



**Government
of South Australia**

SOUTH AUSTRALIAN HERITAGE COUNCIL

2023-24 Annual Report

South Australian Heritage Council

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<https://www.environment.sa.gov.au/topics/heritage/sa-heritage-council>

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ISSN: 1834-027X

Date approved by the Board: 1 August 2024

Date presented to Minister: enter date

To:

Hon Dr Susan Close MP

Minister for Climate, Environment and Water

This annual report will be presented to Parliament to meet the statutory reporting requirements of *Public Sector Act 2009*, *the Public Sector Regulations 2010*, *the Public Finance and Audit Act 1987* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

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

Submitted on behalf of the SOUTH AUSTRALIAN HERITAGE COUNCIL by:

Sandy Verschoor

Chairperson

Date: 1 August 2024

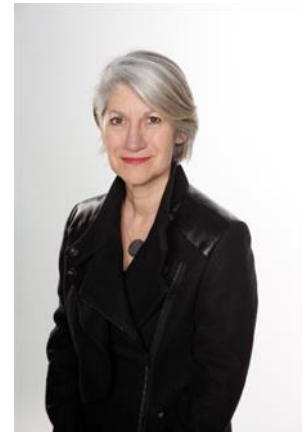
Signature

A handwritten signature in blue ink, consisting of a series of loops and a long horizontal stroke extending to the right.

From the Chairperson

It has been a positive year for heritage listings in South Australia with twelve new State Heritage Places being confirmed as well as forty-six reports approved relating to additional information on existing State Heritage Places. The latter is through our 'Better Heritage Information' project, resulting in tangible benefits for owners of these places including clarity for why these places are of state significance.

I'd like to thank retired members of the Council, Ms Kate McDougall, Mr Gavin Leydon, Mr Marcus Rolfe, Ms Jan Ferguson OAM (former Deputy Chair) and Mr Rob Donaldson for their valued service and expertise.



In April 2024, the Council welcomed four new members and three returning members. The first meeting of the new Council membership was to the Flinders Ranges. A highlight of the Council's trip was the interactive audio-visual presentation in the historic Blacksmith Shop at Nilpena. It showcased one of the most spectacular fossil beds at Nilpena known as Alice's Restaurant Bed. The Ediacara fossils are globally significant in preserving a record of the dawn of animal life approximately 550 million years ago. A World Heritage bid is now in progress to recognise the exceptional assemblage of fossil records of this locality. South Australia is blessed with amazing heritage sites, and I encourage you to stop and enjoy them if you are travelling through the State.

At the end of June 2024, South Australia had 2331 State Heritage Places and 17 State Heritage Areas. One of our last listings of the reporting period was a Stobie pole, demonstrating that State Heritage Places can come in all shapes and sizes. The 'Tribute to James Cyril Stobie' recognises the invention of the man behind our iconic Stobie pole.

I'd like to take this opportunity to thank all owners and custodians of our heritage places.

This report details the listing decisions of the Council as well as policy and strategy work to provide for and promote the conservation of our State Heritage. Further information, including images of the places listed in 2023/24, will be made available through a public facing report that can be downloaded from the Council's webpage.

I hope you find this annual report informative.

A blue ink handwritten signature, appearing to read 'Sandy Verschoor', with a long horizontal line extending to the right.

Sandy Verschoor

Chairperson

South Australian Heritage Council

Contents

Overview: about the agency.....	5
Our strategic focus	5
Our organisational structure	5
Changes to the agency.....	6
Our Minister (s).....	6
Our Executive team	6
Legislation administered by the agency	6
<i>Heritage Places Act 1993</i>	6
Other related agencies (within the Minister's area/s of responsibility)	6
The agency's performance.....	7
Performance at a glance.....	7
Corporate performance summary	17
Employment opportunity programs	17
Agency performance management and development systems	18
Work health, safety and return to work programs	19
Executive employment in the agency.....	20
Financial performance.....	21
Financial performance at a glance	21
Consultants disclosure	21
Contractors disclosure	22
Risk management	23
Risk and audit at a glance	23
Fraud detected in the agency	23
Strategies implemented to control and prevent fraud.....	23
Public interest disclosure	23
Reporting required under any other act or regulation.....	23
Reporting required under the <i>Carers' Recognition Act 2005</i>	23
Public complaints	24
Number of public complaints reported	24
Additional Metrics	25
Service Improvements.....	26
Compliance Statement	26
Appendix: Audited financial statements 2023-24	27

