



FRIENDS OF THE FEMALE ORPHAN SCHOOL AND WHITLAM INSTITUTE INFORMATION PACK

Our vision is that the Female Orphan School will be an intellectual and cultural hub: a democratic space celebrating our political and social history while also being a base for researching, debating and developing creative, bold public policy; an historical landmark that is full of life; a community space where anyone – student; parent; resident; tourist; senior citizen; academic; government, corporate or union leader – might find a reason to come, once here will feel at home and will leave rewarded.

Whitlam Institute
WITHIN WESTERN SYDNEY UNIVERSITY



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WESTERN SYDNEY UNIVERSITY



Western Sydney University is building on its reputation for resilience and flexibility to cement a student-centred and research-led culture at the core of its next phase of development.

Our Vision

To secure success for our students and the Greater Western Sydney region through innovation and discovery in a dynamic and technology-enabled world.

Our Mission

To be a university of international standing and outlook, achieving excellence through scholarship, teaching, learning, research, and service to local and international communities, beginning with the people of Greater Western Sydney.

What we believe in

- The primacy of the student experience
- Environmental and social responsibility
- A vibrant and inclusive intellectual community
- Opportunity for excellence
- Being connected locally and internationally
- Valuing, developing, and rewarding our staff

Our Values

- Excellence and quality
- Scholarly rigour and integrity
- Equity and inclusiveness
- Collegiality and participatory
- Academic responsibility and freedom
- Relevance and responsibility
- Ethics and accountability



ABOUT THE FEMALE ORPHAN SCHOOL

The Female Orphan School is situated in a precinct of buildings of exceptional historical significance. High on the banks of the Parramatta River, the precinct is home to some of Australia's oldest and most beautiful buildings. The Female Orphan School is recognised as being the oldest three-storey brick building in Australia, and the nation's oldest public building.

The foundation stone was laid in 1813 by Governor Lachlan Macquarie and the building's construction was one of the most ambitious projects undertaken by the fledgling colonial government. The building was to be modelled after Mrs Elizabeth Macquarie's family home 'Airds' in Appin, Scotland, and would have been an imposing sight at the time. The building was finally ready for occupation in 1818.

The Female Orphan School has had a varied institutional history. It originally operated as a school for orphaned girls and expanded in 1850 to include orphaned boys. The school was closed in 1887 when a change in government policy favoured placing orphans with foster families. In 1888 Sir Henry Parkes authorised the building to be used as a hospital for the mentally ill, and the building became the Rydalmere Hospital for the Insane. From 1893-1904 expansions to the wings were added by Liberty Vernon, the New South Wales Government Architect.

In 1969 the building was vacated and boarded up. In 1975 the building was listed by the National Trust. The Rydalmere Psychiatric Hospital officially closed in the mid-1980s.

In 1993, the University of Western Sydney (now Western Sydney University) approached the New South Wales Government with a request to use the site as its Parramatta campus. In 2000, a three-stage restoration for the Female Orphan School began, made possible by grants from the Heritage Council of NSW, the Federal Government, and funding from the University itself. Over a 13-year period the building and its precinct were painstakingly conserved, restored and interpreted for the benefit of future generations.

The Female Orphan School re-opened in 2013 as a public exhibition space, cultural, educational, and intellectual hub and permanent home for the Whitlam Institute and the Whitlam Prime Ministerial Collection.



ABOUT THE WHITLAM INSTITUTE

"I do not for a moment believe that we should set limits on what we can achieve together, for our country, our people, our future."

- Gough Whitlam "It's Time" campaign launch
Blacktown Civic Centre, 13 November 1972

The Whitlam Institute within Western Sydney University is a dynamic public policy institute that commemorates and is inspired by the life and work of one of Australia's most respected Prime Ministers, the Hon Gough Whitlam AC QC. The Whitlam Institute is guided by the 'three great aims' that drove the Whitlam Program of 1972; *to promote equality; to involve the people of Australia in the decision-making processes of our land; and to liberate the talents and uplift the horizons of the Australian people.*

The Whitlam Institute values are Integrity, Respect, Courage, Equality and Inclusivity and Passion and Creativity.

