

# Heritage Council of Victoria

## HCV Hub: Frequently Asked Questions

Updated: September 2022

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Launched on 12 September 2022, the HCV Hub is the Heritage Council of Victoria's online platform for lodging forms and submissions to its statutory processes conducted pursuant to the *Heritage Act 2017*.

This document is intended to assist users in using the HCV Hub for the lodgment of forms, submissions, evidence, and other material to the Heritage Council in relation to its statutory processes.

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### 1. WHAT'S CHANGING?

- 1.1. Where material was once lodged with the Heritage Council in hard copy or via email, all material for Heritage Council matters conducted pursuant to the *Heritage Act 2017* (the Act) is now required to be lodged online via the HCV Hub.
- 1.2. Relevant material, including correspondence from the Heritage Council, will also be accessed by interested parties via the HCV Hub.

### 2. ACCESSING THE HCV HUB

- 2.1. The HCV Hub can be accessed via the following link: <https://application-hub.app.planning.vic.gov.au/hc>
- 2.2. The HCV Hub can also be accessed directly via relevant pages on the Heritage Council's website: <https://heritagecouncil.vic.gov.au/>
- 2.3. While the HCV Hub can be accessed via any browser, for optimal performance we recommend you use Chrome or Edge Chromium.

### 3. LOGGING IN TO THE HCV HUB

- 3.1. **Why do I need to create a log in?** For information security reasons, users are required to create a log in and verify their email to access the HCV Hub. Anonymous forms and submissions will not be accepted.

- 3.2. ***I've entered my log in details for the first time but the buffering wheel has been spinning for more than a minute and nothing else is happening – what should I do?*** Try clicking on 'Sign In' on the top right corner of your screen. That should take you directly to the Home page (see 5.1 below). If that doesn't work follow the directions to get help at 3.3, below.
- 3.3. ***I'm having trouble logging in – who do I contact?*** For support in creating a log in or if you're having trouble logging in, please contact Planning Support on 1800 789 386 (select option 1) or at [planning.support@delwp.vic.gov.au](mailto:planning.support@delwp.vic.gov.au)
- 3.4. ***I lodged a permit, nomination etc with Heritage Victoria via the Heritage DESK – can I use the same log in to request the Heritage Council conduct a review?*** Yes. You should use the same log in with both Heritage Victoria's Heritage DESK and the Heritage Council's HCV Hub.
- 3.5. ***I received an email from the Heritage Council telling me I need to log in to the HCV Hub to access material – why is this?*** All Heritage Council regulatory matters are now coordinated via the HCV Hub and all material for matters is made available to interested parties via the portal. If you received correspondence from the Heritage Council notifying you that material is available for you on the HCV Hub, but you have not previously used the portal, you will be required to create a profile and log in to access the material. Once you have created a profile and logged in, the matter should appear on "My dashboard" for you to access the material. If the matter does not appear on "My dashboard", please contact the Secretariat, notifying of the email address associated with your HCV Hub profile.

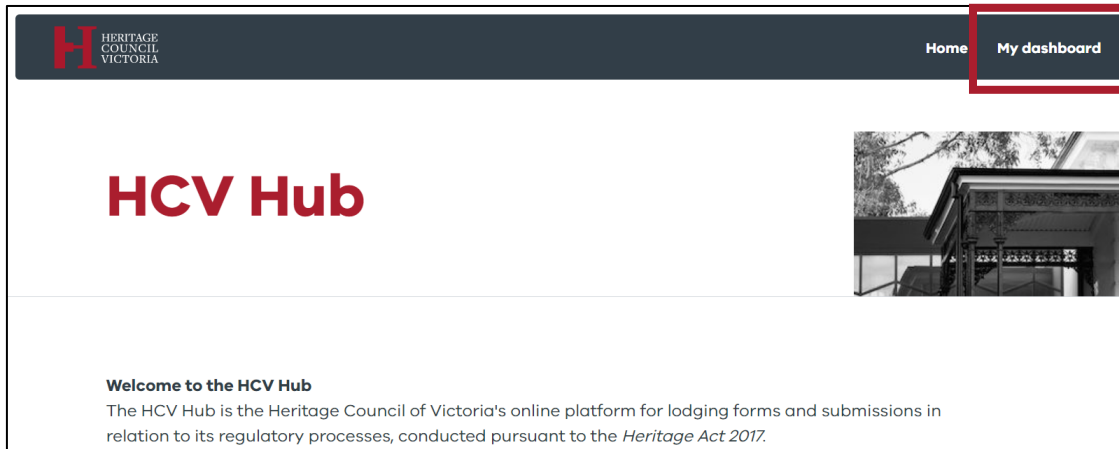
#### 4. WHAT CAN I DO ON THE HCV HUB?