Overview: about the agency

Our strategic focus

Our Purpose	The South Australian Heritage Council (the Council) is established under the provisions of the <i>Heritage Places Act 1993</i> (the Act) and ensures that South Australian Places and related objects with heritage significance are protected through their entry in the South Australian Heritage Register (Register). This mechanism promotes public understanding and appreciation of the State's heritage.
Our Vision	South Australians are enriched by the protection, conservation and celebration of our heritage
Our functions, objectives and deliverables	<p>The functions of the Council are set out in Section 5A of the Act, and include administration of the Register, advice to the Minister for Climate, Environment and Water on heritage matters, advice to the Minister responsible for Planning, and the initiation and support of community awareness programs that promote public understanding and appreciation of the State's heritage.</p> <p>Council has developed a 'Strategic plan towards 2025' that includes a number of goals and desired outcomes under the three pillars of 'protect', 'conserve' and 'promote'. Council's strategic plan can be downloaded from the Council's web page on the Department for Environment and Water web site. To deliver the strategic plan, Council worked towards actions outlined in its 2023-24 action plan and many of these are reported on under 'The agency's performance' section of this annual report.</p>

Our organisational structure

In accordance with Section 5 of the Act, the Council consists of nine members and one acting member appointed by the Minister for Climate, Environment and Water.

As at 30 June 2024, the Council membership included:

Name	Position	Term Dates
Ms Sandra Verschoor	Chairperson	1 April 2023 – 31 March 2026
Ms Eleanor Walters	Member (Appointed as Deputy Chairperson for one year from 6 April 2024 - 5 April 2025)	2 April 2024 – 1 April 2027
Ms Michelle Toft	Member	2 April 2024 – 1 April 2027
Mr James Botten	Member	2 April 2024 – 1 April 2027
Mr David Brooks	Member	1 April 2023 – 31 March 2026
Mr Tim Lloyd	Member	2 April 2024 – 1 April 2027

Professor Virginia Lee	Member	2 April 2024 – 1 April 2027
Mrs Deborah Lindsay	Member	2 April 2024 – 1 April 2026
Dr Stephen Schrapel	Member	2 April 2024 – 1 April 2026
Mr Simon Weidenhofer	Acting Member	2 April 2024 – 1 April 2026

Changes to the agency

During 2023-24 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister (s)

The Hon Dr Susan Close MP was appointed as the Minister for Climate, Environment and Water in March 2022.

The Minister has responsibility and administration of the *Heritage Places Act 1993*, under which the Council operates.

Our Executive team

The Council is supported in its function by staff from Heritage South Australia within the Department for Environment and Water.

Ms Sandra Verschoor was appointed by the Minister as Chair of the Council for a three-year term - 1 April 2023 to 31 March 2026.

Ms Jan Ferguson filled the role of Deputy Chair of the Council until her term ended on 1 April 2024.

Fellow Council members elected Ms Eleanor Walters as Deputy Chair of the Council for a period of 1 year from 6 April 2024 to 5 April 2025.

Legislation administered by the agency

Heritage Places Act 1993

Other related agencies (within the Minister's area/s of responsibility)

The Council is supported in its administration of the Act by the Department for Environment and Water.

The agency's performance

Performance at a glance

The Council has responsibility to the Minister for Climate, Environment and Water. The Council's core functions relate to the entry of State Heritage Places in the South Australian Heritage Register and its administration.

The Council met ten times in the reporting period.

The following is a list of the number of meetings each Council member attended:

Ms Sandra Verschoor – 10 meetings.

