



## HAZELHURST VOLUNTEERS' MANUAL



An explanation of the roles and duties performed by participants in the Volunteer Program at Hazelhurst Regional Gallery and Arts Centre.

## **Contents**

1. The significant role of volunteers at Hazelhurst Regional Gallery & Arts Centre
2. Skills & experience reflected by Hazelhurst volunteers
3. Day to day duties of volunteers at the Regional Gallery foyer desk
4. Training & education
5. Volunteer Committee
6. Volunteer guiding
7. Emergency procedure & map of emergency doors and fire hydrants
8. Staff contact numbers
9. A brief history of Hazelhurst

## **The significant role of volunteers at Hazelhurst Regional Gallery & Arts Centre**

**A friendly & welcoming face of Hazelhurst:** Volunteers at the Regional Gallery Foyer desk are often the first people visitors to Hazelhurst meet. This significant role of greeting and welcoming visitors has been the role of volunteers since Hazelhurst first opened.

**A vital link between Hazelhurst and the local community:** Most of Hazelhurst's volunteers come from suburbs in the immediate vicinity. Through their participation we gain knowledge and opinions from the community that enhance the gallery's understanding of its role within this region.

**A source of information to new and returning visitors:** The Regional Gallery desk is the first point of call for many visitors, and a source of information regarding new exhibitions in the Regional and Community Galleries, and about events and activities that Hazelhurst has to offer.

**Supervise Regional Gallery and record visitation figures:** The Regional Gallery is host to many important artworks, and it is partly through the diligence of our volunteers that we can be assured of the safety of the work when it is on display. The gallery benefits greatly from knowing how many visitors it has during each exhibition.

**Assistance with administrative tasks:** The support offered by volunteers in processing administrative tasks assists with the success of the Hazelhurst operations.

**Processing sales of merchandise and exhibitions-related goods:** Volunteers support the extension of the visitors' experience of the gallery through the processing of sales of catalogues, exhibition-related products and other innovative and unique merchandise.

## **Skills & experience reflected by Hazelhurst volunteers**

### Hazelhurst Volunteers – Job Description

The position of volunteer at the Regional Gallery Foyer desk aims to provide:

- Friendly responsive and efficient service to all customers
- Prompt response to customer enquiries with accurate & appropriate information
- An accurate record of customer visitation

Hazelhurst Volunteers will require the following skills & experience:

- Customer service experience or focus
- Good communication skills
- Confidence & Politeness
- Awareness of special needs of visitors
- Ability to work as part of a team
- Willingness to learn and observe emergency procedures

Hazelhurst Volunteers can expect from the staff of Hazelhurst:

- To be respected as an integral part of the Hazelhurst team.
- To be given accurate information regarding events and activities of the Centre
- To be trained in areas of need to meet job requirements

## **Volunteering at the Regional Gallery foyer desk Day to day duties & responsibilities**

- When you arrive for your shift, please remember to sign & date the sign-on sheet against the appropriate month.
- Please check the weekly “What’s On” sheet for any current events, exhibitions and activities.
- Take a walk around the Regional Gallery regularly during your shift to familiarise or re-familiarise yourself with the current exhibition. There should be a volunteer copy of the catalogue available for you to read.
- If there are two volunteers on the desk, please take it in turns to walk around the inside of the regional gallery to keep an eye on the works. There should always be a volunteer inside the gallery when a group of children visit, though it is the responsibility of the teacher or parents to monitor their behaviour.
- The merchandise bays and shop area can be dusted and tidied when the need arises, and brochures on the desktop can be organised. Cleaning material is stored in the small cupboard to the left of the desk. If only one volunteer is rostered, for security reasons, the shop is to be closed.
- Please avoid putting fliers above the merchandise displays as they block out light and because the displays look dull.
- Occasionally staff may ask you to complete administrative tasks. If you have any enquiries about these tasks please feel welcome to ask.
- When lost property is found please forward it to the administration desk.
- Volunteers are welcome to eat light snacks or small cakes at the volunteers’ desk with their complimentary coffee or tea, but please refrain from eating large meals.
- Volunteers are not expected to answer the phone, though instructions will be given on how to use the phone, so that you can contact someone if there is an emergency. Otherwise use of the phone for personal calls during a shift is not encouraged.
- An internet kiosk is provided on the foyer desk for the convenience of customers only.
- Please encourage visitors to fill in visitor questionnaires.
- For OH&S reasons you must advise staff if any physical condition or ailment limits your ability to perform duties listed as this will be taken into account when rostering shifts.

