



Improving outcomes for members and the public – 2022 in review

CEO report – The year in the review

As the year comes to a close, I wanted to thank all members for their hard work throughout 2022.

This year in review document outlines just some of the highlights from what has been a big year for the industry.

While we have not experienced the disruption of previous years, 2022 has not been without its challenges, particularly for those who have experienced some of the many natural disasters that have hit the State.

Throughout the year, the AAC has advocated for a more accountable construction industry which puts clients and the public first.

We have also worked closely with government as a trusted policy partner to ensure the voice of registered certifiers is being heard at the decision-making table.

From ongoing changes to the Planning Portal to ensuring a common-sense approach to staged approvals and the BCA, we have put forward constructive solutions in the best interests of members and the communities you serve.

We end the year in a strong position, but there is of course more work to do to ensure registered certifiers, your clients and the public get a better deal when it comes to the building and development industry.

Let me finish by thanking the AAC Board for their efforts this year. We are privileged to have such experienced and well-respected Directors that devote a considerable amount of time to support the work of the AAC, all while doing their day jobs in the industry. Thank you.

Finally, thank you to the small, but mighty AAC team for their support and hard work this year.

Yours sincerely

Jill Brookfield CAE GAICD

Chief Executive Officer

Work for our members

The AAC provides a range of services to our members across NSW.



Trusted voice of the Certification profession, via government, community, and media advocacy.



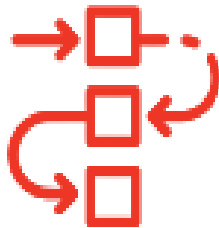
Enhance building certification knowledge, expert advice, guidance, and best practice through our Technical Committees.



Deliver professional development, quality education and events to help certifiers maintain their technical and professional skills.



Keep members up-to-date, informed and educated.



Build a robust, skilled and trusted skills pipeline of capable certifiers to serve the future industry.



160+ member CPD Assessments completed for registration.

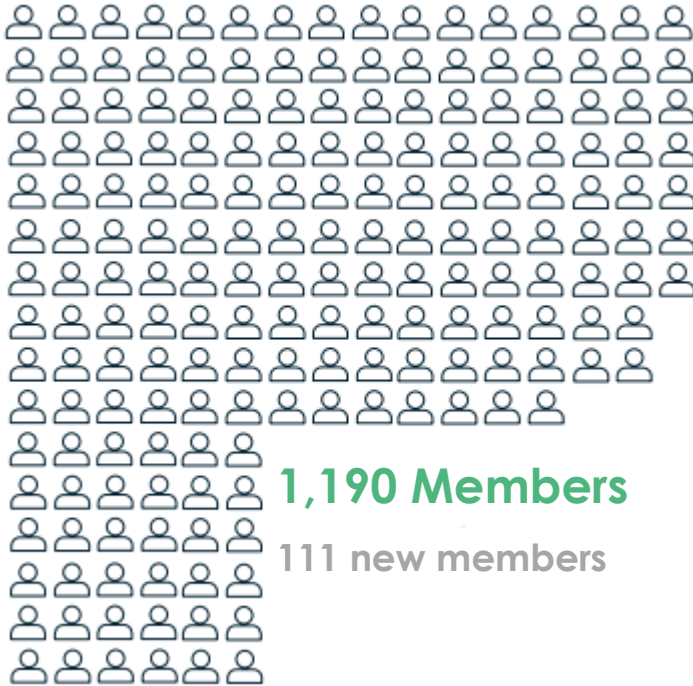


Promote recognition of AAC members and the profession through savvy communications, media posts, and broad-spectrum engagement activities.



Supporting the next generation of emerging professionals in certification with tailored webinars and conferences, job boards and networking events.

