
ATTACHMENT S1

EPBC Act National Consultation Report

AUSTRALIAN WAR MEMORIAL DEVELOPMENT

ENVIRONMENTAL PROTECTION BIODIVERSITY CONSERVATION ACT NATIONAL CONSULTATION REPORT



APRIL 2020

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BACKGROUND

Officially opened in 1941, the Australian War Memorial (the Memorial) is an iconic building of national significance. Located in the sight line of Australian Parliament House, our Memorial reminds the nation of the cost of war and the effects of service.

Our values, our character and our identity live on in the stories of past, present, and future service members, their families and community. More than one million people visit our Memorial every year to honour these members' service and learn about their experiences in war, peacekeeping, and humanitarian operations.

On November 1 2018 the Government, with bipartisan support, announced the funding of the Memorial's Development Project (the project). This Project will modernise and expand the galleries and buildings to enable the Memorial to tell the continuing story of Australia's contemporary contribution to a better world through the eyes of those who have served in modern conflicts; connecting the spirit of our past, present, and future for generations to come.

The Project includes a new Southern Entrance, refurbishment of the Main Building, a new Anzac Hall connected to the Main Building via a Glazed Link, an extension to the C.E.W. Bean Building, and public realm works.

The Project will deliver not only new exhibition spaces but also additional infrastructure, and provide for the refurbishment of existing spaces to enable the Memorial to effectively tell the stories of past, present, and future Australian experiences of war in a manner that preserves the national significance of the Memorial whilst enhancing the visitor experience.

Objective

The Australian War Memorial is preparing assessment documentation under the Environmental Protection Biodiversity Conservation Act 1999 (EPBC Act) for its development project to the Department of Agriculture, Water and the Environment (DAWE) (formerly the Department of the Environment and Energy (DoEE)).

As part of the EPBC Act assessment process the Memorial has sought to understand community views on the heritage impacts of the Project on the Memorial's identified heritage values. These values are identified in the Commonwealth and National Heritage Lists¹ and include physical, aesthetic and technical values as well as cultural or social values.

¹ [Commonwealth Heritage Listing – Australian War Memorial and Anzac Parade](#)

¹ [National Heritage Listing – Australian War Memorial](#)

CONSULTATION PROCESS

One of the Memorial's key heritage values² is a *'strong or special association with a particular community or cultural group for social, cultural or spiritual reasons'* with veterans and their families identified the most connected communities for this value. The National Heritage List also identifies the importance of the Memorial to the broader Australian community as a place of remembrance and commemoration.

As a result the Memorial undertook two separate consultation process designed to ascertain community views from both key stakeholders such as veterans or those with a close connection to the Memorial as well as to obtain demographically representative data on the views of the broader Australian populace of the Project's heritage impacts.

The first, conducted from November 2019 to January 2020 was a series of 46 'face to face' information and 'community drop in' (CDI) sessions where Memorial staff travelled to each state or territory to garner views from interested stakeholders. This consultation was targeted at those with an existing interest in the Memorial including veterans, defence families and ex-service groups whilst also ensuring the broader public had an opportunity to be heard.

The second was an online, demographically representative survey specifically targeted at understanding community responses to the likely impact of the project on the Memorial's social heritage values. This survey was conducted in February 2020.

These two consultation programs resulted in the Memorial receiving feedback regarding the Project from more than 1,000 Australians. Detailed reports on the national consultation events (Appendix A) and the online survey (Appendix B) are appended to this report.

Feedback from this consultation program has been used to inform both the assessment documentation and further development of the Memorial's plans.

² National Heritage Listing – Criterion G

Participation

Participation occurred across four formats – face to face presentations and CDI sessions facilitated by Memorial staff at one of 46 locations across the country; written correspondence received through a dedicated email address (development@awm.gov.au) and a demographically representative online survey.

More than 1,000 Australians were consulted across the four formats:

PRESENTATION	CDI	CORRESPONDENCE	ONLINE SURVEY	TOTAL
197	265	55	514	1031

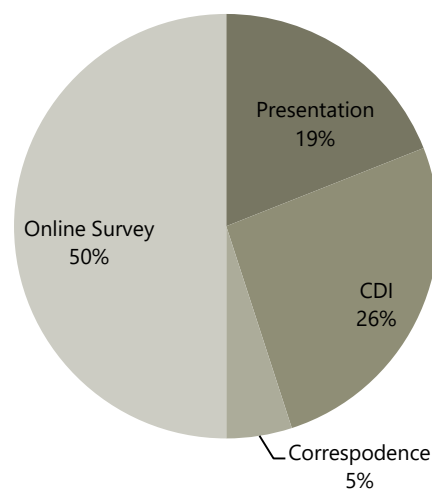


Table 1: Overall Participation

Given the Memorial’s importance as a national institution 46 consultation sessions were conducted across all States and Territories between 28 November 2019 and 25 January 2020. Events were conducted in a variety of locations including at the Memorial as well as museums, libraries, town halls and clubs.

This approach was supported by an online information hub, outreach from the Memorial’s social media accounts and a dedicated email address for written correspondence.

Consultation sessions were advertised on the Memorial’s website, through paid social media promotions and through local media where possible. Social media reach exceeded 70,000 and targeted promotion reached 200 organisations and their members including ex-service organisations, kindred organisations, veterans’ welfare and defence family groups.

The online survey program was conducted independently and anonymously with quotas set by location, age and gender to ensure a representative sample of the community were given the opportunity to provide their views.

Further detail on participation including details on gender, age and location is available in the detailed reports.

General Sentiment

The general sentiment of participants toward the project was assessed across all four consultation formats (presentations; CDIs; correspondence and online survey) and categorised as *in favour* | *opposed* | *neutral* or *need more information*. The combined and individual outcomes of each feedback are provided below:

SENTIMENT	PRESENTATION	CDI	CORRESPONDENCE	ONLINE SURVEY	OVERALL
In favour	150	204	13	406	76%
Opposed	38	21	32	15	9%
Neutral/NMI	9	40	10	93	15%
Totals	197	265	55	514	100%

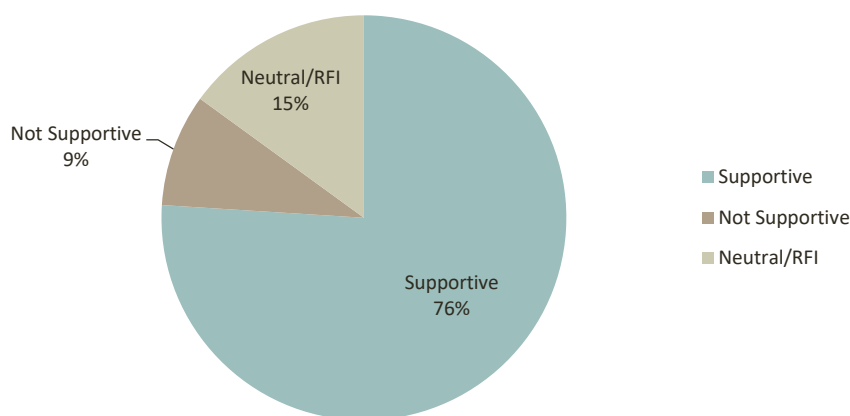


Table 2: Overall Sentiment

The Memorial notes that the participants at presentations or CDI sessions and written correspondents were mainly reflective of those already interested in or involved with the Memorial such as veterans or defence family members. This was due in part to the targeted online and media approaches intended to ensure adequate representation of key stakeholder groups as well as to their generally higher level of interest in the Project.

The online survey was designed to, and does, represent a broader cross section of the Australian community. The difference between sentiment rates online (79% in favour) and in the other formats (71% in favour over the three formats) is notable, with online participants significantly more likely to be in favour of the project.

This difference can largely be explained by the two community campaigns conducted by specific interest groups (Medical Association for the Prevention of War [Australia]³ and

³ Medical Association for the Prevention of War (Australia) (MAPW); www.mapw.org.au/campaigns/war-memorial/

Australian Institute of Architects)⁴ opposed to the Project. These campaigns particularly affected participation at presentation events and through written correspondence.

These two interest groups represent approximately 15,000 Australians through their membership⁵ out of an overall population of 26 million Australians. Their participation across this consultation program however was approximately 6% across both formats (and 11% of participation at presentations, CDIs or through correspondence) whilst they also recorded some 53% of all 'not supportive' sentiment.

Of the remaining participants fewer than 5% expressed opposition to the Project across both stakeholder and online consultation programs.

Further detail on sentiment is available in Appendix A and Appendix B.

⁴ Australian Institute of Architects (AIA), 'Hands off Anzac Hall', www.wp.architecture.com.au/anzachall/

⁵ The AIA website states it represents 12,000 members (<https://www.architecture.com.au/>); MAPW does not disclose membership numbers publicly but based on their 2018-19 membership fees information and their 2017 listing of 1,500 mail list subscribers (<https://ippnw.org/affiliates/australia.html>) their membership is estimated for the purpose of this report at less than 3,000.

Stakeholder Groups

Participants across the two consultation programs were drawn from both a number of key stakeholder groups and the 'general public'.

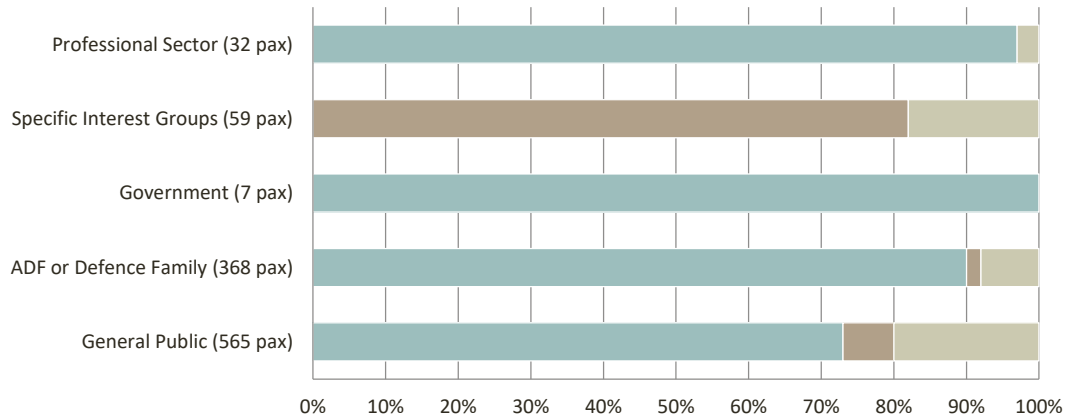
Assessment of which group stakeholders belonged to was conducted by presentation/CDI teams through conversation or Q&A sessions with participants as well as through RSVP information.

Online survey participants were asked to identify as current or former serving ADF or as Defence Family members; all other online survey participants were recorded as General Public.

GROUP	SIZE	ENGAGEMENT/ CONNECTION	DESCRIPTION
ADF, Veteran or ESO or Defence Family	368	●●●●●	Participants who are current or former serving members of the Australian Defence Force (ADF) or members of an Ex-Service Organisation (ESO) including kindred organisations such as Legacy, War Widows Guild etc. Defence Family members were those participants who identified related directly (spouse, parent, child, sibling) to current or former members of the ADF.
Professional Sector	32	●●	Participants from the museum, project management or construction sectors.
Government Sector	7	●●	Participants from government bodies including both elected officials and public servants attending in a work capacity.
Specific Interest Groups	59	●	Members or supporters of the two organisations (Medical Association for the Prevention of War (MAPW); Australian Institute of Architects (AIA)) running public campaigns of opposition to the Project with stated, specific, aims for their feedback.
General Public	565	●●	Participants without a distinct connection to, or specific interest in, the Memorial.

Table 3: Participant Stakeholder Groups

The table and graph below show support broken down by participant group across both consultation programs.



	General Public (565 pax)	ADF or Defence Family (368 pax)	Government (7 pax)	Specific Interest Groups (59 pax)	Professional Sector (32 pax)
Supportive	73%	90%	100%	0%	97%
Not Supportive	7%	2%	0%	82%	0%
Neutral/RFI	20%	8%	0%	18%	3%

Table 4: Support by Stakeholder Groups

KEY FEEDBACK

Feedback from the more than 1,000 Australians consulted on this project has been assessed and categorised by the Memorial.

Where presentation and CDI events, as well as correspondence, allowed for broad and in-depth consultation and discussion between Memorial staff and stakeholders the online survey was specifically designed to assess social heritage outcomes associated with the Project.

A summary of the major heritage, social heritage and environmental themes raised by participants is presented below:

CATEGORY (MAJOR SOURCE)	DESCRIPTION	KEY FEEDBACK	EPBC ACT RELEVANCE
1 Heritage (Presentations; CDI; Correspondence)	Feedback on Project matters impacting the heritage criteria identified in the Memorial's National and Commonwealth Heritage listings. This includes dedicated consultation with the First Nations communities on issues of importance to them.	<ul style="list-style-type: none"> a. Very high levels of support from majority of participants and audience categories for enhancing the Memorial's social heritage value through new gallery spaces designed to tell modern and future stories of service with dignity and respect. b. Interest in future gallery content was the dominant theme throughout the consultation process; participants were generally more concerned with the stories to be told and how they would be told than with physical changes to the Memorial. c. Key areas of interest for the future galleries consultation included: <ul style="list-style-type: none"> i. Context and Consequence ii. Diverse representation iii. Aftermath of War iv. Diverse viewpoints v. Service Beyond War vi. Educational and Museological Approaches d. Heritage impact of proposed replacement of Anzac Hall was of critical concern to a small minority of participants representing specific interest groups. e. Potential impact on the balance of the Memorial's role as a museum, shrine and archive by the Project was of concern to a minority of participants from several audience categories. 	High
2 Social Heritage (Online Survey)	Feedback on Project matters impacting the cultural or social heritage criteria identified in the Memorial's National and Commonwealth Heritage listings or more broadly on social heritage outcomes.	<ul style="list-style-type: none"> a. High levels of support for the project and expectations of improved social heritage outcomes to be generated through the Project; and b. Demonstration that key stakeholders (veterans; Defence families) in particular are supportive of the Project and see positive social benefits for the wider populace as well as their own specific communities. 	High
3 Environmental (Presentations; CDI; Correspondence)	Feedback on Project matters directly impacting environmental matters.	<ul style="list-style-type: none"> c. Environmental/sustainability impact of proposed replacement of Anzac Hall was of moderate concern to a specific audience. a. Environmental efficiency of the 'Glazed Link' was of low – moderate concern to a very small audience. 	High

Table 5: Feedback Categories

Further detail on these major themes as well as minor themes and non-EPBC Act related matters raised at presentations, CDIs and through correspondence is available in [Appendix A](#).

Physical Heritage

Broad support was expressed for all elements of the Project including the replacement of Anzac Hall and the development of the new Southern Entrance.

Anzac Hall – Physical Heritage Impact Summary

The Memorial's heritage self-assessment, EPBC Act referral, supporting Heritage Impact Assessment and material made available at consultation events and to online survey participants all made clear that there would be a 'significant impact' on heritage values due to the demolition of Anzac Hall and development of a new Anzac Hall and Glazed Link.

In general, the consultation process indicates broad acceptance of the need to replace Anzac Hall, despite the associated heritage impact. The community were also generally supportive of the proposed designs for new Anzac Hall and the Glazed Link in the context of the Memorial's aesthetic, technical and overall heritage values.

The majority of participants were more concerned with the stories to be told in the new spaces, including concerns about the return of the Memorial's Lancaster 'G for George' and the associated 'Striking By Night' audio-visual display, than they were with the proposed changes to physical fabric of Anzac Hall.

The strong objections of a small number of stakeholders with particular and limited interests, particularly some members of the architectural community, to the demolition of Anzac Hall should be noted.

Southern Entrance – Physical Heritage Impact Summary

The Memorial's EPBC Act referral, Heritage Impact Assessment and material made available at consultation events and online identified relatively low impacts on the Memorial's heritage values due to development of the Southern Entrance.

In general the consultation process indicates broad community support for the Southern Entrance. Participants were particularly keen to understand accessibility and visitor service improvements associated with this design package.

The community were also supportive of the proposed design with many expressing a belief that the change to Parliamentary vista was negligible from a distance and a positive aesthetic outcome once closer. Community support for the positive impacts of improvements to accessibility, especially for elderly or mobility impaired visitors, was also strong.

In general there was a very low level of concern for the Memorial's heritage values and vistas related to the proposed Southern Entrance changes.

Overall - Physical Heritage Impact Summary

In general, stakeholders were much more concerned with the future content of the galleries, how the stories of the last 35 years of conflict and peacekeeping would be told and practical matters such as accessibility and the impact of the Project on Memorial operations during construction than they were with heritage matters, changes to external designs or building fabric modifications.

Social Heritage

The Memorial's galleries are a key determinant in the type and level of social heritage values it delivers, particularly for those Australians whose stories it tells or those closely related to them, as identified in both the National and Commonwealth Heritage Listings for the Memorial.

In order to remain relevant, and ensure continued delivery of social heritage values to the Australian community as it grows and changes, the Memorial must change and grow with it.

Accordingly the need for development of contemporary conflict and operations galleries received near universal agreement from stakeholders and online consultation participants and this was seen as a positive impact of the Project on the Memorial's social and cultural heritage values.

Most participants, especially key stakeholders in the form of veterans and defence families, identified it as very important that the proposed changes would allow the Memorial to meet growing public expectations in the telling of Australia's modern stories of service and sacrifice with the same dignity as the stories of the First or Second World War or subsequent conflicts such as Korea and Vietnam.

The online survey results also demonstrate participants expect that the Project will deliver improved commemorative outcomes for major events (Anzac Day; Remembrance Day) as a critical social heritage outcome.

Some stakeholder consultation participants raised concerns about the balance of the Memorial's roles as a shrine, archive and museum or worries about the 'Disneyfication' of the Memorial through an over reliance on Large Technology (LTO) or audio-visual displays as part of the Project.

Typically these concerns were assuaged when the full context of the development and the planned approach to exhibition storytelling, including the intended use an 'in their words' approach to telling veterans' stories, was outlined to participants.

Despite the Memorial's explanations there remained a small, but very vocal, opposition to the plans, particularly around the display of LTOs, based on the perceived impact on 'balance' from the identified specific interest groups.

There was a clear expectation from the public that the Memorial would undertake further detailed consultation on the development of content for the future gallery spaces. Specific issues raised during the consultation process have been recorded in Appendix A to this report.

These issues, which reflect the individual or group concerns of many participants, will be explored by the Memorial's Gallery Development Team, in consultation with key stakeholders from veterans to educators to the general public, in the future.

In general participants agreed that the expected increased social heritage outcomes were of greater value and importance than the heritage losses associated with the replacement of Anzac Hall.

Environmental

The Memorial's EPBC Act referral documentation lodged in November 2019 notes that there are no expected impacts on 'matters of national environmental significance', such as loss of biodiversity or impact on migratory species, associated with the Project.

Stakeholder consultation participants agreed with this view in general but raised a number of more specific environmental concerns associated with the Project.

Three main issues were raised with the environmental sustainability and energy use associated with the Glazed Link, particularly in extreme weather conditions, being the most common. The Memorial noted that this would be a challenge but that the Project has a Whole of Life and Green Building/Sustainability Strategy in place to manage the overall energy efficiency and environmental impact of the entire project.

Similarly the loss of embodied energy caused by the replacement of Anzac Hall was raised by some stakeholders as an environmental issue. The Memorial is undertaking analysis of a range of 'green options' such as the inclusion of solar power generation, minimisation of potable water use or other offsets as well as the re-use and recycling of Anzac Hall materials in the Project where practicable.

The final environmental concern raised related to the potential adverse impact on National Collection objects displayed in the Glazed Link, which will be less stable than typical for museums, particularly in terms of long term object conservation impacts.

The Memorial has committed that it will only display suitably robust objects, such as vehicles, that will not be damaged by the environmental conditions in the area and notes it already displays a number of large collection items externally and has established systems in place for monitoring and conservation of these objects.

Overall participants were comfortable the Project would have no major environmental impacts and that the specific concerns raised above were being professionally and carefully managed by the Memorial.

SUMMARY

The consultation conducted by the Memorial demonstrates broad support for the expansion of the Memorial to enable it to tell stories of contemporary veterans and modern conflicts to the Australian public. It further demonstrates that these veterans and their families in particular see a need for the Memorial to tell their stories with the same dignity and respect as the stories of those who fought in earlier wars is given at the Memorial.

This support is demonstrated through the statistics represented in this report and the two appendices, in particular the low rates of objection to the project by key stakeholders as represented by the veterans and defence family communities (<2% *'not supportive'*) and by the overall Australian public (<5% *'not supportive'*).

The consultation also revealed that the primary concern of participants was not focused on the impact of the Project on the physical heritage fabric or on the design of new buildings, though commentary was generally positive on both, but rather their focus was on the stories to be told and how they would be told. The online survey further demonstrates the positive social heritage and social values outcomes expected to be generated by the Project.

Similarly consultation reveals a high degree of comfort around the environmental impact and outcomes of the Project amongst key stakeholders.

This consultation will continue to have value beyond the EPBC Act assessment by allowing the Memorial to identify key issues for the broader population as well as issues of importance to specific constituencies.

Commentary from individuals or community groups captured by this process in relation to proposed gallery content was also particularly valuable and will form the basis of future, extensive, community consultation on gallery development to commence in late 2020.

AUSTRALIAN WAR MEMORIAL DEVELOPMENT

ENVIRONMENTAL PROTECTION
BIODIVERSITY CONSERVATION ACT
NATIONAL CONSULTATION REPORT

APPENDIX A – STAKEHOLDER CONSULTATION



APRIL 2020

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EXECUTIVE SUMMARY

Consultation Need

The Australian War Memorial ('the Memorial') is preparing assessment documentation under the Environmental Protection Biodiversity Conservation Act 1999 (EPBC Act) for a major development project (the Project) to the Department of Agriculture, Water and the Environment (DAWE) (formerly the Department of the Environment and Energy (DoEE)).

The Project will deliver additional infrastructure, exhibition space and provide for the refurbishment of existing spaces to enable the Memorial to effectively tell the stories of past, present, and future Australian experiences of war in a manner that preserves the national significance of the Memorial whilst enhancing the visitor experience.

As part of the EPBC Act assessment process the Memorial has sought to understand community views on the heritage impacts of the Project on the Memorial's identified heritage values. These values are identified in the Commonwealth and National Heritage Lists¹ and include physical, aesthetic and technical values as well as cultural or social values.

Consultation Approach

One of the Memorial's key heritage values is a 'strong or special association with a particular community or cultural group for social, cultural or spiritual reasons' with veterans and their families identified the most connected communities for this value. The National Heritage List also identifies the importance of the Memorial to the broader Australian community as a place of remembrance and commemoration.

As a result the Memorial undertook two separate consultation processes designed to ascertain community views from both key stakeholders such as veterans or those with a close connection to the Memorial as well as to obtain demographically representative data on the views of the broader Australian populace of the Project's heritage impacts.

The first, which is covered in detail in this appendix to the Memorial's EPBC Act Consultation Report, was conducted from November 2019 to January 2020 was a series of 46 'face to face' information and 'community drop in' (CDI) sessions where Memorial staff travelled to each state or territory to garner views from interested stakeholders. This consultation was targeted at those with an existing interest in the Memorial including veterans, defence families and ex-service groups whilst also ensuring the broader public had an opportunity to be heard.

