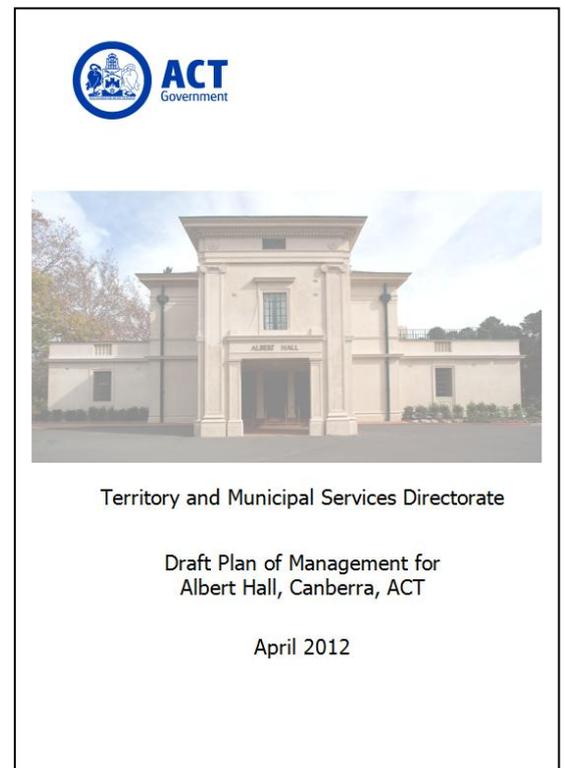


# Albert Hall

## Draft Plan of Management

### CONSULTATION SUMMARY



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# 1 Introduction

## 1.1 Purpose of this report

A Draft Plan of Management was developed by the ACT Government, with assistance from Elton Consulting. The Draft Plan of Management was released for public consultation in April 2011. Members of the public were invited to submit feedback on the Draft Plan of Management in writing including completion of a survey form.

This report collates the feedback received from the Draft Plan of Management, Community Consultation Process. The responses will assist to refine the Plan of Management for the use and protection of Albert Hall, a historic building, and broader site for the next 10 years.

## 1.2 Background

Albert Hall is located at 100 Commonwealth Avenue on Block 1, Section 39, Division of Yarralumla, District of Canberra Central. The site is bounded by Commonwealth Avenue to the east, Flynn Drive to the north and west and Kaye Street to the south.

Albert Hall is located in a Designated Area under the *Australian Capital Territory (Planning and Land Management) Act 1988 (Cwlth)*. This means that decisions about the use and development of the land are made by the National Capital Authority. The overarching planning policy applicable to the site under the National Capital Plan is that “Albert Hall may be used as a cultural facility and for ancillary short-term commercial/retail activities”.

Section 320 of the *Planning and Development Act 2007* requires that “the custodian for an area of public land must prepare a Draft Plan of Management for the area as soon as practicable after the area is identified as public land in the territory plan”. In addition, a new Draft Plan of Management may be prepared “if the custodian considers the existing plan of management is outdated”.

Section 319 of the Act specifies that a plan of management must include: “a) a description of the area of public land to which it applies; and b) how the management objectives for the area are to be implemented or promoted in the area”.

The Act also requires that a Draft Plan of Management be reviewed at least once every 10 years or when the existing plan of management is no longer deemed appropriate for the land. This is the first Plan of Management prepared for Albert Hall and its site area. As required in the Act, this Plan of Management applies to the entirety of the site. The focus is, however, on the building and its immediate surrounds. Future plans of management may include greater detail on the landscape context of the building.

## 2 Consultation activities

### 2.1 Identification and notification of stakeholders

The stakeholders involved in the consultation process include TAMS Minister, Other Ministers, Members of the Legislative Assembly, ACT Government Agencies, National Capital Authority, Interest Groups (including, Friends of the Albert Hall, regular Hirer's of Albert Hall, Heritage and education groups, Arts and cultural groups, tourism and industry and finally, the broader Canberra community).

Notice of the Draft Plan of Management was placed in the Chronicle, City News, ACT Government's Street beat advertising spots on FM and AM radio, Time to Talk website, Community Noticeboard and within a whole of ACT Government message. Hard copies of the Draft Plan of Management were placed in Canberra Connect Shopfronts and ACT Government Libraries. Feedback on the draft Plan of Management could then be provided via the TAMS website, Time to Talk, Canberra Connect shopfronts and ACT Government Libraries.

