



HERITAGE LEADERS WORKSHOP

Pause, reflect and learn

PROGRAM

30-31 MAY 2019

STATE LIBRARY OF QUEENSLAND



PROGRAM Thursday 30 May

9am	Registration	QUEENSLAND TERRACE, LEVEL 2
9.30am	Welcome Opening Address: Captain Andrew Craig RAN (retd) Chair and former Agent-General for Queensland and Commissioner, Europe, Russia and Africa Master of Ceremonies: Ian Townsend , author and journalist	SLQ AUDITORIUM 1, LEVEL 2
9.45am	A Future for the Past: Learnings from 14–18 NOW 14–18 NOW pioneered a new approach to commemoration and marking national moments through the arts, bringing new audiences to contemporary arts and heritage and engaging over half of the UK population with the program. This presentation will look at the factors that contributed to 14–18 NOW's success, the impact it had on its participants and audiences and the program's potential legacy. Speaker: Jenny Waldman CBE , Director, 14–18 NOW	SLQ AUDITORIUM 1, LEVEL 2
11am	Heritage Leaders Morning Tea	QUEENSLAND TERRACE, LEVEL 2
11.30am	Community Projects <i>Placing a spotlight on Queensland World War One projects</i> Save to Your Dilly Bag The <i>Boys from Barambah</i> project is an augmented reality app (for iPad) which works interactively with the Ration Shed Museum's exhibition and Memorial Park display, focusing on the role played by Barambah/Cherbourg soldiers in World War One. Images across the exhibition and park activate videos, questions and other activities, which appear on the iPad screen for the student. As the students move through the exhibition spaces they are able to save information, interviews, their thoughts, selfies and other materials to their personal Dilly Bag, for later use in the classroom as part of teacher-led curriculum-related projects. Mark Newman , Producer, curator and writer Uncle Eric Law AM New Technology Telling Old Stories Opening in 1988, John Flynn Place in Cloncurry has produced exhibitions which demonstrate the rapid evolution of technologies used in museum displays. From storyboards produced by paste up with hand-drawn images, to touchscreens and movie kiosks, there are two constants — strong stories and powerful images. Anne Jones , Founder, ToadShow World War One Nurses: Who Were They? The Australian Country Hospital Heritage Association commemorated the centenary of World War One by identifying and honouring the many dedicated nurses with links to the Rockhampton region who played a pivotal role in the care of our World War One soldiers. Ashley Reid , Vice President, Country Hospital Museum Black Diggers of Logan Silver winner Agency Conservation Programs in 2015 National Trust Queensland Heritage Awards. The <i>Black Diggers of Logan</i> project commemorated the contribution of Aboriginal and Torres Strait Islander soldiers in World War One through the stories of Valentine Hare, Jack Pollard and brothers George and Murray Watego in this series of short documentaries. Rowena Wilmott , Library Technical Services Program Leader, Logan City Council	SLQ AUDITORIUM 1, LEVEL 2