## **Training & Education.**

We hope the experience of volunteering at Hazelhurst Regional Gallery is a stimulating and exciting one.

By participating in the public programs offered by the gallery we hope you can gain a greater understanding and higher level of enjoyment of the visual arts. There is always a preview prior to an exhibition opening for volunteers and staff at 5.00pm on Fridays. Check with administration if the exhibition opening occurs on another day.

Periodically the gallery organises art appreciation lectures specifically for volunteers and is committed to ongoing training for our guiding program.

Activities such as trips to galleries in Sydney and the Outer Metropolitan, and visits to other community organisations, give volunteers an opportunity to network with other volunteers groups and extend their experience of various art forms.

Occasional sessions dealing with conducting a transaction in the Hazelhurst Shop using the MYOB Retail Manager Point-of-Sale software are conducted to allow new volunteers to learn the shop computer system, and to allow other volunteers to freshen up their skills. These sessions are held according to perceived need. If you wish to be instructed on the use of the shop computer please speak to administration staff and they will arrange a convenient time.

## **Volunteer guiding**

### **Exhibition guides**

Guides are rostered to each specific exhibition at Hazelhurst. Usually five or six guides are rostered to an exhibition. Hazelhurst offers free guided tours every Saturday afternoon at 2pm. Guides rostered on to an exhibition can expect to be required every second Saturday afternoon for the duration of the exhibition (approx 6 to 8 weeks). Guides are also required for intermittent tours requested by community group, groups touring from other galleries, university of the third age groups etc.

Guides attend a specific meeting to introduce them to the overall themes/concepts of each exhibition. The meetings generally take place at 10.30am on a Thursday; usually two weeks prior to the installation of the exhibition. Guides are expected to conduct further research to equip them with the knowledge to conduct a successful guided tour and answer questions from the tour group.

It is important that exhibition guides attend the preview for the specific exhibition they are interested in, prior to the official opening. This will be an opportunity to hear directly from the artist or the curator about the exhibition.

## Emergency procedure

### In the event of a fire:

1. On advice from the Fire Warden leave the building, and go immediately to the assembly area indicated on the map below or as advised.
2. Do not attempt to fight the fire, or search for people

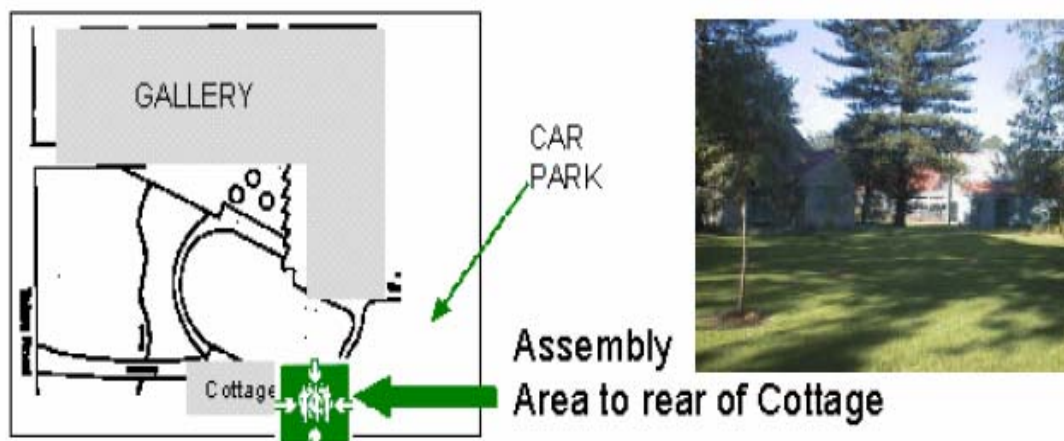
**Do not** assume responsibility for evacuation of the building. There are staff members who have been trained as Fire Wardens and they will implement the correct procedure.

### In the event of a medical emergency:

1. Inform the administration desk on extension 531
2. Do not administer first aid unless you hold a current first aid certificate.
3. If the situation requires an ambulance ring 000 without delay, and then inform the administration desk that an ambulance has been called.