The ACT Government maintains a stakeholder database for the project. This database has now been expanded to include all stakeholders involved in the consultation process so they can be kept up to date with future project developments.

A total of 19 stakeholders provided submissions or submitted completed surveys, either as individuals or as part of a representative group. A list of the respondents is provided at Annexure 1.

### 2.2 Provision of information

The community engagement process associated with the preparation of the Draft Plan of Management for Albert Hall was held between early April and mid June 2012.

Comments raised from the draft Plan of Management can be summarised within the following subject areas:

- 36 comments of a General nature;
- 19 comments regarding Marketing;
- 17 comments regarding the facilities;
- 12 comments regarding the Cafe/Catering arrangements;

- 9 Comments regarding Usage.
- 5 comments regarding Hire Fees;
- 5 comments regarding Performance Measures; and
- 4 comments regarding Insurance.

## 3 Issues raised

A summary of responses to the Draft Plan of Management has been provided below. The comments have been collated into the categories of: cafe and catering, facilities, general, hire costs, insurance, management, marketing, performance measures and usage.

### 3.1 Cafe and Catering

The following comments were provided in regards to options for an onsite cafe or catering arrangement identified in the Draft Plan of Management:

- If a commercial food and beverage operator were to be engaged, consideration should be given to the fact that the kitchen is now used for self catered community functions and/or for the sale of food/beverage by community groups for fundraising activities at the Hall. Food/beverage sales are part of community group's additional fundraising streams.
- The suggestion of a temporary facility – such as a coffee cart or food vendor - outside the Hall would not attract the same consequences for community groups using the kitchen for additional fundraising streams.
- It would also be of concern if a commercial operation on site prevented food and beverage sales by community groups in or around the Hall. We would like to see the Albert Hall, which is an historic treasure for Canberra, widely available for community groups and individuals in the most affordable manner possible. This includes the option for self-catering of events.
- Concerns that the concept of a 'public cafe' would require patrons have access to the Albert Hall bathroom facilities. This could prevent exclusive use by a Hirer to the venue, this arrangement may not always be appropriate given some Hires are 'closed' functions.
- In order to correctly activate the site and to allow it to be enjoyed in true cultural glory, feedback that a commercial kitchen and upgrade the facilities would be required in order to compete with similar venues in Canberra.
- Under the NCP the Albert Hall "may be used for a cultural facility and for ancillary short term commercial /retail activities" (our emphasis). It should be noted, and spelt out in the Plan of Management, that use, other than for a cultural facility, must be both ancillary and short term. Without amendment, the NCP does not allow for a permanent cafe on the site, whether ancillary or not.

### 3.1.1 ACT Government Response

- a) The ACT Government acknowledges the value Hirers place on being able to self cater using existing kitchen facilities. The Plan of Management will define what catering arrangements will be permissible at Albert Hall.
- b) While the option of a cafe will remain within the Plan of Management, a requirement for further detailed consideration will be necessary.
- c) Further upgrades to the kitchen facilities would be subject to ACT Government providing Capital Works funding through the annual budget process.
- d) The NCA's view on the permissibility of a cafe under the NCP is a matter that has not been determined. The Plan will note that should a cafe be considered then a planning determination would be required from the NCA.

## 3.2 Facilities

The following comments were provided regarding facilities provided at the site and venue:

- A cafe may mean that the public would have access to the foyer, either as entrance to or at least access to the bathrooms. Concerns that there would be less room for exhibits if the foyer space was need for operational requirements of the cafe;
- Upgrade to the kitchen, sound (additional speakers, suspended microphone)/lighting (current lights are considered noisy during musical performances)/stage facilities, heating (in the dressing rooms behind stage), may be required to expand usage opportunities. Including improved stage access to cross from one side to the other without being visible to audience;
- Suggestion that in order to expand the usage of the stage, some Hirers have been required to hire portable staging units. Purchase of a 'thrust' stage could be useful for various uses;
- If a thrust stage is used by a Hirer, the balcony rake is not tiered enough and the front 4 rows cannot see what is on the thrust stage. Suggestion to raise the height of the tiered seating so front rows can see thrust stage;
- Suggestion for cloakroom facilities to be more secure;
- Preference that curtains be removable so that if Hirer wishes, they can be removed to fit their requirements. They could be stored in the upstairs room, not folded so they are not damaged.

