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**HOUSE OF ASSEMBLY
LAID ON THE TABLE**

29 Nov 2022



**Government
of South Australia**

SOUTH AUSTRALIAN HERITAGE COUNCIL

2021-22 Annual Report

South Australian Heritage Council

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2021-22 ANNUAL REPORT for the South Australian Heritage Council

To:

The 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 *the 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:

Keith Conlon OAM

Chairperson

Date 18 August 2022

Signature



From the Chairperson

It has been a challenging but rewarding year for the South Australian Heritage Council.

The members pursued the “trifecta” stated in our Strategic Plan Towards 2025. Its vision is that South Australians are enriched by the Protection, Promotion and Conservation of our Heritage.

Ten new State Heritage Places have been confirmed, adding to the diversity on the Register. They range from the remains of Colonel Light’s 1839 house to piggery breeding pens and an air raid shelter from World War II and outstanding post-war ecclesiastical architecture.



When it comes to assisting with conservation of our State Heritage, Council has been gratified to see a substantial acceptance of its submissions on legislative amendments, (proposing a transparent and collaborative system of listing of local and State Heritage Places) and other measures by the 2021 Heritage Reform Advisory Panel on which I was privileged to serve. It reported to the former Ministers responsible for Heritage and Planning. The March 2022 Election has brought a new Government, which has announced an independent review of the implementation of the new Planning and Design Code, into which heritage protection is embedded as ‘layers’. Council will be seeking to participate.

The third leg of the trifecta -“promotion”- is a race that never ends, but thanks to an ever willing team in Heritage South Australia, heritage stories appear regularly on mainstream and social media. As Chair, I also contribute posts to Instagram, Twitter, Facebook and LinkedIn, some might say relentlessly, but that stems from a passion for telling our stories. They give us our special sense of place.

In our letter of welcome to the new Minister responsible for Heritage, the Hon. Dr. Susan Close MP, we noted that there are strong arguments that protecting and celebrating our heritage is positive for the economy, the environment and our community’s wellbeing.

We have now begun discussions with the Minister on a range of issues including funding sources, legislative reform, heritage tourism initiatives, heritage owner assistance and more.

Additionally, we have had an opportunity to update the Planning Minister on progress towards a declaration of the Adelaide Park Lands and City Layout as a State Heritage Area, as well as discussing matters about heritage protection under the Planning and Design Code and assistance to owners of State and Local Places under the new system.

In this report you will see that the Council has made further steps on the path to Reconciliation. We have also continued positive discussions with the State Planning Commission under its new Chair Craig Holden, and it is pleasing that we will formally liaise quarterly.

As an independent body under statute, we continue to enjoy excellent research and administrative support from the Heritage South Australia team within the Department of Environment and Water and our thanks go to them for their commitment to the Heritage cause.

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The South Australian Heritage Council is keen to continue to give all South Australians access to its activities and decisions. It publishes a Heritage News report after each meeting and offers it on the web and to people who have joined its email list.

In a publically available summary of its activities of the last year, Council has also expressed its thanks to the many South Australians who have played a part in celebrating our heritage.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Keith Conlon', with a long horizontal flourish extending to the right.

Keith Conlon OAM

Chairperson

South Australian Heritage Council

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Overview: about the agency

Our strategic focus

<p>Our purpose</p>	<p>The South Australian Heritage Council (Council) is established under the provisions of the <i>Heritage Places Act 1993</i> (the Act) and ensures that South Australian State Heritage Places and related objects with heritage significance are protected through entry in the South Australian Heritage Register (Register). This mechanism promotes public understanding and appreciation of the State's heritage.</p>
<p>Our vision</p>	<p>South Australians are enriched by the protection, conservation and celebration of our heritage.</p>
<p>Our functions, objectives and deliverables</p>	<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. To deliver the Strategic Plan, Council worked towards actions outlined in its 2020-21 action plan and many of these are reported on under 'The agency's performance' section of this annual report on page 17.</p>
<p>Reconciliation</p>	<p>At Council's 17 February 2022 meeting, the Council acknowledged and committed to the vision and relevant actions within the Department for Environment and Water Stretch Reconciliation Action Plan.</p> <p>The Council endorsed a Reconciliation Statement of Intent in March 2022. The Council recognises and respects Aboriginal people as the state's first people, the traditional custodians of our skies, lands, waters, animals and plants.</p>

Our organisational structure

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

The members are:

Mr Keith Conlon OAM (Chairperson)

Ms Jan Ferguson OAM (Deputy Chairperson)

Ms Eleanor Walters

Mr Marcus Rolfe

Ms Margaret (Peggy) Brock AM

Mr Gavin Leydon

Ms Katrina McDougall

Mrs Deborah Lindsay

Mr Stephen Schrapel

Mr Robert Donaldson (Acting Member)

Mr Simon Weidenhofer (Acting Member)

All board members were appointed on 2 April 2021, with a term expiry of 1 April 2024.

