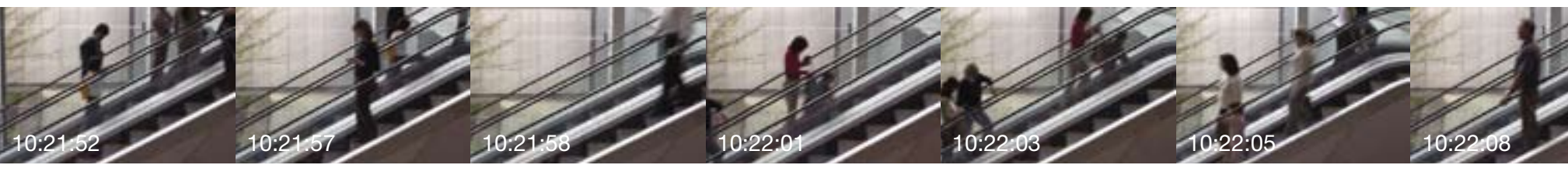


**ADDITIONAL
INFORMATION**



Legislation and Compliance

Freedom of Information

The Freedom of Information Act 1982 entitles members of the public to obtain information, other than information that is exempt under the Act, held by Museum Victoria. No Freedom of Information requests were received in the reporting year.

The information below is required to be published annually under Part II of the Freedom of Information Act 1982. The information required to be published under sections 7(1)(a)(i), 7(1)(a)(iii), 7(1)(a)(iv), 7(1)(a)(vii) and7(1)(a)(viii) is located elsewhere in this annual report.

Contacts
Principal Officer: Dr J. Patrick Greene (Chief Executive Officer)
FOI Officer: Rose Bollen
Address: GPO Box 666E Melbourne 3001
Telephone: 8341 7777
Fax: 8341 7778
Email: foi@museum.vic.gov.au

Categories of Documents

Documents maintained in the possession of Museum Victoria include:

- records pertaining to its buildings and other assets
- records pertaining to the objects in Museum Victoria collections
- Museum Victoria policies and procedures
- records of Divisional operations
- records of Museums Board of Victoria meetings
- finance and accounting records
- volunteer records
- personnel and salary records
- Board member records
- Museum Member records

Requests for Access to Documents

Access to documents (as defined in section 5 of the Act) may only be obtained through a written request to the Freedom of Information Officer. A fax will be sufficient. However, each request should be accompanied by a \$21.00 application fee. An applicant may request photocopies of documents, inspection of specific documents at Museum Victoria or other access arrangements as may be appropriate to the application.

Applications should be as specific as possible to enable Museum Victoria to identify the documents sought. Where a request does not sufficiently identify the documents sought, the applicant will be advised and provided with an opportunity to consult with Museum Victoria in order to redefine the request.

Section 21 of the Act requires that all reasonable steps be taken to enable an applicant to be notified of the decision concerning the release of documents as soon as practicable. It must be no later than 45 days after day on which the request was received.

Charges under the Act

Section 22 of the Act outlines the principles for the levy or waiver of judges required to be paid by an applicant before access to a document is given. The current application fee is \$21.00. Further charges may be levied for photocopying, searching, or supervising access. Some charges may be waived in certain circumstances.

Literature available by subscription or free mailing lists

The following subscription services and free mailing lists are maintained by Museum Victoria:

- Museum Victoria magazine
- Memoirs of Museum Victoria
- Calendar of Events
- E-news
- Play & Folklore
- Museum Bites
- Melbourne Museum Volunteer Newsletter
- Volunteer Program Email Bulletin
- Museum Victoria Members Email Bulletin

Availability of Additional Information

The following information relating to Museum Victoria, relevant to the financial year, has been prepared and is available to the Minister, Members of Parliament and the public on request.

- Declarations of pecuniary interests duly completed by all relevant officers.
- Details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary.
- Details of publications produced by Museum Victoria about the Museum, and the places where publications can be obtained.
- Details of changes in prices, fees, charges, rates and levies charged by Museum Victoria.
- Details of major research and development activities undertaken by Museum Victoria.
- Details of overseas visits undertaken including a summary of the objectives and outcomes of each visit.
- Details of major promotional, public relations and marketing activities undertaken by Museum Victoria to develop community awareness of the Museum and the services it provides.
- Details of assessments and measures undertaken to improve the occupational health and safety of employees.
- A general statement on industrial relations within Museum Victoria and details of time loss through industrial accidents and disputes.
- A list of major committees sponsored by Museum Victoria, the purpose of each committee and the extent to which the purposes have been achieved.

