

QMN PROCEDURE: Procedure for Inward Exhibition Loans (Biodiversity, Geosciences and Cultures & Histories Programs)

1.0 PURPOSE

The purpose of this procedure is to ensure that a standard process is followed in processing objects proposed for inward loan for the purposes of exhibition or display; which addresses the concerns of all stakeholders.

2.0 SCOPE

This procedure applies to the Curatorial and Collection Management staff of the Biodiversity, Geosciences and Cultures & Histories Programs, staff of the Conservation Section and the QM&S Senior Creative Producer, Major Projects (or designate/equivalent role at QMN campuses).

(For the purposes of this document the term **Program staff member** will be used to denote either a Collection Manager or a Curator as the specific responsibilities of these positions varies depending on the Program).

This procedure outlines the steps involved before, during and after objects have been determined for inward loan. This procedure must be read in conjunction with the *QM64 Loans Policy (Inward & Outward)*.

This procedure only applies to objects or specimens being borrowed for the purposes of an exhibition or display; where an exhibition is defined as an organised presentation / display of a selection of items with additional contextual information, where the items will be governed by an Internal Loan Agreement (or specific contract in the case of a pre-packaged exhibition) which ensures agreed conditions for protection, management, acknowledgement, display and security which are in keeping with those used by the Museum to manage its own State Collection. It does not apply to any of the following:

- Event or public program (such as lecture, workshop or children's activity) where material may come into the Museum from an external source for use during the event but which is not required to be managed by the Museum or in the same way as the Museum's collection because the items are not in keeping with the definition of a Museum artefact, are purely functional, are designed to be disposable or are under the responsibility of the event organiser at all times.
- Material brought to the Museum for an external function or event where the Museum is being hired as a venue (e.g. A/V equipment, tables and chairs, banners or promotional materials.) In this case a written agreement or other form of standard contract with the external party would be required.

3.0 DEFINITIONS

Collection Checklist is a list specific to each collection area based on the expert knowledge of the related Curator, which highlights any high risk issues relating to the objects or specimens being considered for loan or acquisition – such as the country of origin, the specific lending institution, or the type of item. (As outlined in *QM306: Due Diligence Procedure*.)

Cultural material is physical and documentary material that represents the intangible and tangible elements of individual cultures. Such material may be, may refer to, may represent or may be a component of specific practices or knowledge systems. It includes but is not limited to artistic works including visual, performing and literary works, moveable cultural property, Ancestral Remains and other sensitive materials, photographic, film, and sound recordings and all forms of documentation which include any elements of culture - past, present and future.

Documentation is supporting evidence, recorded in a permanent manner using a variety of media (paper, photographic, electronic etc.) of the identification, condition, history, or significance of an Object, Specimen or collection. This encompasses information that is inherent to the individual Object / Specimen and its associations in its environment as well as that which reflects processes and transactions affecting the Object / Specimen (e.g. Accessioning, documenting, loaning, analysis, treatment etc.). Documentation is an integral aspect of use, management and preservation of an Object, Specimen or collection. All digital and paper based documentation must be collected, maintained and stored in accordance with *QM318: Collection and Research Record Keeping Policy*.

Due diligence all the required endeavours to establish the facts of a case before deciding a course of action, particularly in identifying the source and history of an item offered for acquisition, use before acquiring it, or for inward and outward loans.

Educational Loans are loan of items assembled specifically for the purpose of lending to schools and other educational institutions, and managed by the QMN Loans Service.

Exhibition Loans are temporary transfers of Collection Items to and from QMN (Loans in, and Loans out, respectively), for the purposes of display. They can consist of items borrowed from individuals, community groups or other institutions and can come from intrastate, interstate or international locations. They can be an individual item or a group of items designated to be included in a QMN internally generated exhibition or display or to supplement an external '**pre-packaged**' exhibition.

An **Item** is an interchangeable term used for an Object, record, Specimen or Specimen lot.

Inward Loans are items not owned by QMN which are for the purposes of temporary display, research, identification and assessment; and can be from intrastate, interstate or from overseas.

An **Object** is a human-made item, often manufactured or created from naturally-occurring materials and made for use in a cultural context. This term differentiates human-made collection items from those acquired in nature (Specimens).

Outward Loans mean the temporary transfer of Collection items from QMN to another institution or body located intrastate, interstate or internationally; for research, education, display or cultural purposes.

