

ā rbv

Corporate Plan 2019—2022

Architects
Registration Board
of Victoria



Contents

03	Message from the Chairperson and CEO
05	About the ARBV
06	Our purpose
07	Our values
08	Measures of success
11	Our key strategies

03

Message from the Chairperson and CEO



Above: David Islip,
Chairperson

Below: Adam Toma,
CEO

The ARBV's corporate plan will guide its activities over the coming three years.

The ARBV is committed to delivering strong regulatory outcomes in what is becoming an increasingly complex regulatory environment.

Recent failures in the building industry combined with a heightened community expectation that regulators deliver stronger regulatory oversight underpin the ARBV's strategic decisions as it moves to enhance the important functions it performs.

The ARBV is committed to upholding the highest standards of integrity in the professional practise of architecture through working with government, consumers and architects to ensure a safe built environment for all Victorians.

Fundamentally the ARBV's corporate plan reflects its desire to support the architecture profession towards compliance and to work closely with the community and co-regulatory partners to understand and address the risks that inform the ARBV's actions.

The ARBV is redefining the way it works by embracing new technology, improving its data and analytical capabilities and making it easier for the public and architects to interact with us.

The ARBV is confident that this plan, supported by an ongoing dialogue with consumers and the industry, will allow it to deliver targeted regulatory outcomes which achieve the purposes of the Architects Act and most importantly which meet the expectations of the Victorian community.

05—07

About ARBV

About our organisation, its purpose and the values that have guided our corporate plan.

08—10

Measures of success



A capable, compliant and informed profession



A community that understands the role of architects & the ARBV



A modern, trusted and connected regulator



A regulatory framework that drives strong outcomes

11—16

Our key strategies



Build a high performing, focused and sustainable organisation



Implement effective systems and processes



Undertake effective communications and stakeholder engagement



Deliver and implement an effective regulatory strategy



Drive improvements to the regulatory framework while optimising use of the existing framework

About the ARBV

Providing leadership, strategic guidance and policy direction.

Established in 1923, the ARBV is a self-funded Victorian public sector entity. It is subject to the:

- general direction and control of the Responsible Minister (Minister for Planning)
- following key whole of government legislation and related policies and guidelines:
 - Public Administration Act 2004 (including binding codes of conduct and standards)
 - Financial Management Act 1994 and associated Standing Directions of the Minister for Finance.

The Architects Act 1991 (Vic) establishes the framework for the regulation of architects in Victoria and has as its purposes:

- to provide for the registration of architects;
- to provide for the approval of partnerships and companies providing architectural services;
- to regulate the professional conduct of architects;
- to provide a procedure for handling complaints against architects;
- to regulate the use of the terms “architect”, “architectural services”, “architectural design services” and “architectural design”;
- to establish the Architects Registration Board of Victoria.

The role of the ARBV’s Board is to provide leadership, strategic guidance and policy direction in addition to overseeing implementation of policies and initiatives.

The ARBV’s Board consists of ten members appointed on a representative basis in accordance with section 47 of the Act. The Board appoints a Chief Executive Officer/Registrar to deliver the operations of the organisation in accordance with its strategy. The Board is also assisted by committees and panels including the independent Architects Tribunal.

Guided by the values of Victorian Public Sector, the Board is committed to establishing transparent policies, processes and procedures that ensure it acts in the public interest and that architects meet the standards prescribed by the legislative framework.

06

Our purpose

To protect the community interest and instil confidence in the regulation, integrity and delivery of architectural services in Victoria



Our values

The ARBV operates in accordance with the Victorian Public Sector Values of:

- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human Rights



Measures of success

Four long-term outcomes that will focus our work over the next three years.

In order to deliver on our purpose, we have identified four long-term outcomes that will focus our work over the next three years.

These provide the key pillars that drive our strategic choices as well as our day-to-day actions.



A capable, compliant and informed profession



A community that understands the role of architects & the ARBV



A modern, trusted and connected regulator



A regulatory framework that drives strong outcomes

Measures of success



A capable, compliant and informed profession

How we will know if we are achieving this?

- A profession that understands and complies with its obligations
- Registration of all practitioners who should be registered
- Relevant and structured education and training leading to registration
- Targeted and relevant ongoing education and guidance that meets emerging industry risks and trends



A community that understands the role of architects and the ARBV

How we will know if we are achieving this?

- Effective engagement by the ARBV with the community and stakeholders
- Relevant and timely information and guidance available to the public that meets community needs
- Strong community understanding of the title and obligations of architects and of the consumer protections available

10

Measures of success



A modern, trusted and connected regulator

How we will know if we are achieving this?

- Effective and efficient management of complaints
- Transparent, intelligence and evidence-led regulatory interventions and policy
- Effective working relationships with co-regulators and stakeholders that drives strong regulatory outcomes
- Improved compliance outcomes
- Accessible, reliable and quality data that drives strong decision making



A regulatory framework that drives strong outcomes

How we will know if we are achieving this?

