



Hon Richard Wynne MP

Minister for Planning
Minister for Housing
Minister for Multicultural Affairs

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Mr David Islip
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Ref: MBR039406



Dear Mr Islip

STATEMENT OF EXPECTATIONS FOR THE ARCHITECTS REGISTRATION BOARD OF VICTORIA

I am pleased to provide you with this Statement of Expectations (SOE) for the Architects Registration Board of Victoria (ARBV). This SOE applies from the date of issue until 30 June 2021, or until otherwise amended.

The SOE outlines key governance and performance objectives and targets aimed at promoting greater efficiency and effectiveness in the administration and enforcement of regulation, thereby reducing costs to business and the community. It is the successor to the SOE dated 3 April 2016, which set performance measures and targets for 2016-2017 and was extended until 30 June 2019.

As Minister for Planning, I am responsible for administering the *Architects Act 1991* and the Architects Regulations 2015 that affect businesses and the broader Victorian community. This SOE should be read within the context of the objectives, obligations and functions outlined in the Act and regulations as amended.

Improvements and targets

Based on consultation between the Department of Environment, Land, Water and Planning (DELWP) and the ARBV, I have identified key elements of governance and operational performance where there are opportunities for the ARBV to make improvements that would reduce cost impacts on business. The ARBV is expected to identify activities it will undertake to achieve the following performance improvements and targets:

<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
<p>Victorian businesses rely on regulators to operate efficiently and to have processes in place that enable timely decision making and communications. Timeliness is an important component of good regulatory practice</p> <p>I expect the ARBV to make it easier for registered entities and members of the public to submit required data online, check on their application status and remain compliant with their obligations. I understand there are opportunities to provide improvements to service delivery timeliness by moving to online platforms</p>	<p>By 30 June 2021:</p> <ul style="list-style-type: none"> a client focused digitally enabled system is successfully implemented and is operating effectively reporting on timeliness of service is published in the ARBV annual report and website 	<p>Improved timeliness</p>

<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
<p>I understand the ARBV is developing and implementing a risk-based and evidence-led targeted approach to guide the delivery of its operations. I would like to see more transparency in the form of the ARBV's strategic compliance and enforcement priorities, activities and performance targets. I expect the ARBV to make greater use of data to refine its risk-based strategy</p>	<p>By 31 July 2019, the risk-based regulatory strategy is published on the ARBV website</p> <p>By 30 June 2021, the risk-based regulatory strategy is being applied to improve compliance through:</p> <ul style="list-style-type: none"> • development of risk profiles as predictors for likelihood of non-compliance • focused strategies addressing the current major and emerging key compliance issues • development of improved data analytics in: <ul style="list-style-type: none"> ○ identifying emerging trends and tailoring of services ○ better targeting of areas of non-compliance of most need and effect <p>Key regulatory outcomes to be published in the ARBV annual report and website</p>	<p>Risk-based strategies</p>
<p>I expect to see greater focus on the matters impacting on the experience of regulated entities and members of the public through improved service delivery and ease in access to information. As the regulator of Victoria's architectural profession, I expect the ARBV to provide effective assistance, guidance and education for the registration of architects and approvals of partnerships and companies and to support these entities to comply with their obligations with a view to continuous improvement</p>	<p>By 31 December 2020, guidance material to support regulated entities with their compliance obligations has been reviewed, updated and made available on the ARBV website</p>	<p>Compliance related assistance and advice</p>

<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
Activities to support regulated entities' compliance, including the development of guidance, education and support		
I expect the ARBV to continue to work collaboratively with other regulators in Victoria and nationally. I would like more information to be publicly available in relation to the work that the ARBV undertakes with other regulators	By 30 June 2021, information sharing agreements with key co-regulatory bodies to be established	Cooperation among regulators
I expect the ARBV to establish a regulatory forum for regulators of Australian architects in other jurisdictions	By 30 June 2021, the regulatory forum will be operating with a view to sharing information, and learning to improve consistency in regulatory activities nationally and within jurisdictions	Stakeholder consultation and engagement
<p>I expect the ARBV to continue to coordinate feedback from its regulated entities and other stakeholders to identify opportunities to improve regulatory design and interaction with stakeholders. I would like more information to be publicly available in relation to how this will be undertaken and the ways in which the information gathered will be utilised</p> <p>I expect the ARBV to establish an industry and consumer forum to provide feedback and guidance on the delivery of the regulatory strategy</p>	<p>By 31 December 2019, implementation of a communications and stakeholder engagement strategy has commenced with a view to full implementation by 31 December 2020</p> <p>By 30 June 2021, the industry and consumer forum will be in operation and its findings used to inform the ARBV's regulatory activities and a review of the effectiveness of the ARBV's regulatory strategy</p>	Accountability and transparency

<p>The ARBV, as part of the Victorian Government, is accountable to the Parliament through me in my capacity as Minister for Planning. The Architects Act requires that the ARBV must advise the Minister on the carrying out of the Board's functions under this Act and on any other matter referred to it by the Minister</p> <p>I expect the ARBV to commit to a stronger compliance response where voluntary compliance has not been achieved</p>	<p>By 30 June 2021, progress to meet outcomes to be reported in the ARBV annual report and website</p>	<p>Accountability and transparency</p>
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Reporting

I expect the ARBV to report against these SOE performance improvements in the ARBV's Annual Report to avoid dual reporting streams. Where relevant, the report should include:

- Current baseline levels for performance targets set in this SOE; and
- Activities to be undertaken to reach the performance targets and improvements set out in this SOE.

I also expect that this SOE will be published on the ARBV's website upon receipt and that, no later than three months upon receipt of this letter, the ARBV will provide information on the website about how these SOE performance targets and improvements will be met, including details of the specific activities.

I look forward to seeing the ARBV continuously working towards achieving best practice in the administration and enforcement of regulation.

Yours sincerely



HON RICHARD WYNNE MP
Minister for Planning

17 / 8 / 19

cc. Adam Toma
 Registrar, ARBV