



# Heritage Advisory Services Handbook

a national guide for Government,  
Advisors and the Community

Supporting Local Government Project

The Heritage Chairs and Officials of Australia and New Zealand

**Cover Images (Left to Right):**

Heritage Advisor Barbara Hickson on a site inspection for Bathurst Regional Council, New South Wales. Image courtesy Sinclair Croft, Bathurst Regional Council

Heritage Advisor, Therese Willis provided advice to owners and council on the redevelopment and restoration of this historic hotel in the City of Norwood, Payneham and St Peters, South Australia. Image courtesy Therese Willis, Heritage Advisor

Heritage Advisors receiving training on traditional timber techniques, Rouse Hill, New South Wales. Graham Fall and James Findlay demonstrating traditional timber skills at the Cumberland Vernacular Symposium on 4 July 2008 presented by the Historic Houses Trust of NSW and the Association for Preservation Technology. Image courtesy Peter Marquis-Kyle at Rouse Hill House.

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Commonwealth of Australia for the Heritage Chairs and Officials of Australia and New Zealand (HCOANZ).

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## Table of Contents

<b>1.</b>	<b>INTRODUCTION AND PURPOSE OF HANDBOOK</b>	<b>2</b>
<b>2.</b>	<b>WHAT IS A HERITAGE ADVISORY SERVICE?</b>	<b>3</b>
2.1	Purpose	3
2.2	Framework of Heritage Advisory Services in Australia.	3
<b>3.</b>	<b>CONSERVATION PHILOSOPHY AND APPROACH</b>	<b>5</b>
3.1	Australia ICOMOS	5
3.2	The Burra Charter	5
3.3	Heritage Identification, Conservation and Management Tools	5
<b>4.</b>	<b>ESTABLISHING A HERITAGE ADVISORY SERVICE</b>	<b>7</b>
4.1	Funding of Services	7
4.2	Extent of Service Provision	7
4.3	Administration of Services	9
4.4	Appointing an Advisor	10
4.5	Remuneration	11
4.6	Restrictions on Other Work	12
4.7	Involvement of State Heritage Authority	12
4.8	Guideline Brief for Advisor	13
<b>5.</b>	<b>HERITAGE ADVISOR'S ROLE AND RESPONSIBILITIES</b>	<b>14</b>
5.1	Introduction	14
5.2	Legislative Framework	14
5.2.1	Heritage Legislation	14
5.2.2	Local and State Government Planning Provisions	14
5.2.3	Statutory Building Requirements	15
5.3	Management Framework	15
5.3.1	Heritage Policies and Strategies	15
5.3.2	Recording and Reporting Requirements	16
5.3.3	Attendance at Annual Meetings	17
5.4	Auditing and Review of Heritage Advisory Services	17
5.5	Tools to Assist the Advisor	18
5.5.1	Heritage Committees	18
5.5.2	Local Heritage Funds	18
5.5.3	State Support for the Heritage Advisory Service Program	19
<b>6.</b>	<b>BENEFITS OF HERITAGE ADVISORY SERVICES AND CASE STUDIES</b>	<b>20</b>
6.1	Introduction	20
6.2	Case Studies	21
	<b>SELECT REFERENCES</b>	<b>31</b>
	<b>ATTACHMENTS</b>	<b>32</b>
1.	Current Status of Heritage Advisory Services in Australia	32
2.	Future Directions of Heritage Advisory Services	35
3.	Guideline Brief for Engaging Heritage Advisor	37
4.	State/Territory Online References and Resources	43
5.	Standard Letter for Councils Calling for Expression of Interest	45
6.	National Network Heritage Advisors List and State/Territory Heritage Agency Contacts	46
7.	Commonwealth/State/Territory Legislative Framework	55
8.	Examples of State and Local Heritage Advisory Service Promotions	59
9.	Local Heritage Committees	62
10.	Council Heritage Advisory Service Evaluation Form	64

# 1.

## Introduction and purpose of handbook

Heritage advisory services were first established in Victoria in 1977 and, since that time, have developed across Australia.

A heritage advisory service involves appointment of a heritage expert to give free advice to a local government authority, residents and businesses on all aspects of local heritage conservation from maintenance and repairs, renovations, additions and advice on funding and incentives, policy and strategic heritage advice. Services are usually, or initially, funded in a joint partnership between state and local governments.

A 1997 assessment and evaluation of the services (McDougall & Vines, Heritage Advisory Services: Towards Best Practice – see <http://www.environment.gov.au/heritage/ahc/publications/commission/books/advisory-services/> ) concluded that Heritage Advisory Services were:

*“The most cost effective funding programs for heritage management in Australia.”*

The 1997 assessment recommended that national standards and guidelines be developed, resulting in the first edition of the manual in 2000.

This revised manual draws together practical aspects of establishing a heritage advisory service and providing a resource for heritage advisors. It is not a definitive document and may be adapted as necessary.

Since the publication of the first edition, a number of state agencies have developed specific standard documents, contracts and templates for use by local governments in setting up and managing heritage advisory services. Additionally, a number of local councils are effectively managing local heritage (and providing advisory services and other incentives to the local community) independent of state financial assistance.

## 2. What is a Heritage Advisory Service?

### 2.1 Purpose

The main goal of a heritage advisory service is to assist local and state governments and the community in managing and conserving local heritage.

The programs provided by heritage advisory services have been successful in developing a positive attitude towards heritage through the provision of free heritage advice to councils, communities and owners of heritage properties.

Throughout many towns, the benefits of these services are now evident with restored heritage buildings, reconstructed verandahs, appropriate signage, upgraded streetscapes, additional street planting and, in most cases, a changed community perception towards the value of heritage. The advisor position may serve as a catalyst for local heritage conservation and presentation.

Heritage advisory services continue to be one of the most popular and successful heritage incentives adopted by local government. For first-time participating councils, the heritage advisory service remains a cost effective and positive first step to improving local heritage management and community attitudes to heritage.

### 2.2 Framework of Heritage Advisory Services in Australia

The roles and functions of heritage advisory services can be summarised as follows: Advisors assist the **general community** by providing:

- first point of contact for owners and residents - available for free consultation
- education of community in heritage issues
- raised awareness of breadth and value of heritage places
- assistance in interpreting community wishes regarding heritage
- an explanation of relevant heritage legislation and regulations
- facilitation of contact between individuals and council/state government
- advice on relevant sources of funding and non-financial contributions

Advisors assist **local government** by providing:

- heritage and conservation advice for owners
- planning process input
- expert advice on development applications affecting heritage
- development of policy initiatives in associated areas
- delegated authority for places listed in the state register (in certain states only)
- provision of cost efficient heritage services
- liaison with other community heritage bodies
- conservation of council-owned assets

Advisors assist **state and territory governments** by providing:

- assistance with state funding programs
- preparation of heritage inventories
- providing data on local heritage management to state government
- interpretation of state legislation at local level
- assistance with management of state heritage listed properties
- ensuring consistent conservation standards at local level

The current status of heritage advisory services in Australia and future directions of heritage advisory services are contained in Attachments 1 and 2.

Heritage Advisor David Rowe provided advice on this restored house for City of Greater Geelong Council, Victoria. Image courtesy Ray and Jennifer Bantow.





## 3. Conservation Philosophy and Approach

### 3.1 Australia International Council on Monuments and Sites (ICOMOS)

Australia ICOMOS ([www.icomos.org/Australia/](http://www.icomos.org/Australia/)) is the Australian non-government professional heritage organisation that promotes best practice in caring for culturally important places, and was responsible for developing and establishing the Australia ICOMOS Burra Charter, 1999 (*the Burra Charter*) ([www.icomos.org/Australia/burra.html](http://www.icomos.org/Australia/burra.html)). Members include administrators, archaeologists, architects, engineers, landscape architects, historians and planners, all of whom are involved with heritage conservation.

Advisors must be fully conversant with current conservation principles and practice applicable in Australia and it is recommended that an advisor is a full member of Australia ICOMOS.

### 3.2 The Burra Charter

The *Burra Charter* is the widely accepted reference document for heritage conservation standards, philosophy and methodology in Australia. An understanding of the *Burra Charter* helps individuals (including heritage advisors) with the care of places of cultural significance. Using the framework of the *Burra Charter*, more informed decisions about the management of the place can be made.

The *Burra Charter* was first developed by heritage practitioners in 1979 and has been widely adopted, informing the development of state and local heritage systems and legislative regimes. It underpins Australia's local, state/territory and national heritage management systems.

Full members of ICOMOS practice in accordance with the *Burra Charter* and the Ethical Commitment Standard for ICOMOS Members (Revision, November 2002, Madrid – [www.icomos.org/australia](http://www.icomos.org/australia) - Membership).

### 3.3 Heritage Identification, Conservation and Management Tools

Heritage advisors are likely to be involved in the commissioning, preparation, assessment or use of a range of heritage identification, assessment and management documents.

These include: heritage studies or surveys, archaeological surveys; thematic histories, heritage assessments, nominations; impact statements; conservation management strategies, conservation plans and conservation management plans; condition assessments; works plans; maintenance schedules; asset management plans; expert evidence; archival recording and interpretation strategies and plans. Appointed advisors understand the purpose of these documents and, depending on the expertise involved, are able to to prepare, evaluate, interpret and apply them.



Heritage Advisor, Robert Staas meeting with applicant, Mosman Council, New South Wales. Image courtesy Linda Kelly, Mosman Council.

One of the common heritage management tools are Conservation Management Plans (CMP). “For most heritage places these plans deal with the management of change” (Kerr, *The Conservation Plan*, National Trust New South Wales, Sydney 2000: 1).

The plan is a document establishing the heritage significance of a place or area and outlines conservation policies and management mechanisms that are appropriate to enable that significance to be retained. It is an effective tool in making appropriate conservation and management decisions and can be used to assess the heritage impact of the proposed development on the place and its setting.

A heritage advisor can assist in the preparation and/or administration of CMPs for heritage places within their area. Many state heritage agencies or departments have model briefs for the preparation of a range of heritage reports. At local government level, a more effective response can be a Conservation Management Strategy. This is a briefer version of a CMP and provides a broad overview of conservation approaches and management guidance.



## 4. Establishing a Heritage Advisory Service

### 4.1 Funding of Services

Funding options for heritage advisory services vary between jurisdictions and are dependent on local circumstance. There is no preferred model for funding but, in almost all cases, a shared state government/local government model is a practical way to establish a new service. This allows for assistance and direction to be provided by the state heritage authority during the establishment phase of any service. In many cases, services become fully funded by local government after an initial shared establishment period. Funding options are as follows:

**Shared state government/local government funding** - this is effectively used in most states with the contributions reaching an equal split between state and local government.

Less established heritage advisory services rely on the state making proportionally higher contributions to fund them. The level of shared funding is established by the state heritage authorities. There is a trend by state authorities to shift the financial responsibilities of these services to local government where possible.

**Fully funded services by local government** - in metropolitan areas (and particularly with merged councils having larger rate bases) it may be possible and appropriate to hand over full funding responsibilities to local government. This is required in New South Wales and Victorian metropolitan councils and in only a few instances have heritage advisory services terminated due to withdrawal of state government funds. The ability for local councils to absorb the costs will differ across the states. Local governments in metropolitan areas can often fully fund a **full time heritage officer** or employ strategic or statutory planners with heritage expertise.

### 4.2 Extent of Service Provision

The type of service provision varies from better established regimes in Victoria and NSW, to smaller, less established services in WA regional areas, and to a limited number of full-time services, mostly in inner urban areas. Even within well established regimes, there is significant variety. In Victoria, across all LGAs, advisory services average three hours per week. Some councils utilised a regular one day of advice a week, others a minimum.

States employing joint funding agreements include Victoria, where a fixed maximum grant of \$12,000 is allocated to establish an advisory service.

In Western Australia, most local councils contribute to the hours delivered by heritage advisors who are employed on an hourly basis, from eight to 56 hours per month. In WA, the program's budget allocation for 2007-08 is some \$528,000 with \$100,000 contribution from local governments.



Heritage Advisor Lorraine Huddle in the field with Parks Victoria rangers for East Gippsland Council and Parks Victoria, Victoria. Image courtesy Lorraine Huddle, Heritage Advisor

In South Australia, while councils jointly fund heritage advisory services with the state, the state may manage the contract and appointment of the advisor for local governments. However, in most cases the advisor is appointed with the agreement of the state and the position managed by local government.

In New South Wales, joint funding is available to all rural councils, up to \$7,000 per annum. For the first four years, funding for council's advisor is provided on a dollar for dollar basis. From the fifth year, funding support is reduced to \$1 for \$2 contribution.

Arrangements to manage the appointment of advisors varies. In New South Wales and Victoria, advisors are appointed by local councils. As a condition of funding councils report to the state heritage authority annually.

In areas with well established heritage advisory services, eligibility criteria is further refined. In Victoria, assistance is targeted at rural, regional and fringe municipalities. All councils are eligible to apply except for those in inner and metropolitan councils (with exceptions) which have already received 10 annual grants. In New South Wales funding for metropolitan councils is only available to local councils which have not previously contracted an advisor and is limited to three years.

While many local government areas are without access to heritage expertise, some rural and regional councils are even under-resourced in generalist planning staff. Where local government fully funds heritage advisory services, it is recommended that the state government agency provides a framework for training, networking and collaboration with other heritage advisors.

Outside a centralised heritage advisory service program, a number of councils, such as in Tasmania, directly employ conservation architects or heritage consultants to provide strategic and statutory heritage advice to council, as required.

The extent of the role of the advisor will depend on local government resources, staffing and availability of in-house heritage expertise. In the Northern Territory, the Department of Natural Resources Environment and the Arts funds the Alice Springs Heritage Advisor, who provides a range of services including measured drawings and design work.

**In rural and regional areas** it is generally sufficient for a visit on a one day a month basis. However, advisors can sometimes be employed to cover a region, servicing a number of shires, requiring greater time input. **In urban areas** there may be a need for more frequent visits, such as one day per week. At the start of any program, it will be necessary to increase the number of visits until the program is established.

## 4.3 Administration of Services

Heritage advisory services are generally decentralised programs, usually with dollar-for-dollar grant funding provided through the relevant state government agency to councils who engage advisors to visit their area on a regular basis.

Local government is responsible for the day to day running of heritage advisory services and it is essential that the **management system is clearly defined at the outset. The advisor's role** is to advise; councils take responsibility for determining planning applications and considering all factors which may affect an application, including the advice of the advisor. One of the key benefits of the heritage advisory service is the ability to influence the process and outcome through providing pre-application advice.

Close communication is recommended between the advisor and the staff member in charge (eg planner). Successful partnerships between council, council staff and advisors, such as that developed by Bathurst Regional Council and Broken Hill City Council, in New South Wales, are instrumental to the success of the program. It is recommended that a system for filing information is established, to allow easy access by the advisor during visits and a practical reference for council staff between visits. This is a critical step and allows for continuity of service if an appointment changes. It is also recommended that standard reporting systems are established between the advisor and local government staff.

**Advisors normally report to one senior officer**, in the statutory planning area of council, with council supplying backup office facilities (including appointment books). The advisor may attend committee meetings, particularly heritage advisory committees, and liaise as required with council planners, engineers, community services staff and others. Many very successful advisory services have developed through effective partnerships between council staff and the heritage advisor, where council staff are able to 'carry on' the work of the advisor between visits, and ensure that the advisor's expertise is best utilised to meet council's statutory and strategic heritage management needs.

Council's statutory planning officers should lead pre-application meetings and site visits involving planning permit applications attended by the heritage advisor. If not possible, the role of the advisor and the extent of their role should be clear to all parties. Where resources are limited, council should be advised in writing of pre-application discussions and meetings between the advisor and owners or applicants if a council officer has not been involved. It should be clear to applicants that council officers will consider the heritage advice, together with a possible range of other planning issues, in considering an application.



Heritage Advisors receiving training on traditional timber techniques, Rouse Hill, New South Wales. Graham Fall and James Findlay demonstrating traditional timber skills at the Cumberland Vernacular Symposium on 4 July 2008 presented by the Historic Houses Trust of NSW and the Association for Preservation Technology. Image courtesy Peter Marquis-Kyle at Rouse Hill House.