- 4.1. Anyone may lodge the following forms with the Heritage Council via the HCV Hub:
  - 4.1.1. *Submission to the Heritage Council [Regulation 7] (Heritage Council Form A)*
  - 4.1.2. *Request for an Interim Protection Order Form*
- 4.2. Relevant interested parties may also request the Heritage Council conduct a review of a determination of the Executive Director, Heritage Victoria via the HCV Hub by lodging:
  - 4.2.1. *Request for a Permit Review (Heritage Council Form C)*
  - 4.2.2. *Request for a Nomination Review (Heritage Council Form G)*
  - 4.2.3. *Request for a Consent Review (Heritage Council Form H)*(Note: Eligibility requirements pursuant to the Act must still be met for a request for review to be valid)
- 4.3. Once a hearing or review is underway, where relevant, participants may lodge the following with the Heritage Council via the HCV Hub:
  - 4.3.1. *Registration Hearing Participation Form (Heritage Council Form B)*
  - 4.3.2. *Permit Review Participation Form (Heritage Council Form D)*
  - 4.3.3. *Request for Adjournment (Heritage Council Form E)*
  - 4.3.4. *Request to Amend Plans (Heritage Council Form F)*
  - 4.3.5. *Hearing submissions and expert evidence reports*
  - 4.3.6. *Submissions in reply*
  - 4.3.7. *Responses to requests for information, adjournment requests and amended plans*
  - 4.3.8. *Other hearing-related correspondence and material, including any photographs and audio-visual material to be used during the hearing.*
- 4.4. Note: As of September 2022, Heritage Council Forms I and J in relation to Archaeological Value recommendations and hearings are yet to transition to the HCV Hub and are still required to be lodged using the previous pdf/MS Word forms. It is anticipated that these forms will transition to the HCV Hub in 2023. For access to these forms, please contact the Heritage Council Secretariat at [heritage.council@delwp.vic.gov.au](mailto:heritage.council@delwp.vic.gov.au).
- 4.5. Hearing participants will also be provided with access to all other participants' forms, submissions, evidence, and other hearing-related correspondence via the HCV Hub. The circulation of material to interested parties via the HCV Hub follows the processes set out in the Heritage Council's relevant

protocols, available on the Heritage Council website: <https://heritagecouncil.vic.gov.au/registrations-reviews/documents-for-registrations-and-reviews/>

## 5. MY DASHBOARD

- 5.1. Once you have lodged a form, or if you have been invited to participate in a hearing or review, you can continue to access that matter via 'My dashboard'.



- 5.2. Once you start a form, your work will save as you progress, and the form will appear in the 'Drafts' table on your dashboard to pick back up at any point in time.

Note: Submission dates still apply. Forms and submissions will not be able to be uploaded to the Hub following the close of the relevant lodgement date. Late forms and submissions received may not be accepted or considered. Participants seeking to lodge late forms and submissions must contact the Heritage Council office and the relevant regulatory Committee will determine whether late forms or submissions will be accepted.