PCOL the *Protection of Cultural Objects on Loan Act 2013*; supports the future of international cultural exhibitions in Australia by providing a scheme (governed by the *Protection of Cultural Objects on Loan Regulation 2014*) to protect Australian and foreign cultural objects on loan from overseas for temporary public exhibition

'Pre-packaged' exhibition is an exhibition or display (touring or non-touring, local, national or international) developed by an external organising body such as a museum, gallery, commercial entity, community group or artist; governed by a specific contract.

Provenance an objects full history and ownership from the time of its discovery or creation to the present day, through which authenticity and ownership are determined.

QMN means the Queensland Museum Network

Research Loans are temporary transfers of Collection Items to and from QMN (Loans in, and Loans out, respectively), for the purposes of authorised research. They can be from intrastate, interstate or international locations.

Senior Decision Maker this will depend on which process is being undertaken (acquisition, incoming loan, international exhibition etc.) and at what level approval is being sought. It could be the relevant Program Head, Director or CEO, and may differ depending on the specific circumstances of the situation (for example, an issue may be elevated to a higher decision making level if necessary). In some cases this role is replaced by a **Project Board** (The Project Board provides overall direction and management to a project, such as a major exhibition, and is accountable for the success of the project. The Project Board is comprised of a Project Executive (often the CEO), Senior User/s, and Senior Supplier/s. The Project Executive is the ultimate decision maker and is supported in the decision making process by the Senior User and Senior Supplier.)

Sensitive Material is anything which requires special protection from disclosure or specific treatment. It is material which can potentially cause offense, distress, embarrassment or threat to members of a community. It can be political, medical, religious, social, cultural or sexual in nature and can be in the form of information, images, the spoken word, objects or activities.

State Collection is the official collection of specimens registered by QMN through acquisition or transfer. It is the sum total of all Accessioned specimens of scientific or historical significance vested in the Board of the QMN. In practical terms the State Collection refers to specimens that have been registered and are recorded in the Collection Management System.

4.0 ACTIONS

4.1 Inward Loans

Inward Exhibition Loans are temporary transfers of Collection Items to QMN for the purposes of display.

They can consist of items borrowed from:

- Individuals
- community groups or
- other institutions

They can come from:

- intrastate
- interstate or
- international locations

They can be:

- an individual item or group of items for display in a QMN internally generated exhibition or
- an externally generated **'pre-packaged' exhibition**

The QMN Collection Policy states that **all** items loaned to QMN for exhibition purposes will be afforded the same care and precautions for their protection whilst they are in QMN's custody as do items from the State Collection.

Staff must undertake an appropriate degree of **due diligence** to assess **all** incoming exhibition loans (regardless of the type of lender, the origin or the size of the loan). This process must be conducted in accordance with *QM305 Due Diligence Policy* and *QM306 Due Diligence Procedure* and follow the specific requirements of, the guidelines of the Protection of Cultural Objects on Loan (PCOL) Scheme under the *Protection of Cultural Objects on Loan Act 2013*; exercising the highest levels of ethical and professional practice in order to ensure that material has not been acquired illegally, or exported from the country of origin in violation of that country's laws. The process must be fully documented and staff are required to use their professional judgement to assess any potential risks.

Staff must adhere to all obligations outlined in the following legislation and conventions: *ICOM Code of Ethics for Natural History Museums, 2013*; *Environmental Protection and Biodiversity Conservation Act, 1999*; *UN Convention on Biological Diversity, 1992*; *CITES Convention, 1975* and the *Nagoya Protocol on Access to Genetic Resources and the Fair and Equitable Sharing of Benefits Arising from their Utilization, 2010*, *ICOM Code of Ethics for Museums, 2004*; the *Protection of Cultural Objects on Loan Act 2013*; *Protection of Cultural Objects on Loan Regulation 2014*; the *Protection of Movable Cultural Heritage Act,*

1986 and the *UNESCO Convention on the Means of Prohibiting and Preventing Illicit Import, Export and Transfer of Ownership of Cultural Property, 1970*.

All documentation associated with incoming exhibition loans must be scanned and attached to the relevant record in Vernon (where one exists) and hard copies must be kept in the appropriate file located in the Collections and Research Records area (whether that is the designated CRRC located in the QM&S Library or a campus / Collection specific repository) in accordance with *QM319 Collections and Research Record Keeping Procedure*.