The second was an online, demographically representative survey specifically targeted at understanding community responses to the likely impact of the project on the Memorial's social heritage values. This survey was conducted in February 2020 and is covered in Appendix B to the Memorial's EPBC Act Consultation Report.

Feedback from this consultation program has been used to inform both the assessment documentation and further development of the Memorial's plans.

¹ [Commonwealth Heritage Listing – Australian War Memorial and Anzac Parade](#)

¹ [National Heritage Listing – Australian War Memorial](#)

Stakeholder Consultation Process

In order to obtain detailed feedback from the primary identified stakeholders of the Memorial's heritage values (veterans and their families) the Memorial adopted a primarily face to face consultation process designed to allow them to provide informed and detailed feedback on the Memorial's proposal. The consultation process was also open, and advertised to, the general public and others interested in the Project.

The emphasis in information provided to, and feedback sought from, participants was on the potential impact of the Project on the Memorial's heritage values as expressed in the National and Commonwealth Heritage Listings.

The Memorial received feedback through presentations and 'community drop in' sessions conducted in all States and Territories as well as written feedback through a dedicated email address from November 2019 through January 2020.

Whilst the consultation focus was primarily on EPBC Act matters the Memorial also received feedback on other issues of importance to stakeholders.

This included feedback on the Memorial's policies in areas such as sponsorship, the depiction of 'frontier violence' between First Peoples and colonial settlers or travelling exhibitions as well as more general concerns regarding veterans' welfare or government spending priorities.

The Memorial also met with key stakeholder groups including representatives of the Indigenous community to seek their input into this report.

The feedback gathered from stakeholders has been combined with that received through the online feedback process (Appendix B to the Memorial's EPBC Act Consultation Report) to develop a solid cross-section of information relating to all aspects of the Memorial's functions and enables reflection for both the Development Project and the broader Memorial.

This combined feedback also provides a sound basis on which to undertake continued consultation and engagement with stakeholders as the Project progresses, including matters of gallery content, accessibility and inclusivity.

Promotion and Participation

The outreach program was promoted through a range of channels that reached a large and diverse audience. Social media reach exceeded 70,000 and targeted promotion reached 200 organisations and their members including ex-service organisations, kindred organisations, veterans' welfare groups and defence family bodies.

Specific events were promoted through the channels of a number of venues, in particular Returned and Services League (RSL) clubs, reaching an estimated figure of more than 50,000 people. Parliamentary representatives were also made aware of events in their electorates and were encouraged to share information on local sessions with constituents. Additionally, ABC radio and local media were engaged to help increase awareness of events where possible.

The outreach program was also supported by media releases detailing available sessions and providing media background material on the development and consultation program.

Participants

Feedback was received from 517 individuals across all States and Territories.

This included 197 attendees at presentation sessions, a further 265 participants in CDI events and 55 items of written correspondence.

Participant comments and general demographics were recorded at all face to face sessions to enable detailed analysis of key issue and audiences. The highest representation was from members of the general public followed by current or former Australian Defence Force members and members of ex-service organisations (ESOs).

Participation at both presentation and CDI events by males was higher than that by females whilst older Australians, including many veterans and partners, also had proportionally higher representation than other age groups. Representation by State was largely proportional to population distribution.

The Memorial notes that the consultation process it undertook was subject to two campaigns by specific interest groups and that these campaigns affected some statistical outcomes disproportionately. Readers are referred to Appendix B of the Memorial's EPBC Act Consultation Report for a demographically representative view of the opinion of the general Australian populace.

The first of these campaigns was a community action campaign conducted by the Medical Association for the Prevention of War (Australia) throughout the consultation period². Through this campaign it asked members and supporters to attend consultation sessions to voice the concerns of the organisation and shared a series of talking points for members to raise within the CDI events.

Although only 8% of consultation participants, this group represented approximately 50% of objections to the project in general and an even higher percentage of objection on non-EPBC Act issues such as frontier violence, defence industry sponsorship or complaints about the consultation processes the Memorial undertook.

Similarly the Australian Institute of Architects (AIA) encouraged their members to write to the Memorial to state their opposition to the proposed replacement of Anzac Hall; the 26 correspondents from this group represented 47% of written comments but 81% of dissatisfaction³.

Key Feedback

The feedback received has been categorised by type and further broken down by key themes. Participants were also assessed as *supportive*, *neutral/requests for information* or *not supportive* of the Project in general to provide a broad picture of levels of support or otherwise in each location. This assessment was consistent with that undertaken for the online survey process.

Support for the Project was strong across a variety of audience and age groups. Support was consistently above 70% in all States/Territories, with the notable exception of the ACT, and levels of *supportive* participants were higher than the level of *not supportive* or *neutral* participants at 44 of 46 events conducted.

² Medical Association for the Prevention of War (Australia); www.mapw.org.au/campaigns/war-memorial/

³ Australian Institute of Architects, 'Hands off Anzac Hall', www.wp.architecture.com.au/anzachall/

The feedback received at face to face sessions and through written correspondence has been categorised to assist in identifying recurring trends and to enable an appreciation of the breadth of information gathered.

Additionally, feedback has been assessed through a matrix identifying both how many participants at each event voiced concern over an issue and how significant it was to those participants. This analysis has allowed the Memorial to identify key issues for the broader population as well as issues of key import to specific constituencies or special interest groups.

Six major feedback categories have been identified in **Table 1** (below) including their relevance to the EPBC Act assessment process:

Feedback Categories

CATEGORY	DESCRIPTION	KEY FEEDBACK	RELEVANCE	
1	Heritage	Feedback on Project matters impacting the heritage criteria identified in the Memorial's National and Commonwealth Heritage listings. This includes dedicated consultation with the First Nations communities on issues of importance to them.	<ul style="list-style-type: none"> a. Very high levels of support from majority of participants and audience categories for enhancing the Memorial's social heritage value through new gallery spaces designed to tell modern and future stories of service with dignity and respect. b. Interest in future gallery content was the dominant theme throughout the consultation process; participants were generally more concerned with the stories to be told and how they would be told than with physical changes to the Memorial. c. Key areas of interest for the future galleries consultation included: <ul style="list-style-type: none"> i. Context and Consequence ii. Diverse representation iii. Aftermath of War iv. Diverse viewpoints v. Service Beyond War vi. Educational and Museological Approaches d. Heritage impact of proposed replacement of Anzac Hall was of critical concern to a small minority of participants representing specific interest groups. e. Potential impact on the balance of the Memorial's role as a museum, shrine and archive by the Project was of concern to a minority of participants from several audience categories. 	High
2	Environmental	Feedback on Project matters directly impacting environmental matters.	<ul style="list-style-type: none"> a. Environmental/sustainability impact of proposed replacement of Anzac Hall was of moderate concern to a specific audience. a. Environmental efficiency of the 'Glazed Link' was of low – moderate concern to a very limited audience. 	High
3	Consultation Process	Feedback on the Memorial's EPBC Act consultation process.	<ul style="list-style-type: none"> b. Minor levels of concern from specific interest groups regarding the Memorial's EPBC Act consultation process. 	Moderate
4	Project Delivery and Outcomes	Feedback on Project Delivery and Outcomes	<ul style="list-style-type: none"> a. High levels of support for the Memorial's veterans' and Defence family employment and engagement plans. b. Moderate levels of interest in how the Memorial will deliver the Project 'on time and on budget', Project accessibility and inclusivity outcomes and potential disruptions to Memorial operations during construction. c. General support for and interest in the impact of the Project on the Memorial's policies regarding education, collections accessibility and support for other institutions. 	Low

5	CATEGORY	DESCRIPTION	KEY FEEDBACK	RELEVANCE
	Government Policy	Feedback on Government policy matters associated with the Project, veterans or the cultural sector.	<ul style="list-style-type: none"> a. Moderate levels of concern from a variety of audience categories around general support and funding for veterans or other government priorities. b. Low – moderate levels of concern from a variety of audience categories around general support and funding for other cultural institutions. c. Moderate levels of concern from several audience categories regarding the financial cost of the proposed expansion. 	Nil
	Memorial Policy	Feedback on Memorial policy matters outside of the Project scope.	<ul style="list-style-type: none"> a. High levels of concern from specific interest groups regarding the Memorial's policy on accepting defence industry support. b. High levels of concern from specific interest groups regarding the Memorial's role in 'the therapeutic milieu' of veterans' support. c. Moderate – high levels of concern from most audience categories regarding the Memorial's policies on exhibition of 'frontier violence' between First Peoples and colonial settlers. 	Nil

Table 1: Feedback Categories

THE AWM DEVELOPMENT PROJECT

Background

Officially opened in 1941, the Australian War Memorial is an iconic building of national significance. Located in the sight line of Australian Parliament House, our Memorial reminds the nation of the cost of war and the effects of service.

Our values, our character and our identity live on in the stories of past, present, and future service members, their families and community. More than one million people visit our Memorial every year to honour these members' service and learn about their experiences in war, peacekeeping, and humanitarian operations.

On November 1 2018 the Government, with bipartisan support, announced the funding of the Memorial's Development Project. This Project will modernise and expand the galleries and buildings to enable the Memorial to tell the continuing story of Australia's contemporary contribution to a better world through the eyes of those who have served in modern conflicts; connecting the spirit of our past, present, and future for generations to come.

The Project includes a new Southern Entrance, refurbishment of the Main Building, a new Anzac Hall connected to the Main Building via a Glazed Link, an extension to the C.E.W. Bean Building, and public realm works.

The Project is now being assessed as a 'controlled action' under the Environment Protection and Biodiversity Act 1999 (EPBC Act).

As part of the EPBC Act assessment process the Memorial has sought community input through a formal consultation program. Feedback from this consultation program will be used to inform both the assessment documentation and further development of the Memorial's plans. A copy of the report from this consultation is provided as Appendix B to the AWM Development Project Consultation Report.

Purpose of this Report

This report provides an overview of the consultation process that was undertaken with key stakeholders and an analysis of the results to demonstrate key areas of interest, support and concern in relation to the heritage aspects of the Project to DAWE for consideration in the EPBC Act 'controlled action' assessment process.

The report is also intended to provide information to the public to encourage informed public comment to DAWE in regards to the Project.

The report also provides an overview of broader matters relating to the Memorial that were of interest to stakeholders across the country during the consultation period. This feedback will be considered by the Memorial as part of its regular decision making processes.

Consultation Process

The Memorial identified the need for specific community consultation on the heritage and environmental impacts of the Project in accordance with the EPBC Act as a key priority for the Project.

In October 2019, the Memorial commissioned advice from KJA Associates, a communications and consultancy group, on best practice methods for EPBC Act key stakeholder consultation.

In November 2019 KJA Associates were engaged to provide organisational and logistical support and advice to the Memorial in delivering a national EPBC Act key stakeholder consultation program for the Project.

The program consisted of five major elements:

ACTIVITY	ACTIVITY TYPE	TIMEFRAME
Community Presentations	Face to Face	28-Nov-19 to 24-Jan-20
Community Drop In Events	Face to Face	28-Nov-19 to 25-Jan-20
Dedicated Email Address	Online/Written	28-Nov-19 to ongoing
Online Information Hub	Online (Information Only)	18-Nov-19 to ongoing
Social Media Outreach and Online Follow Up Program	Online	28-Nov-19 to 25-Jan-20

Table 2: Consultation Program Elements

Consultation Format

Given the scale and importance of this Project on a national level and the complexity of heritage matters the Memorial focussed on 'face to face' consultation to enable deeper engagement and education with its key stakeholders.

Face to face consultation consisted of both formal presentation/Q&A sessions conducted in December 2019 and informal CDI events run from November 2019 through to January 2020. This was designed to provide detailed information to those with a particular interest at

presentation sessions and the CDI events to engage more broadly with the general Australian public on Project matters.

Given the Memorial's importance as a national institution 46 consultation sessions (21 presentations and 25 CDIs) were conducted across all States and Territories between 28 November 2019 and 25 January 2020. Events were conducted in a variety of locations including at the Memorial as well as museums, libraries, town halls and clubs.

This approach was supported by an online information hub (www.awm.gov.au/ourcontinuingstory) outreach from the Memorial's social media accounts and a dedicated email address for written correspondence.

Presentation and CDI sessions were organised through EventBrite online systems and advertised on the Memorial's website, through paid social media promotions and through local media where possible. Presentation events were also advertised through targeted stakeholder invitations in each location.

Presentations consisted of a PowerPoint presentation (Attachment A) typically lasting 30 minutes together with a question and answer ('Q&A') session of a further 30-60 minutes. The presentation included a 'fly through' video of the proposed plans and information on how participants could personally participate in the EPBC Act process through the (former) DoEE website. Attendees were provided with the opportunity to provide feedback on presentations through a form (Attachment B); 48 responses were received (Attachment C).

CDI events were typically set up in the entry areas of a venue where Project team members were able to engage with people and speak to them on a 'walk in' basis about the Project to seek a wide range of views.

In order to ensure participants were able to communicate directly with project staff, all face to face engagements were conducted by members of the Memorial's 'Integrated Management Team' (IMT) which is managing the Project.

In addition to the IMT presenter at each event or CDI, a second member of the IMT was tasked with capturing both demographic information as well as feedback from participants. De-identified records of each presentation or CDI session were kept and collated for the purpose of this report.

Presentation sessions were typically conducted during 'business hours' with CDI events taking place in the afternoon/evening period or on weekends. A full list of both presentation and CDI events is provided as Attachment D.

In January/February 2020 the Memorial conducted an online survey targeting additional feedback in key areas to provide additional information on stakeholder sentiment towards the potential impacts of the Project on heritage values. Detailed outcomes from this survey are provided as Appendix B to the Memorial's EPBC Act Consultation Report.

The Memorial also met with a number of key stakeholders to provide information or seek input on specific Project matters during this time. This included representatives of the ACT Chapter of the Australian Institute of Architects and a dedicated meeting on Indigenous heritage matters with representatives and members of ACT based Indigenous stakeholder groups (Aboriginal & Torres Strait Islander Veterans and Services Association; United Ngunnawal Elders Council; ACT Aboriginal and Torres Strait Islander Elected Body and Ngambri Local Aboriginal Lands Council).

CONSULTATION PARTICIPATION

Number of Participants

Feedback was received from 517 individuals across all States and Territories.

This included 197 attendees at presentation sessions, 265 participants in CDI events and 55 items of written correspondence.

Age of Participants

Participation was skewed towards older age brackets at most face to face events. This was likely due to a combination of higher levels of interested stakeholders (especially veterans and Defence families) in these age groups as well as the location and timing of some sessions.

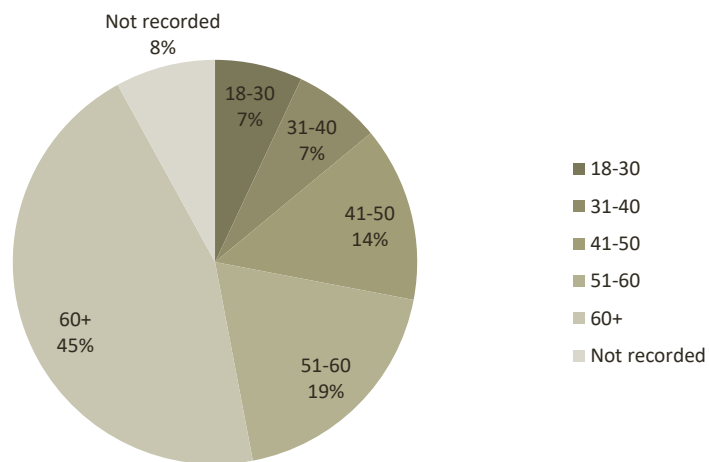


Table 3: Participants by Age

Gender of Participants

Overall participation in face to face consultation was generally higher by males than females. This was likely due to a higher proportion of veterans, who had high levels of engagement with the consultation, being male.

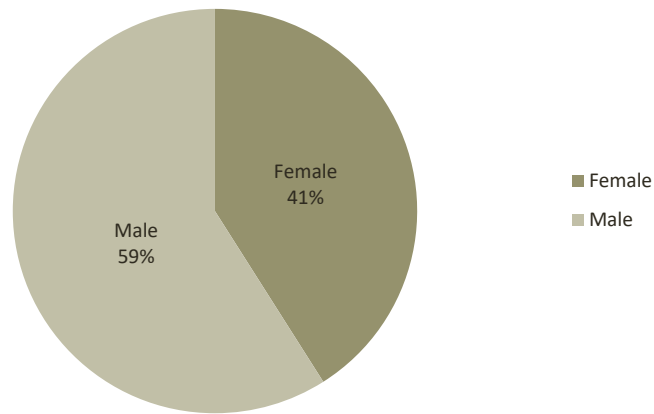


Table 4: Participants by Gender

Location of Participants

Participation at presentations and CDI events was largely proportional to population distribution on a State/Territory basis. Participation in the ACT was disproportionately large due to a higher number of events held there than elsewhere. Greater media attention around the initial ACT based presentation session and heightened local community interest in the Project also contributed to higher ACT turnout.

The 28 November community consultation event held at the Memorial also included a significant number of members from the two community groups undertaking campaigns protesting the Project, leading to disproportionate ACT representation.

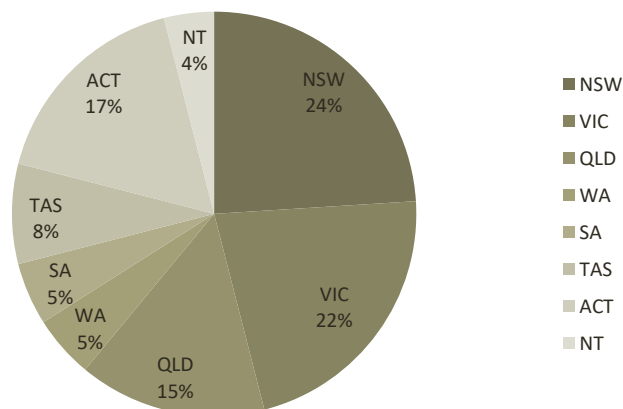


Table 5: Participants by State

Participant Stakeholder Groups

Participants were largely drawn from five stakeholder groups; participants outside of these groups have been considered ‘general public’ and are typically those without a distinct connection to, or specific interest in, the Memorial.

Assessment of which group stakeholders belonged to was conducted by presentation/CDI teams through conversation or Q&A sessions with participants as well as through RSVP information.

GROUP	SIZE	ENGAGEMENT/ CONNECTION	DESCRIPTION
ADF, Veteran or ESO	●●	●●●●●	Participants who are current or former serving members of the Australian Defence Force (ADF) or members of an Ex-Service Organisation (ESO) including kindred organisations such as Legacy, War Widows Guild etc.
Defence Family	●●●	●●●●	Participants who are related directly (spouse, parent, child, sibling) to current or former members of the ADF.
Professional Sector	●●	●●	Participants from the museum, project management or construction sectors.
Government Sector	●●●	●●	Participants from government bodies including both elected officials and public servants attending in a work capacity.
Specific Interest Groups	●	●	Members or supporters of the two organisations (Medical Association for the Prevention of War (MAPW); Australian Institute of Architects (AIA)) running public campaigns of opposition to the Project with stated, specific, aims for their feedback.
General Public	●●●●●	●●	Participants without a distinct connection to, or specific interest in, the Memorial.

Table 6: Participant Stakeholder Groups

Stakeholder groups have also been assessed for cohort size and their general level of engagement with and connection to the Memorial outside of the context of the Development Project. This provides context to allow for consideration of the appropriate level of influence the views of stakeholder groups should have in relation to the Project.

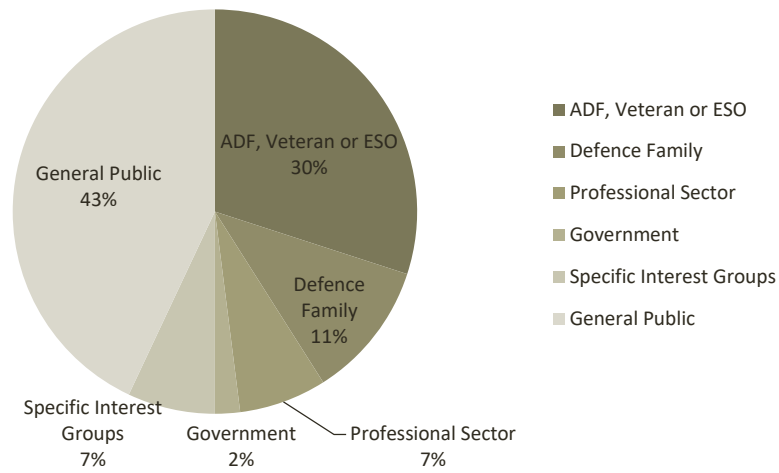


Table 7: Cohort Size of Participants by Stakeholder Group

CONSULTATION FEEDBACK ANALYSIS

General Sentiment

The sentiment of participants was assessed and recorded by the IMT presentation teams at each event. Assessment was based on questions asked by participants, their responses to questions posed by IMT members and general manner.

Whilst such assessments are by their nature subjective the number of participants and multi-hour length of each consultation meant that IMT members were able to assess during this time the views of the Project from majority of participants. Where there was uncertainty the IMT recorded participants as 'neutral'.

General sentiment towards the Project as a whole was supportive across age, gender and stakeholder group, with the exception of the identified 'specific interest groups'. IMT members noted that many of those identified as *neutral* or *seeking more information* were supportive of the Memorial generally if not the Project specifically.

Support for the Project was consistently above 70% in all States/Territories, with the notable exception of the ACT, and levels of *supportive* participants were higher than the level of *not supportive* or *neutral* participants at 44 of the 46 events conducted. Support from key stakeholders such as veterans, defence families and organisations supporting current and former defence members was even higher than amongst the general public (>90%).

Broad support was expressed for all elements of the Project including the replacement of Anzac Hall, development of the new Southern Entrance and C.E.W. Bean Building expansion. The need for development of contemporary conflict and operations galleries received near universal agreement from stakeholders, particularly in the context of telling modern stories of service and sacrifice with dignity equal to that of earlier generations.

In general, stakeholders were much more concerned with the future content of the galleries, how the stories of the last 35 years of conflict and peacekeeping would be told and practical matters such as accessibility and the impact of the Project on Memorial operations during construction than they were with heritage matters, changes to external designs or building fabric modifications.

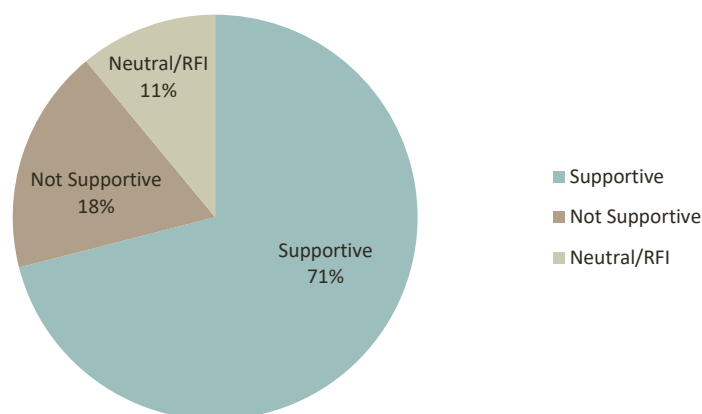


Table 8: General Sentiment

Support by State/Territory

Table 9 (below) demonstrates that support for the Project was widespread at events across the country, with the notable exception of the ACT.