Our Mission is to Honour and keep the Whitlam legacy alive, Empower Australians to be active participants in democratic life, create more inclusive public policy engagement with a focus on social justice and social democracy, create a space for intellectual and cultural engagement for the people of Western Sydney and Ensure the responsible management and sustainability of the Institute for future generations.

The Whitlam Institute is a nationally significant institution delivering distinctive, bold and inspiring policy research and programs that promote common ground, inclusive national identity and civic engagement for all Australians, and is recognized across the political

spectrum as delivering a nation-building agenda that will ‘...help the great and continuing work of building a more equal, open, tolerant and independent Australia”.

The Whitlam Institute exists not simply to preserve the legacy of the Hon Gough Whitlam AC QC through the Prime Ministerial Library, but to ensure that his legacy lives through our commitment to bold public policy and social reform and through our efforts to nurture an interest in and understanding of our democracy.

We are a leading national centre for research, dialogue, and debate on public policy. An independent think-tank for the people, it works to ignite debate, strengthen discussion, and enrich policy development in Australia. Major public policy themes are The Future of Australian Democracy and Australia in the World. We publish research and run for a throughout the year canvassing a broad range of public policy ideas, including the Gough Whitlam Oration.

Whitlam Institute

WITHIN WESTERN SYDNEY UNIVERSITY

DIRECTOR'S WELCOME

When the Whitlam Institute opened the doors of the fully restored historic Female Orphan School on 13 September 2013 – the 200th anniversary of the laying of the Foundation stone – we took that brave and unprecedented step in the knowledge that we were able to do so with the commitment and support of our first cohort of volunteers. Some are still with us. Since that time our volunteers have worked with us to provide the best possible experience for those visiting the FOS (as it is affectionately known). Over the past years we have all worked together to build and enhance visitation to this wonderful historic site – the home of the Whitlam Institute. The Institute is the custodian of the FOS and the work and mission of the Institute is an integral part of the FOS experience that volunteers share with visitors.

Our volunteers engage in a broad range of activities – from staffing and actively engaging with visitors around exhibitions including our temporary exhibitions and our permanent exhibition on the Whitlam legacy, conducting tours of the building for groups, researching information relating to the building and its occupancy, assisting at events and providing information to visitors about the Institute and the building and campus historic precincts. We encourage our volunteers to embrace all aspects of the volunteer program and in particular to familiarise themselves with the history and evolution of the FOS, the content and provenance of our exhibition program and the material in our Whitlam Reading Room and its relationship to our nationally significant Whitlam Prime Ministerial Collection.

A key part of the role as a volunteer is the ability to welcome and engage in a meaningful way with visitors to ensure that whilst here, they have the best possible experience, leave us with a desire to return and have the knowledge and enthusiasm to encourage others to visit. Every visitor is important to us and they are the key to our ongoing ability to keep our doors open and share the stories of this wonderful building and the work of the Institute as its custodian.

So, a very warm welcome to the Whitlam Institute team. Our staff are always on hand to assist and of course we are always pleased to receive your feedback and ideas. Our Senior Administration Officer Lisa Cuffe will be your main point of contact throughout your volunteering with us – however, my door is always open.

John Juriansz

Director, Whitlam Institute

VOLUNTEER PROGRAM INFORMATION

Your interest in volunteering at Western Sydney University ('the University') at the Female Orphan School within the Whitlam Institute is greatly appreciated.

The Friends of the Female Orphan School and Whitlam Institute program offers a unique opportunity to be a part of an exciting venture that sees one of our nation's oldest and most significant public buildings come to life again. The program incorporates the EG Whitlam Exhibition and the program of exhibitions in the Margaret Whitlam Galleries.

The Female Orphan School is located on the Parramatta South campus of Western Sydney University at Rydalmere, in the heart of Western Sydney.