Written or verbal advice provided by the advisor should respond to the legislative and policy framework of the state and local government area. The advice should be relevant and respond to the specific permit application under consideration.

The heritage advisor can assist to negotiate outcomes where the issues are heritage-based. However, it is not the role of the advisor to attend consultations and other community meetings involving permit applications. The advisor provides independent and impartial heritage advice and it is the responsibility of council's planning officers to resolve all of the relevant issues in determining a planning application.

An important part of the advisor's work is to **promote the council and ensure that the community has adequate access to heritage focused education, management and promotion**. It is recommended that special training sessions are conducted for council staff, local professionals, elected councillors and the community in a range of heritage issues.

It is generally recommended that councils send a **standard letter inviting expressions of interest and an accompanying brief** to three or four consultants (or more in the metropolitan area). Responding consultants provide council with a range of information by which an assessment of their suitability as a potential heritage advisor for the area or region can be made.

## 4.4 Appointing an Advisor

### Heritage Advisor's Skills and Qualities

Four qualities are important in an effective heritage advisor. The full list of essential criteria is outlined in the brief in Attachment 3:

1. adequate knowledge of **conservation policies and practice**, and suitable **experience in heritage conservation work**
2. an ability to provide **practical conservation design solutions**
3. good inter-personal and oral and written communication skills and an ability to actively **promote heritage conservation** through education and management
4. an ability to solve problems and **negotiate acceptable solutions** to issues involving heritage matters where these arise.

New South Wales, South Australia, Western Australia and Victoria all stipulate a range of additional specific requirements and criteria (refer to Attachment 4 for links to templates). All the standard templates emphasise the need for sound theoretical, technical, practical qualities, including good inter-personal, oral and written communication skills. As an advocacy role, the ability to lead, inspire and educate is essential.



Heritage Advisor Donald Ellsmore delivering the Byron Bay Shire Australia Day address at the Brunswick Valley Historical Museum site in Mullumbimby, New South Wales. Image by Robyn Gray on 26 January 2006.

It is also desirable for advisors to possess a holistic understanding of heritage issues, including appreciation of environmental, natural heritage, movable heritage/ collections, environmental design (waste, energy and water saving designs), ethnic and Indigenous issues. It is to be recognised that advisors may require specific skills for certain locations, particularly in rural and regional areas.

It should also be recognised that the advisor may need to recommend or seek other specialist heritage advice as required. These may include indigenous cultural heritage experts, environmental scientists, horticulturalists, arborists, engineers, archaeologists, materials conservators etc. as appropriate to the circumstances.

Most heritage agencies maintain a register or list of consultants with experience in a range of heritage matters and contact can be made with the state heritage authority to obtain names of three or four consultants. Traditionally, advisors appointed to date have been conservation architects, but utilising other appropriate skills and experience has also been successful. A standard Expression of Interest letter is appended at Attachment 5.

Where possible it is recommended that newly appointed heritage advisors attend a specific training course prior to commencement in their position. Western Australia, New South Wales and Victoria have annual training programs for advisors and this allows for new advisors, or consultants considering becoming advisors, to be trained prior to commencement of the job.

## 4.5 Remuneration

The advisor is paid by the council on a consultancy basis. Remuneration is usually made per visit, either full day or half day (or longer period if necessary), which will be fully inclusive of all expenses. An allowance may be agreed upon between the council and the heritage advisor where distance may require the advisor to undertake extended travel and/or an overnight stay. **Back up services** provided by council – an office, telephone, photographic supplies and possibly local transport – are calculated in the fee structure. Individual state governments will need to determine their own pay rates guideline.

A rate or fee can be agreed upon between the council and the heritage advisor for additional time requested by the council outside the advisor's normal hours, which can be specified in the Letter of Engagement. It is the responsibility of the advisor to provide for all relevant insurances, including professional indemnity and public liability insurance. The council should not be required to pay for workers compensation, superannuation, annual leave etc or any costs in addition to the agreed fees. Councils must be realistic about the demands placed on advisors and balance these expectations against the time constraints of the advisor. The specialist skills of heritage advisors should be remunerated accordingly.

## 4.6 Restrictions on other work

The standard brief may contain certain restrictions on other work which advisors can undertake in the subject area. These restrictions are designed to avoid any conflict of interest. Generally it is recommended the advisor **not** be a resident of the municipality where they are to work, **nor** have an established practice within the area. The advisor shall inform the council of any possible conflict of interest as soon as this is known. In regional and rural areas it is sometimes not possible to avoid these conflicts and these are clarified at the outset, formal protocols established and permission obtained to practice in the area and operate as an advisor concurrently.

## 4.7 Involvement of state heritage authority



Heritage Advisor Barbara Hickson on a site inspection for Bathurst Regional Council, New South Wales. Image courtesy Sinclair Croft, Bathurst Regional Council

The heritage agency usually administers the heritage advisory service for the state, provides part funding for services where appropriate and provides training and support services for advisors. Support may include conducting annual meetings, coordinating and managing annual reports from advisors and administering an email network/website for advisors to exchange ideas and facilitate communication. It is beneficial that state support and coordination of the program exists even when local government fully funds services.

In a few cases, the state heritage authority is involved with the appointment of the advisor and determines the fee scale for payment to advisors. Apart from these matters, the program is very much one for local government to administer on a day-to-day basis, with the advisor reporting directly to the council.



## 4.8 Guideline brief for heritage advisor



Council's Heritage Advisor provided advice on this infill development in Paddington, Architect Tina Engelen, for Woollahra City Council, New South Wales. Image courtesy Louise Thom, Woollahra City Council.

Heritage advisors are commissioned by the employing council, or relevant heritage agency, to work under the conditions and terms of the agreed Brief or Contract. A model brief is included in Attachment 3.

Individual States have also prepared specific guidelines. These include:

- New South Wales – model duty statement included in the 'How to Establish a Heritage Advisory service' guideline – see [http://www.heritage.nsw.gov.au/docs/info\\_HeritageAdvisorService.pdf](http://www.heritage.nsw.gov.au/docs/info_HeritageAdvisorService.pdf).
- Victoria – model brief in the Consultancy Brief and Statement of Qualifications and Duties for a Heritage Advisory service. (see <http://www.heritage.vic.gov.au/admin/file/content2/c7/Heritage%20Advisor%20Brief.pdf>)
- Western Australia and South Australia have standard contracts and documents for use in establishing a heritage advisory service which may be obtained from the Heritage Council of Western Australia and Heritage Branch, Department for Environment and Heritage, South Australia.
- For other states, resources available include the standard brief contained in this document. There are also a number of local councils who have established heritage advisory (or heritage officer) schemes – see Attachment 6 for a list of local councils; Heritage Tasmania and the Cultural Heritage Branch of the Environmental Protection Authority, Queensland.

## 5. Heritage Advisor's Role and Responsibilities

### 5.1 Introduction

The role of a heritage advisor is broad and complex. The following summarises the role and is to be read in conjunction with Section 4 and the brief in Attachment 3.

### 5.2 Legislative Framework

It is essential that heritage advisors are aware of the requirements of relevant statutory controls for the local government area and refer to them when providing advice on planning/development applications. Advisors also need to be aware of the broader heritage framework outlined in the following sections:

#### 5.2.1 Heritage Legislation

Heritage advisors will need a clear understanding of current **state heritage legislation**. Each state has legislation providing for the protection of heritage, often focusing on protection of 'State' level heritage, and a Planning Act which affects the identification, protection and development of local heritage, managed by local government. On a day-to-day basis, advisors will predominantly deal with local instruments. However, an understanding of **national heritage legislation** is necessary. A summary of the current Commonwealth and state heritage legislation is shown at Attachment 7.

#### 5.2.2 Local and state government planning provisions

Management of local heritage in each state is generally achieved through the planning system. Local governments are the responsible authority for the vast majority of Australia's heritage, which is protected through statutory mechanism. Heritage advisors, therefore, must be fully conversant with the local instruments or schemes which apply in their area of practice, particularly the status and degree of protection provided for any heritage place.

Statutory protection for local heritage places are afforded by their listing within local planning instruments (planning schemes, local environmental plan, development plan). Schedules to these instruments usually contain the list of protected heritage places.

Heritage advisors must be fully conversant with the schemes which apply in their area of practice, particularly the status and degree of protection provided for any heritage place.

As well as fully understanding state heritage legislation, heritage advisors must be aware of the other related state legislation which affects decisions about the care and management of heritage places. These may include areas such as the natural environment (flora and fauna), indigenous cultural heritage, historic shipwrecks, disabled access and equity, occupational health and safety, and potentially other local government legislation, in addition to planning.



Heritage Advisor Lorraine Huddle meeting with the owner of the Huon Post Office and residence to provide advice on alterations and extensions, for Indigo Shire Council, Victoria. Photo by Jessi Briggs and courtesy Lorraine Huddle, Heritage Advisor.



Heritage Advisor, Barbara Hickson provides advice on rural heritage in Bathurst, New South Wales. Image courtesy Sinclair Croft, Bathurst Regional Council, NSW.

The work of the advisor intersects with broader council environmental management and planning. This includes promoting the inter-dependence and relevance of heritage conservation practice to sustainability; managing heritage impacts of water and energy efficient design; and supporting development applications that propose appropriate adaptive re-use and regeneration of buildings.

### 5.2.3 Statutory building requirements

A general knowledge of the Building Code of Australia (see <http://www.aib.org.au/buildingcodes/bca.htm>) and other health, safety and building requirements is of assistance to an advisor, who can often obtain help where required on these issues from other council staff.

## 5.3 Management Framework

### 5.3.1 Heritage policies and strategies

Much of the work of heritage advisors sits outside the legislative framework. In the majority of cases, it is the ongoing management of places that is more important. This is critically dependent upon community support and the development of proactive approaches to conservation. Advisors work within, and help advise on, strategic management policies for heritage developed by their employer council. The following provides an example of a range of areas where advisors may be required to assist with strategic policy development. While one advisory position may encompass all of these elements, another may have a narrower focus.

#### **Education**

- Heritage advice
- Community heritage seminars and workshops
- Heritage walking trails or thematic tours
- Heritage newsletters
- Conservation guidelines
- Training/education of councillors/staff

#### **Heritage Planning**

- Pre-application development advice
- Heritage surveys
- Heritage planning instruments and revisions to these
- Guideline documents
- Guidance/planning for council-owned heritage assets



Council's Heritage Advisor, Lorraine Huddle (second from right), at the launch of the Rutherglen Heritage Walk booklet with Indigo Shire Council Mayor Vic Issell (left), Judy Harrison and Ian Stones of the Rutherglen Historical Society and Jenni Cordes of the Café@Rutherglen Wine Experience, Indigo, Victoria. Photo courtesy Lorraine Huddle, Heritage Advisor.

### **Promotion**

- Heritage conservation awards
- Heritage information distributed with rate assessment
- Main street (or similar) program
- Education and interpretation
- Heritage plaques and interpretive signs

### **Community participation**

- Local heritage advisory committee
- Local history centre for building research
- Cultural development programs
- Community consultation
- Volunteering on heritage projects

### **Financial and other incentives**

- Free or subsidised architectural advice
- Local heritage fund assistance
- Waiver of fees for development applications
- Flexibility in planning and/or building requirements
- Rate differential/reduction

### **Funding**

- National/states loans/assistance
- Local Heritage Funds

### **5.3.2 Recording and Reporting Requirements**

The local council is responsible for making appointments for the advisor. The advisor should keep a diary/records to support the preparation of regular written reports after each visit, for presentation to the local council (and the state heritage authority if required).

It is recommended that an **annual report** is presented to the council to provide a comprehensive picture of the scope of the program. Advisors can base this report on each of the specific duties contained in the standard letter of engagement and guideline brief, which provides a performance review of the service. This report should be forwarded to the state heritage authority and may be a requirement for any state government funding. Several states provide templates of standard annual report forms or performance review processes.

### 5.3.3 Attendance at annual meetings

At a minimum it is recommended that advisors attend annual meetings and workshops to facilitate networking between advisors. Several states have a well developed heritage network which provides an annual meeting of advisors as part of a regular program offering skills development for all heritage professionals. It is recommended that these meetings are facilitated by state heritage agencies.

## 5.4 Auditing and review of heritage advisory services



Heritage Advisor, Therese Willis provided advice to owners and Council on the redevelopment and restoration of this historic hotel in the City of Norwood, Payneham and St Peters, South Australia. Image courtesy Therese Willis, Heritage Advisor

Regular evaluation of advisory services is essential to their ongoing success. This can be done in two ways: through tabling of an annual report and through an evaluation form. The provision of an annual report allows the local council and the state heritage authority to evaluate the service and the performance of individual advisors.

In New South Wales, a condition of the funding program is that councils must prepare and implement a heritage strategy. The strategy is to be based on the Department of Planning's Heritage Branch publication, 'Recommendations for local council heritage management' (see [http://www.heritage.nsw.gov.au/docs/info\\_recommendations\\_for\\_local\\_councils.pdf](http://www.heritage.nsw.gov.au/docs/info_recommendations_for_local_councils.pdf)) which outlines the key steps required for good local heritage management. The Heritage Branch supplies a template annual report (Local Government Heritage Management Program Summary Heritage Strategy Report for 2006 – 2007) and publishes examples of heritage strategies online. A template annual report for 2008 – 2009 is published at: [http://www.heritage.nsw.gov.au/02\\_subnav\\_04.htm](http://www.heritage.nsw.gov.au/02_subnav_04.htm)

New South Wales then collates council reports to provide useful data on local heritage management performance. Collating results from participating local councils, a key finding of the Heritage Strategy Report (see [http://www.heritage.nsw.gov.au/docs/summary\\_report\\_heritage\\_strategy\\_2006\\_07.pdf](http://www.heritage.nsw.gov.au/docs/summary_report_heritage_strategy_2006_07.pdf)) was that the heritage advisor fulfilled 'a vital role in providing timely and effective pre-development application advice'.

Some councils may also choose to evaluate the effectiveness of the service in the local community. A relevant example is the evaluation undertaken by the Ipswich Council (Queensland) where users of the service are surveyed. The 2006 evaluation of the (council funded) Ipswich heritage advisory service found that 97% of customers surveyed rated the service as excellent or good. The evaluation provides the council with information considered necessary for the commitment of ongoing council funding. The questionnaire also promotes heritage trails and invites entry to council's excellence awards in the heritage category. A copy of the questionnaire is appended at Attachment 10.

## 5.5 Tools to Assist the Advisor

### 5.5.1 Heritage committees

As a support for the heritage advisor, it is recommended that a heritage committee be established (or incorporated into the role of an existing council committee). This is particularly relevant for regional and rural councils where time between visits by the advisor can be lengthy. A heritage committee is effective if it:

- maximises the effectiveness of advisor's time in the area
- maintains continuity between advisor's visits
- provides a perspective on community issues with input of local knowledge
- establishes a community base, knowledge and understanding of heritage issues and encourages community involvement in heritage initiatives
- strengthens the advisor's position. The heritage committee can provide separate supporting advice on heritage issues
- provides continuity of heritage work and a voice on heritage issues should there be an interruption or discontinuation of the heritage advisory service.

Attachment 9 provides an example of the **framework for a heritage committee** which can be modified and adapted to suit particular circumstances.

### 5.5.2 Local heritage funds

The establishment of a local heritage fund enables an advisor to offer financial assistance for select heritage projects. These funds are particularly effective in assisting with implementing the upgrade and/or restoration of heritage buildings or areas in local government areas.

Many councils throughout Australia have implemented effective local heritage funds or similar financial incentive schemes to assist with heritage asset management. A local heritage assistance fund can be established as small encouragement grants, dollar-for-dollar grants for heritage projects, or as low interest loans. Loans have the advantage of enabling funds to be made available to assist other projects. Grants have the advantage of being administratively easy and are useful where the applicant has little or no revenue earning capacity. Small grants help with minor conservation works.

Guidance on establishing a local heritage fund is outlined in the New South Wales publication 'How to establish a local heritage fund' (see [http://www.heritage.nsw.gov.au/docs/info\\_localheritagefund.pdf](http://www.heritage.nsw.gov.au/docs/info_localheritagefund.pdf) )





Heritage Advisor David Rowe provided advice on Winchelsea Grandstand for the Surf Coast Shire Council, Victoria. Image courtesy David Rowe, Surf Coast Heritage Advisor.