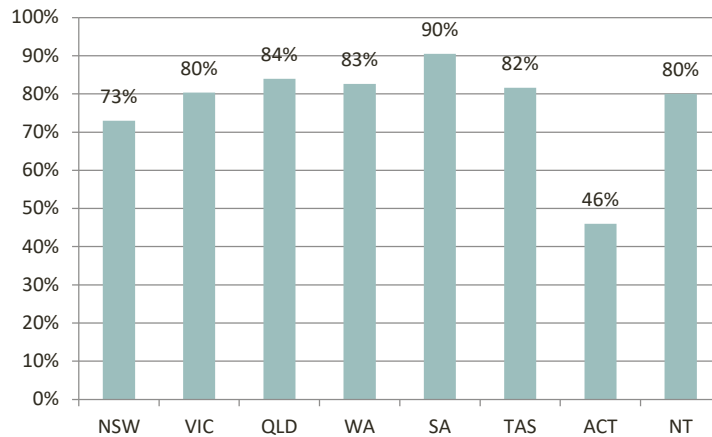


Table 9: Support by State/Territory

Participation by those *'not supportive'* of the Project was greater than *'supportive'* participants at the 28 November presentation held at the Memorial, due in large part to high levels of *'specific interest group'* participation at this event.

Support in NSW was also generally lower than the rest of the country with the second event at which *'supportive'* participants were not in the majority being held in Parramatta, sentiment here was split equally.

General Sentiment by Participant Stakeholder Group

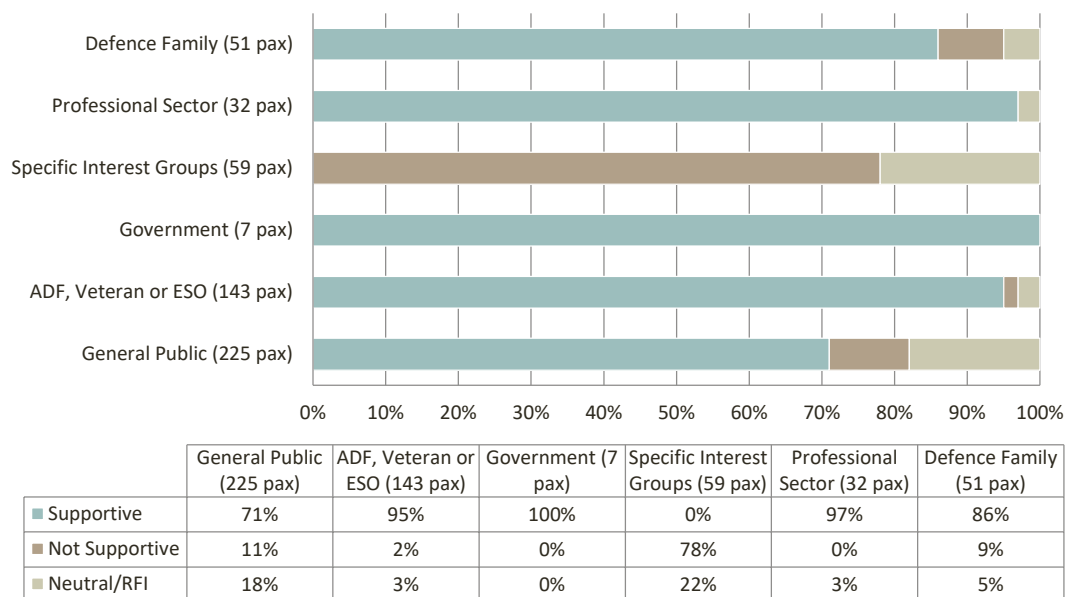


Table 10: General Sentiment by Participant Stakeholder Group

General sentiment towards the Project was *supportive* across all sectors of the community except two specific interest groups (Medical Association for the Prevention of War (Australia); Australian Institute of Architects).

Critical stakeholders for the Project in the form of veterans or members of ex-service organisations whose stories are to be told through the new gallery spaces were almost uniformly *supportive* of the Project.

Written Correspondence

Tables 11 and 12 outline the 55 items of written feedback received by the Memorial during the consultation period on EPBC Act matters. Correspondence was categorised as *supportive*, *not supportive* or *neutral/requests for information (RFI)*:

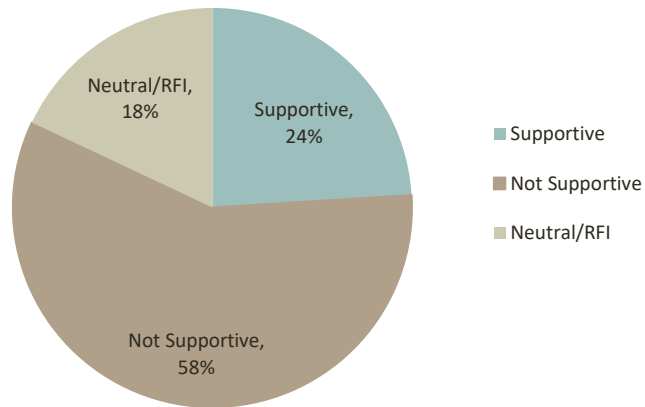


Table 11: General Sentiment by Correspondence

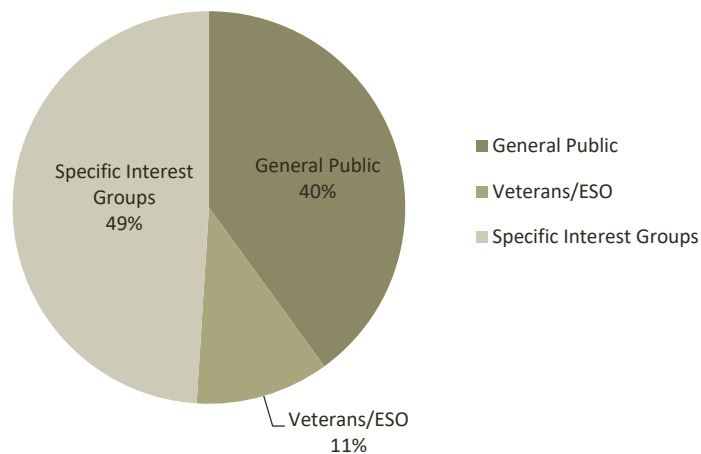


Table 12: Correspondence by Audience Category

Written feedback was driven in large part by the Australian Institute of Architects campaign ‘Hands off Anzac Hall’⁴; the 26 items of correspondence from architects protesting the proposed replacement of Anzac Hall comprised 47% of written feedback overall but 81% of ‘*not supportive*’ correspondence.

⁴ Australian Institute of Architects, ‘Hands off Anzac Hall’, www.wp.architecture.com.au/anzachall/

By and large written feedback mirrored face to face response from participants with a focus on future gallery content and queries around possible disruption to Memorial operations during construction from the general public and veterans in particular.

DETAILED ANALYSIS OF FEEDBACK

The following section examines feedback from participants broken down by audience category and issue. Further breakdowns are provided to show the relative importance and impact of each issue on each of the identified stakeholder groups.

Issues are separated into EPBC Act Referral Matters and non-EPBC Act Referral Matters. The former are specifically linked to either one of the Memorial’s National Heritage Listing (NHL) values, environmental or EPBC Act process matters whilst the latter are more general issues to do with the Memorial or Government matters.

The Memorial’s National and Commonwealth heritage values are detailed at the DAWE website^{5 6}.

This report provides detailed analysis of the EPBC Act Referral Matters only where the expected impact, perceived value or attitude for each audience category is expressed on the positive to negative spectrum laid out below. Similarly the priority given each issue was assessed on an audience by audience basis. This assessment was based on both the frequency with which it was mentioned by a stakeholder group and through the level of engagement or interest on each issue displayed by that audience across all consultations.

VERY NEGATIVE OR NOT SUPPORTIVE	NEGATIVE OR CONCERNED	NEUTRAL OR NO MEANINGFUL FEEDBACK	POSITIVE OR SUPPORTIVE	VERY POSITIVE OR VERY SUPPORTIVE
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Expected Impact, perceived value or attitude on/of issue

NOT IMPORTANT OR NO MEANINGFUL FEEDBACK	LOW	MEDIUM	HIGH	CRITICAL
•	••	•••	••••	•••••

Issue Priority/Frequency raised by Stakeholder Group

⁵ [Commonwealth Heritage Listing – Australian War Memorial and Anzac Parade](#)

⁶ [National Heritage Listing – Australian War Memorial](#)

Feedback Categories for EPBC Act Referral Related Matters

FEEDBACK CATEGORIES	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<p>NHL (A)(B)(E)(H) Heritage</p> <p>Physical changes to Site/Vistas/Fabric relating to demolition and replacement of Anzac Hall</p>	••	••	•••	••	••	•••••
<p>NHL (A)(B)(E)(H) Heritage</p> <p>Physical changes to Site/Vistas/Fabric relating to development of the Southern Entrance</p>	•••	•••	••	••	•••	•••
<p>NHL (A)(B)(C)(D)(G)(H) Social Heritage</p> <p>Increased social heritage by sharing modern veterans' stories, in particular 'in their words'; delivers appropriate level and type of veterans' recognition by the Memorial</p>	•••••	•••••	•••	•••	•••	••
<p>NHL (A)(B)(C)(E)(H) AWM Role in Australian Society</p> <p>Balance of shrine/archive/museum roles</p>	••	••	•••	•••	••	•••
<p>NHL (A)(B)(C)(D)(G)(H) Gallery Content</p> <p>Project delivers greater social heritage outcomes through delivering new galleries that match community values and expectations, particularly in areas such as education, diversity of viewpoints and exploration of the broader context of the impact of war on Australia</p>	•••••	•••••	•••	•••	••••	•••••
<p>NHL (A)(B)(C)(D)(G)(H) Gallery Content</p> <p><i>Project delivers greater recognition of Indigenous service contributions</i></p>	•••	••	•••	•••	••	••
<p>Environment</p> <p>Glazed Link has potential environmental impact due if not appropriately designed</p>	•	•	••	•	•	••

<p>Environment</p> <p>Concerns regarding Anzac Hall replacement sustainability impact</p>	•	•	••	•	•	•••
<p>Consultation</p> <p>Timeframe of consultation</p>	•	•	•	•	•	•••
<p>Consultation</p> <p>Purpose, focus, level or effectiveness of consultation</p>	•••	••	••	••	••	•••••

Table 13: Feedback Categories for EPBC Act Referral Matters

HERITAGE: PHYSICAL CHANGES TO SITE/VISTAS – ANZAC HALL

NHL (A)(B)(E)(H) HERITAGE <i>Physical changes to Site/Vistas/Fabric relating to demolition and replacement of Anzac Hall</i>	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
	●●	●●	●●●	●●	●●	●●●●●

Expected Impacts

The Memorial’s heritage self-assessment, EPBC Act referral, supporting Heritage Impact Assessment and material made available at consultation events all made clear that there would be a ‘significant impact’ on heritage values due to the demolition of Anzac Hall and development of a new Anzac Hall and Glazed Link.

The Memorial noted that the potential to impact the following heritage values:

- National Heritage Listing – All*
- Commonwealth Heritage Listing – All*

The Memorial outlined for all participants the exhaustive process that lay behind the decision to replace Anzac Hall, including extensive heritage advice, and the alternatives that were looked at including retention and expansion of Anzac Hall, off-site exhibition spaces and more.

IMT presenters showed the proposed new designs and explained key design features and decisions. Presenters also laid out the key reasons for using the space to the north of the Main Building for new exhibition spaces including:

- the critical need to ensure that any new exhibition space is connected to the commemorative heart of the Memorial (the Hall of Memory and Tomb of the Unknown Australian Soldier);
- protection of heritage vistas from encroachment of potential new structures to the east or west of the Main Building;
- more productive use of the currently underutilised space between the Main Building and Anzac Hall; and
- the need to tell modern stories of service and sacrifice with dignity and respect now.

ANZAC HALL WHAT WE HEARD FROM THE COMMUNITY
<p>In general, the consultation process indicates broad acceptance of the need to replace Anzac Hall, despite the associated heritage impact. The community were also generally supportive of the proposed designs for new Anzac Hall and the Glazed Link in the context of the Memorial’s aesthetic, technical and overall heritage values.</p> <p>The strong objections of a small number of stakeholders with particular and limited interests to the demolition of Anzac Hall should be noted.</p>

Key Feedback from Participants

FEEDBACK/QUESTIONS	MEMORIAL RESPONSE
<p>It’s the stories that matter, not the building</p> <p>The majority of participants were more concerned with the stories to be told in the new spaces, including concerns about the return of the Memorial’s Lancaster ‘G for George’ and the associated ‘Striking By Night’ audio-visual display, than they were with the proposed changes to physical fabric of Anzac Hall.</p> <p>Raised by: All audience categories</p>	<p>The major collections objects in the existing Anzac Hall, including ‘G for George’, the First World War aircraft and the Japanese midget submarine, will return to new exhibition spaces during the course of the Project. As such the changes to exhibitions in Anzac Hall will not represent a permanent loss of social heritage.</p> <p>The new Anzac Hall and Glazed Link will also enable the Memorial to deliver enhanced social heritage outcomes (CHL C/E/G/H; NHL G/H) through new stories of service and sacrifice.</p> <p>Recommendation 1: The Memorial will return the major Anzac Hall displays (G for George; Sydney midget submarines; Over the - Front) as part of the project deliverables.</p>

<p>New Anzac Hall and Glazed Link Design</p> <p>The majority of participants indicated that the proposed design of the new Anzac Hall and Glazed Link were sympathetic to the Memorial Main Building and preserved the architectural values expressed by the existing Anzac Hall such as being ‘subserving to the Main Building’ and not impacting the Parliamentary vistas.</p> <p>General feedback on the designs indicated that the changes were appropriate for the Memorial and would not detract from the aesthetic or technical values, both listed and unlisted, under the CHL and NHL.</p> <p>Raised by: All audience categories except Specific interest groups</p>	<p>No response required.</p>
<p>Loss of architectural significance</p> <p>Participants from the AIA and MPAW identified what they characterised as high, even unacceptable, levels of impact on NHL A/B/E/H and CHL B/D/E/F through the demolition of Anzac Hall based on the following:</p> <ol style="list-style-type: none"> Anzac Hall is a ‘young’ building and ‘fit for purpose’ despite the Memorial’s claims otherwise. Anzac Hall’s is ‘an integral part of the Memorial Main Building’ and its demolition would adversely affect essentially all heritage values expressed at the Memorial as a result. The building has been awarded the AIA Sir Zelman Cowen Award for Public Architecture such that the building represents significant aesthetic value and professional significance to the architectural community. Accordingly demolition would result in unacceptable heritage impacts on CHL (B) (E) (G) and NHL (E) (F) no matter the need identified by the Memorial to tell modern stories of service and sacrifice. The Memorial should retain and modify Anzac Hall even if this means it is not able to fully meet the requirements as laid out in the Detailed Business Case or Functional Design Brief or if it comes at the cost of delivering ‘value for money’ outcomes for the Project. <p>Raised by: Specific interest groups</p>	<p>The Memorial accepts that the replacement of Anzac Hall has limited impacts on a number of heritage values listed under the CHL and NHL. The Memorial takes the view however that the replacement of Anzac Hall is necessary as outlined above and in its full EPBC Act referral documentation.</p> <ol style="list-style-type: none"> Anzac Hall is no longer fit for purpose; the Memorial has demonstrated this to government through its Detailed Business Case and to the satisfaction of the majority of those participating in this consultation as well. Anzac Hall is a standalone building whose main heritage value is in the stories it tells. Given the heritage listing places its value in large part in its ‘<i>subservience to the Main Building</i>’ and minimal physical connection the Memorial does not consider Anzac Hall to be part of the Main Building but an adjunct. Its demolition will not change the Parliamentary vista of the Memorial, the sense of ceremonial arrival or other key heritage aspects of visiting the Memorial. The Memorial accepts that the Sir Zelman Cowen Award is a prestigious architectural award within an industry of some 12,000 across the country. However, unlike the stories that will be contained in the new Anzac Hall, the Memorial contends the award has little resonance with the broader Australian community. The Memorial believes it to be inappropriate to place an industry award or a single profession’s values above the need to share the stories of service and sacrifice of more than 100,000 modern veterans and their families to the entire country at the national centre for commemoration. The Memorial exhaustively examined options to meet its functional requirements other than the replacement of Anzac Hall. As determined by assessment of more than 40 variables, including heritage outcomes and value for money, and through an architectural design competition to create the new space north of the Main Building, there was no viable option to retain and expand Anzac Hall. This is clearly demonstrated in the Memorial’s EPBC Act referral documentation and HIA.

Inconsistency with the Memorial’s HMP 2011

Why are there inconsistencies between the development plans made public and the Memorial’s approved Heritage Management Plan (2011)? Why doesn’t this prevent the Project from moving forward?

Raised by: Specific interest groups

The Memorial itself has noted in its EPBC Act documentation that a number of individual actions such as the Glazed Link ‘floating over’ the Main Building parapet are inconsistent with some elements of the Heritage Management Plan (HMP) 2011.

Under the HMP however the Memorial’s key heritage objective is to *‘ensure the conservation, management and interpretation of these heritage values of the AWM Campbell Precinct **in the context of its ongoing use, development and evolution** as the place of the National Shrine, an integral part of the symbolic landscape of the National Capital, and one of Australia’s most significant cultural sites.’*

The Memorial has sought expert heritage advice throughout its development processes and believes that the development project as a whole is critical to meeting this overarching heritage objective.

Based on advice from relevant experts Memorial management and Council have accepted that the proposed plans meet the Memorial’s heritage management requirements despite any clashes with individual guidelines outlined in HMP 2011.

Recommendation 2: The Memorial will clearly address individual inconsistencies in its controlled action ‘Preliminary Documentation’ assessment.

HERITAGE: PHYSICAL CHANGES TO SITE/VISTAS – SOUTHERN ENTRANCE

NHL (A)(B)(E)(H) HERITAGE	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Physical changes to Site/Vistas/Fabric relating to development of the Southern Entrance</i>	•••	•••	••	••	•••	•••

Expected Impact

The Memorial’s EPBC Act referral, Heritage Impact Assessment and material made available at consultation events identified relatively low impacts on the Memorial’s heritage values due to development of the Southern Entrance.

The Memorial highlighted the importance of careful evaluation of the Southern Entrance in relation to the Parliamentary vista as a potential impact but also that there would be no alteration to the Main Building façade or existing museum displays caused by these works.

The Memorial highlighted efforts by the architects working on this design package to deliver both a direct connection out to the Parliamentary Vista (NHL B), to ensure whilst in this new space visitors are still connected with Anzac Parade and the view to Parliament, and to the Hall of Memory through the ‘oculus’ to preserve a sense of association and commemorative atmosphere.

The need to temporarily close the entrance to the Commemorative Area was also highlighted. All participants were assured that alternate entry provisions would be made and that access to the Commemorative Area, including the Rolls of Honour, Tomb of the Unknown Australian soldier and activities such as the daily Last Post Ceremony would be uninterrupted.

SOUTHERN ENTRANCE WHAT WE HEARD FROM THE COMMUNITY
<p>In general the consultation process indicates broad community support for the Southern Entrance. Participants were particularly keen to understand accessibility and visitor service improvements associated with this design package.</p> <p>The community were also supportive of the proposed design with many expressing a belief that the change to Parliamentary vista was negligible from a distance and a positive aesthetic outcome once closer in. In general there was a very low level of concern for the Memorial’s heritage values and vistas related to the proposed Southern Entrance changes.</p>

Key Feedback from Participants

FEEDBACK /QUESTIONS	MEMORIAL RESPONSE
<p>Anzac Day / Remembrance Day Ceremony Impact What will be the short and long term impacts of the changes to the southern area be on the Dawn and National Ceremonies for Anzac Day and the National Ceremony for Remembrance Day?</p> <p>Raised by: General Public; Veterans and Defence Families</p>	<p>In the short term the Project will require that the Memorial conduct Anzac Day 2022 and 2023 and Remembrance Day 2022 elsewhere on the Memorial grounds.</p> <p>In the long term the proposed changes to the Parade Ground will result in improved outcomes for major ceremonies including improved visibility for attendees, greater ease of use for ADF members and improved accessibility outcomes.</p> <p>In heritage terms this represents a net improvement in ‘associability’ values under NHL G.</p>

<p>Effect on arrival sequence or access to Commemorative Area</p> <p>a. Will visitors still be able to use the existing entrance to the Commemorative Area?</p> <p>b. Will the second entrance confuse visitors or diminish the sense of arrival?</p> <p>Raised by: General Public; Specific interest groups; Veterans and Defence Families</p>	<p>a. Yes, once construction is complete visitors will be able to access the Commemorative Area via the existing entrance. During construction a temporary entrance will be required but access will be maintained to the Commemorative Area and all related activities, such as the daily Last Post Ceremony, will continue to be held there during this time.</p> <p>b. Similar expansions at the Sydney Anzac Memorial and Melbourne’s Shrine of Remembrance, both of which included changes to the ‘ceremonial arrival sequence’ have improved the visitor experience. The proposed Southern Entrance will also provide a positive outcome for visitors who will be able to deal with matters such as cloaking and security checks in a separate area before making their way to the Commemorative Area. As the Melbourne and Sydney projects demonstrate, this allows visitors to enter these sacred spaces in a more apt frame of mind, unencumbered with security, cloaking or other concerns beyond commemoration.</p> <p>In heritage terms this change, particularly the separation of security or cloaking and the physical arrival to the ceremonial space will return the arrival experience to something closer to the original entry experience and improve outcomes under NHL A, E.</p>
<p>Accessibility Improvements</p> <p>There was a high level of support for the accessibility improvements offered by the Southern Entrance.</p> <p>Raised by: General Public</p>	<p>Accessibility for all Australians is critical to the Memorial maintaining its relevance as a special place for all Australians.</p> <p>As such the improved accessibility outcomes offered by the Southern Entrance are expected to have a small but important positive impact on NHL (A)(B)(E)(H).</p>
<p>Impact on the Main Building</p> <p>a. Will there be any changes to the façade of the Main Building due to the Southern Entrance?</p> <p>b. What are the risks of damage to the Main Building during construction of the Southern Entrance?</p> <p>Raised by: Specific interest groups</p>	<p>a. Minor changes are anticipated to the stairs leading from the Forecourt to the Commemorative area to meet Disability Discrimination Act (DDA) requirements. The glass lift proposed for the Southern Entrance will have a limited impact on viewing of the Main Building from some angles. There are no changes to the outward appearance of the Main Building itself. The expected heritage impacts will therefore be minimal whilst offering considerable accessibility benefits in return.</p> <p>b. The Memorial has established a ‘heritage buffer zone’ for the Southern Entrance that will minimise activity under or near the Main Building façade. This zone will reduce risks relating to bulk earthworks and other excavation under the Main Building in particular.</p> <p>Recommendation 3: The Memorial will provide DAWE with an appropriate level of detail on proposed changes to the stairs and on lift design to enable assessment of the impact on NHL E of these changes.</p> <p>Recommendation 4: The Memorial will provide DAWE with an appropriate level of detail on the ‘heritage buffer zone’ to enable assessment of risk to the Main Building façade (NHL E) during construction.</p>

<p>Impact on heritage vistas</p> <p>The majority of participants indicated that the proposed Southern Entrance preserves or enhances the existing heritage vistas and will not detract from views to or from Anzac Parade.</p> <p>The majority of participants endorsed the design as appropriate for the Memorial and did not believe it would detract from the aesthetic or technical values, both listed and unlisted, under the CHL and NHL.</p> <p>a. Will the proposed glass lift impact on the vistas, cause glare or be a distraction from the view through movements up/down?</p> <p>Raise by: General Public; Specific interest groups</p>	<p>a. The lift will be installed at the eastern most point of the Southern Entrance works to minimise impact on the Parliamentary vista. It will be carefully design, engineered and built to minimise the impact on the Memorial or vistas including through glare, reflection or noise of operation.</p> <p>Recommendation 5: The Memorial will provide DAWE with an appropriate level of detail on the lift design to enable assessment of potential impacts on the Memorial’s aesthetic and technical values (NHL E) as well as on protected vistas.</p>
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HERITAGE: SOCIAL VALUE

NHL (A)(B)(C)(D)(G)(H) SOCIAL HERITAGE	ADF/VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Increased social heritage by sharing modern veterans' stories, in particular 'in their words'; delivers appropriate level and type of veterans' recognition by the Memorial</i>	●●●●●	●●●●●	●●●	●●●	●●●	●●

Expected Impact

This feedback category outlines public feedback on the perceived impact of the overall Project on the Memorial's social heritage values included in *National Heritage Listing* (NHL) criterion A, B, E and H and *Commonwealth Heritage Listing* (CHL) values B, D, E and F through the development of additional gallery spaces.