The screenshot shows the 'Drafts' table with a red box around the title. The table has columns for Draft ID, Type, Place Name, Last updated, and Status. A single draft is listed with ID 59171, Type 'Form A Heritage Council', Place Name 'SWAN HILL PIONEER SETTLEMENT', Last updated '08 Jul 2022 1:46 PM', and Status 'Started'. There are icons for deleting and editing the draft.

Draft ID	Type	Place Name	Last updated	Status
59171	Form A Heritage Council	SWAN HILL PIONEER SETTLEMENT	08 Jul 2022 1:46 PM	Started

- 5.3. All matters you are currently participating in will appear in the 'In Progress' table.

The screenshot shows the 'In Progress' table with a red box around the title. The table has columns for HC event number, Place name, Location, Submission date, and Status. A single event is listed with HC event number 'RHC20138', Place name 'LAKE WENDOUREE', Location 'WENDOUREE PARADE, LAKE WENDOUREE VIC 3355', Submission date '18 May 2022', and Status 'Executive Director recommendation - advertised'. There is an icon for editing the event.

HC event number	Place name	Location	Submission date	Status
RHC20138	LAKE WENDOUREE	WENDOUREE PARADE, LAKE WENDOUREE VIC 3355	18 May 2022	Executive Director recommendation - advertised

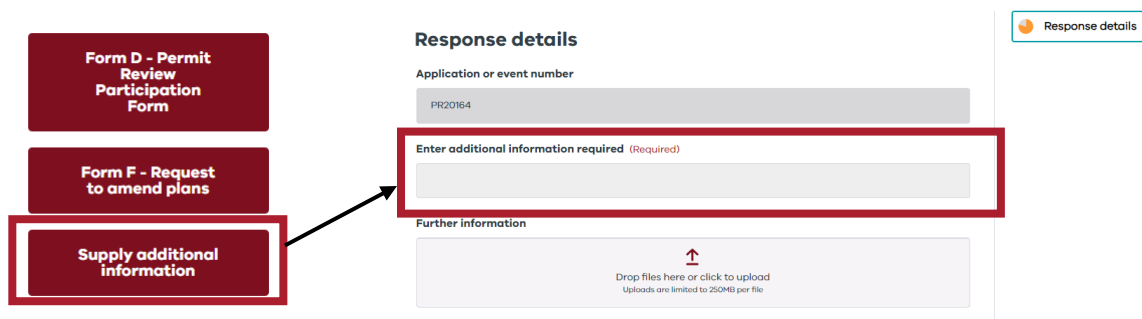
- 5.4. Once you have lodged a form, or a hearing or review is underway, clicking on the matter on your dashboard will take you to a separate page where all current material for the matter will appear in a table (called the 'event' page). All documents for the event will appear in the 'Attachments' table (see example below). You can view this material online or download to your own device.
- 5.5. Note: Forms and other material submitted to the Heritage Council on the HCV Hub by you will automatically appear in the 'Attachments' table and will appear against your name in the 'Uploaded by' column. Material circulated to all interested parties to the matter will also appear in this table against 'Heritage Council'.

- 5.6. If you were provided with correspondence from the Heritage Council telling you to create a HCV Hub profile and log in to access material for a relevant matter but that matter does not appear on your dashboard once you log in, please contact the Secretariat, notifying of the email address you used to create your profile. Access to matters is designated by email address and the Secretariat can ensure access has been granted to the correct profile.

Attachments				
Displaying 1-3 of 3 results		Filter	Sort by: Attachment name (a → z)	
<input type="checkbox"/>	Attachment name	Uploaded on	Uploaded by	Size
<input type="checkbox"/>	Notification of Permit Review - Request Form D_1.pdf	03 Aug 2022	Heritage Council	700.04KB
<input type="checkbox"/>	Notification of Permit Review - Request Form D_2.pdf	03 Aug 2022	Heritage Council	202.65KB
<input type="checkbox"/>	Notification of Permit Review - Request Form D_3.pdf	03 Aug 2022	Heritage Council	35.5KB

