for publication and distribution later this year. They are:

- Care of Māori Textiles
- Collection Policy – Acquisitions and Disposals
- Collection Databases
- Developing a Marketing Plan
- Sponsorship – How to do it.

National Services welcomes feedback on each of the resource guides.

These are the He Rauemi Resource Guides that were sent in a folder to your organisation in October last year:

1. Working with the Media
2. Tapping into Funding Sources
3. Know Your Visitors
4. Introduction to Visitor Surveys
5. Preventive Conservation
6. Minimising Disaster
7. Emergency Procedures

8. A Guide to Guardians of Iwi Treasures
9. Copyright and Museums
10. Exhibitions at Your Place
11. Developing a Training Plan
12. Training Evaluation
13. Valuing Collections
14. Developing a Strategic Plan.

Additional copies can be purchased from National Services – natserv@tepapa.govt.nz



"After two readings, I know that we are going to make good use of the Guide. The presentation is excellent – easy to use and easy to read."

New Initiative – the Christchurch Art Gallery and Ngāi Tahu

The new Christchurch Art Gallery is undertaking a major new initiative with Ngāi Tahu as a National Services partnership project.



Gerard O'Regan
Source: Te Rūnanga o Ngāi Tahu

This new initiative is to provide a Ngāi Tahu Kaupapa Māori Educator/Interpreter traineeship in the new Christchurch Art Gallery Te Puna o Waiwhetū.

The traineeship will contribute to the development of a pool of Ngāi Tahu people who are trained and skilled to work in museums, galleries and heritage projects. The traineeship project will also help build closer working relationships between Ngāi Tahu and South Island museums and galleries.

Gerard O'Regan, Manager Culture and Identity, Ngāi Tahu Development Corporation notes:

“Ever since the days of Te Māori it has been obvious that increasing Māori staff in our art and heritage museums makes those places much more useable for Māori people. Yet there are still hardly any Māori working in our southern museums. With the kaupapa Māori trainee position in the key role of education and interpretation, our new Christchurch Art Gallery promises to be much more relevant to

our Māori community, our tamariki in particular, as well as giving Māori art a stronger voice within the wider Christchurch community,” he said.

“There have been previous training schemes aimed at getting Māori people working in museums and galleries. What is unique in the South with this one, is the commitment of the Christchurch Art Gallery to find further funding to make the position ongoing at the end of the traineeship. It signals to our people and marae that the new Gallery will be serious about kaupapa Māori. Ngāi Tahu certainly hope it is a turning point for our wider southern museum community.”

According to Tony Preston, Director of the Gallery, “The new Christchurch Art Gallery’s education programmes will benefit greatly from the addition of a Kaupapa Educator/Interpreter trainee position. The one year traineeship will be crucial in influencing the development of future programmes, providing benefits for the

schools curriculum and for visitor programmes and resources, with the ultimate aim of attracting a wider audience to the Gallery.”

The traineeship is a timely reinforcement of the Art Gallery’s relationship with local iwi, coinciding with the conferring of the new Art Gallery’s Māori name, *Te Puna o Waiwhetū*, and the development of a major exhibition of Ngāi Tahu art for the opening of the new Gallery in April 2003. The exhibition marries the work of major Ngāi Tahu contemporary artists with historic taonga – a concept developed by the Gallery’s Kaitiaki, Jonathan Mane-Wheoki. “I well remember that it was at the opening of the Buck Nin exhibition at the Robert McDougall Art Gallery Annex in 1998 that the Gallery’s Senior Curator observed that the Gallery should strengthen its commitment to Māori. Once the traineeship is established and the trainee appointed, a most important aspect of that aim is achieved,” Jonathan said.

Arapata Hakiwai
Source: Te Papa



Museum Standards – a more bicultural perspective

The Draft New Zealand Museums Standards Scheme is regularly in use by museums undertaking self and peer reviews.

In the last two years, museums in Northland, on the West Coast and Kapiti/Horowhenua areas have participated in the standards scheme in which they initially perform a self review, which is then followed up by a peer review undertaken by other museum professionals. At the same time the draft standards are being refined and improved. These refinements include:

- strengthening the bicultural focus of draft standards to ensure good practice in museums
- exploring the need for a set of standards statements by Māori for their services.

Given that the standards scheme needs to ensure that it anticipates the aims and aspirations of Māori, it must ensure their involvement and participation in the completion of statements of standards of best practice for museums in New Zealand.

National Service’s Arapata Hakiwai notes that focus groups of experts will be convened to consult and implement the development of appropriate, improved and new standards. “This will be a major step

both for Māori working in museums and for Māori whose taonga are held by museums.”

