



Hon Richard Wynne MP

Minister for Planning
Minister for Housing

8 Nicholson Street
East Melbourne, Victoria 3002

Mr Steven Avery
Executive Director
Heritage Victoria
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EAST MELBOURNE VIC 3002

Ref: MBR044556



Dear Mr Avery

HERITAGE VICTORIA STATEMENT OF EXPECTATIONS – 2021

I am pleased to provide you with this Statement of Expectations (SOE) for Heritage Victoria. This SOE applies for the remainder of the 2020–21 financial year and may be extended or altered pending new arrangements for the SOE frameworks, as advised by the Department of Treasury and Finance.

Improving the administration and enforcement of regulation

This SOE sets out my expectations for Heritage Victoria's contribution to the Victorian Government's program to reduce red tape affecting businesses, not-for-profit organisations, government service providers and households by promoting greater efficiency and effectiveness in the administration and enforcement of regulation. It also outlines my expectations on broader improvements for Heritage Victoria's performance.

As Minister for Planning, I am responsible for administering the *Heritage Act 2017*. This SOE should be read within the context of the objectives, obligations and functions outlined in this Act.

This SOE outlines key governance and performance objectives and targets aimed at improving the administration and enforcement of regulation and thus reducing its cost impact on business and the community. This SOE replaces the SOE issued on 1 July 2018.

Improvements and Targets

From consultation with the Department of Environment, Land, Water and Planning, I have identified key elements of governance and operational performance where there are opportunities for Heritage Victoria to make improvements that would reduce cost impacts on business.

Heritage Victoria is expected to identify activities it will undertake to achieve the following performance improvements and targets:

1. implement communication strategies to ensure information regarding Heritage Victoria's statutory responsibilities under the *Heritage Act 2017* are clearly articulated to its stakeholders
2. enhance existing systems which improve access and streamline processing of statutory approvals under the *Heritage Act 2017*
3. develop tools which improve internal practices, systems and visibility of data to ensure Heritage Victoria fulfils its regulatory obligations under the *Heritage Act 2017*, while achieving the best possible outcome for stakeholders
4. utilise existing digital tools to improve transparency of internal operations, identify areas of improvement and redefine current operations to fulfil regulatory responsibilities under the *Heritage Act 2017*

5. develop guidelines to streamline the permit exemption process and reduce the administrative burden on owners, government asset managers, municipal councils and applicants when applying for Statutory approvals in accordance with the *Heritage Act 2017*.

Reporting

Reporting on your progress to achieve these SOE performance targets should be undertaken in the context of annual financial reporting to avoid dual reporting streams. As part of annual reporting, regulators are expected to report on:

- current baseline levels for performance targets set in this SOE
- activities to be undertaken to reach the performance targets and improvements set out in this SOE.

I also expect that this SOE should be published on Heritage Victoria's website upon receipt. I also expect that on receipt of this letter, Heritage Victoria will respond to this SOE, outlining how it intends to achieve the performance improvements and targets set in this SOE. This response should include details of the specific activities that will be undertaken by Heritage Victoria.

I look forward to seeing Heritage Victoria continuously working towards achieving best practice in the administration and enforcement of regulation.

Yours sincerely



HON RICHARD WYNNE MP
Minister for Planning

4/3/21