2022 by the numbers



671 Registrations

for the AAC
Annual Conference

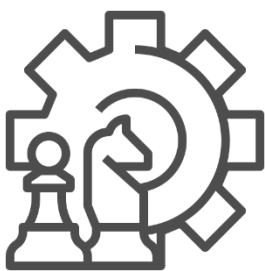


26 Submissions

representing our
members' interests



9,922 CPD Hours
of training delivered



**Strategic
Priorities**

70% progressed

Networking

Building networks of
professionals for
better industry
collaboration -
AAC Connect

Future Programs

Women in Certification
Certification Careers
Diversity
Sustainability

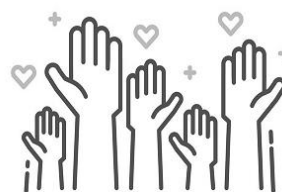


Record attendance numbers
Supporting the next generation
through education



Industry Engagement

Provided members
and the wider
community with
access to industry
leaders & SMEs



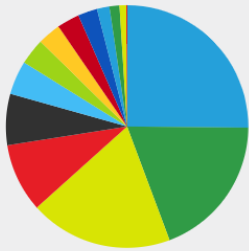
Advocacy

Proactively pursuing
policy reform that is in the
best interests of the
profession and that drives
improved outcomes for
the public

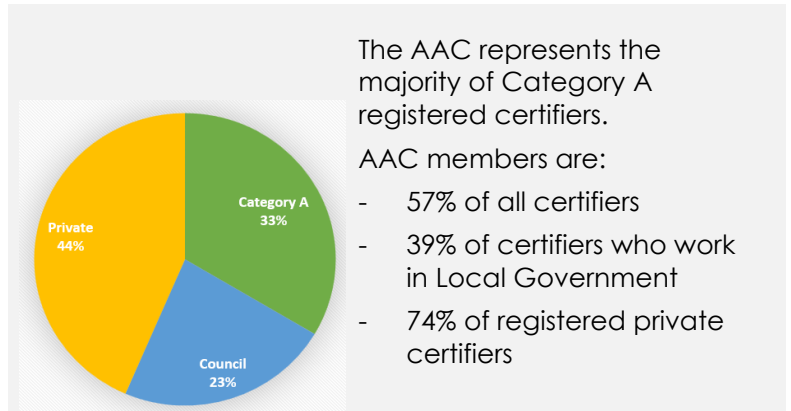
Membership summary

Our member retention for 2022 was strong and the AAC welcomed more than 100 new members over the course of the year

Members by member type



- Full Corporate — Full — Full LG Corporate
- Associate Corporate — Associate LG Corp
- Student Corporate — Student — Full LG
- Associate — Corporate — Corporate LG Member
- Student LG Corporate — Affiliate — Retired



Average annual increase in membership growth



Corporate members

- 20 Local Government
- 32 Private companies



Member Engagement

HIGH

In addition, our members were surveyed early 2022 and we found:

- 50% of members are aged between 30 and 49, and 37% are aged between 50 and 64.
- Nearly 15% of certifiers will leave the industry in the next 12-18 months through retirement or to find a new career.
- More than 60% of employers said it was already very difficult to employ new certifiers, while 75% of respondents said their organisation didn't have a succession plan in place for departing certifiers – or they didn't know about it if they did.
- Less than half (45%) hold unrestricted building surveyor licences – and 52% said they weren't interested in trying to change their status.

Advocacy in 2022

As the peak industry body for registered certifiers, the AAC has always been committed to advocating on behalf of our members, the broader industry and to secure outcomes in the public interest.

To achieve this, the AAC works with industry stakeholders, government and in the media to inform and influence.

In 2022 we had a successful year building coalitions with other industry bodies, advocating for common-sense reforms, and providing constructive feedback to government proposals.

Media and social media

A key role for AAC is raising public awareness and appreciation of registered certifiers and the benefits they bring to industry and the communities they serve as public officials. We also seek to educate the community and address misconceptions in the public debate.

This includes engaging across social media and in the media. Over the course of the year, our social media following increased by

66%.

66%



Our posts covered:

- SEPP amendments
- Mental health issues in construction
- AAC Events
- The Planning Portal
- And more....
- Information on Practice Standards
- The work of the Building Commissioner
- NCC Changes/Updates
- Changes to fire Safety Certification

As the voice of the profession, the AAC also engages with media on a range of topics, including:

- Government reform initiatives
- Policy matters, for example, Complying Development Certificates
- Sub-division issues
- Workforce matters

The AAC also proactively promotes its work and the work of members and raises policy issues in the media. For example, see coverage in The Daily Telegraph and Fifth Estate about the AAC's concerns with the Planning Portal.

