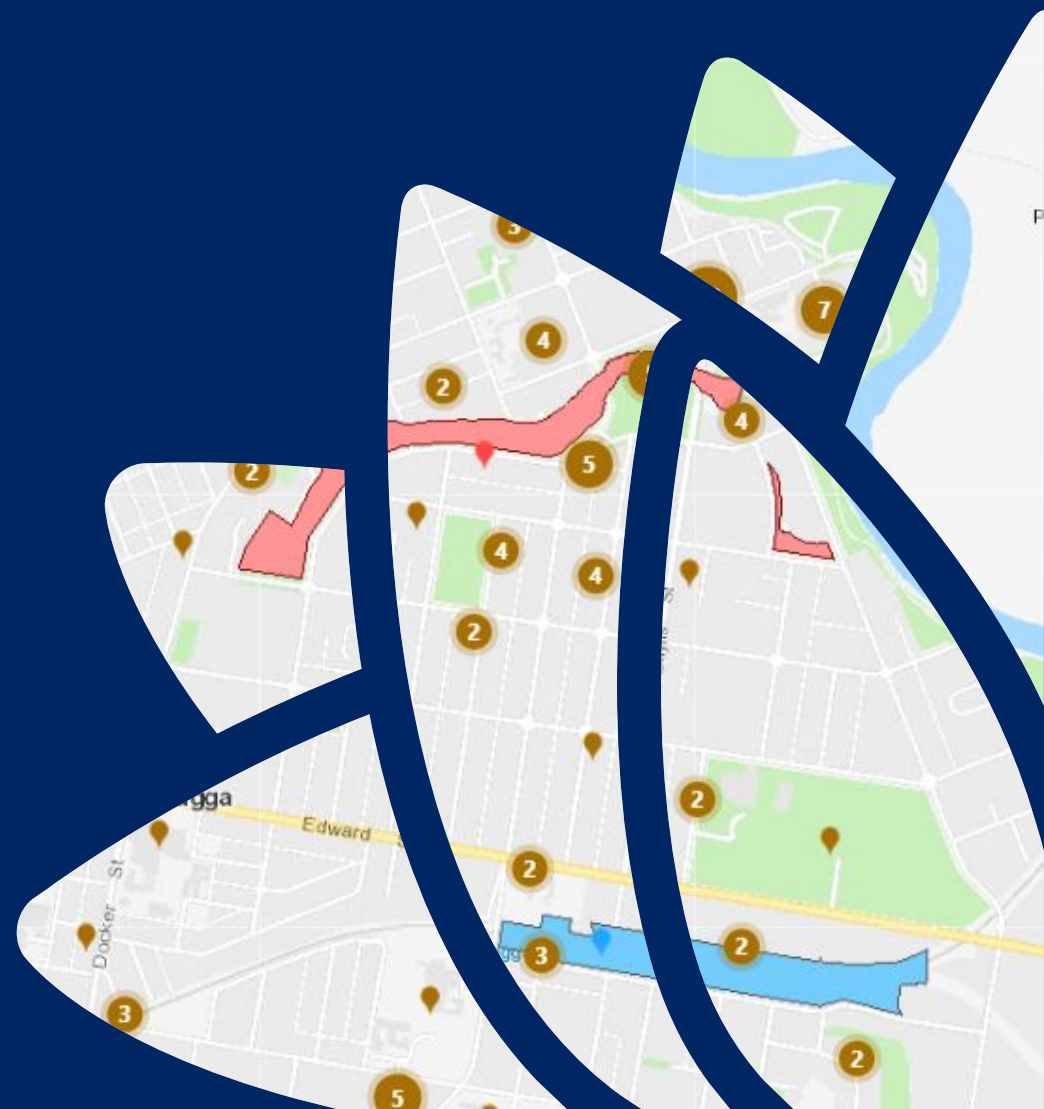


# Heritage Management System

User guide - How to use the HMS



# Outline

This information covers the key online steps in using the Heritage Management System (HMS)

**Audience:** External heritage customers, individuals or organisations who lodge applications for determination

**Recommendation:** Review this information before registering as a user, logging in and submitting applications.

## **This information includes:**

- Part 1 Overview of the Heritage Management System
- Part 2 Register, login and navigate your customer dashboard
- Part 3 Make an application
- Part 4 Pay for an application
- Part 5 Track your application
- Part 6 Explore, search and view heritage items

# Part 1: Overview

## What is changing with the introduction of HMS?

- The HMS is a digital system for lodging Heritage Act applications and searching heritage information on an interactive map across NSW.
- It replaces existing manual paper-based application processes.
- Our goal is to have one coordinated online system that is easy to use, transparent and streamlined,
- HMS will be used by a broad range of stakeholder groups including State Heritage Register owners, industry and heritage professionals, and local and state government agencies. Through HMS we will process applications and provide advice more efficiently.
- Some of the key features includes:
  - ability to set up a secure login for access to applications;
  - track progress of your applications via the dashboard;
  - receive emails at key stages of your application process; and
  - explore and search an interactive map and view heritage spatially.