The Memorial's galleries are a key determinant in the type and level of social heritage values it delivers, particularly for those Australians whose stories it tells or those closely related to them.

In order to remain relevant to the Australian community as it grows and changes, so too must the Memorial. The Memorial is also charged with recording the entire Australian experience of war, not just those of the distant past.

In this context participants were informed that over the past 30 years Australia has created more than 100,000 contemporary veterans of conflict, peacekeeping or humanitarian operations in more than a dozen countries.

The Memorial put forward the case to participants that doing so would allow the Memorial to remain relevant and to continue to improve social heritage outcomes for an increasingly more diverse and complex Australia.

SOCIAL VALUE WHAT WE HEARD FROM THE COMMUNITY
<p>We heard that many Australians were unaware of the scale and scope of ADF operations over the past 30 years and even fewer were aware of the ADF's current deployment of around 2,400 soldiers, sailors and airmen to active operations.</p> <p>Most participants agreed that these men and women should be recognised in the same way as the Anzacs of Gallipoli, the diggers of Kokoda or the National Servicemen of Vietnam and that it was important the Memorial do so, broadly and deeply, for Australia as a society.</p> <p>Participants also generally recognised that this was a key part of the Memorial's purpose and that new, expanded galleries were necessary to support this need and deliver relevant social heritage outcomes including education and commemoration.</p>

Key Feedback from Participants

FEEDBACK/CONCERN	MEMORIAL RESPONSE
<p>Positive Social Heritage Impacts</p> <p>Most participants, especially veterans and defence families, identified it as very important that the changes would allow the Memorial to meet growing public expectations in the telling of Australia's modern stories of service and sacrifice.</p> <p>These participants agreed that the expected increased social heritage outcomes, particularly the values associated with NHL (A) (C) and CHL (A) (B) (G) (H), were of greater value and importance than the heritage losses associated with the demolition of Anzac Hall.</p> <p>Raised by: General Public; Government; Veterans and Defence Families</p>	<p>No response required.</p>
<p>Awareness of modern veterans and their contribution</p> <p>The level of participants' awareness of the number of modern veterans' and their contribution to the country varied widely.</p> <p>Veterans and Defence Families were generally well informed, through both personal and professional experience.</p> <p>The general public however were much less informed. Whilst many were aware that Australia had sent troops to places such as Afghanistan or Iraq relatively few were aware some 76,000 Australians served on international operations, humanitarian and border security operations between 1999 and 2016⁷. Even fewer were aware that many who had deployed to conflicts and peacekeeping had often undertaken multiple deployments.</p> <p>Fewer still were aware that some 2,400 ADF members were deployed on at least 8 active military operations as at June 2019⁸.</p> <p>The near universal response of members of the general public informed of this was that more needed to be done to recognise these veterans and those currently serving.</p> <p>For many participants who initially felt the scale of the project at almost \$500m was too large, this explanation changed their minds and brought them around to supporting the Memorial's proposal.</p> <p>Raised by: General Public</p>	<p>The Memorial is a critical part of educating Australians as to the service and sacrifice of the more than 2 million Australians to have served in the uniform of this country's armed forces.</p> <p>It is clear that whilst most Australians are aware of Gallipoli, the Western Front, Kokoda, Vietnam and other parts of our national history far too many are unaware of the scale and scope of contemporary military service.</p> <p>In order for the Memorial to continue to deliver nationally significant social heritage outcomes the stories of modern veterans must be told with the same dignity and respect as their forebears. Doing so is critical for continued delivery of social heritage values NHL (A) (C) and CHL (A) (B) (G) (H).</p>

⁷ *A Better Way to Support Veterans*, Australian Government Productivity Commission, p95, <<https://www.pc.gov.au/inquiries/completed/veterans/report/veterans-volume1.pdf>> , retrieved 4/2/20

⁸ Ibid

HERITAGE: BALANCE OF THE MEMORIAL’S ROLES

NHL (A)(B)(C)(E)(H) AWM ROLE IN AUSTRALIAN SOCIETY	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Balance of shrine/archive/museum roles</i>	●●	●●	●●●	●●●	●●	●●●

Expected Impact

Under the *Australian War Memorial Act 1980 (Cth)* the Memorial is charged with three equally important roles, those of shrine, archive and museum. For earlier generations of Australian servicemen and women the Memorial is able to properly meet all three roles.

With regard to contemporary veterans however this balance is lacking. Modern service is commemorated (Roll of Honour, Anzac Day, Remembrance Day etc.) and recorded (objects and records in the National Collection, Official Histories) commensurate with earlier service. Unfortunately, due to lack of suitable exhibition space, the same cannot be said of the Memorial’s museum role in sharing these histories and educating visitors to the service and sacrifice of contemporary veterans.

Correcting this balance through the proposed changes under this Project will improve heritage outcomes at the Memorial in general, and *National Heritage Listing* (NHL) criterion A, C, E, H and G, and *Commonwealth Heritage Listing* (CHL) values B and G in particular.

BALANCE OF MEMORIAL ROLES WHAT WE HEARD FROM THE COMMUNITY
<p>We heard that some participants were worried about the balance of the Memorial’s roles as a shrine, archive and museum being impacted by the development. These worries typically centred on the idea that ‘more museum might swamp commemoration’ at the Memorial.</p> <p>Some participants raised concerns about the ‘Disneyfication’ of the Memorial through an over reliance on audio-visual or other immersive technologies that might be detrimental to the extant sombre, reflective atmosphere.</p> <p>A smaller group expressed concern that the Memorial would be ‘glorifying war’ through the inclusion of Large Technology Objects (LTOs) in new spaces or otherwise diminishing or underplaying the true cost of war through displays of tanks or fighter aircraft.</p> <p>Typically these concerns, expressed mostly by the general public but also some museum professionals, were assuaged when the full context of the development and the planned approach to exhibition storytelling, including the intended use of LTOs as a focal point for individual stories, told through the eyes of those who were actually there, rather than as examples of military hardware, was explained.</p> <p>When the approach of ‘in their words’ was outlined to participants they agreed that hearing from veterans’ about their experiences their own voices, with their reflections and observations, was critical to ensuring both balance and to social heritage outcomes.</p> <p>Despite the Memorial’s explanations there remained a small, but very vocal, opposition to the plans, particularly around LTOs, based on the perceived impact on ‘balance’ from the identified Specific interest groups.</p>

Key Feedback from Participants

FEEDBACK/CONCERN	MEMORIAL RESPONSE
<p>Contemporary representations in commemoration, archives and museum roles</p> <p>The Memorial was acknowledged as providing appropriate commemoration of modern service through equal representation for all on the Roll of Honour and efforts to increase representation and awareness at major ceremonies such as Anzac Day etc. But many stakeholders felt it should do more to record and tell stories of modern service and sacrifice more broadly.</p> <p>Raised by: Veterans; Defence Families; General Public</p>	<p>The development will allow the Memorial to better tell these stories and offer more opportunities for direct commemoration as well (e.g. the inclusion of the names of peacekeeping operational locations on the blade walls in the Southern Entrance).</p> <p>Doing so will improve the Memorial’s heritage outcomes across NHL criterion A, C, E, H and G and CHL B, G.</p>
<p>Don’t turn the Memorial into a ‘theme park’</p> <p>Some participants raised concerns that the display of LTOs or the use of too much technology or audio visual displays would turn the Memorial into a ‘theme park’ or lead it to become ‘Disneyfied’.</p> <p>Raised by: Specific interest groups, General Public</p>	<p>The Memorial’s HIA clearly outlines the commemorative role LTOs can play, especially for veterans and their families, and their ability to represent the service and sacrifice of entire generations of service men and women.</p> <p>The Memorial is cognisant of the need to ensure objects are displayed appropriately and has extensive policies and decades of practice in ensuring appropriate outcomes.</p> <p>Many visitors most memorable moments from a visit are linked to objects such as the Lancaster aircraft ‘G for George’, the Gallipoli Landing Boat or the Vietnam era UH-1 ‘Huey’ helicopter and the associated, carefully and expertly, curated displays.</p> <p>The Memorial has engaged a team of skilled and experienced curators, historians and exhibition consultants to deliver the new gallery spaces.</p> <p>Community engagement on exhibition content and design will also be a critical element of the project and in ensuring outcomes that meet the expectations and values of the Memorial’s stakeholders.</p> <p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected. The following stakeholder groups could include, but will be not limited to:</p> <ul style="list-style-type: none"> ▪ Access & inclusivity ▪ Education ▪ Veterans & Defence Families ▪ Indigenous Australians ▪ An appropriate representation of age, gender and location from across the country

<p>Balance of Roles</p> <p>Participants were conscious of the three roles of the Memorial, as shrine, archive and museum, and potential impacts caused by the project:</p> <ol style="list-style-type: none"> a. Some participants expressed concerns that adding new exhibition space might diminish the other roles of the Memorial, particularly the commemorative element. b. Other participants expressed concern that a visit to the Memorial would, by nature of an expanded museum offer, change visitation patterns and lead visitors to not visit the Commemorative Area or only visit briefly. <p>Raised by: Specific interest groups; General Public; Professional Sector</p>	<ol style="list-style-type: none"> a. The Memorial’s development plan deliberately includes elements to enhance and strengthen all three roles in recognition of this need for balance. Further, the Memorial’s exhibitions are recognised as commemorative in and of themselves in both the NHL and CHL listings for the Memorial and as such will contribute directly to this balance. The Memorial believes its plans will lead to improved social and heritage outcomes across all three roles as a result. b. The proposed designs have carefully considered the primacy of the Commemorative Area during a visit and circulation is designed to ensure it is the first location visited after arrival and entry. Additionally, as they do now, Memorial Visitor Services staff will provide guidance and orientation for all visitors including an emphasis on the importance of visiting the Commemorative Area upon arrival. Based on this, and recent experiences of the Shrine of Remembrance Hyde Park redevelopments, the Memorial does not expect any substantive change to the pattern of a visit.
<p>‘In Their Words’</p> <p>Many participants asked how modern stories would be told and approved of the response that stories would be told ‘in their words’. Most participants, but especially veterans and defence families, felt that it was particularly important that the voices of those who served should be ‘loudest’ in exhibitions.</p> <p>Raised by: All stakeholder groups</p>	<p>The Memorial agrees that telling stories ‘in their words’, which applies to all those impacted by war not only veterans, is key to delivering real social value(s) through the galleries.</p> <p>The Memorial’s gallery development team has committed to this principle and to ongoing stakeholder engagement throughout the content development phase to ensure the voice of those affected by war has primacy through the new exhibitions.</p> <p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected.</p>

GALLERY CONTENT: FUTURE CONSULTATIONS

NHL (A)(B)(C)(D)(G)(H) GALLERY CONTENT	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<p><i>Project delivers greater social heritage outcomes through delivering new galleries that match community values and expectations, particularly in areas such as education, diversity of viewpoints and exploration of the broader context of the impact of war on Australia</i></p>	●●●●●	●●●●●	●●●	●●●	●●●●●	●●●●●

Expected Impact

For the purposes of this report the Memorial notes that the primary purpose of this EPBC Act consultation round was to assess community views on the broad physical and social heritage impacts of the project.

Consultation on detailed gallery content or museological approaches for the proposed gallery content lies outside the scope of this consultation as both beyond EPBC Act consideration and as a multi-year process the Memorial will conduct between now and 2027.

Participants expected, and the Memorial has committed to, a consultative approach to gallery content development to capture a variety of concerns from differing stakeholder groups and to ensure displays reflect community values and interests. Participants identified exploration of the context and consequences of war, educational approaches, accessibility and inclusivity, and diversity of views as particularly important areas for this future consultation.

Participants expressed the belief that such stakeholder engagement, especially of the veterans whose stories would be told, would improve the social value outcomes of the new gallery spaces to be developed by Memorial in general, and National Heritage Listing (NHL) criterion A, C, E, H and G, and Commonwealth Heritage Listing (CHL) values B and G in particular.

Specific gallery content issues raised during the EPBC Act consultation process have been recorded as Appendix A (Gallery Content – Specific Issues) to this report. These issues will be explored by the Memorial’s Gallery Development Team, in consultation with key stakeholders from veterans to educators to the general public, in the future.

GALLERY CONTENT: FUTURE CONSULTATIONS WHAT WE HEARD FROM THE COMMUNITY

We heard that participants across all stakeholder groups shared a series of key gallery content themes they wished explored by the Memorial in future gallery content consultations. The Memorial categorised these as:

- i. Context & Consequence: greater context on how Australia became involved in conflicts or peacekeeping missions;
 - ii. Diverse Representation: greater representation of the experience of groups such as militia/Reserves, Defence families, women, Indigenous service personnel and non-Australian Defence Force (ADF) deployments (including Australian Federal Police [AFP] and Department of Foreign Affairs [DFAT] personnel)
 - iii. Aftermath of War: impact of war on veterans and families (including Post Traumatic Stress and post-deployment deaths);
 - iv. Diverse Viewpoints: greater diversity of viewpoints in gallery content including representing the experience of those in countries where Australian forces operated; and
 - v. Service Beyond War: stories of ADF personnel involved in dangerous activities beyond war such as in training, Australians in the Far Eastern Strategic Reserve or those at Maralinga in the 1950s.
- Educational and Museological Approaches: delivery of improved educational approaches, values and outcomes and reflection of modern museum practice(s) with regards to interpretation, use of technology and other museological matters.

Key Feedback from Participants

FEEDBACK/CONCERN	MEMORIAL RESPONSE
<p>Gallery Content – Public Consultation</p> <p>There is a clear expectation that the Memorial will consult broadly and deeply on future gallery content. This includes consultation with veterans and defence families on their stories but also educational experts, Australians affected by access or inclusivity matters and appropriate representation of age, gender and location across the nation.</p> <p>Participants expressed a belief that such consultation would ensure the new gallery spaces delivered greater social value outcomes and thereby increase the values established in NHL criterion A, C, E, H and G and CHL B, G.</p> <p>Raised by: All stakeholder groups</p>	<p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected.</p>
<p>Australians believe future gallery content and new educational and museological approaches will have a greater, and positive, heritage impact than the proposed physical changes to the Memorial</p> <p>Participants across all events expressed a belief that the stories to be told through the proposed new galleries were more important than changes to the physical fabric of the Memorial. There was also generally a belief that the Memorial’s proposed future consultation approach, and its inclusion of experts in areas such as education and accessibility, would ensure outcomes that were relevant to all Australians and improved overall heritage outcomes for the Memorial. Raised by: All stakeholder groups</p>	<p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected.</p>

INDIGENOUS CONSULTATION OUTCOMES

NHL (A)(B)(C)(D)(G)(H) GALLERY CONTENT	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Project delivers greater recognition of Indigenous service contributions</i>	•••	••	•••	•••	••	••

Expected Impact

Participants expected that if the Memorial provided greater recognition of the contribution of Indigenous Australians in uniform, the unique challenges they have and in some cases continue to face simply in serving, and the impact of service on Indigenous communities that it would improve the social value outcomes at the Memorial in general, and National Heritage Listing (NHL) criterion A, C, E, H and G, and Commonwealth Heritage Listing (CHL) values B and G in particular.

Indigenous Consultation

The Memorial conducted a focussed Indigenous Stakeholder Consultation session on 24 January 2020. Representatives from the following ACT based Indigenous organisations were invited to attend:

- Aboriginal Torres Strait Islander Veterans and Service Association (ATSIVSA)
- The United Ngunnawal Elders Council
- ACT Aboriginal and Torres Strait Islander Elected Body
- Ngambri Local Aboriginal Lands Council

Organisations were also encouraged to share the invitation with their members. During this session Memorial staff presented a modified PowerPoint presentation that detailed specific Indigenous heritage issues relating to the Memorial’s Campbell site as well as the general plans for the Development project and associated heritage/environmental matters.

As with the broader consultation program interest during this session was largely in specific gallery content, and likely positive social values outcomes through the addition of more space to tell more stories, with very little or no concerns expressed by attendees regarding the proposed designs or their impact on the Memorial’s other heritage values.

GALLERY CONTENT: FOR COUNTRY, FOR NATION WHAT WE HEARD FROM THE COMMUNITY
<p>We heard that, generally, Indigenous Australian service are appropriately represented in the Memorial’s current galleries and that participants expected a similar level of coverage relating to contemporary operations to highlight Aboriginal and Torres Strait Islanders contribution to defence of country.</p> <p>At the specific Indigenous Consultation session we also heard from the community about specific stories or areas they wanted covered that fell outside of the scope of the Development Project but that have been recorded for consideration as part of the Memorial’s ‘business as usual’ operations.</p> <p>We also heard that the Indigenous community are keen to see opportunities for Indigenous businesses to be employed on the Project.</p>

Key Feedback from Participants

FEEDBACK /CONCERN	MEMORIAL RESPONSE
<p>Aboriginal and Torres Strait Islander flags</p> <p>Participants regularly asked why the Memorial doesn’t fly the Aboriginal and Torres Strait Islander flags on a daily basis as a mark of respect for both First Peoples in general and Indigenous service in particular.</p> <p>Raised by: Indigenous consultation participants; General Public</p>	<p>The Memorial follows the established Australian Flag protocols as established by Department of Prime Minister and Cabinet including the flying of the Aboriginal and Torres Strait Islander flags during NAIDOC and Reconciliation weeks.</p> <p>Recommendation 7: That Memorial management and/or Council review the relevant procedures and policies to determine the most appropriate manner of display of the Aboriginal and Torres Strait Islander flags at the Memorial.</p>

<p>Indigenous Suppliers/Contractors</p> <p>Will the Memorial give Indigenous suppliers opportunities to participate in the Project? Will there be specific Indigenous contracts/tenders?</p> <p>Raised by: Indigenous consultation participants</p>	<p>Providing opportunities for both Indigenous Australian owned/operated companies and veteran owned/operated companies is a priority for the Memorial Development procurement schedule.</p> <p>Action 8: That the Memorial publicise future opportunities for Indigenous and veterans suppliers/contractors in advance and work with them to ensure they have the opportunity to compete for work on this project in accordance with Government best practice.</p> <p>The Memorial will review specific opportunities for Indigenous participation within the Government’s procurement guidelines.</p>
<p>Recognition of all Countries/Nations</p> <p>All Indigenous participants were keen to understand if there would be a balance of stories from all Countries/Nations in both new and existing galleries.</p> <p>Raised by: Indigenous consultation participants</p>	<p>The Memorial currently tells stories from as many Countries/Nations as possible given the collection it holds. It continues to work with Indigenous communities to gather new stories and artefacts from across the country for both existing and future exhibitions.</p> <p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected.</p>
<p>Non-uniformed contributions</p> <p>Will there be recognition of Aboriginal contributions to war outside of uniformed members?</p> <p>Raised by: Indigenous consultation participants</p>	<p>Yes, the Indigenous contribution outside the ADF to war, peacekeeping and humanitarian operations in modern conflicts will be explored as part of the Memorial’s depiction of the work of AFP, DFAT, NGOs etc.</p> <p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected. The Memorial will consider this issue for earlier conflicts through its ‘business as usual’ operations.</p>
<p>Torres Strait Islander – Women’s Ancillary Services</p> <p>Participants wanted to know, with particular reference to the Second World War, if and how the service of Torres Strait Islander women in an ancillary capacity would be recognised.</p> <p>Raised by: Indigenous consultation participants</p>	<p>As this was raised in the specific context of the Second World War the Memorial will consider this issue through its ‘business as usual’ operations.</p>
<p>‘Fuzzy Wuzzy Angels’</p> <p>Will the Memorial do more to recognise PNG Fuzzy Wuzzy Angels? Participants felt that as Australia controlled PNG at the time these men should be seen as ‘Australian’ and as such more fulsomely recognised at the Memorial.</p> <p>Raised by: Indigenous consultation participants</p>	<p>The Memorial currently, and will continue, to recognise and gives equal recognition to four distinct First Peoples in its galleries across all conflicts:</p> <ol style="list-style-type: none"> a. Papuans b. Aboriginals c. Torres Strait Islanders d. South Seas People <p>As this was raised in the specific context of the Second World War the Memorial will the issue of greater depiction of the contribution of Papuans in its existing galleries through its ‘business as usual’ operations.</p>

<p>Stories held outside the AWM collection</p> <p>Several participants noted that the AWM had a limited collection of service stories and others were held by institutions such as AIATSIS. Participants asked how or if the Memorial would work with other organisations/bodies to more broadly and deeply tell stories not held in its own collection.</p>	<p>The Memorial works with other cultural institutions and groups across the country in order to borrow, or indeed loan, collection items from other institutions to support the telling of stories for which we don't own suitable records, objects or other materials.</p>
<p>Raised by: Indigenous consultation participants</p>	<p>The Memorial has well established policies and procedures for 'fleshing out' permanent and temporary exhibitions in these instances and will continue to apply them to its operations.</p> <p>The Memorial notes that other questions (Torres Strait Islander ancillary service, non-ADF Indigenous service) fall into this category and, through its Indigenous Liaison Officer, it is already pursuing access to other stories.</p>

ENVIRONMENT: GLAZED LINK

ENVIRONMENT	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Glazed Link has potential environmental impact due if not appropriately designed</i>	•	•	••	•	•	••

Expected Impact

As established by the Environmental Report appendix of the Memorial’s Detailed Business Case for the project there are no expected impacts on ‘matters of national environmental significance’, such as loss of biodiversity or impact on migratory species, associated with the project nor the Glazed Link beyond the heritage matters already covered in the previous sections.

The environmental sustainability and energy use associated with the Glazed Link were matters of concern for a small number of participants as was the display of items of the National Collection in less stable conditions than typical for museums.

