

# HERITAGE VICTORIA BUSINESS PLAN 2022-23

Department of Environment, Land, Water and Planning  
(DELWP) Planning Outcome:

A safe and quality built-environment

DELWP success statement for Outcome:  
To succeed we must increase the effective protection of cultural and natural heritage

DELWP Organisational pillar	Heritage Victoria specific actions for 2022 – 2023	Success looks like	*SOE
Self-determination of Traditional Owners and Aboriginal Victorians will be recognised and supported	Managers to ensure all staff undertake mandatory Cultural Safety Training. (DELWP wide)	100 % of Heritage Victoria staff undertake training by 30 June 2023.	
	Managers proactively support Aboriginal staff attendance at culturally-informed professional development. (DELWP wide)	Staff are made aware of professional development opportunities and encouraged to participate.	
	Prioritise Aboriginal suppliers when procuring goods and services. (DELWP wide)	Aboriginal suppliers are prioritised where they deliver relevant goods or services being procured by Heritage Victoria.	
	Acknowledge concurrent Aboriginal heritage values and joint management agreements for places and objects included in the Victorian Heritage Register.	All new and amended Statements of Significance acknowledge Registered Aboriginal Parties or Traditional Owners.	SOE
		Culturally sensitive information is managed in accordance the Yoorrook Justice Commission and DELWP policies.	
High performance and delivery for government		All new and amended Victorian Heritage Register records identify, where possible, traditional Aboriginal place names.	
	Administer the <i>Heritage Act 2017</i> and undertake regulatory responsibilities for this and other regulatory frameworks for heritage places and objects and archaeological sites.	All regulatory responsibilities are completed in an efficient, objective, constructive and timely manner.	



The data that underpins statutory decision making is accurate and regularly reviewed.

Developed policies ensure consistent and transparent decision making and ease the regulatory burden.

Annually:

- Places or objects assessed for the Victorian Heritage Register – 40
- Average number of days to issue heritage certificates – 7
- Heritage permits issued within initial 60-day statutory timeframes – 90%
- Average number of days to issue an archaeological consent – 20
- Number of enforcement investigations– 20
- Average number of days to issue an underwater cultural heritage permit under the *Heritage Act 2017* or *Cwlth Underwater Cultural Heritage Act 2018* – 20

Manage the State's maritime and historical archaeological artefact collection for community engagement, education, exhibitions and research purposes.

Public education, research and/or exhibition outcomes are delivered - 5

Provide services to support and enhance community understanding of Victoria's cultural heritage

The [heritage.vic.gov.au](http://heritage.vic.gov.au) website is maintained up-to-date and accessible, with a minimum of four new 'current news' articles published annually.

Heritage Victoria staff are supported and empowered to provide input into lectures, approved media content and community consultation regarding cultural heritage.

Key stakeholders understand processes and timeframes relating to statutory requirements.

Provide early and strategic engagement on Victorian Government major projects

Heritage Victoria meets with key stakeholders on a frequency of stakeholder choosing.



	<p>Constructive feedback is provided with acknowledgement of critical timeframes.</p> <p>Heritage Victoria frequently engages with the State Project Concierge.</p>	
<p>Lead and deliver the Living Heritage Program to protect and re-activate Victoria's key heritage resources (DELWP Flagship Project)</p>	<p>Conservation projects funded for 'at risk' State significant heritage places and objects - 20</p>	SOE
<p>Review and revise the World Heritage Management Plan for the Royal Exhibition Building and Carlton Gardens to ensure the Outstanding Universal Values of the site are managed for current and future generations.</p>	<p>Notice of the draft World Heritage Management Plan is published by 31 December 2022.</p> <p>The Steering Committee is provided leadership in implementing priority actions of the World Heritage Management Plan.</p>	SOE
<p>Deliver the 'Incentivising low harm proposals and reducing regulatory burden' project for improved regulatory performance and streamlined processes for stakeholders.</p>	<p>Following completion of the project:</p> <ul style="list-style-type: none"> <li>98% of low harm permit applications are determined within 60 days.</li> <li>Permit exemptions are determined within 12 days.</li> <li>Submitted permit conditions are assessed and determined within 14 days.</li> <li>Standing permit exemptions are approved for maintenance and cleaning; minor repairs; painting and wallpaper; internal fit-outs; preliminary testing, sampling and exploration; services; safety and security; cemeteries and burial sites; vegetation and landscaping; temporary events and structures; signage and display; transport operations; and agricultural properties are introduced.</li> <li>The Heritage Victoria website is updated with clear guidance on standing permit exemptions.</li> </ul>	SOE
<p>Implement heritage disaster recovery initiatives to mitigate risks to historic heritage assets in areas prone to bushfires and floods.</p>	<p>Heritage Victoria staff:</p> <ul style="list-style-type: none"> <li>Provide representation on DELWP Rapid Risk Assessment Teams and provide timely advice to deployed personnel as required.</li> </ul>	SOE



- Provide immediate responses to disaster events in partnership with relevant agencies.
- Scope event footprints in partnership with relevant DELWP (or other agencies) response teams within 10 days of event notification.
- Communicate with owners/managers within 10 days of an emergency event.
- Undertake desktop assessment, on-ground assessment and audit completion within:
  - 2 weeks of an earthquake emergency event;
  - 3 months of a storm or flood)
  - 6 months of a bushfire
- Ongoing consultation with key community organisations impacted by events.