4.2 Loan Proposal

It is the relevant Program staff member's responsibility to discuss directly with the lender the objects they wish to borrow; allowing for sufficient lead-time before and after the proposed period required for display in order to obtain, collate and review all relevant and necessary documentation in relation to *QM305 Due Diligence Policy* and *QM306 Due Diligence Procedure* (and in the case of international loans the additional requirements of PCOL). They must also consider the necessary timeframes and resources required for packing, transport, quarantine, acclimatisation, installation and deinstallation.

4.3 Loan Approval Process

Once a Program staff member has determined the items they wish to borrow they must seek written approval (which can be in email format) from the **Senior Decision Maker** (in most cases the relevant Program Head) prior to proceeding with the loan.

This process requires the staff member to complete a *QM320 Collection Checklist* specific to the type of material being borrowed, identifying any and all potential risks associated with the origin of the material (e.g. assessing the country, institution, lender etc.). This document along with all collated **due diligence** documentation must be forwarded to the **Senior Decision Maker** for assessment. It is then their responsibility to assess the documentation and weigh up the potential risks identified by the Program staff member in order to determine whether to proceed with the loan. They must document this decision and any risk mitigation requirements and forward this information to the Program staff member for processing. Ultimately the final decision will rest with the **Senior Decision Maker**.

If after all considerations are made, doubt still exists about the legal or ethical status of an item, the Museum may decide not to proceed with the loan. However, the Museum acknowledges that some objects for which provenance information is incomplete or unobtainable may still deserve to be publically displayed because of their rarity (such as Type specimens), significance (cultural or scientific) or historical interest.

4.4 Loan agreement

In many cases lending organisations will have their own loan agreements and conditions of loan, which the Museum will need to have agreed to in writing prior to accepting the loan

(as outlined in *QM64 Loans Policy (Inward & Outward)*). (With regard to international loans, QMN will ensure appropriate clauses relating to PCOL are included in the lenders loan agreements if they do not already exist.)

If this is the case, it is the Program staff member's responsibility to discuss these conditions directly with the Conservation Section and other appropriate Program staff. (This could include such things as specific packing requirements, specific environmental requirements, a specific carrier etc). The lender may also require a Facility Report to be supplied by whichever QMN site is borrowing the material. The lender may have their own template document or they may require the Museum to supply their own (See the various campus *Facility Reports* which have been developed for each site, although information must be checked to ensure accuracy before utilising.) The Program staff member, with assistance from other QMN staff, is responsible for completing the Facility Report.

In addition, the Program staff member must also discuss insurance requirements with the Manager, Finance and Administration, to ensure that QMN has sufficient insurance coverage to meet the lenders specific requirements. If the lender requires information regarding QMN's insurance policy or specific insurance coverage for the objects being borrowed, the Program staff member must obtain the relevant information and documentation directly from the QMN Manager of Finance and Administration.

If the lender does not have their own loan documentation, once a final list of collection items has been determined, this information along with the lender's details must be provided to the Collection Manager so that they can generate an *Inward Loan Agreement* automatically through the Vernon system, in conjunction with the creation of a basic record in the *Inward Loan Activity module*, which must include information such as object name, description, lender details, valuations etc. in order to assist with identification and tracking of the objects.

(Alternatively a paper based Queensland Museum *QM74 Inward Loan Agreement (Exhibition or Display)* can be completed which is not automatically generated by Vernon, but the Program staff member must still create a basic record in the *Inward Loan Activity Module*)

The *Inward Loan Agreement* must be countersigned by the Program Head and then completed by the lender, signed and returned back to the Program staff member (ensuring that the lender keeps a copy for their files) before any arrangements can be made to collect the loan.

The signed agreement must then be placed in the appropriate file located in the Collections and Research Records area (whether that is the designated CRRC located in the QM&S Library or a campus / Collection specific repository) in accordance with *QM319 Collections and Research Record Keeping Procedure*.) and also scanned and electronically attached to the *Documents and References* section of the *Inward Loan activity* in Vernon.

In some cases the lender will organise their own transport, however, if QMN is required to arrange the transport of items, it is the Program staff member's responsibility to make the necessary arrangements as stipulated by the lender and in accordance with *QM52*

Guidelines for Collection Packing and Transport (Cultures & Histories Collection material) and *QM200 Guidelines for Collection Packing and Transport (Biodiversity & Geosciences Collection material)*.