### 5.5.3 State support for the heritage advisory service program

State heritage authorities may provide additional resources to support the advisory service and the advisors by:

1. managing and promoting a heritage advisory service program.
2. delivering regular training and ongoing skill development for current and future heritage advisors:
  - New South Wales, Victoria and Western Australia all have existing programs for professional development. New South Wales has both an annual training/ refresher workshop and regular heritage network seminar program. Eligibility criteria for an advisor position requires attendance at such events. The Western Australia Heritage Council supports the Regional Heritage Advisory Service which holds regular meetings, provides in house training and supports relevant professional training.
3. providing tools and ongoing support to councils to establish a Heritage Advisory service:
  - A number of states provide standard contracts, briefs and templates; these are summarised in Attachment 2.
  - Publications, frequently asked questions and other flyers for local councils to adapt and use.
4. establishing and supporting a network of heritage advisors:
  - Facilitating regular meetings and communication between advisors
  - Distributing information and advice on heritage management, technical guidance, emerging policies and new initiatives, funding and other incentives to assist advisors continue to develop their skills and knowledge.
5. supporting and funding regional collaboration between advisors through regional heritage advisory services networks:
  - This is successfully operated in New South Wales, for example the Hunter Heritage Network (since 1999) and the Central West Heritage Network (see <http://hunterheritagenetwork.org/> and <http://cwhn.org/>).
6. establishing systems for annual reporting of the implementation of heritage strategies and heritage advisory services
7. promoting and publishing heritage advisory service program successes:
  - Case studies
  - Media releases

## 6. Benefits of Heritage Advisory Services and Case Studies

### 6.1 Introduction

The following case studies demonstrate the range of work undertaken by heritage advisors throughout Australia and provide specific examples of tangible benefits to local communities. Many of the following examples of building conservation and adaptation would not have occurred without the input of the heritage advisor, and these buildings would have continued to deteriorate. In some examples, the project would have proceeded but with less appropriate works undertaken on these heritage places.

The case studies show that the provision of free heritage advice has facilitated revitalization of once depressed towns with historic character, giving the area new focus and direction. Many locations within Australia have been assisted in this way and the local economy boosted as a consequence.

While there is no obligation for local councils to participate in heritage advisory services, the economic 'spin-off' from this state government financial investment has been attested to in many areas. The studies demonstrate the breadth of the heritage advisor role in heritage planning, community development, achieving funding applications for heritage projects, solving practical technical problems, encouraging restoration of heritage places, education and facilitating economic development.

The use of heritage advisors to provide initial architectural advice for the conservation of heritage places is extremely cost effective, due to the efficiency of concentrating advice within the one area. The provision of associated financial incentives, such as local heritage funds for conservation works, has also benefited local communities. In some cases it has been quantified as multiplying initial government allocation to these funds by between 11 to 15 times in money spent in the local community.

A range of case studies are also published in the 1997 assessment of heritage advisory services *Heritage Advisory Services: Towards Best Practice* (see <http://www.environment.gov.au/heritage/ahc/publications/commission/books/advisory-services/chapter5.html> ).

## 6.2 Case Studies



Frontage before and after verandah restoration.  
McDougall & Vines (2005)  
'Broken Hill New South Wales - Verandah Program - 1998 - 2005 Summary Program'

### CASE STUDY ONE: BENEFITS OF LONG TERM INVESTMENT IN ADVISORY SERVICES

In **Broken Hill**, New South Wales, council's heritage advisory service demonstrates the benefits of a long term commitment to the city and effective working relationships with planning managers and local businesses and residents. Operating for 21 years, the service has a wide remit, with the heritage advisor providing free advice and expertise for the community on all areas of heritage conservation. One of the many achievements of the Broken Hill Heritage Advisory Service ( see <http://www.brokenhill.nsw.gov.au/council/1020/1039.html> ) is the proactive Broken Hill Verandah Program.

The verandah restoration program has operated since 2000. It was established with funding from the New South Wales government and is now self sustaining as a revolving fund. Council encourages business owners to undertake restoration work to verandahs in the city, providing a low interest loan repayable over four years. Design advice is provided by the heritage advisor for the reconstruction of verandahs. An evaluation of the program and before and after case studies are contained in the '*Broken Hill New South Wales -Verandah Program, 1998 - 2005, Summary Program*', (McDougall & Vines, 2005) published at: [http://www.heritage.nsw.gov.au/docs/brokenhill\\_verandahprogramreport.pdf](http://www.heritage.nsw.gov.au/docs/brokenhill_verandahprogramreport.pdf)

"The Broken Hill Verandah Program has been hugely successful. It combines state and local government and the owners in a partnership to build upon the heritage assets within the community. The owner gets many benefits in that it enhances his business and the community has their heritage assets retained and enhanced. It is also great for local government in that it builds up a productive partnership with the community"

**Peter Oldsen, Director, Environmental Services, Broken Hill City Council**



Infill Development, Geelong.  
Image courtesy David Rowe,

### CASE STUDY TWO: ACHIEVING APPROPRIATE DEVELOPMENT IN HERITAGE PRECINCTS AND HERITAGE STREETSAPES

A critical role for a heritage advisor is to provide advice on new development within heritage precincts or adjacent to significant heritage listed buildings. Heritage advisors provide essential guidance on infill development such as a new two-storey dwelling in a single-storey streetscape. Much of the work of the heritage advisor is to work with council and applicants throughout the development process to negotiate a successful outcome.

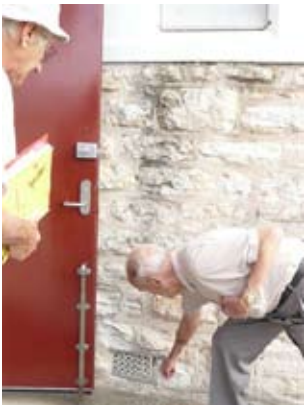
A new two-storey sympathetic development delivering the appearance of a single storey development was achieved in this Geelong Edwardian streetscape infill. The heritage significance, character and appearance of the street were retained, as the area was locally protected. The heritage advisor was involved as part of the planning permit application process.



Former Haymarket Hotel  
prior to restoration, 1995 and  
following restoration, 2003.  
Images Ian Wynd and David  
Rowe.

### CASE STUDY THREE: SUPPORTING ADAPTIVE RE-USE OF REDUNDANT HERITAGE BUILDINGS

Owners of heritage properties benefit from the expertise and local knowledge of a heritage advisor in providing advice throughout restoration and adaptive re-use projects. At the former Haymarket Hotel in **Geelong**, Victoria, the enthusiastic owners sought to restore and adapt the former hotel to boutique accommodation. The heritage advisor provided advice to the owners on the design and treatment of local hotels, on conservation actions such as retention of original signage and regarding the chemical removal of paint layers to reveal the brickwork. The owners received financial assistance from council in the form of a low interest loan, which was open to applicants undertaking publicly accessible conservation works to listed places. The property opened as a boutique hotel in 2003.



Restoration works at St Mark's Anglican Church, Dromana. Images courtesy Lorraine Huddle.

#### CASE STUDY FOUR: BROKERING SOLUTIONS TO TECHNICAL PROBLEMS FOR OWNERS

The role of the heritage advisor is broad, reaching beyond heritage planning matters. The heritage advisor's expertise is also sought on the maintenance and repair of historic buildings. Over the past few decades there has been a steady loss of knowledge in the building and design industries about the maintenance of buildings of pre-1950s construction. Consequently, many costly mistakes have inadvertently occurred to buildings refurbished by well meaning owners or custodians in recent times.

At St Mark's Anglican Church, **Dromana** in Victoria, the heritage advisor brought technical experts with historic buildings experience together to solve the problem of the timber floor of the nineteenth century limestone church. The timber floor collapsed due to failure of the sub-floor structure which suffered from lack of adequate drainage and ventilation over a sustained period. Over several decades the external ground level had been incrementally built up to be higher than the internal ground level, and then sealed with concrete paving. At the same time several sub-floor vents were blocked, thus creating a 'swimming pool' effect under the floor.

The poor drainage and ventilation problems were rectified to ensure the building will remain in a safe and durable state for the Church's congregation and future generations. The combined expertise and investigation of the heritage advisor, the church wardens, the builder, building surveyor and engineer, steered the works away from the common 'solution' to put in a concrete floor (which is likely to cause the long term deterioration of the limestone walls). They solved the problem by lowering the internal ground level below the floor, removing the concrete apron and lowering the ground level outside, increasing the number of sub-floor vents and grading the ground level away from the church. The project was made possible by the support and cooperation of the buildings owners for this repair.

### CASE STUDY FIVE: UNDERTAKING STRATEGIC HERITAGE PROJECTS

Significant benefits may be obtained from the involvement of heritage advisors in proactive strategic heritage management projects.

In **Southern Midlands Shire Council**, Tasmania, (see <http://www.southernmidlands.tas.gov.au/site/page.cfm?u=280> ) the full-time heritage officer undertakes the planning, promotion and implementation of council's heritage projects. This includes the preparation of strategic heritage documents on a range of heritage matters for council including Conservation Management Plans, Interpretation Plans, a heritage collections policy and technical matters, all published online for community access. A current project is the Oatlands Military Precinct Project, including restoration and remedial works to the Oatlands Gaol. The heritage officer has prepared a Conservation Management Plan to guide works and publishes reports on progress and implementation of the conservation works.

### CASE STUDY SIX: NEGOTIATING SOLUTIONS FOR OWNERS

In **Bathurst**, New South Wales, owners of a Victorian cottage lodged a development application with council to demolish and build a 'replica' due to significant cracking and foundation movement.

Council's heritage advisor met the owner on site as the cottage was identified as highly significant under the Bathurst Conservation Area Management Strategy, which therefore warranted retention. After discussing options with the owner, the development application was modified to restore the original front four rooms of the cottage with a new addition proposed at the rear. This will result in the retention of the significant façade of the building and roof form which contribute to the streetscape.

While the floor plan of the original cottage will be modified as part of the development, new openings will reflect locations of previous walls so that the original floor plan can still be 'read' and understood. The applicant was also encouraged to apply for funding to re-roof the original cottage and verandah and to restore the wrought iron verandah lacework.

The negotiated solution by the heritage advisor enabled the owners to achieve a desirable development and to seek funding from council for assistance to undertake conservation works. The community will retain a significant and aesthetically pleasing Victorian cottage.



Development of the Victorian cottage as a shop saved it from demolition. Image Sinclair Croft, Bathurst Regional Council



Also in Bathurst, Council refused an application to demolish a Victorian cottage next to a petrol station for a car park area, on the grounds of a detrimental outcome to the heritage streetscape. Council’s heritage advisor negotiated a solution with the owners providing for the shop for the adjacent service station to be relocated into the existing residence, enabling a redevelopment of the remainder of the site. The proposal included the extension of the verandah around the cottage to link it with the service station site and the owner was encouraged to apply for funding for restoration works to the front verandah and the re-roofing of the cottage. This solution will enable expansion of the service station and retention and restoration of the cottage.

**CASE STUDY SEVEN: PARTICIPATING IN FLAGSHIP HERITAGE PROJECTS**

Two projects in the **Surf Coast** region of Victoria demonstrate the value in community-led or partnership heritage projects in developing broader support for heritage.



Football Pavilion, 2003 and 2007, Deans Marsh. Images David Rowe

The restoration of Winchelsea Grandstand was a flagship heritage project demonstrating the success of a collaborative community approach. The grandstand at the Eastern Reserve, Winchelsea was erected in 1923 as a functional memorial to the people of Winchelsea and district who served in the armed services in the First World War. The restoration of this popular grandstand, long valued by the community, has had a positive flow-on effect for local heritage management. Council officers (the recreation officer and building services coordinator) and council’s heritage advisor worked with the Returned Serviceman’s League, the Eastern Reserve Committee of Management, Heritage Victoria and the community at large on fundraising and on technical and management documentation for the restoration and repair of the building. Corporate sponsorship was achieved from the Bendigo Bank, while the council was also successful in receiving a grant from the Victorian government. The Winchelsea grandstand restoration project culminated in a positive community event to re-open the grandstand for community use, coinciding with the Queen’s Baton Relay visit to Winchelsea.



Winchelsea Grandstand, 2005 and 2006. Images David Rowe

Investigation and significance assessment by council’s heritage advisor can often illuminate heritage significance not previously valued. This community project reinforced the success of a partnership approach. Council has since taken up other heritage projects inspired by the success of the grandstand restoration.

At the Deans Marsh Football Pavilion, proposals for the demolition of the pavilion prompted community calls for its retention. Council’s heritage advisor investigated the pavilion’s significance and condition and supported retention. A local community group was successful in applying for a grant to repair and restore the significant heritage place. A \$77,000 grant from the Victorian Government enabled the removal of asbestos cladding, replacement with fibre cement sheeting, replacement of corrugated iron roof and repair of windows and doors.



The Oriental Hotel, South Australia: top, hotel circa 1900; centre, hotel before restoration; and below, images after restoration work in August 2008. Images and text courtesy Therese Willis, McDougall & Vines.



Maid & Magpie Hotel, South Australia, 1884 drawing and photo after restoration work, August 2008. Images and text courtesy Therese Willis, McDougall & Vines.

## CASE STUDY EIGHT: NEGOTIATING SOLUTIONS FOR COUNCILS

### RESTORATION AND ADDITIONS TO HISTORIC HOTELS

In the **City of Norwood, Payneham and St Peters**, the Oriental Hotel is a listed local heritage place. A two-storey bluestone Victorian hotel, it was designed by James Cummings and constructed in 1881. The hotel had become rundown in past years, with external walls rendered and painted and the first floor balcony removed.

A development application for major internal refurbishment and a new single-storey rear addition was received in 2006. A single-storey addition almost three times the footprint of the original hotel has been constructed at the rear and the new building is contemporary with a flat roof, glazed façade, expressed timber framework in recycled timber and aluminum cladding. The setback and scale of the new addition, together with a well designed connection between the two buildings, enables the original building to retain its distinctive presence on the street corner and refocuses entry from the carpark to the new facilities.

In this case the heritage advisor was successful in negotiating the restoration of the original building externally. This included removal of render and repointing of the bluestone and rendered trim; reconstruction of the first floor balcony, based on early photos; sensitive signage on the main façade and an appropriate color scheme.

The Maid & Magpie is a state heritage listed place located in a busy intersection in the City of **Norwood, Payneham and St Peters**. The hotel is in a highly visible location and is St Peters oldest hotel site; a single-storey hotel building was first licensed there in 1848. The hotel was rebuilt to its present two-storey configuration in 1882, to a design prepared by architects English and Soward. Sometime prior to 1935, the façade was rendered, painted white and the cast iron balustrading removed from the balcony.

A major redevelopment of the hotel commenced in 2006, with staged development applications for internal alterations and upgrading, additions to the side and rear of the building, creation of a new main entry, new street access points and restoration of the historic façade.

Heritage advice was provided throughout the process to ensure that the significance of the place was maintained while allowing appropriate adaptation to create an attractive and high quality dining and entertainment venue.



Teacher's House before and during restoration works. Images Sinclair Croft, Bathurst City Council.

In particular, advice was sought from the heritage advisor on:

- Appropriate screen walling along the street edges
- Reinstatement of the cast iron balcony, based on early drawings
- Restoration of the external masonry walls
- Removal of lean-to additions
- Preservation of significant internal architectural features, including stairways and internal roses
- An appropriate external color scheme

In **Sofala**, in New South Wales, a fire destroyed an old school teacher's residence, leaving only the brick walls standing. In response, the former council considered demolition of the structure to secure the site. Council's heritage advisor prepared a history of the site and Statement of Significance which enabled council to make an informed decision, to take a long term view and leave the remains in situ, pending a new owner. The site soon sold at auction and the enthusiastic new owners, with advice from council's heritage staff, retained the brick structure and have commenced rebuilding the cottage. To date, works have included the re-roofing of the cottage and restoration of the chimneys.

### CASE STUDY NINE: PROVIDING THE RIGHT ADVICE TO OWNERS ON RESTORATION WORKS

One of the common tasks of a heritage advisor is to advise owners on the opportunities and methods of conservation and restoration of properties.

