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Government
of South Australia

SOUTH AUSTRALIAN MUSEUM

2024-25 Annual Report

SOUTH AUSTRALIAN MUSEUM BOARD

North Terrace, Adelaide, South Australia 5000

<https://www.samuseum.sa.gov.au/>

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To:

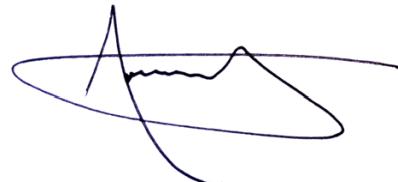
Hon Andrea Michaels MP
Minister for Arts

This annual report will be presented to Parliament to meet the statutory reporting requirements of *the South Australian Museum Act 1976* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the SOUTH AUSTRALIAN MUSEUM by:

Adam Moriarty
Acting Director

A handwritten signature in black ink, appearing to read "Adam Moriarty".

Date 01/10/2025

Signature

From the Chair of the South Australian Museum Board

I am pleased to present the 2024-25 Annual Report of the South Australian Museum. This year has been one of significant progress, marked by strong public engagement, important scientific outcomes, and critical work to secure the long-term sustainability of the Museum's collections, exhibitions, research and operations.

The South Australian Museum is entering an exciting period of renewal through the development of a new strategic plan, in alignment with the recommendations of the 2024 Premier's Review. In close consultation with employees, stakeholders and the community, the museum is generating a framework for the Museum's future direction. The Museum is committed to implementing reforms that strengthen governance, improve transparency, and enhance engagement with all partners.

I thank our community who have engaged positively and constructively in our workshops, meetings and public forums, with the feedback received affirming the Museum as one of South Australia's most cherished cultural institutions. This input will now guide strategy development in the specific areas of collections management, research, infrastructure planning and community engagement.

A highlight of the year was the arrival of Treasures of the Viking Age: The Galloway Hoard, one of Europe's most significant archaeological finds of the century, presented in partnership with National Museums Scotland. Adelaide was the first stop on its world tour, where the exhibition of these rare and recently discovered Viking-age objects was met with outstanding community interest.

Our six-month program of events was a huge success, featuring the two-day VikingFest, with over 13,000 visitors coming through the Museum doors, along with late night openings and public lectures. Additionally, school group engagement set new records for exhibition attendance, with students from across South Australia visiting to learn about ancient cultures and enjoy facilitated sessions.

Research and collections remained a core focus, with 145 scholarly outputs, the identification of over 100 new species and four new minerals, and continued leadership in Ediacaran fossil research in the Flinders Ranges.

Repatriation remained a central responsibility. The Museum supported the return of Ancestors to South Australian Aboriginal communities, including the reburial of an Ancestor on Country at Witjira National Park. The Board also approved further repatriations and welcomed the State Government's investment to establish the Ngarrindjeri Raukkan Resting Place.

International repatriations also continued, including the return of Japanese soldiers' remains to their government. Behind the scenes, the relocation of our extensive collections is well underway as we transition to the new State Government Cultural Institutions Storage Facility. This new custom-built facility in Walkley Heights has

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been designed to preserve significant cultural artefacts for future generations. It will also strengthen opportunities for Aboriginal communities and researchers to access and work with collections through purpose-built viewing spaces.

I extend my thanks to Museum staff, honorary members and volunteers. The achievements of the past year are a direct reflection of their work and commitment. I also thank the South Australian Government, donors and partners for their critical support. Through their contributions, the Museum continues to deliver meaningful outcomes across culture, science, education and reconciliation. Finally, I thank the South Australian public for their ongoing interest in and love of the SA Museum.