ENVIRONMENT: GLAZED LINK WHAT WE HEARD FROM THE COMMUNITY
<p>We heard that some elements of the community were concerned that maintaining the Glazed Link at comfortable temperatures, particularly in extreme cold or heat conditions, would be energy intensive. A smaller subset of these participants queried how the Memorial would display objects in the space given they would be subject to greater UV levels and temperature fluctuations than typical museum conditions allowed.</p> <p>Members of the general public asked how the Memorial would ensure sun safety in the Glazed Link, especially given the proposed use of this space for school education programs.</p>

Key Feedback from Participants

FEEDBACK /CONCERN	MEMORIAL RESPONSE
<p>Energy Use</p> <p>Concerns were raised by construction and project management industry professionals and some members of the general public about the energy use required to thermally regulate the Glazed Link, particularly in extreme weather conditions.</p> <p>Raised by: Professional Sector; General Public</p>	<p>The Memorial Development Project has a Whole of Life and Green Building/Sustainability Strategy in place to manage the overall energy efficiency and environmental impact of the entire project including the Glazed Link. Implementation of this strategy includes analysis of best practice, multi-criteria decision making and performance tracking for all project elements.</p> <p>The Memorial is undertaking analysis of a range of green options such as the inclusion of solar power generation, minimisation of potable water use or other offsets as part of this strategy.</p> <p>In line with industry practice the Memorial will undertake detailed design of a suitable solution in order to meet all relevant Australian standards and the requirements established by the Memorial’s Functional Design Brief.</p>
<p>Exposure of National Collection to environment</p> <p>Museum sector professionals queried how the Memorial would manage National Collection items in the Glazed Link given the less controlled environment in this space. Concerns were raised about damage from UV, light levels and temperature variations.</p> <p>Raised by: Professional Sector</p>	<p>As the Glazed Link will not meet environmental standards for the display of vulnerable objects, such as fabrics or paper, the Memorial will only display suitably robust objects, such as vehicles, that will not be damaged by the environmental conditions in the area.</p> <p>The Memorial already displays a number of large collection items externally and has established systems in place for monitoring and conservation of these objects. The Memorial’s expert Collection Services team will develop specific protocols for the preservation and conservation of all National Collection items displayed in the Glazed Link to ensure their longevity.</p>

<p>Sun safety</p> <p>There were concerns from some members of the public regarding the sun safety of the Glazed Link area. This was particularly the case given the proposed café space and intended use of this area to support schools programs that would likely lead to extended stays in the area.</p> <p>Raised by: General Public</p>	<p>The Glazed Link design includes UV protection in the roof panels. This includes both fritting and the installation of suitable UV reducing glass or Ethylene tetrafluoroethylene (ETFE) panels.</p> <p>UV transmission levels will be similar to other glass structures (>10%) and are expected to be safe even for extended periods.</p>
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ENVIRONMENT: SUSTAINABILITY OF ANZAC HALL REPLACEMENT

ENVIRONMENT	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
Concerns regarding Anzac Hall replacement sustainability impact	•	•	••	•	•	•••

Expected Impact

The development of the New Anzac Hall will, of necessity, involve the loss of embodied energy invested in the existing structure when it is replaced. There is also likely to be loss of embodied energy through the disposal of materials and fittings that are unable to be re-used or recycled effectively and some impacts from demolition waste as a consequence. The impact of this loss of energy and associated waste issues is amplified to some degree by the relative youth of the existing Anzac Hall.

ENVIRONMENT: SUSTAINABILITY OF ANZAC HALL REPLACEMENT WHAT WE HEARD FROM THE COMMUNITY

We heard that members of the two identified Specific interest groups and some members of the professional sectors expressed concerns over the loss of embodied energy and other associated environmental impacts linked to the replacement of Anzac Hall.

This was not a concern raised by any other stakeholder group though it is likely this is related to a lack of awareness of the concept of 'embodied energy' rather than sustainability not being a concern for other stakeholders.

Key Feedback from Participants

FEEDBACK /CONCERN	MEMORIAL RESPONSE
<p>Embodied energy costs</p> <p>A small number of participants raised concerns about the loss of embodied energy associated with the demolition of Anzac Hall.</p> <p>Raised by: Specific interest groups; Professional Sector</p>	<p>Environmental impact, including loss of embodied energy, was one of the criteria weighed in all design decisions including the selection of the preferred design for Anzac Hall.</p> <p>The Memorial acknowledges that the demolition of Anzac Hall will represent a loss of 'embodied energy' relating to materials, transport and construction of the building.</p> <p>Recommendation 9: That the Memorial assess the loss of embodied energy required to replace Anzac Hall and consider offsets where practicable.</p>
<p>Recycling/Re-use of materials</p> <p>Participants from Specific interest groups asked for additional information on the Memorial's planned re-use or recycling of materials and fittings from Anzac Hall if it were to be demolished.</p> <p>Raised by: Specific interest groups</p>	<p>The Memorial acknowledges that the demolition of Anzac Hall should be carefully conducted to maximise the re-use or recycling of materials and fittings to minimise the environmental impact of the project.</p> <p>Recommendation 10: That the Memorial includes the re-use or recycling of material and fittings from Anzac Hall as a formal selection criteria of any tender(s) for the demolition of the building if approved.</p>

Demolition Waste	The Memorial acknowledges that the demolition of Anzac Hall will have environmental impacts on local residents including dust, noise, traffic and other matters.
Members of the Professional Sector identified demolition waste including concrete dust, disposal of non-recyclable materials and the pollution associated with demolition equipment itself as a concern. This included concerns around the impact of noise and dust on local residents and nearby schools/businesses.	The Memorial requires all construction/demolition contractors to establish and Environmental Safety Plan that covers these matters and ensure compliance with EPA and other requirements.
Raised by: Professional Sector	The Memorial has also established a Stakeholder Engagement Strategy that includes working closely with local residents' associations, schools and businesses to minimise the impact on them.

CONSULTATION: TIMEFRAME

CONSULTATION	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Timeframe of consultation</i>	●	●	●	●	●	●●●

Expected Impact

As outlined in the ‘Consultation Approach’ section of this report the Memorial conducted face to face consultation sessions over more than two months and across the country.

Members of the two identified specific interest groups were unsatisfied with a number of elements of the timing of the consultation program including timing of sessions on weekdays during working hours, lack of sufficient advance notification of sessions and the conducting of consultation across the Christmas/New Year period.

In addition to this consultation the Memorial conducted an online survey of more than 500 demographically representative Australians in February 2020 providing further opportunities for broad consultation.

CONSULTATION: TIMEFRAME WHAT WE HEARD FROM THE COMMUNITY
<p>We heard that members of the identified specific interest groups felt that in some cases the Memorial had tried to minimise or reduce participation through the consultation timeframe, timings and notification.</p> <p>No other stakeholders raised concerns about these matters; most were instead appreciative of the opportunity to comment on the development and particularly to ask IMT members questions face to face.</p>

Key Feedback from Participants

FEEDBACK /CONCERN	MEMORIAL RESPONSE
<p>Timeframe Concerns</p> <p>Members of the two identified specific interest groups were unsatisfied with a number of elements of the timing of the consultation program including timing of sessions on weekdays during working hours, lack of sufficient advance notification of sessions and the conducting of consultation across the Christmas/New Year period.</p> <p>Raised by: Specific interest groups</p>	<p>The Memorial conducted the consultation program with the assistance and advice of a professional communications consultation firm and in line with Government practice for such consultations.</p> <p>The Memorial believes that, in addition to earlier consultation programs associated with the development it has consulted transparently and widely and demonstrated a willingness to listen to and act on the views of stakeholders from across Australia and a wide variety of groups.</p> <p>This is evidenced by the responses from more than 1,000 Australians face to face, by correspondence or online over the November 2019 to February 2020 period and the subsequent publication of this report in the public domain.</p>

CONSULTATION: PURPOSE

CONSULTATION	ADF, VETERAN OR ESO	DEFENCE FAMILY	PROFESSIONAL SECTOR	GOVERNMENT	GENERAL PUBLIC	SPECIFIC INTEREST GROUPS
<i>Purpose, focus, level or effectiveness of consultation</i>	•••	••	••	••	••	•••

Expected Impact

The consultation undertaken by the Memorial was undertaken to inform its EPBC referral and assessment and presentations in particular focused on heritage matters. The Memorial sought, and received, responses on specific heritage and environment matters as outlined in this report including the proposed designs, replacement of Anzac Hall and the changes to heritage protected vistas from both north and south.

The majority of participants, especially veterans, defence families and the general public, were however more interested in the stories to be told, and how they would be told, in the new gallery spaces.

Participants were generally satisfied with the consultation although it was clear to IMT members that not all were aware of the heritage focus prior to the commencement of some sessions.

Some members of the two identified specific interest groups expressed dissatisfaction with the purpose, level and effectiveness of the consultation including the belief by a limited number that it was ‘a tick the box’ exercise.

CONSULTATION: PURPOSE WHAT WE HEARD FROM THE COMMUNITY

We heard that participants appreciated being consulted on a nationally significant initiative such as the development of the Memorial. It was particularly important to veterans that they were part of the consultation target audience.

We heard that some participants were unsure of the focus of the consultation and that some expected more information on displays, stories and other gallery content.

We heard that a very small number of participants from the identified specific interest groups felt that the Memorial’s consultation was not genuine and was ‘just a box ticking exercise’.

Key Feedback from Participants

FEEDBACK /CONCERN	MEMORIAL RESPONSE
<p>More information of gallery content</p> <p>Participants frequently expressed a desire for greater information and detail on the content of the future galleries.</p> <p>Raised by: All stakeholder groups</p>	<p>The Memorial will conduct future consultations focussed on gallery content, stories and display methods and technologies commencing in late 2020.</p>
<p>Just a ‘Tick the box’ exercise</p> <p>A very small number of participants from the identified specific interest groups felt that the Memorial’s consultation was limited, not genuine and was ‘just a box ticking exercise’.</p> <p>Raised by: Specific interest groups</p>	<p>The Memorial has a long established consultation program for visitors and a demonstrated record of taking visitor opinions into account for future activities.</p> <p>Similarly the Memorial has, throughout the IBC and DBC processes, undertaken and responded to community consultation in relation to the development.</p> <p>The Memorial has carefully collated responses to this consultation program, including a follow up online consultation targeting specific areas for additional information gathering, and is incorporating them into its planning and designs.</p> <p>Recommendation 11: That this report is made public and that future reporting on outcomes of the recommendations contained within is conducted and also made public.</p>

RECOMMENDATIONS AND ACTIONS LIST FOR EPBC REFERRAL RELATED MATTERS

FEEDBACK CATEGORIES	RECOMMENDATIONS/ACTIONS
<p>NHL (A)(B)(E)(H) Heritage</p> <p>Physical changes to Site/Vistas/Fabric relating to demolition and replacement of Anzac Hall</p>	<p>Recommendation 1: The Memorial will formally commit to the return of the major Anzac Hall displays (G for George; Sydney midget submarines; Over the Western Front) as part of the project deliverables.</p> <p>Recommendation 2: The Memorial will clearly address individual inconsistencies in its controlled action 'Preliminary Documentation' assessment.</p>
<p>NHL (A)(B)(E)(H) Heritage</p> <p>Physical changes to Site/Vistas/Fabric relating to development of the Southern Entrance</p>	<p>Recommendation 3: The Memorial will provide DAWE with an appropriate level of detail on proposed changes to the stairs and on lift design to enable assessment of the impact on NHL E of these changes.</p> <p>Recommendation 4: The Memorial will provide DAWE with an appropriate level of detail on the 'heritage buffer zone' to enable assessment of risk to the Main Building façade (NHL E) during construction.</p> <p>Recommendation 5: The Memorial will provide DAWE with an appropriate level of detail on the lift design to enable assessment of potential impacts on the Memorial's aesthetic and technical values (NHL E) as well as on protected vistas.</p>
<p>NHL (A)(B)(C)(D)(G)(H) Social Heritage</p> <p>Increased social heritage by sharing modern veterans' stories, in particular 'in their words'; delivers appropriate level and type of veterans' recognition by the Memorial</p>	<p>Nil</p>
<p>NHL (A)(B)(C)(E)(H) AWM Role in Australian Society</p> <p>Balance of shrine/archive/museum roles</p>	<p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected. The following stakeholder groups could include, but will be not limited to:</p> <ul style="list-style-type: none"> ▪ Access & inclusivity ▪ Education ▪ Veterans & Defence Families ▪ Indigenous Australians ▪ An appropriate representation of age, gender and location from across the country
<p>NHL (A)(B)(C)(D)(G)(H) Gallery Content</p>	<p>Recommendation 6: The Memorial will devise a stakeholder engagement and audience evaluation program to ensure diverse perspectives and community values are reflected.</p>
<p>NHL (A)(B)(C)(D)(G)(H) Indigenous Consultation Outcomes</p>	<p>Recommendation 7: That Memorial management and/or Council review the relevant procedures and policies to determine the most appropriate manner of display of the Aboriginal and Torres Strait Islander flags at the Memorial.</p> <p>Recommendation 8: That the Memorial publicise future opportunities for Indigenous and veterans suppliers/contractors in advance and work with them to ensure they have the opportunity to compete for work on this project in accordance with Government best practice.</p> <p>The Memorial will review specific opportunities for Indigenous participation within the Government's procurement guidelines.</p>

<p>Environment</p> <p>Glazed Link has potential environmental impact due if not appropriately designed</p>	<p>Nil</p>
<p>Environment</p> <p>Concerns regarding Anzac Hall replacement sustainability impact</p>	<p>Recommendation 9: That the Memorial assesses the loss of embodied energy required to replace Anzac Hall and consider offsets where practicable.</p> <p>Recommendation 10: That the Memorial includes the re-use or recycling of material and fittings from Anzac Hall as a formal selection criterion of any tender(s) for the demolition of the building if approved.</p>
<p>Consultation</p> <p>Timeframe of consultation</p>	<p>Nil</p>
<p>Consultation</p> <p>Purpose, focus, level or effectiveness of consultation</p>	<p>Recommendation 11: That this report is made public and that future reporting on outcomes of the recommendations contained within is conducted and also made public.</p>

NON-EPBC REFERRAL MATTERS

This section includes feedback on ‘Project Delivery’ obtained through the consultation process. Although technically relevant to the EPBC Act assessment process feedback on these issues was limited and anecdotal in nature compared to the detailed feedback received on heritage, social value and environmental matters. The limited number and nature of these concerns, which were largely raised by Government or Professional sector participants, limits their overall value in the EPBC assessment process.

The Memorial notes that these issues are more closely examined through its Parliamentary Works Committee (PWC) approvals process and more detailed feedback is expected from the community on these matters through the separate PWC public consultation process. Accordingly it is placed in this section for information along with the Memorial’s response to each broad issue.

FEEDBACK /CONCERN	MEMORIAL RESPONSE
<p>Project Delivery</p> <p>Employment or business opportunities for veterans and defence family members and Indigenous Australians</p>	<p>The Memorial is committed to engaging veterans and defence families in connection with the project on all levels including employment and supply opportunities. Accordingly the Memorial will develop a veterans’ and defence families engagement plan including opportunities for employment or veteran owned/operated businesses connected with the project.</p> <p>Recommendation 12: That the Memorial publicise future opportunities for veterans and Indigenous suppliers/contractors in advance and work with them to ensure they have the opportunity to compete for work on this project in accordance with Government best practice.</p> <p>The Memorial will review specific opportunities for Indigenous participation within the Government’s procurement guidelines.</p>
<p>Project Delivery</p> <p>Delivery of project ‘on time and on budget’</p>	<p>The Memorial has established detailed governance, reporting, budgeting, planning and other measures to deliver the project on time and on budget. Oversight is provided across a variety of levels including by the Memorial’s senior management, independent audits and up to the Cabinet level of Government.</p> <p>The Memorial reports annually to government on project progress as well as through public accountability systems such as its Annual Report, Corporate Plan and Senate Estimates appearances.</p>
<p>Project Delivery</p> <p>Project delivers improved accessibility and inclusivity outcomes for buildings and exhibitions</p>	<p>The Memorial has engaged a suitably qualified consultant through a competitive tender to provide advice on accessibility and disability compliance and best practices for both buildings and galleries outcomes.</p>
<p>Project Delivery</p> <p>Project works impact on the Memorial’s ongoing day to day operations including major ceremonies, online accessibility of collection, fewer or less frequent temporary exhibitions, ‘BAU’ conservation activities etc.</p>	<p>Some level of disruption is inevitable given the scale and timeline of the program. Accordingly the Memorial has established detailed planning and co-ordination measures between the development and ‘BAU’ operations to minimise the impact on the Memorial’s day to day operations and on visitors in particular.</p>
<p>Government</p> <p>Bushfire/climate emergency support should be a higher priority than developing the Memorial further (NB: this was an emerging issue)</p>	<p>Spending priorities are a matter for Government, the comments received by the Memorial during its consultation program will be passed on to the relevant Department(s) for response where necessary.</p>

<p>Government</p> <p>Scale/cost of development project: Said Government should spend less on a museum and more on veterans' healthcare/support</p>	<p>The Government's funding commitment for the project included a clear understanding that no funding for the Memorial development would be diverted from veterans' services or support programs and accordingly there would be no reduction in service levels to this sector of the community.</p> <p>Spending priorities are a matter for Government, the comments received by the Memorial during its consultation program will be passed on to the relevant Department(s) for response where necessary.</p>
<p>Government</p> <p>Scale/cost of development project: OK with expenditure level but said Government should more on veterans' healthcare/support too</p>	<p>The Government's funding commitment for the project included a clear understanding that no funding for the Memorial development would be diverted from veterans' services or support programs and accordingly there would be no reduction in service levels to this sector of the community.</p> <p>Spending priorities are a matter for Government, the comments received by the Memorial during its consultation program will be passed on to the relevant Department(s) for response where necessary.</p>
<p>Government</p> <p>Scale/cost of development project: Government should spend less, but still some, on the Memorial and more on all museums</p>	<p>Spending priorities are a matter for Government, the comments received by the Memorial during its consultation program will be passed on to the relevant Department(s) for response where necessary.</p>
<p>Memorial Policy</p> <p>Memorial's policy of accepting in-kind or financial support from defence industry companies; perceived as a conflict of interest or inappropriate</p>	<p>Comments received from participants on this issue, including the targeted efforts of the Medical Association for the Prevention of War (Australia), during consultation will be raised with the Memorial's senior management and Council for their consideration.</p>
<p>Memorial Policy</p> <p>Concerned that the Project will adversely affect the Memorial's touring exhibition program or other community outreach efforts such as loans to other museums during works or permanently in some way</p>	<p>The Memorial noted that there would likely be temporary impacts on some of its programs, including touring exhibitions, as a result of the need to dedicate resources to the development program.</p> <p>Disruptions to these programs will be carefully managed by the Memorial to minimise their impact over the project lifetime and it is expected they will return to current levels at the completion of the project.</p>
<p>Memorial Policy</p> <p>Concerns about the appropriate scale and role, if any, of the Memorial in the 'therapeutic milieu' for veterans and defence families</p>	<p>Anecdotally, including through written correspondence, it is clear that the Memorial itself has always been seen by some in the community, veterans and their families in particular, as a place of 'healing' (not therapy, nor treatment) since its inception.</p> <p>However the Memorial is not providing treatment for traumatised veterans nor does it claim to be. DVA, Defence and professional medical services are, and should be, the primary source of assessment and treatment of physical or mental health issues suffered by current or former ADF members.</p> <p>The Memorial is however a critical part of the much broader social support that we should, and will, deliver to modern veterans to help them find meaning in their experience and help them communicate those experiences to their families and the public so that they can better understand and support our veterans.</p> <p>This position is supported by ex-service organisations across Australia and the Memorial has worked with several experts/organisations in this field to ensure its efforts are in accordance with best practice for harm minimisation and are meaningful within limited resources.</p>

Memorial Policy	<p>Lack of exhibition or information on ‘frontier violence’ in the Memorial’s galleries as part of depicting ‘the Australian experience of war’.</p>
	<p>The Memorial recognises that this is an important issue for Australians from all stakeholder groups; this was demonstrated by the simple fact that this issue was the second most frequently raised gallery content suggestion/concern (after contemporary conflict displays) at consultation events.</p> <p>The feedback obtained through the consultation process on this issue will be shared with the Memorial’s senior management and Council for their consideration in the context of the Memorial’s current position on this matter (outlined below).</p> <p>The Memorial’s charter and mission are to tell the story of the Australian experience of war and peacekeeping as defined by the Australian War Memorial Act 1980.</p> <p>Internal conflicts fought between Indigenous populations and the colonial powers of the day, and conflict between groups in Australia, are not included in the Act’s definition of war and peacekeeping.</p> <p>The Memorial does not hold significant collections of relics, artefacts, or records from this period of contact and dispossession and is seeking further objects in accordance with the Collection Development Plan 2019-2023. Such material is held in the diverse collections of various national, state, and local museums.</p> <p>In September 2013, the National Museum of Australia and the Memorial met and reached a shared understanding that the National Museum would work towards including more content on the frontier wars in its colonial history exhibitions, while the Memorial would continue to enrich its interpretation of the service of Indigenous personnel in historic Australian naval, military, and air forces, and the Australian Defence Forces.</p>

APPENDIX A: Gallery Content – Specific Issues

Specific gallery content issues raised during the EPBC Act consultation process have been recorded in this appendix to the main report. These issues, which reflect the individual or group concerns of many participants, will be explored by the Memorial's Gallery Development Team, in consultation with key stakeholders from veterans to educators to the general public, in the future.

GALLERY CONTENT – SPECIFIC ISSUES

Context

Many participants expressed clear concerns that new galleries on modern conflicts should reflect the complexity and controversy of Australia's involvement in modern conflicts, such as Afghanistan and Iraq, in order for the Memorial's stories to reflect modern society.

Consequence

Many participants expressed clear concerns that new galleries on modern conflicts should reflect the complexity and controversy of the consequences of war. This includes matters such as PTSD, the impact on families of parents and partners being deployed repeatedly and matters such as post-deployment suicide and homelessness amongst veterans. Other issues raised by participants were the adequacy of government support for veterans and families and other health related issues like 'Gulf War Syndrome' or the effects of anti-malaria drugs on some ADF members.

Reserves Context

Many participants, particularly veterans and Defence families, raised the need for the Memorial to do more to explore the service of Reservists. This was particularly so in the context of modern service and the different ways Reserve members have been deployed i.e. as both whole units to efforts like Regional Assistance Mission Solomon Islands (RAMSI) or 1st Commando Regiment deployments to the Middle East, but also as specialist individuals to 'round out, reinforce and rotate' permanent force capabilities including in areas such as commandos, health or psychological services.

Reserves Consequence

Many participants, particularly veterans and Defence families, expressed clear concerns that new galleries on modern conflicts should reflect the unique consequences of war for Reservists and their families. It was critically important to these veterans and their families that the differences be appropriately recognised including how families are impacted by Reserve service and the differences in Reservists integrating into civilian society post-deployment as opposed to the ADF.

Affected veterans and families

Many participants asked what the Memorial would do to make the negative impacts of war or operations on some veterans and peacekeepers an integral part of the stories it tells and experiences it explores in the new gallery spaces. This was important to participants from all groups and included issues such as the physical and mental trauma of war, the impact of families being separated for extended periods and difficulties in re-integrating post-deployment or post-ADF.