### 3.2.1 ACT Government Response

- a) Upgrades to the site facilities will be considered and placed on the forward works programme in future years. Any upgrades would be subject to the ACT Government providing to Capital Works funding through the annual budget process and assessed on a priority basis.
- b) For the longevity and safe keeping of the curtains they are designed not to be removable.

## 3.3 General

The following comments were provided in response to the Draft Plan of Management are broader, more strategic in nature or technical matters:

- The three main objectives of (1. Ensure the preservation of an important community and cultural asset 2. Ensure continue community access and 3. Deliver these objectives in a financially sustainable way) are considered the essential ingredients for success of the Plan of Management.
- The Plan of Management needs to be guided by the conservation of the heritage values and features of the Hall and this needs to be outlined from the beginning. There should be a clear statement about the Hall's significance and why the community wants to preserve this asset for the future. This should be a clear value based statement that includes the guiding principles for the future which includes: Conservation, Management, Operation and Maintenance.
- Differentiate between planning use and ownership management.
- Potential Uses - Qualify the comment on cafe as per other advice in this submission; under constraints add "Designated Land" in an area of national significance.
- Opportunities and constraints - Remove cafe or modify as per earlier comments. Lack of marketing is also a constraint.
- Summary of Constraints and Opportunities. Again modify coffee cart and cafe to reflect these would need to be short term as per NCP.
- While focussing primarily on the Hall, the Plan of Management must be for the whole area defined as Public Land adjacent to the Hall. It must address all elements on the Public Land eg roads, parking, the depot (if it is on Public Land), the trees and the landscape setting. While this is asserted in the final paragraph of 1.1, in effect, the Draft Plan of Management

virtually ignores wider site management issues. In our view, the Plan of Management cannot ignore the management requirements of the whole site. Therefore, the Plan of Management must at least provide for specific management plans for these items to be addressed, rather than merely say that “Future plans of management may include greater detail on the landscape context of the building”.

- Given that the Plan of Management is for the Public Land, and that the Albert Hall is part of a registered Heritage Precinct, the vision of the Plan of Management should be about providing a place, and landscape setting for the Heritage Precinct and the Public Land, which enhances the heritage values and extends opportunities for civic, cultural and community activities.
- Section 1.6 lists future actions, but without specific timeframes there is no real driver to achieve them. We therefore recommend that a priority rating be attached to each action with a requirement for the relevant Minister to advise the Assembly annually on achievement or not on these actions within the relevant timeframe.
- The Plan of Management should also enable the development of “Action Plans” (that is operational plans) which can be amended without the full Assembly consultation. The Plan of Management should identify those plans and set objectives for them, but the specifics of each Action Plan should be able to be amended as long as they conform to the Plan of Management ‘s more general requirements.
- “Action Plans” should be developed for operations such as:
  - Marketing
  - Bookings
  - Heritage interpretation (onsite interpretation to be developed)
  - Cleaning
  - Landscape Design and Maintenance (This is important to ensure the surrounding gardens reflect the heritage nature of the Hall and its setting and to prevent inappropriate ad hoc plantings and garden restructures such as the recently installed mossy rocks.)
  - Operational Plan – how to use the facilities of the Hall
  - Booking and Charging i.e. who gets priority and who is subsidised (define commercial being cognisant of what other municipal Halls interstate provide)
  - Traffic and Parking
- The Plan of Management and Conservation Management Plan (CMP) must be closely linked as the CMP will, to some extent, inform the Plan of Management. It should also inform any

conservation or maintenance work on the Hall and environs. There needs to be a clearly defined relationship between the two, both of which are part of the statutory framework for the site.