Twenty years ago, the Te Māori exhibition highlighted a clash of cultures – in the negotiations and management of Māori cultural heritage, the care of taonga, and the relationship of Māori with museums.

The need to articulate Māori standards that reflect Māori world views, cultural values and beliefs was seen as beneficial and useful for Māori pursuing their own whare taonga, tribal museums and cultural centres, as well as assisting mainstream museums in their quest to develop bicultural partnership arrangements, as noted in the *Standards Scheme Trial Evaluation Report, 1999*.

The articulation of Māori standards is long overdue and should provide a rich resource for Māori and the museum sector. Museology has in large part been influenced by Western traditions and frameworks that often are inappropriate or alien to Māori and Pacific cultures. The Māori standards project should provide a useful guide for many museums in the management and care of taonga and relationships with iwi.

Recent Collections Care

Workshops

Twenty six staff representing fourteen museums and heritage organisations gathered in Christchurch at the Arts Centre in April.

They attended *The safe display and exhibition of artefacts* workshop, a partnership project with National Services initiated by the Robert McDougall Art Gallery and the Canterbury Disaster Salvage Team. Four professionals who work in this field, Dave Ashman, Joy Culy, Cynthia Cripps and Sebastian Denize, presented the workshop. It was designed to assist small museums in producing environmentally and physically safe displays for their objects. It was a practical hands-on workshop and the training was split into three sections: books, soft objects and hard objects.

In Dunedin in mid-May Margaret Taylor ran a *Care and handling of cultural material* workshop. During the two days they covered condition reporting, shifting works around the museum, installation of exhibitions, travelling cultural items locally and on tour, and dealing with incoming work. "The practical components of the workshop included making boxes and learning how to pack objects. Gerard O'Regan, Culture and Identity Manager, Ngāi Tahu Development Corporation, presented a session on the specific care and protocol required for handling taonga Māori," Margaret Taylor said.



Source: John Timmins

Rowan Carroll and Robyn Notman making boxes



Source: John Timmins

Margaret Taylor teaching at the Dunedin Public Art Gallery



Source: Lynn Campbell

Cynthia Cripps explains gas guns

Know Your Visitors

"Visitors make use of museums for their own purposes, often in ways that staff don't expect."

Zahava Doering spoke recently at a National Services seminar to more than 60 museum people about her audience research over the last 20 years. For all that time she has been working as a senior analyst at the Smithsonian Institute, which incorporates the major Washington museums.

Zahava's research shows that most visitors who enter museums are life-long learners who bring their own experiences and agendas to their museum visit. *"They come to us with different story-lines or entrance narratives, and different perspectives and approaches to the experience."* The museum can influence the outcomes of the visit but not control them.

Visitors attend exhibitions they think they'll agree with and filter the exhibition content to

suit their attitudes. *"It is the entrance narrative which is the main determinant of what one gets out of an exhibition."*

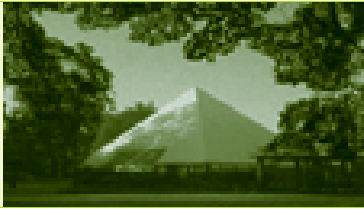
You will find further information from Zahava's lecture notes on the National Services pages of the Te Papa website www.nationalservices.tepapa.govt.nz.

And you can obtain further support for your visitor research programme from the National Services *Know Your Visitors* workshops. The last one was held in March in Blenheim, led by Jo Brehaut from Te Papa's Visitor and Market Research Unit. The workshop explored strategies to better understand current and potential visitors and to increase visitor numbers.



Te Papa's Jo Brehaut (standing) assists the Know Your Visitors participants. Source: Te Papa

Donna Ching, Marketing Manager of the World of Wearable Art & Collectable Cars has already implemented some outcomes from the workshop. There is now a weekly sales graph of both ticketing and merchandising sales. "This is visible to all staff and keeps us focused." They have refined the questions asked of customers at ticketing to ensure the research is as useful as possible. They have also undertaken additional customer service training.



Southland Museum Iwi Liaison Komiti

The Southland Museum & Art Gallery Niho o Te Taniwha has embarked on a partnership project with Te Papa National Services to establish a Museum Iwi Liaison Komiti involving four local runaka.

The objectives are to build closer relationships and to enable iwi to have more input into decisions and planning of museum programmes – including exhibitions, collections and education.

The museum has had a long relationship with iwi, with a Māori representative on the board since the 1940s, and they are now keen to step up dialogue with iwi on issues and activities of the museum. Four local runaka have each appointed a representative, and alternates, to the new Komiti.

