

CM13. OFFICERS REPORTS FOR CONSIDERATION

CM13.1. Heritage Review - Heritage Working Group Councillor Nominee

DATE	10 March 2022	FIL REFERENCE	FIL19/05107
CONFIDENTIAL	No		
FURTHER ENQUIRIES	David Christy City Development	PHONE	6023 8111
AUTHOR	Natalie Wells		

Purpose of Report

To provide an update on the Heritage Review project and seek endorsement of the proposed Community Heritage Working Group Terms of Reference and appoint Councillor(s) representation to this group.

Background

The proposed scope and Stakeholder Engagement Plan for the review of the Albury and Lavington Heritage Studies was reported to Council for consideration on 11 October 2021 (refer to attachment 1).

All Councils maintain a list of significant heritage places in their Local Environmental Plans (LEPs) and are encouraged to review the inventory listings and planning controls to proactively manage heritage places and impacts of new development. The *Albury Local Environmental Plan 2010* (Albury LEP 2010) contains 245 local heritage items, 13 state heritage items and 16 Heritage Conservation Areas.

The Albury and Lavington Heritage Studies were developed in 2003. A heritage working group was formed to guide the development of these studies. The previous studies have a focus on post-European contact history and early architectural periods. This current project will review and update the list and guide how our heritage places will be managed into the future.

AlburyCity was successful in securing a community heritage grant from the Office of Environment & Heritage (OE&H) for \$40,000 with a matching contribution provided by Council (included in our current budget). The OE&H *Community-based heritage study: A guide (2013)* provides guidance on the methodology to conduct a heritage study. This includes a focus on input from our community (via a community working group and wider consultation activities) to identify the places of heritage significance that are important to them. The process to undertake our community-based heritage review is further detailed below.

Issues

The value of heritage and the need to recognise, protect, and enhance heritage places is identified in various AlburyCity and state government plans and policies listed below. Of relevance is our Local Strategic Planning Statement (endorsed 14 September 2020) that includes a short-term action to “Review our local Heritage Studies and Registers...”.

Riverina Murray Regional Plan

- 29. *Protect the region’s Aboriginal and historic heritage.*

Albury 2030

- 3.7.5 – *Protect, enhance, and promote items of built, natural and cultural heritage significance.*

Albury Local Strategic Planning Statement:

- *Priority 11: Our natural, built, and Aboriginal cultural heritage are protected, conserved, and celebrated providing the community with a sense of living history and a connection to the work and way of life of earlier generations.*
- *Action 11.5: Review our local Heritage Studies and Registers to identify and preserve existing buildings and places with the highest merit or greatest cultural significance.*
- *Action 11.6: Sensitively introduce new buildings into heritage conservation areas.*

Project Scope

The heritage review seeks to achieve the following outcomes:

- Expand our understanding of the way of life of earlier generations that informs our local character;
- Deliver an updated Heritage Study to guide the future management of Aboriginal and European heritage places in the Albury LGA;
- Provide statutory protection, community recognition, and enhancement of significant heritage places; and
- Enhance our heritage inventory that will assist in the preparation of development applications and development assessment decisions, leading to improved heritage outcomes.

The project scope as per the previous Council report (refer to attachment 1) is outlined below:

- Merge the two (Albury and Lavington) studies into one city-wide document.
- Review the thematic history and include Aboriginal history.
- Seek new community nominations for places of heritage significance and review heritage items.
- Invite a broader range of nominations from pre-contact Aboriginal history to the 20th Century.
- Group and categorise the heritage significance of items in the inventory.

- Enhance the information in the heritage inventory listings including the Statement of Significance and the recommended management strategies to provide greater direction for acceptable alterations to buildings.
- Provide further digital documentation (e.g., photographs or other relevant records) of inventory items.

Following a Request for Quotation process, Charles Sturt University (led by heritage advisor Professor Dirk Spennemann) has been appointed to undertake the Heritage Review project.