Emeritus Professor Robert Saint AM

Chair, South Australian Museum Board

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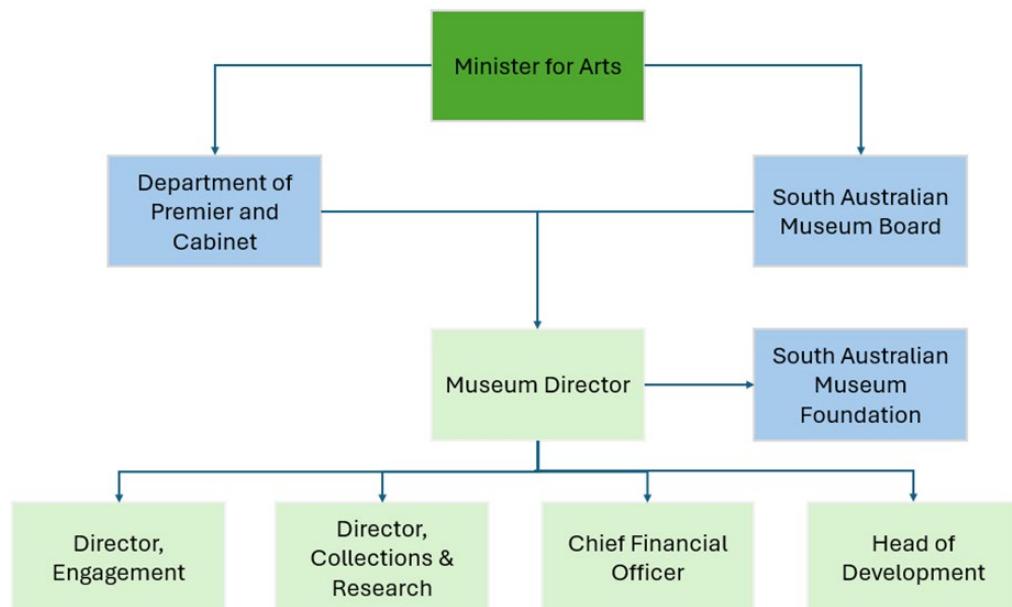
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Overview: about the agency

Our strategic focus

Our Purpose	We care for and manage South Australia's natural and cultural collections. We grow, research and share this heritage to build a legacy that celebrates our unique place in global history and deepens our knowledge of the world.
Our Vision	The way we use outstanding collections and research to fascinate and educate connects people with our deep natural and cultural past, engages them with the present, and inspires them to shape the future.
Our Action	<p>We will work side by side with Aboriginal and Torres Strait Islander communities to restore, repatriate and tell the story of Australia's First Peoples and their unique relationship to Country.</p> <p>We will use cutting-edge science to curate and explore the collections to reveal our natural history and biodiversity.</p> <p>We will engage with the community to foster learning and discovery and to inform decision-making.</p>

Our organisational structure



Name	Position	Term Dates
Teri Whiting	Board Member	04/08/2022 – 13/07/2025
Sue Edwards	Board Member	28/02/2023 – 29/01/2025
Erma Ranieri PSM	Board Member	07/02/2022 – 06/02/2025
Kim Cheater	Board Chair (former)	16/11/2023 – 19/09/2024
Robert Saint AM	Board Chair	19/09/2024 – 18/09/2027
Marnie Hughes-Warrington AO	Board Member	16/09/2022 – 15/09/2025
Christopher Daniels	Board Member	10/11/2022 – 09/11/2025
Vicki Wilson	Board Member	28/02/2023 – 27/02/2026
Brett Miller	Board Member	18/01/2024 – 17/01/2027

Changes to the agency

During this period, the South Australian Museum commenced developing a new strategic vision and plan through a comprehensive and collaborative co-design process involving employees, stakeholders, donors, and supporters.

The new strategic vision and plan will guide the South Australian Museum in developing new goals and priorities for its range of functions, objectives and deliverables.

There were no changes to the agency's structure or legislated objectives as a result of interval reviews or machinery of government changes during the reporting period.

The Premier's Review into the South Australian Museum was delivered in September 2024. The government accepted all six recommendations, which are aimed at building a solid, collaborative governance framework for the Museum, improving stakeholder engagement and supporting future reforms.

Our Minister (s)

The Hon Andrea Michaels MP, Minister for Arts.