Planning holds up housing

LACHLAN LEEMING

DESPERATELY needed new homes are being stalled by the state government's "clunky" planning system, a building industry survey has found.

The survey of certifiers found 69 per cent of firms said the government's planning portal was unwieldy, while some spent eight hours a day navigating the system and had to employ extra staff.

The Association of Australian Certifiers chief executive Jill Brookfield said the portal needed a complete overhaul. "It's a huge issue. It's one of the biggest barriers our members are facing," Ms Brookfield said.

Urban Taskforce chief executive Tom Forrest (pictured) said NSW continued to battle a severe housing shortfall – with the state building 212 dwellings for every 1000 new residents over the past decade, below Victoria and Queensland at 295.

"The planning portal being slow and clunky is very disappointing for industry and all those determined to drive improved housing supply," he said.



CONSTRUCTION & DEVELOPMENT

Like “hitting a brick wall”: building practitioners call for suspension of NSW’s “clunky” planning portal

ROSE MARY PETRASS 1 FEBRUARY 2022



Dear <<FIRSTNAME>>

In this issue

- CEO message
- Member news
- Member resources
- NSW Department of Customer Service
- Advocacy
- Education & Training
- On demand CPD
- Email hotline for certifiers
- Contacting Fair Trading
- Jobs board
- Need a new login?



Member and industry communications

Considerable time was allocated to responding to member and community enquires.

The AAC kept members informed through Member Alerts and a monthly newsletter.

Certifyer eNews combines news, advocacy updates, professional development opportunities, events and resources. It is circulated to an average of **2,762** monthly subscribers.

Stakeholder relations

The AAC has formed a strategic partnership with the Office of the NSW Building Commissioner to support Construct NSW in delivering reform for the building and construction industry. This partnership will see the launch of new on-demand courses, accessible across industry through an eLearning platform.

In 2022, to increase member accountability, and in the spirit of continuous improvement, the AAC introduced a free complaints service for registered certifiers and the public.

This service has improved communication and complaints management to reduce unnecessary referrals to the regulator. The complaint handling process was made available on our webpage and has received positive feedback from certifiers and consumers, with 17 of the 18 Complaints received successfully resolved.

18

**Complaints
in 2022**

Government relations

This year we developed a range of submissions to government agencies on reform projects, legislation, practices, strategies, and policies. This included:

- More than 26 Submissions.
- An unprecedented number of Policy reviews and development.
- New Code of Professional Conduct and Ethics.

The AAC has been engaged with NSW regulators and stakeholders to ensure safe, complaint, durable and sustainable buildings and to also promote consumer confidence in the industry, with particular focus on registered certifiers.

Our 2022 advocacy efforts have targeted:

- NCC proposed changes.
- BCA version during staged approvals.
- Certifier regulatory changes, such as allowing registered certifiers to provide consent and supervision to registered certifiers in an accreditation category below them to carry out certain inspections.
- Reform to Civil Liability Act - contracting out proportionate liability.
- Environmental Planning and Assessment Regulation Reform.
- Ensuring the voices of registered certifiers are heard in the policy development process, including:
 - Through more than 26 submissions to consultation processes, which has led to better outcomes for members, the industry, and the public.
 - Providing direct feedback through formal representation on government forums.
 - Hosting policymakers and regulators at AAC events, board meetings and forums.
- Promoting the views of AAC members via member surveys and direct feedback.
- Educating policymakers, the public and the media about the role of registered certifiers, including:
 - By proactively correcting the record and providing accurate information.
 - Direct engagement with political and public service officials.
 - Engaging with stakeholders to build industry partnerships.
- Proactively pursuing policy reform that is in the best interests of the profession and that drives improved outcomes for the public, including:
 - Developing a sensible approach to staged approvals, bringing industry together in support of it and ultimately securing a commitment from government to implement our approach.
 - Driving constant reforms to the Planning Portal.
 - Pushing for further resources to be devoted to the department's registration and renewal functions.