The owner of an early Geelong property saw the value in restoring the property, instead of pursuing an expensive demolition and rebuilding task.

Geelong City Council's heritage advisor was able to provide historically accurate advice on the works required to restore this 1883 brick cottage.



1883 brick cottage, before and after restoration. Images courtesy Ray and Jennifer Bantow.

## CASE STUDY 10: ADVISORS WORKING ON COMMUNITY EDUCATION AND HERITAGE PROMOTION

**The Town of Vincent**, Western Australia, has a range of education/heritage promotion programs including:

- Range of plain English brochures for owners, including a glossary of terms and basic concepts such as 'what is heritage conservation'
- A dedicated heritage website, (<http://www.vincentheritage.com.au/?nodeNum=512>) heritage talks and newsletter
- Heritage trails, plaques, interpretation and heritage awards program

Some of the initiatives underway or proposed in the 2007 – 2012 strategy (see <http://www.vincentheritage.com.au/docs/Heritage%20Strategic%20Plan%20September%202007.pdf> ) include:

- Establishing corporate/commercial sponsorship of heritage programs
- Economic study of property values of listed places

In the **Southern Midlands Shire**, in Tasmania, the local council has:

- Published online resources on heritage projects, works programs and progress reports on Council's website. Published reports and documents include:
  - Report on the status of the Oatlands Supreme Court project, restoration and interpretation plan (see [http://www.southernmidlands.tas.gov.au/webdata/resources/files/State\\_of\\_the\\_Project\\_2007.pdf](http://www.southernmidlands.tas.gov.au/webdata/resources/files/State_of_the_Project_2007.pdf) ). Council obtained a grant from the state Arts department (Arts Tasmania) to interpret the building.
  - Report on the status of the Oatlands Gaol Restoration Project (see [http://www.southernmidlands.tas.gov.au/webdata/resources/files/State\\_of\\_the\\_Project\\_2007\\_WEB.pdf](http://www.southernmidlands.tas.gov.au/webdata/resources/files/State_of_the_Project_2007_WEB.pdf) ).
- A Heritage Collections Policy to guide the management of council owned collections (see [http://www.southernmidlands.tas.gov.au/webdata/resources/files/Heritage\\_Collection\\_Policy\\_Endorsed\\_160507.pdf](http://www.southernmidlands.tas.gov.au/webdata/resources/files/Heritage_Collection_Policy_Endorsed_160507.pdf) ).
- Trade show and free conservation workshop for heritage owners: Restoration Central (see [http://www.southernmidlands.tas.gov.au/webdata/resources/files/RC\\_brochure\\_final\\_\(comp\).pdf](http://www.southernmidlands.tas.gov.au/webdata/resources/files/RC_brochure_final_(comp).pdf) ). The workshop supported local owners to engage with tradespeople, contractors and professionals on practical conservation methods.

In **Bathurst**, New South Wales, council's heritage promotion and educational programs, many initiated by the heritage advisor, include:

- Heritage Advisory Service
- Participating in regional network of heritage practitioners, the Central West Heritage Network (see [http://cwhn.org/?page\\_id=2](http://cwhn.org/?page_id=2) )
- Community newsletter 'heritage update' (see <http://www.bathurst.nsw.gov.au/planning/heritage-management/96-heritage-update> )
- Heritage information in plain English 'Heritage Survival Guide' see [http://www.bathurst.nsw.gov.au/images/stories/pdfplanning/heritage\\_survival\\_kit.pdf](http://www.bathurst.nsw.gov.au/images/stories/pdfplanning/heritage_survival_kit.pdf) )
- Heritage Trail for central Bathurst
- A heritage strategy ( see <http://www.bathurst.nsw.gov.au/planning/heritage-management/94-heritage-strategy> )
- Support for the successful regional Cobb & Co Heritage Trail (see <http://www.cobbandco.net.au/> )
- Funding allocated from council's budget for interpretative signage and heritage brochures
- Heritage Awards held in partnership with National Trust to recognise restoration projects, appropriate additions and infill developments
- Bathurst Region Heritage Fund (see <http://www.bathurst.nsw.gov.au/planning/heritage-management/98-bathurst-region-heritage-fund> )
- Waiving development application fees for painting of commercial buildings and verandah reinstatement projects

In the City of **Norwood, Payneham and St Peters**, in South Australia, council's heritage advisor has been engaged since 1994 and carries out a range of strategic heritage programs including education services and outreach programs for the community; delivering heritage events; delivering interpretation programs including trails, walks and a heritage public art program; community education including newsletter, public seminars and information sessions, and field days. Council produces plain English information to support the heritage advisor role and offers other incentives to residents.

In **Ipswich**, Queensland, the council independently funds a heritage advisory service, produces a free heritage education kit distributed to local schools (see [http://www.ipswich.qld.gov.au/community/education/heritage\\_education/index.php](http://www.ipswich.qld.gov.au/community/education/heritage_education/index.php) ), runs an annual heritage awards event and produces promotional videos and books. Plain English guides are produced for owners' including plain English 'translations' of the local planning scheme, advice on house styles (see [http://www.ipswich.qld.gov.au/about\\_ipswich/heritage/heritage\\_buildings/house\\_types/](http://www.ipswich.qld.gov.au/about_ipswich/heritage/heritage_buildings/house_types/) ) and frequently asked questions (see [http://www.ipswich.qld.gov.au/documents/heritage/frequently\\_asked\\_questions.pdf](http://www.ipswich.qld.gov.au/documents/heritage/frequently_asked_questions.pdf) ).

### **CASE STUDY 11: EXPANDING KNOWLEDGE AND MANAGEMENT OF A RANGE OF HERITAGE PLACES - INDIGENOUS HERITAGE, NATURAL HERITAGE AND MOVABLE HERITAGE/OBJECTS/COLLECTIONS.**

Heritage advisors can also be instrumental in educating the community about other types of heritage beyond historic heritage. Heritage advisors can promote indigenous and natural heritage management.

In **Bathurst Regional Council**, the Bathurst Regional Council's strategic plan for 2008/0 to 2010/11 (see [http://www.heritage.nsw.gov.au/docs/incentives/hs08-11\\_Bathurst.pdf](http://www.heritage.nsw.gov.au/docs/incentives/hs08-11_Bathurst.pdf) ) includes steps to protect Indigenous and archaeological heritage. The strategy involves undertaking studies of potential Indigenous significance, post-contact and a historical archaeological study of the Bathurst city and other areas of early settlement.

**Indigo Shire Council**, in rural Victoria, hosts an annual heritage awards event which recognises heritage collections management.



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## Attachment 1

### Current status of heritage advisory services

State supported heritage advisory services operate around Australia, with the most recent service introduced in the Northern Territory in 1994. State/territory heritage advisory services operate in New South Wales, Victoria, Western Australia, South Australia, the Australian Capital Territory and the Northern Territory.

In general, higher levels of government funding have been required during the initial establishment of these services. In states with the longest running services, more financially efficient services have been achieved over time by devolving full financial responsibility to local government. Having commenced the project with state seed-funding, many councils now fully fund heritage advisory services.

In Queensland, there are several services operating independently at local government level. Since April 2006, the Queensland Heritage Council has funded a **Rural Heritage Advisor**, a project started as a trial for homesteads and expanded to include places in rural and remote areas where professional advice is not otherwise available.

In the Australian Capital Territory, free heritage and architectural advice is available for heritage owners and purchasers. The ACT heritage advisory service provides guidance on renovating or extending a heritage home and the service is provided by Philip Leeson Architects Pty Ltd. One free appointment is provided and is an independent service supported by the ACT Government.

In Tasmania the state heritage authority has traditionally provided heritage expertise to the whole state or local councils directly employ expert conservation architects/ heritage experts or officers. Tasmania is implementing a reform process to better define a state/local heritage management model. Reform includes achieving greater state leadership and support for local government. Currently, where there is no local heritage advisory service, the territory/state fills the expert advice gap.

Since the 1997 national evaluation of heritage advisory services, the number of heritage advisors has increased from 152 to more than 200. This excludes a number of non-state supported advisory services operated independently by local governments and full time staff employed directly by local government. The national list of known heritage advisors is at Attachment 6. The Productivity Commission's Inquiry into the Conservation of Australia's Historic Heritage Places (2006) surveyed Australian local government authorities. Of responding councils (comprising some 75% of Australian local government), 50% provided some kind of assistance to owners of historic heritage places comprising grants, low interest loans, advisory services, rate rebates/concessions and other incentives. Heritage advisory services were the main type of assistance provided, with 40% of responding councils delivering heritage advisory services (2006:331).

FIGURE 1 HERITAGE ADVISORY SERVICES - SURVEY OF LOCAL GOVERNMENT 2005

Employment of Heritage Advisors Proportion of responding councils Australia - 2005				
State	Councils who employ a Heritage Advisor	Proportion of heritage advisors employed on part-time basis	Average days per month <sup>a</sup>	Access to a Heritage Advisor employed by another council
	%	%	No	%
New South Wales	81.5	85.0	2.1	1.5
Vic	83.9	96.2	2.7	1.6
Qld	9.3	77.8	2.9	4.1
WA	31.4	92.6	3.2	11.6
SA	43.8	92.9	1.9	6.3
Tas	31.8	85.7	5.0	0.0

<sup>a</sup> For part-time advisors

Source: Productivity Commission 2005, Productivity Commission Survey of Local Governments 2005, Commonwealth of Australia, Melbourne, <http://www.pc.gov.au/inquiry/heritage/draftreport/heritage.pdf>, p. 237 at <http://www.environment.gov.au/soe/2006/publications/drs/indicator/249/index.html>

FIGURE 2 STATE/TERRITORY HERITAGE ADVISORY SERVICES – SUMMARY INFORMATION

State	Heritage Advisory Services	Date Started	Location of first service	Number of council areas served by Advisors 1999	Number of council areas served by Advisors in 2008
ACT	Yes	-	-	-	1 (for Territory)
New South Wales	Yes	1983	Windsor, Richmond	93	101 (State funding to 73 of 105 rural councils)
NT	Yes	1994	Alice Springs	2	2 Alice Springs Region, Darwin Region
QLD	Yes	1992	Maryborough Charters Towers	6	8 (independent, not state funded)
SA	Yes	1987	Burra Burra	15	33 of 68 councils or
TAS	Nil	-	-	(3) (Heritage Officers)	(3) Heritage Officers,(6) Heritage Consultants 31% of councils
VIC	Yes	1977	Maldon	44	64 93% of councils
WA	Yes	1992	Mid West Region – Geraldton South West Region – Bunbury Great Southern Region – Albany	6 Regions	9 Regions (inc Metro) (99 Regional Local Governments + 3 Metropolitan Local Governments) 71% of councils
<b>TOTAL</b>				<b>152</b>	<b>227</b>

## Attachment 2

### Future directions for heritage advisory services

There has been no national evaluation of heritage advisory services since the 1997 McDougall and Vines report.

Ideally, it is recommended that heritage advisory services be part of a wider council strategy to identify, protect and manage local heritage. At best, the heritage advisory services have a wide ranging scope and are resourced to provide a range of heritage services, beyond providing advice on permits/planning applications. Many councils have since adopted longer term heritage management approaches by fully funding advisory positions, recruiting full time staff and developing heritage skills within existing staff.

Heritage advisory services benefit from a clear state commitment to fund the program. Victoria's heritage advisory services are currently supported by the Victorian Heritage Strategy, '*Victoria's Heritage: strengthening our communities*' (see <http://www.heritage.vic.gov.au/Publications/Victorias-Heritage-Strategy.aspx> , ) providing recurrent funding for the program. The Strategy commits action to 'Improve local government and community access to heritage advisory services, particularly in rural and regional Victoria.'

The Western Australia, Victoria, South Australia and New South Wales states are currently running well established heritage advisory services and increasingly seeking to promote the service to councils who have not previously sought or benefited from such services.

Queensland funds a rural heritage advisory position and a number of local councils are running separate advisory programs. *The Queensland Cultural Heritage Ministerial Advisory Committee Final Report* (1995) into Queensland's cultural heritage management (see [http://www.epa.qld.gov.au/publications/p01587aa.pdf/Cultural\\_Heritage\\_Ministerial\\_Advisory\\_Committee\\_final\\_report.pdf](http://www.epa.qld.gov.au/publications/p01587aa.pdf/Cultural_Heritage_Ministerial_Advisory_Committee_final_report.pdf) ) recommended that the state government, in collaboration with local government, consider the reintroduction of the local Heritage Advisory Program. Queensland has in the past supported local heritage advisory services.

As part of the reform of Tasmanian heritage management, the Godden Mackay Logan 2005 report of the Tasmanian Heritage Act Review made a recommendation (see [http://www.heritage.tas.gov.au/media/word/LST\\_recommendations.doc](http://www.heritage.tas.gov.au/media/word/LST_recommendations.doc) , recommendation 33) that all local government agencies have access to heritage advisory services.

The successful model of heritage advisor to local councils has been applied beyond local government. From 2008, Heritage Victoria is piloting funding a heritage advisor position within a state government department, seeking to expand this successful local government program to the state level.

In June 2008 Heritage Victoria also commenced an **Archaeology Awareness and Advisor Project** which funds the appointment of an (archaeological) advisor to increase community awareness of the appropriate protection and management of historical archaeological sites and places. Heritage Victoria has also commenced a pilot **Materials and Collections Advisory Service** and a **Landscape and Horticultural Advisory Service** providing specialist advice in those fields.

## Attachment 3

### Guideline brief for engaging a heritage advisor

New South Wales, Victoria, South Australia and Western Australia all have standard contracts, model briefs and other reporting documents for use by local councils. In the absence of a national or state model, the following guideline brief provides a standard typical of heritage advisory service briefs.

This guideline brief is designed to be adapted to local circumstance.

#### Guideline Brief for Engaging a Heritage Advisor

##### **Role of the Heritage Advisor**

The primary goal of all heritage advisors and of a heritage advisory program is to assist local and state governments and the community in the effective management of their heritage assets. Heritage assets include buildings, sites, relics, cultural landscapes, natural heritage, precincts, main streets, shipwrecks, cemeteries, archaeological sites, industrial heritage sites and movable items/collections.

There are four essential qualities of a heritage advisor:

- adequate knowledge of conservation policies and practice, and suitable experience in heritage conservation work
- an ability to provide practical conservation design solutions
- good inter-personal and oral and written communication skills, and an ability to actively promote heritage conservation through education and management
- an ability to resolve problems and negotiate acceptable solutions to problems involving heritage matters

##### **Skills and Qualities**

Applicants should demonstrate their ability to meet the following criteria:

1. appropriate tertiary qualifications in architecture, building, engineering and/or a heritage related field
2. a good working knowledge and experience in current heritage management theory and practice including:
  - a. The Burra Charter
  - b. Preparation of conservation plans and other management documents
- c. Building preservation theory and practice
- d. Assessment of significance
- e. Preparation of conservation studies/surveys
3. good knowledge and experience in the application of relevant Commonwealth, state/territory and local heritage and planning legislation and local heritage management and planning processes (*list relevant legislation*)



4. be reasonably knowledgeable and experienced in heritage and urban design matters. Advisors are required to respond to a variety of situations which impact upon heritage management including planning, building, fire and access issues, urban design matters etc. It is necessary for the advisor to quickly comprehend complex situations and find options for resolution
5. ability and experience in the preparation and implementation of heritage management strategies and plans and ability to provide leadership in the delivery of best practice heritage management for local government
6. good inter-personal and oral and written communication skills and an ability to actively promote heritage conservation through education and management
7. demonstrated liaison experience, good problem solving skills and an ability to sensitively negotiate acceptable solutions to issues involving heritage matters where these arise
8. possess and continuously develop a good understanding of current heritage management issues including conservation philosophy, technology, procedures, legislation and current heritage debate
9. capacity to acquire knowledge of the cultural heritage of the local area
10. an understanding or capacity to acquire knowledge of holistic heritage matters including Indigenous, natural and movable heritage
11. be able to manage own time and workload, be responsive and meet deadlines
12. hold a current driver's licence.