Our Executive Team

As at 30 June 2025, the South Australian Museum Leadership Team comprised:

- Ms Clare Mockler, Acting Director
- Mr Adam Moriarty, Director, Collections & Research
- Ms Shakhlo Rasulova, Chief Financial Officer

Legislation administered by the agency

South Australian Museum Act 1976

The agency's performance

Performance at a glance

In 2024–25 the South Australian Museum welcomed 693,241 visitors to the North Terrace site, confirming its place as one of the state's most visited cultural institutions. Exhibitions and programs engaged more than 358,000 people across onsite, touring and community events, including 144,895 attendances onsite and 175,148 through touring exhibitions, with 50,808 visits to ticketed shows. Education remained a strength, with 26,996 students participating in school visits, including 1,851 from regional and remote areas, and over 300 teachers reached through professional learning.

Collections continued to grow, with 5,759 new items added and more than 6,000 new digital records created, while over 41,000 specimen datasets were downloaded from the Atlas of Living Australia. Research outputs were significant, with 145 publications produced by staff and honorary researchers, including the description of more than 100 new species, adding to our understanding of the richness of biodiversity in South Australian ecosystems, and four new minerals, supported by 94 active collaborations across 16 countries.

Community and digital engagement expanded, with more than 35,000 people participating in public programs and an online following of almost 89,000 across social media platforms.

Repatriation remained a priority, with Ancestors returned to Country in partnership with Aboriginal communities and funding secured for the Ngarrindjeri Raukkan Resting Place, a new community-led site for reburial.

Board member	Meetings Attended
Robert Saint AM (Chair)	6
Kim Cheater (former Chair)	1
Teri Whiting	7
Sue Edwards	3
Erma Ranieri PSM	4
Marnie Hughes-Warrington AO	5
Christopher Daniels	6
Vicki Wilson	6
Brett Miller	7
Number of sessional Board meeting held:	7

Agency specific objectives and performance

Agency objectives	Performance
Visitation and Engagement	<p>The Museum welcomed 693,241 onsite visitors in 2024-25, a 2% increase on the previous year (679,578), though slightly below the 2022-23 peak of 786,064. Visitation was supported by major exhibitions, school and family programs, and community festivals.</p> <p>A particular highlight was the suite of Viking programs, which showcased the Museum's ability to deliver both large-scale international exhibitions and major public events.</p>
Area 2024–25 Engagement Highlights	
<i>Onsite Visitation</i>	693,241 visitors
<i>Onsite Exhibitions</i>	144,895 attendances across Museum-led exhibitions
<i>Discovery Centre</i>	76,248 visitors; 3,635 enquiries including 354 requiring follow-up
<i>School Groups</i>	26,996 students across primary, secondary and tertiary levels
<i>Preschool Engagement</i>	1,800 Crocodile Club subscribers; 57 children at facilitated events
<i>Public Programs</i>	More than 1,700 participants in Sprigg Salon and Night Lab, plus 13,000 for Viking Festival
<i>Touring Exhibitions</i>	175,148 attendances across national and international venues (confirmed figures only)
<i>External Enquiries</i>	7,132 in total (6,100 general; 353 Discovery Centre; 679 collections/archives)
<i>YouTube Engagement</i>	35,135 online video views, with a watch time of 2,500 hours

The Treasures of the Viking Age: The Galloway Hoard exhibition attracted 38,979 visitors (to 30 June) and was especially popular with schools, engaging over 3,000 students. Complementary programming included Viking-themed talks, guided tours, and creative workshops, culminating in the Viking Festival with 13,000 attendees. The Viking program suite showed how international exhibitions can be paired with community celebrations to engage audiences of all ages.

Exhibitions and Programs

Across all exhibitions and public programs in 2024-25, the Museum engaged with more than 358,000 people onsite, nationally and internationally. These audiences were reached through major exhibitions, touring displays, community collaborations and public events.

Onsite exhibitions

On North Terrace, the Museum's galleries presented a program that combined international loans, community-led projects and annual showcases, attracting more than 144,000 attendances across the year.

