

# Stronger Industry, Stronger Market

## Professional Standards Forum

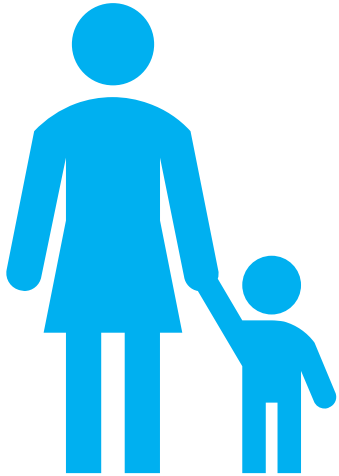
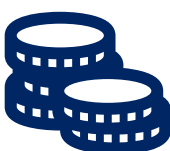
Matt Press, Office of the Building Commissioner

7 April 2022

# What does a strong industry association look like?



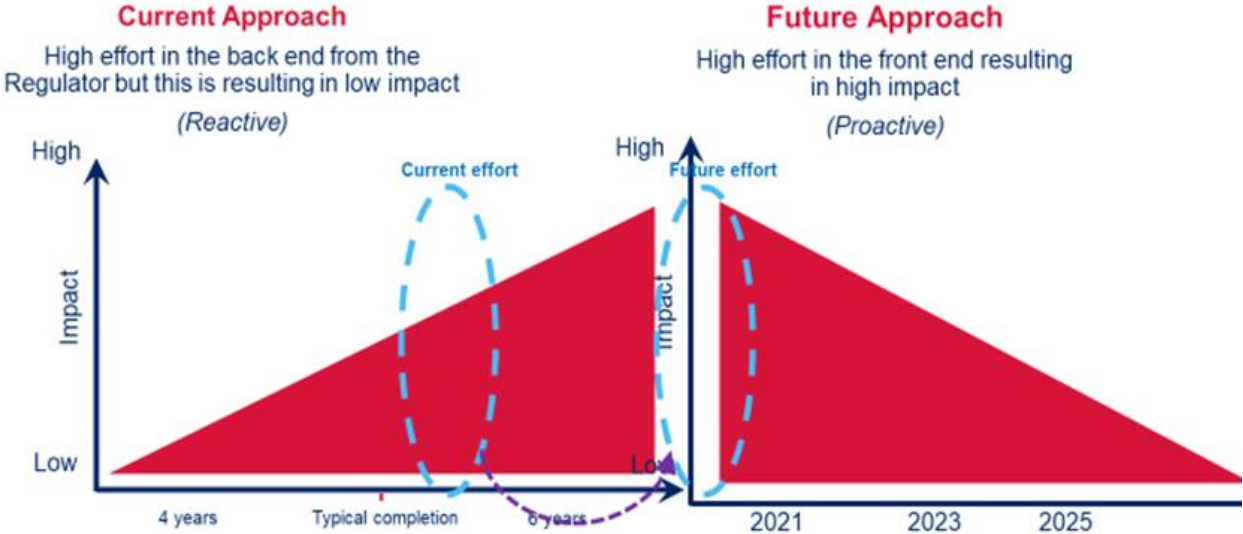
# They create confident markets by putting the right person at the centre



The WHY

**Where is the customer mentioned in your Charter?**

# Adopt a proactive and multi-dimensional approach



**1** **Customer-focused regulatory framework**

- New buildings designed and constructed according to the Building Code of Australia
- CE... provided with... to be able to maintain their asset
- Additional legislation to enhance requirements around fire safety and key building elements
- Produce an industry that is customer-focused and seeks to deliver quality outputs
- A regulator that is empowered, organised and resourced to be impactful and efficient

**2** **Ratings systems to provide greater information transparency**

- Facilitate the creation of regulated ratings tool information that can be purchased in the open market by insurers, financiers and other entities
- Integrate existing... held...
- Facilitate market settings to allow decennial liability insurance to be offered for high-quality class 2 buildings

**3** **Lifting skills and capabilities**

- Open source content is delivered by NSW-based institutions.
- Measurable uplift in practitioner performance (reduced...)
- Digital... compliance...
- Enhanced consumer and market confidence in the performance capabilities of the sector.