Objectives of the Volunteer Program

- To ensure that the permanent and temporary exhibitions on display in the Female Orphan School are accessible to members of the public and school groups
- To enable volunteers to use their skills and experience to ensure that visitors to the Female Orphan School and its exhibitions have a positive and rewarding visit
- To provide all volunteers with a safe, supportive, and rewarding volunteering experience, including regular training
- To assist in building interest in and increasing visitation
- To assist in building the reputation of the Female Orphan School and the Whitlam Institute as a hub of intellectual and cultural activity for Western Sydney and beyond
- To offer an opportunity for community members with an interest in our social and democratic history to be involved in a significant national building

Volunteer tasks

Volunteers assist with exhibitions, working under the direction and supervision of Whitlam Institute staff on tasks relating to visitation by members of the public, including school and community groups, to the exhibition spaces in the Female Orphan School. These tasks include:

- Monitoring the exhibition space and exhibits, including keeping the exhibitions operational, maintaining upkeep of exhibits
- Greeting and guiding visitors, providing information, and answering questions about the exhibitions and the Female Orphan School
- Fielding queries and assisting with promotion

Volunteers can also choose to be involved in conducting tours of the building. Being involved in the tour program is optional. There are currently two formats of tours offered to visitors:

- *Introduction to the Female Orphan School* tours: these are 30 minutes in duration, free and run when requested on Open Days

- *Secrets of the Female Orphan School* tours: these are 1 hour in duration and paid group tours for community groups who visit during the week or when requested

Some volunteers may only wish to deliver one format of the tours. Sometimes volunteers may be asked to assist with running tours for university groups who are visiting, where one of the above formats can be applied or adapted.

What we are seeking in a Volunteer

- Personable and welcoming
- Ability to engage confidently with members of the public
- Ability to provide appropriate commentary if required - both on own initiative and in response to a request for information from a member of the public
- Ability to work with direction
- Motivated and committed
- Interest in Australia's social and democratic history
- Interest in heritage and the arts
- Interest in being a part of the exciting rejuvenation and revitalisation of Australia's oldest three storey institutional building – the Female Orphan School

Volunteer benefits

- Opportunity to volunteer in one of Australia's most significant national institutional buildings managed by a friendly and supportive team
- Special bi-annual events for volunteers held in the Female Orphan School
- Induction training, including a guided tour of the Female Orphan School with further training available if needed
- 10% discount on Whitlam Institute merchandise
- Advance notice and free entry to selected events

The University does not reimburse travel or other personal expenses incurred by volunteers.

Who do Volunteers report to?

The Volunteer Program is managed by the Whitlam Institute's Senior Administration Officer and coordinated by the Visitor Services Officer. The Senior Administration Officer reports to the Institute Manager, Whitlam Institute.

Volunteers will carry out their duties and tasks under the guidance and direction of the Senior Administration Officer and the Visitor Services Officer, as well as other nominated staff members, working closely with the Visitor Information Centre to ensure that visitors to the Female Orphan School feel welcomed and informed.

The Visitor Services Officer is responsible for all communications with the volunteers, including: compiling rosters and advising volunteers in a timely fashion; providing volunteers with relevant information on a regular basis; providing information about training and volunteer events; and ensuring that volunteers have access to appropriate resources to undertake their tasks.

Volunteers are encouraged to report to the Senior Administration Officer any concerns they might have in relation to their volunteering as well as any feedback relating to their tasks or environment.

The Senior Administration Officer is responsible for evaluating a volunteer's suitability for the role.

Training

The training will cover customer service, work health and safety issues, security and emergency procedures, rights and responsibilities, arrival procedures and general information.

A tour of the building and exhibitions will be included.

For volunteers with an interest in tour guiding, training will be facilitated in increments to allow time for volunteers to build their knowledge and familiarity with the building and tour content. Volunteers will run *Introduction to Female Orphan School* tours before proceeding to *Secrets of Female Orphan School* tours, with adequate training and support provided throughout the transition.

How do I apply to become a volunteer?

Please send an email to info@whitlam.org and we will send out an application form. Note that a Working with Children Check (WWCC) needs to be completed prior to commencing volunteering. For more information about obtaining a WWCC, visit <http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check/about-the-check/volunteers>. Volunteers do not need to pay a fee for the WWCC.

We encourage you to make contact with the Visitor Services Officer to book a time to visit the building and discuss the program. This initial visit gives you a chance to see if the program suits your interests and needs. (Appointments available Monday-Friday, 9am-5pm).