- *Mulka Yata: The Knowledge Place* – 38,571 visitors
- *Australian Geographic Nature Photographer of the Year 2024* – 11,829 visitors
- *Bunganditj Kali! Talk Bunganditj!* – 42,516 visitors
- *Treasures of the Viking Age: The Galloway Hoard* (to 30th June) – 38,979 visitors

Touring and Outreach Exhibitions

Touring exhibitions extended the Museum's reach to audiences across Australia and overseas, with at least 175,148 attendances recorded. The Australian Museum in Sydney, the National Archives of Australia in Canberra, and venues as far afield as Buenos Aires provided opportunities to share South Australian Museum programs with new audiences.

- *AG Nature Photographer of the Year 2023* at Australian Museum NSW – 142,153 visitors
- *Waterhouse Natural Science Art Prize 2024* at National Archives of Australia ACT – 11,514 visitors
- *20 Years of Nature Photographer of the Year* at National Archives of Australia ACT – 21,481 visitors
- *AG Nature Photographer of the Year Winners 2023* (Argentina) – attendance not recorded
- *AG Nature Photographer of the Year 2024* (Sydney, ongoing) – attendance not yet available

Public Programs

Adult and family audiences participated in a wide-ranging program of talks, performances and festivals that brought contemporary ideas, cultural traditions and scientific research to life. These events created opportunities for learning, social

	<p>connection and celebration, extending the Museum's reach beyond exhibitions.</p> <ul style="list-style-type: none">• Sprigg Salon and Night Lab continued to attract strong audiences, with a combined total of 797 participants. Highlights included NAIDOC Week: Adnyamathanha Culture, the launch of Dirrayawadha by Anita Heiss, The Secret History of Sharks by John Long, and themed Night Lab events such as Hide & Chic and Terrifying Trivia.• Viking-related programming was a major drawcard, complementing <i>Treasures of the Viking Age: The Galloway Hoard</i>. Events included talks, workshops and themed evenings, which together engaged 997 participants. The program culminated in the Viking Festival in June 2025, which brought 13,000 people to the Museum across a single weekend, demonstrating the community appetite for large-scale cultural celebrations.• School holiday programs engaged 1,127 children through ticketed and drop-in activities. The DreamBIG Children's Festival theatre program reached 420 students, while the Museum's presence at Science Alive! engaged 21,143 visitors, including 4,352 students on the dedicated STEM Day Out.
Education and Learning	<p>The Museum engaged almost 27,000 students through school visits, expanded preschool learning via the Crocodile Club, supported teachers through professional development, and reached thousands more through holiday programs and national festivals. Accessibility remained central, with inclusive initiatives ensuring more students and families could engage with the collections.</p> <p>Schools and Preschool Engagement</p> <ul style="list-style-type: none">• 26,996 students visited the Museum through organised programs. <i>Treasures of the Viking Age: The Galloway Hoard</i> was especially popular, with 3,081 students across 87 bookings.• The Aboriginal STEM Learners Conference returned in August, engaging 60 Aboriginal high school students. In addition, 23 facilitated sessions reached 367 students.• The Crocodile Club grew to 1,800 subscribers. Families accessed new self-guided trails and an activity bag loan program, developed in partnership with Raising Literacy SA. Two preschool events were held, reaching 57 children.

	<p>Teacher Professional Learning</p> <ul style="list-style-type: none">• The Museum partnered with Questacon, the University of Adelaide, the Aboriginal and Torres Strait Islander Mathematics Alliance, the History Trust of SA and the SA Science Teachers Association to deliver 11 professional learning opportunities, reaching more than 300 teachers. <p>Discovery Centre</p> <ul style="list-style-type: none">• The Discovery Centre continued to play a vital role in connecting visitors with collections and expertise. It welcomed 76,248 visitors and responded to 3,635 enquiries, including 354 requiring detailed follow-up.• Highlights included collaboration with the Women's and Children's Hospital to rehouse wet specimens for education, and the loan of objects for the Netflix adaptation of <i>My Brilliant Career</i>. <p>Other Programs</p> <ul style="list-style-type: none">• School holiday activities engaged 1,127 children. <i>Science Alive!</i> attracted 21,143 visitors, including 4,352 students on the STEM Day. The DreamBIG Children's Festival reached 420 students through 14 performances of <i>The Museum of the Everyday</i>. <p>Accessibility in Learning</p> <ul style="list-style-type: none">• The Museum delivered audio-described tours, Auslan interpretation at Sprigg Salon events, sensory-friendly openings, and replica kits for alternate education groups, ensuring inclusive access to collections.
Research and Collections	<p>Research and collections remained central to the Museum's work in 2024–25. A major focus this year was the large-scale preparation of material across collections for the new joint storage facility, representing a landmark step in long-term collection care. The Museum also continued to grow and share its collections, with 5,759 new items added and more than 41,000 digital records downloaded from the Atlas of Living Australia.</p> <p>Alongside this, staff and honorary researchers described more than 100 new species and four new minerals, while advancing knowledge across biodiversity, palaeontology and cultural heritage. Through wide-ranging collaborations with communities and partners, this work reinforced the collections as a shared resource that informs science, education and cultural understanding.</p>