Information Privacy

Museum Victoria complies with the Information Privacy Act 2000 (Victoria). The Information Privacy Principles contained within the Act establish standards for the use of personal information in the public sector. Museum Victoria received no complaints in relation to breaches of privacy in 2003/04.

For inquiries or to request a copy of Museum Victoria's Privacy Policy, contact:
Privacy Officer: Rose Bollen
Address: GPO Box 666E Melbourne 3001
Telephone: 8341 7777
Fax: 8341 7778

Legislative Changes

There were no amendments to the Museums Act 1983 in the 2004/05 financial year.

Public sector values and public sector employment principles.

During the 2004/05 financial year, Museum Victoria complied with the Public Sector Management and Employment Act 1998, as well as the Public Administration Act 2004.

Museum Victoria understands its obligation to make staff aware of the requirements of the Code of Conduct and Policies and Procedures. These documents will be made available and readily accessible to staff at the start of their employment, are explained through the Induction Program and are readily accessible through Musenet.

Our Commitment to the Way We Do Things

As partners in the future of Museum Victoria, we strive to:

- interact courteously and professionally with colleagues and members of the public;
- respect cultural diversity;
- work safely and promote safe work behaviour;
- act ethically and maintain our personal and professional integrity;
- respect our colleagues and help each other at all times;
- work collaboratively with colleagues across all Divisions and Departments;
- reject the use of aggressive behaviour, intimidation or any other form of harassment in the workplace;
- make informed decisions;
- take responsibility for decisions and accept accountability for outcomes;
- provide regular feedback in a fair, open and timely manner;
- practise open, two-way communication;
- consistently apply the principles of fairness and equity;
- use the resources provided efficiently and minimise waste wherever possible; and
- strive to improve the way we do things;

Our Commitment to Leadership

We are committed to achieving excellence in the management of people. Staff in management roles have a specific accountability for adopting a leadership style that fosters a co-operative and collegiate approach, within their workgroup, Department and with other Departments. We believe that staff performing management tasks have added responsibility for their actions and that they will:

- communicate the Museum Victoria Vision and instil commitment to the organisation's goals;
- effectively plan the workloads of staff,
- support staff so that they are able to perform in their roles;
- show confidence in the ability of staff to perform their duties;
- be highly visible, actively listen and respond to all staff;
- work safely, understand their duty of care to staff and promote safe work behaviour;
- consistently apply the principles of fairness and equity;
- encourage staff to broaden their understanding of the organisation;
- provide opportunities for staff to continually improve their professional skills; and,
- assist staff to achieve an effective work-life balance.

Cultural Diversity Statement

Museum Victoria Cultural Diversity Statement

We value and are committed to fairness and equity in all we do. We actively encourage access and participation, and embrace the principles of sustainability, social justice and reconciliation.

Relevant Activities undertaken during the 2004/05 financial year

- Ongoing community engagement undertaken at Immigration Museum to deliver exhibitions and festivals.
- Partnerships with Australian Multicultural Foundation and Australia China Council to present Chinese Costumes at the Immigration Museum.
- Staff Partnership Agreement projects have been identified from issues raised through the Staff Survey. A team has been established to implement the Ensuring Merit, Fairness and Equity project.
- Ongoing provision of facilities for Indigenous groups to meet free of charge.
- Bunjilaka has established itself as a key provider

of Indigenous cultural training. During the year Bunjilaka provided professional development and training sessions for the Victoria Police and Brotherhood of St Laurence.

- The Indigenous community continued to have general access to the ethnographic and photographic Indigenous collections.
- Two regional Aboriginal community workshops on photographic archiving delivered.
- Two regional Aboriginal community workshops on fibre craft delivered.

- Indigenous Employment Coordinator employed and review of the Aboriginal Employment Strategy and Wur-Cum Barra Strategy commenced.

- A Cultural Awareness Program was developed for launch on July 19th 2005
- Indigenous Cultures continued research into the Donald Thomson Collection as well as into episodes of first contact between the Pintupi and Europeans, and the history of Melbourne's Koori organisations

- Successful repatriation of the remains of 74 individuals to Ngarrindjeri Aboriginal traditional owners (SA).

- Further financial support (via the RICIP grant) to the Barkindji Aboriginal traditional owners (NSW).

- Successful repatriation of 41secret/sacred objects to Aboriginal traditional owners in Central Australia, and negotiation of an agreement with the Strehlow Research Centre in Alice Springs for the local storage of a further 64 secret/sacred objects to facilitate community access and negotiations for future repatriation.