Maurice Watson, the Public Programmes Manager is leading the project from the museum's side. He notes that the Komiti has started looking at exhibitions and collection initiatives and at its next meeting, the fifth so far, will consider current and possible school services and the role of the

education officer in meeting those opportunities. Other issues in the pipeline include proposals for a Māori gallery or a Māori presence in the museum and a detailed look at the effects a closer relationship will have on responsibilities covered by the collection policy.

Southland Museum & Art Gallery Director, David Woodings, believes that while it is still early days in the relationship, the Komiti is already starting to have an effect: "The work of the Museum Iwi Liaison Komiti will further advance the dialogue on important issues of partnership and biculturalism currently faced by all museums. The relationship between Southland Museum & Art Gallery and local iwi and the community in general will benefit significantly from this initiative," he said.

West Coast Heritage Strategy

Every six months for the last three years, a large number of people with an interest in heritage have attended the West Coast Heritage Forums.

A key theme to emerge has been the need for a regional approach to develop and promote the rich West Coast heritage assets and stories. The assets are seen as playing an important part in heritage tourism and the future economic development of many small communities on the Coast.

Many of the assets and stories relate to the relationship between people and the resources on the West Coast and the impact this has had on New Zealand's development. For example,

- pounamu has been traded for centuries.
- During the gold-rush the population went from a few hundred to 27,000 making the West Coast a cosmopolitan and egalitarian community with significant impacts on the country's economy, politics and society.
- West Coast coal powered the country and was associated with the rise of the Labour Party and early employment legislation, and
- there has long been a debate over New Zealand's last large areas of lowland podocarp and beech forest.

Jackie Gurden and David Stapleton are members of the West Coast Heritage Committee which wants to develop the heritage assets and heritage tourism on the West Coast. They see the need to



David Stapleton, West Coast Heritage Committee and Hamish Campbell, Te Papa at a West Coast Heritage Forum, 2001.

Source: Jackie Gurden

- identify and preserve heritage features
- engage unique visitor experiences
- create a longer visitor stay and more jobs for the region
- celebrate the West Coast heritage.

The Committee includes representatives of the four local authorities, iwi, the Department of Conservation, the New Zealand Historic Places Trust, Tourism West Coast, existing museums, commercial entities and local heritage groups.

National Services is a partner with the Committee and with the Community Employment Group, in supporting work on a strategy and business case. This means working with heritage groups from Karamea to Jackson Bay to create a robust strategy, encompassing the natural, cultural, social and built history and heritage. The business case is to provide a basis on which to secure partnerships for investment in implementing the strategy.

"We have some wonderful volunteer groups", Jackie notes, "but volunteers can only go so far." She points to the need for investment and also comments on the growth that the Coast is seeing, "The key driver industries on the West Coast are going very well. Our challenge is to build our infrastructure and manage that growth."

National training and development opportunities coming up

Make use of these National Services' opportunities coming up over the next few months.



Regional Wānanga

Following on from the National Wānanga on Iwi Initiatives for Mana Taonga held at Orongomai Marae, Upper Hutt in July 2001, a Regional Wānanga is being planned for the Tairāwhiti region in June 2002. An outcome will be to strengthen relationships within the region, to share ideas and develop initiatives for the future.

Date: 13 – 14 June 2002
Marae: Parihimanihi, Waihirere
Contact: Arapata Hakiwai
Phone: 04 381 7122
Email: arapatah@tepapa.govt.nz

If your rohe or region is interested in planning a regional wānanga please contact Arapata.

Marketing Museums Seminar

Te Papa National Services is planning a two-day seminar on marketing in museums, with a focus on developing marketing plans.

Date: 22 – 23 August 2002 (tbc)
Venue: tbc
Contact: Wallis Barnicoat
Phone: 04 381 7293
Email: wallisb@tepapa.govt.nz

Strategic Leadership Programme

After the success of the first He Kāhui Kākākura Museums with Vision Strategic Leadership Programme, Te Papa National Services and Victoria University of Wellington are beginning another course in October 2002.

Date: 17 – 24 October and 12 – 13 December 2002
Venue: Victoria University of Wellington
Contact: Meegan Hall
Poutaki/Senior Programme Manager
Victoria University of Wellington
PO Box 600, Wellington
Phone: 04 463 6552
Fax: 04 463 6550
Email: meegan.hall@vuw.ac.nz



Sponsorship and Fundraising – How to do it

Workshops presented by Te Papa's Funds Development Team

Date: 14 June 2002
Place: New Plymouth District Council Chambers
Contact: Katie Sims
Phone: 04 381 7114
Email: katies@tepapa.govt.nz

Date: 21 June 2002
Place: Rotorua Museum of Art & History
Contact: Catherine Donovan
Phone: 07 349 4350
Email: catherine.donovan@rdc.govt.nz
Registrations close 14 June 2002

Regional Training Opportunities and Contact Details

Name of Museum/Group	Workshop Title	Dates & Venues	Contact	Phone	Email
West Coast Historical Museum	Exhibitions on a Shoestring	29 June 2002 West Coast Historical Museum	Julia Bradshaw	(03) 755 6898	hokimuseum@xtra.co.nz

National Services

Te Whakawhānui

“Ka puta a Matariki, ka rere a Whānui, ko te tohu o te tau”

E te iwi tēnā koutou.

