



ANNUAL REPORT

2019 – 2020

Redlands
coast
naturally
wonderful



Aboriginal and Torres Strait Islanders are advised that this document contains names and images of deceased persons.

Compiled by:

Sylvia McGarry, Redland Museum volunteer.

Thank you to everyone who provided articles and photographs and those who assisted with editing and copying.

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Welcome



Tony Spinks, President

It gives me great pleasure to present this Annual Report to Redland Museum members and all Museum stakeholders. This year can be spoken of in two distinct parts, before and after COVID-19.

From July 2019 to February 2020 the Museum was on a roll and we were running hot. We were going to meet or exceed our targets for all our KPIs. The new telephone display was completed, and preparations were in place for the next display projects. Restorations in the workshop were happening and in all areas of the Collection progress was being made with eHive data entry. The New Year had begun well with a very successful Australia Day Play season. The latest exhibition, *Redland Poets Cornered*, was in place to complement performances of *Women of their Word*.

Then the world as we knew it changed and we were hit with the Coronavirus. The Museum closed. But the Museum did not stand still. While working from home our resourceful staff and many volunteers worked together and learned new skills. Restorations and research took place and entries onto eHive continued. Our newsletter, *Recollections*, continued to be published each month and we enjoyed reading and learning from this research. The Anzac Day tribute on the Website, Facebook and in *Recollections* was extremely moving and a credit to all involved. Film clips with interviews, poetry reading, and children's activities were produced and appeared on our Website and Facebook page. At this time, as a result of all of this exposure it was exciting and very rewarding to see new members from outside the Redlands join via the Website. Under the guidance of our technology gurus and with much laughter, Management Committee meetings continued using Zoom. We were very proud of our newly acquired skill and many of us then used Zoom to keep in touch with family and friends during the shutdown. The Museum re-opened on 15 June guided by our COVID Safe Plan. Volunteer and visitor activity is happening once again at the Museum. It is a great feeling with Museum friends coming together once more.

The success of the Museum is due to the combined efforts of members, volunteers, staff, the Redland City Council, Museum benefactors and supporters. On behalf of the Management Committee, I say thank you very much to all, for your support and dedication. Enjoy reading this report as we reflect on what has been achieved during last year.

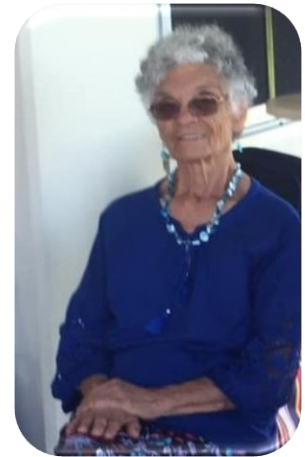


ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS

Members of Redland Museum would like to respectfully acknowledge the Quandamooka People, the Traditional Custodians of the lands, waters, and seas of what is now Redland City. We pay our respects to Elders, past, present, and future.

Aunty Joan

Redland Museum members express their deep sadness on the passing of **Aunty Joan Hendriks**, a proud Ngugi woman and aboriginal elder. She died peacefully on Australia Day, 26 January 2020. Aunty Joan was a friend to the Museum and, during past years, had delivered *Welcome to Country* at the Museum's *Heritage and Harmony Fiesta*. We send our condolences to her family.



Cultural Recognition

The Museum flies the aboriginal flag each year during *National Reconciliation Week* from 27 June to 3 May and during National Aborigines and Islanders Day Observance Committee (NAIDOC) in July.



As the Museum was closed in May/June 2020 because of the COVID-19 pandemic, we paid our respects through Facebook with stories of the achievements of Aunty Margaret Iselin (1930-2018) and Aunty Mabel Brown (1890-1977). In addition, we highlighted the Museum's "Goanna and Sparrow Hawk" painting by Tama Edwards (Walker), the great grandson of Oodgeroo Noonuccal (Kath Walker). His painting depicts part of the Quandamooka Dreaming Story.



Our Supporters

We thank our many supporters including:



Redland City Council (RCC). The Council continues to provide support through funding, event equipment loans, and promotional opportunities. We thank *Mayor Karen Williams* and all Councillors in particular, *Lance Hewlett, Wendy Boglary, Paul Gollè, Tracey (and Mark) Huges, Peter Mitchell* and *Paul Bishop* who have always supported us.



Rotary Club of Cleveland. This Club has supported the museum for 50 years from its inception as a Rotary project in April 1970. They have assisted with many projects, including the establishment of the *Rotary Heritage Library* in 2018. During the past year, they have held their annual change-over dinner at the Museum.



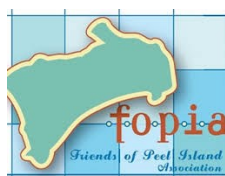
Mates Theatre Genesis. Actors presented the play *Barbeque* for the Museum's annual Australia Day Play and Dinner in January and February 2020. The Museum has partnered with Mates Theatre Genesis (and its former iteration Theatre Genesis) for 12 years to bring entertaining plays for its members and visitors.



Redlands Model Railway Group. This group supports the Museum financially and are active in Museum events showcasing their model trains for the delight of adults and children alike.



Rotary Club of Wellington Point. This Club runs an annual raffle with proceeds going to community groups. They assist the Museum financially as funds raised by raffle tickets sold by the Museum are reimbursed to us.



Friends of Peel Island Association. This Association has unfortunately wound up and provided a generous funding donation to the Museum for a mural and the preservation of objects.

Other. We are also grateful to the many individuals and organisations that have provided donations of funds and/or artefacts and other support, and those who visited our Museum or attended our events.

Special Supporter

Governor of Queensland

In September 2019, the Governor of Queensland, **His Excellency the Honourable Paul de Jersey AC** and **Mrs Kaye de Jersey** visited Macleay Island State School and toured the Macleay Island Art Complex.

Afterwards, at the Redland Performing Arts Centre, Cleveland, His Excellency and Mrs de Jersey hosted a community afternoon tea and the Governor addressed guests. The Governor spoke to the Museum group about his several visits to Redland Museum saying that he thought it was one of the finest museums he had seen.



Museum President, **Tony Spinks**, and Exhibition Officer, **Richard Thomason OAM**, attended as representatives of the Museum.

Other Museum members present were **Shirley Mahon** and **Dan Holzapfel** (also members of *Rotary Club of Cleveland*) and **Sylvia McGarry** (also a member of the *Redlands Coast Tourism Subcommittee*).



Priorities and Performance



Our Vision (What we want to be)

To be a dynamic inclusive social history museum recognised as the living heart of our community

Our Priorities (How are we going to get there)

The *Redland Museum Inc Business Plan 2017-2021* outlines the Museum's objectives for the period 2016-2017 to 2020-2021. The connectedness of the Museum's Constitution with its vision, mission, goals and unifying principles is shown at **Attachment A**.

The Museum's four goals are:









- develop our significant collection,
- engage our people and our community,
- manage our Museum to a high standard, and
- develop our facilities.

Our Key Performance Indicators (How we know if we are there)

A Key Performance Indicator (KPI) is a measurable value that demonstrates how effectively an organisation is achieving its goals. The Museum's KPIs, which are reportable to Redland City Council on a quarterly basis, are:

1. Number of visitors, including those involved in visits by Museum representatives to external organisations
2. Number of children aware of the Museum's collection as part of a school education program including:
 - a. Children visiting the Museum as part of a school group, and
 - b. Children informed of the collection by Museum representatives visiting schools and other educational institutions
3. Number of Museum members
4. Number of volunteer hours worked, and
5. Annual percentage of total revenue that is self-generated.

Key Outcomes

| | | |
|---|--|---|
|  <p><i>Collection</i> 14,037 <i>Objects</i> 3,418 <i>Books</i> 2,006 <i>Photos</i></p> | <p><i>20,107 Visitors</i></p>  |  <p><i>375 Members</i></p> |
|  <p><i>11,918 Event Visitors</i></p> | <p><i>Exhibitions</i></p> <p>7</p> |  <p><i>150 Volunteers</i></p> |
|  <p><i>841 School Students</i></p> | <p><i>Annual Training Day for 40 Members</i></p>  |  <p><i>17,769 Volunteer Hours</i></p> |



Financial Performance

Doug Alexander, Treasurer



At the time of writing this report, the consequences of COVID-19 are currently being played out. This is causing considerable financial uncertainty in our community. The pandemic took hold early March 2020, so the true effect will not be obvious in our audited figures for financial year 2020 ('FY2020'). FY2021 is expected to show the full impact.

A knowledgeable, cooperative, disciplined, and strong management team have been critical in managing this challenge. The management team, under retiring President Tony Spinks have administered a financially resilient and strongly solvent Museum business.

Comments on financial statements FY2020

Revenue

The financial year 2020 ('FY2020') has occurred in two parts. The first part, from 1 June 2019 until the government decreed Museum closure on 23 March 2020, showed revenue growth of 7.8% against the same period in FY2019. This growth was a direct result of excellent work done by our staff and volunteers in providing profitable fund-raising events like the Aeronaut Dinner, Australia Day Plays, combined with showground activities and numerous smaller functions including catering for many diversified groups and visitors. (Note: the Australia Day Plays netted \$14,000).

The second part, from 23 March to 30 June, was fully impacted by the COVID-19 government restrictions. Revenue in this period retracted 33.6% on the previous year period. The Museum re-opened to the public on 15 June 2020.

The Museum is also extremely grateful to have an excellent working relationship with the Redland City Council. Apart from their general support, our funding agreement is essential for the day to day operations of the Museum. FY2021 Council contributions will increase by 2.5%.

An important source of revenue is our self-generated funds. These funds are generally used to improve the Museum, subsidise overhead or operating costs and, if excess funds are available, add to our reserves. Because of the virus, our self-generated funds were down 16% on the previous twelve-month period. This was understandable but disappointing because in the 'normal' part of the year revenue was up 15% on the previous year. No doubt many businesses are facing the same problem or worse.

Overall revenue (excluding Federal Government COVID-19 subsidies and special project funding) for the full year for FY2020 was \$365,561* compared to \$383,538 in FY2019. All things considered this was a reasonable result (a retraction of 4.7%).

Operating Expenses

Operating expenses in this report do not include depreciation as it is treated as an accounting adjustment. Audited figure for FY2020 will include depreciation under Administration Expenses. FY2020 total expenses (excluding depreciation) increased 4.6% on the previous year. Given that the Museum was closed for nearly 3 months an overall increase in spending requires an explanation.

Administration expenses (up 24%)

This increase on FY2019 was a result of additional spending on our computer network and website. The specific costs were writing off website costs (\$1,091), a four-month venture with a new computer services supplier (\$3,617) and upgrading our network to cloud based Microsoft 365 for all Museum records (\$3,272). All significant computer activities are now cloud based ie eHive (collections), MYOB (accounting) and Microsoft 365 (network and data).