### **Duties**

The work to be carried out by the advisor is as follows:

- (1) Work with council to develop a **heritage strategy or work plan** and report on its implementation to council and state heritage authority.
- (2) **Review existing heritage management, education and promotional arrangements for heritage in the area** and take steps to correct deficiencies:
  - (a) **Education:** the advisor will review the heritage educational needs for local council staff, councilors, local professionals, trades people, schools and the community in general
  - (b) **Management:** the advisor will review the current arrangements for heritage including the establishment of a heritage committee to the council, the survey and protection of items, the dissemination of adequate and appropriate information to owners about the listing, protection and general care of heritage places and items and the way in which change to heritage items and sites is managed by the council.

The advisor will also advise on the adequacy or deficiencies of the relevant planning instrument/scheme and other council documents

(c) **Promotion:** the advisor will review what pro-active steps have been taken to promote heritage conservation in the area. Such measures may include:

the commissioning of main street studies and urban design strategies

the establishment of local heritage funds

the preparation and distribution of appropriate information to assist the local community to understand and conserve heritage items (flyers, online resources including online information/database of local heritage places, fact sheets).

the establishment of interpretation programs – signage/plaques, walks

the active pursuit of heritage based tourism in the area

delivery of heritage awareness training to councilors/staff

promotion of local commercial/corporate and private sponsorship of heritage programs

annual heritage awards, including volunteer and heritage conservation/building design awards

development of collaborative partnerships and collaboration with Councils cultural, arts, economic development, tourism, indigenous, history, library and local studies, museum, social staff and programs

deliver heritage training programs to council staff, councillors and the local community

improvement of **public access to heritage** information. Publish heritage information, frequently asked questions, brochures, policies, guidance and heritage plans online and an electronic database of local heritage places

providing text and photographs to council for public relations/promotion as necessary, for media releases/newsletters

identifying opportunities for heritage-based tourism and economic development.

**(3) Assess all previous studies on heritage in the area** and in particular, the recommendations of heritage studies and seek to encourage the implementation of these recommendations where appropriate.

**(4) Provide free conservation advice to property owners** with respect to development, maintenance, repairs and conservation work undertaken at heritage places. This work is generally to be restricted to providing sufficient advice for the owner to proceed in a way which will have a positive outcome for the heritage place concerned. It is not intended that the advisor replace the role of a normal architectural service in supplying working drawings. Where the job is large it can be handled by an independent architect although it is accepted that a somewhat greater level of advice and support may be provided where the item is owned by a non-profit community group, local council or where the area is isolated and there is limited access to appropriate heritage services.

- (5) **Assist the council in managing change by providing advice on development and building** applications involving heritage items and issues and also advice on other works which may affect heritage places which may not require formal approval.
- (6) **Compile a list of suitably qualified and experienced local heritage consultants,** architects, engineers, builders, archaeologists and other conservation specialists, tradesmen and suppliers for the purpose of providing advice to heritage owners.
- (7) **Monitor the condition and maintenance of heritage items** in the area.
- (8) Where necessary, **supervise any council commissioned heritage survey or conservation studies.**
- (9) **Promote and assist heritage owners,** where necessary, to apply for **relevant Heritage funding** or assistance.
- (10) Provide **advice concerning matters for action under the relevant state or territory heritage or planning legislation.**
- (11) **Establish,** where none exists in an organised way, **the collection of heritage resource material** including photographs to assist heritage conservation and promotion in the area; this may be done in consultation with the council, the library and the local historical society.
- (12) **Provide advice on Commonwealth, state and local government initiatives** that are relevant to heritage matters.
- (13) Provide advice to council on **council-owned or managed public heritage assets.**

### **Supervision**

The heritage advisor will generally be responsible to a *council officer, generally the local council planner*. To achieve the objectives of the program, it is recommended that the advisor be given reasonable freedom of operation including direct negotiation with the local community, councillors, owners, developers, government and the state heritage authorities and the making of recommendations to the council.

### **Back-up facilities**

Telephone, office space, appointment-taking facilities, and photographic supplies are be provided by the council.

**Terms of payment**

The *number of visits per year and \$ per month need to be outlined in the advisor's contract*. The following contract format could be useful:

Payment will be at the rate of \$ ..... per eight hour visit, inclusive of all expenses except for travel.

The Advisor will be paid .... cents per kilometre for using a personal vehicle on inspections, etc. unless the council supplies a vehicle.

*Where Applicable:* When advice is required from the Advisor's office in between visits the Advisor will be paid at the rate of \$ ..... per hour.

**Procedure for Payment**

The heritage advisor is required to lodge a claim for payment with the *relevant council officer, eg town planner*, every month.

**Restriction on other work because of possible Conflict of Interest**

It may be necessary to restrict the extent of work of advisors. (*This may not apply in all cases.*) The advisor or the advisor's firm may not undertake other paid work in the local government area concerned except with council clearance to the following exemptions:

- (a) continuation of architectural services to completion on a heritage project which had commenced at the time of the appointment of the advisor;
- (b) work on any matter provided it does not:
  - (i) involve a heritage item, a heritage site or an item in an urban conservation area whether listed or not; or
  - (ii) involve any item which might reasonably be expected to have been the subject of advice by a heritage advisor; or
  - (iii) lead to a conflict of interest with the role of heritage advisor.

**General conditions**

Either party may terminate this agreement on one month's written notice. The terms of this contractual letter may be varied with the agreement of both parties and the endorsement of the state heritage authority.

### ***Reporting requirements***

The advisor must keep a **diary in relation to all work carried out**. This would record visit days, the jobs carried out through each day, the person/s seen and the issue involved. This diary will be used as the basis for preparing reports, including an annual report to the council and the relevant state heritage authority.

**An advisor** should prepare an **annual report** for council (and where supported by the state heritage authority, the state heritage authority) on council's implementation of a heritage strategy or work plan.

## Attachment 4

### State/territory online references and resources

State	Resource	Content	Link
<b>New South Wales</b>	Publication & Templates	How to set up a Heritage Advisory service. Includes the following templates:	<a href="http://www.heritage.nsw.gov.au/docs/info_HeritageAdvisorService.pdf">http://www.heritage.nsw.gov.au/docs/info_HeritageAdvisorService.pdf</a> (2007)
	Template	Model Expression of Interest	
	Template	Model Letter of Offer and Duty Statement	
	Template	Annual Report on Heritage Strategy Implementation	
	Publication	Local Government Heritage Guidelines to assist council heritage management.	<a href="http://www.heritage.nsw.gov.au/guidelines/index.htm">http://www.heritage.nsw.gov.au/guidelines/index.htm</a>
	Publication	Recommendations for Local Council Heritage Management	<a href="http://www.heritage.nsw.gov.au/docs/info_recommendations_for_local_councils.pdf">http://www.heritage.nsw.gov.au/docs/info_recommendations_for_local_councils.pdf</a>
<b>VIC</b>	Information	Details and criteria for local councils on grants for Heritage Advisory Services.	<a href="http://www.heritage.vic.gov.au//Funding/Local-government-grants.aspx">http://www.heritage.vic.gov.au//Funding/Local-government-grants.aspx</a>
	Template	Template brief to engage Heritage Advisor	<a href="http://www.heritage.vic.gov.au/admin/file/content2/c7/Recommended_consultancy_brief_2008.pdf">http://www.heritage.vic.gov.au/admin/file/content2/c7/Recommended_consultancy_brief_2008.pdf</a>
	Guidelines	Guidance for assessing development applications under the Heritage Overlay.	<a href="http://www.heritage.vic.gov.au/Forms-Guidelines/Heritage-overlay-guidelines.aspx?preview=true">http://www.heritage.vic.gov.au/Forms-Guidelines/Heritage-overlay-guidelines.aspx?preview=true</a>

State	Resource	Content	Link
<b>WA</b>	Contract	Provision of Regional Heritage Advisory Services	Contact Heritage council of WA Grants Administrator <a href="http://www.heritage.wa.gov.au/">http://www.heritage.wa.gov.au/</a>
	Template	Performance Management Review Template	
<b>SA</b>	Contract	Standard contract for Heritage Advisory Service	Contact Heritage Branch, SA <a href="http://www.environment.sa.gov.au/heritage/">http://www.environment.sa.gov.au/heritage/</a>
	Template	Standard Consultancy Brief for Heritage Advisory Service	
<b>NT, QLD, TAS, ACT</b>	Refer to state heritage authority Heritage Advisor Contact & templates within this Handbook. Individual Councils in Queensland,		<a href="http://www.epa.qld.gov.au/cultural_heritage/">http://www.epa.qld.gov.au/cultural_heritage/</a> <a href="http://www.heritage.tas.gov.au/">http://www.heritage.tas.gov.au/</a> <a href="http://www.nt.gov.au/nreta/heritage/index.html">http://www.nt.gov.au/nreta/heritage/index.html</a>



## Attachment 5

### Standard letter for councils calling for expressions of interest from consultants for the position of Heritage Advisor.

Dear \_\_\_\_\_,

PROPOSED HERITAGE ADVISOR POSITION FOR .....COUNCIL

I am pleased to invite you to express your interest in the above position.

Council is of the opinion that the appointment of a Heritage Advisor would assist deliver the local residents, businesses and the general community expert heritage advice and make a positive contribution to local heritage conservation. The council's area includes ..... places which are listed as heritage places for protection/ proposed to be protected under the Council's Planning Scheme.

It is proposed that the advisor visit the area ..... times a month and preferably on a ..... The scope of the position is set out in the attached brief for Heritage Advisors. The standard brief includes the requirement that the **primary goal of all advisors is to assist State Government, Local Government Authorities and the community in the effective management of their heritage assets to have appropriate management structures in place so as to best conserve and protect the heritage of the area concerned.**

If you are interested please supply:

- a curriculum vitae.
- a written statement responding to individual capacity to meet the Heritage Advisor eligibility criteria, making particular reference to how your demonstrated interpersonal, communication and presentation skills would be of benefit to council.
- a minimum of two referees for which work of a similar nature has been successfully undertaken.
- fee proposal including fee for an 8 hour visit (includes all your expenses) and inclusive of GST.
- your hourly rate for any advice requested of you in between visits to the area inclusive of GST.

**Include air fare information where appropriate:** eg. for your information the advance purchase price of a return air ticket from ?? is \$..... There is a service arriving at ..... AM and leaving .....PM on the following days ..... The council will arrange to meet you at the airport.

Please address your reply to ..... at the above before the ..... If you have any queries would you please phone ..... at the council on .....

**Yours sincerely,(Position)**

## Attachment 6

### National Network of Heritage Advisors – Contacts as at June 2008

Contact with Council's Heritage Advisory Service is always made through the local Council.

National List of Heritage Advisors			
Western Australia			
Region	Name	Position	Contact Heritage Council of WA
Avon Arc	Kris Bizzaca	Regional Heritage Advisor (Historian)	(08) 9 221 4177 or 1800 644 177
Goldfields & Kalgoorlie-Boulder	Jacqui Sherriff	Regional Heritage Advisor (Historian)	(08) 9 221 4177 or 1800 644 177
Great Southern	Helen Munt	Regional Heritage Advisor (Historian)	(08) 9 221 4177 or 1800 644 177
Metropolitan (Subiaco and Cottesloe)	Suzie Hunt	Regional Heritage Advisor (Architect)	(08) 9 221 4177 or 1800 644 177
Mid West	Tanya Henkel	Regional Heritage Advisor (Historian)	(08) 9 221 4177 or 1800 644 17
Peel	Giselle Harris	Regional Heritage Advisor (Historian)	(08) 9 221 4177 or 1800 644 177
Rockingham	Annette Green	Regional Heritage Advisor (Architect)	(08) 9 221 4177 or 1800 644 177
South West Region	Annette Green	Regional Heritage Advisor (Architect)	(08) 9 221 4177 or 1800 644 17
Wheatbelt Region	Laura Gray	Regional Heritage Advisor (Architect)	(08) 9 221 4177 or 1800 644 177
All other areas of the state	Heritage Council of Western Australia	Heritage Council of WA	(08) 9 221 4177 or 1800 644 177
Victoria			
Local government Area	Name	Position	Contact at Council
Alpine Shire Council	Nadia Gasparetto	Heritage Advisor	(03) 5755 0555
Ararat Rural City Council	Nadia Gasparetto	Heritage Advisor	(03) 5355 0200
Ballarat City Council	To be appointed	Heritage Advisor	(03) 5320 5580
Banyule City Council	Gabrielle Moylan	Heritage Advisor	(03) 9490 4222
Bass Coast Shire Council	Simon Reeves	Heritage Advisor	(03) 5671 2211
Baw Baw Shire Council	Anne Napier	Heritage Advisor	(03) 5624 2479
Bayside City Council	To be appointed	Heritage Advisor	(03) 9599 4444
Boroondara City Council	Graeme Butler	Heritage Advisor	(03) 9278 4844
Brimbank City Council	Michael Taylor	Heritage Advisor	(03) 9249 4870
Campaspe Shire Council	Lorraine Huddle	Heritage Advisor	(03) 5481 2200
Cardinia Shire Council	Graeme Butler	Heritage Advisor	(03) 5945 4224
Casey City Council	Michael Taylor /Context	Heritage Advisor	(03) 9705 5200
Central Goldfields Shire Council	Amanda Jean/Wendy Jacobs	Heritage Advisor	(03) 54 610 625
Colac Otway Shire Council	Mary Sheehan	Heritage Advisor	(03) 5232 9412
Corangamite Shire Council	Amanda Jean	Heritage Advisor	(03) 5593 7100

Darebin City Council	Dale Kelly	Heritage Advisor	(03) 8470 8888
East Gippsland Shire Council	Lorraine Huddle	Heritage Advisor	(03) 5153 9500
Frankston City Council	Lovell Chen/Michael Taylor	Heritage Advisor	(03) 9784 1861
Gannawarra Shire Council	Simon Reeves/ Heritage Alliance	Heritage Advisor	(03) 5450 9333
Glen Eira City Council	Gabrielle Moylan	Heritage Advisor	(03) 9524 3333
Glenelg Shire Council	Tim Hubbard	Heritage Advisor	(03) 5522 2328
Greater Bendigo City Council	Amanda Jean	Heritage Advisor	(03) 5434 6355
Greater Dandenong City Council	Graeme Butler	Heritage Advisor	(03) 9239 5100
Greater Geelong City Council	David Rowe	Heritage Advisor	(03) 5272 5272
Greater Shepparton City Council	Deborah Kemp	Heritage Advisor	(03) 5832 9730
Hepburn Shire Council	Trevor Westmore	Heritage Advisor	(03) 5348 1577 or (03) 5348 1633
Hobsons Bay City Council	Nadia Gasparetto	Heritage Advisor	(03) 9932 1000
Hume City Council	David Wixted Heritage Alliance	Heritage Advisor	(03) 9205 2311 or (03) 9205 2382
Indigo Shire Council	Lorraine Huddle	Heritage Advisor	(03) 5728 8000
Kingston City Council	Bryce Raworth	Heritage Advisor	(03) 9581 4781
Knox City Council	Context	Heritage Advisor	(03) 9298 8000
Loddon Shire Council	Michael Taylor	Heritage Advisor	(03) 5494 1200
Macedon Ranges	Janet Beeston	Heritage Advisor	1300 656 577
Manningham City Council	Gabrielle Moylan	Heritage Advisor	(03) 9840 9333
Maribyrnong City Council	Susanne Zahra Heritage Alliance	Heritage Advisor	(03) 9688 0590
Maroondah City Council	Willys Keeble	Heritage Advisor	(03) 9298 4287
Melbourne City Council	Meredith Gould/Bryce Raworth	Heritage advisors	(03) 9658 9658
Mildura Rural City Council	Gary Stanley	Heritage Advisor	(03) 5018 8410
Mitchell Shire Council	Willys Keeble	Heritage Advisor	(03) 5734 6200
Moira Shire Council	Lorraine Huddle	Heritage Advisor	(03) 5871 9222
Monash City Council	To be appointed	Heritage Advisor	(03) 9518 3620
Moonee Valley City Council	Bernadette de Corte	Heritage Advisor	(03) 9243 9111
Moorabool Shire Council	Amanda Jean/Helen Lardner	Heritage Advisor	(03) 5366 7100
Moreland City Council	Trevor Westmore	Heritage Advisor	(03) 9240 2494
Mornington Peninsula Shire Council	Lorraine Huddle	Heritage Advisor	(03) 5950 1961
Mount Alexander Shire Council	Ian Coleman	Heritage Advisor	(03) 5471 1700
Moyne Shire Council	Tim Hubbard	Heritage Advisor	(03) 5568 2600
Murrindindi Shire Council	Nigel Lewis	Heritage Advisor	(03) 5772 0333
Nillumbik Shire Council	Helen Lardner	Heritage Advisor	(03) 9433 3210
Northern Grampians Shire Council	Wendy Jacobs	Heritage Advisor	(03) 5358 8700
Port Phillip City Council	David Islip	Heritage Advisor	(03) 9209 6424
Pyrenees Shire Council	Lorraine Huddle	Heritage Advisor	(03) 5349 2000
Borough of Queenscliffe	Heritage Matters	Heritage Advisor	(03) 5258 1377