- Optimisation of the use of existing current legislation/regulations to improve outcomes
- Strong contribution by the ARBV to legislative reform
- Effective collaboration across jurisdictions with other regulators of the architectural profession
- Fully implemented regulatory strategy
- The ARBV's regulatory activities meet community expectations

Our key strategies

Five key strategies will be implemented over the next three years.

To drive achievement of these strategic outcomes we have identified five key strategies that will be implemented over the next three years. Each of these strategies will contribute to the achievement of our goals.

The strategies will be implemented through a range of actions that will

be reviewed on a yearly basis as part of the ARBV's business planning process.

The Board will actively monitor progress over the course of the year and report on progress as part of its annual reporting function.



Build a high performing, focused and sustainable organisation



Implement effective systems and processes



Undertake effective communications and stakeholder engagement



Deliver and implement an effective regulatory strategy



Drive change to the regulatory framework while optimising use of the existing framework

Our key strategies



Build a high performing, focused and sustainable organisation

This strategy will make a strong contribution to the achievement of the following outcomes:

- A modern, trusted and connected regulator

Over the three-year period 2019-22 we will take the following actions to support this strategy:

- Develop and implement a people and culture strategy that positions the ARBV as an employer of choice and which facilitates investment in the ongoing development of our people
- Develop and implement a staffing model which is aligned to the delivery of the corporate plan
- Define the ABRV's core functions and value proposition and effectively prioritise its resources and activities to achieve the ARBV's strategy
- Develop and implement a funding model that allows the ARBV to deliver its regulatory strategy and meet community expectations

Our key strategies



Implement effective systems and processes

This strategy will make a strong contribution to the achievement of the following outcomes:

- A modern, trusted and connected regulator

Over the three-year period 2019-22 we will take the following actions to support this strategy:

- Review and document operational policies and processes which drive robust and defensible outcomes
- Develop and implement an IT Strategy that supports the efficient delivery of the ARBV's operations
- Develop and implement a data and analytics strategy that drives and informs strong decision making
- Procure and implement a fit for purpose customer relationship management system which is client centred and digitally enabled
- Procure and implement an effective document management system
- Establish, implement and maintain an effective governance framework that meets Whole of Victorian Government obligations

Our key strategies



Undertake effective communications and stakeholder engagement

This strategy will make a strong contribution to the achievement of the following outcomes:

- A modern, trusted and connected regulator
- A capable, compliant and informed profession
- A community that understands the role of architects and the ARBV

Over the three-year period 2019-22 we will take the following actions to support this strategy:

- Develop and implement a communications strategy which is integrated with the ARBV's regulatory framework, systems and procedures
- Develop and leverage strategic partnerships with government, co-regulators and educational institutions to optimise regulatory outcomes
- Redevelop the ARBV's website to deliver information which enhances engagement with the community and stakeholders
- Implement a structured program of information sharing and engagement with stakeholders
- Deliver information programs about the role of the ARBV and architects which inform the community and provide guidance to the profession

Our key strategies



Deliver and implement an effective regulatory strategy

This strategy will make a strong contribution to the achievement of the following outcomes:

- A modern, trusted and connected regulator
- A capable, compliant and informed profession
- A regulatory framework that drives strong outcomes

Over the three-year period 2019-22 we will take the following actions to support this strategy:

- Develop and fully implement a new risk-based and evidence-led regulatory strategy
- Develop and implement effective and defensible procedures that support the regulatory strategy
- Develop and deliver training programs that support the delivery of the regulatory strategy
- Deliver public facing communications about the regulatory strategy that drives transparency about the ARBV's activities
- Meet the requirements outlined in our Ministerial Statement of Expectations
- Develop outcomes-based performance measures and report against these

Our key strategies



Drive change to the regulatory framework while optimising use of the existing framework

This strategy will make a strong contribution to the achievement of the following outcomes:

- A modern, trusted and connected regulator
- A capable, compliant and informed profession
- A regulatory framework that drives strong outcomes

Over the three-year period 2019-22 we will take the following actions to support this strategy:

- Gather and analyse data and information to understand risk and to drive regulatory activities
- Identify and publicise targeted regulatory focus areas and develop strategies to address these
- Utilise a range of regulatory tools to achieve strong regulatory outcomes
- Develop a draft optimal regulatory framework to inform legislative reforms that meet community expectations
- Maintain a regular, strong two-way relationship with the Department of Environment, Land, Water and Planning and the responsible Minister
- Develop strategies to better utilise and optimise existing regulatory powers

ā rbv

Architects
Registration Board
of Victoria



Level 7, 372 Albert Street
East Melbourne VIC 3002

+61 (0)3 9417 4444