Another cost increase compared to FY2019 was in salaries and wages (up 7.33%). This additional increase partly results from our employee re-structure (receptionist position). The impact of COVID-19 has had the consequence of our staff either taking holiday pay or reduced hours or a mixture of both. There have been some additional wages costs in topping up lower paid wages to \$1,500 per fortnight so that the Museum and employees were eligible for JobKeeper.

Finally, another increased expense derives from our fund-raising events (refer to 'Expenses –Other' below). Expenses increased because we had more people attending events up to March 2020.

Federal Government subsidies obtained

JobKeeper is a Federal Government subsidy scheme made available to the Museum to keep our staff employed. The initial scheme finishes on 28 September 2020 and will have provided six months wages support for our employees (provided we remain eligible). We are very grateful that this support is available. Under the current arrangements the Museum will receive \$72,000 in Federal Government support from this scheme to 28 September 2020. If we continue to be eligible from Sept 28, 2020 to March 21, 2021 the Museum may receive further wage subsidies through JobKeeper. The downside is that this would mean our self-generated revenue will be subdued through FY2021.

PAYG cash flow boost is a short-term Federal Government subsidy scheme. The Museum receives a credit for our employee tax, normally paid quarterly to the Australian Tax Office. The Museum has received PAYG (pay as you go) cash flow boost credits as at the 31 July for the last two quarters (Jan-June 2020) totalling \$28,734. It is anticipated that an additional \$10,000 credit (approximately) may be received under this scheme in October. This means that the Museum's wages tax has been refunded by the Federal Government potentially saving the Museum about \$38,000 in cash payments.

Staff and Volunteers

It was a significant challenge to follow on from our previous treasurer, Jan Spinks. Jan retired as Treasurer at the September 2019 elections. Fortunately, Jan was elected to the Management Committee and has been an excellent mentor. All members of the Management Committee should be congratulated for their focused interest on all financial matters.

Without our volunteers, the cost to the Redland community to maintain a Museum of our size would be considerable. Our staff *Hein Oliver, Sharon Vassallo, Tara Young* and *Jillian Tuckwood* should be acknowledged for their cooperative spirit and personal sacrifice they have made during this time. Their actions have allowed Management to continue their employment either on reduced hours or by taking holiday leave or a mixture of both. I would especially like to thank *Sharon Vassallo* for her conscientious work in the administration of the Museum. Her efforts make a treasurer's life much easier.

Assets and Liabilities

Three factors have contributed this financial year to the Museum remaining in a strong financial net asset position.

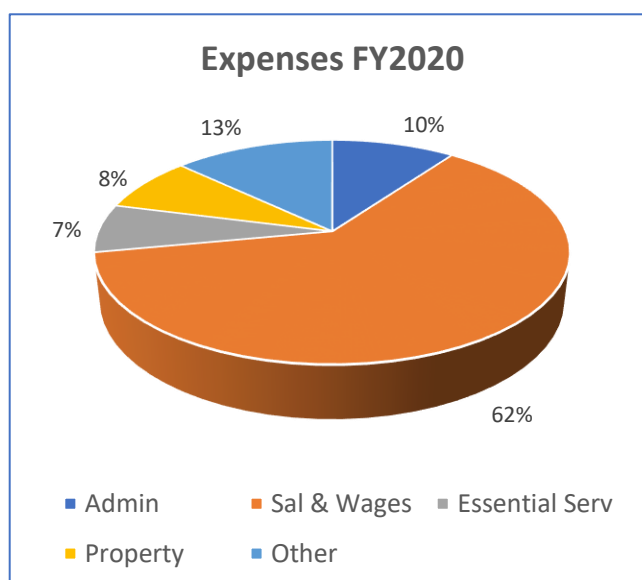
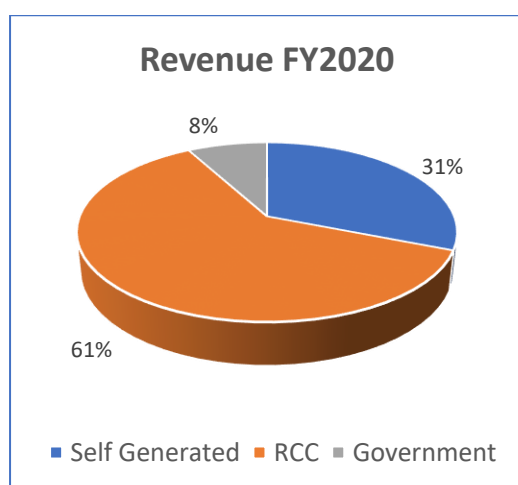
The first is the Federal Government support through JobKeeper and the cash flow boost credits (see comments in 'Federal Government subsidies obtained' above). The second is the financial contributions we have received for several years from our local Redland City Council for operational funding. The third is the generosity of benefactors, volunteers, staff and our community's individuals and organisations who have given us the opportunity to build on our own cash reserves and improve the Museum. These reserves provide incredible financial stability for the Museum and in a complete disaster would give the Museum a chance to find additional operational funding.

Capital Expenditure ('Capex')

There has been limited capex during FY2020. (Figures rounded up). The manager's office cost \$2,090 to date (carpet not included), Capstone project cost \$520, kitchen epoxy floor \$1,800, event chairs \$1,914 (RCC grant received), upgrade to administration office \$668, and Museum funds used \$5,078.

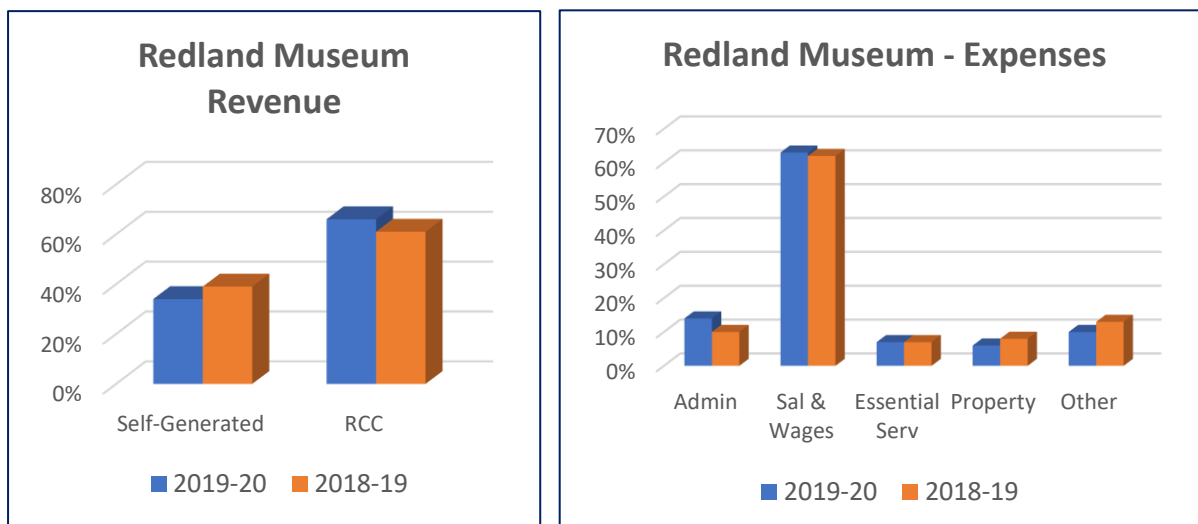
Sustainability

By undertaking plastic bottle recycling, we have raised \$282.90. Thank you to the keen volunteers involved. Solar power continues to be our major source of environmental sustainability saving the Museum substantial electricity costs.



Comparative

Revenue (excluding Government payments) and Expenses for FY2020 compared to FY2019 is as follows. Details are at **Attachment B**.



Management Committee

The Committee members, elected at the Annual General Meeting (AGM) on 3 September 2019, were:

| | |
|---|------------------------------|
| Tony Spinks (President) | Bruce Smith (Vice-President) |
| Doug Alexander (Treasurer) | Liz Blumson (Secretary) |
| Russell Dinte | Richard Thomason OAM |
| Jan Spinks | Peter Adam (retired) |
| Bev Shields appointed to replace Peter Adam | |



Develop our Significant Collection

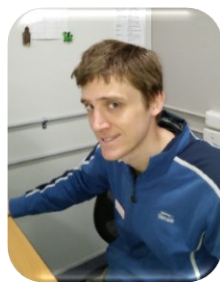
Ross Bower OAM, Collection Manager



Our focus continues to be to build a quality collection of the social history of the Redlands, though this year work was disrupted by the COVID-19 shutdown. Our collection now consists of 14,037 objects, 3418 books and documents, and 2006 photographs. About half of the objects are on exhibition, with the remainder in storage. The number of objects in the collection varies both up and down as new objects are acquired, and some older redundant objects are deaccessioned.

The Collection Team

The team in the collection office are keen and capable volunteers, including **Ross Bower OAM, Peter Robertson, Deirdre Hargreaves OAM, Kath McNeilly OAM, Helen McKenna, Gordon Davidson, Andrew Walker, Dennis Hall, Suzana Petrovic, and Trevor Fry**. Other team volunteers work on the Textile, Library and Photograph collections, and they are recognised in another part of this report.



Collection Research

Extensive collection research is being undertaken by volunteers **Mick Thwaite** and **Sylvia McGarry**. Many varied and interesting stories are being unearthed on the Museum collection. These are being attached to eHive records to increase the knowledge base of the Museum.

New Acquisitions

During the year 62 objects were accessioned into the collection. Of particular interest are:

- Object No: R17267. A collection of 13 rare vintage railway signalling lamps donated by our member Bob Skinner.
- A large collection of Scouting uniform accessories and objects relating to Scouting activities in the Redlands in the 1950s and 1960s, donated by Colin Clark and Bill Green.
- Object No: 17225. A unique pocket watch made about 1850 in Denmark, by Neils Clauson as the final test to complete his apprenticeship as a clockmaker. It was donated by Paul Clauson, the maker's great grandson.



Improving the Quality of the Collection

A large focus of our work this year has been on progressively reviewing every object in the collection, assessing its condition and significance, cleaning and conserving as needed, de-accessioning redundant objects and correcting and improving their recorded descriptions. Many objects acquired before digital cameras were available are also being photographed.

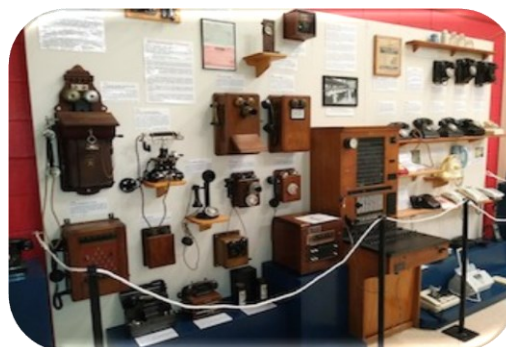


Getting Objects out on Display



As part of the review of our collection we are working to put more of our collection on display. This has led to complete new displays being created. Recent examples include:

- A comprehensive display of coinage and banknotes used in Queensland from colonial times to the present.
- An interesting display of the history of telephones in Queensland, from the first experimental phone call made between Brisbane and Ipswich in 1878, to the present time.