4.4.1 Community consultation for inward loans

The Museum is committed to open and meaningful consultation with the Australian community, with particular reference to Aboriginal People and Torres Strait Islanders. Consultation with Aboriginal People and Torres Strait Islanders must be based on a collaborative relationship with Traditional Owners or authorised representatives of the relevant communities, through the networks already established by the Museum and with the support and assistance of appropriate staff; such as the Manager Repatriation and Community Engagement and the Indigenous Engagement Coordinator, and in direct partnership with the Queensland Museum Aboriginal and Torres Strait Islander Consultative Committee (QMATSICC). Staff must adhere to the protocols outlined in *QM321 Protocols for Community Consultation* and may be required to also complete *QM322 Cultural and Sensitive Material Checklist*. This process will ensure that the Museum has consulted with relevant stakeholders in the community to whom the cultural material proposed for inward loan relates.

It is a requirement of the Protection of Cultural Objects on Loan Regulation 2014 (PCOL Regulation) that consultations occur with relevant communities prior to the import of loan items for exhibition and display. Where an Aboriginal object and/or Torres Strait Islanders object is to be provided protection under the Protection of Cultural Objects on Loan Scheme, consultation is mandatory.

4.4.2 Publication of information for inward loans from overseas

The Museum must publish on its website information about all objects **borrowed from overseas** under the PCOL Act **four weeks** prior to importation, until export (this also applies to individual objects or items coming as part of a **'pre-packaged' exhibition**). The information to be published will focus on descriptive and provenance information to enable the objects to be identified. Information to be published includes (but is not limited to):

- A thumbnail image of the object or specimen
- Name of the lender / owner / person authorised to act on the lender's behalf
- The type of object or specimen
- Object or specimen dimensions
- Date on which it was created
- Provenance information
- Addresses in Australia where the objects are to be displayed and dates of exhibition

It is the Program staff member's responsibility to seek assistance from the Manager of Online Services to arrange for the publication of information via the **Service Desk** request system, on the Museum's web page:

<http://www.foundation.qm.qld.gov.au/About+Us/Corporate+information/Due+Diligence>

(The Museum may make an application to the Ministry for the Arts requesting permission not to publish some or all of the required information. This request must be made in writing at least **eight weeks** before the object is imported. Additional details on information to be published and exemptions from publishing are found in the PCOL Regulation and scheme guidelines.)

4.4.3 Protection of Cultural Objects on Loan Annual Report

A *PCOL Annual Report* must be provided to the Ministry for the Arts on their reporting template for the preceding financial year, due on **31st October** each year. This is a requirement of the scheme and includes information relating to any inward international loans outlining all the provenance research and due diligence undertaken as well as outlining all consultations undertaken and confirming the publication requirements were met. It also requires information to be provided in regard to any claims received during the year.

4.4.4 Opt-out of protection for international loans

The Museum notes that all objects imported for loan under the PCOL Act are afforded automatic protection. However there may be some circumstances where the Museum may not want protection to extend to particular objects.

In these circumstances the Museum will liaise with the lender regarding the decision to opt-out and the lender will be advised that the objects imported will not be protected.

The Museum is required to advise the Minister for the Arts of its intention to opt-out of protection at least **4 weeks** prior to their importation into Australia.

Where the Museum opts-out of protection it is not required to undertake consultation or publication.

4.4.5 Claims handling

The Museum has published on its website its claims handling process for any claims on objects which are protected under the Act.

Should a claim be made the Museum will consider the nature of the request and circumstance of the enquiry or claim to determine if the claim is justified. The Museum must reply to potential claims and those with a significant enquiry about an object within 28 days

of receiving a request for information. As required under the scheme the Museum will advise the Ministry for the Arts of any significant enquiries or claims.

(Specific details of what information is to be provided by and to the claimant can be found in the PCOL Regulation and scheme guidelines.)

4.5 Loan Processing

On arrival the Program staff member must take the loan objects directly to the Conservation Section for assessment and quarantine (if the loan is being organised at QM&S or MTQ) or a nominated quarantine area with reference to loans at the other campuses. The packages must be acclimatised for at least 24 hours before opening; or longer if required by the lending organisation.

If the carrier delivering the objects requires a receipt on delivery, the top half of the *QM70 Incoming Receipt* can be completed confirming the delivery of the package(s) and a copy given to the carrier.