11.30am	<p>Community Projects (cont'd) <i>Placing a spotlight on Queensland World War One projects</i></p> <p>What War Meant to Miles: Heroes, Hardships and Heartfelt Stories Project</p> <p>On Anzac Day 2018 the Miles District Historical Society unveiled the newly refurbished and reinterpreted War Museum Collection. With well over 1,000 volunteer hours, cataloguing of over 4,000 objects, months of commitment and generous funding from Q ANZAC 100 and Queensland Gas Company, Miles Historical Village Museum is excited to share, 'through the eyes of a small museum', insights and learnings in undertaking such a large project.</p> <p>Kylie Bourne, Director, Miles District Historical Society</p>	SLQ AUDITORIUM 1, LEVEL 2
	<p>Anzac Treasures of the Tablelands</p> <p>In 2015, the Tablelands Heritage Network (THEN) received the Gallery and Museum Achievement Award for outstanding accomplishment in the category of 'Projects: Organisations Volunteer Run' for its exhibition <i>Anzac Treasures of the Tablelands</i>. The exhibition was designed to showcase the World War One collections of groups within the Network and represented the first time these groups had collaborated to create an exhibition. The project provided positive promotion of the work that volunteers at museums and historical societies do within the broader community and inspired other World War One exhibitions within the region.</p> <p>Dr Jo Wills, Museum Development Officer, Far North Queensland, Queensland Museum</p>	SLQ AUDITORIUM 1, LEVEL 2
12.30pm	<p>Panel discussion and Q&A featuring the above presenters</p> <p>Chair: Ian Townsend, author and journalist</p>	SLQ AUDITORIUM 1, LEVEL 2
1pm	Lunch	QUEENSLAND TERRACE, LEVEL 2
2pm	<p>Think, Pause and Lead</p> <p>Take time to reflect and think beyond the 'doing' in this highly-participatory workshop designed to share and build on the wisdom of the conference delegate community. Find out how to harness your own leadership in a brain-friendly way and develop ideas and plans for your leadership journey in the GLAM sector.</p> <p>Speaker: Catherine Allen, Director, Callen Consulting</p>	THE EDGE AUDITORIUM, LEVEL 1
3.30pm	<p>Anzac Legacy Gallery (Talk and Tour)</p> <p>The Anzac Legacy Gallery at Queensland Museum tells the fascinating story of World War One in Queensland; the people and the things they held close—objects of war and warfare, and personal items belonging to those on the front line. Uncover the stories, objects and journeys that trace how World War One changed the face of Queensland and continues to share our lives, a century later.</p> <p>Speaker: Dr Geraldine Mate, Acting Head of Cultures and Histories Program, Queensland Museum</p>	ANZAC LEGACY GALLERY, LEVEL 1, QUEENSLAND MUSEUM
5pm	<p>Close</p> <p>Master of Ceremonies: Ian Townsend, author and journalist</p>	ANZAC LEGACY GALLERY, LEVEL 1, QUEENSLAND MUSEUM
5.30–6.30pm	Networking drinks	JOHN OXLEY LIBRARY READING ROOM, LEVEL 4

PROGRAM Friday 31 May

9am	Registration		QUEENSLAND TERRACE, LEVEL 2
9.30am	Welcome Master of Ceremonies: Ian Townsend , author and journalist		SLQ AUDITORIUM 1, LEVEL 2
9.40am	From History to Our Story: The Past Four Years and Next Four Years in Community Memory Four years doesn't seem like much in the long arc of time, but our shifting and globally interconnected cultural landscape proves that a lot can change quickly. Looking back at four years of World War One commemorations, and other examples, we explore what we've learned and where we may be going. Speaker: Jon Voss , Director, Historypin		SLQ AUDITORIUM 1, LEVEL 2
10.20am	The Audience Impact Model: More Meaningful Measures of Success What does success look like, and how does it align with your organisational goals? We can no longer sit back on our apparent success of page views, clicks and feet through the door. The Audience Impact Model maps out the spectrum of initial visitor Attraction, through Reaction, Connection, Insight and finally Action. Speaker: Adrian Kingston , Digital Channels Manager, Te Papa		SLQ AUDITORIUM 1, LEVEL 2
11am	Morning tea		QUEENSLAND TERRACE, LEVEL 2
11.30am	One Story Closer SLQ MEETING ROOM 1B, LEVEL 1 In this workshop, we'll explore community memory through two very different approaches. On one hand, you'll get a close look at Historypin, a free online platform for individuals, community-based archives, and cultural heritage organisations alike. On the other, a new and completely non-digital story sharing game designed to help strangers come together to celebrate differences and discover commonalities. While they are coming from different directions, both tools are designed to strengthen community through story sharing and local history. Jon Voss , Director, Historypin	Audience Impact Model (AIM) SLQ HERITAGE COLLECTIONS LEARNING ROOM, LEVEL 4 Need to turn a bad user experience into a good one? Want to turn a good user experience into a great one? This workshop will present a variety of strategies and practical exercises to help you gain insights into the true needs of the people that are using your collections and services, and to help make their interactions with you effortless and joyful. While the workshop will concentrate on online experiences, many of the principles learned will be applicable to the offline world as well. Areas to be covered to include: Observing instead of asking, setting service goals, simplifying workflows, language as an interface, visual design basics, and more. All levels of experience and skills are welcome. Adrian Kingston , Digital Channels Manager, Te Papa	Applying for Grants and Securing Funding SLQ WHITE GLOVES ROOM, LEVEL 4 This session will help you develop your funding strategy through providing some hints and tips on planning your project and identifying the appropriate funding body. You will also hear suggestions for improving your grant writing skills. Deannah Vieth , Training and Professional Development Manager, Museums and Galleries Queensland