Rotary Heritage Library

Liz Blumson, Secretary and

Honorary Librarian

The Rotary Heritage Library houses books and documents, photographs and audio-visual material held by the Museum. Two paintings by Richard Randall are on display in the Library. Other paintings are exhibited in the Library foyer.



Work continues on moving print material to the Library from Collections and updating all records. Although the Museum was closed during the COVID-19 lockdown, volunteers took work home to keep progressing this task.

Exhibitions and Displays

The Exhibitions Officer mounted an exhibition **Room for Reading** during December and January that featured children's books held in the Museum Library. Parents and grandparents enjoyed sharing the stories from their childhood with their offspring. The exhibition entitled **Redland Poets Cornered** featured poems held in the Library collection. This exhibition was designed to enhance the presentations by **Theatre Redlands** of **Women of their Word**. Although the Museum was closed soon after, people were able to view the Exhibition online.

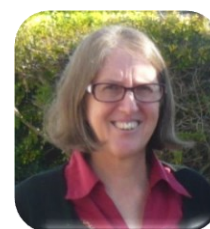


Wonderful Women Crossword involves participants finding the stories of women of the Redlands and completing a crossword of their names.

Library volunteers mounted displays in the foyer, the Toy Hall of Fame and throughout the Museum to enhance exhibitions and activities. One of these was a display of aeronautical books and items (including a poster of Hawker Hurricanes) to complement the Aeronaut Exhibition. Thanks to **Peter Robertson** for the loan of framed photographs to include.

Research Guide

Library volunteers provide information for those researching topics from family history to Willard's Farm, the Women's Land Army, objects in the collection and everything in between. To assist with this, volunteer **Betty Walker** has put together a research guide for people wanting to discover more about their family's origins. This is available on request.



Outreach

The Library team, led by **Fiona Eastwood** and with the help of the Collections team, supports schools by providing kits of objects from the collection. A **St Oliver Plunkett Catholic Primary** teacher said that the three school kits (Kitchen, Toys, Communication) she used in her classrooms were excellent. Students loved having actual objects to learn with. This meant they were super engaged with the learning. The teacher said she was able to base her entire unit around the school kits they were so great! (See also School Group visits section.)



Talks

Library staff, with the Event Coordinator's assistance, organized a talk by David Jones on his book *The Three Ladies of Moreton Bay* on 26 November. (See also Events section.)

Betty Walker, Sandra Davis and Ross Bower OAM gave a presentation to the German group of the *Genealogical Society* in July detailing the resources the Library holds about German immigration, the history of some German immigrants to the Redlands and the objects the Museum holds that have a German connection. An article and photos on German history in Mount Cotton were included in Senior Lifestyle in the October/November edition.

Newspapers

Thanks to **Tony Spinks** for installing shelving to house the bound copies of *The Redland Times* and *Bayside Bulletin* and **Bruce Smith** and **Richard Thomason OAM** for transferring the heavy volumes to the shelves. This has made it easy for people wanting to access these publications. There have been many requests to use this resource.



Photographs

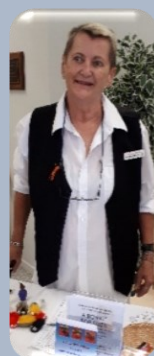
Our team of volunteers have consistently worked on the following tasks:

- ongoing research on the photographs to ensure that many fascinating stories behind them are recorded in eHive for the future benefit of our community,
- addition of new donated items to the eHive records, and
- placement of photographs for preservation within archival holders.

At this stage, we have 2,000 photographic records held under the "P" designation within eHive. About 25% of those photographs have been fully researched with most of those published for public viewing. There are still many photographs held under the original "R" designation within the Museum catalogue that need to be transferred into the "P" photographic area of eHive. Our dedicated volunteers undertaking work on the photograph collection have consistently applied enthusiasm to this interesting and stimulating work and big thanks goes to **Sylvia Vassallo, Chelly Levy, Mauveen McAloon, Sussan Jacobs and Bruce Smith**.

Library Team

The Library has been fortunate to have the services of volunteers, **Cathy Beadley, Liz Blumson, Phoebe Brown, Jenny Burke, Fiona Eastwood, Shirley Mahon, Stephanie Meggitt, Suzana Petrovic, Jill Tilson and Betty Walker**. Thank you to all team members for your valuable contribution.



Volunteer Extraordinaire

Sandy Campbell

Member & Volunteer: 7 yrs

Justice of the Peace: 25 yrs

Achievements: Library – displays, conservation, stocktaking, assisting at events and much more.

Ill health has led this valued Volunteer to retire. We thank her for her assistance and wish her well.

Textiles

Jan Banks, Volunteer Team Leader

The Textile team consisted of *Jan Banks*, *Robin Matfin*, *Nola McCullagh*, *Anne Tully* and *Anne Fermer*. We farewelled *Anne Fermer* who moved interstate and thank her for her 19 years contribution to the Museum including knitting many toys for sale.



During the COVID-19 lock-down, Robin made garment bags for our storage area and Jan Banks did data entry, organised files and other work.

Thank you to our Textile team for your great work during the year.

Textile Collection

We processed many beautiful and interesting items into the Textile collection including:

- R17205 A collection of exquisite art deco buttons, metal buttons and an ornamental buckle. These beautiful items were given to the donor's mother by her mother-in-law.
- R10242 Another rare item is our 1930s Fish Scale Table Centre - a large oval shaped black velvet table centre with a crocheted edge - a floral design has been created from *real fish scales* which have been coloured, rolled, shaped and then sewn on to the velvet.



Exhibitions

- "Women of the World". This display covers items representative of suffragettes who fought for women to have the right to vote:
 - Replica sashes (Robin did the lettering so beautifully on them) displayed on genuine antique gowns that are of the correct style and age as those worn by the suffragettes.
 - A book entitled "*Mildred Matters*" – Mildred, a suffragette, daringly used a hot air balloon to drop leaflets relating to "vote for women" over London in the early 1900s.
 - The fabric for one of the gowns on display was hand-painted by textile artist Paula Bloch to represent the famous painting "Blue Poles". The gown was worn to a reception in Canberra to celebrate the purchase of the famous painting.
 - Other gowns and items, such as those from the descendants of the Sherrin family, early settlers in the Redlands.

Displays

Some of the displays we have created during the year are:

- *Greezefest Festival* – August 2019 - Rock n roll display,
- *Redfest* – September 2019 - A tableau of Festival gowns, trophies and other items,
- *Caravan Camping Boating and 4x4 Expo* – September 2019 - A tableau of camping in the early 1900s,
- *German Settlers Week* – October 2019 - A display of photos and clothing from early German settlers in the Redlands, including a small silk dress worn by Joyce Krause, a founding member of the Museum, in 1930 to the opening of the Mt Cotton Hall. This complemented a talk on early German settlement. See library and research sections.
- *Opening of the new Scout Hut at Ormiston* (built after the old one was burnt down) – We supplied framed scout badges, books and an early scout shirt covered in badges to Councillor Wendy Boglary for the opening.
- *Kath McNeilly Book Launch* – a display of clothing and memorabilia,
- We changed the vestments worn by the model in the Chapel to coincide with the colours worn for different religious events.

Loans

We loaned the Dennis Sandford Merchant Navy Shields to Jack Secker for a Merchant Navy display at the Redland City Council Library.

Training and Best Practice

Jan Banks gave a training session on 15 February at the *Get to Know your Museum Information Day* on the history of the Textile room, the processing of items, and storage. She also attended a talk presented by the Australian Fine Arts Society at the Queensland Library, given by Dr Michael Marendy, a highly respected fashion and textile conservator, who spoke on Gwen Gillam, a well-known Brisbane Designer of the 1950s.

Uniform, Caps and Hats

In August 2019, we obtained new Museum caps and hats to sell in our shop and introduced a new Polo shirt for our uniform which should be cooler for Volunteers in the summer.

Many thanks to all the volunteers and staff who assisted the Textile team during the year.

Volunteer Extraordinaire

Anne Fermer

Member & Volunteer: 19 yrs

Achievements: data entry, photographed objects, textiles, knitting many toys for sale

Ill health has led this valued Volunteer to move interstate with family. We thank her for her assistance and wish her well.



Agricultural Pavilion and Workshop

Keith Fidler, Volunteer Team Leader

The Workshop Team consists of volunteers *Ian Munday, Ralph Gofton, Gary Stone, Keith Fidler, and Ken Hanson*. Main projects for the year were - wheels and axles for the Southern Cross 32 volt lighting plant, restoration of trolley jacks, restoration or tidy up of railway lamps donated by *Bob Skinner* and mounting on shelves near the rail motor, free up controls on petrol bowser for demonstrations, restoration of a large ship's lantern, table for library, tidying of large garage sign, paint poppies made by the blacksmiths, rearrange tractors and rotary hoes in agriculture area, run the F J Holden and the Morris, and tidy the workshop. *Bevyn Cornford* did an excellent job of making and updating signage for the benefit of visitors. We all had a good time.



Research

Sandra Davis, Research Officer

After the three-month closure, the Beanie Tree reappeared just in time for this financial year on 29 June 2020.



German Settlers

A presentation was given by volunteers **Betty Walker, Ross Bower OAM** and **Sandra Davis** at the *Genealogical Society of Queensland* on 28 July 2019 on German immigrants to the Redlands in the late 19th century. It focused on nine families in detail with thirty others briefly mentioned. This was repeated at the Museum on 4 October, during *German Week*. Research included photographing various headstones of the early settlers at the Heritage Cemetery at Cornubia.



Wellington Point Historical Timeline

Volunteers **Sandra Davis** and **Richard Thomason OAM** assisted Councillor Wendy Boglary in August 2019 with an historical timeline dating from 1842 for a Wellington Point metal frieze, providing photos and other items.

Agnew Family Presentation

A presentation was given by **Richard Thomason OAM** and **Sandra Davis** on 25 October 2019 at the Redlands RSL Cleveland on several generations of the Agnew family.



Badgen Siding

Badgen Siding, situated between Wellington Point and Birkdale railway stations, was constructed in 1916 and demolished in 1960. The McKell family once owned the farmland nearby and used the Siding regularly. Sandra interviewed Mervyn McKell who provided information, a map and sketches. Thank you to Mervyn and the other people who assisted.

