

HERITAGE — FREMANTLE PRISON — TOUR GUIDES AND DOCENTS

1756. Mr A. Krsticevic to the Minister for Heritage:

In respect of the Fremantle prison, can the Minister please advise:

- (a) how many tour guides and/or docents are employed and/or volunteer at the prison and what is the gender, age and ethnicity breakdown of those persons;
- (b) what training is provided to these staff:
- (i) can you provide a list of the knowledge-based topics covered in the training and provide detail of the presentation techniques covered in the training;
- (ii) how many hours of training are completed; and
- (iii) is the training mandatory; and
- (c) what ongoing/refresher training provided:
- (i) what is the nature of this training;
- (ii) how often is refresher training provided;
- (iii) how many hours of training are completed; and
- (iv) is refresher training mandatory?

Mr D.A. Templeman replied:

- (a) Fremantle Prison employs 30 permanent Tour Guides

Male	21
Female	9

<25	25<44	45<59	Over 60
3	12	8	7

All Tour Guides were born in Australia, England or Scotland.

(b)	(i)	(ii)	(iii)
Induction	<p>All new guides are inducted into the Department. This includes all aspects of departmental awareness (i.e. structure, Code of Conduct), site awareness, current and target market awareness including cultural considerations, health and safety, amenities and services available for people with language needs, disabilities or other special needs, current tour themes, content and routes.</p> <p>This (and including the training following) is delivered through:</p> <ul style="list-style-type: none"> • one on one meetings • provision of induction manual and access to research library • tour participation • self-tour • supervised tour • tour assessment (quality control prior to commencement). <p>Ongoing training to develop identified areas for improvement is part of a comprehensive</p>	Eight hours	Yes

	customer, peer and manager performance review system.		
Historical Content	<p>Guides receive training about the complete history of the Prison.</p> <p>1. Convict history:</p> <ul style="list-style-type: none"> • the history of convict transportation to Australia including New South Wales, Tasmania and Norfolk Island • the introduction of convicts to the Swan River Colony • prisoners and officers, convict work parties and the construction of the colony's public and government infrastructure, convict systems • tickets of leave and conditional pardons, convict escape stories • biographies of specific convicts • the end of the convict system • the transformation of the convict prison into a State-run modern penitentiary. <p>2. Modern history:</p> <ul style="list-style-type: none"> • the introduction of local prisoners to Fremantle Prison including female prisoners, juveniles and Aboriginal prisoners • the impact of the Goldrush • the two world wars • the internment of enemy alien civilians • various Royal Commissions • prison riots • famous modern prisoners • closure of the Prison in 1991. 	Eight days for each tour type	Yes
Cultural Heritage Content	<p>Guides receive training about the cultural heritage management of the Prison, including</p> <ul style="list-style-type: none"> • heritage values of Fremantle Prison at local, State, National and World Heritage • the assessment criteria for cultural heritage value, conservation and preservation of heritage fabric • management of heritage value • site specific heritage protection and conservation • heritage interpretation. 	Two hours	Yes
Interpretation	<p>Techniques of delivering themed, organised, meaningful and entertaining heritage interpretation tours, including:</p> <ul style="list-style-type: none"> • values of authenticity and integrity • thematic story-telling 	Two hours	Yes

	<ul style="list-style-type: none"> audience engagement – identification, listening, answering questions appropriate use of humour. 		
Presentation Techniques	<p>As part of induction the following is assessed, with training provided if/as required:</p> <ul style="list-style-type: none"> delivery of themed tours to adults, children, school students, culturally and linguistically diverse people (including use of audio/Auslan guides), and people with physical and intellectual disabilities public speaking, voice projection/control, body positioning etc. dealing with difficult customers time management. 	<p>As required*</p> <p>(*Active assessment of existing tour presentation skills forms part of the recruitment process for tour guides)</p>	Yes
Visitor safety	<ul style="list-style-type: none"> Chief Warden training Emergency evacuation training Senior first aid training for Supervisors and Tunnels Guides. 	<p>Two hours</p> <p>As required</p>	Yes
Tunnels Training	<ul style="list-style-type: none"> Tunnels specific themes and content (newly researched and refresh), any tour amendments Tunnels Safety and Rescue training. 	<p>Two hours</p> <p>Four hours</p>	Yes
Group Training	<p>May include customer service, sales, tour delivery, audience engagement, content (newly researched and refresh), and any tour amendments.</p>	Four hours	No
Ongoing Development	<p>Unlimited access to resource library (including books, thesis' and other research papers).</p>	Unlimited	Yes

(c)	(i)	(ii)	(iii)	(iv)
Training in response to Annual Individual Performance Review	Geared to individual needs.	Annual	As required	Yes
Training in response to Peer review	Geared to individual needs.	Biannual	As required	Yes
Training in response to Manager Monitoring	Geared to individual needs.	As required	As required	Yes
New Tours Training	Content and walk through.	For all new tours / tour amendments	As required	Yes
Shackles Newsletter	Information and feedback provision.	Fortnightly	20 minutes	Yes
Content Supplements	Information provision.	Monthly	Approximately three hours	Optional
Resource Library	Information provision.	100% available	As required	Optional
Presentations	Various – i.e. Heritage staff or ex prison officer walk throughs.	Approximately biannual	Two hours	Optional
Excursions	Visits to other relevant sites, such as operating prisons.	Annual	Four hours	Optional

Extract from *Hansard*
[ASSEMBLY — Tuesday, 12 September 2017]
p3851a-3853a
Mr Tony Krsticevic; Mr David Templeman

Safety training	<ul style="list-style-type: none">• Evacuation and Warden training• Tunnels safety• First aid.	Biannual Quarterly As required	Four hours Four hours As required	Yes
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