Output Type	2024–25
<i>Total Publications</i>	145
<i>Journal Articles</i>	80
<i>Conference Papers</i>	23
<i>Presentations/Talks</i>	23
<i>Other Publications</i>	19

New Discoveries

- In Ediacaran research, Professor Diego Garcia-Bellido described *Tribrachidium gehlingi*, naming the species in recognition of Museum researcher Dr Jim Gehling's decades of work on the Flinders Ranges fossils. In palaeontology, Professor Mike Lee and colleagues described *Ngamugawi wirngarri*, a three-dimensionally preserved coelacanth fossil from the Devonian Gogo Formation in Western Australia. The name was developed in partnership with the Goonyandi people and honours elder Wirngarri.
- Herpetology research also advanced, with honorary researcher Steve Richards publishing seven papers that described six frog species, one skink and two geckos from Papua New Guinea.
- Dr Ben Parslow described *Gasteruption mamburumuri*, the mam-burrumuri ghost wasp, based on specimens from Nitmiluk National Park. The name, drawn from Jawoyn language, means "ghost wasp" and acknowledges the cultural authority of the Traditional Owners. A small display during National Reconciliation Week shared the discovery with visitors, showing how science and First Nations knowledge come together in species naming and interpretation.
- Museum researchers also made a significant contribution to biodiversity discovery through their study of *Megachile (Austrochile)* resin pot bees. This raised the number of known species in this group from fewer than 20 to 78, combining field collection and specimen review with Bush Blitz grant support.
- Honorary Researcher Peter Elliott described four new minerals from South Australia, further enriching geological knowledge.

Sharing Research

- The Museum also prioritised making research more accessible. Researchers Steve Cooper and Rachael King, with collections staff Andrea Crowther and Ben Parslow, collaborated with ABC's *Behind the News* to produce

	<p><i>What is Evolution?</i>, a program reaching secondary school students nationally.</p> <ul style="list-style-type: none">• The Archives supported this broader impact by handling more than 100 research enquiries and 250 First Nations family history requests, helping communities connect with family, culture and Country.• In parallel with research outputs, large-scale preparation work was undertaken across the collections for the new joint storage facility. This project represents one of the most significant behind-the-scenes investments in caring for collections in decades, ensuring that material is safely preserved and accessible for future generations.• A highlight of the year was the recognition of Archives Manager Lea Gardam, who received the <i>Gladys Elphick Award</i> (Quiet Achiever category) for her outstanding contribution to First Nations history and culture.
Repatriation	<p>Repatriation remained a core focus of the Museum's commitment to Reconciliation, recognition of cultural authority and respectful relationships with First Nation communities. Guided by community priorities and in partnership with Aboriginal and Torres Strait Islander peoples, the Museum supported the respectful return of Ancestors and cultural material, and prepared for future reburials through collaborative planning and custodianship.</p> <ul style="list-style-type: none">• During the year, one Ancestor was returned to the Irrwanyere Aboriginal Corporation and reburied on Country at Witjira National Park. The Museum Board approved further repatriations to the Larrakia, Nauo, Ngadjuri and Dieri Aboriginal Corporations and to the Finke families, with communities now leading reburial planning.• The Museum also acted as a temporary custodian for Ancestors returned from institutions overseas and