- The Plan of Management should be reviewed following the review of the Hall’s CMP which has a recommended review date of every 5 years.
- Monitoring Performance. The performance against the Plan of Management should take the form of a report to the Assembly by the relevant Minister on an annual basis.
- “...the final stage in the process ...”. This is not the final stage and the Plan of Management should spell out here what are the final stages. It is particularly disappointing that nowhere in the document, not even under consultation, does it mention the many hours spent over five years by the Plan of Management Reference Group. Reference to this input should be in the document where consultation is listed.
- For clarity and accuracy it needs to be spelt out that for the first sixty years the Hall was initially managed by the Commonwealth Government, with various officers employed at different periods eg a part-time manager and fulltime caretakers, and then, following Self Government, by the ACT Government. Furthermore, for a period during the ACT Government’s custodianship, the management of the Albert Hall was contracted out.
- To more accurately reflect the history of the Albert Hall’s heritage status over the years, the first and third paragraphs of this section needs to be amended (*Reference: Heritage Section, 1.1.6*).
- More detail is needed on ACT Government management role.
- Plan of Management do not “suggest”. They specify how a site will be managed. They are statutory documents. We recommend that the language of the Plan of Management be more definite and “plan” or “propose”, rather than “suggest”.
- Need to spell out what is meant by “technical variations” We do not think there is a need for such variations, unlike the Territory Plan which is specific in eg measurements etc. This Plan is much more general. If there are to be such amendments, a process for doing that, and what sort of thing they entail, needs to be spelt out in the Plan of Management.
- Significant Fittings and Features - This section needs amendment – some features have been incorrectly listed as significant and others are missing. Dr Lenore Coltheart could advise on this.
- Opportunities and Constraints - Refer to the Albert Hall’s special social place in the hearts of many Canberrans;

- Opportunities and Constraints, Suggest adding: “Future use of Lecture Room and possibility of hire as a separate room ” and “Future building at rear as per CMP 2007”, as opportunities.
- Comparative venues - Add community social heritage value.
- Operating expenditure and income - Provide a revenue figure for commercial use.
- Add under constraints lack of marketing plan, landscape plan, parking and traffic plan. There are other items to list under this point eg limitations on use and special ambience for events, there is no other similar facility in Canberra, etc.
- Theatre organ is a constraint, not an opportunity.
- Appendices - Attach, as an appendix, ACTPLA’s web page on public land.

### 3.3.1 ACT Government Response

- a) The Plan of Management will seek to balance the heritage of the hall with ensuring it can be hired by a range of people in the ACT Community. The Albert Hall is a significant heritage site in the ACT, but it is also a unique and valued venue for individual, community and commercial events.
- b) The focus for the Plan of Management is on the building and its immediate surrounds. The CMP details management of the landscape and surrounds. Future plans of management may include greater detail on the landscape context of the building.
- c) The suggestion of hiring separate rooms has been considered however, due to the limited access to kitchen and bathroom facilities, at this time this is not a practical option.
- d) Reporting on the Plan will be done through the Directorate responsible as part of the annual reporting process.
- e) The requirement for development of a number of Action Plans will be included as part of the Plan of Management. The plan will include timeframes for development of these.
- f) Background details on the consultation process for development of the Plan of Management will be updated.

## 3.4 Hire costs

The following comments were provided in relation to various hire costs levied when renting the facility:

- That the hall be subsidised by the ACT Government so that charges for its use are within reach for all community purposes.

- The Albert Hall must serve a different 'community' market, already identified, which however cannot afford the current rental rates. These principally consist of public liability insurance and the ACT Government should undertake to cover all or most of this charge.
- To ensure continued community access which has continued to decline over the last 40 years is due to the fact that hire charges are too expensive. Church balls were big events in years gone by which are now held in clubs because of cost. I believe the community would support me in pushing for much lower fees to keep this icon in constant use. Recommended caterers were used at many functions or church groups did the catering for functions.
- The ACT Government must be able to stand a loss of money to keep this icon in use for the community otherwise eventually the building will not be used. Forget 'The user must pay' in such a wonderful case to cater for community use.
- Costs of Operation and Maintenance - There are a range of natural and unavoidable managerial, operational, maintenance and conservation costs of heritage assets that must be met by the owner (the community). Given that the community wants to maintain public access to the facility, these costs can be partially but not necessarily fully offset by income for hiring the hall for community users. The amount of costs recoverable through hiring will be determined on the basis of user affordability and acceptable level of usage that does not unduly impact on the condition of the asset. The amount of costs that cannot be recovered through hiring is the cost that the community must accept to fund through the payment of general rates and taxes. This issue and the costs needs to be understood and outlined in the Plan of Management to ensure there is a provision or scheme for future maintenance of the site – whether that be planned or urgent.

#### 3.4.1 ACT Government Response

- a) The ACT Government attempts to keep the Albert Hall in good order and offer facilities sympathetic for a broad range of user groups. Maintaining a Heritage listed building comes with a cost however, the ACT Government will continue to keep abreast of comparable venues to ensure the Hire fees are set at the market rate.
- b) The range of facilities available for use in Canberra has increased significantly since the Albert Hall was constructed. The ACT Government provides and supports around 45 regional community facilities, neighbourhood halls, meeting rooms and function spaces for small to medium sized private organisations such as clubs, scout groups and religious institutions also provide facilities for hire by the community.