Mander's Garage Employee

In May, Sandra conducted an oral interview with Malcolm Johnston, who was employed at Reg Mander's Garage in Bloomfield Street, Cleveland, from 1948 to 1960. Thank you to Mal and his wife, Marion, for their interesting historical knowledge.

Engage our People and our Community

Members

Bev Shields, Membership Coordinator

OUR PEOPLE



Our members contribute significantly to the successful achievements of the Museum through financial support and volunteer assistance. At 30 June 2020, we had 375 members. Follow-up action was not able to be undertaken during the COVID-19 lock-down period regarding the payment of membership fees to ensure currency of membership. However, as soon as the Museum operations recommenced in mid-June 2020, active follow up of past due members began. All new members receive a welcome letter and a New Member's Kit in digital format with key Museum documents.

375

Members

We thank *Peter Adam* for his valuable contribution while in the Membership Coordinator role over the past 4 years. This role has been split between Bev Shields who is coordinating memberships and Owen Friar who is coordinating volunteers



It is with sadness that we mention those members who have passed away this year, including *Rob Collyer* and *Mark Rankin*, both members of the Redlands Model Railway Group, as well as *Malcolm Kaspar* and *Emeritus Professor Bob Milns*. We thank them for their support of the Museum.

Membership Sub-Committee

A Membership Sub-Committee was established during the year with volunteers *Bev Shields*, *Owen Friar*, *Suzana Petrovic*, and *Tracey Mann*. A promotional plan was developed with the objective of increasing the number of members and reviewing the volunteer orientation program. The plan will be implemented over the next twelve months.



150
Volunteers

17,769
*Total
Volunteer
Hours*

16,221
*Volunteer
Hours
Museum*

448
*Volunteer
Hours
SMBIM*

1100+
*Volunteer
Hours
during
Lock-down*

Volunteers

Owen Friar, Volunteer Coordinator

During the year, 150 volunteers (40% of members) worked 17,769 hours (including 448 hours at Southern Moreton Bay Islands Museum (SMBIM)).



Volunteers are involved in all aspects of the Museum including recording the collection on eHive, arranging displays and exhibitions, catering, guiding, weekend reception, assisting with events, property repairs and maintenance, administration, marketing, restoration, research and more. A list of volunteers who assisted during FY2019-2020 is at **Attachment B**.

Many volunteers continued to work at home on Museum matters during the COVID-19 lock-down period from March to June 2020 focussing on administration, security, marketing, computers and technology, research and (zoom) meetings.

Thank you to everyone for your contributions.

Bank Award

Volunteer **Jan Spinks** was presented with a Certificate of Appreciation as part of the Commonwealth Bank's Community Awards for her dedication and commitment as Museum Treasurer for the previous three years.



Greg Cook Volunteering Recognition Award

The *International Volunteer Day Expo* was held on Sunday, 1 December 2019 at the Library Square in Cleveland and was officially opened by Mayor Karen Williams. The Expo included the

announcement of the winners of the **2019 Greg Cook Volunteering Recognition Awards** organised by *Volunteering Redlands*. The Museum's nominees for these prestigious awards were **Helen McKenna** (left) and **Russell Dinte** (right). Helen won one of these

awards. This is an annual event and we are proud that five of our volunteers have now won an award over the past few years.



Volunteer Induction and Training

All volunteers sign a *Volunteer Agreement* which includes the *Code of Conduct* and other conditions. They also receive personal orientation, a name badge, and a Volunteer Handbook with relevant information, and can purchase a Museum shirt at a discounted price.



As a responsible organisation, the Museum provided training to staff and volunteers on first aid and cardio-pulmonary resuscitation (CPR). The Museum has first aid boxes in several locations and has a defibrillator at reception. This training was provided by *Queensland Surf Life Saving* on 10 September 2019.

A Get to Know your Museum – Information Day was held on 15 February 2020 covering topics such as how our collection



is managed, how to use our library and research facilities, guiding, textiles, volunteering, workplace health and safety, and much more. Thank you to all the speakers including **Liz Blumson**, the organiser of the event.



Volunteer Rewards

On a hot November day, volunteers travelled by bus to the *Caboolture Historical Village*. They explored over 70 buildings including a wonderful old homestead called *Stanmore Hall*, the relocated Caboolture Train Station and the 1955 Spirit of Outback Club Diner Train Car. They enjoyed a lovely lunch and looked at a variety of artefacts including beautifully crafted models of ships in the First Fleet in 1788.



A Christmas party for members and supporters was held in December. Even Santa was there!

These activities were provided by the Museum as part of our *Volunteer Recognition and Reward Scheme*.



Employees

Bruce Smith, Vice President

Throughout the year employees and the Human Resources Sub-committee, consisting of three Management Committee members *Tan Spinks, Liz Blumson and Bruce Smith*, have worked together to ensure the business operations of the Museum have run smoothly.

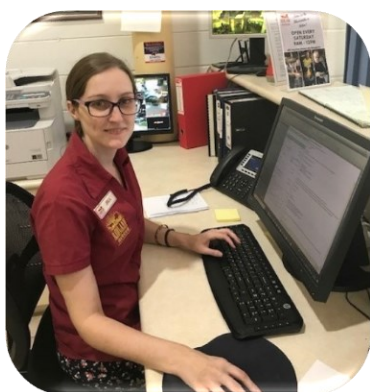
Our employees are *Hein Olivier* (Manager), *Sharon Vassallo* (Administration Coordinator), *Tara Young* (Event Coordinator), *Luisa Stevens* (Receptionist to August 2019), and *Jillian Tuckwood* (Receptionist from September 2019). The annual reviews of all staff were conducted in November/December, with positive outcomes continuing from our ongoing open communication processes. Excepting the closure period, staff meetings with a Sub-committee member attending have occurred monthly.



With the closure of the Museum in late March, due to the COVID-19 pandemic, the decision was taken to retain the services of all staff and for them to work from home at reduced hours. Specific documentation covering this occurrence was required and the HR Sub-committee sought and received



specialist advice from our consultants Human Outsource Pty Ltd to comply with legislative requirements. Throughout the forced closure and subsequent re-opening of the Museum there have been further adjustments to the hours of work in accordance with changing circumstances. Ongoing documentation has been issued to the staff covering these changes. During this period, the Museum has received financial support from the Government's JobKeeper wage subsidy scheme.



During this very challenging period, the dedication and professionalism of our staff has been outstanding. We owe them a huge vote of thanks for ensuring that the Museum has remained relevant to the Redlands Coast community and beyond. At the time of writing this report Hein is on sick leave and all Redland Museum members wish him a speedy and full recovery.



Engage our People and our Community

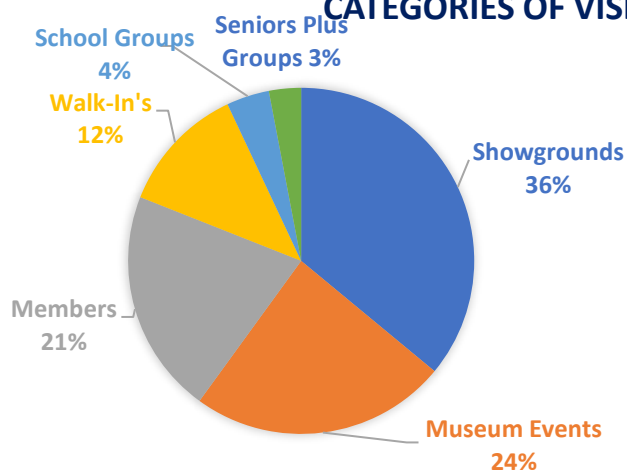
OUR COMMUNITY

Sylvia McGarry, Volunteer



In line with our vision, visitors are important to us to grow as a community hub and to assist in fund raising to benefit the maintenance of the Collection. The Museum's visitor numbers were some 6,000 less than we had planned because of the three-month closure due to the COVID-19 pandemic. Unfortunately, we had to cancel several of our events. Even though numbers were down, the pattern of visitors was similar to the previous year, with most visitors coming from events.

CATEGORIES OF VISITORS



Catering Team

Fewer groups required catering this year due to the COVID-19 closure. Before the lock-down, Devonshire teas and lunches were served to aged care groups, residents from retirement villages and church groups. All enjoyed their visits and morning tea before a guided tour of the Museum. Three of our Talks (see Events section) involved serving Devonshire Tea afterwards. Over 770 people were catered for. We thank the Catering Team of **Barbara Matthews** and **Nina Lewis** who always ensure very high standards in food and beverage quality, presentation and serving. Thank you also to the many other volunteers who assist when required.

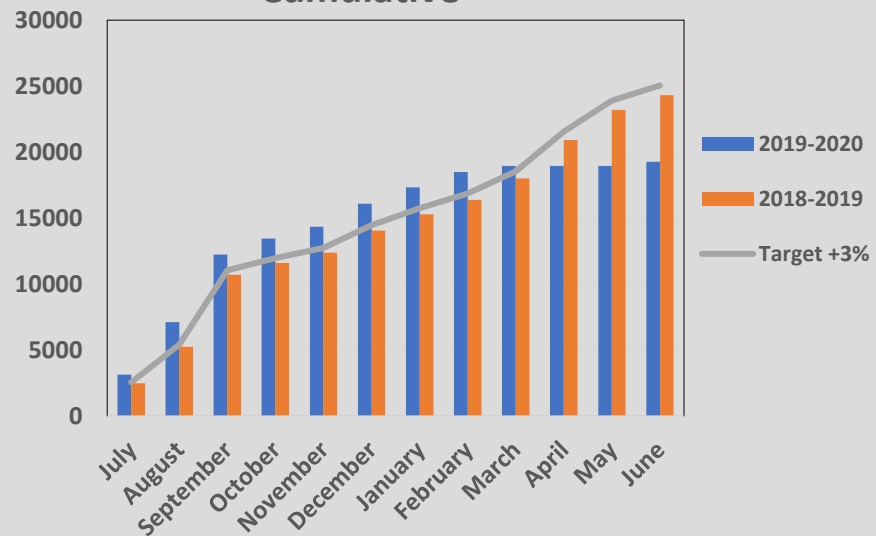
20,107*Total
Visitors*

Visitors

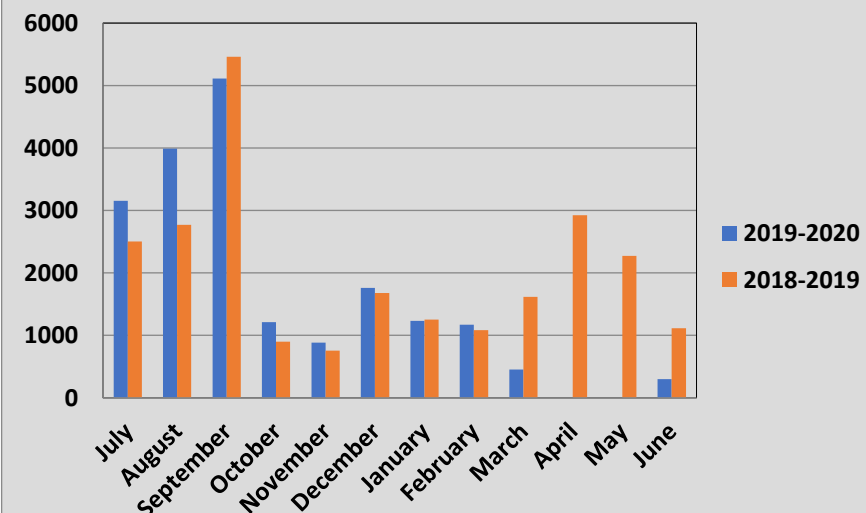
Our **20,107 visitors** to the Museum in FY2019-2020 was 23% lower than our planned target of 26,028 and 21% lower than the 25,270 visitors in FY2018-2019. This is because the Museum was closed for three months between March and June 2020 at the direction of Government to control the COVID-19 pandemic.