	<p>interstate, including the University of Tokyo, Auckland War Memorial Museum, National Museum of Australia, Royal College of Surgeons (London) and the University of California, Berkeley.</p> <ul style="list-style-type: none">• A major outcome in 2024–25 was securing significant State Government funding to establish the Ngarrindjeri Raukkan Resting Place, a new community-led resting place at Raukkan for the reburial of Ancestors. The co-design process concluded in February 2025 and civil and landscape works are scheduled to commence in mid-2025.• International repatriations also continued, including the return of the remains of five Japanese soldiers from the Second World War to Japan.
Support and partnerships	<p>Volunteers and Honorary Researchers Volunteers and honorary researchers continued to enhance the Museum’s work. Two volunteers supported the visitor experience at the information desk and in the Discovery Centre. Forty-two honorary researchers contributed across biodiversity, palaeontology and mineralogy, undertaking research and providing collection management support.</p> <p>South Australian Museum Foundation The South Australian Museum Foundation advanced the Museum’s mission by building philanthropic support and community partnerships. The Foundation Board, comprising volunteer community leaders, raised \$452,000 in donations and investment income during 2024–25. These funds help share the Museum’s collections, stories and research with audiences worldwide.</p>

Corporate performance summary**693,241**Visitors to the
South Australian
Museum**26,996**Students visited
the Museum**76,248**Visits to the
Discovery Centre**290**Research outputs
(publications,
presentations, etc)**5,759**New collection
items acquired**41,238**Downloads of digital
collections**8**Special exhibitions
held**7,132**Public enquiries relating to
Museum operations, the
Discovery Centre and the
Museum's Collections**Social media followers**

Facebook 52,050
Instagram 23,333
X (formerly Twitter) 7,547
LinkedIn 5,302
YouTube 1,700
(as at 4 August 2025)

Employment opportunity programs

Nil.

Agency performance management and development systems

Performance management and development system	Performance
DPC Connect Performance Development Plans	As of 30 June 2025, 85.3% of employees have a completed Performance Development Plan in place.

Work health, safety and return to work programs

Program name	Performance
Q-fever management program	<p>Anyone in the Museum who, within their job role, may be exposed to the Q-fever agent, <i>Coxiella burnetii</i>, has been vaccinated against Q fever. In total, 35 past and current staff have been vaccinated.</p> <p>In addition, vaccinations are also required for any volunteer who may be exposed to <i>Coxiella burnetii</i>.</p>
Flu vax	37 staff have had their Flu Vax
I-Learn training	91% of staff have completed Mandatory WHS Training
Internal training	88% of staff have completed WHS Checklist
External training	<p>The following external training was completed:</p> <ul style="list-style-type: none">• 16 staff completed First Aid Training• 14 staff member completed Warden Training• 5 staff completed HSR Level 1 Training• 46 staff completed Disability Inclusion Training• 3 staff completed Child Safe Environments - Through Their Eyes Training• 2 staff completed IPAA SA Managing Your Project: <i>An Introduction to Project Management</i>• 2 staff completed IPAA SA First Nations Co-design: <i>Delivering Better Outcomes for South Australia</i>• 1 staff member completed Money Matters: Financial Management Training through AMaGA.

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Workplace injury claims	Current year 2024-25	Past year 2023-24	% Change (+ / -)
Total new workplace injury claims	0	2	-200%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

*number of claimants assessed during the reporting period as having a whole person impairment meeting the relevant threshold under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	Current year 2024-25	Past year 2023-24	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	0	0%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	0	0	0%

Return to work costs**	Current year 2024-25	Past year 2023-24	% or \$ Change (+ / -)
Total gross workers compensation expenditure (\$)	\$8,260.00	\$988.60	+735%
Income support payments – gross (\$)	\$1,766.00	\$0.00	N/A

**before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-work-health-and-safety>

Executive employment in the agency

Executive classification	Number of executives
SAES 1	Two as of 30 June 2025

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-executive-employment>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