'Not all veterans are broken'

Many participants, especially veterans and defence families, wanted the Memorial to provide balance when discussing the impact of war on them. This was often embodied in the phrase 'not all veterans are broken' or similar words and by the idea that for many their ADF operational deployments had been times of growth, learning and 'making a real difference'.

Commemoration of ADF post-deployment and training casualties

A number of participants raised the issue of commemoration, and to lesser degree exhibitions, relating to non-wartime deaths (typically training accidents) and post-deployment deaths including issues such as suicide and delayed health impacts falling outside current Roll of Honour guidelines.

‘They’re not just nurses’

Many veterans noted that recent changes meant women had become eligible for all roles in the ADF and there was a high degree of support for exploring the roles of women deployed in frontline roles including aviation; combat and security; communications and intelligence and engineering.

A number of veterans noted that women had played a number of unique roles given the social strictures of many places the ADF had operated, for example as protection forces for female VIPs in Muslim countries, that were little understood by the public.

Officers and enlisted servicewomen have different experiences

Participants at a number of sessions noted that this was true of all who serve, but it was felt particularly important to explore this aspect of service for female veterans. Issues such as opportunities for deployment, promotion or training as well as topics such as discrimination and harassment were raised as areas for exploration.

Diplomacy

Participants at several sessions expressed a desire to see more about Australia’s diplomatic efforts in avoiding or minimising conflict in the galleries. Particular suggestions included the role of the Department of Foreign Affairs and Trade (DFAT) in supporting ADF reconstruction programs in Afghanistan and the impact on Australian civilians who serve in warzones not just soldiers.

Regional Assistance

Participants spoke to the need for exhibitions on Australia’s regional assistance missions, especially long term efforts such as Regional Assistance Mission Solomon Islands (RAMSI) or Operation BEL-ISL I and II, to include all the elements of Australian policy participation that made them successful (i.e. foreign, economic, aid, legal and security policies) not just to showcase the ADF component.

Australian Federal Police (AFP)

A number of participants noted that AFP members have at times been entitled to the same benefit as ADF members under the Veterans Entitlement Act (VEA) for participation in hazardous peacekeeping or peacemaking operations. It was argued that this should also mean that AFP peacekeeping efforts were more fulsomely recognised at the Memorial.

More broadly participants at many sessions felt that the contribution of the AFP on international deployments more broadly than just those in ‘hazardous circumstances’ should be recognised at the Memorial given the importance of their contribution to peace efforts by the nation.

In general veterans were keen to see police recognised appropriately at the Memorial but also keen for the vital differences in the work conducted by the two groups to be clearly shown and explained.

Non-Government Organisations (NGOs)

The issue of representation of non-government participation in these areas, particularly in peacebuilding or regional stability efforts, was raised by a small number of participants.

Some felt that coverage should be as broad as recognition of Australians working for groups such as Doctors Without Borders (Medecins Sans Frontieres) or the Fred Hollow Foundation who work in war torn or unstable countries to better the lives of others.

Some participants felt inclusion should be restricted to those funded by the Australian Government and working in support of broader Government policy and efforts. Others felt that this did not fall within the definition of ‘Australia’s military history’ as defined the Australian War Memorial Act.

Impact(s) on host countries/operational areas

There was a strong desire amongst participants from all groups that the new galleries clearly displayed the intended and actual outcomes of Australian operations ‘on the ground’.

This included both assistance/peacekeeping efforts and the good that has been done as well as the realities of the impact of war on local civilian populaces in conflict zones.

A small number of participants from Specific interest groups requested the Memorial explicitly explore alleged war crimes or contraventions of international law carried out by Australians or forces working with Australians in the new gallery spaces and the consequences of same.

‘Through the eyes of others’

Issues of how Australians on operations, and the impact of their actions, were viewed by allies, civilians and even enemies ‘through their own eyes’ was mentioned at a number of events as an area for exploration in the galleries.

Other examples cited included the possible inclusion of the contribution of allies on operations, such as the NZ police contribution to the Solomon Islands Multinational Police Mission, and their view of what they achieved alongside Australian forces.

Long Term Impacts

Many participants noted that exploration of these issues shouldn’t be limited to the immediate or short term impacts of our operations, but should look more broadly at, for example, how INTERFET impacted Timor Leste right up to today.

‘A dangerous job, even in peacetime’

Training in the ADF is dangerous and can, and unfortunately does, result in injury and even death in some cases.

Similarly ADF members are called upon to perform duties in peacetime that are especially hazardous in nature or frequency such as participation in British nuclear testing at Maralinga or regular use of potentially hazardous equipment or materiel (i.e. radar systems, chemical hazards etc.).

Many participants, especially veterans felt that this unique occupational danger should be better recognised at the Memorial in the gallery areas.

Health Issues

Many participants from veterans and defence family categories pointed out the costs of defence service in terms of health issues.

Specific issues including the F-111 Deseal/Reseal program, mefloquine or other anti-malarial drug use, hearing loss, knee or back injuries and others were raised on multiple occasions.

‘Standing Guard’

Many participants saw a need for the Memorial to explore the history and experiences of those ADF members who have stood guard to prevent war but not seen active service.

For many who had themselves served, especially during the ‘Cold War’ period, this was seen as a critical part of Australia’s ‘military history’ and requested an expansion of the Memorial’s existing interwar and ‘Cold War’ galleries.

Values, civic and history

Many participants wanted the Memorial’s education activities, particularly for students, to remain relevant and focus on issues such as values, civics and history.

Close links to school curricula were expected for formal student learning programs and there was also an expectation the Memorial would continue to provide material to students both on an off-site.

Professional Education Services

Participants from the professional sector in particular expressed a clear expectation that the Memorial would continue to deliver curriculum focussed, professional educational services to students visiting the Memorial’s new spaces of the same quality as current offerings. It was further expected that the Memorial’s education programs would continue to be updated to reflect current teaching practice and theories.

‘In Their Words’ – Veterans’ Participation

A number of participants who had visited the Memorial previously expressed an expectation that the Memorial would continue to offer visitors and particularly students a veteran centric experience where possible. This included both an expectation that galleries material and other public programs be delivered ‘in their words’ (i.e. using veterans’ own recollections, records and other material) and where appropriate and possible directly by veterans themselves (i.e. encouraging veterans to volunteer as guides, participate in oral histories etc.).

APPENDIX B

EPBC Online Survey Social Heritage Consultation Report



FEBRUARY 2020

EXECUTIVE SUMMARY



A sample of n=514 Australians aged 15 and older was collected to understand how the planned developments for the Australian War Memorial (AWM) would influence their view on whether the AWM delivers its social heritage value obligations. To ensure the data was nationally representative, the data was weighted to ABS Australian Demographic Statistics by age and gender within state.



1 in 5 Australians have heard about plans to develop or renovate the AWM. Respondents identified from a list of public venues which ones they had heard were planning developments or renovations; 21% had heard about such plans for the AWM. This figure is similar to the proportion of respondents who feel they have reasonable or extensive knowledge about the AWM's role and functions (27%).



Most Australians think the AWM delivers against its 'social heritage value' obligations now and will continue to do so after the planned development. Prior to learning about the development plans for the AWM, 78% of respondents agreed or strongly agreed that the AWM currently delivers social heritage values. After learning about the development (through descriptions, pictures and a video explaining the planned changes) the proportion who agreed or strongly agreed with this sentiment increased to 83%.



4 in 5 Australians are in favour of the planned development. Australians were asked if they are in favour of the AWM's planned development (after receiving information about the scope of the planned works). 46% are strongly in favour and a further 33% are in favour (and just 3% opposed). Among those who have attended a major commemorative ceremony at the AWM before, 87% believe the development will make a positive impact on these ceremonies.

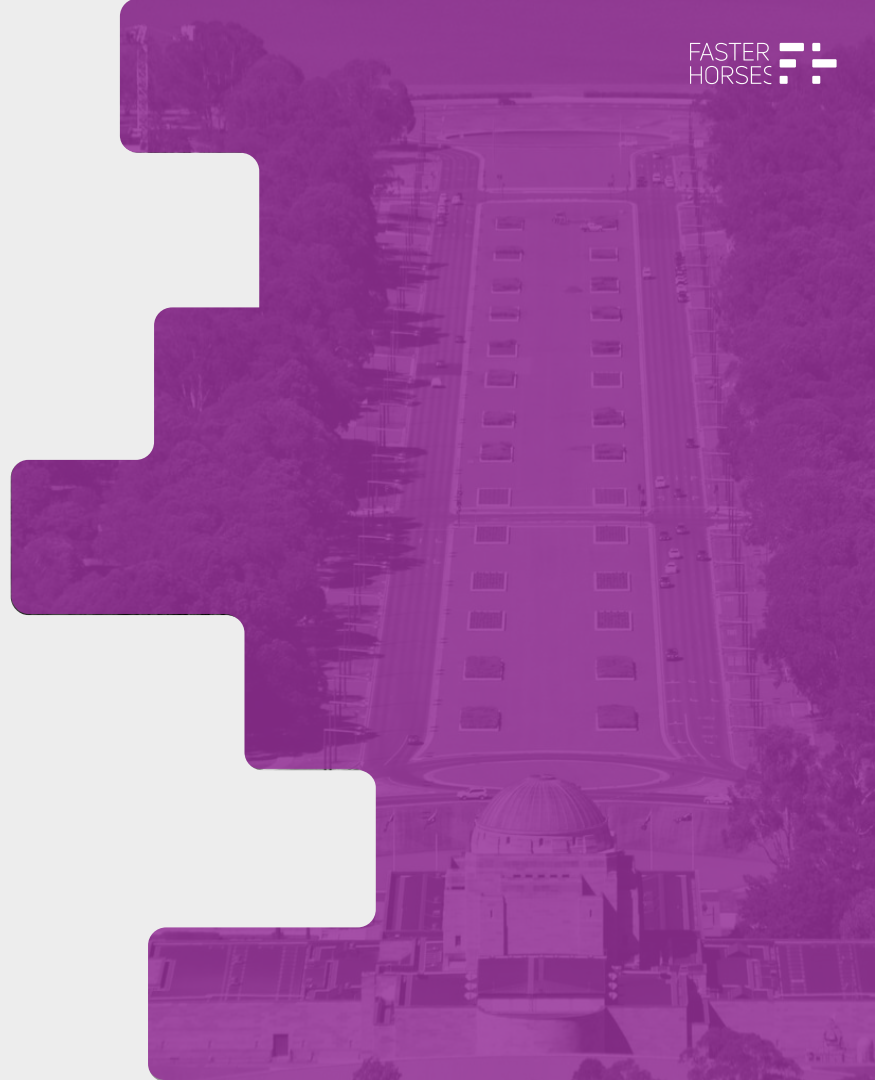


Only 13% of respondents said they wanted more information on the development. Of this proportion, there was interest in information about what new stories would be included in these new spaces, greater detail of the building plans, timeline information (mainly when the development will be finished) and the costs.

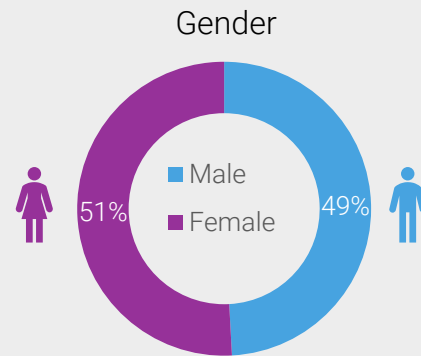
In summary, we believe the findings show the vast majority of Australians feel the AWM currently delivers on its social heritage value obligations very well, and that the planned development offers minimal risk in affecting the organisation's ability to continue to deliver against this important remit.

BACKGROUND & METHODOLOGY

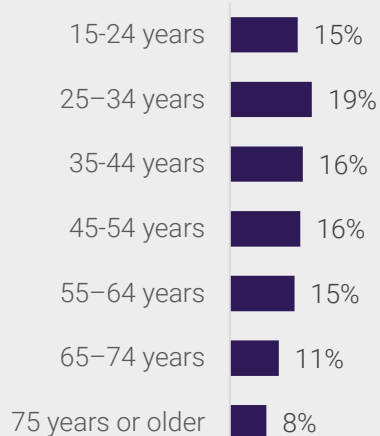
- + The primary aim of this research was to assess how the Australian public feels about the proposed developments to the Australian War Memorial (AWM), and whether this development aligns with the AWM's Social Values.
- + Fieldwork was conducted between the 4-7 February, collecting n=514 responses.
- + A sample size of 514 yields a margin of error of $\pm 4.4\%$ based on a 95% confidence level.
- + A number of actions were taken to ensure the sample was nationally representative of Australians aged 15 and older:
 - + Quotas were set in the sampling process by age and gender across state; and
 - + The data was weighted based on 2018 ABS data of Australian adults by age and gender across state.
- + Significance testing has been undertaken by splitting the results by age, gender, state, education level, those who are Defence members/families/friends, and by those who have visited the AWM in Canberra before (AWM visitors). Differences that are significantly high have been marked with an upwards blue arrow (↑), and conversely, significantly low differences have been marked with a downwards red arrow (↓).
- + During to rounding, the sum of percentages displayed on the chart may not always add to 100% (instead adding to 99% or 101%).



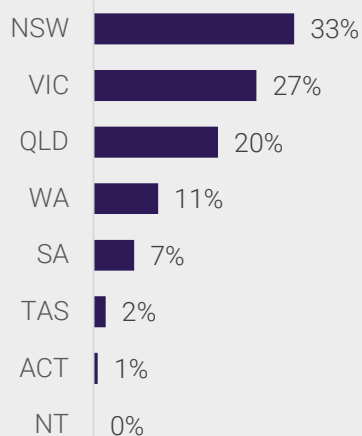
DEMOGRAPHICS



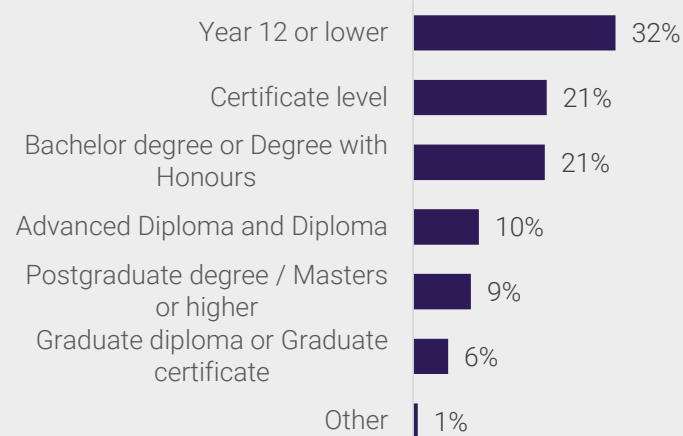
Age



State



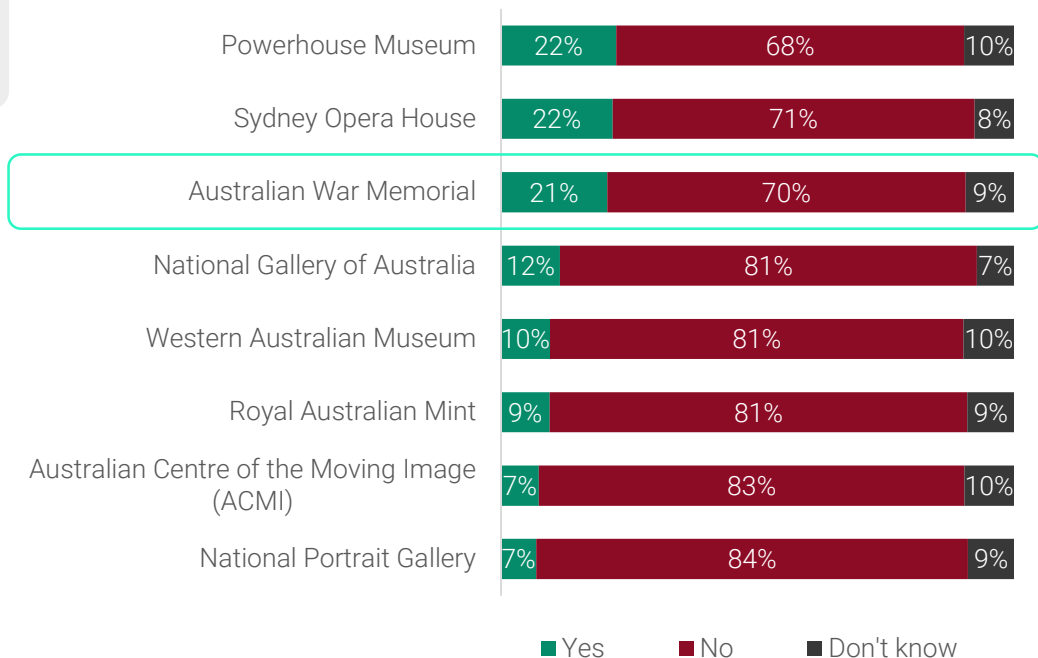
Education



AWARENESS OF PUBLIC VENUE DEVELOPMENTS

- + Around one in five respondents (21%) had heard about plans to develop or renovate at the AWM.
- + Both Defence members / families/ friends and AWM visitors were significantly more likely to have heard about plans to develop or renovate at the AWM (28% for both).
- + Other demographics that were significantly more likely to have heard about plans to develop or renovate at the AWM included males (28%, compared to 13% for females), and those with a postgraduate degree/Masters or higher qualification (39%).

IN THE PAST SIX MONTHS, HAVE YOU HEARD OF ANY PLANS TO DEVELOP OR RENOVATE AT...

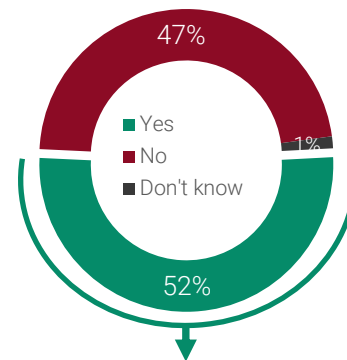


Q1. Over the past six months, have you heard about any plans to develop or renovate the following public institutions?
Base: All respondents (n=514)

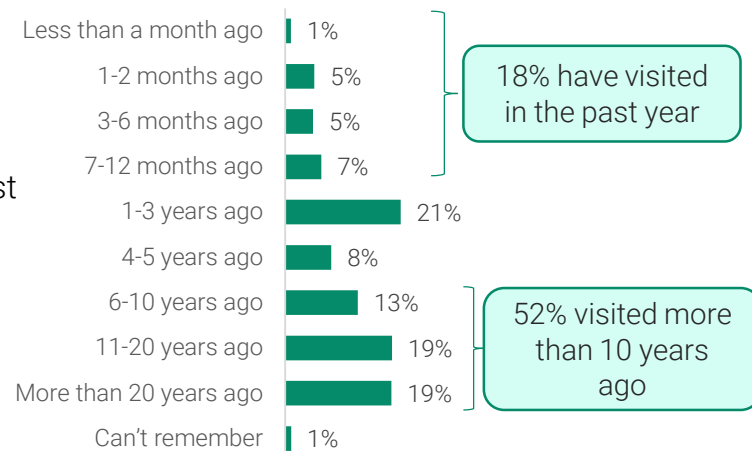
PREVIOUS VISIT TO THE WAR MEMORIAL

- + Just over half of our sample (52%) had been to the AWM in Canberra before.
- + Among AWM visitors, around one in five had visited in the past year (18%), while 52% made their last visit more than 10 years ago.
- + Not surprisingly, Defence members / families / friends were significantly more likely to have visited the AWM before (69%).
- + Other demographics that were significantly more likely to have visited the AWM before included those aged 75 or older (78%), and NSW residents (66%); WA residents were significantly less likely to have visited (23%).

Have you ever been to the AWM in Canberra?



When was your last visit to the AWM?



Q2. Have you ever been to the Australian War Memorial in Canberra?

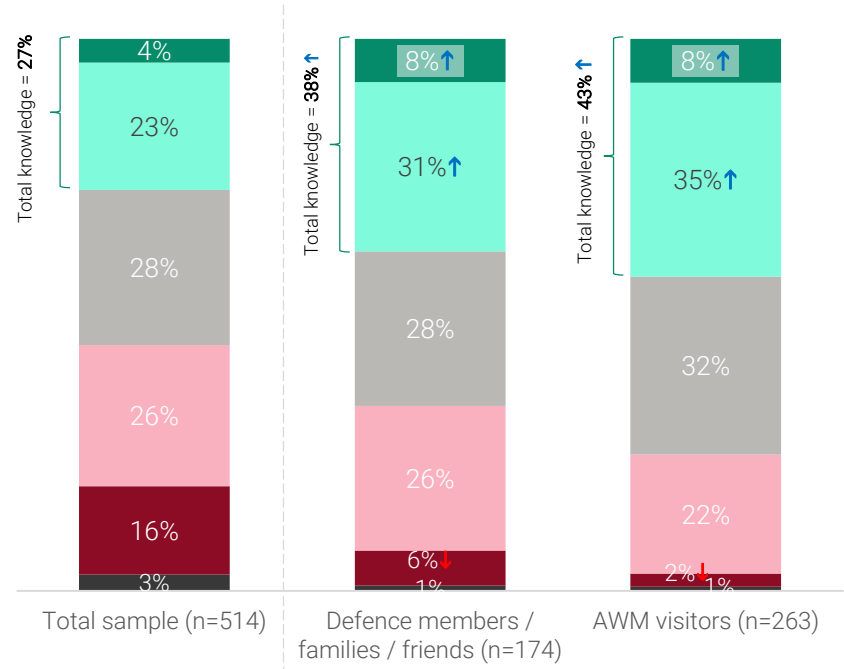
Base: All respondents (n=514)

Q3. When was your last visit to the Australian War Memorial in Canberra?

Base: Respondents who have been to the AWM (n=263)

KNOWLEDGE OF AWM'S ROLE & FUNCTIONS

- + Around one in four respondents (27%) rated their knowledge of the AWM's role and functions as either reasonable or extensive.
- + Conversely, 42% admitted to having little or no knowledge about the AWM's role and functions.
- + Defence members / families / friends and AWM visitors both recorded significantly higher levels of total knowledge (38% and 43% respectively).