## 3.5 Insurance

The following comments were provided in regards to Insurance arrangements required when hiring the facility:

- The Yarralumla Residents Association (YRA) would like to congratulate the ACT Government on the changes to Public Liability Insurance for Albert Hall which has in the past presented a major constraint for community and casual hire of the Hall. The new arrangements with the ACT Government taking out Public Liability Insurance and charging a small fee for casual use by individual and group hirers without their own insurance is a very welcome approach which will open up use of the Hall by community groups.
- Insurance is a problem. Public Liability Insurance is a terrible imposition on the non government, not for profit community organisations which may wish to use the Albert Hall. Perhaps a general insurance cover could be taken out and a small surcharge on rental charged to these 'one off' groups.
- To ensure a wide and diverse community use of Albert Hall the recommendation to 'Review the Conditions of Hire, including the clauses relating to Public Liability Insurance' is welcomed, cutting out this level of 'red-tape' will help to encourage more small community group to use the hall as a function venue.
- The reference to Public Liability Insurance (PLI) needs to reflect the welcome recently announced Government initiative to introduce a trial which reduces the cost of PLI for individuals and non- incorporated community groups that wish to hire the Hall. The issue of reducing the PLI costs for small incorporated bodies (such as Friends of Albert Hall Inc.), that cannot afford to take out PLI cover, still remains.
- Opportunities and constraints - In view of the recently announced Government initiative on Public Liability Insurance (PLI), the second dot point could be deleted. There is still, however, the issue of PLI costs for small incorporated groups (such as Friends of the Albert Hall Inc.) that cannot afford to take PLI.
- Also modify the reference to Public Liability Insurance (PLI) to now only refer to small incorporated groups that cannot afford to take out PLI.

### 3.5.1 ACT Government Response

- a) From 1 July 2012, Individuals and Non Incorporated Community Entities have been able to opt into the ACT Property Group's trial Public Liability Insurance policy for a minor fee. The limitation on types of users able to access this insurance was applied

by the Insurer. This has proven a very welcome addition by the community and has been taken up by a number of Hirer's. Expanding the current policy is currently not a viable option.

b) Information regarding current arrangements will be updated in the plan.

### 3.6 Management

The following information was provided in regards to management arrangements applying to the Albert Hall.

- The guild supports, in particular, a detailed operations manual
- While a janitor would be useful, the manual may be sufficient. A multi-skilled resource, though useful may prove too expensive for the Guild's use.
- We feel that the issue of ownership and management needs to be clearly defined and outlined in the Plan from the beginning to better understand the ownership arrangements and responsibilities. This dual ownership and management of the land/building can lead to confusion as to who is responsible for what aspect, clearly outlined responsibilities and jobs will assist in correctly conserving all aspects of the building. It should also be outlined that the Albert Hall is owned by the community is an important heritage asset that is available for use and enjoyment by the public and that it is managed, operated and maintained on behalf of the community by its paid employees, the ACT Government.
- Asset Condition - Determination of required standard taking account of Aesthetics, Functionality and Compliance with legal requirements for operation and building maintenance, and reports every 5 years to assess current condition and required work
- User Forums or Surveys - A better option is user surveys or for instance a public meeting at the Albert Hall.

#### Management Reference Group

- Delete commercial users from the Management Reference Group
- Any young person on the Management Reference Group should belong to a relevant group
- Commercial users can only be ancillary and short term. I therefore do not see why they should be represented on the Management Reference Group.
- Management Reference Group - In our view the management of the building and the landscape should be the responsibility of the same Unit in the ACT government.
- If commercial use is not a primary use (as per NCP) it is not clear why commercial users would need to be on the Reference Group.

- The young person should belong to a relevant group rather than being on the Reference Group just because they are young.
- Strong support for Management Reference Group. Suggest Pro Musica as local cultural group member as convenor of Canberra International Music Festival
- User forums - supportive and interested in being involved.

#### Furniture and Equipment

- Better storage of furniture would be welcomed; especially ensuring that furniture is in a set place so that we know what work needs to be done to set up our exhibition.