## 6. LODGING FORMS AND SUBMISSIONS

- 6.1. ***I made a mistake on my form, can I update it?*** Although forms cannot be edited once submitted, some forms can be resubmitted by a user during the time period for submission. If you resubmit a form, the previously lodged form will be overwritten. Please note that in resubmitting a form, you must also resubmit all attachments previously provided as these will not be retained when the previously submitted form is overwritten.
- 6.2. ***I forgot to attach a document with a form or submission – what should I do?*** Relevant attachments can be uploaded with all Heritage Council forms. If you forget to upload a document with your form, instead of filling in the form again, you may use the ‘supply additional information’ button to upload additional documents. Please indicate on the form what additional information is being provided and why.



- 6.3. ***A form I wish to lodge is not appearing on the HCV Hub – why might this be?*** Some forms are only available to be lodged at certain times throughout a process. For example, Form A submissions can only be lodged during the 60-day advertisement period of an Executive Director recommendation while other forms, such as a Request for Adjournment can only be lodged once a hearing date has been set by the Heritage Council. If a form you are intending to lodge is not appearing on the HCV Hub as expected, please contact the Secretariat.
- 6.4. ***I am attempting to lodge a request for review, but my associated Heritage Victoria event number is not appearing on the HCV Hub to lodge a request for review against – why might this be?*** Statutory timeframes for the lodgment of requests for review pursuant to the *Heritage Act 2017* continue to apply with the deployment of the HCV Hub. Only matters currently within the statutory timeframe for a review to be requested appear on the HCV Hub for relevant interested parties to request a review. Once the statutory timeframe for review has lapsed, the matter will no longer appear on the HCV Hub for a request for review to be lodged. If a matter not appearing on the HCV Hub, please contact the Secretariat.
- 6.5. ***What file types can I upload? Are there limits on sizes?*** There are no restrictions on the types of files that may be uploaded via the HCV Hub. File sizes are limited to 250Mb per file. If you are unable to upload a document to the HCV Hub due to its size, please contact the Secretariat to discuss.

- 6.6. **My file upload has failed – why might this be?** All files uploaded into the HCV Hub are subject to virus scanning. A warning should appear if document is found to contain a virus. If the HCV Hub does not indicate that the file was found to contain a virus and the file is less than 250Mb but continues to fail to upload, please contact Planning Support on 1800 789 386 (select option 1) or at [planning.support@delwp.vic.gov.au](mailto:planning.support@delwp.vic.gov.au) for assistance.

## 7. NOTIFICATIONS

- 7.1. **How do I know if my form or submission has been received?** Once a form or submission is lodged with the Heritage Council via the HCV Hub, all material you have lodged for the matter will immediately appear and be accessible on the event page for the matter. This confirms that the form and associated material has been received. The form will also no longer appear in the 'Drafts' table on your dashboard.
- 7.2. **How will I know when my form or submission has been reviewed by the Heritage Council?** Once a form has been submitted or a matter is underway, the Heritage Council will send correspondence to all parties involved. Interested parties will receive an email notifying of an update to the matter on the HCV Hub, prompting them to log in and review the updated material or correspondence. The current status of each matter will also be visible. If you are unsure of the status of the matter, please contact the Heritage Council Secretariat.
- 7.3. **I have submitted a Form A in response to an advertised Executive Director recommendation – how will I find out the Heritage Council's decision?** Once 60-day advertisement period for submissions to be received has passed, the Heritage Council will then consider and determine the matter. Determinations can be made one of two ways:
- 7.3.1. **Considering the matter at a hearing:** If a hearing is caused, the Heritage Council will notify all interested parties of the hearing, usually within 1–2 weeks after the date for Form A submissions to be received.
- 7.3.2. **Considering the matter without a hearing:** If no hearing is caused, interested parties will be notified of the Heritage Council's determination in relation to the matter within 40 days after the date for submissions to be received.
- 7.4. **I have submitted a Form A in response to an advertised Executive Director recommendation and asked to be a part of a hearing if one is called – how will I find out about this?** If a hearing is caused, the Heritage Council will notify all interested parties of the hearing and invite further submissions, usually within 1–2 weeks after the date for Form A submissions to be received. Otherwise, interested parties will be notified of the Heritage Council's determination in relation to the matter within 40 days after the date for submissions to be received.