Statement of Comprehensive Income	2024-25 Budget \$000s	2024-25 Actual \$000s	Variation \$000s	Past year 2023-24 Actual \$000s
Total Income	11,630	21,170	9,540	18,017
Total Expenses	13,354	18,947	(5,593)	18,441
Net Result	-1,724	2,223	3,947	-424
Total Comprehensive Result	-1,724	15,526	17,250	7,526
Statement of Financial Position	2024-25 Budget \$000s	2024-25 Actual \$000s	Variation \$000s	Past year 2023-24 Actual \$000s
Current assets	6,766	8,783	2,017	5,901
Non-current assets	431,984	454,976	22,992	442,708
Total assets	438,750	463,759	25,009	448,609
Current liabilities	2,964	1,893	1,071	1,954
Non-current liabilities	1,296	1,159	137	1,474
Total liabilities	4,260	3,052	1,208	3,428
Net assets	434,490	460,707	26,217	445,181
Equity	434,490	460,707	26,217	445,181

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$34,784

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Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Oxygen Pty Ltd	Raukkah Resting Place project	\$29,400
Employsure (Foundation Inc)	Employment related activities	\$19,306
HWL Ebsworth Lawyers	Legal advice	\$18,292
Hughes Public Relations	PR advice	\$15,251
	Total	\$82,249

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-consultants>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$ 1,900

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Events and Festivals Australia Pty Ltd	Professional contract staff for the Vikings Fest event	\$ 50,000
	Total	\$ 50,000

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Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-contractors>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](#).

The website also provides details of [across government contracts](#).

Risk management

Risk and audit at a glance

The Museum is committed to ensuring that effective risk management is at the core of all activities. The Museum's aim is to ensure that risk management is embedded in decision making, processes and culture, contributing to the achievement of its strategic objectives and creation of a positive organisational risk culture.

The Museum's Finance, Audit and Risk Committee assists the Museum Board in discharging its oversight responsibilities in relation to the management of risks, the implementation of appropriate policies and internal controls, the transparency and integrity of external reporting and the independent external audit process

Fraud detected in the agency

Category/nature of fraud	Number of instances
Zero	Zero

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

The Museum is committed to the prevention, detection and control of fraud, corruption, maladministration and misconduct in connection with the Museum's activities. The Museum has a zero-tolerance approach to fraud, corruption or other criminal conduct, maladministration and misconduct and adheres to the Department of the Premier and Cabinet's Corruption and Maladministration Control Policy. The principles of honesty and integrity consistent with the Code of Ethics for the South Australian Public Sector are promoted.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-fraud>

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

Zero

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-whistle-blowers>

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
Nil	Nil

Reporting required under the *Carers' Recognition Act 2005*

Not applicable for the South Australian Museum.

Public complaints

Number of public complaints reported - 47

Reporting on the number of complaints received is mandated. If your agency does not have an approved set of complaint categories in place, please use the complaint categories in the table below.

Complaint categories	Sub-categories	Example	Number of Complaints 2024-25
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	4
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	2
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	1
Communication	Communication quality	Inadequate, delayed or absent communication with customer	2
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0

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Complaint categories	Sub-categories	Example	Number of Complaints 2024-25
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out-dated or inadequate information; not fit for purpose	1
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	1
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	18
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	18
		Total	47

Additional Metrics	Total
Number of positive feedback comments	19
Number of negative feedback comments	47
Total number of feedback comments	66
% complaints resolved within policy timeframes	100

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-museum-complaints>

Service Improvements

Complaints regarding access and service delivery are forwarded through to the Visitor Experience team for review and action where appropriate. All complaints are kept on file and taken into consideration as part of future planning and improvements for service delivery and design and future access initiatives.

The number of compliments increased significantly this financial year, which has been attributed to improved visitor management and preparedness by the front-facing Museum staff as well as improved phone switchboard and email inbox coordination for general enquirers.

Compliance Statement

The South Australian Museum is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
The South Australian Museum has communicated the content of PC 039 and the agency's related complaints policies and procedures to employees.	Y

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Appendix: Audited financial statements 2024-25