In establishing the project, reviewing background documents and Councillor priorities, the opportunity was identified for minor scope expansion to review Council's Heritage Strategy (2004) at the same time as the 2003 Heritage Studies. The Heritage Strategy examines heritage management, promotion, and protection in a much broader context, and includes several strategies and actions.

It is considered more efficient to review the studies and strategy at the same time. It will also provide for more comprehensive and better integrated heritage outcomes.

Heritage Working Group – Terms of Reference

As a community-based heritage study, local input is critical. The purpose of the Community Heritage Working Group is to provide advice on heritage matters that align with community views and expectations. Terms of Reference for the Community Heritage Working Group have been prepared and are included in attachment 2.

The OEH *Community-based heritage studies: A guide* (2013) states:

The following organisations are suggested as representatives on the heritage working group:

- *the local Aboriginal land council, Elders and relevant Aboriginal community groups or organisations;*
- *interested and knowledgeable councillors and council officers;*
- *the local historical society;*
- *the local library or archives;*
- *local museum curators;*
- *local nature conservation groups or a local person knowledgeable in this area;*
- *a person knowledgeable about the rural history of the area; and*
- *representatives from the key ethnic communities in the area.*

A working group will be formed from the list above via an Expression of Interest (EOI) process on the AlburyCity 'Have Your Say' page. Selection of the group will be guided by our consultant heritage advisor. The Heritage Working Group will meet regularly to support the consultant heritage advisor to collect local history sources, identify themes and listings, attend key site visits, and review the draft study prior to Council consideration.

The guide recommends a local Councillor is included in the Community Heritage Working Group as they will be the direct link to the Council and to update all Councillors on the progress of the study. A

minimum of one Councillor and up to two Councillors (which may include a substitute) is recommended.

To align with the Community-based heritage study guide (referenced in the list above) our Heritage Working Group may include representation from a variety of local interest groups in Albury such as (but not limited to):

- Albury & District Historical Society;
- Local Aboriginal groups or organisations;
- Councillors and Council staff;
- Ex-service community;
- LibraryMuseum;
- Albury-Wodonga multicultural groups;
- Historical aviation or railway groups;
- Albury Business Connect;
- Heritage and development industry (e.g., planners, architects, designers, builders);
- Heritage NSW, or
- Other similar groups.

A working group of six to ten members is anticipated. The working group is expected to be formed in April 2022 and continue until the heritage review is finalised (approximately 12 month project). Working Group meetings will take one to two hours and be held every two months.

Risk

- **Business Risk** – Our external heritage consultant will lead the preparation of the Heritage Review and assist in coordinating the Community Heritage Working Group. Funding for this is included in the current budget.
- **Corporate Risk** – The Heritage Review is anticipated to invite public interest from our community, heritage landowners, interested community groups, and developers. It is important to provide an opportunity for input from community members who have an interest in this space and can help to support its implementation. Consultation will be guided by the Stakeholder Engagement Plan. Also refer to Community Engagement Section below.
- **WHS and Public Risk** – Site visits will be conducted at heritage places. This will include appropriate landowner notification and COVID-safe measures, where required.
- **Environmental Risk** – The project will include a review of Aboriginal and European heritage under the *Heritage Act 1977*. The *Local Government Heritage Guidelines (2002)* and *Community-based heritage study: A guide (2013)* will be used to assess and review heritage places for listing in the inventory. Places that are of heritage significance to Aboriginal people and identified as culturally sensitive, will not be identified for listing in the Albury LEP 2010. These sites are appropriately protected by the *Aboriginal Heritage Information Management System (AHIMS)*.
- **Delivery Program Risk** – As noted above, the opportunity was identified to review the Heritage Strategy at the same time as the review of Heritage Studies. There are considerable efficiencies and benefits in reviewing these at the same time and minimal program delivery risk, noting the strategy will draw on the planned engagement activities of the heritage study.