## 8. FEES, PAYMENTS, AND WAIVERS

- 8.1. **I need to lodge a payment with my request for review – can I do this via the HCV Hub?** Yes. Where required, payments can be made directly via the HCV Hub. Fees are calculated from the *Heritage Regulations 2017* and the fee units set by the *Monetary Units Act 2004*. To find out if you need to pay a fee or to see the current rates, please see the *Fee Schedule*, available on the Heritage Council website: <https://heritagecouncil.vic.gov.au/registrations-reviews/documents-for-registrations-and-reviews/>
- 8.2. **Are there alternate payment methods?** Yes. Payments may also be made via EFT. Users who select this option will be provided with a unique identifier which **must** be used when making the payment. You will be required to confirm that the payment has been made before lodging your form. Requests for review cannot proceed until the required fee, or a relevant waiver/exemption has been received and processed.
- 8.3. **Can I seek an exemption or fee waiver?** Yes. Some persons or organisations may be eligible for an exemption or waiver for some fees. Exemptions and waivers can be sought when lodging relevant forms via the HCV Hub. For information on waivers and exemptions, please refer to the *Heritage Regulations 2017* ([http://classic.austlii.edu.au/au/legis/vic/consol\\_reg/hr2017195/](http://classic.austlii.edu.au/au/legis/vic/consol_reg/hr2017195/)).
- 8.4. **How do I know if my fee waiver was granted?**
- The Heritage Council Secretariat will liaise with you directly on your request for an exemption or waiver. You will be notified of the outcome of your request and if any further action or payment is required prior to the review proceeding.
- 8.5. **My request for a fee waiver was refused – do I still need to pay?** Yes. If your request for a fee waiver was refused, you will need to pay the required fee for the Heritage Council to proceed with your request.



You will receive a request for payment directly through the HCV Hub. If you no longer wish to proceed with your request for review, please notify the Heritage Council by withdrawing your request on the HCV Hub.

## 9. ACCESSING MATERIAL VIA THE HCV HUB




9.1. Once you lodge a form or submission via the HCV Hub you will be able to access that material, as well as any correspondence the Heritage Council sends you, via “My dashboard” on the HCV Hub. Significant correspondence will also be sent to you via email.

9.2. **Who can access the material for a current hearing or review via the HCV Hub?** Once a hearing or review is underway, generally only interested parties participating in the process will be provided with access to relevant material via the HCV Hub for the purposes of participating in the matter. Persons not participating in the process who seek to obtain hearing material may do so through the provisions of the *Freedom of Information Act 1982*.

9.3. **How do I know what material has been circulated to me from the Heritage Council?** When correspondence, hearing submissions and other hearing-related material is circulated by the Heritage Council, interested parties will receive an email notifying them that material is available on the HCV Hub. Once you log in to the HCV Hub, this material will appear in the ‘Attachments’ table on the event page for the matter.

9.3.1. Material uploaded by you, will appear under against your name under ‘Uploaded by’.

9.3.2. Material circulated to you by the Heritage Council will appear against ‘Heritage Council’ under ‘Uploaded by’.

Attachments				
Displaying 1-3 of 3 results		Filter	Q clear	Sort by: Attachment name (a → z) ▼
<input type="checkbox"/>	Attachment name	Uploaded on	Uploaded by	Size
<input type="checkbox"/>	Notification of Permit Review - Request Form D_1.pdf	03 Aug 2022	Heritage Council	700.04KB 
<input type="checkbox"/>	Notification of Permit Review - Request Form D_2.pdf	03 Aug 2022	Heritage Council	202.65KB 
<input type="checkbox"/>	Notification of Permit Review - Request Form D_3.pdf	03 Aug 2022	Heritage Council	35.5KB 

9.4. **How long will material remain on the HCV Hub?** Once a matter is closed on the HCV Hub, you will be able to continue to access relevant material for 90 days. After this time, the material will no longer be available via the HCV Hub and the matter will be removed from your dashboard. If you wish to retain material, you should download a copy for your own records. You may also access the information you have provided to the Heritage Council by contacting the Secretariat.