E ngā waka, e ngā mana, e ngā reo huri rauna i Aotearoa tēnā koutou.

Ka tuku atu ngā mihi nui ki a koutou e te iti, e te rahi, e te whakatiketike.

He maioha ake, he mihi atu ki ngā whetū e ārahi haere i te tīmatanga o te tau hou ki tā te maramataka Māori. Te kōrero rā: “Takitahi ana te kāhui a Matariki”. Nō reira, he hokinga whakaaro ki te tau kua hipa atu, ā, he whakaaro anō hei tirohanga whakamua. Heoi anō rā, e ngā whetū ariki, a Matariki, a Puanga, tū tonu, tū tonu.

Nā, he nui ngā kōrero o te wā. Engari ko ētahi kaupapa kei te whakahaerehia e ahau, ko te kaupapa e pā ana ki ngā Tikanga Takoto (Standards) o ngā Whare Taonga o te Motu. Kei te whakapai ake ahau tēnei kaupapa kia aroha atu ngā Whare Taonga ki ngā tikanga me ngā āhuatanga o Ngāi Tātou. Ka tū ētahi rōpū Māori hei āwhina haere i tēnei kaupapa. Nō reira, he pai tēnei kaupapa ki ahau i te mea ka kite iho ngā Whare Taonga o te motu he tikanga, he ritenga, he mana i tāpīringia ki ō mātou taonga, ā, ka aroha rātou ki ēnei taonga ō mātou.

Nā, hei te 13 me te 14 o Pipiri ka tū he hui wānanga ki te Tairāwhiti hei kōrero, hei wānanga i ngā kaupapa taonga o te Tairāwhiti. Ka whai ake tēnei hui i te hui-ā-iwi i tū i te marae o Orongomai, wāhi o Upper Hutt i tērā tau. Ko te hiahia kia tū anō he hui hei wānanga i ētahi atu wāhi o Aotearoa hei whakarongo, hei kōrero, hei whakawhitiwhiti kōrero i ngā kaupapa taonga e pā ana ki ērā wāhi.

E te iwi, kua koutou e wareware ka katia te pūtea tautoko o National Services a te 12 o Hōngongoi. Mēnā ka hiahia koe ki te tuku mai he tonono me āta titiro ki te pae tukutuku o National Services o Te Papa Tongarewa. Me waea mai, haere mai hei tūtaki, imera mai rānei ki ahau hei kōrero. Ka pīrangī mātou ki te mahi tahi mēnā e hāngai ana tō kaupapa ki ngā whakaritenga o te pūtea tautoko.

Heoi anō rā e te iwi, kei te puare te tatao o tēnei whare i te pō, i te ao. Noho ora mai i raro i ngā korowai a ō mātou tīpuna.

Kia ora mai,

Arapata Hakiwai

Community Partnerships Manager, Māori – Te Taumarū Herenga-ā-iwi

Museums Online Update – Is Your Museum Online?

The newly dynamic website for New Zealand museums (www.nzmuseums.co.nz) went online in March. In the following six weeks, 71 museums took advantage of the dynamic function and went online to update their own pages themselves. Also 21 museums set up as new members. There are now over 300 museums on this website. All museums are eligible to create a page for themselves on the site as a marketing tool. Te Papa National Services covers all costs – there is no charge and you do not need a computer in your museum to join up. Information packs on how to join up and edit your pages are still available from Katie Sims – katies@tepapa.govt.nz

2002/03 Regional Partnership Proposals

Te Papa National Services is now calling for Partnership Proposals from museums, iwi and heritage organisations for 2002/03. Contact us now about your proposal to improve and add value to the museum services you offer to your communities. We welcome proposals in the areas of Museum standards, Bicultural and iwi development, Training, Marketing and promotion and Revenue generation initiatives. The 2002/03 Partnership Proposal Guidelines and Forms are available now. Contact Katie Sims, phone 04 381 7114, email katies@tepapa.govt.nz or print them off our website www.nationalservices.tepapa.govt.nz. Electronic copies are also available.



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