- Initiation of dialogue with other Victorian State Government agencies as a means of developing and implementing a "Whole of Government" approach to Aboriginal cultural heritage management in Victoria

- Enhanced understanding of the Indigenous Cultures collections through a research program, and develop priority areas of the collection.

- Continued safeguarding of the internationally-significant Indigenous Cultures collection through best-practice collection management.

- Continued repatriation program of ancestral remains and secret and sacred objects to Aboriginal communities.

National Competition Policy

Museum Victoria is committed to competitive neutrality principles ensuring fair and open competition. Many non-core activities, such as cleaning, food and beverage services, security, design, exhibition construction, car park management, facilities and events management have been outsourced.

Consultancies

Museum Victoria did not commission any consultancies over 2004/05.

Building and Maintenance Compliance

Building Works (over \$50,000)

Royal Exhibition Building

- North entrance works - \$605,000

Minor Works (under \$50,000)

Melbourne Museum

- Repairs and maintenance to playground equipment - \$7,000

Royal Exhibition Building

- Installation of electric window winders to clerestory windows – \$47,000

- Construction of tour zone barriers - \$8,000

- Installation of basement ventilation pits - \$5,200

- Condition survey of south, east & west facades - \$20,000

- Repair of bluestone steps to south entrance - \$15,000

The Whistleblowers Protection Act 2001

There were no disclosures made to Museum Victoria during 2004/2005.

Museum Victoria Whistleblowers procedures

1. Statement of Support to Whistleblowers

Museum Victoria is committed to the aims and objectives of the Whistleblowers Protection Act 2001 ('the Act'). It does not tolerate improper conduct by its employees, officers or members, nor the taking of reprisals against those who come forward to disclose such conduct.

Museum Victoria recognises the value of transparency and accountability in its administrative and management practices, and supports the making of disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

Museum Victoria will take all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. It will also afford natural justice to the person who is the subject of the disclosure.

2. Purpose of these Procedures

These procedures establish a system for reporting disclosures of improper conduct or detrimental action by Museum Victoria or its employee. The system enables such disclosures to be made to the Protected Disclosure Co-ordinator or to the nominated Protected Disclosure Officer. Disclosures may be made by employees or by members of the public.

These procedures are designed to complement normal communication channels between management and employees. Employees are encouraged to continue to raise appropriate matters at any time with their managers. As an alternative, employees may make a disclosure of improper conduct or detrimental action under the Act in accordance with these procedures.

These procedures are not intended to replace other existing Museum Victoria procedures that deal with grievances or complaints.

These procedures may be amended from time to time if necessary to comply with guidelines published by the Ombudsman under the Act. The guidelines can be found at www.ombudsman.vic.gov.au.

Legislation and Compliance

3. Objects of the Act

The purpose of the Act is to encourage and facilitate the making of disclosures of improper conduct by public officers and public bodies. The Act provides protection to whistleblowers who make disclosures in accordance with the Act, and establishes a system for the matters disclosed to be investigated and rectifying action to be taken.

4. The reporting system

The reported system is represented as follows:

CEO or President of Museums Board of Victoria Authority and Decision Making
Director Corporate Services
Protected Disclosure Co-ordinator
Reports to CEO or Board President in cases of disclosure.
Human Resources Manager
Protected Disclosure Officer
Welfare Manager.
Reports to Director Corporate Services in cases of disclosure.
Investigator
Appointment authorised by the CEO or Board President
Reports to Protected Disclosure Co-ordinator.

4.1 Contact Persons within Museum Victoria

Disclosures of improper conduct or detrimental action by Museum Victoria or its employees may be made to the following officers:

Protected Disclosure Officer –
Manager Human Resources

Location: Level 1West
Melbourne Museum
Carlton Gardens
Phone: (03) 8 341 7746
Fax: (03) 8 341 7273

Protected Disclosure Co-ordinator –
Director Corporate Services

Location: Level 1West
Melbourne Museum
Carlton Gardens
Phone: (03) 8 341 7768
Fax: (03) 8 341 7237

All correspondence, phone calls and emails from internal or external whistleblowers will be referred to the Protected Disclosure Co-ordinator.

Where a person is contemplating making a disclosure and is concerned about approaching the Protected Disclosure Co-ordinator or a Protected Disclosure Officer in the workplace, he or she can call the relevant officer and request a meeting in a discreet location away from the workplace.

