

Architects Board of Western Australia

Strategic Plan

2021 - 2024



Architects Board
of Western Australia

Introduction

Notwithstanding the Act-driven remit of the Architects Board of Western Australia (Board), Board Members consider strategic review important to ensure a contemporary focus on priority issues and high-quality standards.

Given that its Strategic Plan was due for review in 2020, the Board undertook an externally facilitated strategic planning process involving Board and management.

The Board noted the dynamic context within which it operates, including the need to respond to a global pandemic, legislative and regulatory reform, industry restructuring and emerging consumer trends.

The Board is confident that its updated Strategic Plan will deliver a strong focus on key priorities and will optimise its efficiency and effectiveness through to 2024.

The Board commends this Strategic Plan 2021-2024 to its key stakeholders.

**Architects Board
of Western Australia**



Strategic Context

In scanning its operating environment, the Board was cognisant of the following key trends:

- Consumers generally are becoming more sophisticated and society more aware of litigious options, thus reinforcing the importance of the role of the Board.
- The boundaries between the traditional role of the architect and other professions/roles are blurring.
- Confusion between the role of the Board and relevant professional bodies persists.
- There is an opportunity for the Board to play a more proactive role in shaping legislation.
- Architect registrations and renewals have been, and continue to be, stable.
- Geographical boundaries no longer restrict the practice of architecture.
- The Board's consumers increasingly expect services to be delivered online.



Mission

To protect consumers
of architectural and related services in
Western Australia through regulation
and accreditation.

Role

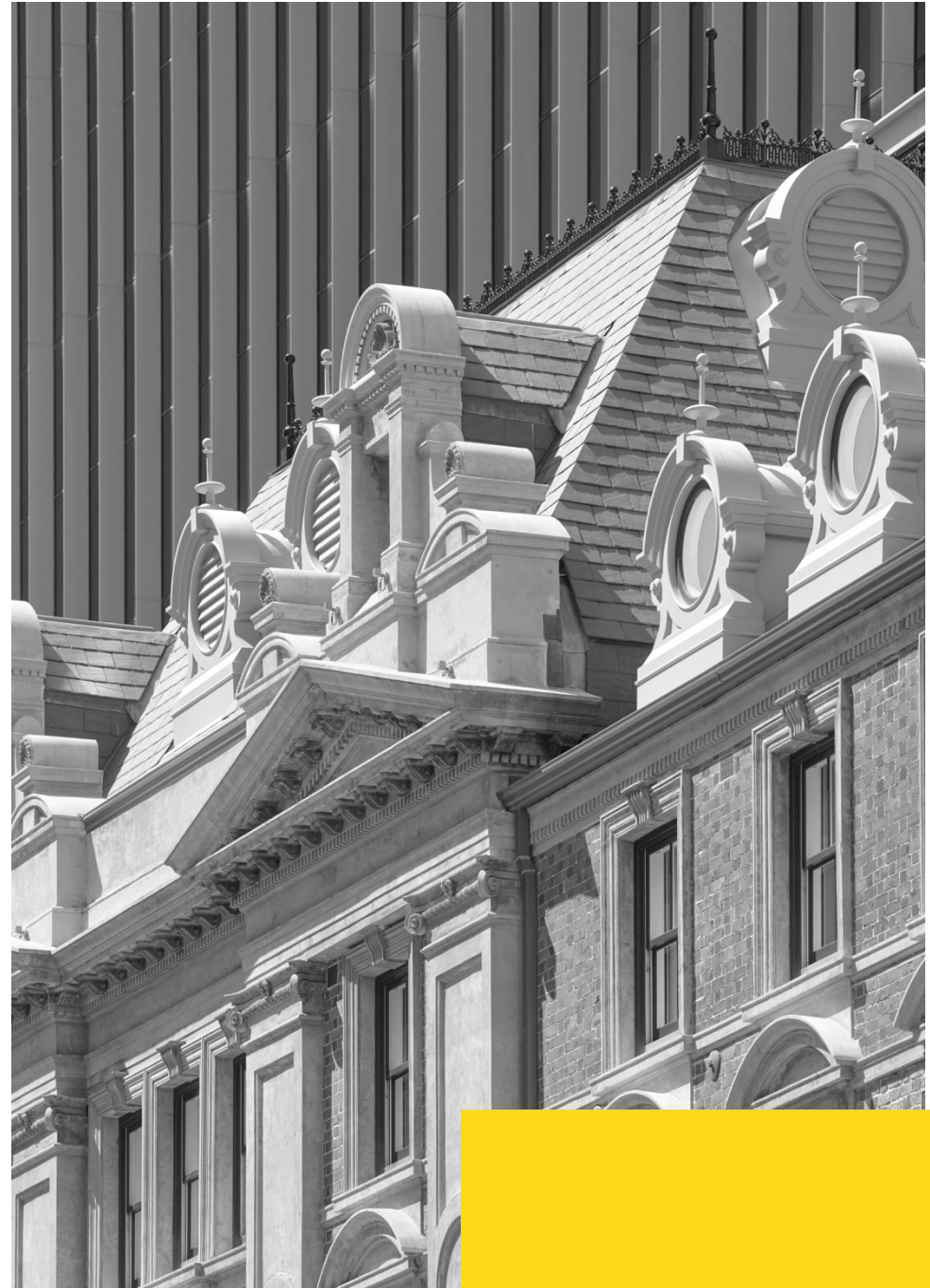
To protect consumers of architectural and related services in Western Australia by:

- Administering the registration scheme established under the *Architects Act 2004 (Act)*.
- Ensuring that only properly qualified and competent persons are identified as architects.
- Regulating the practice of architecture by architects, in compliance with the Act.
- Accrediting architectural education courses.
- Monitoring the continuing education of architects to ensure they maintain appropriate levels of knowledge, skill, and competence.

Strategic Priorities

1. Consumer Protection.
2. Regulatory Environment.
3. Architect Education.
4. Stakeholder Relationships & Communications.
5. Resourcing & Efficiency.

Architects Board
of Western Australia



Vision for 2024

The Board will work towards outcomes where:

Consumer Protection

Consumers are confident in using architectural and related services in Western Australia by virtue of the Board's effective role in regulation, accreditation, and consumer protection.

Regulatory Environment

The Act and the regulatory environment protecting consumers of architectural and related services in Western Australia are sufficiently robust and flexible to be effective and adaptive.

Architect Education

Architects are demonstrating an appropriate level of knowledge, skill, and competence, and are maintaining their standards throughout their architectural careers.

Stakeholder Relationship & Communications

Stakeholder Relationships

Positive outcomes for consumers of architectural and related services in Western Australia are achieved through the Board's effective relationships with key stakeholders.

Communications

Consumers and architects have a clear understanding of what the Board is, and what the Board does.

Resourcing & Efficiency

The Board is a financially sustainable body that operates efficiently and is suitably resourced.

PRIORITY 1

Consumer Protection

GOAL:

To protect consumers of architectural and related services in Western Australia through the delivery of responsive, efficient, and accessible services.

KEY STRATEGIES:

1. Institute a process for reviewing and understanding the broad experience of the West Australian community in using architectural services.
2. Periodically communicate with direct consumers of Board services to promote service improvement.

PRIORITY 2

Regulatory Environment

GOAL:

To ensure that the Board is proactive in addressing relevant regulatory obligations and developments and effective in its advocacy and representations.

STRATEGIES:

1. Seek a structured meeting cycle with relevant government departments and the Minister/Ministerial representatives to discuss issues of relevance and to make proactive representations.
2. Deliver strong, constructive feedback on regulatory issues as they arise.
3. Review current strategies for identification and rectification of abuses of the term 'architect'.

PRIORITY 3

Architect Education

GOAL:

To contribute towards maintaining high standards in architectural practice through working closely with the AACA and relevant tertiary institutions in relation to the accreditation of architectural education programs, and through direct engagement with architects.

KEY STRATEGIES:

1. Develop and implement a coordinated strategy regarding educational standards and Continuing Professional Development (CPD).
2. Explore the feasibility of developing the capacity for architects to record their CPD activities online.

PRIORITY 4

Stakeholder Relationships & Communications

GOAL:

To ensure the Board works effectively with, and appropriately influences, key stakeholders and keeps architects and the West Australian community well informed on relevant issues.