Q4. On a scale of 1 to 5, where 1 is no knowledge and 5 is extensive knowledge, please rate your knowledge of the Australian War Memorial's role and functions?
Base: All respondents (n=514)

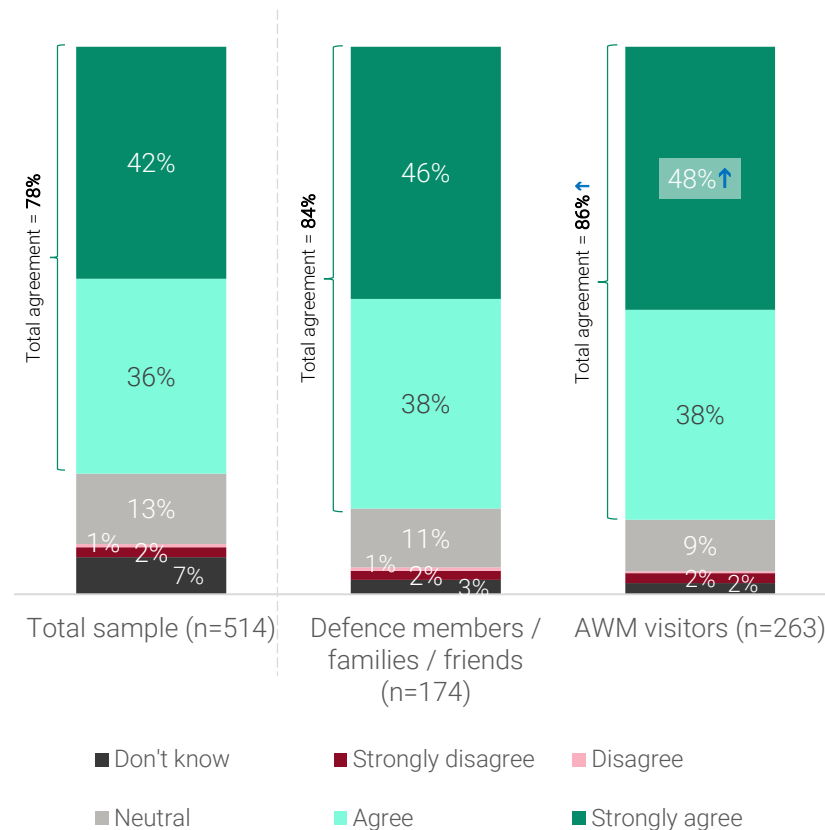
DOES AWM CURRENTLY DELIVER 'SOCIAL HERITAGE VALUES'?

- + Respondents were given a short description and link to information about the AWM's core functions, as follows:

"The Australian War Memorial is our national shrine to remember those Australians who lost their lives and suffered as a result of war. In this role the Memorial's social heritage value to Australians is significant at a national level and is appropriately recognised through its inclusion on the National Heritage List. These values are expressed through the relevance of its buildings and surrounding landscape, commemorations, galleries, displays and archive records – which are maintained for all Australians and especially our current veterans and the families and descendants of those who fought in wars. More information can be found [here](https://www.environment.gov.au/heritage/places/national/war-memorial)." Link: <https://www.environment.gov.au/heritage/places/national/war-memorial>

- + After reading this information, respondents were asked to rate whether the AWM currently delivers 'social heritage values' – with 78% in agreement.
- + AWM visitors recorded a significantly higher level of total agreement (86%); total agreement for Defence members / families / friends was also high (84%) but not statistically significant.

Q5. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree the Australian War Memorial currently *delivers social heritage values*?
 Base: All respondents (n=514)

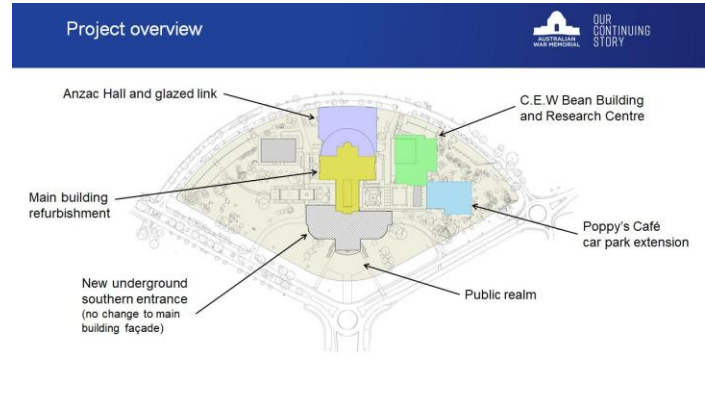


PROMPTED MATERIALS

- + Respondents were then informed about the AWM's planned development for its Canberra precinct. Before continuing with the survey, respondents were asked to read the below description, to look at the adjacent image, and view the video content about the planned development.

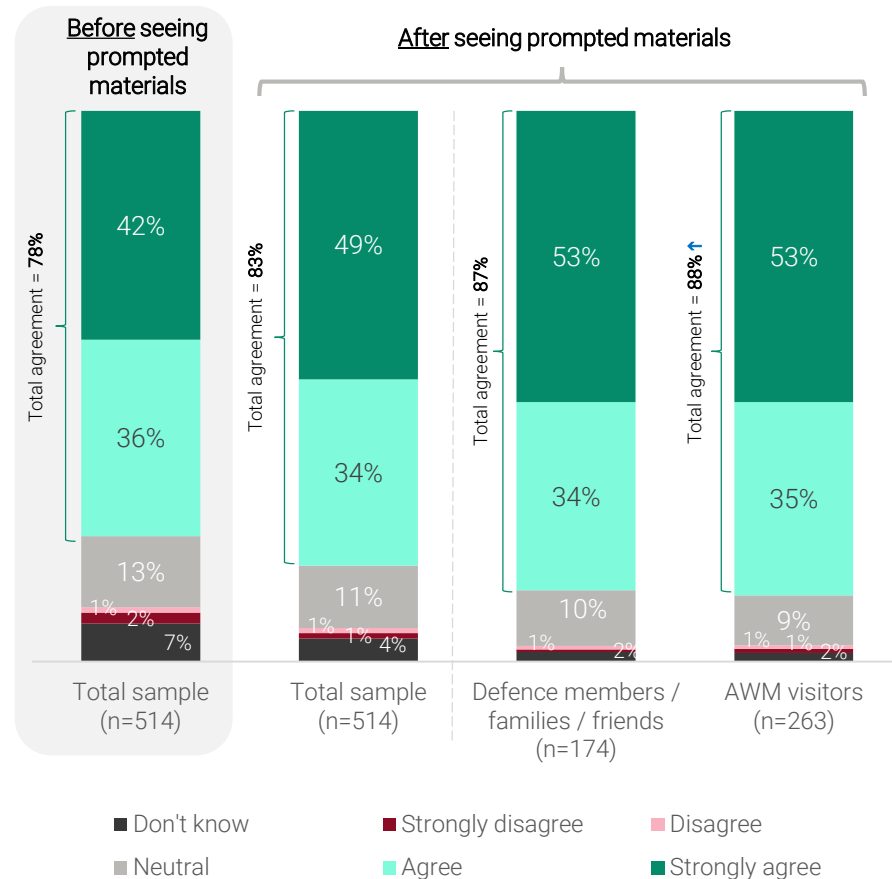
"The time has come to modernise and expand the Australian War Memorial's galleries and buildings so it can tell the continuing story of Australia's involvement in modern conflicts."

The Memorial's development includes a new southern entrance, refurbishment of the main building, a new Anzac Hall connected to the main building via a glazed link, an extension to the Bean Building to establish a world-class research centre, and public realm works. Sensitive to the existing landscape, the detailed plans will ensure the heritage façade remains unchanged."



WILL AWM DELIVER 'SOCIAL HERITAGE VALUES' AFTER THE DEVELOPMENT?

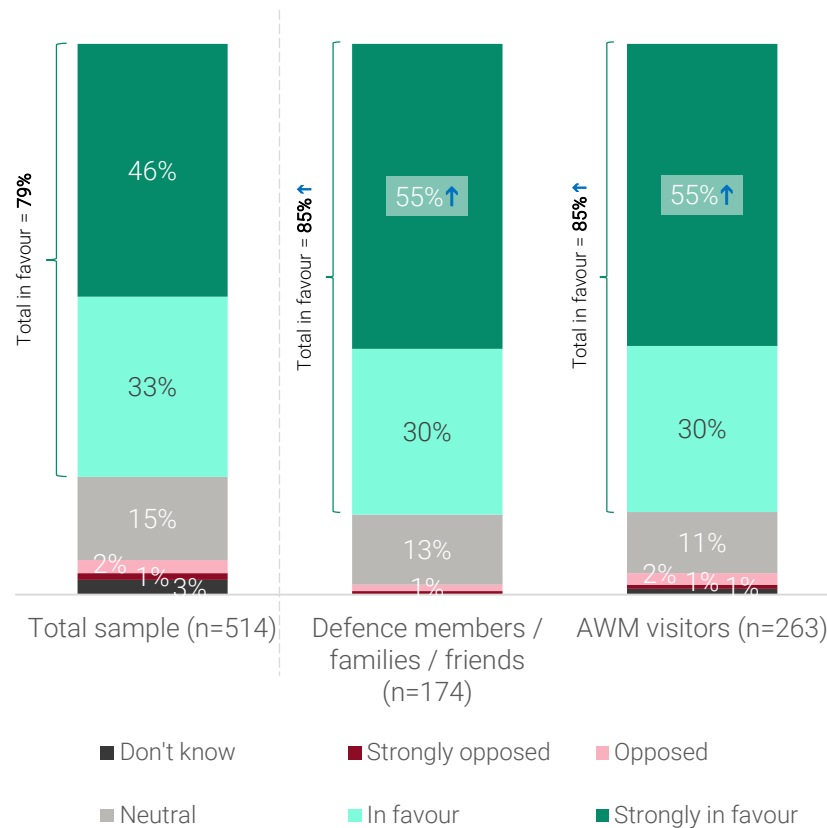
- + After viewing these prompted materials, respondents were once again asked whether the AWM will deliver social heritage values after the development is complete.
- + After learning about the planned development, the level of total agreement that the AWM will deliver social heritage values increased slightly from 78% to 83%.
- + AWM visitors recorded a significantly higher level of total agreement (88%); total agreement for Defence members / families / friends was also similar (87%) but not statistically significant.



Q6. As per the previous question, the Australian War Memorial is our national shrine to remember those Australians who lost their lives and suffered as a result of war. In this role the Memorial's social heritage value to Australians is significant. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree the Australian War Memorial *will deliver social heritage values* after the development is complete?
Base: All respondents (n=514)

SUPPORT FOR AWM'S DEVELOPMENT PROJECT

- + 4 in 5 respondents were in favour of the planned development for the AWM (79% total in favour).
- + Defence members / families / friends and AWM visitors were both significantly more likely to be in 'total favour' of the planned development (85% for both).



Q7. On a scale of 1 to 5, where 1 is strongly opposed and 5 is strongly in favour, how supportive are you of the planned development of the Australian War Memorial to more fully tell the stories of modern conflicts, peacekeeping and humanitarian operations?

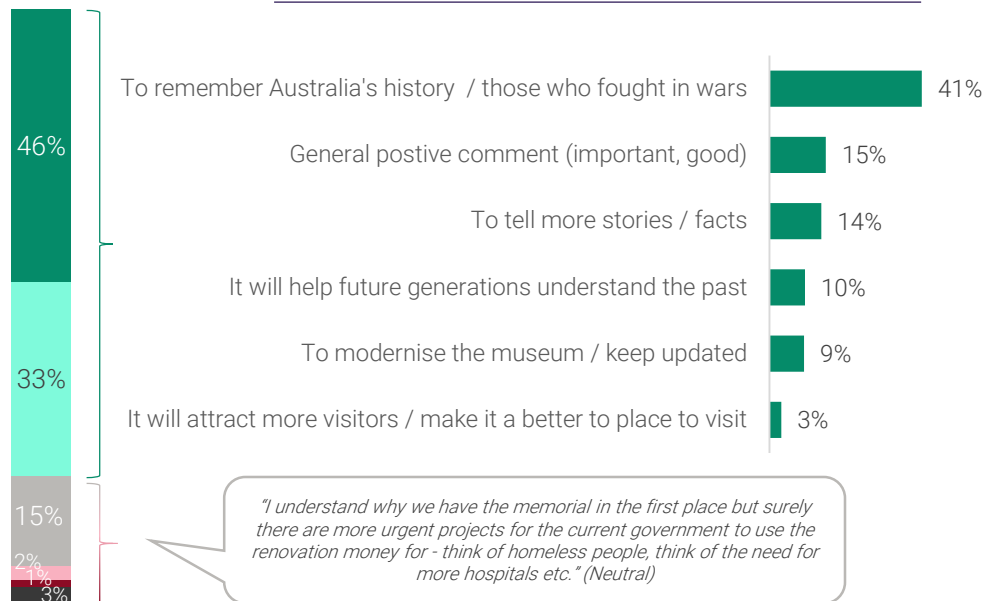
Base: All respondents (n=514)

REASONS FOR BEING IN FAVOUR / AGAINST THE AWM'S DEVELOPMENT PROJECT

- + Respondents felt the development was important for remembering Australia's history and those who served in Australia's military forces (41%).
- + Other respondents felt the development would enable more stories and facts to be told (14%), would help future generations understand past conflicts (10%), and that it was important to modernise the museum (in both appearance and having up-to-date records).
- + Those who were not in favour of the planned development felt this investment could be better spent elsewhere (e.g. health, education), or felt the current facility was adequate, and some were concerned that it would glorify more recent wars.

Q8A. Why is that?
Base: All respondents (n=514)

WHY ARE YOU IN FAVOUR / NEUTRAL / OPPOSED TO THE PLANNED DEVELOPMENT?



"I understand why we have the memorial in the first place but surely there are more urgent projects for the current government to use the renovation money for - think of homeless people, think of the need for more hospitals etc." (Neutral)

"I don't believe we should spend heaps of money on memorials which encourage young people to believe war is glory. The money should be spent on families whose members have suffered as a result of the wars." (Opposed)

- Strongly in favour
- In favour
- Neutral
- Opposed
- Strongly opposed
- Don't know

NEED FOR ADDITIONAL INFORMATION ON AWM DEVELOPMENT PROJECT

- + Just 13% of respondents felt like they needed more information about the AWM's planned development after being exposed to the prompted materials beforehand.
- + Of this proportion, there was interest in information about what new stories would be included in these new spaces, greater detail of the building plans, timeline information (mainly when the development will be finished).
- + Defence members/families/friends and AWM visitors were both significantly more likely to want additional information (22% and 18% respectively).

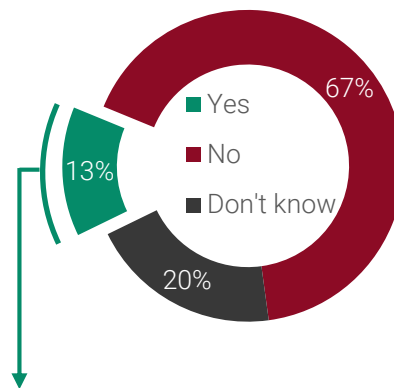
Q8B. Are there any aspects of the development of the Australian War Memorial you would like more information on?

Base: All respondents (n=514)

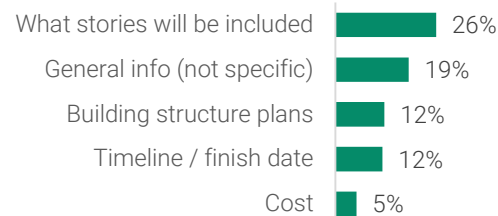
Q8C. What additional information do you need?

Base: Respondents that would like more information (n=68)

Would you like more information on any aspects of the AWM development?



What information do you need?



"Will the old memorial be removed and replaced? Or will it be extended? All the plans say is that they will be adding a new entrance, expanding a parking lot and a building at the back of the place, and refurbish the main building. What exactly will be refurbished in the main building?"

IMPACT OF DEVELOPMENT ON MAJOR COMMEMORATIVE CEREMONIES

- + Among those who have visited the AWM before, around one in three (36%) had also attended a major commemorative ceremony at the AWM.
- + Of those who had attended a major commemorative ceremony, there was a strong consensus that the planned development would have a positive impact (87% in total).
- + Not surprisingly, Defence members / families / friends were significantly more likely to have attended a major commemorative ceremony at the AWM (45%).
 - Of more interest though, this cohort was significantly more likely to think the development would make a very positive impact (61%).

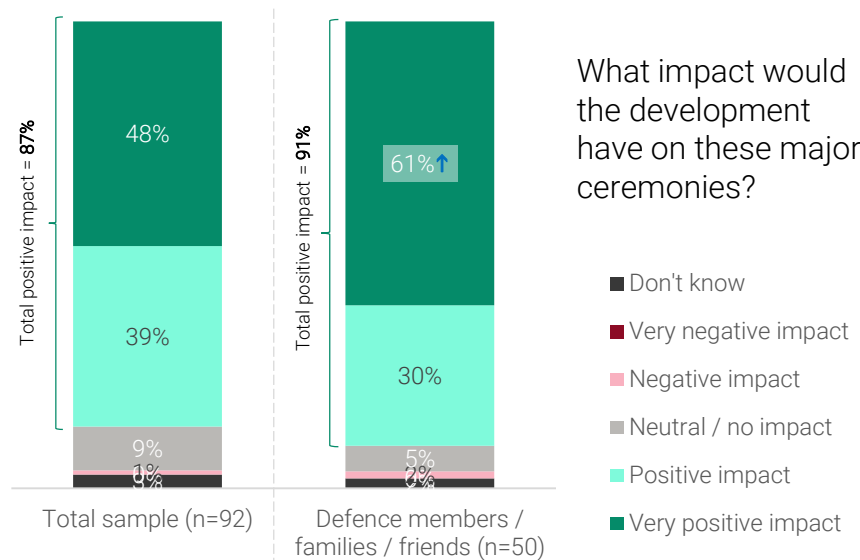
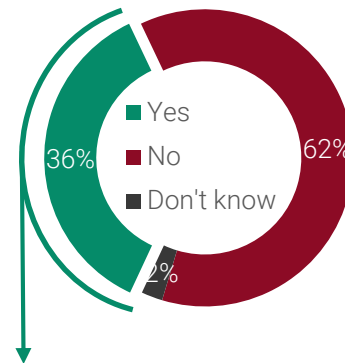
Q8D. Have you previously attended a major commemorative ceremony at the Australian War Memorial, such as the ANZAC Day dawn service, the ANZAC Day March & Ceremony, or the Remembrance Day Ceremony?

Base: Respondents who have visited the AWM in Canberra before (n=263)

Q8E. What impact, if any, do you feel the development will have on the experience of attendees at these major commemorative ceremonies once complete?

Base: Those who have visited the War Memorial before (n=92)

Have you previously attended a major commemorative ceremony at the AWM?
(Asked only to AWM visitors, n=263)



FASTER
HORSES 

FOR ANY QUESTIONS,
PLEASE CONTACT:

James Wunsch – Director - Canberra
M: +61 422 433 231



THANK YOU!

ATTACHMENT A

EPBC Presentation, December 2019



AUSTRALIAN
WAR MEMORIAL

OUR
CONTINUING
STORY

Our Plans

Australian War Memorial





“Will they remember me in Australia?”

Since opening in 1941 our Memorial has constantly evolved.

This is how our story continues...

Our Memorial is a museum, a shrine and an archive.

Functions:

- To maintain and develop a national memorial to the fallen
- To acquire and maintain a collection of material relating to service in war or war like operations
- To exhibit this material and the related stories
- To undertake research into Australia's military history
- To share information relating to Australia's military history, the collection and the memorial

*For all generations, of all Australians,
a place to honour, to learn and to heal.*



2018

- Detailed business case (DBC) national consultation
- Indigenous stakeholder consultation

2019

- Early works consultation
- **EPBC consultation phase 1**

2020

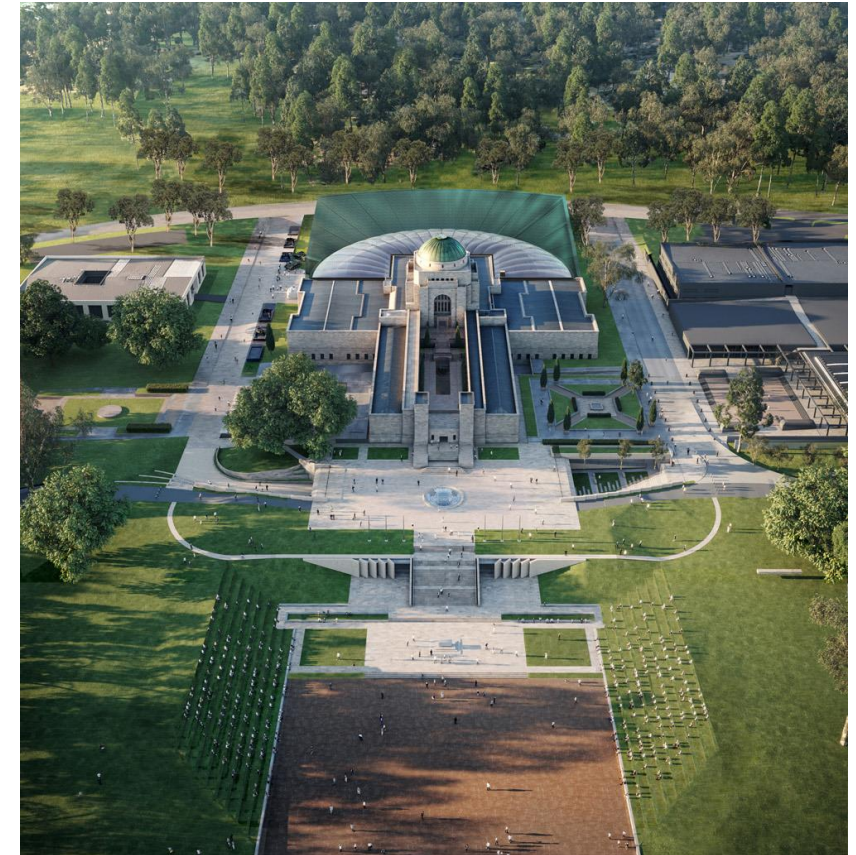
- EPBC consultation phase 2
- Gallery development engagement commences

Launch of our plans



OUR
CONTINUING
STORY

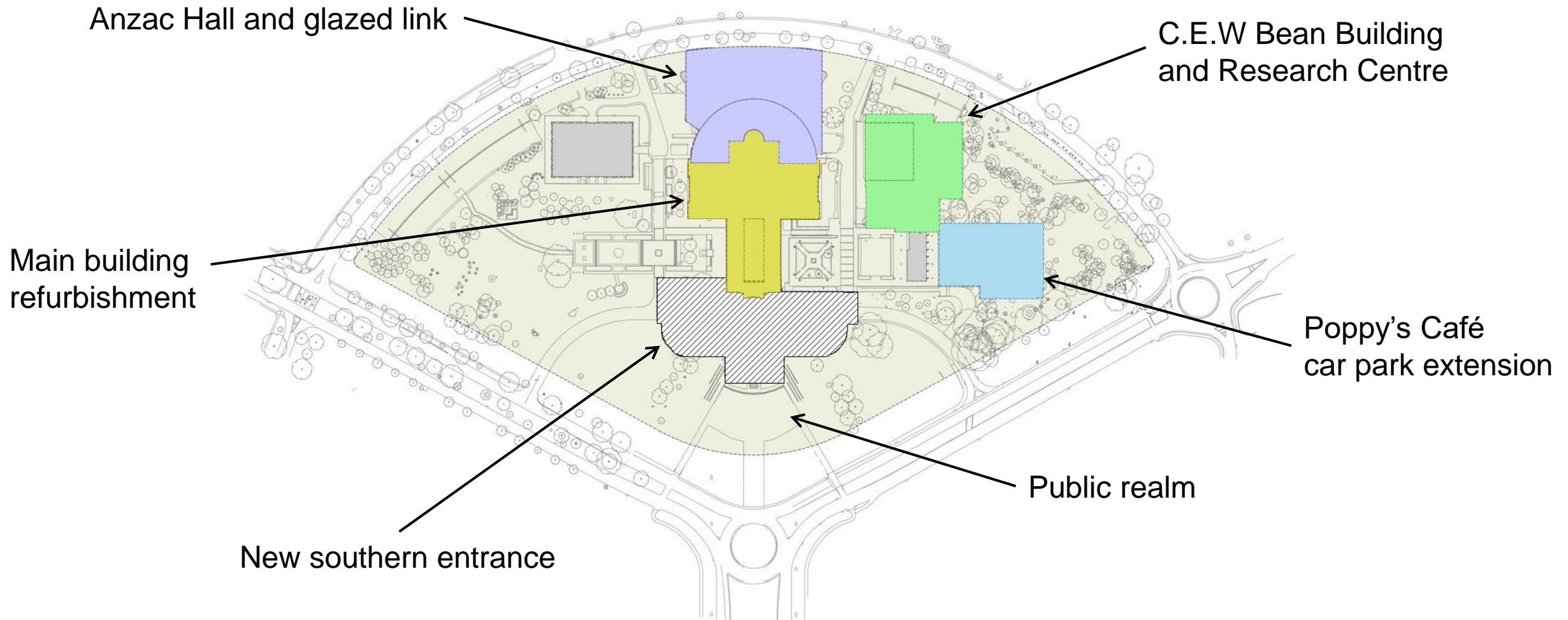
Launched on Monday 18 November by the Prime Minister, the Hon. Scott Morrison MP.



