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Dr Giorgio Marfella
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Ref: MBR045347



Dear Dr Marfella

STATEMENT OF EXPECTATIONS FOR THE ARCHITECTS REGISTRATION BOARD OF VICTORIA 2021–2023

I am pleased to provide you with this Statement of Expectations (SOE) for the Architects Registration Board of Victoria (ARBV). This SOE is a successor to the current SOE dated 17 Aug 2019 that is in place for ARBV and will expire on 30 June 2021. It applies from the date of issue until 30 June 2023, or until otherwise amended.

This SOE sets out my expectations of ARBV’s contribution to promoting greater efficiency and effectiveness in the administration and enforcement of regulation, thereby reducing costs to business and the community.

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 in 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 to role clarity and reduce cost impacts on business for the regulator. 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 develop and implement a Service Charter — setting out ARBV’s service commitment and defining the response times to improve quality of service.</p>	<p>By 30 June 2023:</p> <ul style="list-style-type: none"> • Undertake development and implementation of ARBV Service Charter — setting out ARBV’s service commitment and defining the response times to improve quality of service for: <ul style="list-style-type: none"> – enquiries about registration 	<p>Improved timeliness</p>



<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
	<ul style="list-style-type: none"> - managing applications for registration - keeping the Register of Architects up to date - providing updates about progress of enquiries, applications, or complaints about professional conduct - acknowledging and responding to complaints about the ARBV. 	
<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 and report on how out comes from regulatory activity under the Strategy align with ARBV's strategic priorities.</p>	<p>By June 2023:</p> <ul style="list-style-type: none"> • Further develop initial risk profiles based on areas of concern for possible harm to help predict the likelihood of non-compliance. This should be further developed and refined as the CRM is embedded by enabling increased capacity for data collection and analysis and information sharing arrangements. • Develop focused strategies that address the most significant existing and emerging compliance issues in tandem with developing improved data analytics to better identify emerging trends and targeting of non-compliance of most need and impact. The strategies will ensure: <ul style="list-style-type: none"> - ARBV has a Regulatory Strategy which it uses to develop an annual proactive strategic plan – a proactive 	<p>Risk-based strategies</p>

<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
	<p>strategic plan to be launched in July 2021 with a new plan every year.</p> <ul style="list-style-type: none"> – Signal any trends that identify a risk/problem with industry. • Report on how outcomes from regulatory activity under the Regulatory Strategy align with the ARBV's strategic priorities in the ARBV annual report and website. <p>By July 2021:</p> <ul style="list-style-type: none"> • ARBV to complete development of the Performance Monitoring Framework and bring to operation and among other things to assess the outcomes from regulatory activities and how they align with strategic priorities. 	
<p>I expect ARBV to strengthen its transparency on regulatory strategies and ensure more information is publicly available on the administration of regulation. ARBV is to continue to coordinate feedback from its regulated entities and other stakeholders to identify opportunities to improve regulatory design and interaction with stakeholders. ARBV is to publish the ways in which information gathered will be utilized. I would like ARBV to consider digital mechanisms for interactions and feedback where possible.</p>	<p>By December 2021:</p> <ul style="list-style-type: none"> • Publish a public-facing Regulatory Strategy with a clear definition of how ARBV administers regulation and, where appropriate, how regulation is enforced — e.g., transparent complaints mechanisms and transparency about the reasons for enforcement decisions). <p>By June 2022:</p> <ul style="list-style-type: none"> • Establish digital mechanisms for consumers and architects to provide feedback — e.g., when completing forms and making suggestions for improvement in accordance with the Service Charter. 	<p>Accountability and transparency</p>

<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
	<ul style="list-style-type: none"> • Define a clear purpose for all information that is collected to ensure it supports regulatory requirements. <p>By June 2023:</p> <ul style="list-style-type: none"> • Report and publish key regulatory trends identified and insights emerging from data collected and information and feedback received. Any reporting or publication should explain how that information has been used to inform and prioritise regulatory activities and guide the delivery of the regulatory strategy. • Undertake surveys and other targeted activities to understand regulatory issues that will inform future regulatory activities — with surveys administered on an annual basis to provide currency and an opportunity to compare results over time 	
<p>I expect the ARBV to continue to cooperate with regulators in Victoria and nationally — through internal seminar sessions and other measures to identify good practice and share lessons; actively collaborate with other regulators where needed to support regulatory outcomes. I would like more information to be publicly available in relation to the work that the ARBV undertakes with other regulators.</p>	<p>By December 2022:</p> <ul style="list-style-type: none"> • Prepare instruments to clarify regulator roles where there are shared accountabilities and promote coordination between regulators (for example, memorandums of understanding, formal agreements or contracts for service provision) 	<p>Cooperation among regulators</p>
<p>I expect ARBV to review stakeholder engagement forms, data requests and compliance processes to consider the extent to which they can be digitised to ensure relevancy and efficiency in future.</p>	<p>By June 2022:</p> <ul style="list-style-type: none"> • Review all forms, data requests and other registration and compliance processes with a view to digitising to ensure relevancy and efficiency in a COVID/post-COVID environment. 	<p>Stakeholder consultation and engagement</p>

<i>Improvement expected</i>	<i>Target</i>	<i>Good regulatory practice element</i>
I expect ARBV to provide more information to clarify the roles of the ARBV and other regulators or statutory bodies, where there are shared accountabilities	By December 2021: <ul style="list-style-type: none"> • Provide information for consumers in plain English explanations of the difference between the role of architects and other related design professionals. Ensure adequate information is available to consumers to understand the design process easily. 	Role clarity

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 Annual 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

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