Changes to the agency

During 2021-22 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister

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

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

Our executive team

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

The Executive Officer of the Council is Mr David Hanna, a staff member of Heritage South Australia.

Mr Keith Conlon OAM was appointed by the Minister as Chair of the Council for its three-year term 2 April 2021 to 1 April 2024.

Ms Jan Ferguson OAM was elected as Deputy Chair of the Council for a period of 1 year.

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

Council has responsibility to the Minister for Climate, Environment and Water. Council's core functions relate to listing heritage places and in administering the South Australian Heritage Register.

The Council met nine times in the reporting period. The following is a list of the number of meetings each Council member attended:

Member	Number of Meetings
Mr Keith Conlon OAM (Chairperson)	9
Ms Jan Ferguson OAM (Deputy Chairperson)	7
Ms Eleanor Walters	9
Mr Marcus Rolfe	9
Ms Margaret (Peggy) Brock AM	8
Mr Gavin Leydon	8
Ms Katrina McDougall	8
Mrs Deborah Lindsay	8
Mr Stephen Schrapel	9
Mr Robert Donaldson (Acting Member)	4
Mr Simon Weidenhofer (Acting Member)	1

Agency contribution to whole of Government objectives

For over half of this reporting period, the Council operated under the former Liberal Government. From 1 July 2021 to 19 March 2022, the objectives of the Liberal Government were "More Jobs", "Lower Costs" and "Better Services".

The Council's contribution to these is outlined below:

Agency’s contribution

More Jobs - Council supports the adaptive reuse of heritage places. Adaptive reuse requires the employment of skilled tradespeople.

Council has been involved in providing advice on the development of a Heritage Tourism Strategy for South Australia with the objective of increasing visitation, awareness and conservation of our heritage places. The objective is that this Strategy will lead to the creation of jobs.

Lower Costs

Council operates on a budget administered through the Department for Environment and Water primarily for sitting fees for members. Council has the ability to make decisions via electronic means, such as meetings via Microsoft Teams. Four of the Council’s nine meetings in this reporting period were held via electronic means, a response to COVID-19. Electronic meetings are slightly more cost effective as no catering is required for Council members. In addition, Council has continued to advocate for lower costs for Heritage owners interacting with the Planning system.

Better Services

Council representatives have met with the SA Planning Commission and provided advice in relation to planning reform to ensure heritage management is appropriately catered for through our modern planning rules.

Council supported public education programs such as the Heritage Friday Forums, and, through the involvement of the Chairperson, had a role in four promotional and educational activities connected with the History Festival.

Council is committed to educating the public on outcomes of its meetings through social media and a Heritage News publication. Council released a public facing report on its activities relating to this reporting period and that is available to download on its web page.

Protecting State Heritage Places

Following the state government elections held on 19 March 2022 the current Labor Government was elected, with a state heritage election platform. The key policy that relates to the role of the Council is “Protecting State Heritage Places” and Council will provide advice on its role in relation to that commitment.

Agency specific objectives and performance

Agency Objective	Indicators	Performance
Advice to the Minister for Climate, Environment and Water	<p>Council provides a communique to the Minister after each meeting to inform of outcomes. The Minister is also provided with a copy of the public facing “Heritage News”.</p> <p>Upon the appointment of Hon Dr Susan Close MP, the Council wrote the Minister a letter</p>	To provide for and promote the conservation of State Heritage.