STRATEGIES:

1. Develop & implement a Stakeholder Engagement Plan.
2. Seek a structured meeting cycle with key stakeholders.
3. Review the effectiveness of current strategies aimed at educating the West Australian community about the role of the Board.
4. Develop and implement a Communications Plan aimed both at direct consumers of Board services and the West Australian community.

PRIORITY 5

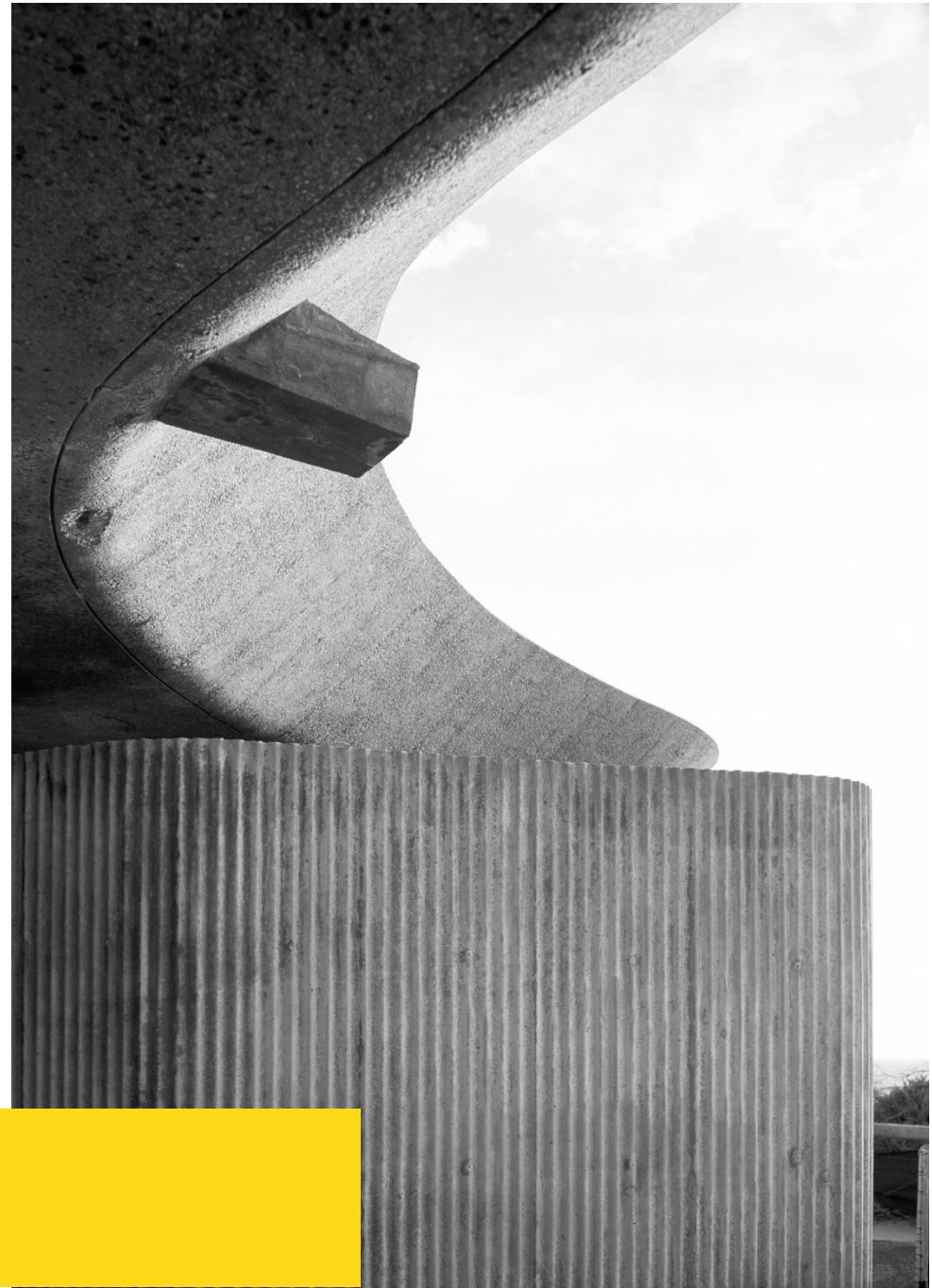
Resources & Efficiency

GOAL:

To optimise the Board's impact via continuous improvement in the efficiency and sustainability of the Board's operations.