Southern Grampians Shire Council	Tim Hubbard	Heritage Advisor	(03) 5573 0444
Stonnington City Council	John Statham	Heritage Advisor	(03) 8290 3503
	(Bryce Raworth)	Heritage Advisor	
Surf Coast Shire Council	David Rowe	Heritage Advisor	(03) 5261 0522
Swan Hill Rural City Council	Simon Reeves Heritage Alliance	Heritage Advisor	(03) 5036 2333
Wangaratta Rural City Council	Deborah Kemp	Heritage Advisor	(03) 5722 0888
Warrnambool City Council	Tim Hubbard	Heritage Advisor	(03) 5559 4800
Wellington Shire Council	Anne Napier	Heritage Advisor	(03) 5142 3430
Whitehorse City Council	Samantha Westbrooke HLCD	Heritage Advisor	(03) 9262 6333
Whittlesea City Council	Dale Kelly	Heritage Advisor	(03) 9217 2170
Yarra City Council	Susan Hunt	Heritage Advisor	(03) 9205 5330
	Graeme Butler	Heritage Advisor	
Yarra Ranges Shire Council	Biosis Research	Heritage Advisor	1300 368 333
	Context	Heritage Advisor	
	Lovell Chen	Heritage Advisor	
	Trevor Westmore	Heritage Advisor	
All other areas of the state	Heritage Victoria	Local government heritage	(03) 9 637 9475

#### Queensland

Local government Area	Name	Position	Contact at Council
Brisbane	Heritage Unit		
Charters Towers		Heritage Advisor	Charters Towers Regional Council ph (07) 4761 5300
Gold Coast	Heritage Unit		Gold Coast City Council's Heritage Advisory Team ph (07) 5583 8306.
Ipswich		Conservation Architect – 1 day p/w	Ipswich City Council, ph (07) 3810 6256.
Tiaro (Gympie and Fraser)		Heritage Advisor	
Townsville	Heritage and Urban Design Unit	Architectural Advisory Service	Heritage and Urban Design Unit (07) 4727 9457
Redland		Heritage Advisor	(07) 3829 8999
Toowoomba		Heritage Advisor 1 day p/w	(07) 4688 6650
State-wide		Rural Heritage Advisor	Environmental Protection Agency, 07) 3227 6532

All other areas of the state	QLD EPA		Environmental Protection Agency, 07) 3227 6532
<b>South Australia</b>			
<b>Local government Area</b>	<b>Name</b>	<b>Position</b>	<b>Contact at Council</b>
<b>Greater Metropolitan Region</b>			
Adelaide City Council	Robyn Taylor	Heritage Advisor	Local Heritage (08) 8203 7326, state Heritage (08) 8124 4922
Adelaide Hills Council	Michael Queale	Heritage Advisor	(08) 8408 0400
Burnside City Council	Douglas Alexander	Heritage Advisor	(08) 8366 4200
Gawler Town Centre	Douglas Alexander	Heritage Advisor	(08) 8522 9211
Holdfast Bay Council	Therese Wills/Liz Vines	Heritage Advisors	(08) 8229 9950
Mitcham City Council	Simon Widenhofer	Heritage Advisor	(08) 8372 8888
Mount Barker District Council	Douglas Alexander	Heritage Advisor	(08) 8391 7200
Norwood, Payneham & St Peters City Council	Therese Wills	Heritage Advisor	(08) 8366 4555
Onkaparinga City Council	Andrew Stevens	Heritage Advisor	(08) 8364 0666
Port Adelaide Enfield City Council	Therese Wills	Heritage Advisor	(08) 8405 6600
Tea Tree Gully City Council	Douglas Alexander	Heritage Advisor	(08) 8397 7444
Unley City Council	Simon Widenhofer	Heritage Advisor	(08) 8372 5111
Walkerville Town Council	Elizabeth Vines	Heritage Advisor	(08) 8342 7105
<b>Fleurieu Region</b>			
Alexandrina Council	Richard Woods	Heritage Advisor	(08) 8555 7000
Victor Harbour City Council	Andrew Stevens	Heritage Advisor	(08) 8551 0500
<b>Flinders Region</b>			
Flinders Ranges Council	Richard Woods	Heritage Advisor	(08) 8648 6031
Peterborough District Council	Richard Woods	Heritage Advisor	(08) 8651 3566
Orroroo Carrieton District Council	Richard Woods	Heritage Advisor	(08) 8658 1260
Mt Remarkable District Council	Richard Woods	Heritage Advisor	(08) 8666 2014
<b>Mid North</b>			
Barossa Council	Sam Hosking	Heritage Advisor	(08) 8563 8444
Clare & Gilbert Valleys Council	Andrew Stevens	Heritage Advisor	(08) 8842 6400
Copper Coast District Council	Sam Hosking	Heritage Advisor	(08) 8821 1600
Goyder Regional Council	Douglas Alexander	Heritage Advisor	(08) 8892 0100
Light Regional Council	Michael Queale	Heritage Advisor	(08) 8525 3200

<b>South East</b>			
Grant District Council	Richard Woods	Heritage Advisor	(08) 8721 0444
Kingston Regional Council	Richard Woods	Heritage Advisor	(08) 8767 2033
Mount Gambier City Council	Richard Woods	Heritage Advisor	(08) 8721 2555
Naracoorte Lucindale Council	Richard Woods	Heritage Advisor	(08) 8762 2133
Tatiara District Council	Richard Woods	Heritage Advisor	(08) 8752 1044
Wattle Range Council	Richard Woods	Heritage Advisor	(08) 8733 0900

<b>Upper Spencer Gulf</b>			
Port Augusta City Council	Pippa Morgan	Heritage Advisor	(08) 8641 9100
Port Pirie Regional Council	Pippa Morgan	Heritage Advisor	(08) 8633 9777
Whyalla City Council	Pippa Morgan	Heritage Advisor	(08) 8640 3444

<b>Outback</b>			
DEH Heritage Branch	DEH Heritage Branch	Local Government Support	(08) 8124 4960
All other areas of the state			

<b>Northern Territory</b>			
<b>Region</b>	<b>Name</b>	<b>Position</b>	<b>Contact</b>
Alice Springs	Dr Robin Gregory	Senior Heritage Officer Alice Springs Region	(08) 8951 9247 robin.gregory@nt.gov.au
Darwin Region	Mr Michael Wells	Director Heritage Branch, Department of Natural Resources, Environment, the Arts and Sport	(08) 8999 5036 michael.wells@nt.gov.au

<b>ACT</b>			
	Philip Leeson/ David Hobbes	Philip Leeson Architects Pty Ltd.	(02) 6295 3311

### **New South Wales**

There are two lists for NSW:  
 Councils with a Heritage Advisory Service, for which a contact for the service at Council (not the Heritage Advisor) is supplied.  
 The second list comprises contacts at Councils without a Heritage Advisory Service, these may include Councils which have dedicated full time heritage officers and other staff handling heritage matters.

<b>Councils with a Heritage Advisory Service</b>	<b>Name</b>	<b>Contact at Council (for Heritage Advisor)</b>	<b>Contact at Council</b>
Arrmidale Dumaresq Council	Stephen Gow	Contact at Council for Heritage Advisory Service	02 6770 3600
Ashfield Municipal Council	Ron Sim	Contact at Council for Heritage Advisory Service	02 9716 1800
Ashfield Municipal Council	Ron Sim	Contact at Council for Heritage Advisory Service	02 9716 1800
Auburn Council	Jacky Wilkes	Contact at Council for Heritage Advisory Service	02 9735 1222
Bankstown City Council	Amita Maharjan	Contact at Council for Heritage Advisory Service	02 9707 9400
Bathurst Regional Council	Sinclair Croft	Contact at Council for Heritage Advisory Service	02 6331 1622
Bega Valley Shire Council	Sophie Thomson	Contact at Council for Heritage Advisory Service	02 6499 2222
Bellingen Shire Council	Melanie Green	Contact at Council for Heritage Advisory Service	02 6655 7300
Berrigan Shire Council	Wayne Chisolm	Contact at Council for Heritage Advisory Service	03 5885 2003
Bland Shire Council	Lesley Duncan	Contact at Council for Heritage Advisory Service	02 6972 2266
Blayney Shire Council	Claire Stewart	Contact at Council for Heritage Advisory Service	02 6368 2104
Blue Mountains City Council	POSITION VACANT	Contact at Council for Heritage Advisory Service	02 4780 5000
Boorowa Council	Colin Owers	Contact at Council for Heritage Advisory Service	02 6385 3303
Bourke Shire Council	Adrian Butler	Contact at Council for Heritage Advisory Service	02 6830 8000
Brewarrina Shire Council	John Keenan	Contact at Council for Heritage Advisory Service	02 6839 2106

Broken Hill City Council	Peter Oldsen	Contact at Council for Heritage Advisory Service	08 8080 2222
Byron Shire Council	Lisa Wrightson	Contact at Council for Heritage Advisory Service	02 6626 7000
Cabonne Shire Council	Heather Nicholls	Contact at Council for Heritage Advisory Service	02 6392 3200
Campbelltown City Council	Caroline Puntillo	Contact at Council for Heritage Advisory Service	02 4645 4000
Canterbury City Council	Greg Ritchie	Contact at Council for Heritage Advisory Service	02 9789 9300
Central Darling Shire Council	Leeanne Ryan	Contact at Council for Heritage Advisory Service	08 8091 5909
Cessnock City Council	Sarah McMillam	Contact at Council for Heritage Advisory Service	02 4993 4100
City of Canada Bay Council	Marjorie Ferguson	Contact at Council for Heritage Advisory Service	02 9911 6555
City of Ryde	Kate Higgins	Contact at Council for Heritage Advisory Service	02 9952 8000
Cobar Shire Council	Garry Ryman	Contact at Council for Heritage Advisory Service	02 6836 5888
Coffs Harbour City Council	Marten Bouma	Contact at Council for Heritage Advisory Service	02 6648 4000
Conargo Shire Council	Marie Sutton	Contact at Council for Heritage Advisory Service	03 5880 1200
Cooma-Monaro Shire Council	Ronald Dakin	Contact at Council for Heritage Advisory Service	02 6450 1777
Coonamble Shire Council	Lee O'Connor	Contact at Council for Heritage Advisory Service	02 6827 1900
Cootamundra Shire Council	Jan Godman	Contact at Council for Heritage Advisory Service	02 6940 2100
Cowra Shire Council	Karen Grant	Contact at Council for Heritage Advisory Service	02 6340 2000
Deniliquin Council	Julie Rogers	Contact at Council for Heritage Advisory Service	03 5898 3000
Dubbo City Council	Amy Proudford	Contact at Council for Heritage Advisory Service	02 6801 4000
Dungog Shire Council	Glen Harper	Contact at Council for Heritage Advisory Service	02 4995 7777
Eurobodalla Shire Council	Deborah remove Purss	Contact at Council for Heritage Advisory Service	02 4474 1000
Forbes Shire Council	Paul Bennett	Contact at Council for Heritage Advisory Service	02 6850 1300
Glen Innes Severn Council	Graham Price	Contact at Council for Heritage Advisory Service	02 6730 2300
Goulburn Mulwaree Council	Jack Miller	Contact at Council for Heritage Advisory Service	02 4823 4444
Great Lakes Council	Rebecca Underwood	Contact at Council for Heritage Advisory Service	02 6591 7222
Greater Taree City Council	Larry Howell	Contact at Council for Heritage Advisory Service	02 6592 5399
Griffith City Council	Jaco Terblanche	Contact at Council for Heritage Advisory Service	02 6962 8100
Gunnedah Shire Council	Libby Bendeich	Contact at Council for Heritage Advisory Service	02 6740 2100
Gwydir Shire Council	Glen Pereira	Contact at Council for Heritage Advisory Service	02 6724 2018
Hawkesbury City Council	Philip Pleffer	Contact at Council for Heritage Advisory Service	02 4560 4444
Holroyd City Council	Adan Davis	Contact at Council for Heritage Advisory Service	02 9840 9701
Hunters Hill Council	Steve Kourepis	Contact at Council for Heritage Advisory Service	02 9879 9400
Hurstville City Council	Tina Christy	Contact at Council for Heritage Advisory Service	02 9330 6222
Inverell Shire Council	Brett McInnes	Contact at Council for Heritage Advisory Service	02 6728 8288
Junee Shire Council	James Davis	Contact at Council for Heritage Advisory Service	02 6924 8100
Kempsey Shire Council	Kate Alberry	Contact at Council for Heritage Advisory Service	02 6566 3200
Kogarah Council	Rod Logan	Contact at Council for Heritage Advisory Service	02 9330 9400
Lane Cove Council	Stephanie Bashford	Contact at Council for Heritage Advisory Service	02 9911 3555
Leeton Shire Council	Elizabeth Stoneman	Contact at Council for Heritage Advisory Service	02 6953 2611
Leichhardt Municipal Council	Christopher Reeves	Contact at Council for Heritage Advisory Service	02 9367 9222
Leichhardt Municipal Council	Christopher Reeves	Contact at Council for Heritage Advisory Service	02 9367 9222
Lismore City Council	Rodney Mallam	Contact at Council for Heritage Advisory Service	02 6625 0500
Lithgow City Council	Jim Nichols	Contact at Council for Heritage Advisory Service	02 6354 9912
Liverpool City Council	Graeme King	Contact at Council for Heritage Advisory Service	02 9821 9112
Maitland City Council	Clare James	Contact at Council for Heritage Advisory Service	02 4934 9700
Mid-Western Regional Council	Warwick Bennett	Contact at Council for Heritage Advisory Service	02 6378 2850
Moree Plains Shire Council	Murray Amos	Contact at Council for Heritage Advisory Service	02 6757 3239
Mosman Municipal Council	Linda Kelly	Contact at Council for Heritage Advisory Service	02 9978 4000
Murray Shire Council	Rebecca Rendle	Contact at Council for Heritage Advisory Service	03 5884 3302
Muswellbrook Shire Council	Peter Jeuken	Contact at Council for Heritage Advisory Service	02 6549 3700
Narrandera Shire Council	Duncan Bains	Contact at Council for Heritage Advisory Service	02 6959 5542
Narromine Shire Council	Melissa Ward	Contact at Council for Heritage Advisory Service	02 6889 9999