9.5. **I have engaged a representative to assist my participation in a hearing – can they access the HCV Hub on my behalf?** Yes. Where an interested party has engaged a legal or other representative for the purpose of participating in a hearing or review, their representative has access to the HCV Hub on their behalf. However, generally only one user per party – the representative – will be given full access to the HCV Hub for the purpose of lodging and accessing forms and submissions etc. In this case the representative should circulate hearing related material to their client and any witnesses. Please contact the Secretariat to discuss your access needs.

## 10. ARE HARD COPIES STILL REQUIRED?

10.1. No. The Heritage Council is committed to a greener future and no longer requires forms or submissions to be submitted in hard copy. The Heritage Council may, on occasion, request hard copies of material from interested parties; for example, where complex plans or other diagrammatic material has been provided.

## 11. I'M UNABLE TO ACCESS THE INTERNET – CAN I STILL PARTICIPATE?

- 11.1. Where users are unable to access the internet for the purpose of lodging a form or submission via the HCV Hub, they should contact the Secretariat on (03) 8508 1656 or at [heritage.council@delwp.vic.gov.au](mailto:heritage.council@delwp.vic.gov.au) to discuss alternate arrangements.

## 12. PRIVACY COLLECTION STATEMENT

- 12.1. The Heritage Council of Victoria is committed to protecting personal information provided to it in accordance with the principles of Victorian privacy laws. The information you provide will assist the Heritage Council to undertake its statutory functions pursuant to the *Heritage Act 2017* (the Act).
- 12.2. **Who will have access to the information I submit?** Heritage Council may provide any forms, submissions, or other material you submit to Heritage Victoria, the relevant Local Government Agency, or any other interested parties to the matter. In submitting material to the Heritage Council via the HCV Hub, if you do not wish certain information to be made public, do not provide it. This applies to all attachments and supporting documents supplied throughout the course of any hearing or review process.
- 12.3. **Who will have access to my personal details?** Your personal details will be used by the Heritage Council for the purposes of contacting you. Your personal details will not be provided to other parties unless there is reasonable need to do so. Any forms, submissions or attachments will be provided in full to other interested parties. Anonymous forms and submissions cannot be accepted. All forms, submissions, and attachments may be subject to a Freedom of Information request. You may access the information you have provided to the Heritage Council by contacting the Secretariat.

## 13. FIND SUPPORT

- 13.1. For technical support in using and accessing the HCV Hub, including creating a log in, please contact Planning Support on 1800 789 386 (select option 1) or at [planning.support@delwp.vic.gov.au](mailto:planning.support@delwp.vic.gov.au).
- 13.2. For support in relation to the Heritage Council's regulatory processes, please contact the Secretariat on (03) 8508 1656 or at [heritage.council@delwp.vic.gov.au](mailto:heritage.council@delwp.vic.gov.au).

## 14. FURTHER INFORMATION

- 14.1. **Heritage Act 2017** – [http://www5.austlii.edu.au/au/legis/vic/consol\\_act/ha201786/](http://www5.austlii.edu.au/au/legis/vic/consol_act/ha201786/)
- 14.2. **Heritage Regulations 2017** – [http://classic.austlii.edu.au/au/legis/vic/consol\\_reg/hr2017195/](http://classic.austlii.edu.au/au/legis/vic/consol_reg/hr2017195/)
- 14.3. **Heritage Council website** – <https://heritagecouncil.vic.gov.au/>
- 14.4. **Heritage Council Protocols** – <https://heritagecouncil.vic.gov.au/registrations-reviews/documents-for-registrations-and-reviews/>