# Part 1: Overview

## What applications and payments do you submit in the HMS?

Application accessed from the HMS	Payment required?
Apply for s60 Works Approval	Yes
Apply for s60 Fast Track Works	Yes
Apply for s146 Discovery of Relic Notification	No
Apply for s140 Excavation Permit	Yes
Apply for s139(4) Excavation Exemption Notification	No
Lodge s60 Variation	No
Lodge s140 Variation	No
Compliance with Conditions for applications approved in HMS	No

# Part 2: Register as a user with HMS

The URL for the Heritage Management System is:

[www.hms.heritage.nsw.gov.au](http://www.hms.heritage.nsw.gov.au)

Before you can login to the HMS you must first register as a user.

- On the login page click

## Login

If you have not previously registered through this site, please select **REGISTER** to get started. You **MUST** register first, before you submit online applications, such as **s60 Works Approval**.

If you are already registered, please enter your email address and password and select **LOGIN**.

If you need to reset password, please select **Forgotten your password** link.

**Email \***

**Password \***

I hereby agree to Heritage NSW [Terms and Conditions](#) for using the Heritage Management System \*

[Forgotten your password?](#)

# Part 2: Register as a user with HMS

Complete the following fields:

- Are you registering as an individual or on behalf of an organisation?
- Title
- First Name
- Last Name
- Street Address
- Suburb
- Country
- Phone Number
- Email
- Agree to the Terms and Conditions by selecting the tick box.
- Verify you are not a robot

Click

### Register as a User

Are you applying as an INDIVIDUAL, on behalf of an ORGANISATION or as your own BUSINESS? \*

Individual  Organisation/Business

Title \*  First Name \*  Last Name \*

Street Address \*  Suburb \*  Country \*


At least one phone number **MUST BE** provided, so that we can contact you if any issues arise from your application.

Phone Number  Mobile Number

Email \*

Declaration

I here by agree to Heritage NSW [Terms and Conditions](#) for registering for an online account. \*

I'm not a robot  [Privacy](#) [Terms](#)

# Part 2: Register as a user with HMS

After registering you will receive an email that:

- Confirms your username
- Follow the instructions in the link (valid for 24 hours) to create a password for your account.

You will receive an email confirming that your password reset has been successful.

You can now enter your email address and password to login to HMS.

## Login

If you have not previously registered through this site, please select **REGISTER** to get started. You **MUST** register first, before you submit online applications, such as *s60 Works Approval*.

If you are already registered, please enter your email address and password and select **LOGIN**.

If you need to reset password, please select **Forgotten your password** link.