Future Focus

What does the future have in store?

The AAC will continue to:

- Raise profile of registered certifiers as the most trusted voice in industry, operating as Public Officials.
- Grow our presence through collaborative partnerships with other associations.
- Potentially expand across state borders.
- Create, maintain, and leverage relationships with regulators, organisations, and the public for the benefit of the members.
- Implementation of the Professional Standard Scheme (PSS) for all members in line with Government initiatives to create a more professional and ethical industry.
- Enhance consumer protection mechanism to complement new policies and procedures through education, audit, conflict resolution (members and clients), and technical guidelines.
- Implement core capability and competence learning & development guide.
- Increase member engagement – introduce new technologies, tools, best practice, and evidence-based decision making by providing access to in-market tools, communication logs, checklists, report templates, contracts, client selection assessment, practice guides and audit tools.
- Continue focus on membership growth, increase member diversity and engagement.
- Maintain and enhance relationships with regulators, Industry and Government through membership on committees/consultative working groups of influence.



Emerging Professionals in Certification

Future Focussed

Future of infinite possibilities

EPIC 2023 Conference
Friday, 17 March
Rydges Newcastle

AAC  **EPIC**
ASSOCIATION OF AUSTRALIAN CERTIFIERS

VISION, GROWTH, TECHNOLOGY, INNOVATION, STRATEGICAL, SKILLS, IDEAS, ACTION, COMMUNICATION, SUCCESS

2022 Education Highlights

Our aim with education and training is to create a lifelong culture of professional learning, by continuing to provide customised professional development courses to meet our member's needs, delivered online, and in-person.

We ensure every facilitator is an industry professional and/or subject matter expert, delivering relevant content with real-world experience.

We are investing in the future of the profession through a range of initiatives tailored to support and guide building and development professionals. These activities include:

- AAC CPD Guidelines for members.
- New CDC Program - a comprehensive revision is underway to reflect legislative changes and modernised learning materials.
- A course catalogue covering areas of interest such as Legal, Technical, Legislation, Fire Safety, Business and Leadership, supported with readily available member only resources.
- Register certifier Learning and Development Guide, outlining capabilities and competencies to:
 - Assess their current competencies against industry benchmarks.
 - Develop a professional development plan.
 - Select training courses and learning opportunities.
 - Use as a tool to help in conversations with their manager.
 - Begin preparation for Registration and plan for career progression.



4.5 Star rating

received from attendee feedback for webinars



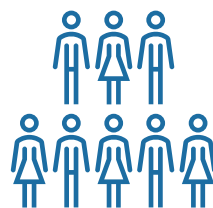
791 On-Demand

Courses purchased, providing training to

1604 practitioners



36 CDC Course Enrolments



3,300+ enrolments

and attendee participation at CPD Events continues to grow

- Improved communication and access to post-webinar resources.
- Introduction of assessment against learning outcomes through Knowledge Quiz.
- Introduction of new and improved event platform – JOYN, with loads of benefits for our members and sponsors alike.
- Developing training that best responds to industry's needs and is agile enough to quickly adapt to new technologies, regulatory changes, and business challenges, also recognising the value of competencies, skill sets and core capabilities.



9,922 CPD Hours
delivered in 2022

Events

The AAC has been successful in facilitating knowledge transfer across private and public sectors and set learning activities for industry best practice. Propelled by our working partnership with the NSW Fair Trading, Customer Service and the Office of the Building Commission, our relationship with state agencies and infrastructure bodies has flourished this year.