	outlining its role and key priorities and the Chair has had an introductory meeting.	Places 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 SA Heritage Register: Ten (10)</p> <ul style="list-style-type: none"> • Holy Cross Catholic Church, 159-165 Goodwood Road, Millswood (5 August 2021) • Piggery Breeding Pens, Loveday Internment Camp Complex, Costello Road, Loveday (5 August 2021) • Rosetta Head Well and Whaling Station Site, Franklin Parade, Encounter Bay (5 August 2021) • Our Lady of Mount Carmel Catholic Church, 15 Pennington Terrace, Pennington (4 November 2021) • Walkerville Brewhouse Tower, 107 Port Road Thebarton (4 November 2021) • Former West End Brewery Garden (former SABCo Brewery Garden), 107 Port Road, Thebarton (Confirmed 16 December 2021 and provisionally entered on 5 August 2021) • Former Prospect Air Raid Precautions Sub-Control Station, 4/1 Menzies Crescent, Prospect (Confirmed 16 December 2021 and provisionally entered on 5 August 2021) • Remains of Theberton Cottage, Colonel Light's House (including underground room, tank, well and outbuildings) (7 April 2022) • Camp 10 Detention Cell Block, Loveday Internment Camp Complex, Yeo Road, Loveday (Confirmed 26 May 2022 and Provisionally entered on 16 December 2021) • Green Waterhole Tank Cave Fossil Complex, Princes Highway, Tantanoola (Confirmed 23 June 2022 and Provisionally entered on 5 August 2021) <p>Places provisionally entered in the SA Heritage Register and awaiting a decision on confirmation: Four (4)</p> <ul style="list-style-type: none"> • Catholic Church Of The Holy Name, 80 Payneham Road, Stepney (4 November 2021) 	<p>Promotes understanding and appreciation of South Australia's heritage.</p>

<ul style="list-style-type: none"> • St Margaret Mary’s Catholic Church, 286 Torrens Road, Croydon Park (17 February 2022) • Former Callington Smelting Works, 22 Callington Road, Callington (7 April 2022) • Outbuilding, Former Reynell’s Winery And Farm Complex, Panalatinga Road, Old Reynella (7 April 2022) <p>Objects confirmed: Two (2)</p> <ul style="list-style-type: none"> • Plaque Commemorating ‘Theberton Cottage’ (The home Of Colonel William Light), 107 Port Road, Thebarton (Confirmed 7 April 2022 and provisionally entered on 5 August 2021) • Copper Kettle, Walkerville Brewhouse Tower, 107 Port Road (4 November 2021) <p>Places designated: Two (2)</p> <ul style="list-style-type: none"> • Archaeological designation of the Rosetta Head Well and Whaling Station Site (5 August 2021). • Green Waterhole – Tank Cave Fossil Complex as a place of palaeontological, speleological and geological significance (23 June 2022). <p>Places <u>not</u> accepted for listing: Seven (7)</p> <ul style="list-style-type: none"> • AESCo Transformer (Holland Street), 107 Port Road, Thebarton (5 August 2021) • Nain Lutheran Church, 196 Nain Road, Nain (16 December 2021) • Sullage Treatment Works, Camp 14, Whateley Road, Loveday (16 December 2021) • Mortuary Slab and Table, Whateley Road, Loveday (16 December 2021) • ‘Aviemore’ (Dwelling), 158 Stephen Terrace, Gilberton (17 February 2022) • “Ashford House”, 87 Anzac Highway, Ashford (26 May 2022) • 92 Brougham Place, North Adelaide (26 May 2022) <p>Amendments to the listing of places: Zero (0)</p>	
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	<p>Places removed from the SA Heritage Register: Zero (0)</p> <p>Places removed under direction from the Heritage Minister: Zero (0)</p> <p>Nominations delayed from making a decision: One (1)</p> <ul style="list-style-type: none"> • Camp 14 Eastern Detention Cell Block, Loveday Internment Camp Complex (16 December 2021) <p>Heritage Agreements</p> <ul style="list-style-type: none"> • Endorsed a draft Heritage Agreement for Fort Largs (24 September 2022) 	
<p>To provide advice on the development and effectiveness of heritage conservation programs, policies, initiatives and incentives.</p>	<p><u>Protecting heritage in the Riverbank precinct</u></p> <p>The Council lodged a submission on the Liberal Government’s proposal for a Code Amendment to the Riverbank Precinct. Council indicated its strong support for retaining the mainly open and natural aspects of the Park Lands and protecting the values of State Heritage Places within them.</p> <p><u>Adelaide Park Lands and City Layout</u></p> <p>In April 2022, the Council discussed and approved the Statement of Heritage Significance for the Adelaide Park Land and City Layout. This will become a component of the Heritage listing, should the Minister for Planning approve that it become a State Heritage Area.</p>	<p>Contributes to sound heritage conservation programs that benefit the public good.</p>
<p>The operation and enforcement of the Act.</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. The Council has agreed that its policies and procedures are made available to the public through its website.</p> <p><u>Amendment of the Act</u></p> <p>At its 17 February 2022 meeting, Council discussed a report on possible amendments to the Act, and identified gaps and priorities for improving it.</p>	<p>Sound governance gives the public confidence in the decision making of the Council.</p>
<p>In connection with the administration of the Act.</p>	<p><u>Council’s activities in 2020/21</u></p> <p>In July 2021, the Council released a document communicating its activities for the previous financial year. This is a public facing document</p>	