Email \*

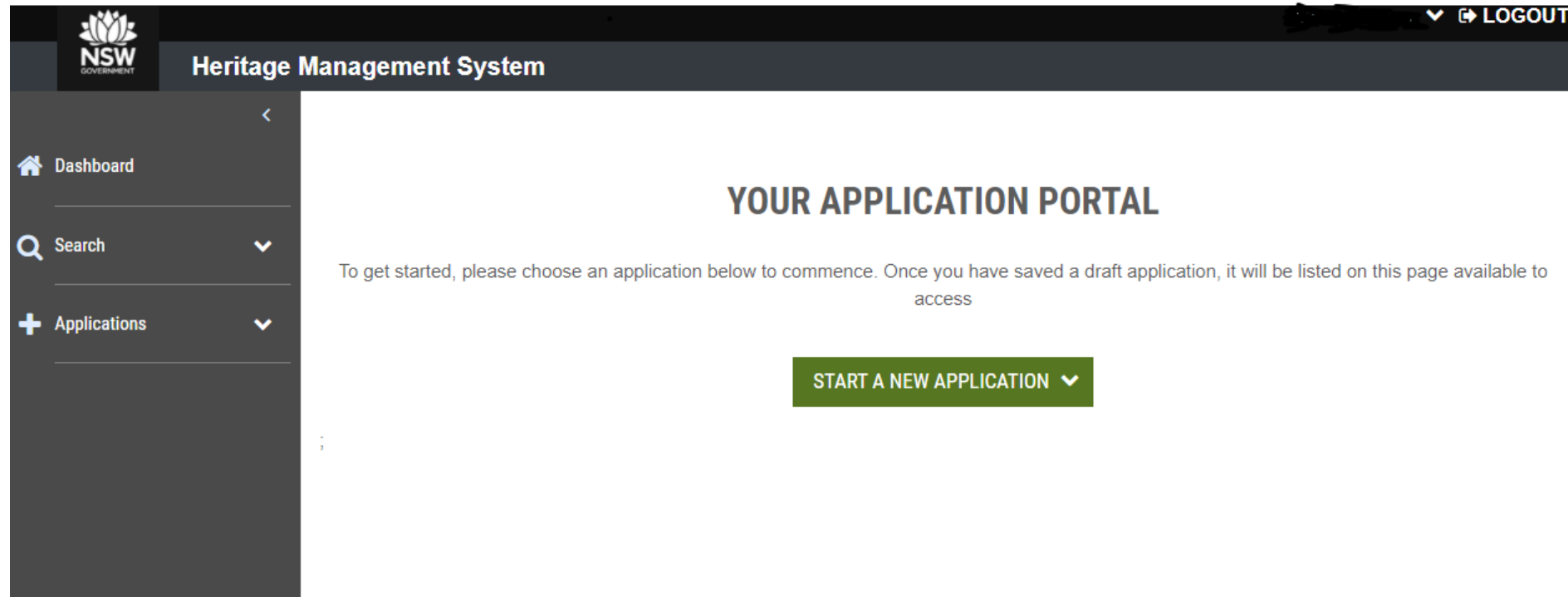
Password \*

I hereby agree to Heritage NSW [Terms and Conditions](#) for using the Heritage Management System \*

[Forgotten your password?](#)

# Part 2: Customer dashboard

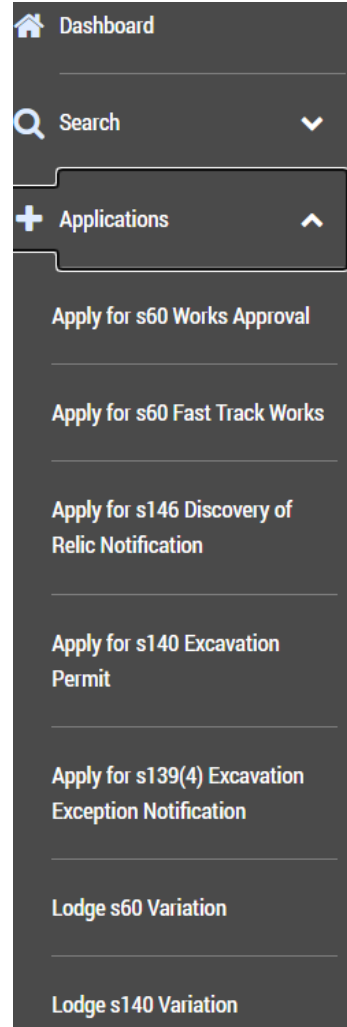
- This is how your dashboard looks after you register and login to HMS for the first time





# Part 2: Customer dashboard

- You will be able to start a new application from your dashboard or the left hand navigational panel



## YOUR APPLICATION PORTAL


To get started, please choose an application below to commence. Once you have saved a draft application, it will be listed on this page available to access






# Part 3: Make an application - overview


- There are several application types that can be lodged through HMS
- Different application types require different levels of information
- The application will step you through what information is required
- Electronic documents or files are required to be uploaded to support your online application

# Part 3: Make an application – a completed s60 application


- A sample s60 Works Approval with all sections filled out for Stage 1 displays with application details completed
- Note that in this sample all sections show a  indicating it has been completed by the applicant


Symbol	Definition
	This stage or step is completed
	This stage and/or step is to be actioned – this is where you currently are at in the workflow
	This stage or step is locked as it is a future stage or step in the workflow







## Application for s60 Works Approval

STAGE 1  
APPLICATION DETAILS  
  
COMPLETED


Application Number: 821  
Status: In Progress

I WANT TO 

 STAGE 1  
APPLICATION DETAILS - COMPLETED

-  Your Details
-  Conservation Management Plan
-  Integrated Development
-  Proposed Works
-  Land Owner Consent
-  Excavation Director

# Part 3: Make an application – a sample of Your Details

- A sample s60 Works Approval with Your Details section
- Click **EDIT DETAILS** to update your personal details
- Click **SEARCH & SELECT HERITAGE ITEM** and use the Heritage Item search to associate your heritage item to your application
- Note that mandatory fields are indicated by an asterisk \*
- If a mandatory field is not entered or a field is entered incorrectly the error message will appear at the top of the screen and you will not be able to proceed until it is completed  
**Error(s) have occurred. Changes have not been saved.**
- Click the  if you need to delete an uploaded document
- Click **FINISH LATER** to save a draft of your application and return to it in your dashboard at a later time.