Deliver the Maritime Heritage at Risk (MHR) and Shipwreck Discovery Programs to support communities in monitoring shipwrecks at risk and to encourage and simplify the reporting of shipwreck discoveries in Victoria.

Communities are supported in monitoring sites at risk – minimum of 12 sites

SOE

Underwater cultural heritage site inspections and MHR reports are undertaken – minimum of 12.

Shipwreck Discovery Program awareness training is delivered – minimum of 4 groups.

Undertake risk-based enforcement in accordance with Heritage Victoria’s Compliance and Enforcement Strategy to target registered places and objects with little or no record of regulatory compliance.

The Heritage Victoria Compliance and Enforcement Strategy is reviewed and revised to capture DELWP best practices.

SOE

Risk based assessments/inspections are initiated to establish regulatory compliance – minimum of 5

Number of investigations of unauthorised activities to State listed heritage places and objects – minimum of 20

Partner with the Heritage Council to deliver on its strategic priorities for Victoria’s heritage.

The following projects are delivered in partnership with the Heritage Council:



	<ul style="list-style-type: none"> <li>• Development of heritage places: Finalisation of internal and external facing policy and guidance by October 2022.</li> <li>• Emergency preparedness risk assessment is undertaken for Victorian Heritage Register places based on locality and construction type.</li> <li>• Heritage and climate change: Final reports and case studies completed by September 2022.</li> </ul>	
Amend the Victorian Heritage Register to include places and objects that represent Victoria's diverse history and heritage.	12 places or objects are assessed for inclusion in the Victorian Heritage Register.	
Amend early registrations in the Victorian Heritage Register to include land to protect and conserve heritage significance.	11 amendments are made to the VHR Victorian Heritage Register.	
Support government heritage asset managers to adopt strategic approaches to maintaining and conserving places and objects in accordance with the requirements of the <i>Heritage Act 2017</i> .	<p>One government asset management forum is delivered.</p> <p>The Asset Management Principles are reviewed.</p>	SOE
Progress digital uplifts to heritage systems to improve data quality, regulatory compliance capabilities and user experience.	<p>Upgrades to HERMES to are delivered to:</p> <ul style="list-style-type: none"> <li>• allow for conditions of permit/consent approval to be loaded, tracked, reported against and surfaced for each approval</li> <li>• improve contacts management</li> <li>• create an 'owner' tag to surface all properties owned/managed by key agencies</li> <li>• allow for GIS integration</li> <li>• create a heritage studies library</li> <li>• provide foundational work to make the archaeology library digitally accessible</li> </ul> <p>Upgrades to Heritage Desk are delivered to allow public submissions to be lodged via the online portal.</p>	SOE
Explore opportunities to leverage best practise with regards to emerging	2D and 3D data standards are developed and communicated to stakeholders.	

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technologies and development of data standards

A partnership with DELWP Planning Information Services to:

- develop standards/guidelines for 3D data collection and
- explore 2D and 3D data storage.

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Collaborative leadership and a positive culture

Proactively cultivate an environment that values employee safety and encourages service excellence, informed decision making, cross-organisational collaboration and continuous improvement.

Heritage Victoria staff fulfil their personal accountabilities to create a culture of positive customer service by endeavouring to:

- Acknowledge emails within 2 business days of receipt
- Respond to telephone calls within 2 business days of receipt

Statutory applications are acknowledged by automatic response on receipt.

Heritage Victoria decisions are informed, timely and made in line with policy and legislative frameworks.

Services and deliverables are reviewed regularly for continuous improvement.

Programs and projects are actioned in a timely and effective manner.

Heritage Victoria staff are provided regular opportunities for personal and professional development and collaboration.

Heritage Victoria Managers ensure that all staff have up to date Positions Descriptions to ensure staff are aware of accountabilities and role responsibilities.

Heritage Victoria managers foster an environment where staff feel empowered to raise issues regarding physical, psychological and cultural safety with confidence they will be addressed competently.

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Personal accountability and One-DELWP mindset in everything we do

Staff performance plans reflect individual accountabilities and the One DELWP mindset

Staff actively engage and consult across DELWP when discharging responsibilities under the Heritage Act and in relation to Victorian Government heritage priorities.

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\*Heritage Victoria actions to meet Statement of Expectations (SOE) for Regulators