12.15pm

One Story Closer

SLQ MEETING ROOM 1B, LEVEL 1

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Jon Voss, Director, Historypin

Audience Impact Model (AIM)

SLQ HERITAGE COLLECTIONS
LEARNING ROOM, LEVEL 4

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Adrian Kingston, Digital Channels Manager, Te Papa

Applying for Grants and Securing Funding

SLQ WHITE GLOVES ROOM, LEVEL 4

This session will help you develop your funding strategy through providing some hints and tips on planning your project and identifying the appropriate funding body. You will also hear suggestions for improving your grant writing skills.

Deannah Vieth, Training and Professional Development Manager, Museums and Galleries Queensland

1pm

Lunch

QUEENSLAND TERRACE, LEVEL 2

2pm

Anzac Square: How We Remember (Talk and Tour)

SLQ AUDITORIUM 1, LEVEL 2

During the Anzac Centenary (2014–2018), Anzac Square has undergone crucial restoration and enhancement. Through the curation of permanent historical installations in the Anzac Square Galleries, knowledge has been preserved and made accessible to everyone. Join the curator and creative director of the Galleries for a special tour.

Anna Thurgood, Engagement Officer (Curator), State Library of Queensland

Indigo Hanlee, Creative Director, Lightwell

3.30pm

Wrap-up

Master of Ceremonies: Ian Townsend, author and journalist

4pm

Close

BIOGRAPHIES

Ian Townsend



Ian Townsend is a journalist who worked for many years with ABC Radio National. He has won four national Eureka Prizes for science and medical journalism, as well as an Australian Human Rights Award. Ian has written three books on history, most recently *Line of Fire* (HarperCollins), the non-fiction story of an 11-year-old Australian schoolboy executed for espionage in World War Two. He is also former John Oxley Library Fellow and is currently a PhD student in history at The University of Queensland, studying the 1899 Pearling Fleet Disaster on Cape York. Ian lives in Brisbane with his wife, Kirsten MacGregor, and their three daughters.

Jenny Waldman CBE



Jenny Waldman was appointed Director of 14-18 NOW, the UK's official cultural program for the World War One Centenary, in 2013. Prior to that, she was Creative Producer of the London 2012 Festival for the Olympic and Paralympic Games. Jenny created the outdoor program at Somerset House, London, including the iconic ice rink, film and concert seasons. She was Director of Arts Centre Programs at the Southbank Centre and is now a board member of the Barbican Centre, as well as of Artangel. Jenny is a Cultural Fellow of Kings College London. She was awarded a CBE for services to the arts.

Catherine Allen



With a strong belief that all people are leaders, Catherine is committed to people experiencing being empowered in their work environments and developing their own leadership abilities. Her communication skills and her direct, authentic approach enable her to generate strong commitment and behavioural change with leaders at all levels. Catherine has experience working with and partnering senior leaders, managers and teams across many industries and sectors, including tertiary education, mining, oil and gas, engineering, banking and finance, local and state government, community services, and not-for-profit.