## Your Details

Name	Mr Herman Sys
Organisation Type	Individual
Street Address	1 KAREN PL CORRIMAL NSW 2518 Australia
Phone Number	98765432
Mobile Number	0434 987 654
Email	hermansys2020@gmail.com

**EDIT DETAILS**

## Select the Heritage Item

Use the Heritage Search to locate and select the Heritage Item the S60 application is for.

**SEARCH & SELECT HERITAGE ITEM**

# Part 3: Make an application – a sample Conservation Management Plan section

- A sample s60 Works Approval with all fields completed for the Conservation Management Plan section



## Conservation Management Plan

Does a Conservation Management Plan (CMP) exist for the Heritage Item? \* 

Yes  No

Who prepared the Conservation Management Plan? \*

The Heritage Gurus Pty Ltd

Date it was prepared? \*

17/04/2020

Please upload a copy of the latest Conservation Management Plan (CMP) \*

UPLOAD CMP

 Conservation Management Plan.docx

Has the Conservation Management Plan been endorsed by the Heritage Council? \*

Yes  No

Date it was endorsed? \*

10/01/2021

# Part 3: Make an application – a sample Integrated Development section

- A sample s60 Works Approval with all fields completed for the Integrated Development section



## Integrated Development

Integrated Development is an efficient way for the Heritage Council and local council to assess proposed works to a State Heritage Item, at the same time.

Has a Development Application (DA) been lodged with the local Council for the works? \*

Yes  No

Has development consent been granted? \*

Yes  No

What is the DA Number? \*

DA20-1234

Approval Date \*

11/09/2020

Is this application consistent with the approved DA? \*

Yes  No

Please upload a scanned copy of the Development Application \*

UPLOAD DA COPY

DA20-1234.docx

11.3 KB

# Part 3: Make an application – a sample Proposed Works section

- A sample s60 Works Approval with all fields completed for Proposed Works section
- The Application Fee will automatically be determined based on Application Fee Table

✓ Proposed Works

**Proposed Works \***  
Please provide a brief description of the proposed works

Alterations and additions to ground floor 214 characters remaining

Please upload detailed plans/drawings describing your proposal \*

UPLOAD PLANS/DRAWINGS

✓ Plans and drawings.docx 30/03/2021 11:00 11.3 KB

**Estimated cost of works \* ①**

\$ 25000

Is the heritage item in question currently lived in by the owner? \* ①

Yes  No

Based on the estimate cost of works, the following application fee is applicable:

Application Fee: \$150.00

[View Application Fee Table](#)

**Heritage Impact Statement \***  
A Heritage Impact Statement is required with all section 60 applications. Information to assist you with preparing a Heritage Impact Statement is available in the guideline *Statements of Heritage Impact*. The Statement should address the policies of an endorsed Conservation Management Plan.

UPLOAD HERITAGE IMPACT STATEMENT

✓ Heritage Impact Statement.docx 11.3 KB

**Economic Role of Heritage**

Please help us determine the economic role of heritage in development in NSW by answering the following questions.

**Estimated total cost of the project? \***

\$ 50000

**Expected start date? \***

01/07/2021


**Expected duration of the project? \***


12

Will this project create new long term jobs (e.g. by providing a new service or facility)? \*

Yes  No

# Part 3: Make an application – a sample Land Owners Consent section

- A sample s60 works Approval with all fields completed for Land Owners Consent section
- The Land Owner Consent Form will be downloaded as a .pdf file and will appear at the bottom right of your screen  OwnerConsent (19).pdf ^
- The consent form can be opened in Adobe Acrobat Reader or Editor.
- Copy or insert your electronic signature into the Land Owner Consent Form and click **UPLOAD SIGNED LAND OWNER CONSENT**
- The form must be signed by both the applicant and the owner (if separate individuals)

 Land Owner Consent

The land owners consent must relate specifically to the making of this application. It may be provided in a separate letter. If the item is situated on Crown Land, this section should be completed by the lawful occupier.

Are you the legal owner of this heritage item? \*

Yes  No




Are there additional land owners? \*

Yes  No

Please download and completed the **Land Owner Consent Form**. This form must be signed by both the applicant and the owner (if separate individuals). When completed, scan and upload below.