Following your visit, if you would like to make a formal application, please complete the Application Form along with your Working with Children Check and return to:

Lisa Cuffe
Senior Administration Officer
Whitlam Institute within Western Sydney University
Locked Bag 1797
Penrith NSW 2751

Or email to info@whitlam.org

We will contact you once we have received and considered your application.

If we consider that your application meets our requirements we will send you a Letter of Offer enclosing a Volunteer Agreement and Health Declaration for your completion.

Once we have received your signed documentation and are satisfied with the information provided, we will arrange for the Agreement to be signed on the University's behalf. A copy will be forwarded to you.

The Visitor Services Officer will contact you to determine which rostered days/s are suitable for you.

The Volunteer agreement can be terminated by the volunteer or the University at any time.

Whilst we will endeavor to offer the opportunity to volunteer to applicants who meet our requirements, the University reserves the right to decline to accept the services of any volunteer.

RIGHTS AND RESPONSIBILITIES

Friends of the Female Orphan School and Whitlam Institute Volunteers offer their services voluntarily in the knowledge that they will not receive any remuneration for the time they generously give.

Volunteers agree to perform specific tasks with an expectation that they will do so within a 'responsibility' framework. They are entitled to expect rights in return. The Volunteers and the University have obligations towards each other and are each entitled to certain rights arising from the volunteering relationship.

Volunteer Rights

- To be provided with a clear outline of duties and tasks
- To be given appropriate training and induction to enable the obligations of the role to be met
- To be given adequate notice of rostered times
- To be rostered where possible in accordance with preferences
- To be provided with an environment where occupational health and safety procedures are adhered to
- To be valued, treated with respect, and considered part of the team
- To be adequately insured and informed of the applicable cover
- To have access to appropriate guidance and supervision
- To have ready access to a supervisor and receive a timely response to any issues or concerns raised
- To cease volunteering or take a period of absence with reasonable notice

Volunteer Responsibilities

- To represent and act in the best interests of the University and the Whitlam Institute
- To maintain confidentiality
- To respect the rights of visitors, other volunteers, and University staff

- To be punctual and neatly attired
- To sign an attendance book on arrival and prior to departure
- To commit to rostered times and provide adequate notice to the Administration staff if unable to attend on a rostered day
- To carry out the allotted duties and tasks in a professional manner
- To greet and engage with visitors in a friendly and welcoming manner and be responsive to their reasonable needs
- To undertake training provided by the University
- To ask the Visitor Information Centre staff for help on the day when required
- To report to the administration team immediately any safety or security issues as they arise
- To provide the Visitor Information Centre with relevant and important information, as provided by visitors
- To advise the Administration team of any changes to contact details and other information provided in relation to their application to volunteers

University & Whitlam Institute Rights

- To recruit and select volunteers
- To expect punctuality and reliability
- To expect an understanding from volunteers of the mission of the University and Whitlam Institute and the significance of the Female Orphan School and the exhibitions on display
- To expect volunteers to abide by the University's Code of Conduct
- To expect enthusiasm for and interest in Australia's social and democratic history, heritage, and the arts
- To expect volunteers to adhere to a high level of customer service
- To expect volunteers to respond positively to guidance and direction
- To expect volunteers to promptly report any issues or concerns
- To discontinue volunteer tasks or introduce new tasks
- To terminate the services of a volunteer

University & Whitlam Institute Responsibilities

- To nominate a University staff member to manage the volunteer program and communicate this to volunteers
- To provide volunteers with a clear outline of tasks and duties
- To provide training and induction
- To ensure that volunteers feel valued as an important part of the team
- To provide an environment that addresses work, health and safety obligations and security
- To provide insurance for volunteers
- To ensure that communication with volunteers is regular and timely
- To ensure that relationships between volunteers and University staff are respectful and reflecting the respective contributions
- To ensure that the commitments set out in the Volunteer Rights are met

VOLUNTEER LOGISTICS

Rosters

The exhibitions in the Female Orphan School are open to the public from 10am to 4pm on Wednesdays and Thursdays. Volunteers are rostered to assist during these hours, generally arriving at 9.45am and leaving at 4.15pm.