Project overview

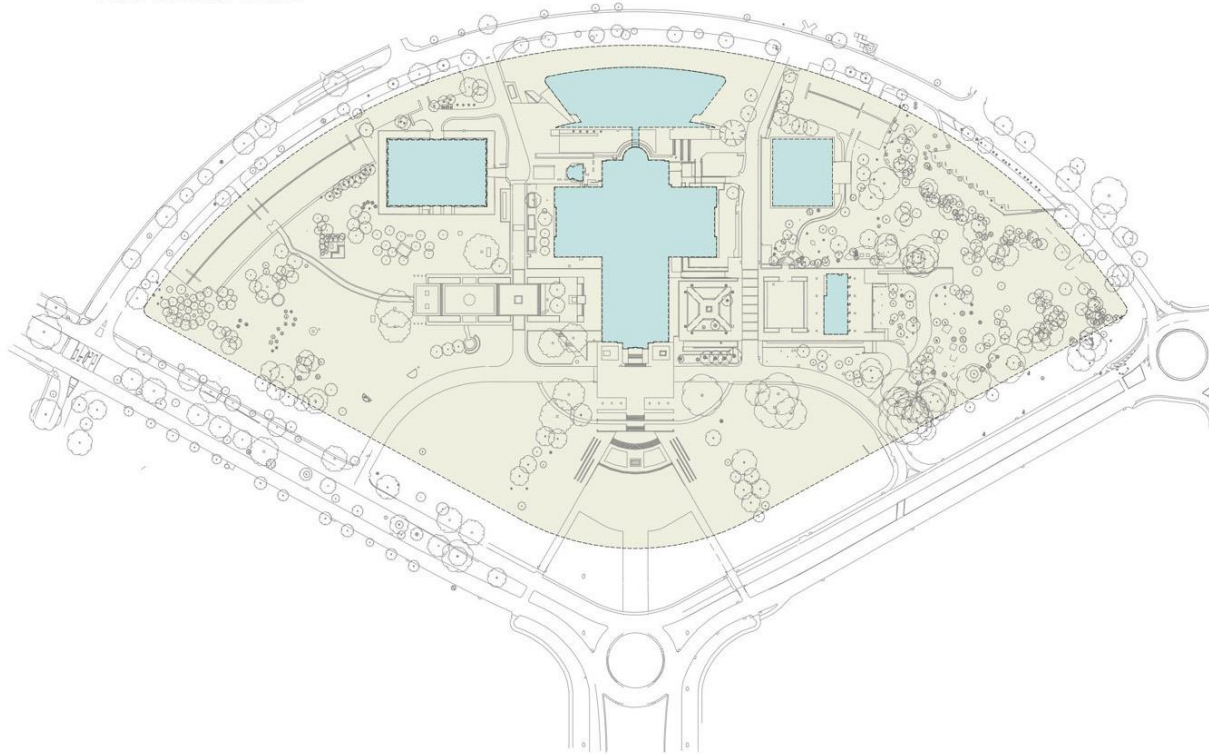


OUR
CONTINUING
STORY

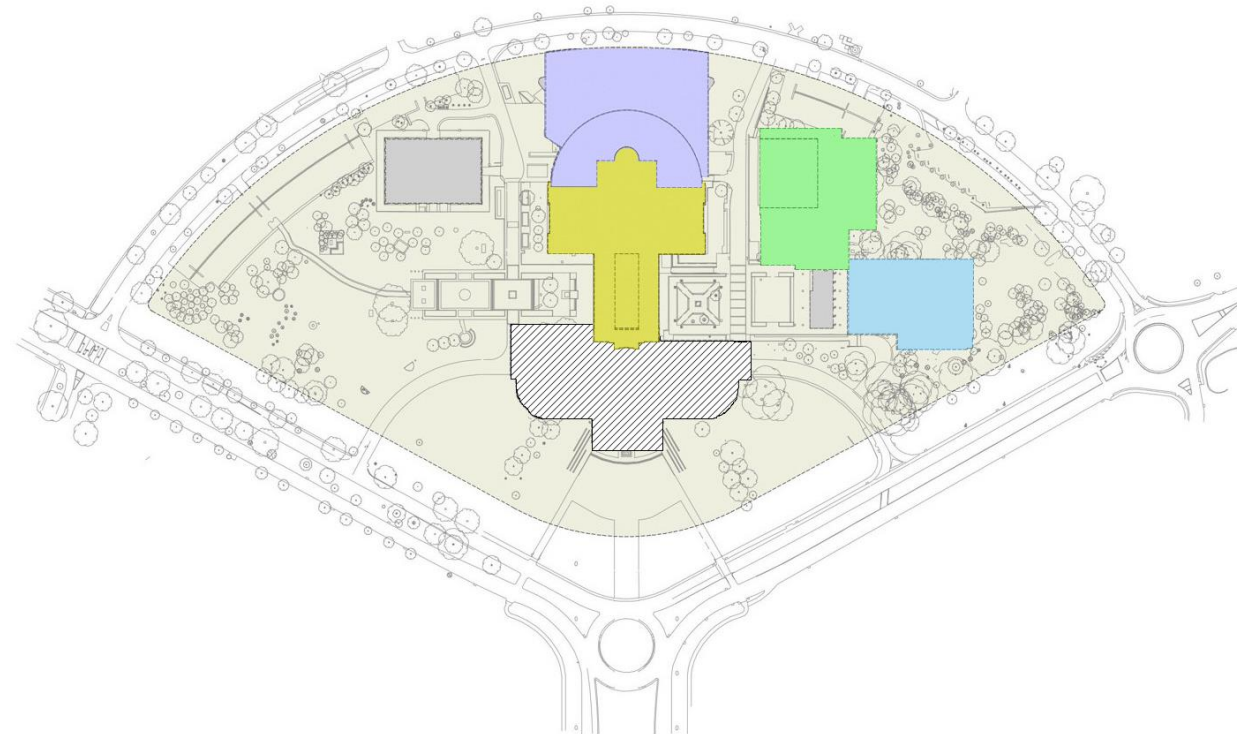


Comparison

Current site



Project overview



Design selection process

Design competitions were held for:

- Anzac Hall and glazed link
 - awarded to Cox Architecture Pty Ltd

- New southern entrance
 - awarded to Scott Carver Pty Ltd



Parade ground and southern entrance



OUR
CONTINUING
STORY



Expansion and re-profiling
of parade ground

New southern entrance – eastern arrival courtyard



OUR
CONTINUING
STORY

Will improve orientation and arrival, and provide additional access to gallery spaces.



New southern entrance – western arrival courtyard



OUR
CONTINUING
STORY



Also includes visitor security and cloakroom facilities.

New southern entrance - oculus



The connection to the main building will be maintained through a new focal point, the oculus.

New Anzac Hall and glazed link – eastern view



OUR
CONTINUING
STORY

Provides an additional
4,000m² of gallery
space.



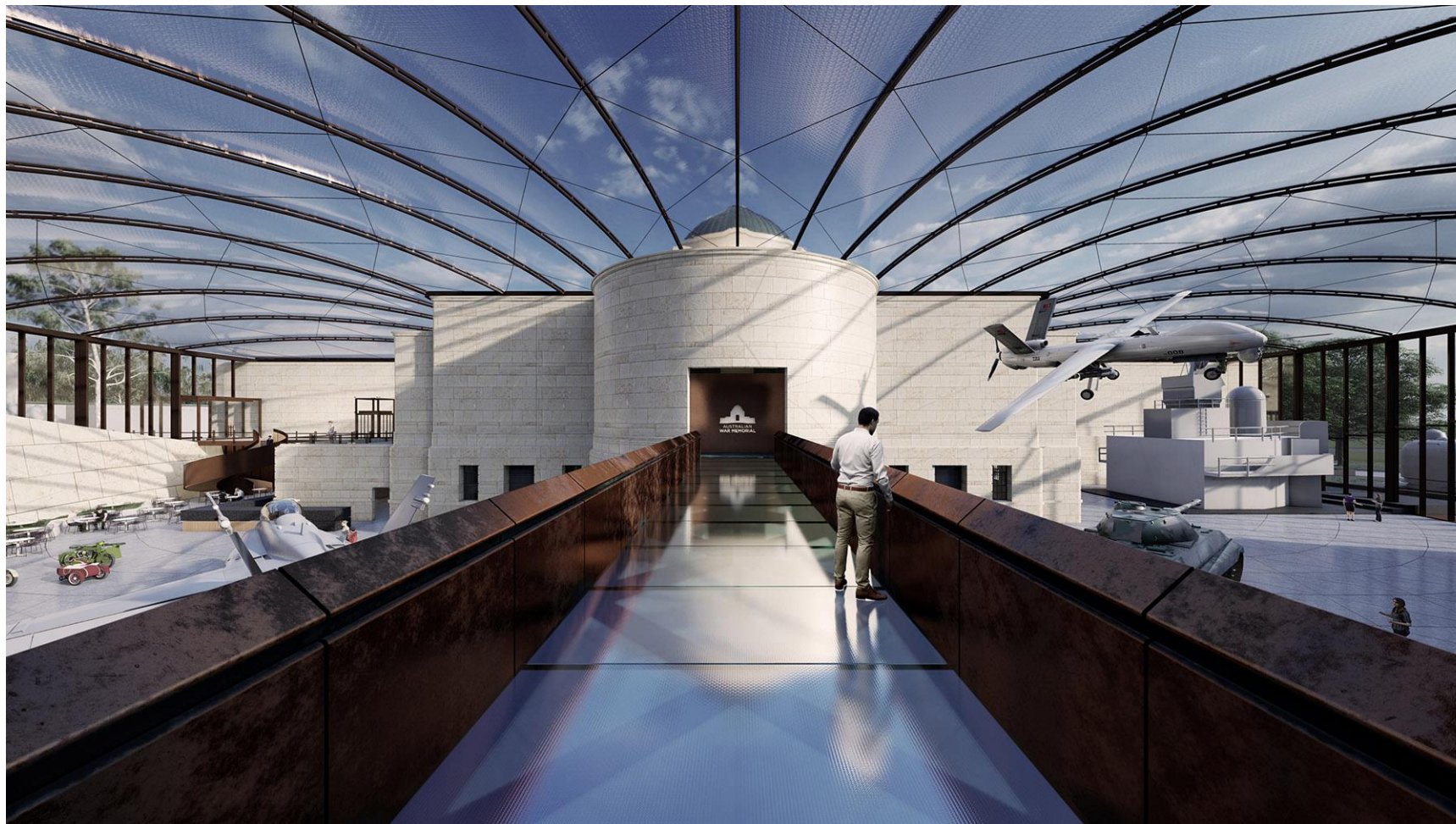
New Anzac Hall and glazed link – western view



OUR
CONTINUING
STORY



Glazed link – view from Anzac Hall



- Our building plans are currently undergoing review as part of the *Environment Protection and Biodiversity Act 1999* process.
- We expect the Department of Environment and Energy to run a second consultation phase in early 2020 – focusing on the heritage and environmental impacts of the construction.
- Visit our website for details: www.awm.gov.au/ourcontinuingstory

Veteran engagement



OUR
CONTINUING
STORY



Engaging veterans and their families on the project is a key priority.

Gallery development

Through transforming our galleries and renewing our exhibition spaces, we will have the capacity to tell modern Australian veterans' stories.



We will run a second national consultation program in 2020 for our gallery plans.

For updates on future consultations, please subscribe to our e-newsletter

Our Next Chapter: www.awm.gov.au/nextchapter

or contact us:

development@awm.gov.au

Late 2019

- Team commenced
- Community engagement planning

2020

- Gallery concept development
- Community engagement commences
- Gallery design commences

2021

- Design development
- Community engagement continues

Can you assist us to tell your story?



To offer material for donation to the National Collection, or to request further information, email us at **development@awm.gov.au**.

Stay Informed

Subscribe to our new e-newsletter

OUR NEXT CHAPTER

www.awm.gov.au/nextchapter

Contact us: development@awm.gov.au

Questions?

www.awm.gov.au/ourcontinuingstory

development@awm.gov.au

ATTACHMENT B

EPBC Presentation Evaluation Form



OUR CONTINUING STORY

Thank you for attending an Australian War Memorial development project presentation. Please share your thoughts on today's session by completing this form.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I was provided with the information I needed to participate in a meaningful way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I had my questions answered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The event was well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I had an opportunity to present my views and that they were listened to seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A variety of views, opinions and needs were heard and discussed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable with the facilitator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the purpose of the session and what will be done with my feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I now have a better understanding of Memorial's development project plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend this session to a friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other comments:

.....

.....

.....

- I would like a copy of the consultation report at the conclusion of this consultation process (if yes, please provide your email address)
- I would like to subscribe to the Memorial's development project e-newsletter *Our Next Chapter* (if yes, please provide your email address)

Name:

Email:

ATTACHMENT C

EPBC Consultation Presentation Feedback

Scores all from 1-5	I was provided with the information I needed to participate in a meaningful way	I felt I had my questions answered	The event was well run	I felt I had an opportunity to present my views and that they were listened to seriously	A variety of views, opinions and needs were heard and discussed	I felt comfortable with the facilitator	I understood the purpose of the session and what will be done with my feedback	I now have a better understanding of Memorial's development project plans	I would recommend this session to a friend	Comment
5	5	5	5	5	5	5	5	5	5	This next stage of the AWM evolving is overdue and as a returned serviceman I am so glad it is about to happen. It is a wonderful vision that will remain relevant forever
5	5	4	4	4	5	5	4	5	4	Well done!
5	5	5	5	5	5	5	5	5	5	
4	4	4	4	4	4	4	4	4	4	
5	5	5	5	5	5	5	4	5	5	
4	4	4	4	4	4	4	4	4	4	
5	5	5	5	5	5	5	5	5	5	
5	5	5	5	5	5	5	5	5	5	Excellent consideration & inclusion of many vs the few! Thank you Community & Veteran Engagement is critical for a successful AWM redevelopment, so it is great that this being undertaken so proactively.
5	5	5	5	5	5	5	5	5	5	
5	5	2	5	5	5	3	4	5	5	
4	5	4	4	4	5	5	5	5	5	
5	5	5	5	5	5	5	5	5	5	MAPWA with the History Soc[iety] of Victoria developed an online resource for Yr10 students (The enduring effects of war). Could this be incorporated in the WM Ed Resources?
5	5	5	5	5	5	5	5	5	5	
5	5	5	5	5	5	5	5	5	5	
4	5	4	5	5	5	5	5	5	5	Always beneficial to hear the balanced information rather than just the opinions of a few. Thank you for the information and subsequent understanding of the Memorial's purpose of the development.
5	5	5	5	5	5	5	5	5	5	
5	5	5	5	5	5	5	5	5	5	Great. Well done.
5	5	5	5	5	4	5	5	5	5	
4	4	4	4	4	5	4	4	5	4	
5	5	5	5	5	4	5	4	5	5	
5	5	5	5	5	4	5	4	5	5	beautifully.
5	5	5	5	5	4	5	4	5	5	Thanks for the info! Great presentation!
5	5	3	4	4	5	5	5	5	4	
5	5	5	5	5	5	5	5	5	5	Excellent & very moving
5	5	5	5	5	5	5	5	5	5	
5	5	5	5	5	5	5	5	5	5	
4	3	4	4	4	3	4	4	4	4	(I now have a better understanding of the Memorial's plans) But don't agree
5	5	5	5	5	5	5	5	5	5	
5	4	5	3	5	5	5	5	5	4	
4	3	4	4	4	4	4	4	4	4	Make sure times for these session[s] are clear to those who are coming
5	5	5	5	5	5	5	5	5	5	
4	3	3	4	4	4	4	5	4	4	Confusion on start time
5	5	4	4	4	3	5	4	5	4	Don't like presentations being hijacked by one individual that must have an agenda. Would have been nice if he (the interjector) had introduced himself. Thanks for an informative presentation.
2	2	3	2	2	2	3	2	3	2 should be allocated for professional therapy. Too few community sessions at a busy time of year. Frontier Wars must be recognised & displayed at AWM. Excessive, offensive amounts of money planned to expand AWM, should be spent of bettering Australia & the environment. Display of big weapons risks becoming a mere theme park. 80% of those surveyed (Cabnerra Times online poll, not a survey) oppose this development - Listen to the people!. We do not need another expensive energy intensive
5	4	4	4	4	5	5	4	5	5	
5	5	5	5	5	5	5	5	5	5	
2	2	2	4	4	4	4	3	4	5	Was hoping to see plans of existing AWM and proposed building works.

5	4	5	5	5	5	5	5	5	5	5	<p>Most informative, respectful and genuine presenters, with sincere answers. Very well done videos and fly through. My only minor suggestion: I don't think it is helpful to denigrate those who may be sincerely critical as representing a 'vocal minority'. Submarine Association email indicated it was to be a session whereby we could provide information to 'update' AWM. Little information on I sincerely hope First Nations soldiers are equally acknowledged & stories of new Australia soldiers/defence/peacekeeping personnel are also told.</p> <p>Some questions connected with issues associated with DVA matters and some colonial wars were I believe outside the aims of this process. Would be good to how the Rwanda and Afghanistan wars are dealt with. Aust Staff Officer and NCOs on HQ UNAMIR II and Land Cmd for a period & CTV in Afghanistan. Very interesting but different HQ environments. members.</p>
2	4	3	4	3	5	4	4	4	4	2	
4	4	4	4	4	4	4	4	4	4	4	
5		5		5	5	5	5	5	5	5	
5	4	4	5	5	5	5	5	5	5	5	
5	5	5	5	5	5	5	5	5	5	5	
5	4	4	5	5	5	5	5	5	4	5	
5	5	5	5	5	5	5	5	5	5	5	
4	4	5	4	4	5	4	4	4	4	4	
4	3	4	5	4	4	4	4	5	5	5	
5	5	5	5	5	5	5	5	5	5	5	
Average	4.6	4.5	4.4	4.6	4.6	4.7	4.5	4.8	4.6		

ATTACHMENT D

EPBC Consultation Events

State	Location	Venue	Event Type	Location Type	Date	Attendees
ACT	Canberra	Australian War Memorial	Presentation	Museum	28/11/2019	38
NSW	Orange	Orange Ex Services' Club	Presentation	Club	2/12/2019	10
NSW	Newcastle	Wallsend Diggers	Presentation	RSL	2/12/2019	11
NSW	Orange	Orange Ex Services' Club	CDI	Club	2/12/2019	19
NSW	Newcastle	Wallsend Diggers	CDI	RSL	2/12/2019	5
NSW	Albury	Albury SS&A Club	Presentation	RSL	4/12/2019	5
NSW	Albury	Albury SS&A Club	CDI	RSL	4/12/2019	10
TAS	Launceston	Launceston Library	Presentation	Library	4/12/2019	4
TAS	Launceston	Launceston Library	CDI	Library	4/12/2019	2
NSW	Wagga Wagga	Wagga RSL	Presentation	RSL	5/12/2019	1
NSW	Wagga Wagga	Wagga RSL	CDI	RSL	5/12/2019	8
NT	Darwin	Cazalys Palmerston Club	Presentation	Club	5/12/2019	7
NT	Darwin	Cazalys Palmerston Club Tasmanian Museum and Art	CDI	Club	5/12/2019	13
TAS	Hobart	Gallery Tasmanian Museum and Art	Presentation	Museum	5/12/2019	9
TAS	Hobart	Gallery	CDI	Museum	5/12/2019	23
NSW	Paramatta	Parramatta RSL	Presentation	Club	9/12/2019	8
NSW	Parramatta	Parramatta RSL	CDI	RSL	9/12/2019	8
QLD	Townsville	Townsville RSL	Presentation	RSL	9/12/2019	9
QLD	Townsville	Townsville RSL	CDI	RSL	9/12/2019	3
VIC	Longbeach	Parramatta RSL	Presentation	RSL	9/12/2019	9
VIC	Longbeach	Parramatta RSL	CDI	RSL	9/12/2019	13
NSW	Canterbury	Canterbury Hurlstone RSL	Presentation	RSL	10/12/2019	7
NSW	Canterbury	Canterbury Hurlstone RSL Australian National Maritime	CDI	RSL	10/12/2019	17
NSW	Sydney	Museum	CDI	Museum	10/12/2019	2
QLD	Brisbane	Coorparoo RSL	Presentation	RSL	10/12/2019	18
QLD	Brisbane	Coorparoo RSL	CDI	RSL	10/12/2019	25
VIC	Caulfield	Caulfield RSL	Presentation	RSL	10/12/2019	9
VIC	Melbourne	The Shrine of Remembrance	Presentation	Museum	10/12/2019	15
VIC	Melbourne	The Shrine of Remembrance	CDI	Museum	10/12/2019	26
VIC	Caulfield	Caulfield RSL	CDI	RSL	10/12/2019	9
WA	Perth	Perth City Library	Presentation	Library	10/12/2019	2
WA	Perth	Perth Town Hall	CDI	Town Hall	10/12/2019	12
VIC	Geelong	Geelong RSL	Presentation	RSL	11/12/2019	7
VIC	Geelong	Geelong RSL	CDI	RSL	11/12/2019	14
WA	Fremantle	WA Maritime Museum	Presentation	Museum	11/12/2019	2
WA	Fremantle	WA Maritime Museum	CDI	Museum	11/12/2019	5
WA	Fremantle	WA Shipwrecks Museum	CDI	Museum	11/12/2019	2
QLD	Mackay	Dudley Denny City Library	Presentation	Library	12/12/2019	7
QLD	Mackay	Dudley Denny City Library Naval, Military & Air Force Club of	CDI	Library	12/12/2019	5
SA	Adelaide	South Australia Naval, Military & Air Force Club of	CDI	Club	12/12/2019	15
SA	Adelaide	South Australia	Presentation	Club	12/12/2019	6
ACT	Canberra	Australian War Memorial	CDI	Museum	19/01/2020	10
ACT	Canberra	Australian War Memorial	CDI Indigenous Stakeholder	Museum	19/01/2020	9
ACT	Canberra	Australian War Memorial	Presentation	Museum	24/01/2020	13
ACT	Canberra	Australian War Memorial	CDI	Museum	25/01/2020	3
ACT	Canberra	Australian War Memorial	CDI	Museum	25/01/2020	7