19,266*Visitors
excl School
Groups*

**KPI No. 1 - Visitors by Month
Cumulative**



KPI No. 1 - Visitors by Month

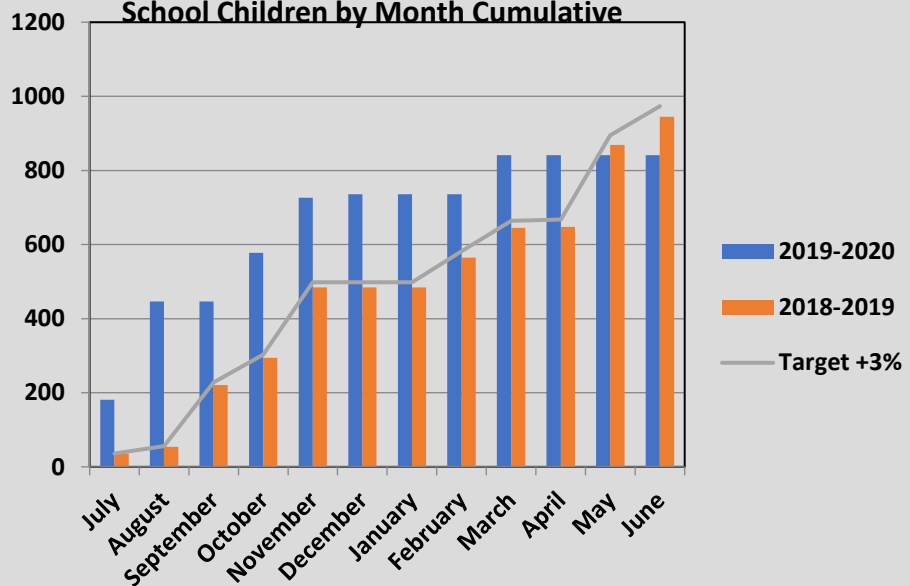


841*School
Students*

School Groups

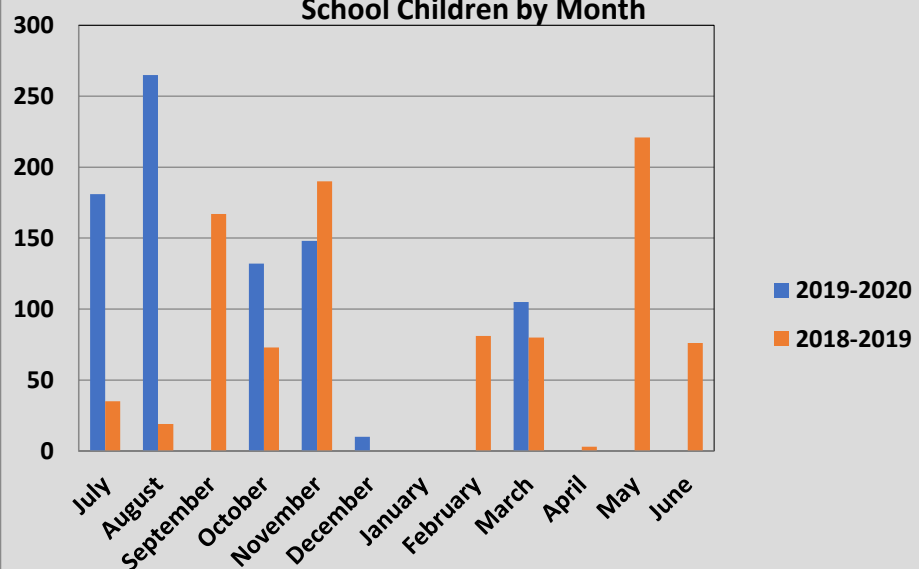
The number of students visiting the Museum as part of a school group educational program in FY2019-2020 was **841** (inclusive of students accessing School Curriculum Kits) compared to 945 students in FY2018-2019. This represents an 11% reduction. In FY2018-2019, the Museum developed “School Curriculum Kits” that schools can borrow. Four schools borrowed these Kits during the year for a total of 281 students.

**KPI No. 2 - School Education Program
School Children by Month Cumulative**



281 students
accessed *School
Curriculum
Kits*

**KPI No. 2 - School Education Program
School Children by Month**



School Curriculum Kits



Fiona Eastwood,
Volunteer



Our School Curriculum Kits are becoming increasingly popular with Schools. There are currently four kits available for loan:

- Communications (telephones across time and a Morse Code key on which children can tap out a message (see picture right),
- Milk and Cream (a variety of milk and cream bottles and other paraphernalia),
- Toys (marbles, slingshot, doll, puzzles, etc),
- World War II conflict (for high school writing stimulus).

Other Kits are in production.



Each kit, contained in a box, includes:

- Teacher's notes on the history of the artefact or industry,
- Student activities,
- Labels for the artefacts,
- Generic worksheet templates, and
- Support materials which might include specific worksheets relevant to an appropriate primary or secondary level, relevant photographs, six prompt question cards, and gloves.

Compliments

- *"To all the wonderful volunteers at Redland Museum, thank you so much for all the information you shared with the children today about what life was like in the past. On their return to school, they were all so excited to share what they had discovered. The passion you all have for what you do is evident in the well organized and comprehensive displays and the smiles on your faces. We look forward to visiting again next year."*
Stafford State School
- *"The students enjoyed the Museum. They really liked going on the train."*
Wellington Point State School
- *"The students and parents had a wonderful time! It was a great way to take a break from the fires!."* Rappville Public School NSW

Guides and Weekend Reception

Many volunteers assist groups of seniors and school visitors explaining and/or demonstrating artefacts. They are well versed in the history and usage of items and highlight significant areas. Thank you to these dedicated volunteers.

Over 30 volunteers give up a portion of their time on weekends each month (on a rotational basis) to deliver reception services to visitors. They welcome visitors, record attendance numbers, take entry fees and, when required, undertake some administrative duties. Thank you to all these volunteers. We also thank the volunteer key holders who open and close the Museum on weekends.

Compliments

- *"Knew it was here, but never visited before. An excellent surprise."*
- *"Gets better every time." "Beautifully created. Very enjoyable for myself and the children."*
- *"Much better than I expected. Lots to see and very interesting."*
- *"Beautiful display, so clean and staff so helpful." "Absolutely amazing."*

Some of our Visitors



Exhibitions

Richard Thomason OAM, Exhibitions Officer

In September 2019, we held the *Redland Creative Alliance* art exhibition and a display to celebrate Merchant Navy Day with items on loan from the *Queensland Maritime Museum*. During German Week in October, we mounted a display of German family memorabilia relating to the Redlands and held a German morning tea.



Aeronaut – An Exhibition of Paintings by Troy White

Troy's amazing collection of paintings draw on his experiences as a pilot and professional skydiver. Troy is an artist, aviator, and sky diver whose works explore light, movement, depth, and distance. He has won many awards and has held around 50 exhibitions mostly in America. The exhibition was the focus of the Museum's Aeronaut Dinner/Dance and was opened on 5 October by Dr Chris Lee, Head of School of Humanities at Griffith University.

Room for Reading

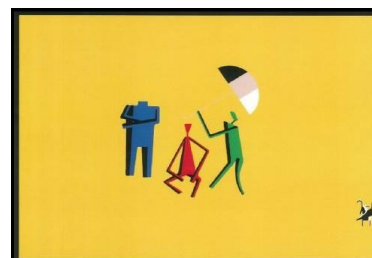
This exhibition, in December and January, highlighted that there is always room for children to read printed books. It was arranged as a reading room so that many of the books could be enjoyed. Thanks to many members who lent their favourite childhood books. An interesting addition to the display was an 'up-cycled' paper dress made for a Year 4 Ormiston College student for 2019 Book Week. Made from the pages of 14 Little Golden Books, it complemented a large collection of Little Golden Books lent by **Sandra Davis**. Thank you to the Library volunteers for their assistance and for the displays from the Library resources.

Redland Poets Cornered

There is a rich legacy from Redlanders, past and present, gifted in the written word, poetry and prose. This exhibition celebrated Australian Women's History Month, International Women's Day and World Poetry Day. Poetry from our library collection and from members was augmented with related artworks by Robyn Foster, Ruth Venner, Narelle Renn and Jan Acton. Poems by Emily Bulcock, Eva O'Doherty, Oodgeroo Noonuccal, Leona Kyling and Rosemary Opala represented past Redlanders. The exhibition was dedicated to late member, **Emeritus Professor Bob Milns** who, together with his wife Lyn, were keen supporters of the Museum. Library volunteers created a complementary online *Wonderful Women Crossword*.

Three Well Known Australians

This was a touring exhibition by artist Martin Shaw depicting three stick figure well-known Australians designed to elicit public responses.



Thank you to those people who have supported me in many ways during the year.

Events

Tara Young, Event Coordinator

11,918

*Total
Event
Visitors*

7,198

*Visitors
Showground
Events*

If we want new visitors to become repeat visitors and repeat visitors to become members, then we have to give our visitors reasons to come back. Holding unique and interesting events plays a significant role in this objective. Our events attracted approximately **11,918** visitors or 60% of the total visitors to the Museum in FY2019-2020. Thank you to the many volunteers who assisted with these events.



Showground Events

Around **7,198** visitors to the nearby Cleveland Showground events also visited the Museum. These events included Greazefest, Redfest, Caravan Camping Boating & 4x4 Expo, and Christmas by Starlight including the venue for the Mayor's Christmas by Starlight Sponsors and Supporters Party. These events raise the profile of the Museum among local, state, inter-state, and international visitors. It also gives us the opportunity to raise funds through the selling of food, drinks and raffles tickets. Thank you to Redland City Council for bringing these events to Cleveland.