**4** **Strengthening contracts and standards**

- Clearly defined roles and accountabilities in template construction contracts
- Measurable uplift in practitioner performance (reduced...)
- Clear... compliance... to risky projects.
- Insurers able to supply appropriately priced policies to practitioners and projects throughout the supply chain
- Enhanced consumer and market confidence in the performance capabilities of the sector.

**5** **Using digital platforms to drive enhanced accessibility**

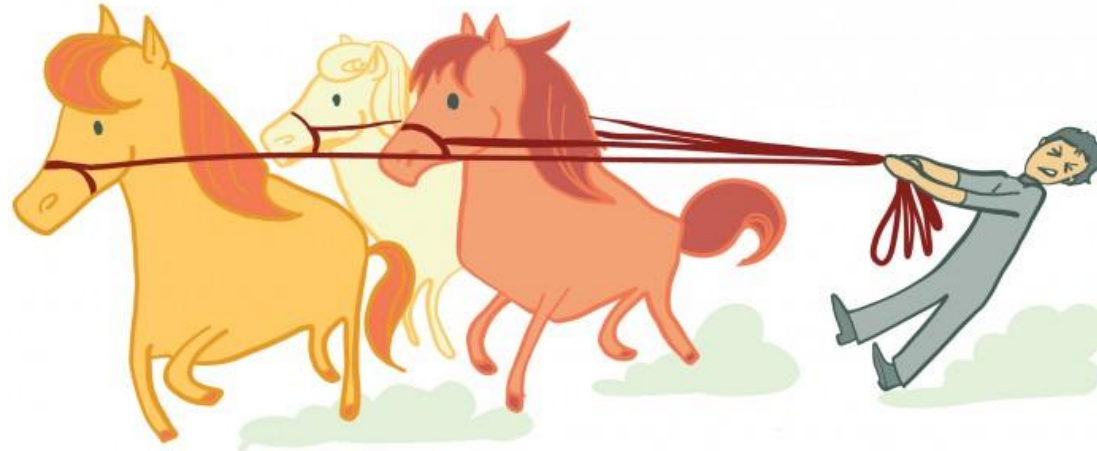
- Digital... established for building products, practitioners and buildings.
- A building quality assurance architecture that will be able to evolve to have global application
- Building and safety regulators able to more efficiently monitor risks and enforce compliance.

**6** **Using data and research to deliver continual improvement**

- Public dashboard reporting on the outcomes of the workplan.
- Increase... on the sector's performance.
- Establish a customer-focused industry culture that strives for continual improvement