Kylie Bourne



Kylie Bourne is the Director of the Miles District Historical Society. She has a background in early childhood education, and brings her 35 years of experience in community and cultural planning to initiatives in the delivery of strategic and innovative community projects.

Indigo Hanlee



Indigo is the Creative Director at Lightwell, a media design studio based in Sydney. She's developed work for museums and cultural institutions across Australia, including the Shrine of Remembrance, Anzac Memorial Hyde Park, Australian Museum, City of Sydney, Central Land Council, State Library of NSW and most recently, Anzac Square in Brisbane. With a focus on concept development, human-centred design and new technologies, Indigo's projects explore how digital media can be used to create meaningful visitor experiences for public spaces.

Anne Jones



Anne Jones is founder of ToadShow Pty Ltd, a Brisbane-based creative development company specialising in print, web and interpretive displays. She holds a Bachelor of Design Studies from The University of Queensland. Operating since 1986, ToadShow museum projects have included John Flynn Place, Hinkler Hall of Aviation and TradeCoast Central Heritage Park. She is currently working on interpretive projects at Burke and Wills Dig Tree and Whitsunday Islands National Park. Anne was chair of Queensland Museum for six years.

Adrian Kingston



Adrian is Digital Channels Manager at Te Papa, the national museum of New Zealand. Over the last 20 years he has worked in conservation, collection management, collection information, exhibitions, digital access, digitisation and digital preservation. The Audience Impact Model is the beginnings of a framework to better prioritise, design for, and measure more meaningful measures of success for our audiences.

Uncle Eric Law AM



Eric was born in Cherbourg in 1950. After his schooling, he joined the Army which included a tour of Vietnam in 1969. When his military service finished, he started his teaching life, where he rose to the position of Principal and TAFE Director. In the mid-80s, Eric was appointed Superintendent of his home Cherbourg. Also at this time, Eric was elected Mayor of Cherbourg. Since his retirement in 2008, Eric has devoted himself to the Cherbourg Junior Police Rangers and his work at the Ration Shed Museum. In 2018, Eric was awarded an Order of Australia award for his contribution to Indigenous Education and Housing.

Dr Geraldine Mate



Dr Geraldine Mate is the Acting Head of the Cultures and Histories Program at Queensland Museum. She is responsible for the leadership and management of the curatorial streams and collections related to cultural heritage held across Queensland Museum Network. Geraldine regularly provides advice on

cultural heritage, collection care and significance assessments, and museum standards. Geraldine holds a degree in Metallurgical Engineering, and a PhD in Historical Archaeology. She is a well-regarded researcher, an effective mentor and currently holds Adjunct Senior Research Fellow positions at James Cook University and University of Southern Queensland.

Mark Newman



Mark worked as a filmmaker in South Africa, France and the United Kingdom before coming to Australia in 2001. He taught film and television at the Queensland University of Technology for a number years. During this time, he made a few short documentary films with the Cherbourg Aboriginal

community. He developed a close relationship with some of the community Elders and became part of the founding group of the Cherbourg Historical Precinct Group in 2004–5. He has worked closely with them in various capacities over the years for the Ration Shed Museum. In 2018 and 2019 he is part of a curatorial team producing a permanent exhibition on the dormitories and the Stolen Generations as well producing an augmented reality project for the *Boys from Barambah* project.

Ashley Reid



Ashley Reid is a member and volunteer of the Country Hospital Museum located at the Heritage Village in Rockhampton. She is a retired nurse with 50 years nursing experience. From a family with proud military history, Ashley was inspired to discover the local nursing stories.

Anna Thurgood



Anna has been working in visual arts for over 10 years. She was appointed to the role of Gallery Director of Artspace Mackay in 2012, where she was Director for five years, after having been in the role of Exhibitions Curator for four years prior to that. Now based in Brisbane, and working at the

State Library of Queensland, Anna brings a wealth of curatorial and managerial leadership to her new role. She continues to work with regional and remote communities to bring their stories to wider audiences, and remains involved in the changing and often challenging new directions for the gallery sector, including new ways of engaging audiences with exhibitions, collections and public and education programs.