4,720

Visitors

Museum

Events

Museum-initiated Events

Museum-initiated events account for some **4,720** visitors. Events raise funds for the Museum, showcase local talent and contribute to the Museum's vision of being a hub for our community and, of course, they provide great entertainment and fun for people attending. Thank you to the many volunteers who have contributed to the success of these events.

1743

July 2019

We started in July 2019 with **Mighty Machine Day**, a great hit for the children.



1009

August
2019

August was a bumper month for activities beginning with **Science Day** for children.



For Seniors Week - *The Getting of Wisdom* presented their production of **Dad and Dave** - "Dad buys a car" – an iconic radio play from 1937 to 1953. We also had a morning tea with *Tan Nary* and *Ian Munday* reciting poems from residents of the Redlands. **Rick Thomason OAM** spoke on the origins of Raby Castle and the Dukes of Cleveland after which our Raby Bay and Cleveland town were named.

The month also included the **Redlands Model Train Show** by our model railway enthusiasts.



763*July, and
Sept/Oct 2019*

We had a wonderful crowd at the July and the September / October **School holidays programs**. Events were sold out. Activities included Melting Crayons, Nail Polish Marble Mini Flowerpots and making Dino Egg Soap. As German Week was in October, children also made Hansel & Gretel Gingerbread.

**395***October,
November
2019*

The brainchild of Museum volunteer, **Terence Hendricks**, the **Aeronaut Dinner Dance** transformed the Transport area of the Museum.

It was enjoyed by many including Mayor Karen William, Councillors Paul Gollè, and Tracy (and Mark) Huges. They were entertained by Leah Lever and Amberley Brass Band. Along with professional chefs and Museum volunteers, a group of hospitality students from *Faith Lutheran High School* were part of a team serving guests. This opportunity gave the students real life experience of food and beverage customer service within a fun atmosphere.



A group from
23SQN

Association
won the
Super raffle
prize of
\$5,000.



Wellington Point Rotary Club hosted a **Drought Fundraiser Dinner** at the Museum to assist the small town of Eulo.

Three volunteers gave a talk on early German immigrants. (See Library and Research sections.)



David Jones shared wonderful stories on the Hayles Brisbane Cruises – **Three Ladies of Moreton Bay**.

810

January,
February
2020

As usual, summer is always dedicated to the Museum's Australia Day Play and dinner. *Mates Theatre Genesis* produced the play *Barbeque* by Daryl Peebles and a delightful dinner was served under the stars.



Marketing

The Marketing team includes *Sharon Vassallo* (Administration Coordinator), *Tara Young* (Event Coordinator), and volunteers *Tan Spinks*, *Liz Blumson*, *Sylvia McGarry*, *Suzana Petrovic* and *Tann Harridge*.

This team coordinates issues dealing with branding, advertisements, newspaper and magazine articles, a monthly newsletter, brochures, and other marketing products. The team thank all other employees and volunteers who assist with this function, particularly volunteer *Ray Rowe* who wrote many articles for the newsletter during the COVID-19 lockdown

Special mention is made of employees, Sharon, Tara, and Jill, who, during the COVID-19 lockdown, developed short videos and other items for Facebook, creating a marketing success to keep and increase community engagement with the Museum.



The Museum is a designated **Redlands Visitor Information Centre** (termed a White "i"). This means that we display brochures and maps on Redland City for tourists and other visitors. We have a sign at the front entrance displaying the White "i".

Redland Museum is proud to support Redland City Council's tourism campaign by inclusion of an article in their **Redlands Coast on Quandamooka Country** holiday guide for 2019/2020 and information on their website www.visitredlandscost.com.au. A Museum member and volunteer, *Sylvia McGarry*, is on the *Redlands Coast Tourism Sub-Committee* to represent heritage interests in tourism.

Manage our Museum to a High Standard

Governance

Redland Museum Incorporated (RMI) (trading as *Redland Museum*) is a registered incorporated body under the *Associations Incorporation Act 1981*. The *Redland Museum Inc Constitution Amended 2017* is on the Museum's website www.redlandmuseum.org.au.

It is governed by a Management Committee (MC) of eight annually elected members plus (for one year only) the Immediate Past President. This Committee sets the strategic direction and is directly involved in the day-to-day management of the Museum.

Business Plan

The *Redland Museum Inc Business Plan 2016-2017 to 2020-2021* sets out a five-year plan outlining our vision and goals and provides direction to the current and future management committees. The Management Committee reviewed and updated this plan in FY2018-2019 in consultation with members.

Redland Museum Inc is a member of:
National Museum of Australia
Museums and Galleries Queensland
Volunteering Redlands
National Historical Machinery Association

Best Practice

The Management Committee members keep up to date on best practices in the industry.

Liz Blumson, Secretary and Honorary Librarian, and volunteer *Cathy Beadley*, represented the Museum at the *Museum and Galleries Queensland Opening Doors Conference* in Cairns on 17-20 September 2019. The discussion focused on including community members as partners with galleries and museums to tell their stories, encouraging different groups of people to experience museums and providing a social conscience for communities. Particularly useful was a workshop on preserving books and print material.

Networking opportunities were plentiful. There were volunteers and staff from all Australian states and New Zealand, with many diverse institutions being represented. Liz met Deannah Vieth, the Training and Professional Development Manager for *Museums and Galleries Queensland* who was very enthusiastic about the Redland Museum hosting a Small Museums Conference in 2022 as part of the celebrations for its 50th anniversary.

Funding Agreement with Redland City Council

Redland Museum Incorporated is funded by the Redland City Council. Key Performance Indicators (KPIs) specified under this Agreement have been provided to Council each quarter.

Organisation

The Museum's Organisational Chart is at **Attachment C**.

Policies and Procedures

A comprehensive Policies and Procedures Manual continues to be developed with policies and procedures being regularly reviewed.

Administration

Sharon Vassallo, Administration Coordinator

Two employees, **Sharon Vassallo** and **Jill Tuckwood**, function as the Administration Team ensuring reception, administrative and accounting functions are carried out efficiently and professionally.

Sharon, our Administration Coordinator, has varied responsibilities, particularly assisting the Treasurer with day to day financial accounts and reporting, assisting the Technology Officer with the management of the telephone and technology systems, contributing to marketing initiatives, and website administrator. She has begun a significant upgrade to the presentation of information on our website and the digital reorganization of files with these projects continuing.

Jill, our Receptionist, meets and greets everyone who comes in whether they are visitors, members, or volunteers. She is the "gatekeeper" to our excellent customer service and sets a high standard that others must follow. She maintains reception, enquiries, bookings, sales, memberships, volunteer rosters, and stores. She is also highly skilled in digital graphics and videos and contributed to our Facebook success.

During the closure of the Museum, the Administration roles changed to include becoming social media gurus where they turned their hand (along with the Event Coordinator, **Tara Young**) to creating wonderful videos to post on our Website and Facebook to keep members and the general public engaged in the Museum even though they couldn't visit. The statistics show that these activities were a huge success and have no doubt increased the number of visitors physically visiting the Museum as well as following us on social media.

Sharon says – "Some exciting news from Administration this year was a permanent home for me! After feeling like a nomad for some time, sharing space in Tara's office, then behind Reception, I have finally found a permanent preloved home in the Manager's old office. A new Manager's office has been built in the Collections area and with a new lick of paint and new carpet, I have a fresh, spacious office to work in. I am incredibly grateful to **Tony Spinks** and the Management Committee for this great space to work in. Thank you!"

Develop our Facilities

Tony Spinks, President (in the absence of Hein Olivier, Manager)

The Management Committee aims to continually improve the Museum's facilities and equipment to enhance visitor experience and to improve the workplace for our dedicated volunteers and staff.



Improvements implemented during FY2019-2020 include:

- New Epoxy Resin flooring installed in the kitchen, replacing the old vinyl which was damaged in a few areas,
- The building of a new office for the Manager alongside the existing Volunteers' Collections Office in the Collections area,
- The remodelling of the Manager's previous office for the Administration Co-ordinator to use and remove the Administration Co-ordinator's temporary office from the Rotary Wing,
- The purchase of additional padded chairs to enable 100 guests to be seated in comfort at events and meetings, and
- The purchase of a new hot water system and freezer for the kitchen.

Regular maintenance and repairs are conducted in accordance with Museum Policies and Procedures. Wherever possible, volunteers carry out these tasks, such as **Rod Burke** (grass mowing), **Mick Thwaite** and **Ian**



Munday (WH&S officers) and **Ray Rowe** and **Austin Wedderburn** (painting). We thank them for their valuable contribution. When professional services are required, the Museum management use local service providers wherever possible.

Shop

Our shop included a new innovative product this year – an initiative of volunteers **Bruce Smith** and **Terence Hendricks** – the **RedM Squealer**. A Squealer is a bottle that holds 945ml of amber liquid. After purchase, the empty Squealer and a voucher are taken to Bacchus Brewery at Capalaba to be filled. There are two types – **RedM ale**, and **RedM lager**. A fabulous gift for beer drinkers!



Technology

Russell Dinte, Volunteer Technology Officer

There have been significant improvements in technology, brought about mainly by previous ongoing problematic behaviour with the VoIP telephones, our email system and the computer network and the need to fix these problems.



Our email system, particularly the administration's email account, was a constant annoyance for staff. The synchronising of the emails during computer start-up would take 2½ hours before the account was useable.

In early November 2019, *Sharon Vassallo* and *Russell Dinte* created the Office 365 account, and Russell started migrating the emails to the cloud. A problem with Microsoft's software was fixed enabling the successful completion of the task.

Our service provider, Stardot, closed their business and handed us over to Aliva in Bowen Hills. This proved to be an unproductive relationship. In June, we changed our service provider to ITSolver and Switchnode. Their services will include switching to the NBN, upgrading our telephone system, and moving our local domain and data to our Office 365 account on the cloud with our email accounts. At the time of writing, the NBN and 3CX telephone system are installed and operating well, and migration of the user profiles to OneDrive is in progress (data will be stored in Sharepoint in Office 365).

QUT Capstone Program - Display Information and Guidance System (DIGS)

The Capstone program run by Queensland University of Technology (QUT) is classed as a "WIL" (Work Integrated Learning) scheme – similar to work experience. Through the Redland City Council, we were successful in being part of this program. The QUT is extremely grateful for our ongoing commitment in their program, and the challenge our project presents for their IT students. The Museum benefits from this significant advancement in our technology, for the cost of hardware and materials only, and when completed (hopefully in time for our 50th Anniversary), the DIGS system will provide a contemporary and interactive alternative for visitors to learn about the history and use of our extensive displays and artefacts.

Our latest team of students (called the Green Tigers) will be commencing the third year of development, and we are fairly confident that we could have a scaled-down version of what we consider the ideal solution next year. However, the issue of content needs to be addressed with some urgency. This is planned for next year.