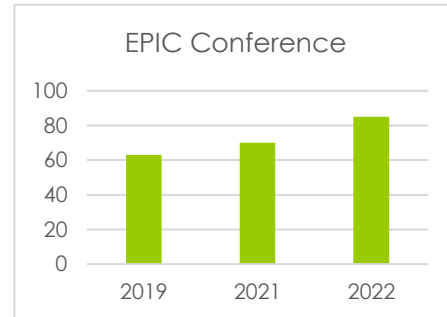
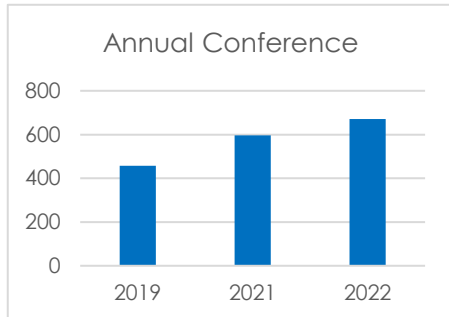
The top six events for 2022 were:

1. Missed Inspections
2. Importance & Implications of Certifying a Building
3. Compliance and Serving Orders
4. Demystifying FP1.4 Weatherproofing
5. Fire Separation
6. Commissioning Testing for Hydrants



Conferences

There has been a steady growth in event registration with our Conferences being the preeminent events on the certifiers calendar.



2022 saw a record number of delegates attend both Conferences and feedback was overwhelmingly positive.

C22

Navigating the Course to Consumer Confidence

The Star Event Centre - 27 May



EPIC22

A Stronger Tomorrow

Novotel Northbeach, Wollongong - 18 March



SAVE the DATE

AACO
ASSOCIATION OF AUSTRALIAN CERTIFIERS

18th Annual
AAC Conference

Friday
2 June 2023

New venue + exciting new hybrid format

On-Demand CPD

The AAC has been successfully delivering professional development courses through its on-demand platform for the last nine years.

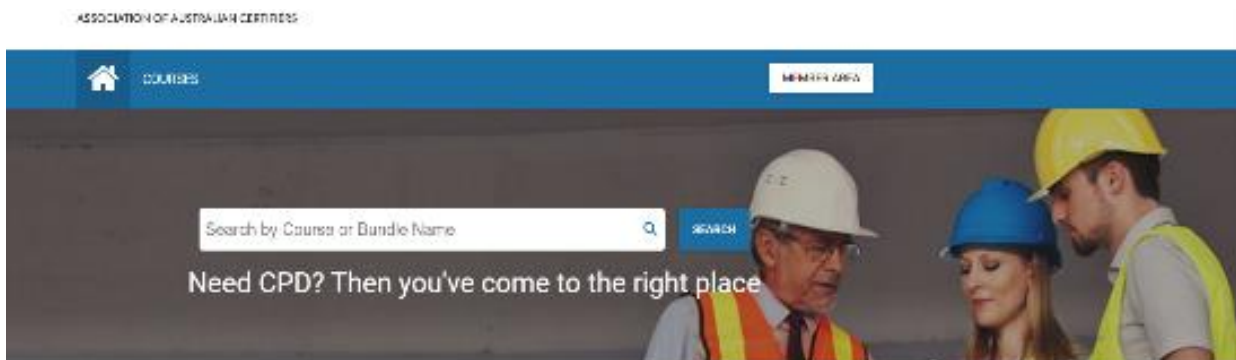
An unprecedented number of registered certifiers and practitioners took up the opportunity to access our professional development online platform in 2022. There were 1,000 courses purchased from the growing library of more than 58 hours of quality content.

The most popular courses were:

- Behaviour of Fire in Buildings and other fire related issues
- Building Information Certificates
- Lightweight Separating Walls
- Waterproofing
- Complying Development Course

The AAC on-demand platform is accessible 24/7 and the library is regularly growing.

We recognise the need to be future-ready, we are committed to meet the changing needs of members and we are continually adapting and improving our delivery methods and CPD opportunities. This includes flexible delivery methods, both theory and practical learning.