Community Engagement

A Stakeholder Engagement Plan was endorsed at the Council meeting on 11 October 2021. An updated Stakeholder Engagement Plan is included in attachment 3. A summary of the key consultation phases and activities are listed below:

- Establish the Community Heritage Working Group.
- Round 1: Preliminary research:
 - Research heritage values, community views and themes; and
 - Baseline research surveys to heritage landowners, real estate agents and our community.
- Round 2: Community and Stakeholder Engagement:
 - Invite nominations for places of heritage significance including interactive map; and
 - Follow-up Community Survey (with education component).
- Round 3: Public Exhibition:
 - Present Draft Heritage Strategy and Study to Council for endorsement to proceed to public exhibition;
 - Public Exhibition of the Draft Heritage Strategy and Draft Heritage Study (minimum 28 days); and
 - Consideration of submissions prior to finalising.

Options

That Council:

1. Endorses the Community Heritage Working Group Terms of Reference and appoint a Councillor(s) to this group; or
2. Proceeds with no Councillor representation on the Community Heritage Working Group.

Conclusion

This report provides an update on the Heritage Review project and provides the Terms of Reference for the Community Heritage Working Group. The Heritage Review will help guide the future management of heritage places and help to improve heritage outcomes across our city.

Recommendation

That Council:

- a. Endorses the Community Heritage Working Group Terms of Reference; and
- b. Appoints a Councillor representative/s to participate in the Community Heritage Working Group.

Attachments

1. Previous Council Report – excluding attachments (DOC22/50457).
2. Terms of Reference – Community Heritage Working Group (DOC22/51359).
3. Stakeholder Engagement Plan – Version 2 (DOC22/52657).

CM13.2. Heritage Study Review - Project Scope and Stakeholder Engagement Plan

DATE	29 September 2021	FIL REFERENCE	FIL19/05107
CONFIDENTIAL	No		
FURTHER ENQUIRIES	David Christy City Development	PHONE	6023 8111
AUTHOR	Natalie Wells		

Purpose of Report

To present the proposed scope, timeframe, and Stakeholder Engagement Plan for the review of the Albury and Lavington Heritage Studies.

Background

The Albury and Lavington Heritage Studies were developed in 2003. The *Albury Local Environmental Plan 2010* (Albury LEP 2010) contains 245 local heritage items, 13 state heritage items and 16 Heritage Conservation Areas. The studies have a focus on post-European contact history and early architectural periods.

All Councils are required to maintain a list of significant heritage places in their Local Environmental Plans, and we are encouraged to review the inventory listings and our planning controls to proactively manage heritage places and impacts of new development.

AlburyCity was successful in securing a community heritage grant from the Office of Environment & Heritage (OE&H) for \$40,000 with a matching contribution provided by Council (included in our current budget).

The OE&H *Community-based heritage study: A guide* (2013) provides guidance on the methodology to conduct a heritage study. This Heritage Study Review will follow the general approach outlined in the guide. This includes a strong focus on community input to identify the places of heritage significance that are important to our community. The process to undertake our community-based heritage study review is further detailed below.

Issues

The value of heritage and the need to recognise, protect, and enhance heritage places is identified in various AlburyCity and state government plans and policies listed below. Of relevance is our Local Strategic Planning Statement (endorsed 14 September 2020) that includes a short-term action to "Review our local Heritage Studies and Registers...".

Riverina Murray Regional Plan

- 29. Protect the region's Aboriginal and historic heritage.

Albury 2030

- 3.7.5 – *Protect, enhance, and promote items of built, natural and cultural heritage significance.*

Albury Local Strategic Planning Statement:

- *Priority 11: Our natural, built, and Aboriginal cultural heritage are protected, conserved and celebrated providing the community with a sense of living history and a connection to the work and way of life of earlier generations.*
- *Action 11.5: Review our local Heritage Studies and Registers to identify and preserve existing buildings and places with the highest merit or greatest cultural significance.*
- *Action 11.6: Sensitively introduce new buildings into heritage conservation areas.*

Project Scope

Our 2003 heritage studies established a list of significant heritage places across our city. A review of the listings is required as public perceptions of what people thought was important historically may have changed over time. The Heritage Study Review is a community-based process that will guide the future management of our heritage places.