**Download Land Owner Consent Form**

**UPLOAD SIGNED LAND OWNER CONSENT**

 OwnerConsent.pdf 69.2 KB  



# Part 3: Make an application – a sample Excavation Director section

- A sample s60 works Approval with all fields completed for Excavation Director section

Excavation Director

Does your project involve the excavation of land, or works to building cavities, which will, or is likely to disturb archaeology? **\***

Yes  No

Please provide the details of up to two excavation directors responsible for the proposed works as well as upload their latest CVs.

### Primary Excavation Director

Title **\***  First Name **\***  Last Name **\***

Organisation  Position

Street Address   Country **\***

Copy Street Address to Postal Address

Postal Address   Country

At least one phone number **MUST BE** provided, so that we can contact you if any issues arise from your application.

Phone Number  Mobile Number

Email **\***

### Primary Excavation Director CV **\***

Excavation Director CV.docx 11.3 KB

### Excavation Director Form **\***

Download and complete each of the Excavation Director Form(s). Ensure that the form(s) are signed by each excavation director. Upload the completed form(s) below.

**Download Excavation Director Form**

Excavation Director Form.pdf 69.5 KB

### Archaeological Assessment **\***

As the proposal involve the excavation of land, or works to building cavities, which will, or is likely to disturb archaeology, please include a copy of the **Archaeological Assessment**.

Archaeological Assessment.docx 11.3 KB

### Archaeological Research Design (ARD) **\***

If archaeology is proposed and an Archaeological Research Design (ARD) does not already form part of the Heritage Impact Statement, then please upload.

ARD.docx 11.3 KB

# Part 4: Pay for an application

- A sample s60 works Approval with all fields for Pay for an application section
- Before proceeding to this section you can read the Terms & Conditions and check the declaration box
- Note that refunds will not be granted once your application is accepted following the preliminary completeness check.
- The following applications require payments: s60 Development Application, s60 Fast Track and s140
- Debit/Credit Card Payments can be made through Visa or Mastercard. Cheque or Purchase Orders are not available.
- Enter the details and click **SUBMIT PAYMENT**

## Payment

The fee calculated below is based on the expected cost of works that you provided:

Estimated cost of works  
\$32,424.00

Application Fee Payable \$300.00

## Secure Payment Details

To complete your application online, payment of the application fee in full is required with a valid debit or credit card.

Cardholders Name\*

As appears on your card

Card Number\*

Debit/Credit Card Number



Expiry Date\*

MM / YYYY

CVN\* ⓘ

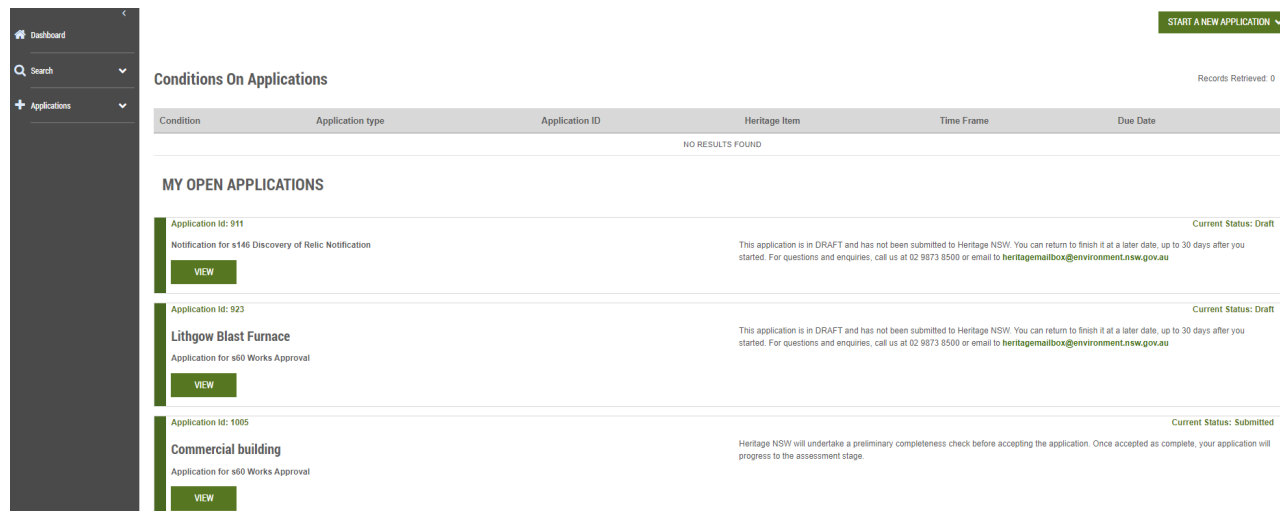
Security Code

**SUBMIT PAYMENT**

CANCEL

# Part 5: Track your application

- You will receive a Lodgement Application confirmation and Payment Receipt to your specified email address from a **no-reply** email address
- This is how your dashboard may look after you have submitted applications.