Where the Protected Disclosure Co-ordinator, Protected Disclosure Officer, CEO or President is the subject of a claim, the internal reporting system will be modified as follows:

- Role of Protected Disclosure Co-ordinator & Protected Disclosure Officer will be combined. Therefore, if the claim is against the Protected Disclosure Officer, the Co-ordinator will carry out both roles and vice versa.

- If the CEO is the subject of a claim, the Protected Disclosure Co-ordinator will report directly to the President of the Board.

4.2 Alternative contact persons

A disclosure about improper conduct or detrimental action by Museum Victoria or it's employees, may also be made directly to the Ombudsman:
The Ombudsman Victoria
Level 22, 459 Collins Street
Melbourne Victoria 3000
(DX 210174)
Internet: www.ombudsman.vic.gov.au
Email: ombudvic@ombudsman.vic.gov.au
Tel: 9613 6222
Toll Free: 1800 806 314

5. Roles and responsibilities

5.1 Employees

- Employees are encouraged to report known or suspected incidents of improper conduct or detrimental action in accordance with these procedures.

- All employees of Museum Victoria have an important role to play in supporting those who have made a legitimate disclosure. They must refrain from any activity that is, or could be perceived to be, victimisation or harassment of a person who makes a disclosure. Furthermore, they should protect and maintain the confidentiality of a person they know or suspect to have made a disclosure.

5.2 Protected Disclosure Officer

- Be a contact point for general advice about the operation of the Act for any person wishing to make a disclosure about improper conduct or detrimental action;

- Make arrangements for a disclosure to be made privately and discreetly and, if necessary, away from the workplace;

- Receive any disclosure made orally or in writing (from internal and external whistleblowers);

- Commit to writing any disclosure made orally;

- Impartially assess the allegation and determine whether it is a disclosure made in accordance with Part 2 of the Act (that is, a protected disclosure);

- Forward all disclosures and supporting evidence to the Protected Disclosure Co-coordinator; and

- Take all necessary steps to ensure the identity of the whistleblower and the identity of the person who is the subject of the disclosure are kept confidential.

5.3 Protected Disclosure Officer

- Receive all disclosures forwarded from the Protected Disclosure Officer;

- Receive all phone calls, emails and letters from members of the public or employees seeking to make a disclosure;

- Refer all public interest disclosures to the Ombudsman;

- Be responsible for carrying out, or appointing an Investigator to carry out, an investigation referred to the public body by the Ombudsman;

- Be responsible for overseeing and co-ordinating an investigation where an Investigator has been appointed;

- Appoint a Welfare Manager to support the whistleblower and to protect him or her from any reprisals, where required, appoint a welfare manager to carry out this role;

- Advise the whistleblower of the progress of an investigation into the disclosed matter;

- Establish and manage a confidential filing system;

- Collate and publish statistics on disclosures made; and

- Liaise with the CEO or President of the Museums Board.

5.4 Investigator

The Investigator will be responsible for carrying out an internal investigation into a disclosure where the Ombudsman has referred a matter to the public body. An Investigator may be a person from within an organisation or a consultant engaged for that purpose.

5.5 Welfare Manager

The Welfare Manager is responsible for looking after the general welfare of the whistleblower. The Welfare Manager will:

- Examine the immediate welfare and protection needs of a whistleblower who has made a disclosure and seek to foster a supportive work environment;

- Advise the whistleblower of the legislative and administrative protections available to him or her;

- Listen and respond to any concerns of harassment, intimidation or victimisation in reprisal for making disclosure; and

- Ensure the expectations of the whistleblower are realistic.

6. Confidentiality

Museum Victoria will take all reasonable steps to protect the identity of the whistleblower. Maintaining confidentiality is crucial in ensuring reprisals are not made against a whistleblower.

The Act requires any person who receives information due to the handling or investigation of a protected disclosure, not to disclose that information except in certain limited circumstances. Disclosure of information in breach of section 22 constitutes an offence that is punishable by a maximum fine of \$6,000 or six months imprisonment or both.

The circumstances in which a person may disclose information obtained about a protected disclosure include:

- Where exercising the functions of the public body under the Act;

- When making a report or recommendation under the Act;

- When publishing statistics in the annual report of a public body; and

- In criminal proceedings for certain offences in the Act.

However, the Act prohibits the inclusion of particulars in any report or recommendation that is likely to lead to the identification of the whistleblower. The Act also prohibits the identification of the person who is the subject of the disclosure in any particulars included in an annual report.