Oberon Council	Ralph Tambasco	Contact at Council for Heritage Advisory Service	02 6336 1100
Orange City Council	POSITION VACANT	Contact at Council for Heritage Advisory Service	02 6393 8000
Palerang Council	John Wright	Contact at Council for Heritage Advisory Service	1300 735 025
Parkes Shire Council	Andrew McIntyre	Contact at Council for Heritage Advisory Service	02 6861 2333
Parramatta City Council	Paul Kennedy	Contact at Council for Heritage Advisory Service	02 9806 5326:PA
Penrith City Council	Terry Agar	Contact at Council for Heritage Advisory Service	02 4732 7777
Penrith City Council	Josephine Bavatu	Contact at Council for Heritage Advisory Service	02 4732 7777
Pittwater Council	Caroline Kades	Contact at Council for Heritage Advisory Service	02 9970 1111
Port Macquarie-Hastings Council	Mitch McKay	Contact at Council for Heritage Advisory Service	02 6581 8111
Port Stephens Council	Matthew Borsato	Contact at Council for Heritage Advisory Service	02 4980 0255
Queanbeyan City Council	Helen Hone	Contact at Council for Heritage Advisory Service	02 6298 0223
Randwick City Council	Lorraine Simpson	Contact at Council for Heritage Advisory Service	02 9399 0999
Shellharbour City Council	Cheryl Lappin	Contact at Council for Heritage Advisory Service	02 4221 6111
Shoalhaven City Council	John Flett	Contact at Council for Heritage Advisory Service	02 4429 3111
Singleton Council	Erica Duffy	Contact at Council for Heritage Advisory Service	02 6578 7290
Snowy River Shire Council	Rochelle Thompson	Contact at Council for Heritage Advisory Service	02 6451 1195
Sutherland Shire Council	Robin Williams	Contact at Council for Heritage Advisory Service	02 9710 0333
Tamworth Regional Council	Genevieve Harrison	Contact at Council for Heritage Advisory Service	02 6767 5555
Temora Shire Council	Kriston Dunstan	Contact at Council for Heritage Advisory Service	02 6977 1099
Tenterfield Shire Council	David Mitchell	Contact at Council for Heritage Advisory Service	02 6736 1744
Tumut Shire Council	Jim Mumford	Contact at Council for Heritage Advisory Service	02 6941 2555
Unincorporated Area	Sharon Hawke	Contact at Council for Heritage Advisory Service	02 6883 3000
Upper Hunter Shire Council	David Casson	Contact at Council for Heritage Advisory Service	02 6540 1100
Uralla Shire Council	Warren Sellings	Contact at Council for Heritage Advisory Service	02 6778 4606
Wagga Wagga City Council	Alex Robinson	Contact at Council for Heritage Advisory Service	02 6926 9100
Walgett Shire Council	Matthew Goodwin	Contact at Council for Heritage Advisory Service	02 6828 1399
Warrumbungle Council	Ron van Katwyk	Contact at Council for Heritage Advisory Service	02 6849 2000
Waverley Council	Ines Schmitz	Contact at Council for Heritage Advisory Service	02 9369 8000
Weddin Shire Council	Isabel Holmes	Contact at Council for Heritage Advisory Service	02 6343 1212
Wellington Council	Allan Dive	Contact at Council for Heritage Advisory Service	02 6845 2099
Wentworth Shire Council	Terri Maguire	Contact at Council for Heritage Advisory Service	03 5027 5027
Wingecarribee Shire Council	Kate Wooll	Contact at Council for Heritage Advisory Service	02 4868 0888
Wollondilly Shire Council	Peter Wright	Contact at Council for Heritage Advisory Service	02 4677 1100
Wyong Shire Council	Jonathan Luke	Contact at Council for Heritage Advisory Service	02 4350 5250
Yass Valley Council	Suzanne Jurcevic	Contact at Council for Heritage Advisory Service	02 6226 1477

<b>Councils without a Heritage Advisory Service</b>	<b>Name</b>	<b>Contact at Council (for heritage matters)</b>	<b>Council Switchboard</b>
Albury City Council	Terri O'Brien	Contact at Council (for heritage matters)	02 6023 8111
Ballina Shire Council	Kate Gahan	Contact at Council (for heritage matters)	02 6686 4444
Balranald Shire Council	Hank van Apeldoorn	Contact at Council (for heritage matters)	03 5020 1300
Baulkham Hills Shire Council	Bronwyn Lyle	Contact at Council (for heritage matters)	02 9843 0103
Baulkham Hills Shire Council	Kate Clinton	Contact at Council (for heritage matters)	02 9843 0103
Blacktown City Council	Sue Galt	Contact at Council (for heritage matters)	02 9839 6000
Bogan Shire Council	Donna Pumpa	Contact at Council (for heritage matters)	02 6831 1100
Bombala Council	Grantley Ingram	Contact at Council (for heritage matters)	02 6458 3555
Botany Bay City Council	Peter Fitzgerald	Contact at Council (for heritage matters)	02 9366 3666
Camden Council	Peter Mann	Contact at Council (for heritage matters)	02 4654 7777
Carrathool Shire Council	Misty Dunn	Contact at Council (for heritage matters)	02 6965 1306
City of Sydney	Margaret Desgrand	Contact at Council (for heritage matters)	02 9265 9333
Clarence Valley Council	Deborah Wray	Contact at Council (for heritage matters)	02 6643 0200

Coolamon Shire Council	Tony Donoghue	Contact at Council (for heritage matters)	02 6927 3206
Corowa Shire Council	Ian Rich	Contact at Council (for heritage matters)	02 6033 8999
Gilgandra Shire Council	David Neeves	Contact at Council (for heritage matters)	02 6817 8800
Gloucester Shire Council	Glen Wilcox	Contact at Council (for heritage matters)	02 6558 1601
Gosford City Council	Rowena Miers	Contact at Council (for heritage matters)	02 4325 8222
Greater Hume Shire Council	Bradley Peach	Contact at Council (for heritage matters)	02 6029 8588
Gundagai Shire Council	Glen Moore	Contact at Council (for heritage matters)	02 6944 1266
Guyra Shire Council	Robert Furze	Contact at Council (for heritage matters)	02 6779 1577
Harden Shire Council	Sharon Langman	Contact at Council (for heritage matters)	02 6386 2305
Hay Shire Council	Mark Dowling	Contact at Council (for heritage matters)	02 6993 1003
Hornsby Shire Council	Marianna Kucic	Contact at Council (for heritage matters)	02 9847 6666
Jerilderie Shire Council	Susan Appleyard	Contact at Council (for heritage matters)	03 5886 1200
Kiama Council	Peter Nelson	Contact at Council (for heritage matters)	02 4232 0444
Ku-ring-gai Council	Paul Dignam	Contact at Council (for heritage matters)	02 9424 0888
Kyogle Council	John Hession	Contact at Council (for heritage matters)	02 6632 1611
Lake Macquarie City Council	Ulrike Hora	Contact at Council (for heritage matters)	02 4921 0333
Liverpool Plains Shire Council	Robert Stewart	Contact at Council (for heritage matters)	02 6746 1755
Lockhart Shire Council	Robert Crawford	Contact at Council (for heritage matters)	02 6920 5305
Manly Council	Diane Smith	Contact at Council (for heritage matters)	02 9976 1500
Marrickville Council	Vanessa Holtham	Contact at Council (for heritage matters)	02 9335 2000
Murrumbidgee Shire Council	Russell Boyd	Contact at Council (for heritage matters)	02 6968 4166
Nambucca Shire Council	Arthur Tsembis	Contact at Council (for heritage matters)	02 6568 2555
Narrabri Shire Council	Alice Cole	Contact at Council (for heritage matters)	02 6799 6866
Newcastle City Council	Sarah Cameron	Contact at Council (for heritage matters)	02 4974 2000
North Sydney Council	Lucinda remove Varley	Contact at Council (for heritage matters)	02 9936 8100
North Sydney Council	Libby Maher	Contact at Council (for heritage matters)	02 9936 8100
Richmond Valley Council	Tony McAteer	Contact at Council (for heritage matters)	02 6660 0300
Rockdale City Council	Erika Roka	Contact at Council (for heritage matters)	02 9562 1666
Strathfield City Council	Max Woodward	Contact at Council (for heritage matters)	02 9748 9999
Tumbarumba Shire Council	Brent Livermore	Contact at Council (for heritage matters)	02 6948 9100
Upper Lachlan Council	Robert Mowle	Contact at Council (for heritage matters)	02 4830 1000
Urana Shire Council	Neil Smith	Contact at Council (for heritage matters)	02 6930 9100
Wakool Shire Council	Leo McMaster	Contact at Council (for heritage matters)	03 5887 5007
Walcha Council	Gerry Moran	Contact at Council (for heritage matters)	02 6774 2500
Warren Shire Council	Eddie Love	Contact at Council (for heritage matters)	02 6847 4606
Warringah Council	Kathryn Parker	Contact at Council (for heritage matters)	02 9942 2222
Willoughby City Council	Elizabeth Fink	Contact at Council (for heritage matters)	02 9777 1010
Wollongong City Council	Joel Thompson	Contact at Council (for heritage matters)	02 4227 7527
Woollahra Municipal Council	Jodi Ayre	Contact at Council (for heritage matters)	02 9391 7000
Woollahra Municipal Council	Mario D'Alessio	Contact at Council (for heritage matters)	02 9391 7000
Woollahra Municipal Council	Louise Thom	Contact at Council (for heritage matters)	02 9391 7000
Young Shire Council	Craig Filmer	Contact at Council (for heritage matters)	02 6382 1688

### Disclaimer

Inclusion in this list does not imply that the consultant or contractor employed as a heritage advisor is endorsed or approved by the Heritage Chairs and Officials of Australia and New Zealand or the Department of the Environment, Water, Heritage and the Arts. It is a list of known advisors employed under Heritage Advisory Service Programs. Many local councils directly employ staff or consultants with heritage expertise.

## Heritage Agencies/officers in charge of heritage advisory services

The following list includes contacts in the state/territory heritage authorities for heritage advisory services.

Jurisdiction	Agency	State heritage authority heritage advisor Contacts	Email	Phone	Web address
<b>Federal</b>	Australian Government Department of the Environment, Water, Heritage and the Arts			(02) 6274 1111	<a href="http://www.environment.gov.au/heritage/index.html">www.environment.gov.au/heritage/index.html</a>
<b>Queensland</b>	Environmental Protection Agency	Peter Hutchison	<a href="mailto:peter.hutchison@epa.qld.gov.au">peter.hutchison@epa.qld.gov.au</a>	(07) 3227 6492	<a href="http://www.epa.qld.gov.au/cultural_heritage/">www.epa.qld.gov.au/cultural_heritage/</a>
<b>New South Wales</b>	Planning Branch, Department of Planning.	Miriam Stacy, Victoria Throp	<a href="mailto:victoria.throp@planning.nsw.gov.au">victoria.throp@planning.nsw.gov.au</a> <a href="mailto:miriam.stacy@planning.nsw.gov.au">miriam.stacy@planning.nsw.gov.au</a>	(02) 9873 8500	<a href="http://www.heritage.nsw.gov.au/">www.heritage.nsw.gov.au/</a>
<b>Northern Territory</b>	Department of Natural Resources, Environment, the Arts and Sport	Michael Wells	<a href="mailto:Michael.wells@nt.gov.au">Michael.wells@nt.gov.au</a>	08 8999 5036	<a href="http://www.nt.gov.au/nreta/heritage/index.html">www.nt.gov.au/nreta/heritage/index.html</a>
<b>South Australia</b>	Heritage Branch of the South Australian Department for Environment and Heritage	Peter Wells	<a href="mailto:wells.peter@saugov.sa.gov.au">wells.peter@saugov.sa.gov.au</a>	(08) 8124 4935	<a href="http://www.environment.sa.gov.au/heritage/advisory.html">www.environment.sa.gov.au/heritage/advisory.html</a>
<b>Tasmania</b>	Heritage Tasmania			(03) 6233 2037	<a href="http://www.heritage.tas.gov.au/">www.heritage.tas.gov.au/</a>
<b>Australian Capital Territory</b>	ACT Heritage, Department of Territory and Municipal Services			13 22 81	<a href="http://www.tams.act.gov.au/live/heritage">www.tams.act.gov.au/live/heritage</a>
<b>Western Australia</b>	Heritage Council of Western Australia	Jenni Williams, Grants Administrator	<a href="mailto:Jenni.williams@hc.wa.gov.au">Jenni.williams@hc.wa.gov.au</a>	(08) 9221 4177	<a href="http://www.heritage.wa.gov.au">www.heritage.wa.gov.au</a>
<b>Victoria</b>	Heritage Victoria, Department of Planning and Community Development	Ian Wight Andreana Kennedy	<a href="mailto:ian.wight@dpdc.vic.gov.au">ian.wight@dpdc.vic.gov.au</a> <a href="mailto:andreana.kennedy@dpdc.vic.gov.au">andreana.kennedy@dpdc.vic.gov.au</a>	(03) 8644 8954 (03) 8644 8926	<a href="http://www.heritage.vic.gov.au/Local-government.aspx">www.heritage.vic.gov.au/Local-government.aspx</a>

## Attachment 7

### Commonwealth/State/Territory Legislative Framework

COMMONWEALTH/STATE/TERRITORY LEGISLATION			
Legislative Framework			
Jurisdiction	Primary Legislation	Purpose/objects of Legislation	Local government Instrument
Commonwealth	Environmental Protection and Biodiversity Conservation Act 1999 (EPBC Act) and Regulations (2000)	<b>EPBC Act</b> - an object of the EPBC Act is to provide for the protection and conservation of heritage (s. 3(ca)). The Commonwealth Government manages heritage of national-level significance (the National Heritage List), the List of Overseas Places of Historical Significance to Australia, World Heritage and Commonwealth Heritage.	
	Aboriginal and Torres Strait Island Heritage Protection Act 1984	<b>Indigenous and Torres Strait Island Heritage Protection Act 1984</b> – is the primary Commonwealth legislation related to Indigenous Heritage, applying at Federal, state and territory government levels. The purpose of the Act is to preserve and protect significant Indigenous places and objects in Australia from 'injury or desecration' (s. 4). All states and Territories have legislation that provides blanket protection to Indigenous archaeological sites. The purpose of the Indigenous and Torres Strait Islander Heritage Protection Act 1984 is the preservation and protection from injury or desecration of areas and objects in Australia and in Australian waters that are of particular significance to Aboriginals in accordance with Indigenous tradition.	
	Historic Shipwrecks Act 1976	<b>Historic Shipwrecks Act 1976</b> – protects historic wrecks and associated relics, that are more than 75 years old and in Commonwealth waters, extending from below the low water mark to the edge of the continental shelf. Each of the States and the Northern Territory has complementary legislation, which protects historic shipwrecks in state waters, such as bays, harbours and rivers. The Minister for the Environment, Heritage and the Arts can also make a declaration to protect any historically significant wrecks or articles and relics which are less than 75 years old. The Historic Shipwrecks Act aims to ensure that historic shipwrecks are protected for their heritage values and maintained for recreational, scientific and educational purposes. It also seeks to control actions which may result in damage, interference, removal or destruction of an historic shipwreck or associated relic. Refer: <a href="http://www.environment.gov.au/heritage/about/shipwrecks/legislation/index.html">http://www.environment.gov.au/heritage/about/shipwrecks/legislation/index.html</a>	
	Protection of Movable Cultural Heritage Act 1986	<b>Protection of Movable Cultural Heritage Act 1986</b> – The Protection of Movable Cultural Heritage Act 1986 (PMCH Act) protects Australia's heritage of movable cultural objects and supports foreign countries' right to protect their heritage of movable cultural objects. The PMCH Act ratifies the 1970 UNESCO Convention on the Means of Prohibiting the Illicit Import, Export and Transfer of Ownership of Cultural Property. Refer: <a href="http://www.environment.gov.au/heritage/movable/index.html">http://www.environment.gov.au/heritage/movable/index.html</a>	

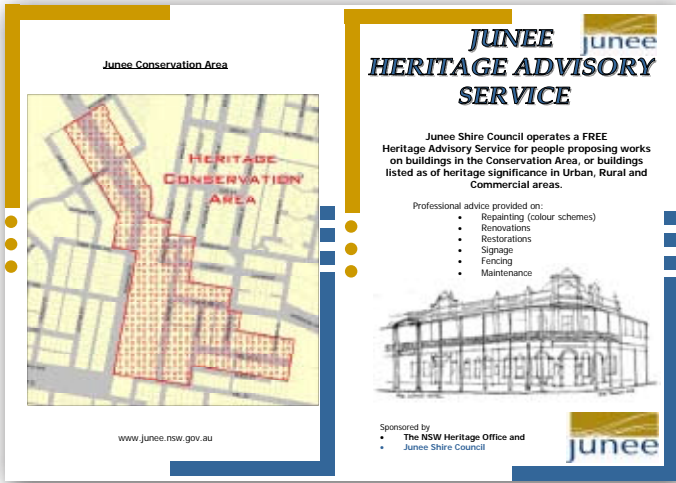
COMMONWEALTH/STATE/TERRITORY LEGISLATION			
Legislative Framework			
Jurisdiction	Primary Legislation	Purpose/objects of Legislation	Local government Instrument
<b>New South Wales</b>	Environmental Planning & Assessment Act 1979 New South Wales  Heritage Act 1977 New South Wales	P& A Act 1979 objects include following responsibility for councils:  "to provide for the protection of natural and man-made resources and the maintenance of ecological processes and genetic diversity  To conserve and enhance those buildings, areas or other places which are of scientific, aesthetic, architectural or historic interest, or otherwise of special cultural value' (s.4)  The HA 1977 is an Act to conserve the environmental heritage of the state.	Local environmental plan prepared by council and approved by the Minister.  Planning schemes are made to achieve the objects of the Act which includes heritage (s.24) (P&A Act 1979). Scheme contents may also include protecting the environment and protecting and preserving trees or vegetation. (s. 26). (P&A Act 1979).
<b>Victoria</b>	Planning & Environment Act 1987 Vic  Heritage Act 1995 Vic	P & E Act 1987 s. 4(d) objects include to conserve and enhance those buildings, areas or other places which are of scientific, aesthetic, architectural or historical interest, or otherwise of special cultural value.  HA 1995 s. 1 purposes include to provide for the protection and conservation of places and objects of cultural heritage significance and the registration of such places and objects.	Planning Scheme prepared by council and approved by Minister.  Planning schemes are required to achieve the objectives of the Act which includes heritage (s. 6) (P&E Act 1987).
<b>Queensland</b>	Integrated Planning Act 1997 Qld  Queensland Heritage Act 1992	IPA 1997 objects include to achieve ecological sustainability defined as, among other things, maintenance of the cultural, economic, physical and social wellbeing of people and communities. (s. 1.2.1)  QHA 1992 is an Act to provide for the conservation of Queensland's cultural heritage.	Planning Scheme prepared by council and approved by the Minister.  A core matter under the IPA 1997 for the preparation of a planning scheme, amongst other things, is 'valuable features', defined as 'areas or places of cultural heritage significance (such as areas or places of indigenous cultural significance, or aesthetic, architectural, historical, scientific, social or technological significance, to the present generation or past or future generations) (s. 2.1.3A 4c).