The screenshot shows a web dashboard with a dark sidebar on the left containing navigation options: Dashboard, Search, and Applications. The main content area has a top right button labeled 'START A NEW APPLICATION'. Below this is a section titled 'Conditions On Applications' with a table header: Condition, Application type, Application ID, Heritage Item, Time Frame, and Due Date. The table currently displays 'NO RESULTS FOUND'. Below the table is a section titled 'MY OPEN APPLICATIONS' which lists three application entries. Each entry includes the application ID, a brief description, the current status, and a 'VIEW' button.

Condition	Application type	Application ID	Heritage Item	Time Frame	Due Date
NO RESULTS FOUND					

### MY OPEN APPLICATIONS

Application id: 911 Notification for s146 Discovery of Relic Notification	Current Status: Draft
Application id: 923 <b>Lithgow Blast Furnace</b> Application for s60 Works Approval	Current Status: Draft
Application id: 1005 <b>Commercial building</b> Application for s60 Works Approval	Current Status: Submitted

# Part 5: Track your application

- Under My Open Applications an application can have the status of:
  - Draft – This application is in DRAFT and has not been submitted to Heritage NSW. You can return to finish it at a later date, up to 30 days after you started.
  - Submitted – Heritage NSW will undertake a preliminary completeness check before accepting the application. Once accepted as complete, your application will progress to the assessment stage.
  - Processing: Your application has progressed to the assessment stage. Heritage NSW will contact you by email if additional information is required and when a decision is made. You can track your application in the Heritage Management System and respond to tasks.

## MY OPEN APPLICATIONS

Application Id: 1100 <b>S139 Excavation Exception – 1100</b> s139(4) – Excavation Exception <a href="#">VIEW</a>	Current Status: Submitted Heritage NSW will undertake a preliminary completeness check before accepting the application. Once accepted as complete, your application will progress to the assessment stage.
Application Id: 1109 <b>Paddington Reservoir</b> Application for s60 Works Approval <a href="#">VIEW</a>	Current Status: Submitted Heritage NSW will undertake a preliminary completeness check before accepting the application. Once accepted as complete, your application will progress to the assessment stage.
Application Id: 1114 <b>Hay Gaol</b> Application for s60 Fast Track Works <a href="#">VIEW</a>	Current Status: Processing Your application has progressed to the assessment stage. Heritage NSW will contact you by email if additional information is required and when a decision is made. You can track your application in the Heritage Management System and respond to tasks.

# Part 5: Track your application

- When an application is accepted the Current Status changes from Submitted to Processing on your Dashboard

Application Id: 1199 Current Status: Processing

**AWA Building and Tower**

Application for s60 Works Approval

[VIEW](#)

Your application has progressed to the assessment stage. Heritage NSW will contact you by email if additional information is required and when a decision is made. You can track your application in the Heritage Management System and respond to tasks.

- Click [VIEW](#) at any time to open the application and finalise information or respond to tasks
- Click [I WANT TO ^](#)   
 [Withdraw Application](#) to withdraw the application

## Application for s60 Works Approval

STAGE 1 STAGE 2

APPLICATION DETAILS PAYMENT

COMPLETED COMPLETED

Application Number: 1199

Status: In Progress

[I WANT TO ^](#)

STAGE 1  
APPLICATION DETAILS - COMPLETED

STAGE 2  
PAYMENT - COMPLETED

RESPOND TO TASK(S)

RETURN TO HOME

# Part 5: Track your application - respond to a task

- You may receive an email with a task to action. To view the message log into HMS and click on the Application Id to open the application and then click on the relevant task row.
- The Task pop up box will appear for you to respond and provide information to the Officer. Complete the information and click **SAVE & SEND**

**You have outstanding tasks to action.**

### TASKS TO ACTION

Records Retrieved: 2

Application Id ▲	Request Date	Application Type	Date Submitted	SHR ID	Heritage Item	Request	Required By
1126	1/03/2021	Application for s60 Fast Track Works	28/02/2021	00375	Morpeth House, Closebourne House, Adjoining Chapels and Diocesan Registry Group	New task awaiting action for "Application for s60 Fast Track Works" – ID 1126, Morpeth House, Closebourne House, Adjoining Chapels and Diocesan Registry Group, SHR 00375"	1/03/2021
1189	11/03/2021	Application for s60 Works Approval	11/03/2021	00033	Addington House	Heritage Management System - New task awaiting action for "Application for s60 Works Approval – 1189, Addington House, 00033"	11/03/2021