Museum Victoria will ensure all files, whether paper or electronic, are kept in secure storage and can only be accessed by the Protected Disclosure Co-ordinator, Protected Disclosure Officer, the Investigator or Welfare Manager (in relation to welfare matters). All printed material will be kept in files that are clearly marked as a Whistleblower Protection Act matter, and warn of the criminal penalties that apply to any unauthorised divulging information concerning a protected disclosure. All electronic files will be produced and stored in a secure environment. Backup files will also be kept secure. All materials relevant to an investigation, such as tapes from interviews, will also be stored securely with the whistleblower files.

Museum Victoria will not email documents relevant to a whistleblower matter and will ensure all phone calls and meetings are conducted in private.

7. Receiving and assessing disclosures

7.1 Has the disclosure been made in accordance with Part 2 of the Act?

Where a disclosure has been received by the Protected Disclosure Officer or by the Protected Disclosure Co-ordinator, he or she will assess whether the disclosure has been made in accordance with Part 2 of the Act and is, therefore, a protected disclosure.

7.1.1 Has the disclosure been made to the appropriate person?

For the disclosure to be responded to by Museum Victoria, it must concern an employee, member or officer of Museum Victoria. If the disclosure concerns an employee, officer or member of another public body, the person who has made the disclosure must be advised of the correct person or body to whom the disclosure should be directed. If the disclosure has been made anonymously, it should be referred to the Ombudsman.

7.1.2 Does the disclosure contain the essential elements of a protected disclosure?

To be a protected disclosure, a disclosure must satisfy the following criteria:

- The disclosure was made by a natural person (that is, an individual person rather than a corporation);

- The disclosure relates to conduct of a public body or public officer acting in their official capacity;

- The alleged conduct is either improper conduct or detrimental action has been taken against a person in reprisal for making a protected disclosure;

- The person making a disclosure has reasonable grounds for believing the alleged conduct has occurred.

The Protected Disclosure Co-ordinator & Officer will determine whether the disclosure is a public interest disclosure. This assessment will be made within 45 days of the receipt of the disclosure.

Where a disclosure is assessed not to be a protected disclosure, the matter does not need to be dealt with under the Act. The Protected Disclosure Co-ordinator & Officer will decide how the matter should be dealt with.

In reaching a conclusion as to whether a protected disclosure is a public interest disclosure, the Protected Disclosure Co-ordinator will consider whether the disclosure shows, or tends to show, that the public officer to whom the disclosure relates:

- Has engaged, is engaging or proposes to engage in improper conduct in his or her capacity as a public officer; or

- Has taken, is taking or proposes to take detrimental action in reprisal for the making of the protected disclosure.

Where the Protected Disclosure Co-ordinator concludes that the disclosure amounts to a public interest disclosure, he or she will:

1. Notify the person who made the disclosure of that conclusion; and

2. Refer the disclosure to the Ombudsman for formal determination as to whether it is indeed a public interest disclosure and further action to be taken.

Where the Protected Disclosure Co-ordinator concludes that the disclosure is not a public interest disclosure, he or she will:

1. Notify the person who made the disclosure of that conclusion; and

2. Advise that person that he or she may request the public body to refer the disclosure to the Ombudsman for a formal determination as to whether the disclosure is a public interest disclosure, and that this request must be made within 28 days of the notification.

In either case, the Protected Disclosure Co-ordinator will make the notification and the referral within 14 days of the conclusion being reached by the public body. Notification to the whistleblower is not necessary where the disclosure has been made anonymously.

8. Investigations

8.1 Introduction

Where the Ombudsman refers a protected disclosure to Museum Victoria for investigation, the Protected Disclosure Co-ordinator will appoint an Investigator to carry out the investigation. The objectives of an investigation will be:

- To collate information relating to the allegation as quickly as possible. This may involve taking steps to protect or preserve documents, materials and equipment;

- To consider the information collected and to draw conclusions objectively and impartially;
- To maintain procedural fairness in the treatment of witnesses and the person who is the subject of the disclosure; and

- To make recommendations arising from the conclusions drawn concerning remedial or other appropriate action.

8.2 Terms of reference

Before commencing an investigation, the Protected Disclosure Co-ordinator will draw up terms of reference and obtain authorisation for those terms by the CEO. The terms of reference will require the Investigator to make regular reports to the Protected Disclosure Co-ordinator who, in turn, is to keep the CEO and Ombudsman informed of general progress.