Ms Jan Ferguson OAM – 4 meetings

Ms Eleanor Walters – 7 meetings.

Mr David Brooks – 9 meetings.

Mr Marcus Rolfe – 7 meetings

Mr Gavin Leydon – 6 meetings

Ms Katrina McDougall – 7 meetings

Mrs Deborah Lindsay – 9 meetings.

Mr Stephen Schrapel – 9 meetings.

Mr Jamie Botten – 2 meetings

Ms Michelle Toft – 3 meetings

Mr Tim Lloyd – 3 meetings

Dr Virginia Lee – 2 meetings

Mr Robert Donaldson (Acting Member) – 2 meetings

Mr Simon Weidenhofer (Acting Member) – 2 meetings.

Agency specific objectives and performance

The Council, in consultation with the Department for Environment and Water, progressed the protecting State Heritage Place election commitment.

Agency objectives	Indicators	Performance
Advice to the Minister for Climate, Environment and Water	<p>Council organised a meeting between the Minister and American heritage expert Mr Donovan Rypkema to discuss the economics of heritage in the South Australian context.</p> <p>The Council provides a communique to the Minister after each meeting to inform her of outcomes of those meetings.</p> <p>The Minister is also provided with a copy of the public facing “Heritage News”.</p>	To provide for and promote the conservation of places of State Heritage significance to the Minister.