The review of the Albury and Lavington Heritage Studies is proposed to:

- Merge the two studies into one city-wide document.
- Review the thematic history and include Aboriginal history.
- Seek new community nominations for places of heritage significance and review heritage items.
- Invite a broader range of nominations from pre-contact Aboriginal history to the 20th Century.
- Group and categorise the heritage significance of items in the inventory.
- Enhance the information in the heritage inventory listings including the Statement of Significance and the recommended management strategies to provide greater direction for acceptable alterations to buildings.
- Provide further digital documentation (e.g. photographs or other relevant records) of inventory items.

The Heritage Study review seeks to achieve the following outcomes:

- Expand our understanding of the way of life of earlier generations that informs our local character;
- Deliver updated Heritage Study Review to guide the future management of Aboriginal and European heritage places in the Albury LGA;
- Provide statutory protection, community recognition, and enhancement of significant heritage places; and
- Enhance our heritage inventory that will assist in the preparation of development applications and development assessment decisions, leading to improved heritage outcomes.

Stages and Timing

The proposed project stages and anticipated timeframes are:

Preliminary: Consultant appointment and commencement (October – November 2021)

- Request for Quotation (RFQ) for consultant Heritage Advisor.
- RFQ assessment, awarding and commencement meetings with Heritage Advisor.

Stage 1: Background review – early 2022

- Establish heritage working group with stakeholder/community representatives.
- Background review.
- Community and Stakeholder Engagement (Have Your Say).

Stage 2: Draft Heritage Study – mid 2022

- Review Stage 1 engagement including heritage item nominations.
- Prepare Draft Heritage Study and seek Council endorsement to exhibit.
- Public exhibition of Draft Study.

Stage 3: Final Heritage Study – end 2022

- Review submissions.
- Finalise the revised Heritage Study and seek Council endorsement.

Risk

- **Business Risk** – It is proposed to appoint an external consultant to lead the preparation of the Heritage Study Review and assist in coordinating the heritage working group. Funding for this is included in the current budget.
- **Corporate Risk** – The project is anticipated to invite public interest from our community, heritage landowners, interested community groups, and developers. It will be guided by a Stakeholder Engagement Plan. Also refer to Community Engagement section below.
- **WHS and Public Risk** – Site visits will be conducted at heritage places. Appropriate landowner notification and COVID-safe measures will be required.
- **Environmental Risk** – This project will include a review of Aboriginal and European heritage under the *Heritage Act 1977*. The *Local Government Heritage Guidelines (2002)* and *Community-based heritage study: A guide (2013)* will be used to assess and review heritage places for listing in the inventory. Places that are of heritage significance to Aboriginal people and identified as culturally sensitive, will not be identified for listing in the Albury LEP 2010. These sites are appropriately protected by the *Aboriginal Heritage Information Management System (AHIMS)*.

- **Delivery Program Risk** – Heritage Studies require considerable research and time to identify, locate and analyse historic information and records. Any changes to the scope or additional stakeholder and community engagement may require an extension to the project delivery timeframe.

Community Engagement

Heritage Working Group

As a community-based heritage study, local input is critical. The OE&H *Community-based heritage study: A guide* (2013) recommends representation from a variety of local interest groups, such as the following:

- Albury & District Historical Society;
- Local Aboriginal groups or organisations;
- Interested councillors and Council staff;
- Ex-service community;
- Library/Museum;
- Albury-Wodonga multicultural groups;
- Historical aviation (e.g. Uiver) or railway groups;
- Albury Business Connect;
- Heritage landowners and development community (e.g. planners, architects, designers, builders); and
- Heritage NSW.

A working group will be formed from the list above (via an Expression of Interest [EOI] process) and guided by a consultant heritage advisor. The group will support the consultant heritage advisor to collect local history sources, identify themes and listings, attend site visits, and review the draft study prior to Council consideration.