**First Aid Kits** are located in the administration offices near the Regional Gallery, at the reception desk in the Community gallery and in the café.

**Accident Reporting Procedure.** All accidents should be reported, trained staff should offer any necessary assistance, and the incident should be recorded in the incident report book kept at the Art Centre reception desk.





**Hazelhurst Regional Gallery and Arts Centre  
Internal Directory**

<b>Reception/Admin Desk</b>	85365700	x531	
<b>Reception/Admin Desk - direct</b>	85365731	x531	
<b>Fax</b>	85365750		
<b>Email</b>	hazelhurst@ssc.nsw.gov.au		
<b>Street Address</b>	782 Kingsway, Gymea, 2227		
<b>Postal Address</b>	PO Box 393, Gymea, 2227		
<b>Administrator</b>			
Caryn Schwartz	85365732	x532	
	cschwartz@ssc.nsw.gov.au		
<b>Administrative Assistants</b>	85365731	x531	
Lisa McIntyre (Mon – Wed)			lmcintyre@ssc.nsw.gov.au
Ben Messih (Thurs – Sun)			bmessih@ssc.nsw.gov.au
Cameron Ward (Mon – Thurs nights)			cward@ssc.nsw.gov.au
<b>Casual Administrative Assistants</b>			
	85365731	x531	
Stephanie Bray			Alison Brundle
Gemma Messih			Emily Rolfe
Nicole Kelly			Danielle Collins
Natalie O'Connor			Gillian Thomas
Iris Shen			
<b>Regional Gallery Reception/Volunteers Desk</b>		x537	
<b>Director</b>			
Belinda Hanrahan	85365742	x542	0401 994 833
	bhanrahan@ssc.nsw.gov.au		
<b>Exhibitions Coordinator</b>			
Liz Nowell	85365741	x541	0414 194 823
	lnowell@ssc.nsw.gov.au		
<b>Marketing &amp; Public Affairs Manager</b>			
Andrea Merlak	85365739	x539	
	amerlak@ssc.nsw.gov.au		
<b>Creative Partnerships Coordinator</b>			
Kate Milner	85365745	x545	0404 070 076
	kmilner@ssc.nsw.gov.au		
<b>Arts Centre Coordinator</b>			
Fiona McFadyen	85365733	x533	0403819608
	fmcfadyen@ssc.nsw.gov.au		
<b>Café</b>			
	85365755	x605	
Supervisor - Leo Argyros			largyros@ssc.nsw.gov.au
<b>Café Office</b>			
	85365735	x 535	
<b>Functions Co-ordinator</b>			
Vilma Hodgson – Entertainment Centre 95218888			

**Sutherland Shire Council After Hours IT Support - 0414 194 831 Bus hours 9710 0329  
Personnel 97100821**

Council-issued mobile telephone numbers should only be given out to employees of Sutherland Shire Council, unless there are extenuating circumstances.

## **A Brief History of Hazelhurst Regional Gallery & Arts Centre**

The property was bequeathed to Council By Ben and Hazel Broadhurst

**Architects for the building:** Michael Bennet – Partner, Jackson, Teece, Chesterman, Willis in partnership with Esther & Trevor Hayter

**Builders:** Belmador Builders

**Garden Designs:** Oi Choong

The Hazelhurst property at 782-800 the Kingsway, Gymea was purchased by Mr Ben Broadhurst during World War II and the house later constructed in 1946. The garden area around the house is a special feature of the property which includes Cypress Pines, Poplars and Jacarandas planted by Ben Broadhurst.

In 1976 Ben and Hazel Broadhurst transferred their property to the Sutherland Shire Council as a gift and without their generosity the current Hazelhurst gallery would not have been possible.

- After the property came into Council's possession, the Friends of Hazelhurst was established in 1995 to support the realisation of a community art centre and regional gallery.
- With the substantial commitment of the Sutherland Shire Council, and the added support of \$1million from the Federal Government building commenced in 1998.
- Hazelhurst Regional Gallery and Arts Centre opened its doors on January 22, 2000.
- It is the first public arts centre of its kind in Australia.
- It sits on 1.4 hectares of gardens.

A more detailed history of Hazelhurst is available to visitors for purchase from the Hazelhurst gallery shop.