<p>To administer the Register and to identify places and related objects of State Heritage significance, and to enter them in the Register.</p>	<p>Places confirmed in the South Australian Heritage Register: 12 (Twelve)</p> <ul style="list-style-type: none"> • Nelly Creek Fossil Flora Complex, Arabana Country, Oodnadatta Track, Callana, Arabana Country (17 August 2023 meeting). • Poole Creek Fossil Flora Complex, South of Kati Thanda South (Lake Eyre South) and Covrichina Dam (17 August 2023 meeting). • Victa Cinema (former Ozone Theatre), Ramindjeri and Ngarrindjeri Country, 37-41 Ocean Street, Victor Harbor (17 August 2023 meeting). • Tantanoola Cave Complex, Boandik Country, 32047 Princes Highway, Tantanoola (19 October 2023 meeting). • Dr Kent's Paddock Housing Complex, Kurna Country, 3-57 Capper Street & 28-48 Rundle Street, Kent Town (19 October 2023 meeting). • St Patrick's Schoolhouse, Kurna Country, 268 Grote Street, Adelaide (15 February 2024 meeting). • St John Vianney's Catholic Church, Kurna Country, 544 Glynburn Road, Burnside (14 March 2024 meeting). • Jenkins Street Slips Precinct, Kurna Country, New Port (14 March 2024 meeting). • Former Salisbury Methodist Church, Kurna Country, 59-61 Park Terrace, Salisbury (23 May 2024). • Naracoorte Church of Christ, Bunganditj, Marditjali, Meint Country, 64 Jenkins Terrace, Naracoorte (23 May 2024 meeting). • Haigh Mansions, Kurna Country, 323 Esplanade, Henley Beach (27 June 2024 meeting). • Shandon (flats), Kurna Country, 88 Moseley Street, Glenelg South (27 June 2024 meeting). <p>Places provisionally entered in the South Australian Heritage Register: 14 (Fourteen)</p>	<p>Promotes understanding and appreciation of South Australia's heritage.</p>
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	<ul style="list-style-type: none"> • Jenkins Street Slips Precinct, Kurna Country, Jenkins Street, New Port (17 August 2023 meeting). • St Patrick's Schoolhouse, Kurna Country, 268 Grote Street, Adelaide (17 August 2023 meeting). • Shandon (flats), Kurna Country, 88 Moseley Street, Glenelg South (7 December 2023 meeting). • Naracoorte Church of Christ, Bunganditj, Marditjali, Meintangk, Ngarrindjeri and Potaruwutj Country, 64 Jenkins Street, Naracoorte (7 December 2023 meeting). • Former Salisbury Methodist Church, Kurna Country. 59-61 Park Terrace, Salisbury (7 December 2023 meeting). • Haigh Mansions, Kurna Country, 323 Esplanade, Henley Beach (15 February 2024 meeting). • Torrens Island Quarantine Station Complex, Kurna Country, 114 Trunkway, Torrens Island (14 March 2024 meeting) • Rogart (flats), Kurna Country, 4-6 Malcolm Street, Millswood (14 March 2024 meeting) • Kelvin Building, Kurna Country, 233-236 North Terrace, Adelaide (14 March 2024 meeting) • Bruceden Court (flats), Kurna Country, 2a Deepdene Avenue, Westbourne Park (23 May 2024 meeting). • St David's Anglican Church, Kurna Country, 492 Glynburn Road, Burnside (27 June 2024 meeting). • Sandergrove Water Reserve, Peramangk Country and Ngarrindjeri Country, Wattle Flat Road, Sandergrove (27 June 2024 meeting). • Green Farm Lime Kilns, Ngarrindjeri Country, Monarto, Monarto Safari Park (27 June 2024 meeting). • Tribute to James Cyril Stobie, Kurna Country, 500 Grand Junction Road, Angle Park (27 June 2024 meeting). <p>Objects Confirmed: 1 (one)</p> <ul style="list-style-type: none"> • Commissioner of Public Works Honour Board, Kurna Country, Torrens Building, 	
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	<p>Victoria Square / Tarndanyangga, Adelaide (27 June 2024 meeting).</p> <p>Places Designated: 7 (seven)</p> <ul style="list-style-type: none"> • Tertiary Silcrete Flora Stuarts Creek, Arabana Country, 80kms West of Marree (17 August 2023 meeting). • Nelly Creek Fossil Flora Complex, Arabana Country, Oodnadatta Track, Callana, Arabana Country (17 August 2023 meeting). • Poole Creek Fossil Flora Complex, South of Kati Thanda South (Lake Eyre South) and Covrichina Dam (17 August 2023 meeting). • Tantanoola Cave Complex, Boandik Country, 32047 Princes Highway, Tantanoola (19 October 2023 meeting). • Hallett Cove Conservation Park & Sandison Reserve, Kurna Country, 14033 Clifftop Crescent, Hallett Cove (15 February 2024 meeting). • Geological Monument – Myponga Beach Coastline. Kurna