COMMONWEALTH/STATE/TERRITORY LEGISLATION			
Legislative Framework			
Jurisdiction	Primary Legislation	Purpose/objects of Legislation	Local government Instrument
South Australia	Development Act 1993 SA	DA 1993: Objects include: to enhance the proper conservation, use, development and management of land and buildings and to facilitate sustainable development and the protection of the environment.	Development Plan prepared by council and approved by Minister.
	Heritage Places Act 1993 SA	HPA 1993: Objects include: to recognise the importance of South Australia’s heritage places, to provide for identification and conservation of places and related objects of state heritage significance; to promote an understanding and appreciation of the state’s heritage and to encourage the sustainable use and adaptation of heritage places in a manner consistent with high standards of conservation practice, the retention of heritage significance and relevant development policies” (s. 2)	<p>Councils required to prepare Development Plans. Includes objective for: “management or conservation of land, buildings, heritage places and heritage areas’ (s. 23).</p> <p>Development Act provides for the creation of Local Heritage Places and state Heritage Areas. The Development Act provides the mechanism for development control of state and local heritage places.</p> <p>The Development Act provides for the establishment of Historic (Conservation) Zones or Historic (Conservation) Policy Areas within development plans. Council approval is required to demolish a building located within a Historic (Conservation Zone) whether or not it is listed as local heritage place.</p> <p>Historic zones typically provide provisions related to height, density and townscape.</p>
Western Australia	<p>Planning and Development Act 2005 WA</p> <p>Heritage of Western Australia Act 1990</p>	<p>The PDA 1995 Purposes s. 3 (c) promote the sustainable use and development of land in the state. Doesn’t include explicit heritage purpose but a general sustainability objective.</p> <p>The HWA 1990 states, the objects of this Act, with due regard to the rights of property ownership, are — (a) to identify, conserve and where appropriate enhance those places within Western Australia which are of significance to the cultural heritage;</p> <p>(b) in relation to any area, to facilitate development that is in harmony with the cultural heritage values of that area; and</p> <p>(c) to promote public awareness as to the cultural heritage, generally. (HWA 1990, s. 4).</p>	<p>Local planning scheme prepared by council.</p> <p>The PDA 1995 provides for matters which may be dealt with by planning schemes including “ Preservation and Conservation: (1) the preservation and conservation of places and objects of cultural heritage significance including control of the demolition and alteration of any building, structure or works and (2) the conservation of the natural environment of the scheme area including the protection of natural resources, the preservation of trees, vegetation and other flora and fauna, and the maintenance of ecological processes and genetic diversity” (Schedule 7 [ss. 69, 256 (1)]).</p>

COMMONWEALTH/STATE/TERRITORY LEGISLATION			
Legislative Framework			
Jurisdiction	Primary Legislation	Purpose/objects of Legislation	Local government Instrument
<b>Tasmania</b>	<p>Land Use Planning and Approvals Act 1993</p> <p>Historic Cultural Heritage Act 1995 (Tas)</p> <p>(Act under Review 2007 based on 2005 Mackay report. Following consultation, new historic heritage legislation expected to be introduced in 2009. )</p>	<p>The objects of the LUPAA 1993 include furthering such objectives of the planning process as: “to conserve those buildings, areas or other places which are of scientific, aesthetic or historical interest, or otherwise of special cultural value” (Schedule 1 Part 2(g) of the LUPAA 1993.</p> <p>The objects of the Heritage Act are “to promote the identification, assessment, protection and conservation of places having historic cultural heritage significance and to establish the Tasmanian Heritage Council”.</p>	<p>Planning scheme prepared by council and approved by the Resource Planning and Development Commission under the Resource and Development Commission Act 1997.</p> <p>A planning scheme can seek to achieve the objectives outlined in Schedule 1 Part 2(g) of the LUPAA 1993 including heritage conservation (s. 20).</p> <p>Reform process includes plans for a standardised heritage schedule and alignment with LUPAA.</p>
<b>Northern Territory</b>	<p>Heritage Conservation Act 1991 (NT)</p> <p>Heritage Conservation Regulations 2007.</p> <p>Review announced in 2003, Bill in draft.</p>	<p>The principal object of this Act is to provide a system for the identification, assessment, recording, conservation and protection of places and objects of prehistoric, protohistoric, historic, social, aesthetic or scientific value, including geological structures, fossils, archaeological sites, ruins, buildings, gardens, landscapes, coastlines and plant and animal communities or ecosystems of the Territory (s. 3).</p>	<p>No third tier of government, heritage places are listed in the Northern Territory Heritage Register established under the Heritage Conservation Act 1991. The Act also establishes a register of archaeological sites.</p>
<b>Australian Capital Territory</b>	<p>Heritage Act 2004 (ACT)</p>	<p>The principal objects of The Heritage Act 2004 (ACT) are:</p> <ul style="list-style-type: none"> <li>(a) to establish a system for the recognition, registration and conservation of natural and cultural heritage places and objects, including Indigenous places and objects;</li> <li>(b) to establish the heritage council;</li> <li>(c) to provide for heritage agreements to encourage the conservation of heritage places and objects;</li> <li>(d) to establish enforcement and offence provisions to provide greater protection for heritage places and objects;</li> <li>(e) to provide a system integrated with land planning and development to consider development applications having regard to the heritage significance of places and heritage guidelines.</li> </ul>	<p>No third tier of government heritage places are listed in the register of heritage places and objects in the ACT. Listing on the ACT Heritage Register means that the place or object is: of particular importance to the people of the ACT and enriches our understanding of history and identity; is legally protected under the Heritage Act 2004 including the application of Heritage Guidelines; requires advice by the ACT Heritage council on development issues to improve conservation outcomes; and is eligible for support from the heritage advisory service or funding from the Heritage Grant Program.</p>







Promotional brochure of Heritage Advisory Service Junee Shire Council, New South Wales, [www.junee.nsw.gov.au/heritageadvisor\\_flyer.pdf](http://www.junee.nsw.gov.au/heritageadvisor_flyer.pdf)



The Heritage Advisory Service is jointly operated by the Department for Environment and Heritage and local Councils to provide a face-to-face advisory service covering:

- State and local heritage places
- State Heritage Areas
- Historic Conservation Zones and Policy Areas

**WHAT HERITAGE OWNERS SAY:**  
 'I really enjoyed the face-to-face meeting and found it to be very beneficial being a new property owner... it makes you properly understand the heritage of your area and respect it.'  
 (Heritage place owner: Coronriggs Gardens, State Heritage Area)

**KEEPING THE PAST IN THE PRESENT FOR THE FUTURE**

These Councils have a Heritage Advisory Service. Ring the contact number shown to make an appointment with your Heritage Adviser.

An up-to-date list of Advisory Services is on the DEH Heritage website: [www.environment.sa.gov.au/heritage/heritage.html](http://www.environment.sa.gov.au/heritage/heritage.html)

COUNCIL	CONTACT No.
<b>Greater Metropolitan Region</b>	
Adelaide City Council	8124 4922
State Heritage enquiries	8551 5524
Local heritage enquiries	8551 5524
Adelaide Hills Council	8508 0600
Barkly City Council	8364 4200
Gawler Town Council	8522 9211
Mitcham City Council	8372 8888
Mount Barker District Council	8391 7200
Northwood, Payneham & St Peters City Council	8366 4555
Onkaparinga City Council	8364 0666
Port Adelaide Enfield City Council	8405 6000
Sea View City Council	8391 7444
Unley City Council	8332 5111
Walkerville Town Council	8342 7105
<b>Heritage</b>	
Alexandria Council	8555 7000
Victor Harbor City Council	8551 0500

COUNCIL	CONTACT No.
<b>Flinders Region</b>	
Flinders Ranges Council	8648 6031
North East Pastoral Council	8651 3566
Oniroo Cameroons District Council	8658 1260
St Barnabas District Council	8646 2014
<b>Mid North</b>	
Burnside Council	8563 8444
Clare & Gilbert Valley Council	8642 6400
Copper Coast	8821 1600
Coyah Regional Council	8892 0100
Light Regional Council	8525 2200
<b>South East</b>	
Great Barrier Council	8721 0444
Kingston Regional Council	8762 2013
Mount Gambier City Council	8721 2555
Naracoorte Limestone Council	8762 2133
Talunga District Council	8762 1044
Wattle Range Council	8731 0900
<b>Upper Spencer Gulf</b>	
Port Augusta City Council	8641 9100
Port Pirie Regional Council	8535 8777
Whyalla City Council	8640 1444
<b>Outback</b>	
DEH Heritage Branch	8124 4960
<b>All other areas of the State</b>	
State Heritage enquiries	8124 4960
Local heritage enquiries: contact your local council's planning section	

SA Department for Environment and Heritage promotional flyer for the State Heritage Advisory Service, [www.environment.sa.gov.au/heritage/pdfs/has\\_brochure.pdf](http://www.environment.sa.gov.au/heritage/pdfs/has_brochure.pdf)

Ipswich City council 2008 Heritage Advisory Service (satisfaction) questionnaire

**For your information:**  
 "Then & Now Series" Heritage Trails

- ☐ Churches & Cemeteries
- ☐ City Centre
- ☐ Coal Mining
- ☐ Goodna & Redbank
- ☐ Granchester, Lanefield, Ashwell, Calvert & Mount Mort
- ☐ Harrisville & District
- ☐ Ipswich Cemetery
- ☐ Marburg & District
- ☐ Rosewood, Walloon, Grandchester & District
- ☐ Rubbidy-Dubs to Pubs

**Available from:**  
 Ipswich Visitor Information Centre  
 14 Queen Victoria Parade, Ipswich  
 Ph: (07) 3281 0555

Ipswich City Council  
 45 Roderick Street, Ipswich

Website:  
[www.ipswich.qld.gov.au/heritage/heritage\\_trails.php](http://www.ipswich.qld.gov.au/heritage/heritage_trails.php)

IS YOUR HERITAGE PROPERTY AN  
**AWARD WINNER?**  
 WHY NOT CONSIDER ENTERING THE



On Tuesday, 19 August 2008 awards will be presented to the person/s principally responsible for the project/works in the Heritage, Design, Environment and Student Award categories.

Please go to [www.ipswich.qld.gov.au](http://www.ipswich.qld.gov.au) then click on 'Awards for Excellence' link for more information.

The Heritage Awards acknowledge the work of organisations and individuals who conserve, restore, reconstruct and adapt existing places so as to retain their cultural significance. Categories in the Heritage Awards include: Residential, Commercial/Non-residential, best website, and the National Trust Ipswich best maintained heritage property.

For further information please phone:  
**07 3810 6256**



**HERITAGE ADVISER SERVICE**

## Questionnaire

This questionnaire has been developed to help the Ipswich City Council gauge the success of the Heritage Adviser Service, established in October 1992.

AS A RECIPIENT OF THIS SERVICE, WE WOULD APPRECIATE YOUR COMMENTS



**The object of the Heritage Adviser Service is to provide the Ipswich Community with free professional advice relating to good conservation practice.**

*What we would like you to do:*

Please answer the five (5) questions below. Then send the questionnaire back to the Council in the enclosed postage paid envelope.

Please remember that your response will help improve this service for you and your friends.

**Question 1:** (Please tick your answer)

How did you hear about the Heritage Adviser Service?

Advice from Council

Advertisement in Paper

Heritage Publications

Friend or word of mouth

Other (please specify) .....

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**Question 2:** (Please tick your answer)

Do you consider Council's Heritage Adviser Service to be a worthwhile service ?

YES       NO

**Question 3:** (Please tick your answer)

How do you rate the overall level of information and service provided to you by Council's Heritage Adviser?

EXCELLENT

GOOD

FAIR

POOR

**Question 4:**

For what purpose did you use the Heritage Adviser Service? (e.g. colour scheme, etc.)

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**Question 5:**

Please outline any suggestions that you may have to improve the service (attach any extra comments on a separate page if required).

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Name: .....

Address: .....

.....

Phone No.: .....

If you would like any further information or feedback, please contact the Planning Branch on **07 3810 6256**.

**Please return the questionnaire to the Planning Branch in the enclosed reply paid envelope by Friday, 20 June 2008.**

## Attachment 9

### Local Heritage Committees

#### **Role of a Heritage Committee**

The primary role of a heritage committee is to provide the best possible advice to the council on how to conserve and promote heritage items in its area. Its areas of responsibility including natural, historic and Indigenous places.

#### **Committee structure**

A heritage committee is preferably a formal committee of the council so that it has the support of the council and can feed directly into council decision making.

#### **Objectives**

The committee may:

- assist prepare council's heritage strategy/heritage policy
- provide advice to the council on the management of heritage by the council (this includes reviewing council or government policies which affect heritage places in the area)
- raise community awareness of heritage conservation through publications, seminars, public displays and annual heritage awards
- make recommendations on the collection and recording of local heritage material and artefacts
- supervise funding submissions to other agencies, including requests for heritage grants from the relevant state heritage authority
- provide advice on specific applications before the council when required.

### Membership

The committee should include representatives from the community, the council and council staff. Community representatives will come from local organisations with a specific interest in history, heritage conservation, local community development, or townscapes, such as:

- local historical society
- National Trust branch
- local Indigenous group(s)
- chamber of commerce
- Tidy Towns group
- main street committee.

Council staff may include representatives from council's planning and/or building division. Where a regional service exists, there are several localities and care needs to be taken to ensure that the needs of these areas are taken into account. It is important to choose people who are willing to do things, even if this means a smaller committee. Preferably the chair of the committee and its link to the Heritage Advisory Service is a councillor, so that its views can be fed directly into council meetings. It is recommended that the chair position and membership change regularly.

# Attachment 10

## Council Heritage Advisory Service Evaluation Form

### 1. How did you hear about the Heritage Advisory Service?

- ADVICE FROM COUNCIL
- ADVERTISEMENT IN PAPER
- HERITAGE PUBLICATIONS
- FRIEND OR WORD OF MOUTH
- OTHER:

*'This service is in many ways the Public Relations flagship of council's overall approach to heritage awareness promotion'*

**Ipswich City Council**

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### 2. Do you consider Council's Heritage Advisory Service to be a worthwhile service?

YES / NO

### 3. How do you rate the overall level of information and service provided to you by Council's Heritage Advisor?

EXCELLENT / GOOD / FAIR / POOR

### 4. For what purpose did you use the Heritage Advisory Service (eg colour scheme, etc).

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### 5. Please outline any suggestions that you may have to improve the service?

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.....

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