Community Consultation

In addition to the Heritage Working Group, broader community input will be invited through the Heritage Study Review. A Stakeholder Engagement Plan has been prepared and is included in attachment 1. This proposes two key stages of consultation summarised as follows:

Stage 1: Have Your Say – Invite heritage place nominations and comment on existing heritage listings.

Our community will be invited to nominate places of heritage significance and provide input to review existing heritage listings. This stage will also include a community education component on what is considered heritage and why it is important for our community. Notification letters will be sent to landowners of heritage items or within a heritage conservation area. The engagement activities will also use various online tools and technologies to encourage community input and discussion. This may include interactive mapping for identifying heritage listings and online forum for sharing

comments. These tools will be used in conjunction with promotion via social media accounts/media releases, and newspaper advertisements.

Stage 2: Exhibition of Draft Heritage Study – Opportunity for feedback on the draft Heritage Study.

Our community will be invited to review the updated draft Heritage Study and put forward a submission to Council. This stage will also include a notification letter to advise landowners of potential new heritage listings or changes to the existing listing/inventory details recommended by the updated draft Heritage Study. As per Stage 1, information will also be provided via AlburyCity's webpage, social media/media releases, and newspaper advertisements.

Further information is included in the Stakeholder Engagement Plan in attachment 1. Refinements may be made to the Stakeholder Engagement Plan as the project progresses to maximise input from stakeholders and encourage continuous improvement of consultation techniques. It is also identified that the appointed project heritage consultant may identify additional refinements.

Options

1. Endorse the Heritage Study Review project scope and Stakeholder Engagement Plan.
This is the preferred option as the existing 2003 Heritage Studies were last updated 18 years ago and would benefit from a review.
2. Amend the Heritage Study Review project scope and Stakeholder Engagement Plan:
This option may include changes to the project scope or timeframes.
3. Not proceed with a Heritage Study Review:
This is not the preferred option and would rely on the existing inventory to guide the future management of heritage places.

Conclusion

This report outlines the proposed scope, timeframes, and Stakeholder Engagement Plan for undertaking the Heritage Study Review. The Heritage Study Review will deliver enhanced heritage inventory that will help guide the future management of heritage places and improve heritage outcomes across our city.

Recommendation

That Council endorses the Heritage Study Review project scope and Stakeholder Engagement Plan.

Attachments

1. Stakeholder Engagement Plan (DOC21/205017).

AlburyCity Stakeholder Engagement Plan

STEP 1. The required detail for your plan. Complete the information below:

Project Name	Heritage Review (FIL19/05107)
Engagement Plan Author	Natalie Wells, Strategic Planner
Date of Engagement Plan	22 September, 2021 (revised 14 March 2021)
Project Number	2385038
Record Number	DOC22/52352
Project Overview	<p>The project will review the Heritage Strategy and Albury and Lavington Heritage Studies which were prepared in 2003.</p> <p>It will produce an updated Heritage Review that will guide the future management of heritage places in the Albury LGA to achieve improved heritage outcomes.</p>
Overarching project goal or objective (s)	<p>The Heritage Review project will achieve the following objectives:</p> <ol style="list-style-type: none"> 1. Expand our understanding of the way of life of earlier generations that informs our local character; 2. Deliver an updated Heritage Strategy and Study to guide the future management of heritage places in the Albury LGA; 3. Provide statutory protection, community recognition, and enhancement of significant heritage places; and 4. Enhance our heritage listings to assist in the preparation of development applications and development assessment decisions, leading to improved heritage outcomes.
Stakeholder Engagement Objective	<p>The Heritage Review will use the following objectives to guide engagement with our community:</p> <ol style="list-style-type: none"> 1. Raise awareness among the community that AlburyCity is reviewing our heritage management strategies; 2. Ensure the Community Heritage Working Group appropriately represents the diversity of our community; and 3. Establish a range of engagement techniques to encourage participation from heritage landowners, interested groups and the wider community.