The year 2020 is likely to be a watershed year in the Museum technology area. Once the server and data are cloud-based and settled in, the business of the Museum will be almost totally on the cloud (selected machines do not employ Folder Re-direction). This huge upgrade of the system will dramatically reduce on-site maintenance.

I sincerely thank *Sharon Vassallo* for her incredible support during the year.

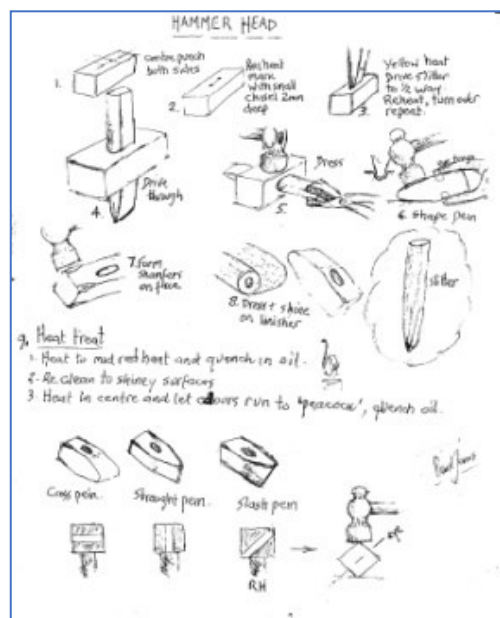
Blacksmiths

Russell Dinte, Volunteer and Blacksmith

As with all areas of the museum, the Blacksmith members have been greatly affected by the closure of the Museum and now the restriction in numbers allowed in the Blacksmith shop. During this period, we have had people so keen to join our group that they have paid their membership fees in anticipation of joining us as soon as restrictions are lifted. This could be some while yet.



We are fortunate to have a stable core of regular members whose appetite to learn new skills brought about the introduction of structured lessons prepared and presented by our “official” Blacksmith, and long-time member of the Museum, **Paul Jones**. A sample of Paul’s dedication in this field is evident in the detailed sketch (as shown) he has produced showing the steps required to make a hammer head.



One of our current projects is creating an efficient and specialised method of making charcoal for the forges. To date a fair percentage of the timber fuel was lost in the burning process. In the photo on the



left, **Martin Rayner** is

seen working on the new charcoal maker to his modified design. Rather than burn the wood to create the charcoal, the timber is “baked” in the smaller black drum (foreground left) and placed within the larger drum he is working on. The fire, using material unsuitable for charcoal, burns around the smaller drum converting the contents to ideal fuel for the Blacksmiths use.

Another project currently in progress is a Coke Crusher. Once again, to date, and through necessity, we have not been breaking up our larger pieces of coke in an efficient manner. The considerable stock of coke we hold at the President’s property in rusting 44-gallon drums is to be removed from the drums and stored in one of our fuel bunkers and protected from the weather.

The photo on the right shows the motor and 20:1 reduction gearbox, with the drive shaft for the crushing gear in the foreground. The mechanism is designed to be adjustable, therefore allowing us to control the size of the crushed coke. A large hopper will enable coke to be fed in by the shovel-full thus resulting in a fairly high throughput. This interesting job is being worked on by *Paul Jones*, *Mark Wyrebiak* and *Russell Dinte*.



Film Debat

Museum blacksmiths, *Russell Dinte* and *Paul Jones*, attended a private screening of the film *Magdala Rose* for cast and crew on 25 November at Victoria Point cinemas. This epic film was written, directed and produced by Paul Day of Angel Studios in Brisbane.

A medieval adventure film set in Southern France during the Albigensian Crusade in the 13th century, it included a blacksmith scene shot at our Museum in June 2018. The scene shows the main actors in front of Paul with Russell in the background. Museum blacksmith, *Adrian Watson*, was also in the scene. Redland Museum was featured in the film credits as was *Paul Jones* as Blacksmith, *Russell Dinte* as Bellows Pumper and *Adrian Watson* as Striker.

New Window

Blacksmiths *Paul Jones*, *Russell Dinte* and *Rod Morcom* are at the new window, designed and built mainly by Paul Jones. Visitors are now able to view the blacksmithing equipment and layout inside. Many of the leaves which fill in the larger gaps were made by apprentices or learners under Paul's direction. Working only on Saturday mornings, it took nearly 18 months to make this artwork. The logo in the centre is a temporary measure until laser-cut stainless steel is installed. The Blacksmiths should rightly be very proud of this magnificent work.



Redlands Model Railway Group

John Burt, Volunteer



Q.R. C17 class heading a short-mixed freight trundles over a timber bridge on the late Alex Cairns' diorama

The Redlands Model Railway Group has been busy in the past year. We meet monthly in the Museum. We participated in various activities including:

- Displaying new modules at *Prins Willem Alexander Village* in August 2019 for the residents especially those in the nursing home,
- A successful *Redlands Model Train Show* in August 2019 in conjunction with the Redland Museum and the Cleveland State High School Performing Arts Department, and
- *Christmas by Starlight* in December 2019 as part of the Redland Museum activity.



COVID-19 has impacted our activities this year. During the COVID-19 lock down committee meetings were held using Zoom sessions. Members worked on some projects at their residences. Unfortunately, the Group had to cancel the 2020 Redlands Model Railway Show. The group completed two new front modules and two rear modules to complement our "Barinia" layout so that the layout can be displayed in a smaller area.

Our members include ordinary and volunteer Redland Museum members. To be a member of our group, one has to be a member of the Redland Museum. Sadly, we lost two active members this year, *Rob Collyer* and *Mark Rankin*, who passed away. We are building up our membership. We have over twenty members at present who are all members of the Redland Museum. We are looking forward to another successful year.



Southern Moreton Bay Islands Museum

Kay Ross, Volunteer

We have had a year of ups and downs especially in this latter part of this year.

In August we thought we were going to be put on the culture map for the islands, known as a zene. However, we found out that culture had moved on from when we had experienced it previously. *Al Prestwood* and *Kay Ross* set to work on producing works of art displaying the Museum at its finest, only to find out everyone else was putting together weird things made of cut up magazines. I think the “map”, as it was, had a grand first opening and that was the last we saw of it.

Our next problem was someone had located the Museum on Google maps, but in the wrong position, so once we were alerted to the problem, we set to fixing it. My background is in electronic mapping. However, over the following 20 years, it is amazing what you forget and how technology marches on without you. At least we began to understand how so many of our visitors came to us via the OpShop!

We were still getting bus tours from other cities in November. However, the change of management at the local RSL has not restarted these tours. We miss the chance to show off our island’s history to out of towners.

December, as usual, saw us have a little Christmas party at a local café and then we took some time off to do other things.

This year began again with visitors from other cities and newcomers to the island, but it seemed to be impossible to get the locals here. We were impacted by the heavy rain due to a leaking roof, but again *Al Prestwood* came to the rescue and got up on the roof to fix the areas that were a problem.

Like everyone else we had to shut down for quite some time due to COVID-19 but we are up and running again. We are advertising in the local café and will have to replace the signs in the shed at the boat as Council keeps taking them down due to a time frame they adhere to. However, there will be new sheds in the future, and we will take advantage of them to promote ourselves again.

Our visitor numbers come and go but we find most people arrive at morning tea-time, so the word must be out about the free coffee and the bikkie barrel! We are a hospitable bunch over here and just love a chat.

STRATEGIC FRAMEWORK

ATTACHMENT A



ATTACHMENT B

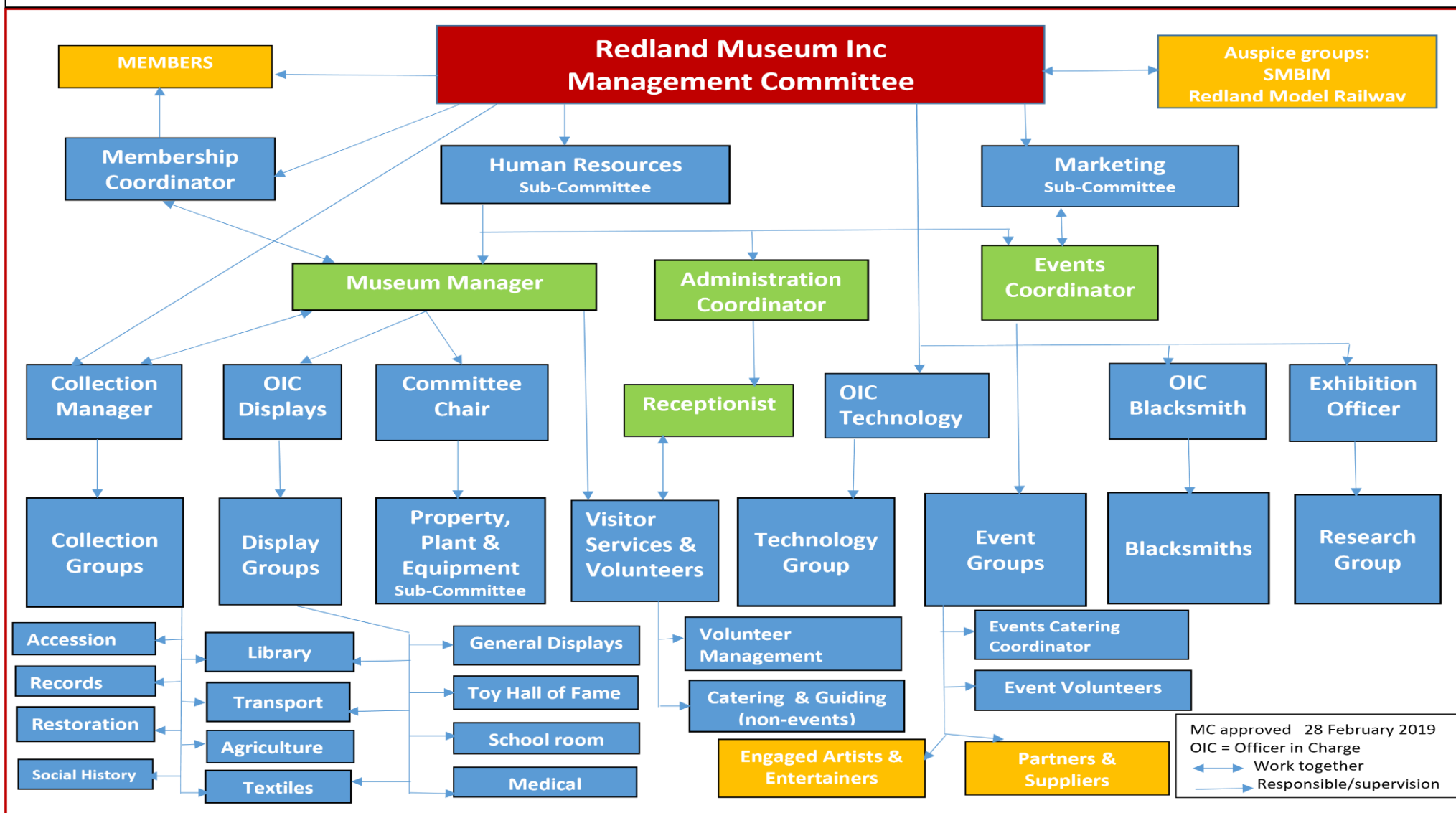
Analysis summary comparison for financial years 2020 and 2019