KEY STRATEGIES:

1. Establish appropriate fee levels.
2. Promote efficiency via greater role clarity between the Board and the professional bodies by, amongst other things, seeking to change the Board's name to the 'Architect Registration Board of WA'.
3. Progressively implement an upgraded website and online portal to streamline customer service and accessing of information and tools.
4. Optimise Board staffing resources.



Measures & Milestones

STRATEGIC PRIORITY 1	Measure	Milestone
Consumer Protection	Prosecution/Management of offences & complaints	Annual internal reporting & complainant surveys (after conclusion of each matter)
STRATEGIC PRIORITY 2	Measure	Milestone
Regulatory Environment	Responses on regulatory matters	Within the required time frame
	Use of term “architect” - complaints & enforcements	Monthly reporting to the Board
STRATEGIC PRIORITY 3	Measure	Milestone
Architect Education	Accreditation Review Panels in WA	WA Panel representative to report to the Board following every Panel visit
	CPD compliance & maintenance	Annual CPD audit
STRATEGIC PRIORITY 4	Measure	Milestone
Stakeholder Relationships & Communications	Government relationships & influence	1 Ministerial meeting per annum &/or 1 Ministerial representative meeting per annum
	Key stakeholder engagement	Annual reporting on who key stakeholders are & how the Board has engaged with them
	Registrant satisfaction with the Board	Question in Annual Renewal Forms &/or Annual Focus Group
STRATEGIC PRIORITY 5	Measure	Milestone
Resources & Efficiency	Profitability	The Board operates within annual budget
	Appropriate fee levels	Annual review of fees

Strategic Plan at a Glance

STRATEGIC PRIORITY 1	STRATEGIC PRIORITY 2	STRATEGIC PRIORITY 3	STRATEGIC PRIORITY 4	STRATEGIC PRIORITY 5
Consumer Protection	Regulatory Environment	Architect Education	Stakeholder Relationships & Communications	Resources & Efficiency
Goal	Goal	Goal	Goal	Goal
Consumers & the WA community are protected	Proactive and effective advocacy & representations	Contribute towards maintaining high standards of architectural practice	Informed stakeholders and WA community	Sustainable operations
Strategies	Strategies	Strategies	Strategies	Strategies
<ol style="list-style-type: none"> 1. Institute a process for reviewing and understanding the broad experience of the WA community in using architectural services. 2. Periodically hold focus groups with direct consumers of Board services to promote service improvement. 	<ol style="list-style-type: none"> 1. Seek a structured meeting cycle with relevant government departments and the Minister to discuss issues of relevance and to make proactive representations. 2. Deliver strong, constructive feedback on regulatory issues as they arise. 3. Review current strategies for identification and rectification of abuses of the term 'architect'. 	<ol style="list-style-type: none"> 1. Develop & implement a coordinated strategy re educational standards and Continuing Professional Development (CPD). 2. Explore the feasibility of developing the capacity for architects to record their CPD activities online. 	<ol style="list-style-type: none"> 1. Develop and implement a Stakeholder Engagement Plan. 2. Seek a structured meeting cycle with key stakeholders. 3. Review the effectiveness of current strategies aimed at educating the WA community. 4. Develop and implement a Communications Plan aimed both at direct consumers of Board services and the WA community. 	<ol style="list-style-type: none"> 1. Establish appropriate fee levels. 2. Promote efficiency via greater role clarity between the Board and the professional bodies by, amongst other things, seeking to re-badge ABWA to the 'Architect Registration Board of WA'. 3. Progressively implement an upgraded website & online portal and streamline customer service & accessing of information and tools. 4. Optimise Board staffing resources.

Review

- Review the Strategic Plan at Board meetings at least twice yearly.
- Develop an annual Action Plan with achievement targets to guide management activities & performance review.
- Undertake a facilitated review of the Strategic Plan at the halfway point (ie: after 18 months).