<p>Stakeholders</p>	<p>A volunteer Community Heritage Working Group will be formed via an Expression of Interest (EOI) process. The working group will provide advice on heritage matters that align with community views and expectations.</p> <p>The OE&H <i>Community-based heritage study: A guide (2013)</i> provides guidance on forming the heritage working group including an example advertisement seeking volunteers to join the working group.</p> <p>The working group may include potential representation from the following local interest groups:</p> <ul style="list-style-type: none"> • Albury & District Historical Society; • Local Aboriginal groups; • Interested AlburyCity Councillors and staff; • Ex-service community; • LibraryMuseum; • Albury-Wodonga multicultural groups; • Historical aviation (eg. Uiver) or railway groups; • Albury Business Connect; • Heritage landowners and development community e.g. planners, architects, designers, builders; and • Heritage NSW. <p>The guide recommends a local councillor is included in the heritage working group as they will be a direct link to the Council and update all Councillors on the progress of the study.</p> <p>In addition to potential representation on the working group, the above stakeholder groups will also be invited to input at each of the consultation stages outlined below.</p>
<p>Timeline</p>	<p>Detailed timing is in the <i>Engagement Techniques and Timeframe</i> table below.</p> <p>Establish the Community Heritage Working Group – March/April</p> <p>Round 1: Preliminary research: Mid 2022</p> <ul style="list-style-type: none"> ▪ Research heritage values, community views and themes ▪ Baseline research surveys to heritage landowners, real estate agents and our community. <p>Round 2: Community and Stakeholder Engagement: Mid 2022</p> <ul style="list-style-type: none"> ▪ Invite nominations for places of heritage significance including interactive map

	<ul style="list-style-type: none">▪ Follow-up Community Survey (with education component) <p>Round 3: Public Exhibition: Late 2022</p> <ul style="list-style-type: none">▪ Present Draft Heritage Strategy and Study to Council for endorsement to proceed to public exhibition▪ Public Exhibition of the Draft Heritage Strategy and Draft Heritage Study (minimum 28 days)▪ Consideration of submissions prior to finalising
--	---

<p>Level of Engagement (IAP2 Spectrum)</p>	<p>Round 1 – Preliminary Research – Involve/Collaborate</p> <p><u>Community Heritage Working Group – Collaborate</u> Initial consultation to identify representatives for the working group. The participation of the working group through the project will be at a collaborative level. The group will provide advice on heritage matters that align with community views and expectations and be consulted throughout the project rounds.</p> <p><u>Baseline Research Surveys – Involve</u> Baseline research surveys will be sent to heritage landowners, real estate agents and our community. The surveys are a new component to the project and will help us to establish a baseline of existing views and expectations of our heritage places.</p> <p>Round 2 – Community Stakeholder Engagement – Involve</p> <p><u>Community – Involve</u> We will invite our community to nominate places of heritage significance and provide input to review heritage listings. This stage will include a community education component on what is considered heritage and why it is important for our community.</p> <p>Notification letters will be sent to landowners of heritage items or within a heritage conservation area. The engagement activities will also use various online tools and technologies to encourage community input and discussion. This may include interactive mapping for identifying heritage listings and online forum for sharing comments. These tools will be used in conjunction with promotion via social media accounts/media releases, and newspaper advertisements.</p> <p>Round 3 – Public Exhibition – Consult</p> <p>After feedback from Round 2 is considered and integrated into the Heritage Review project, we will consult with the community through the Public Exhibition process. Our community will be invited to review the updated draft Heritage Strategy and draft Heritage Study and put forward a written submission to Council if desired. This stage will also include notification letters provided to landowners of potential new heritage listings or changes to the existing listing/inventory details recommended by the updated draft Heritage Study.</p>
---	--