There are additional events that occasionally require volunteer assistance, including exhibition openings in the evenings, additional Open Days on weekends and large group bookings mid-week. Volunteers will be notified of these opportunities as they arise and are welcome to be involved if they are interested.

The Visitor Services Officer is responsible for devising the volunteer rosters in partnership with volunteers. Rosters will be set and distributed on a three-month cycle. Volunteer preferences will be considered in the creation of the roster.

Getting to the Female Orphan School

If travelling by car, please be aware that there is limited parking on the Parramatta South campus. Parking permits to display on dashboards are issued to our volunteers. These are valid for specified rostered days only. The permit allows volunteers to park on Parramatta South campus in the Heritage Circle (P9) outside the Female Orphan School.

We cannot guarantee there will be parking available however we are mostly able to accommodate our volunteers. Volunteers should never park in a red bay, as these bays belong to specified individuals who have paid especially for them. Additional parking is available on the North campus and a free shuttle service links to the South campus, and it is walkable in 10 minutes.

Further information about accessing the campus, including public transport options are available at www.transportnsw.info Please note that the Female Orphan School is Building EZ on the Parramatta South Campus. This document can be viewed online at http://www.westernsydney.edu.au/parking_at_uws/parking/parking_maps#Parramattasouth

Arrival

On arrival volunteers will be required to report to the Visitor Information Centre and sign the attendance book. Volunteers are also required to sign out on departure.

We request that you are neatly attired. Please bear in mind that the temperatures in the exhibition spaces are by necessity set at a low level so it can become cool.

You will be provided with a Female Orphan School name badge, which we always require you to wear. You will be provided with a Female Orphan School volunteer t-shirt, which we encourage volunteers to wear. At specified events, we may ask that volunteers wear the volunteer t-shirts, however, it is optional.

Volunteers can secure their belongings in the Visitor Information Centre or the exhibition spaces. Seating is available for breaks in the external areas. Tea and coffee are provided, and volunteers are welcome to use our kitchen on the ground floor of the building.

Work, Health and Safety

The University is responsible for ensuring your health, safety, and welfare while you are carrying out your duties as a volunteer.

Volunteers must take all reasonable care to avoid causing injury to themselves or others and to take reasonable care to avoid loss or damage to property. Volunteers must notify the Visitor Information Centre immediately if they become aware of a safety hazard, or encounter an incident, which is, or may be, a health or safety concern to themselves or others.

Volunteers must follow all orders or directions given by an authorized representative of the University regarding work, health, and safety matters.

Volunteers will be provided with information on evacuation procedures.

Volunteers will be requested to complete a personal Health Declaration to ensure that they are fit and able to carry out the duties required of them.

Working with Children

Volunteers may encounter children and young people whilst carrying out their duties and as such, all volunteers will be required to provide a Working with Children Check clearance.

Security

Western Sydney University Campus Safety and Security is a full-service security team responsible for the safety and security of all students, staff, and visitors, including volunteers. They are also responsible for ensuring the security and accessibility of all campus building and facilities.

The services they provide include:

- Personal safety
- Crime prevention
- First aid response
- Security response
- Parking
- Transport and accessibility
- Lost property

Safety and security are a responsibility all members of the Western Sydney University community share. Training for volunteers includes information about Western Sydney University security including CCTV systems, emergency contact points and evacuation procedures.

Insurance

Western Sydney University provides the following insurance cover for volunteers:

- *Public and Professional Liability*: provides cover where the University has a legal liability to pay a third-party compensation for personal injury or property loss (and associated legal costs) they may have been caused by a volunteer whilst engaged in WSU business.
- *Personal accident insurance* for volunteers whilst engaged in any official University Business, including direct travel to and from and any other occupation incidental thereto.

This Policy only provides cover if the injury occurs:

- whilst the volunteer is performing voluntary work for the University or is at the University's premises or other relevant place or premises for the purpose of carrying out that voluntary work, both before and after the performance of the work; or
- whilst the volunteer is engaged in direct travel between his or her place of abode or place of employment and the place where the voluntary work takes place.

Your records

All information provided by you will be treated confidentially. Please advise the Administration team of any changes to your details at the earliest opportunity.