separate to the formal annual reporting requirements and is specifically designed for promotional and educational purposes.

Heritage SnAps 2021

Council partnered with Heritage SA to run a photo competition to help showcase our extraordinarily diverse State Heritage Places and to tell their stories. On 3 December 2021, the winners of the Heritage SnAps 2021 were announced at an event at the Noel Lothian Hall, Botanic Gardens. The Top 20 and winning photos brought substantial storytelling and educative opportunities.

Heritage advisory service inquiry

The Council agreed at its 4 November 2021 meeting to inquire into the restoration of the heritage advisory service. Council began the work of formulating a survey of Local Governments and areas outside of Council areas.

Archaeological provisions guideline for SA

At its 16 December 2021 meeting, the Council endorsed the [Archaeological provisions guideline](#) and associated [fact sheets](#).

Promoting State Heritage Places through meetings

Council meetings are open to the public, so Council took the opportunity to meet at a State Heritage Place on three occasions.

On 24 September 2021, the Council met at Horndale Winery, Happy Valley (a State Heritage Place). En route to this meeting, the Council visited Glenthorne National Park, which has a number of State Heritage listed buildings within its boundary.

On 26 May 2022, the Council met within the grounds of the Botanic Gardens of Adelaide. There are eleven State Heritage Places within the gardens.

On 23 June 2022, the Council met in the Hahndorf Memorial Institute located within the Hahndorf State Heritage Area and this included a public engagement session.

	<p><u>Twentieth century architecture</u></p> <p>Council approved a priority order and approach for desktop assessments of the places in the twentieth century architecture assessment list.</p> <p><u>Planning matters</u></p> <p>At its 26 May 2022 meeting, Council endorsed a letter to incoming Planning Minister, the Hon Nick Champion MP. It also discussed the process of code amendments under the Planning and Design Code, specifically a possible amendment to facilitate adaptive reuse of State Heritage Places. It has agreed to quarterly meetings with the State Planning Commission.</p> <p><u>Hahndorf heritage matters</u></p> <p>At its 23 June 2022 meeting, Council met in Hahndorf and had a forum with the community to discuss matters relating to the State Heritage Area of Hahndorf and the development of a Heritage Standard for it.</p>	
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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 sessions are held on an annual basis. This is considered to be effective.
Induction of Council members	An induction session is held for Council members upon their appointment by the Minister.
Risk register	A risk register is maintained and tracks risks to the Council and risk mitigation measures
Heritage assessment report quality management	The Department for Environment and Water has implemented a range of measures to ensure the quality and consistency of heritage assessment reports which inform the decisions of Council.
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.
Cultural awareness training	Council members participated in cultural awareness training on 16 June 2022.

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 2021-22.

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Workplace injury claims	2021-22	2020-21	% 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	2021-22	2020-21	% 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**	2021-22	2020-21	% 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>

Financial performance

Financial performance at a glance

The Council does not have a budget that it administers. 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.

The following is a brief summary of the overall financial position of the agency. The information is unaudited.

Statement of Comprehensive Income	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	2020-21 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	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	2020-21 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
Nil	Not applicable	\$0
	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
Nil	Not applicable	\$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.](#)

Other information

Nil.

Risk management

Risk and audit at a glance

Council members 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*:

0

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 2021-22
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	0

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Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
		unreasonable or disadvantages customer	
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	Not applicable.

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

Service Improvements

Council has a complaint feedback form on its website.

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 2021-22

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

Annual report information (including financial statements) is available on the Department for Environment and Water website.