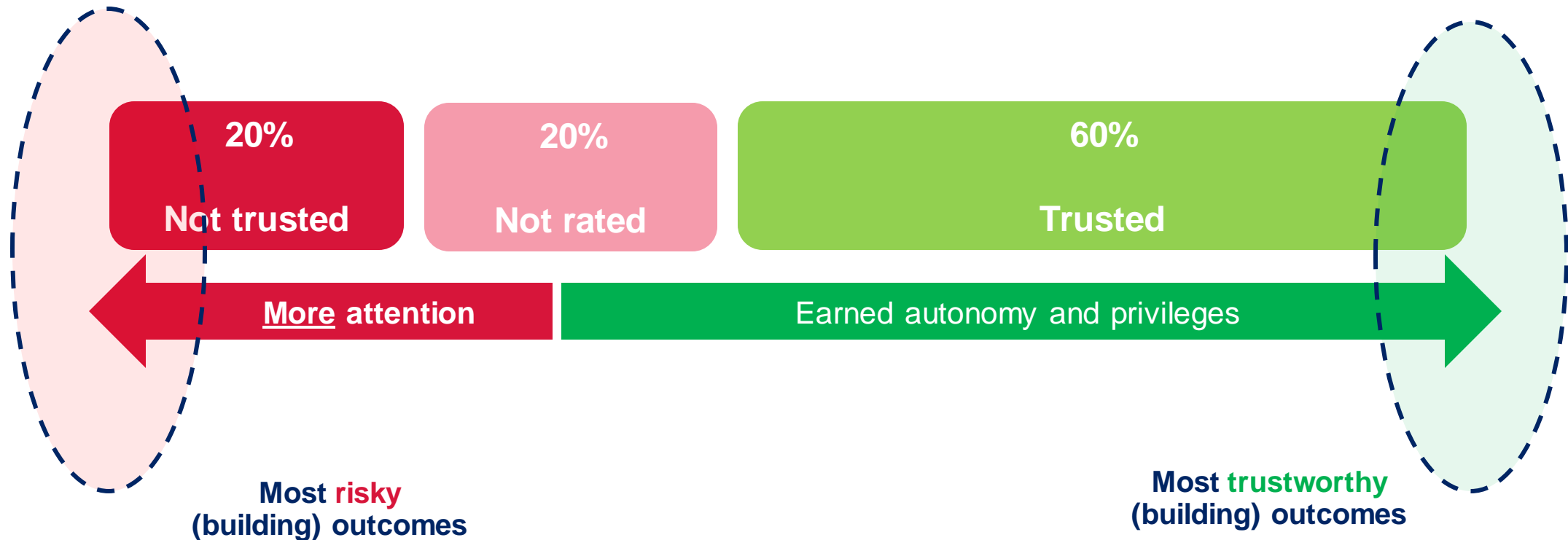


# Helping to keep your membership in the right paddock



**What happens to a member that doesn't deliver on their promise to a customer?**

# All players benefit from markets with mechanisms that encourage trustworthy behaviours



**What incentives do your members have to improve?**

# Manage the 'givens' to prevent them from causing harm to customers



**What do the controls in your sector look like?**



# Ongoing professional education is critical to raising standards

Learn how to do it better next time



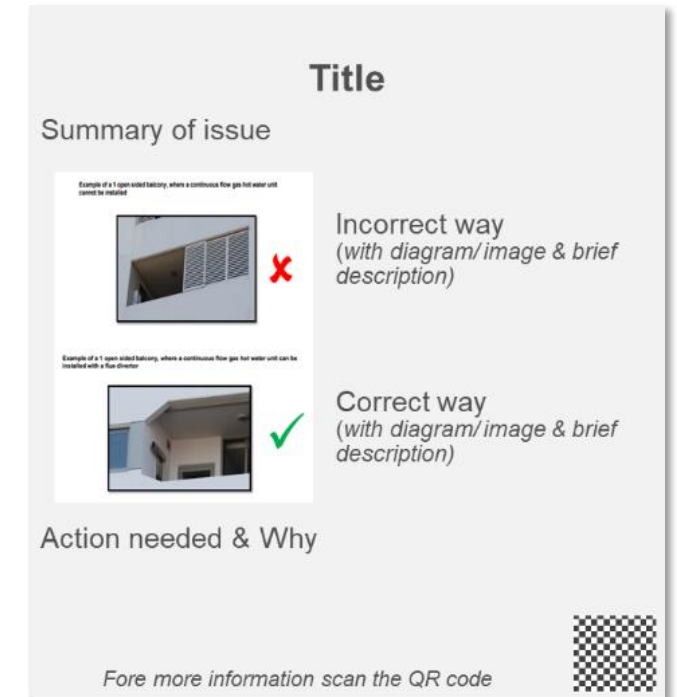
The form is titled 'WATERPROOFING DESIGN PRINCIPLES' and 'STUDENT COMMITMENT'. It includes a QR code, a 'REQUIRED LEARNING' section, and a 'STUDENT COMMITMENT' section with fields for First Name, Surname, Occupation, Worksite, Signature, and Date. A small text box encourages completion within two weeks. The Construct NSW logo is at the bottom.



Online short courses (and CPD)