What's New



Technical Courses



NCC Training Courses



Complying Development Course

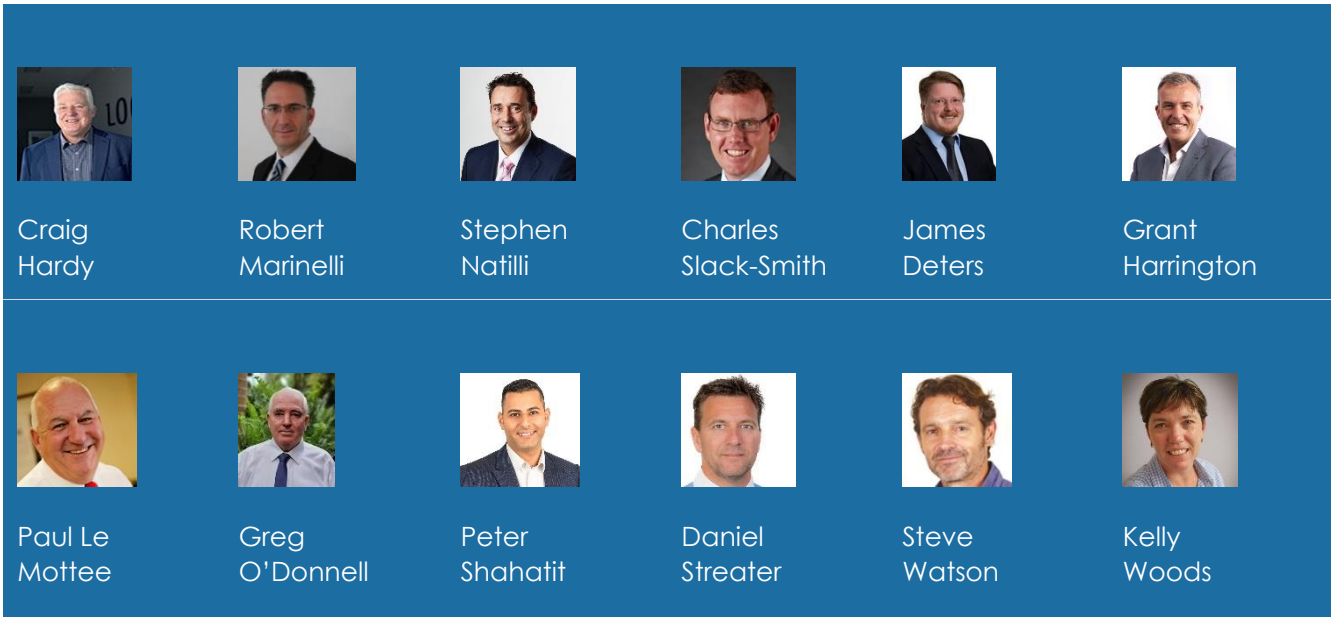
Corporate Sponsorship

The AAC was proudly supported by these Corporate Sponsors, who made our 2022 Conferences possible.

~ Thank you ~



Your Board



Your Board in action

In 2022, the Board considered a wide range of issues including response to BCA and certifier regulatory changes, reform to the Civil Liability Act, EPA Regulation reform, risk, migration, audits, professional indemnity insurance challenges and many more.

Considerable attention was given to governance enhancements along with establishing a framework for upholding professional standards and complaints management.

The Board was also active in the ongoing development of our Strategic Plan and its execution and the evolution of the Association.

The AAC Board met six times during the year and participated in various committees and forums, including:

- Audit & Risk
- Technical 2 – 9
- Technical 1 & 10
- Education and Training
- Annual Conference
- EPIC Conference
- Advocacy & Policy
- Subdivision & Strata
- Executive Leadership
- Joint NSW Dept of Customer Service, FPAA & LGNSW Fire Safety Networking Group
- Construct NSW Town Hall
- ePlanning Portal
- Complying Development Expert Panel
- Regulating Prefabricated Work Roundtable
- Urban Taskforce Panel Property Industry Challenges Ahead
- Reforming Building Laws
- ePlanning Certifier Reference Group
- Roundtable of Construction Insolvency
- DP Act & HB Act Reform Roundtables
- Combustible Cladding
- More Compliant and Fire Safe Buildings

About the AAC

With more than 1,140 individual members the AAC is the profession's peak industry body in New South Wales.

We represent the profession, support the development of a sustainable industry, and provide services to members that work improve outcomes for the public.

Incorporated in 2003, the AAC will be celebrating 20 years in 2023.

To find out more, visit www.aacertifiers.com.au