Page 1 of 1 | 10 Items per page

### Send Task Response

#### The Task

**Request Date**  
1/03/2021 9:29:13 AM

**Required By \***  
1/03/2021

**Subject \***  
New task awaiting action for "Application for s60 Fast Track Works" – ID 1126, Morpeth House, Closebourne House, Adjoining Chapels and Diocesan Registry Group, SHR 00375"

**Message**  
Dear Alex  
We require a HIS  
regards  
Lily

**Supporting Document(s)**

#### Your Response

**Response \***

**Document Type**  
Select a Value

# Part 5: Track your application

## MY COMPLETED APPLICATIONS

Records Retrieved: 27 ^

Application Id ▲	Application Type	Date Submitted	Heritage Item	Outcome	Status	
1097	Application for s60 Works Approval	22/02/2021	Little Hunter and Hamilton Street Precinct	Accepted	Closed	<a href="#">View Stamped Documents</a>
1098	Application for s140 Excavation Permit	21/02/2021	S140 Excavation Permit – 1098	Rejected	Closed	
1099	Application for s140 Excavation Permit	21/02/2021	S140 Excavation Permit – 1099	Accepted	Withdrawn	
1105	Application for s60 Works Approval	25/02/2021	Walter Burley Griffin Incinerator	Accepted	Closed	
1108	Application for s60 Works Approval	25/02/2021	Walter Sully Emporium	Accepted	Withdrawn	
1110	Application for s60 Fast Track Works	25/02/2021	Paddington Reservoir	Accepted	Closed	<a href="#">View Stamped Documents</a>
1113	Application for s60 Fast Track Works	25/02/2021	Lilyvale	Rejected	Closed	
1116	Application for s60 Fast Track Works	25/02/2021	Sydney Opera House	Accepted	Closed	
1117	Application for s60 Works Approval	25/02/2021	Arncliffe Railway Station Group	Accepted	Closed	<a href="#">View Stamped Documents</a>
1118	Notification for Compliance with Conditions	26/02/2021		Accepted	Closed	

1 2 3 >



Page 1 of 3 10 Items per page


- You will receive an email advising of the outcome of the application
- The application will move to My Completed Applications on your dashboard where you can view and download the Stamped Documents if approved

# Part 6: Explore heritage items

To open the heritage search click Search and then Heritage Search in the left hand navigational panel

Explore the map by:

- Double clicking on the map to zoom to that location
- Click on a pin or a cluster to zoom to that location
- Scroll your mouse wheel to zoom in or out
- Click on the  to zoom in or out
- Click and hold your mouse to pan the map
- Click the  for more advanced tool options

- Click on a pin  to open the summary pop up box. Click on the View Additional Details for more information.

AWA Building and Tower



Address: 45-47 York Street Sydney  
LGA: Sydney  
LALC: METROPOLITAN  
Listing No: 00665  
Gazette Date: 02/04/1999

[View Additional Details](#)

Note:

- The exact location and boundary of a culturally sensitive Aboriginal Place is not provided. The pin location approximates the general location and the boundary is not provided at all. Email [ahims@environment.nsw.gov.au](mailto:ahims@environment.nsw.gov.au) for more information
- s170 Heritage & Conservation Register heritage items are available in the A-Z and Statutory List views but not available on the Map view