Country (15 February 2024 meeting). • Lake Palankarinna Fossil Reserve, Approximately 90kms north of Marree (14 March 2024). <p>Places not accepted for listing: 8 (eight):</p> <ul style="list-style-type: none"> • Port Adelaide Sailing Club, Jenkins Street, New Port (17 August 2023 meeting) • Colonel Light Gardens, on Kurna Country, Church of Christ, 539 – 541 Goodwood Road, Colonel Light Gardens (17 August 2023 meeting). • Nantawarra Silo, On Kurna Country, 18 Silo Road, Nantawarra (17 August 2023 meeting). • Great Western Bridge, Barngarla Country, Foreshore, Port Augusta (17 August 2023 meeting). • Highgate Park (former Julia Farr Centre), Kurna Country, 103 Fisher Street, Fullarton (7 December 2023 meeting). • Nookamka No. 1 (Lake Bonney) Pumping Station (ruin), Barmera (15 February 2024 meeting). 	
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	<ul style="list-style-type: none"> • Shoreham (flats), Kaurna Country, 18A South Esplanade, Glenelg (14 March 2024 meeting). • Retten (flats), Kaurna Country, 8 Giles Avenue, Glenelg (14 March 2024 meeting). <p>Places removed from the South Australian Heritage Register: Zero (0)</p> <ul style="list-style-type: none"> • Nil <p>Places removed under Direction from the Heritage Minister: 0 (Zero)</p> <ul style="list-style-type: none"> • Nil <p>Heritage Agreements: 1 (one)</p> <ul style="list-style-type: none"> • Fort Largs, 274 Lady Gowrie Drive, Taperoo (dated 27 June 2024). <p>Better Heritage information: 46 (Forty-six)</p> <p>There are many State Heritage Places that were heritage listed at a time when only limited information was required to enter them in the Register. Council, with the assistance of Heritage South Australia, is now improving the information about why they are State Heritage Places and endorsed reports in relation to the following:</p> <ul style="list-style-type: none"> • Robe Gaol • Robe Obelisk • Robe Cemetery • London House, 7 High Street, Strathalbyn • Nautical Museum (former Robe Customs House, 1 Royal Circus, Robe • Royal Circus and Sea Wall Historic Site, Robe. • Minlaton Showground Complex (including Pavilion and Grandstand, Walls, and Pedestrian Gate, Ticket Office and Outbuildings) West Terrace, Minlaton. • Torrens Building, 202-220 Victoria Square, Adelaide • Angas Mill, 27 Commercial Road, Strathalbyn. • Robe Courthouse, Police Station, Old Cells and Stables, 8 Smillie Street, Robe • Star of the Sea Church, 2 Hagen Street, Robe. 	
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	<ul style="list-style-type: none"> • Inneston Lake and Deep Lake Geological Sites, Innes National Park, Pandolowie Bay Road, near Stenhouse Bay. • Marion Lake Geological Site, Innes National Park, Stenhouse Bay. • Robe House (former Government Residence), Bunganditj Country, 1A Hagen Street, Robe. • Robe Institute, Bunganditj Country, Smillie Street, Robe. • Former CSIRO Field Research Station (including shed, water tank, yard fencing and gates, Lot 1 Nora Creina Road, Robe. • Colman's Store, 25 Commercial Road, Strathalbyn • Shops, 4-6 Albyn Terrace, Strathalbyn. • Capri Cinema (former New Goodwood Star, later New Curzon), 141 Goodwood Road, Goodwood. • Piccadilly Theatre, 181-189 O'Connell Street, North Adelaide. • Former Regent Theatre (façade), 101-109 Rundle Mall, Adelaide. • Bank House, 24 Smillie Street, Robe • St Mary's Star of the Sea Catholic Church, 2 Hagen Street, Robe • Original Cottage and Stone Outbuilding, 95-107 Sturt Road, Dover Gardens. • Former Robe Telegraph Station and Post Office • Blackwell House, 20 Commercial Road, Strathalbyn • Shops, 10A Albyn Terrace, Strathalbyn. • Torrens Island Quarantine Station Complex, 114 Grand Trunkway, Torrens Island • Geological and Palaeontological Significant Coastline, Cape D'Estaing to Point Marsend near Emu Bay, Wisanger, Emu Bay and North Cape. • St Patrick's Church, 268 Grote Street, Adelaide. • Criterion Hotel, 28 Smillie Street, Robe. • Shop and Dwellings, 26 Smillie Street, Robe. • Shop and Dwelling, 14 Albyn Terrace, Strathalbyn. 	