8.3 Investigation plan

The Investigator will prepare an investigation plan for approval by the Protected Disclosure Co-coordinator. The plan will list the issues to be substantiated and describe the avenue of inquiry. At the commencement of the investigation, the whistleblower should be:

- Notified by the Investigator that he or she has been appointed to conduct the investigation;

- Asked to clarify any matters; and

- Provide any additional material he or she might have. The Investigator will be sensitive to the whistleblower's possible fear of reprisals and will make the whistleblower aware of the statutory protections provided to him/her.

8.4 Natural Justice

The principles of natural justice will be followed in any investigation of a public interest disclosure. The principles of natural justice concern procedural fairness and ensure a fair decision is reached by an objective decision-maker.

Museum Victoria will have regard to the following issues in ensuring procedural fairness:

- The person who is the subject of the disclosure is entitled to know the allegations made against him or her and must be given the opportunity to respond. (This does not mean the person must be advised of the allegation as soon as the disclosure is received or the investigation has commenced);

- If the Investigator is contemplating making a report adverse to the interests of any person, that person should be given the opportunity to put forward further material that may influence the outcome of the report and that person's defense should be fairly set out in the report;

- All relevant parties to a matter should be heard and all submissions should be considered;

- A decision should not be made until all reasonable inquiries have been made;
- The Investigator or any decision maker should not have a personal or direct interest in the matter being investigated;

- All proceedings must be carried out fairly and without bias. Care should be taken to exclude perceived bias from the process; and

- The Investigator must be impartial in assessing the credibility of the whistleblowers and any witnesses. Where appropriate, conclusions as to credibility should be included in the investigation report.

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8.5 Conduct of the Investigation

The Investigator will make contemporaneous notes of all discussions and phone calls, and all interviews with witnesses will be taped. All information gathered in an investigation will be stored securely. Interviews will be conducted in private and the Investigator will take all reasonable steps to protect the identity of the whistleblower. Where disclosure of the identity of the whistleblower cannot be avoided, due to the nature of the allegations, the Investigator will warn the whistleblower and his or her welfare manager of this probability.

It is in the discretion of the Investigator to allow any witness to have legal or other representation or support during an interview. If a witness has a special need for legal representation or support, permission should be granted.

8.6 Referral of an Investigation to the Ombudsman

The Protected Disclosure Co-ordinator will make a decision regarding the referral of an investigation to the Ombudsman where, on the advice of the Investigator:

- The investigation is being obstructed by, for example, the non-cooperation of key witnesses; or

- The investigation has revealed conduct that may constitute a criminal offence.

8.7 Reporting requirements

The Protected Disclosure Co-ordinator will ensure the whistleblower is kept regularly informed concerning the handling of a protected disclosure and an investigation.

The Protected Disclosure Co-ordinator will report to the Ombudsman about the progress of an investigation.

Where the Ombudsman or the whistleblower requests information about the progress of an investigation, that information will be provided within 28 days of the date of the request.

9. Action taken after an investigation

9.1 Investigator's Final Report

- At the conclusion of the investigation, the Investigator will submit a written report of his or her findings to the protected disclosure coordinator. Where the Investigator has found that the conduct disclosed by the whistleblower has occurred, recommendations made by the Investigator will include:

- The steps that need to be taken by Museum Victoria to prevent the conduct from continuing or occurring in the future; and

- Any action that should be taken by Museum Victoria to remedy any harm or loss arising from the conduct. This action may include bringing disciplinary proceedings against the person responsible for the conduct, and referring the matter to an appropriate authority for further consideration.

Legislation and Compliance

The report will be accompanied by:

- The transcript or other record of any oral evidence taken, including tape recordings; and
- All documents, statements or other exhibits received by the officer and accepted as evidence during the course of the investigation.

Where the Investigator's report is to include an adverse comment against any person, that person will be given the opportunity to respond and his or her defence will be fairly included in the report.

The report will not disclose particulars likely to lead to the identification of the whistleblower.

9.2 Action to be taken

If the Protected Disclosure Co-ordinator is satisfied that the investigation has found that the disclosed conduct has occurred, he or she will recommend to the CEO the action that must be taken to prevent the conduct from continuing or occurring in the future. The Protected Disclosure Co-ordinator may also recommend that action be taken to remedy any harm or loss arising from the conduct.

The Protected Disclosure Co-ordinator will provide a written report to the CEO, Ombudsman and the whistleblower setting out the findings of the investigation and any remedial steps taken.

10. Managing the welfare of the whistleblower

10.1 Commitment to protecting whistleblowers

Museum Victoria is committed to the protection of genuine whistleblowers against detrimental action taken in reprisal for the making of protected disclosures. The Protected Disclosure Co-ordinator is responsible for ensuring whistleblowers are protected from direct and indirect detrimental action, and that the culture of the workplace is supportive of protected disclosures being made.