# Part 6: Search and view heritage items

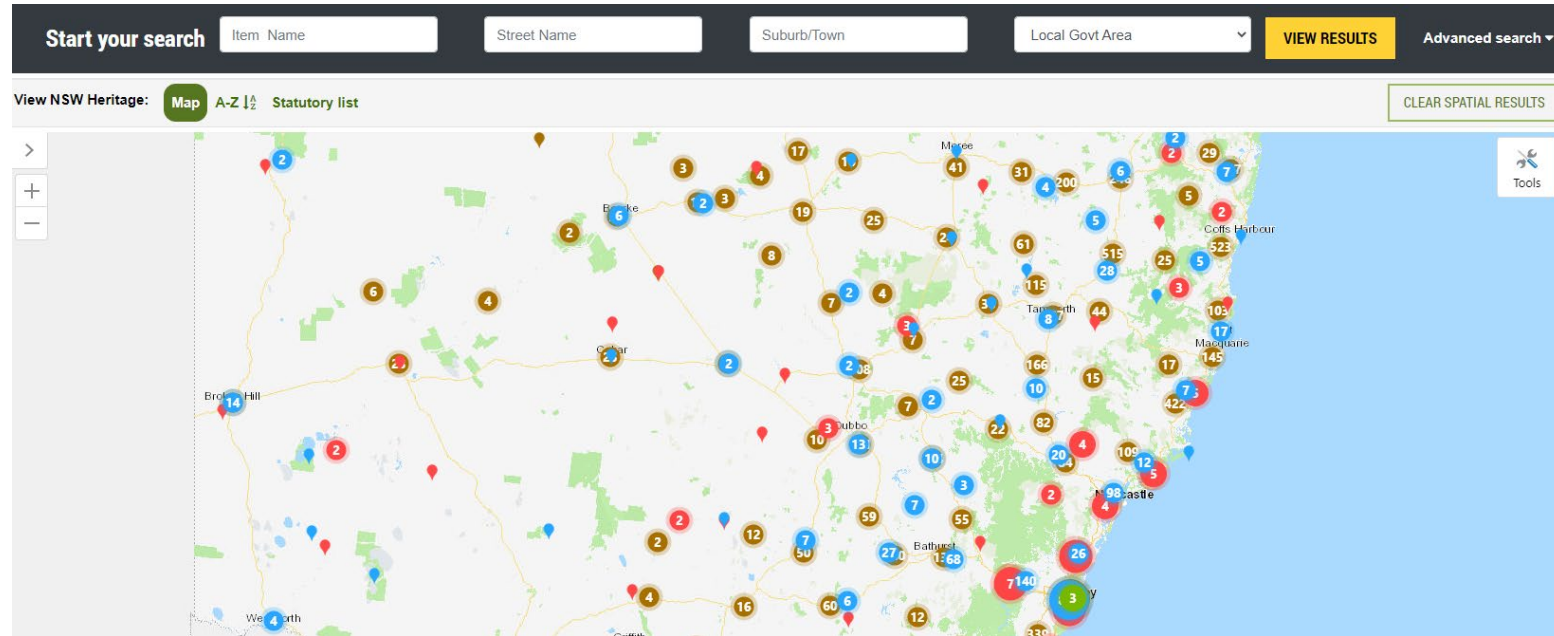
Basic search fields include:

- Item Name
- Street Name – do not enter street number
- Suburb/Town – as you type HMS will provide options
- Local Government Area – select from the drop down list
- More search criteria is available by clicking **Advanced search** ▾

Enter your criteria and click **VIEW RESULTS**

Results view can be changed at any time by clicking:

- Map (default): results are displayed as coloured clusters and pins on the map of NSW
- A-Z: results are displayed in a single table. Column headings can be sorted.
- Statutory List: results are displayed in a table form in 3 sections.







Search tips:

- The best results are achieved by entering the least criteria
- Avoid searching by Item Name unless you are certain of the exact name
- Most search fields are free form text fields so you are not restricted to what you enter
- The time taken to load over 30,000 heritage items will vary depending on your internet speed. Please be patient whilst the map results are loaded.

# Part 6: Search and view heritage items

The screenshot displays the NSW Heritage Search interface. At the top, there is a search bar with fields for 'Item Name', 'Street Name', 'Suburb/Town', and 'Lithgow', along with a 'VIEW RESULTS' button and an 'Advanced search' dropdown. Below the search bar, the 'View Results By' section includes 'Map' (selected), 'A-Z', and 'Statutory list', with a 'CLEAR SPATIAL RESULTS' button. The main area is a map showing various heritage items marked with colored pins (red, blue, green, brown) and numbered circles. A search results panel on the left shows '417 Results Found' and lists categories: '(1) Aboriginal Place', '(31) State Heritage Register', and '(385) Local Environmental Plan'. The map includes labels for locations like Peel, Bullen, Wallerawang, and Clarence, and features like 'Winburndale Nature Reserve' and 'Marrangaroo National Park'.

- Map view search results will appear on the map and in the left hand search result navigational panel
- Click > in the result navigational panel to expand the result
- Click ... to zoom to that heritage item
- Click on a pin     to open the summary pop up box. Click on the View Additional Details for more information to open in a new tab.

# Part 7: More information and help

Contact Heritage NSW

Phone (02) 9873 8500

Email to [heritagemailbox@environment.nsw.gov.au](mailto:heritagemailbox@environment.nsw.gov.au)