Simple case studies



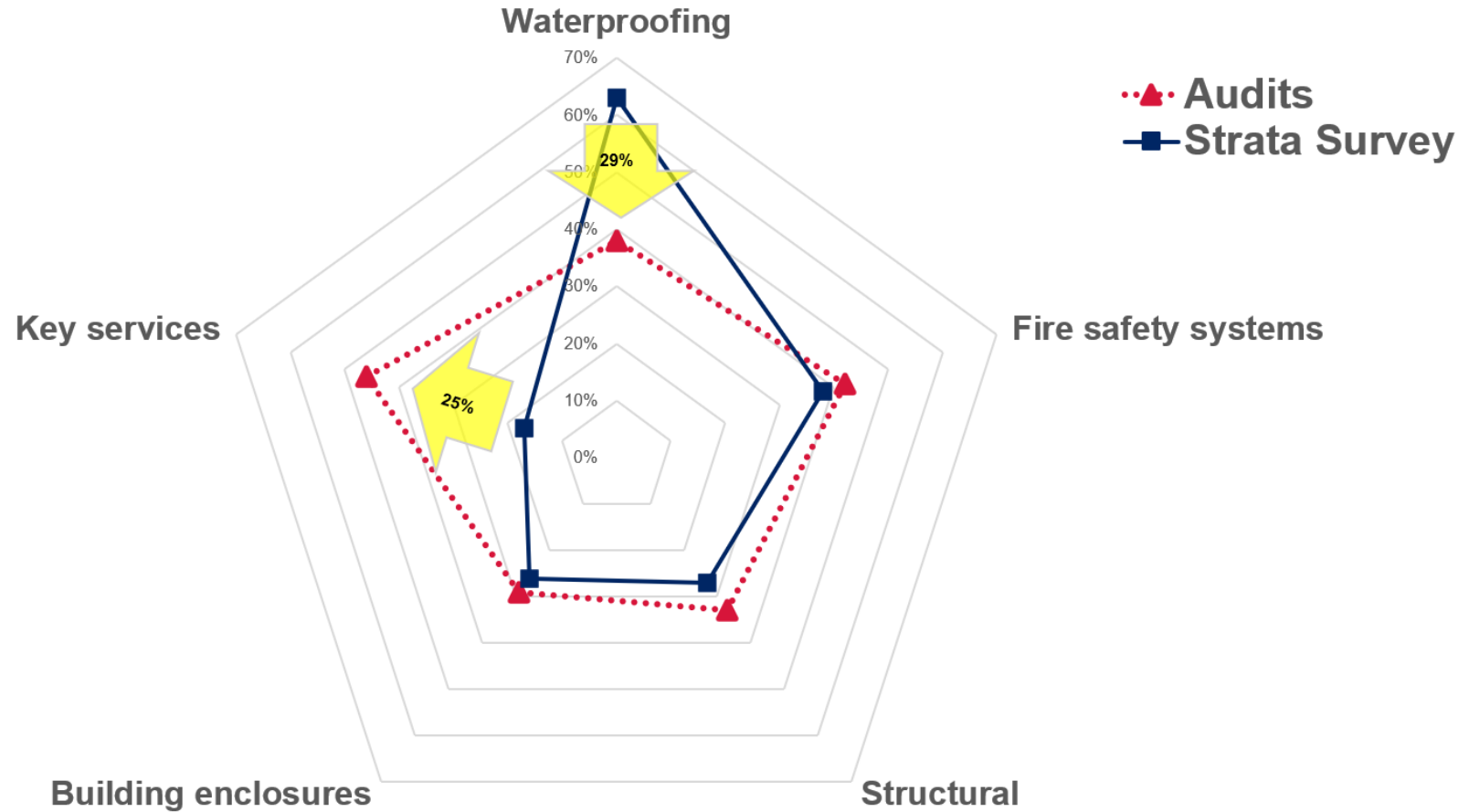
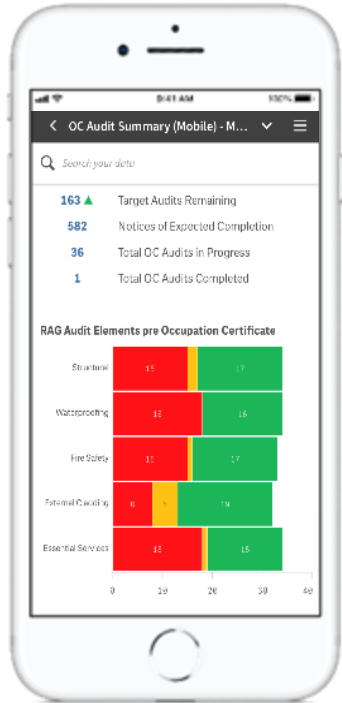
The template includes the following sections:

- Title**
- Summary of issue**
- Incorrect way (with diagram/image & brief description)**: Includes an image of a 1 open sided balcony with a red 'X' mark.
- Correct way (with diagram/image & brief description)**: Includes an image of a 1 open sided balcony with a green checkmark.
- Action needed & Why**
- Fore more information scan the QR code**: Includes a QR code.

Is your CPD formal, relevant and engaging?



# Using data effectively drive improvement, and sharing it



**Are yesterday's issues still an issue today?**

# The modern industry association