#### Management Staff

- In my day there was always in attendance a caretaker to ensure it was well looked after.
- Strongly support the need for a venue manager.
- Friends of the Albert Hall believes it is important to have an onsite manager, at least for set up of the Hall, to ensure that the special fabric of the Hall is not damaged and to assist operations with special operational requirements, eg lighting. The onsite manager could also take bookings, oversight repairs and accept hand back of the building after bookings. As afterhours work would be required, remuneration may be on an hourly basis. We do not believe, however, that marketing the facility and venue management, as outlined above, would necessarily be skills possessed by one person. It is also unlikely that such a person would have marketing skills to promote use of the Hall in the broader sense. If a marketing plan was developed then the venue manager could follow the plan.
- Venue Management - It is essential to have a manager on site at least for events. Refer comments on marketing and plan preparation above. It is hard to combine both skills and not practicable.
- Venue management - supportive of this option

#### 3.6.1 ACT Government Response

- a. A Hire's manual is currently available and details various aspects of the venue's operation, in addition, an on-site walk through orientation is also offered (if required). Items covered in the manual are updated regularly to feedback received.
- b. Storage of on-site equipment is an ongoing challenge. However, the ACT Government continues to explore better storage arrangements.

- c. The suggestion for an on-site Manager has been noted. The costs for this addition will need to be considered.
- d. The Management Reference Group shall include a broad representation of Albert Hall hires to ensure the facility is usable and an attractive facility for private, community and commercial hirers.

## 3.7 Marketing

The following information was provided in regards to the marketing arrangements for Albert Hall:

- Agree with overall proposal but to obtain maximum use Albert Hall cannot compete with superior facilities provided by most of the 40+ alternative venues listed in draft report. The Albert Hall must serve a different 'community' market, ...
- The Guild has selected for Albert Hall for the following reasons: - space available - good lighting, including natural lighting - available weekends and weekdays (unlike some Church halls) - availability of a kitchen so that we can run a tea room. Perhaps some of these points could be used in advertising the Hall.
- We believe that, with the implementation of a marketing strategy, there is no need for a permanent full time Venue Manager. There could, however, be a consultant engaged to develop a venue marketing strategy as there could also be a contractor employed on a needs basis to implement the marketing strategy depending on need. It is important to stress that any such work would be subject to priority use for the Hall's prime function of affordable community, cultural and civic use.
- Marketing is important. If people can't see how to hire the Hall, they won't. Nor will they if they don't know about it. A sign outside would be a help.
- On interpretative signage, although a matter for the NCA, perhaps consideration could be given to relevant signage about Albert Hall on Commonwealth Avenue.

### 3.7.1 ACT Government Response

- a) A sign advertising the ACT Property Group's contact details was installed in 2013 Secondly temporary banners have been hung at the front of Albert Hall, along Commonwealth Avenue.
- b) Marketing will remain as a matter to be considered in the Plan of Management.

## 3.8 Performance Measures

The following information was provided in regards to the performance measures for Albert Hall management:

- Performance Measurement and Management - Outlines a key performance indicator as: ‘The level of maintenance of Albert Hall is sustained’, we feel that this can be better measured. The efficiency and effectiveness of management, operation, maintenance and investment in the cyclical restoration of the asset can be monitored and managed on the basis of the following key performance measures that should be built into the reporting requirements of the management plan on top of the outlined indicators in Section 1.7. It is critical that these performance measures are included in annual reports to ensure they are being monitored, considered and factored in to future management. Historical trend information should be kept for each of the above performance measures and used to project and model future trends as a basis for future management decisions. Appropriate charts of past and projected trends should also be included in annual reports.
- Indicators - Add specific action plans are developed within the timeframes identified. Remove “may wish” from the last paragraph - this is the Plan of Management and it should be definite. It is not a consultant’s report with recommendations. It is a statement of what and how.

### 3.8.1 ACT Government Response

The suggestions have been noted and will be considered in developing the Plan of Management and subsidiary Action Plans.

## 3.9 Usage

The following information was provided in regards to the usage of Albert Hall by Hirers:

- I hope consideration is given to the use and planning of the heritage theatre organ which is situated on the stage (was there when I was last there). This could be a great asset to the dances which I hope continue to use Albert Hall.
- An appropriate level of usage needs to be determined on the basis of the bounds of condition determined by the actions suggested above. Determine the upper level (and types) of use that are considered acceptable without unduly affecting the condition of the asset or driving down below the minimum acceptable standard. The level of actual usage must be

then constantly monitored and managed consistent with the impacts on the predetermined condition requirements of the asset.