Deannah Vieth



Deannah Vieth has over 20 years' experience in the cultural sector. She has worked in a variety of roles focused on community engagement, cultural development, community arts, local history and heritage. In her current position with Museums & Galleries Queensland Deannah works with

museums, keeping places, history and heritage groups and galleries across Queensland. Deannah has experience as a grant applicant, assessor and has managed grant programs within local government settings and currently sits on a variety of funding assessment panels.

Jon Voss



Based in New Orleans, Jon is the Director of Shift Inc. (US), part of a global non-profit that designs consumer products and builds social ventures to help solve social problems. He is also Strategic Partnerships Director for Historypin, where more than 4,000 cultural heritage organisations are

working to strengthen communities through intergenerational and intercultural storytelling and local history.

Dr Joanna (Jo) Wills



Dr Jo Wills works for Queensland Museum as the Museum Development Officer for Far North Queensland. She has supported, curated and/or produced a range of World War One projects with groups across the north over the past four years, and has been particularly interested in the stories

and artefacts that have been uncovered in the process.

Her interests include working collaboratively, creative object interpretation, and helping to deliver inclusive exhibitions that are accessible to regional and remote communities.

Rowena Wilmott



Rowena Wilmott is the Library Technical Services Program Leader at Logan City Council Libraries, overseeing collections, asset management and information technology for Logan's nine libraries.

Rowena has enjoyed a long and rewarding career in the library profession and has experienced a range of interesting and challenging roles in public, academic, special and Federal government libraries. Rowena holds a Bachelor of Arts in Library and Information Studies and a Masters in Journalism.

Q ANZAC 100: Memories for a New Generation

One hundred years on, Queensland reflects on the stories of courage, resilience, sacrifice, and duty from the home front and the war front during the First World War.

Q ANZAC 100: Memories for a New Generation is an innovative five-year (2014–2018) state wide legacy initiative which provides Queenslanders with opportunities to learn and contribute to bringing our history to life and a renewed First World War and Anzac legacy for future generations.

State Library of Queensland, through the John Oxley Library, has been collecting First World War diaries, letters, photographs, and historically significant items since it opened its doors in 1934.

Through uncovering our past, connecting stories, and capturing contemporary commemorations across Queensland, together we will build new knowledge, skills and online resources — creating a legacy for future generations to gain greater understanding of the Queensland experience during and after the First World War.

Soldier Portraits

From 1914–18, thousands of Queensland soldiers had their portraits published in *The Queenslander* – the weekly summary and literary edition of the *Brisbane Courier* (now *The Courier-Mail*).

With each portrait representing part of a Queensland family's World War One experience, the State Library has digitised and made these portraits available online through the One Search catalogue. This project would not have been possible without our team of volunteers who work tirelessly behind the scenes to support State Library staff. We thank them for their efforts and assistance.

There are nearly 30,000 soldier portraits and family stories to explore; of husbands, fathers, brothers and sweethearts. Is someone from your family one of these soldiers? We'd love to hear your story!

Collection and Content

State Library has digitised First World War material from the John Oxley Library including:

- Letters, diaries, photographs, and personal papers from over 100 soldiers collections
- Significant organisational and historical records, including the records of the Qld Recruiting Committee, the Anzac Day Commemoration Committee, and the Queensland branch of the Red Cross Society
- Digital stories — 30 contemporary short films which mark the commemoration of the First World War

Stay Connected

To subscribe to the Queensland Memory e-news visit slq.qld.gov.au/qld_history and follow the links, or learn more about *Q ANZAC 100: Memories for a New Generation* and what's happening at State Library with these helpful links:

- What's On: slq.qld.gov.au/whats-on
- John Oxley Library Blog: blogs.slq.qld.gov.au/jol/
- World War One Centenary Blog: blogs.slq.qld.gov.au/ww1