If the lender has provided their own Condition Reports these must be completed by Conservation. If they have not, then Conservation must complete standard QMN Object Condition Reports including images. (This is particularly important if the objects show any signs of pre-existing damage or wear or if the object is made up of multiple components, so that this can be checked against the objects at the end of the display period to assist in determining if their condition has deteriorated in any way and/or all components are present). Copies can be made available to the lender on request.

(In the case where incoming loans are being arranged at a campus which does not have onsite Conservation staff, the Program staff member has three options depending on timeframes and available resources:

- it may be possible for a Conservator to travel to the campus to conduct the condition assessments,
- the Program staff member could transport the objects to the Conservation section for assessments to be conducted (in which case an *Incoming Loan Objects Check List must* be used to ensure transfer of responsibility when objects are handed over), or
- Conservation could assist the Program staff member to conduct the condition assessments themselves onsite.

These alternatives must be discussed with Conservation staff at the beginning of the loan process so the best option can be determined.)

After the condition has been checked and Conservation have confirmed the objects have been received without damage; the Program staff member must then check the objects against the original loan agreement to ensure that what was requested is what has been delivered, and they can then send a completed *QM70 Incoming Receipt* to the lender to confirm safe arrival of the individual objects, retaining a copy for the Loan File. (If items

appear to have been damaged in transit the Program staff member in consultation with Conservation must discuss this with the lender, to determine if further action is required.)

If images of the loan objects are available prior to them coming into the building, they can be attached to the paper based Loan File and scanned and electronically attached to the *Inward Loan activity Module* in Vernon. If this is not the case or the images do not show sufficient detail to identify the objects, images must be taken and attached to the paper based Loan File and scanned and electronically attached to the *Inward Loan activity Module* in Vernon). If the objects have a registration number (or equivalent) issued by the lender this can be added to the file and Vernon and used to identify the individual objects. The Vernon ID number or the lenders registration number can also be attached to the objects, if it can be done in such a way as not to cause damage to them or be a hindrance on display – for example a tag could be attached and concealed from view. (This must be removed before the objects are returned).

QMN will not 'on-loan' material to third parties. If an organisation or individual wishes to borrow objects which are on loan to QMN, they must be directed to contact the actual owner of the material directly. Any subsequent loan would be between the original owner and the third party and would not involve QMN in any way.

4.6 Returning Loans

Once the period of loan has expired and the objects are due to be returned to the lender, it is the responsibility of the Program staff member to contact the lender to arrange transport and delivery, in accordance with any specific requirements that the lender may have and also in accordance with *QM52 Guidelines for Collection Packing and Transport (Cultures & Histories Collection material)* and *QM200 Guidelines for Collection Packing and Transport (Biodiversity & Geosciences Collection material)*.

Conservation staff are responsible for checking the objects prior to return to compare their current condition to the condition noted in the incoming condition reports; in order to determine if the objects have incurred any damage whilst in the care of the Museum. If damage has occurred, Conservation staff must inform the Program staff member as soon as possible so that the lender can be informed and any necessary remedial action taken. (Again, if the loan is being returned from a campus without onsite Conservation staff the same options (as listed in section 4.3 above) regarding how the assessments could be carried out must be discussed.)

If the Program staff member wishes to keep the objects beyond the original loan period, they must contact the lender directly to negotiate an extension. They must also discuss the proposed extension with Conservation and any other relevant stakeholders in case the longer loan period may have an adverse impact on other issues (especially if the loan objects are being used in an exhibition), such as risk to the condition of the objects from extended light exposure etc. (In relation to loans where PCOL applies, the Program staff member will also need to apply to the Minister for the Arts for an extension, where it is longer than the initial 2 year protection period (from date of importation); and where the

approved borrowing institution makes a case due to exceptional circumstances. Such a request must be made in writing and include an explanation of the circumstances for the extension. It must be received by the Ministry of the Arts at least **six weeks** prior to the end of the protection period.

The Program staff member is then responsible either for completing new loan documents supplied by the lender, or generating a new *QM74 Inward Loan agreement* as for point 4.2 above.

Once objects have been despatched, the Program staff member must send the lender a *QM71 Outgoing Receipt* to confirm the material has been returned, requesting that they complete the bottom half of the form when the objects arrive, and return it to QMN to indicate the objects safe delivery. This must be placed in the Loan File, scanned and electronically attached to the *Documents and References* section of the *Inward Loan activity* in Vernon.