| Revenue | | | | | |
|--|--------------|--|--------------|--|-----------------------------|
| Revenue Source | % of Revenue | 1/06/19 to 29/02/20 Financial year 2020 | % of Revenue | 1/06/18 to 28/02/19 Financial year 2019 | Change % FY19 base year ** |
| 1st period – 8 months (July-Feb) – Normal | | | | | |
| Self-generated | 38% | \$111,063 | 35% | \$96,392 | 15.2% |
| RCC funding | 62% | \$181,229 | 65% | \$176,809 | 2.5% |
| Sub-total 8 months | 100% | \$292,292 | 100% | \$273,201 | 7.0% |
| 2nd Period – 4 months (Mar-Jun) – Covid-19 restrictions started 23 March 2020 | | | | | |
| | | 1/03/20 to 30/06/20 | | 1/03/19 to 30/06/19 | |
| Self-generated | 18% | \$12,859 | 47% | \$51,401 | -75.0% |
| RCC funding | 82% | \$60,410 | 53% | \$58,936 | 2.5% |
| Sub-total 4 months | 100% | \$73,269 | 100% | \$110,337 | -33.6% |
| FULL FINANCIAL YEAR - REVENUE | | | | | |
| | | FY2020 | | FY2019 | |
| Self-generated | 34% | \$123,922 | 39% | \$147,793 | -16.2% |
| RCC funding | 66% | \$241,639 | 61% | \$235,745 | 2.5% |
| Total 12 months | 100% | \$365,561 | 100% | \$383,538 | -4.7% |
| Fed Govt Covid wage subsidy and other support | | | | | |
| JobKeeper | | \$24,000 | | | |
| PAYG cash boost | | \$10,622 | | | |
| Recoupments | | | | \$11,378 | |
| Annual revenue (excluding \$ from special projects) | | \$400,183 | | \$394,916 | |
| ** Positive change percentage means increased revenue in FY2020 compared to FY2019. (Negative = less) | | | | | |
| Expenditure | | | | | |
| Cost area | % of revenue | Financial year 2020 | % of revenue | Financial year 2019 | Change % FY19 base year *** |
| 1st period – 8 months (July-Feb) – Normal | | | | | |
| Administration | 10.8% | \$28,542 | 11.2% | \$24,316 | 17.4% |
| Salaries & wages | 62.0% | \$163,253 | 59.7% | \$129,487 | 26.1% |
| Essential services | 8.1% | \$21,458 | 8.4% | \$18,155 | 18.2% |
| Property plant | 5.9% | \$15,450 | 7.1% | \$15,312 | 0.09% |
| Other | 13.1% | \$34,618 | 13.7% | \$29,705 | 16.5% |
| Sub-total 8 months | 100.0% | \$263,321 | 100.0% | \$216,975 | 21.4% |
| 2nd Period – 4 months (Mar-Jun) – Covid-19 restrictions started last week in March | | | | | |
| Administration | 14.4% | \$14,998 | 8.0% | \$10,779 | 39.1% |
| Salaries & wages | 67.1% | \$69,689 | 65.3% | \$87,522 | -20.4% |
| Essential services | 4.1% | \$4,301 | 4.5% | \$6,040 | -28.8% |
| Property plant | 6.6% | \$6,894 | 8.8% | \$11,729 | -41.2% |
| Other | 7.6% | \$7,921 | 13.4% | \$17,955 | -55.9% |
| Sub-total 4 months | 100% | \$103,803 | 100.0% | \$134,025 | -22.5% |
| FULL FINANCIAL YEAR - EXPENDITURE | | | | | |
| Total 12 months | | \$367,124 | | \$351,000 | 4.6% |
| *** Positive change percentages = increased spending occurred in FY2020 than FY2019 (negative = savings) | | | | | |
| * FY2020 figures are taken from Redland Museum MYOB records and are subject to possible adjustment by UHY Haines Norton, Auditors. The trends discussed will be correct. | | | | | |

ATTACHMENT C

VOLUNTEER ASSISTANCE DURING FY2019-2020

| | | | |
|---|--|--|---|
| Abrams, Mike Adam, Peter Alexander, Annabelle Alexander, Douglas Andrew, Dale Auld, James | Dinte, Carole Dinte, Russell Duggan, Helen Eastwood, Fiona Els, Fred | Lee, Adel Levy, Chelly Lewis, Nina Lucas, Kev Mahon, Shirley Mann, Tracey Matfin, Robin Matthews, Barbara McAloon, Mauveen McCullagh, Nola McDairmid, Helen McGarry, Sylvia McGinty, Patricia McGinty, Ray McKenna, Helen McNeilly, Kath Meggitt, Stephanie Mitchell, Debra Morcom, Rod Munday, Ian | Shingles-Riley, Duncan Shorthose, Robin Skandera, Milada Skinner, Bob Smith, Bruce Smith, Peter Spearitt, Debbie Spencer, Jean Spinks, Jan Spinks, Tony Stavieu, Eddie Stevens, Christina Steyl, Gideon Stone, Garry |
| Banks, Jan Barker, John Beadley, Cathy Bishop, Catherine Bledsoe, Debra Blumson, Liz Boglary, Wendy Bower, Ross Boyle, Kirstin Brown, Phoebe Bugden, Mel Burke, Jenny Burke, Rod Burt, John Burt, Val | Fidler, Keith Finter, Graham Flower, Kate Friar, Owen Fry, Trevor Funston, Ray Gam, John Gilbert, Jim Gilbert, Pam Giles, Glynn Gofton, Ralph Gordon, Stewart Gray, Bob | Neveltsen, Beryl Noonan, Ray Oestreich, Wade Petrovic, Suzana Rankin, Mark Rayner, Martin Rentoul, Artie Roberts, Dana Robertson, Carole Robertson, Peter Robinson, Phil Rose, Keith Rowe, Ray | Teh, Kathleen Thomason, Rick Thwaite, Mick Tilson, Jill Tully, Allan Tully, Anne |
| Cabrita, Teresa Campbell, Sandy Cassidy, Lynne Catlin, Ryan Cole, Irene Collingwood, Alan Collyer, Rob Comer, Pat Cornford, Bevy Grace, Gretel Crews, Pam Crews, Roger | Haack, Lyn Hall, Denis Hanson, Ken Hargreaves, Deirdre Hargreaves, John Harridge, Jann Henderson, Sue Hendricks, Terence Hill-Hartporter, Alan Holzapfel, Neil Hood, Brendan Huges, Mark Huges, Tracey | Sattler, Melita Sheppard, May Shields, David Shields, Bev | Vassallo, Sharon Vassallo, Sylvia Venner, Ruth Vlasveld, Wieber |
| Darke, Jim Davey, Irene Davidson, Gordon Davis, Sandra Dean, Norm J. Dillon, Ray | Jacobs, Sussan Jensen, Ken Jones, Paul Kasper, Malcolm Keyser, Delene | | Wain, Adelle Walker, Andrew Walker, Betty Walker, John Walsh, Roy Warner, Audrey Warner, Ben Watson, Adrian Webster, Keith Wedderburn, Austin Wiggins, Mike Williams, Bernie Williams, Mark Woods, Therese Wyrebiak, Mark |



ORGANISATIONAL CHART – BRIEF EXPLANATION

Members

Redland Museum Inc is an incorporated not-for-profit organisation, registered as a deductible gift recipient, operating under the *Redland Museum Constitution Amended Edition 2017*. Its members are its “owners”.

Management Committee

The Management Committee comprises members who are nominated and elected by the membership at an Annual General Meeting. Positions include President, Vice-President, Treasurer, Secretary, Immediate Past President, and up to 4 members. “...the management committee has the general control and management of the administration of the affairs, property and funds of the Museum” (Constitution s.23.1).

Auspice Groups

The museum auspices two unincorporated groups – *Southern Moreton Bay Islands Museum* (SMBIM) and *Redlands Model Railway Group* (RMRG).

Membership Coordinator

Assists the Secretary with the *Members Register*, and member applications and orientation.

Human Resources Sub-Committee

Comprises three members of the Management Committee. Responsible for paid staff including recruitment, employment contracts, job descriptions, supervision, performance, and other employment related matters.

Marketing Sub-Committee

Comprises member/s of the Management Committee and/or other volunteers. Responsible for all promotions, advertising, brochures, flyers, newspaper/magazine articles, and the museum newsletter.

Museum Manager

Responsible for the day-to-day running of the museum and:

- *Visitor Services* such as guides and catering and assistance with Collection donations,
- *Property, Plant and Equipment* – chairing a volunteer group responsible for repairs and maintenance to the building and equipment, security and occupational health and safety,
- *Displays* – chairing a volunteer group responsible for the attractive display of objects, and
- *Volunteer Management* – Allocation of tasks, supervision, training, and rewards and recognition.

Administration Coordinator

Responsible for the training and supervision of the Receptionist, administration, and accounting functions.

Event Coordinator

Responsible for initiating and implementing events and activities and overseeing volunteer event groups such as set up, rosters, catering, dismantling, and sourcing artists and entertainers.

Exhibition Officer

Responsible for presenting an annual program of exhibitions assisted by a researcher of history and stories.

Collection Manager

Responsible for collection policies, procedures, data quality, stocktakes and overview of volunteer groups:

- Accession/Deaccession of objects and their safe storage,
- Records management using the collection’s database and labelling of objects,
- Restoration of objects,
- Social History ensures the museum is reflective of all Redlands’ communities, and collecting oral histories,
- Library management including records, restoration and display of books, photographs, maps etc,
- Transport, Engines & Farming Equipment management including maintenance, restoration and displays,
- Textiles management including records, restoration and displays.

Display Groups

Comprises volunteers with responsibility for all displays in terms of presentation, cleanliness, overall layout.

Technology Group

Comprises OIC Technology and other volunteers. Responsible for the procurement and operation of all technological equipment including computers, networks, audio-visual etc.

Blacksmiths

Comprises volunteer blacksmiths. Responsible for operation of the Blacksmiths’ shop, providing a visitor attraction, and making appropriate products.

Catering Group

Comprises Coordinator (Visitors) and Coordinator/s (Events) and other volunteers who provide catering services for visitors, exhibitions, and events.



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