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	<ul style="list-style-type: none">• Tufa Waterfall, Bunkers (private) Conservation Reserve.• Shops, 41-43 Commercial Road, Strathalbyn.• National War Memorial, North Terrace, Adelaide.• Dwelling “Granny Banks”, 15 Sturt Street, Robe.• Caledonian Inn, 1 Victoria Street, Robe.• Wilson’s Saddlery – Former, 5 Victoria Street, Robe.• Dwelling “Attic House”, 18 Victoria Street, Robe.• Former Bush Inn, Main Road, Robe.• Davison’s Shop, 32 Smillie Street, Robe.• Wikawillina Archaeocyatha Site, Ikara-Flinders Ranges National Park. Flinders Ranges.• Semaphore Palais, Esplanade, Semaphore• Ormerod Cottages, Bunganditj Country, 10 Smillie Street, Robe.• Moorakynne House, 4-6 Sturt Street, Robe.	
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<p>To provide advice on the development and effectiveness of heritage conservation programs, policies, initiatives and incentives.</p>	<p><u>Strategic Plan – Action Plan 2023-24</u></p> <p>Council has a Strategic Plan ‘Towards 2025’ which is available to read through its website: https://www.environment.sa.gov.au/topics/heritage/sa-heritage-council/strategic-plan</p> <p>Each year, the Council develops an action plan in order progress the themes within its strategic plan.</p> <p><u>Forum with Donovan Rypkema</u></p> <p>Council organised for American heritage expert Mr Donovan Rypkema to visit Adelaide in August 2023. Mr Rypkema was guest speaker at a well-attended heritage forum to discuss the economic value of heritage.</p> <p><u>ICOMOS General Assembly</u></p> <p>Representatives of the Council attended the General Assembly in Sydney between 4 and 8 September 2023 to liaise with other heritage experts and learn about best practice listing and heritage management.</p> <p><u>Vacant State Heritage Places project</u></p> <p>Council resolved to undertake research and data analysis regarding select vacant State Heritage Places. A pilot test involving a random selection of 20 government owned State Heritage Places was undertaken as a starting point, and Council agreed it will look to expand this project.</p> <p><u>Meetings with stakeholders</u></p> <p>Council met with Mr Craig Holden, Chair of the State Planning Commission in October 2023 and discussed matters of mutual concern. Further, the Chair of the Council, Ms Sandy Verschoor, met quarterly with Mr Holden.</p> <p>The Chair met with the Minister responsible for the <i>Heritage Places Act 1993</i>, the Hon Dr Susan Close MP.</p> <p><u>Regional Meeting</u></p> <p>Council held its April 2024 meeting in the Flinders Ranges and were exposed to the unique challenges facing owners of State Heritage Places in regional areas.</p> <p><u>Projects for 2024/25</u></p>	<p>Contributes to sound heritage conservation programs that benefit the public good.</p>
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	<p>At its 6 April 2024 meeting, the Council approved the following projects for the 2024/25 period:</p> <ul style="list-style-type: none"> • Blue plaques for new State Heritage Places • 20th Century Survey Thematic History 1960 – 1999 • To undertake one regional meeting • Local Government survey of state heritage matters • Project management to deliver projects <p><u>Communication Strategy</u></p> <p>The Council endorsed a high-level policy document setting out the purpose, goals and target audience of its communication strategy for 2023/24.</p> <p><u>Kangaroo Island Regional Plan</u></p> <p>The Council provided feedback on the draft Kangaroo Island Regional Plan to Planning and Land Use Services, Department for Housing and Urban Development.</p> <p><u>Bulk Grain Handling Facilities</u></p> <p>On 14 March 2024 the Council considered a review of bulk grain handling facilities across South Australia and agreed to add six facilities to the assessment list.</p>	
The operation and enforcement of the Act.	<p><u>Appointment of Deputy Chairperson</u></p> <p>The Council appointed Ms Eleanor Walters as Deputy Chairperson for the period 6 April 2024 to 5 April 2025.</p> <p><u>Policies and Procedures</u></p> <p>The Council's policies and procedures are subject to continuous review as a matter of good governance.</p> <p>The Council agreed that its policies and procedures are made available to the public through its website. They are available here:</p> <p>https://www.environment.sa.gov.au/topics/heritage/sa-heritage-council/policies-and-procedures</p>	Sound governance gives the public confidence in the decision making of the Council.