4.7 Pre-packaged exhibitions

The QM&S Senior Creative Producer, Major Projects (or designate/equivalent role at QMN campuses) is responsible for managing **'pre-packaged' exhibitions**, exercising the same degree of ethical and professional practice as Program staff who manage all other kinds of Inward Loans.

A **'pre-packaged' exhibition** follows the same QMN procedure as all Inward Loans (as outlined above), differing only with regard to:

- additional specific requirements that may be requested by the lender in the contract governing the exhibition;
- all documentation (such as the contract, agreement and receipts) is supplied by the lender. (However, as in the case of all other international loans, QMN will ensure appropriate clauses relating to PCOL are included in the lender issued Loan Agreement or contract where they do not currently exist.)
- the QM&S Senior Creative Producer, Major Projects (or designate/equivalent role at QMN campuses) is not required to complete a *QM320 Collection Checklist* but instead is responsible for requesting from the lender all relevant documentation associated with the objects comprising the loan in relation to **due diligence** (and PCOL for international loans) and **cultural** or **sensitive material**; then providing this to the relevant Program Head.
- the Program Head will determine whether the information supplied is sufficient to address potential risks posed by the specific type of loan material. If it is not they will decide if additional research and documentation is required and whether this work will be conducted by staff in-house or externally (if the required skill set does not exist within the Museum).
- all collated documentation must be supplied to the **Senior Decision Maker** (in most cases this will be a **Project Board**) along with a completed *Exhibition Selection*

Criteria Form. The **Project Board** will weigh up all potential risks and make the final decision about what objects will make up the pre-packaged exhibition. If after all considerations are made, doubt still exists about the legal or ethical status of any item, the Museum may decide either to request alternative objects to be supplied or may decide to proceed with the exhibition but without specific items.

- none of this information is recorded in the Vernon database but instead the signed agreement or contract is placed in the appropriate e-File container located in QMN Central Records and all electronic documents are stored in a secure folder in Q drive in a specific **Due Diligence** folder during the period of the exhibition and transferred to e-File for archiving after the exhibition period ends.

4.8 Responsibilities

The Code of Conduct prescribes standards for the ethical behaviour of QMN staff and volunteers. In all activities relating to the Collections an employee must not be in conflict of interest with the purposes of QMN. If a conflict develops, the interests of QMN will take precedence.

Responsible officers:

- Collection Managers / Curators – are responsible for implementation of the QMN Inward Loans Procedure in accordance with **due diligence**, and in regard to international loans for ensuring adherence to PCOL regulations.
- Program Head – is responsible for assessing potential risks and providing that information to the overall **Senior Decision Maker** who will ultimately decide whether a loan goes ahead. (in the case of **pre-packaged exhibitions**, this role may be replaced by a **Project Board**.)
- Conservator – responsible for performing condition assessments and assisting with installation and deinstallation of objects.
- Senior Creative Producer (or their delegate/equivalent at QMN campuses) – responsible for managing **‘pre-packaged’ exhibitions** including contractual requirements and all necessary permissions related to the loan of objects under such contracts.

5.0 POLICY BASE

This procedure has been developed in accordance with the principles of the **QM78 QMN Collection Policy**.

6.0 DOCUMENT HISTORY

VERSION	DATE	AMENDMENT
0.1	20071126	First draft incorporating present processes – for comment

0.2	20071220	Draft including comments provided at CM Form
1.1	29 th March 2011	Reviewed and updated
1.2	16 th August 2013	Updated with new branding information
1.3	December 2014	Biannual review and update
1.4	September 2015	Updated to include Due Diligence requirements
1.5	January 2016	Changes made to take into account QMN Functional Realignment.
1.6	March 2016	Updated to include comments supplied by the Ministry for the Arts
1.7	June 2016	Updated to include further comments supplied by the Ministry for the Arts

7.0 AUTHORISATION

Approved by:	Prof. Suzanne Miller
Title:	CEO, QMN
Approval date:	December 2016
Signature:	

8.0 MORE INFORMATION

Procedure owner/creator:	Head, Collection Services
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9.0 REVIEW PROCESS

This document will be reviewed every 2 years and at other times if any significant new information or legislative or organisational change warrants a change to this document.

Once printed this document is no longer a controlled document.