- Issuing of licences for permanent use of parts of the Hall. The Plan of Management should address the issue of licensing in relation to use of spaces or equipment in the Hall on a permanent basis. In our view, such licences inhibit the flexible use of the facility, and therefore, if the use is inconsistent with the objectives of the Hall, then the activity should not be licensed for long term use.
- In the categorisation of uses, as set out in the draft Plan of Management, the authors have given too wide an interpretation to the word “ancillary”. In our view, this section should be re-drafted to cover: Primary Uses; more narrowly defined Ancillary Uses; Potential Uses; and Intrusive, Inappropriate or currently Inadmissible Uses.
- A suggested re-drafting of the section along the above lines is at Attachment A. Re-categorisation aside, suggested changes to the wording of particular entries are shown in red.
- The fee structure should facilitate the primary uses. To ensure such uses get priority access, booking should be open first to community groups (up until a certain time) and then open for commercial groups. This practice occurred when the Commonwealth managed the facility prior to Self Government.
- On the issue of commercial events being consistent with “heritage character of the building”, it is not clear how and by whom this consistency is to be determined. Ideally this should be the role of the venue manager acting on principles established by the Management Reference Group. This comment is also relevant to 1.4.2 where there is a reference to events “inconsistent with the with the heritage character of the building”.
- Ancillary use - No commercial events should be held that are inconsistent with the heritage value of the building. There may well not be any difficulty with some form of associated depot in the precinct, as now, but the Hall itself should not become a depot.
- Hire fees for Albert Hall - It should be possible to hire parts of the hall only, that is the lecture room/kitchen, but not the main hall.
- Hire fees for comparative venues - Note how comparatively high Albert Hall charges are a major constraint in community access. The Analysis in the report is excellent.

### 3.9.1 ACT Government Response

- a) The Theatre Organ is operational and where requested, ACT Property Group can put you in touch with the Association responsible for the maintained. A discussion can then be arranged about how the organ could be incorporated into a Hirer's event.
- b) Uses are assessed for their event type's appropriateness upon application. Where required, a Risk Management Plan is requested for events that are considered high-risk. On occasions, bookings are not accepted if ACT Property Group does not consider the event is appropriate nor sufficient Management arrangements are in place for safe keeping of the venue nor safety of attendees.
- c) The issues in relation to Hirers and priority of Hirers are noted and will be considered in developing the final plan.

## 4 Conclusion

Consultation provided valuable insight of the stakeholder views and has lead to informed changes to the alignment and design of the Plan of Management with assisting to alleviating any concerns. Feedback will also assist in the future development of the Plan of Management, in particular the changes and enhancements made to the operation, maintenance and usage of the Albert Hall.

The following are the top five issues raised by stakeholders ranked according to number of submissions received:

- General Comments
- Marketing
- Facilities
- Cafe/Catering
- Usage

Overall, there continues to be broad support for events and activities which are provided by the local community and cultural groups and would ensure a high level of accessibility by a wide audience.

The Plan of Management will note that Strategies covering the following matters will be developed during its term:

- Management
- Hiring Arrangements
- Building and Grounds
- Marketing and promotion
- Heritage matters

## 5 Next Steps – where to from here

This Consultation Summary will guide amendments to the Plan of Management.

The Minister for Environment and Sustainable Development is responsible for considering and providing approval for the Plan of Management. The Minister will refer the revised Plan of Management to Assembly Committee on Planning, Environment and Territory and Municipal Services for consideration prior to making this decision.

The final stage is implementation of the changes once approval has been sought.

## 6 References

- *Draft Plan of Management for Albert Hall, Canberra, ACT, April 2012*
- Full list of Draft Plan of Management consultation responses

# Annexure 1

A list of the respondents who wish to be identified were (See Section 2.1)

1. Anonymous (1)
2. Anonymous (2)
3. Anonymous (3)
4. Blue Gum Community School
5. Canberra Choral Society
6. Canberra International Music
7. David Muir
8. Elizabeth James
9. Embroiders Guild ACT
10. Friends of the Albert Hall
11. Greg Cornwell
12. Jean Thomson
13. Malcolm Coburn
14. Maurice Sexton
15. Mrs A Brown
16. National Trust ACT
17. Simone Hunter
18. Swan
19. Yarralumla Residents Association