The Protected Disclosure Co-ordinator will appoint a Welfare Manager to all whistleblowers who have made a protected disclosure. The welfare manager will:

- Examine the immediate welfare and protection needs of a whistleblower who has made a disclosure and, where the whistleblower is an employee, seek to foster a supportive work environment;
- Advise the whistleblower of the legislative and administrative protections available to him or her;
- Listen and respond to any concerns of harassment, intimidation or victimisation in reprisal for making disclosure;
- Keep a contemporaneous record of all aspects of the case management of the whistleblower including all contact and follow-up action; and
- Ensure the expectations of the whistleblower are realistic.

All employees will be advised that it is an offence for a person to take detrimental action in reprisal for a protected disclosure. The maximum penalty is a fine of \$24,000 or two years imprisonment or both. The taking of detrimental action in breach of this provision can also be grounds for making a disclosure under the Act and can result in an investigation. Detrimental action includes:

- Causing injury, loss or damage;
- Intimidation or harassment; and
- Discrimination, disadvantage or adverse treatments in relation to a person's employment, career, profession, trade or business (including the taking of disciplinary action).

10.2 Keeping the Whistleblower Informed

The Protected Disclosure Co-ordinator will ensure the whistleblower is kept informed of action taken in relation to his or her disclosure, and the time frames that apply. The whistleblower will be informed of the objectives of an investigation, the findings of an investigation, and the steps taken by Museum Victoria to address any improper conduct that has been found to have occurred. The whistleblower will be given reasons for decisions made by Museum Victoria in relation to a protected disclosure.

10.3 Occurrence of Detrimental Action

If a whistleblower reports an incident of harassment, discrimination or adverse treatment that would amount to detrimental action taken in reprisal for the making of the disclosure, the welfare manager will:

- Record details of the incident;
- Advise the whistleblower of his or her rights under the Act; and
- Advise the Protected Disclosure Co-ordinator or Chief Executive Officer of the detrimental action.

The taking of detrimental action in reprisal for the making of a disclosure can be an offence against the Act as well as grounds for making a further disclosure. Where such detrimental action is reported, the Protected Disclosure Co-ordinator will assess the report as a new disclosure under the Act. Where the Protected Disclosure Co-ordinator is satisfied that the disclosure is a public interest disclosure, he or she will refer it to the Ombudsman. If the Ombudsman subsequently determines the matter to be a public interest disclosure, the Ombudsman may investigate the matter or refer it to another body for investigation as outlined in the Act.

10.4 Whistleblowers Implicated in Improper Conduct

Where a person who makes a disclosure is implicated in misconduct, Museum Victoria will handle the disclosure and protect the whistleblower from reprisals in accordance with the Act, the Ombudsman's guidelines and these procedures. Museum Victoria acknowledges that the act of whistleblowing should not shield whistleblowers from the reasonable consequences flowing from any

involvement in improper conduct. Section 17 of the Act specifically provides that a person's liability for his or her own conduct is not affected by the person's disclosure of that conduct under the Act. However, in some circumstances, an admission may be a mitigating factor when considering disciplinary or other action.

The CEO will make the final decision on the advice of the Protected Disclosure Co-ordinator as to whether disciplinary or other action will be taken against a whistleblower. Where disciplinary or other action relates to conduct that is the subject of the whistleblower's disclosure, the disciplinary or other action will only be taken after the disclosed matter has been appropriately dealt with.

In all cases where disciplinary or other action is being contemplated, the CEO must be satisfied that it has been clearly demonstrated that:

- The intention to proceed with disciplinary action is not causally connected to the making of the disclosure (as opposed to the content of the disclosure or other available information);
- There are good and sufficient grounds that would fully justify action against any non-whistleblower in the same circumstances; and
- There are good and sufficient grounds that justify exercising any discretion to institute disciplinary or other action.

The Protected Disclosure Co-ordinator will thoroughly document the process including recording the reasons why the disciplinary or other action is being taken, and the reasons why the action is not in retribution for the making of the disclosure. The Protected Disclosure Co-ordinator will clearly advise the whistleblower of the proposed action to be taken, and of any mitigating factors that have been taken into account.

11. Management of the Person against whom a Disclosure has been made

Museum Victoria recognises that employees against whom disclosures are made must also be supported during the handling and investigation of disclosures. Museum Victoria will take all reasonable steps to ensure the confidentiality of the person who is the subject of the disclosure during the assessment and investigation process. Where investigations do not substantiate disclosures, the fact that the investigation has been carried out, the results of the investigation, and the identity of the person who is the subject of the disclosure will remain confidential.