In connection with the administration of the Act.	<u>Council's activities in 2023-24</u> Each year the Council releases a document communicating its activities for the previous financial year. This is a public facing document separate to the formal annual reporting requirements, specifically designed for promotional purposes. It is available at: https://www.environment.sa.gov.au/topics/heritage/sa-heritage-council	Sound governance gives the public confidence in the decision making of the Council.
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Corporate performance summary

The Council's corporate services are provided by Department for Environment and Water.

Employment opportunity programs

Program name	Performance
Not applicable	Not applicable

Agency performance management and development systems

Performance management and development system	Performance
Department for Environment and Water staff supporting the Council's operations undertake a performance review and development program with their managers.	Two performance review and development sessions are held on an annual basis.
Induction of Council members	An induction session is held for Council members upon appointment.
Risk Register	A Risk Register tracks risks to the Council and enables risk mitigation measures.
Heritage Assessment Report quality management	The Department for Environment and Water has implemented a range of measures to ensure the quality of heritage assessment reports which inform the decisions of the Council about the entry of nominated places in the Register.
Conflict of Interest	The Council has a robust policy on the management of any declarations of conflict of interest. The Council reports to the Minister on this matter after each meeting through a communique.
Freedom of Information	<p>A freedom of information (FOI) request can be made of the Council as it is deemed an "agency" for the purposes of the FOI Act. Reporting on FOI requests during the reporting period is done separately. Information can be found on the Council's webpage. It is available here:</p> <p>https://www.environment.sa.gov.au/topics/heritage/sa-heritage-council/freedom-of-information-requests</p>

Work health, safety and return to work programs

Program name	Performance
The Council abides by the relevant health and safety policies and procedures adopted by the Department for Environment and Water to meet whole of Government legislative requirements.	Reporting on this matter is contained within the Department for Environment and Water Annual Report 2023-24.

Workplace injury claims	2023-24	2022-23	% Change (+ / -)
Total new workplace injury claims	0	0	0%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	2023-24	2022-2023	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	0	0%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	0	0	0%

Return to work costs**	2023-24	2022-23	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0%
Income support payments – gross (\$)	0	0	0%

***before third party recovery*

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

Executive employment in the agency

Executive classification	Number of executives
SAES Level 1	0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

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

Financial performance

Financial performance at a glance

The operating costs of the Council is managed through the Department for Environment and Water and this information can be found in its annual report.

Statement of Comprehensive Income	2023-24 Budget \$000s	2023-24 Actual \$000s	Variation \$000s	2022-23 Actual \$000s
Total Income	0	0	0	0
Total Expenses	0	0	0	0
Net Result	0	0	0	0
Total Comprehensive Result	0	0	0	0

Statement of Financial Position	2023-24 Budget \$000s	2023-24 Actual \$000s	Variation \$000s	2022-23 Actual \$000s
Current assets	0	0	0	0
Non-current assets	0	0	0	0
Total assets	0	0	0	0
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	0	0	0
Equity	0	0	0	0

Consultants disclosure

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

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

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$0

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

Consultancies	Purpose	\$ Actual payment
Business name	Various	\$0

Consultancies	Purpose	\$ Actual payment
	Total	\$0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

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

Contractors disclosure

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

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$0

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

Contractors	Purpose	\$ Actual payment
Business name	Purpose	\$0
	Total	\$0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

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

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

Risk management

Risk and audit at a glance

Members of the Council are subject to the risk management policies of the Department for Environment and Water.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	Not applicable

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

Strategies implemented to control and prevent fraud

The Council abides by the Code of Conduct for Public Sector employees.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

Public interest disclosure

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

Zero

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

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

Reporting required under any other act or regulation

Act or Regulation	Requirement
Nil	Not applicable

Reporting required under the *Carers' Recognition Act 2005*

Not applicable

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Service quality	Information	Incorrect, incomplete, out-dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		Total	0

Additional Metrics	Total
Number of positive feedback comments	0
Number of negative feedback comments	0
Total number of feedback comments	0
% complaints resolved within policy timeframes	N/A

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/south-australian-heritage-council-annual-report-data>

Service Improvements

In line with PC039- *Complaint Management in the South Australian Public Sector*, the Council assesses and monitors the performance of its Complaint Management System.

The Council has improved the visibility of the complaints management process through its website. In the reporting period there were no formal complaints received.

Compliance Statement

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

Appendix: Audited financial statements 2023-24

Financial services are provided to the Council by the Department for Environment and Water. Finances are audited annually as part of the DEW's financial statements.

Annual report information (including financial statements) is available on the DEW website.