Customer service

The University's aim is to ensure that visitors to the Female Orphan School and Whitlam Institute receive a warm welcome, have a rewarding experience, and leave with increased knowledge and enthusiasm. Volunteers play a pivotal role in achieving this aim, through a friendly greeting, offering engaging and informed commentary as required and attending to the reasonable needs of visitors as they arise.

Exhibition Rules

Visitors will be expected to observe some basic rules during their visit to the Female Orphan School:

- No eating or drinking in the exhibition spaces
- No photography
- Umbrellas, large bags, and items should be left at the Visitor Information Centre
- No usage of wall or other objects as a base for writing

- Behaving in a manner that does not interfere with the rights of other visitors to have an enjoyable experience

If a difficult situation arises please take care to explain the reasons for the rules – it is best to assume that an honest mistake has been made. Adopt a courteous, polite, and firm approach. Call on the Senior Administration Officer or other staff members for assistance if required.

Complaints

Effectively dealing with complaints is the best way to ensure that an unhappy visitor leaves in a more positive frame of mind.

If a visitor has a complaint, please listen attentively and with courtesy. If the complaint cannot be resolved or the volunteer does not feel comfortable dealing with the complaint, advise the person making the complaint that it will be referred to the Senior Administration Officer, noting any contact details if required. The Senior Administration Officer must be advised immediately of all complaints.

Accessibility

Western Sydney University has a responsibility to ensure that everyone has access to its campuses, facilities, and resources.

There are a few designated accessible parking spaces near the Female Orphan School.

The Female Orphan School is an accessible building with 3 lifts and accessible toilets. Staff and volunteers aid all visitors with access needs including enabling visitors to visit with guide dogs.

Visitors with connection to the campus and its history

It is expected that some of the visitors will have a personal connection to the building and the campus that they may wish to share. Their stories add to the rich fabric of this important site.

Volunteers need to be aware that some of our visitors may have connection to the site during the time it operated as a psychiatric institution and that their visit may be emotionally difficult for them.

Lost Property

All items of lost property should be handed to the Visitor Information Centre. Staff will pass on lost property to the University's Security team, who are responsible for lost property on campus.

Campus Facilities

There are several food outlets on campus that visitors can access, including the Bake House, the Boilerhouse restaurant, a sushi outlet, Subway, and coffee shops. Not all outlets operate during the University breaks.

There is an ATM in Building EA near the Security office.

Code of Conduct

Volunteers are required to adhere to the University's Code of Conduct. The following provides a brief overview – a full copy of the Code can be provided on request or can be viewed online at <https://policies.westernsydney.edu.au/document/view.current.php?id=72>:

- Act in good faith and with honesty, integrity, transparency, and impartiality
- Act with diligence and responsiveness and treat other Western Sydney University members, and visitors to the University, with fairness, respect and courtesy and without discrimination or harassment
- Foster and protect the reputation of the University
- Carry out duties as best you can within your delegated authority, constantly enhancing your professional knowledge
- Be accountable for all actions and decisions, providing documentation and sound reasons for them
- Not act in a manner that inhibits another person from fulfilling the requirements of their position
- Respect the confidentiality of entrusted information
- Be alert to issues of conflict of interest and take action to declare and avoid them
- Use University resources properly and in accordance with work health and safety obligations
- Report all fraud and corrupt conduct
- Duties undertaken are not to be disclosed or reported on by volunteers to any other person, media or organisation without the permission of the University
- The University is the owner of intellectual property created by volunteers during their volunteering
- The University does not allow the consumption of illegal drugs nor harassment and unacceptable or unlawful behaviour that may result from the use of alcohol or drugs. You must not attend for volunteering if your performance of your duties is impaired by alcohol or drugs, or if you are likely to cause danger for yourself or others
- Volunteers are not authorised to incur expenditure on behalf of the University.

Dispute Resolution

Any disputes or disagreements in relation to volunteer work or arising over the application of matters covered in this document should be discussed in the first instance with the Senior Administration Officer. If unresolved then the dispute or disagreement should be referred to the Director to be dealt with under Western Sydney University policy and procedure.