The Protected Disclosure Co-ordinator will ensure the person who is the subject of any disclosure investigated by or on behalf of a public body is:

- Informed as to the substance of the allegations;
- Given the opportunity to answer the allegations before a final decision is made;

- Informed as to the substance of any adverse comment that may be included in any report arising from the investigation; and

- Has his or her defense set out fairly in any report.

Where the allegations in a disclosure have been investigated, and the person who is the subject of the disclosure is aware of the allegations or the fact of the investigation, the Protected Disclosure Co-ordinator will formally advise the person who is the subject of the disclosure of the outcome of the investigation.

Museum Victoria will give its full support to a person who is the subject of a disclosure where the allegations contained in a disclosure are clearly wrong or unsubstantiated. If the matter has been publicly disclosed the CEO will consider any request by that person to issue a statement of support setting out that the allegations were clearly wrong or unsubstantiated.

12. Criminal Offences

Museum Victoria will ensure officers appointed to handle protected disclosures and all other employees are aware of the following offences created by the Act:

- It is an offence for a person to take detrimental action against a person in reprisal for a protected disclosure being made. The Act provides a maximum penalty of a fine of \$24,000 or two years imprisonment or both.

- It is an offence for a person to divulge information obtained as a result of the handling or investigation of a protected disclosure without legislative authority. The Act provides a maximum penalty of \$6,000 or six months imprisonment or both.

- It is an offence for a person to obstruct the Ombudsman in performing his responsibilities under the Act. The Act provides a maximum penalty of \$24,000 or two years imprisonment or both.

- It is an offence for a person to knowingly provide false information under the Act with the intention that it be acted on as a disclosed matter. The Act provides a maximum penalty of \$24,000 or two years imprisonment or both.

13. Review

These procedures will be reviewed every three years along with the policy statement to ensure they meet the objectives of the Act and accord with the Ombudsman's guidelines.

Fees and Charges

Museum Prices

	Adult	Child	Concession
Melbourne Museum	\$6.00	\$0.00	\$0.00
Scienceworks Museum	\$6.00	\$0.00	\$0.00
Melbourne Planetarium	\$5.00	\$3.50	\$4.00
Victoria University High Voltage Theatre	\$5.00	\$3.50	\$4.00
Immigration Museum	\$6.00	\$0.00	\$0.00

Notes

- Tours of the Royal Exhibition Building: adult \$5.00 or \$3.00 add-on to Melbourne Museum ticket, child \$1.00.

- Special fees apply for various ticket options such as combined IMAX Theatres, Melbourne Planetarium, Victoria University High Voltage Theatre and school bookings, special activities and programs. Surcharges apply for some special touring exhibitions.

Membership fees for Museum Victoria Members

Adults	\$25.00
Children	\$12.00
Concession	\$12.00
Household	\$49.00
Additional Child	\$6.00
Joining fee	\$11.00 (inc GST)

Notes

- All fees are for a one year membership.
- Joining fee not applicable for child or additional child.
- Household Membership covers 2 adults and up to 4 dependant children, 16 years and under at the one address.
- Membership provides: unlimited entry to all venues, discounts for touring exhibitions, Melbourne Planetarium and retail outlets, member-only events and previews, free admission to a number of interstate museums and subscription to Museum Victoria's Museum magazine.

Website

www.museum.vic.gov.au

Museum Victoria

GPO Box 666
Melbourne 3001
Victoria Australia
Telephone +61 3 8341 7777
Facsimile +61 3 8341 7778

Melbourne Museum

11 Nicholson Street
Carlton Gardens 3053
Victoria Australia
Telephone +61 3 8341 7777
Facsimile +61 3 8341 7778

Scienceworks Museum

2 Booker Street
Spotswood 3015
Victoria Australia
Telephone +61 3 9392 4800
Facsimile +61 3 9391 0100

Immigration Museum

Old Customs House
400 Flinders Street
Melbourne 3000
Victoria Australia
Telephone +61 3 9927 2700
Facsimile +61 3 9927 2728

Photography

Cameron Crowley, Ben Healey



museum
VICTORIA



This film captures One Day in the Life of Museum Victoria. The sun rises on the Royal Exhibition Building and we follow a day's progress at each of our museums. We even take a peek behind the scenes. You will be fascinated by the diverse range of activities that take place on a single day in the life of Museum Victoria.