	Round 3 (Public Exhibition) – Inform If formally adopted by Council, we will close the loop by informing that the Heritage Review project has been finalised.
Media interest	Some media interest is anticipated on any heritage places listed or removed from the inventory. The project team will work closely with the Communications team to: <ul style="list-style-type: none"> Proactively provide media releases promoting the project objectives; and Monitor and respond to requests for comment.
Budget	Part of the overall Heritage Review project budget is available for consultation costs such as: <ul style="list-style-type: none"> Interactive online map; Online survey; Newspaper advertising; Graphic design; Printing; and Mail outs.
Evaluation	Post project review will be undertaken, such as: <ul style="list-style-type: none"> Number of people registering their interest (e.g. website 'hits', downloads, social media traction); Number of media articles (positive/negative); Number of submissions; and Feedback from working group.
Approval	Stakeholder Engagement Plan approved by: Luke Stein, Team Leader City Planning 13/09/2021 (revised 14/03/2021)

STEP 2. Add details of Stakeholder Engagement Plan to the register

Register this approved plan by listing under the relevant year in DOC14/86321.

STEP 3. Consult with the Communications Team and / or Corporate Planner

Discuss the different techniques to engage with stakeholders (internal or external) and your anticipated deliverables. Consider the implementation timeframe for your Engagement Plan. Add information to Step 4. Refer to AlburyCity Corporate Communications Strategy for methods to best communicate.

STEP 4. Deliverables and techniques.

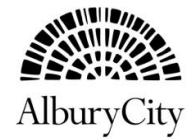
When you have determined the techniques and timing for your engagement process, please list below:

Engagement Techniques and Timeframe	
TECHNIQUES/DELIVERABLES	ESTIMATED DATES FOR ENGAGEMENT DELIVERY
Invite nominations for Community Heritage Working Group (notify stakeholder groups)	March/April 2022
Round 1: Preliminary Research	
Establish baseline research surveys to be sent to heritage landowners, real estate agents and our community.	Mid 2022
Round 2: Community and Stakeholder Engagement	
Facilitate up to four Heritage Working Group meetings (online or in person)	Mid 2022
Develop and commence online 'Have Your Say' platform including community survey (with education component) and interactive map/forums	
Send notification letters to heritage landowners	
Social media posts and/or media release	
Round 3: Public Exhibition	
Facilitate Community Heritage Working Group meetings to review the draft Heritage Strategy and Study (online or in person)	Late 2022
Councillor Pre-Meeting Briefing Session	
Public Exhibition Notice 28 day period (Border Mail) Includes notification letters to heritage landowners to advise of potential changes as recommended by the draft heritage study	
Social media posts and/or media release (if required)	
Facilitate final Community Heritage Working Group meeting(s) post public exhibition to respond to submissions and recommendations (online or in person)	
Communications Approval (as required)	

STEP 5. Evaluation of the engagement process

At the conclusion of the engagement activity (either internal or external), review the process. Consider the following questions and complete the table below:

Evaluation of the process	<ul style="list-style-type: none"> Did you identify the correct stakeholders? Were their needs met? Were the correct techniques / deliverables used and were they implemented correctly?
Evaluation of the outcome	<ul style="list-style-type: none"> What was the result of the engagement? How many people did it reach? Were the community / stakeholders satisfied? What was the stakeholder impact on the decision process and final decision?



STEP 6. Close the loop. This is important for both internal staff and the external community.

Let the people you engaged know the final outcome of your engagement activity.

When complete, summarise how you closed the loop in the space provided.

For Internal employees:

- Summarise the main findings of your stakeholder engagement
- Determine the best method for advising staff and use this to inform of your findings / outcomes. If required, refer to AlburyCity Corporate Communications Strategy for methods to best communicate with staff.

For External community and other stakeholders

- Summarise the main findings of your stakeholder engagement.
- Complete this form and submit: <http://www.alburycity.nsw.gov.au/inside-alburycity/have-a-say/results/feedback-form/> **nocache**
- Liaise with the Communications team to place the summary back on 'Have a Say' under '**past items**'.

'Close the loop' methods undertaken
What did you do to close the loop of your engagement activity?