

This report has been prepared to meet the Board of Architects of Queensland's (BOAQ) reporting obligations under the Queensland Government's Regulator Performance Framework, which is a key element of the Better Regulation Strategy.

The five regulator model practices identified in the Better Regulation Strategy which support the achievement of the BOAQ's objectives and reduced burden/costs for all parties are:

1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden;
2. Consult and engage meaningfully with stakeholders;
3. Provide appropriate information and support to assist compliance;
4. Commit to continuous improvement; and
5. Be transparent and accountable in actions.

The below table 1 reports on the BOAQ's integration of these five model practices across its regulatory strategy and operations.

Regulator model practices and supporting principles	Alignment of BOAQ's regulatory practices with the regulator model practices during 2018-2019	Highlights of alignment with regulator model practices during 2018-2019/identification of areas for improvement	Actions taken during 2018-2019 to improve regulatory activities against regulator model practices
<p>1 Ensure Regulatory Activity is Proportionate to Risk and Minimises Unnecessary Burden</p> <ul style="list-style-type: none"> • A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions. • Regulators do not unnecessarily impose on regulated entities. • Regulatory approaches are updated and informed by intelligence gathering so that effort is focused towards risk. 	<p>The BOAQ has adopted a largely risk-based, proportionate and performance based regulatory approach, to achieve its objectives of protecting the public and upholding the standards of the profession while also minimising the costs of compliance.</p> <p>The BOAQ's broad-based composition also provides internal capability for keeping up to date on risks and issues across the profession and the broader design and construction sector, as well as access to related legal, academic and community intelligence/perspectives, enabling the BOAQ to focus its effort towards risk.</p>	<p>During the year, the BOAQ consulted the architectural profession's peak bodies, the Australian Institute of Architects and the Association of Consulting Architects, and all Queensland registered architects, on proposed changes to the BOAQ Code of Practice for Architects the Architects Regulation 2003.</p> <p>Feedback received was supportive and influenced the final proposals, and is continuing to influence the BOAQ's operations and areas of focus.</p> <p>The subsequent remaking of the Architects Regulation 2019 and related amendments to the State Penalties and Enforcement Regulation 2014, has provided the BOAQ with Penalty Infringement Notice (PIN) issuing powers from 1 January 2020. These PIN powers will assist the BOAQ in better balancing the public interest with the cost of prosecuting matters in the Courts, with PINs being a more cost effective alternative response to prosecution.</p>	<p>The BOAQ's regulatory strategy is currently being documented, which will provide an outward-facing statement explaining the BOAQ's approach to its regulatory activities.</p>

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2	<p>Consult and Engage Meaningfully with Stakeholders</p> <ul style="list-style-type: none"> Formal and informal consultation and engagement mechanisms are in place to allow for the full range of stakeholder input and Government decision making circumstances. Engagement is undertaken in ways that helps regulators develop a genuine understanding of the operating environment of regulated entities. Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework. 	<p>The BOAQ accesses and leverages a broad range of formal and informal networks via its broad-based composition, including across the architecture profession, the broader design and construction sector, and related legal, academic and community perspectives in order to assist it to understand its operating environment.</p> <p>The BOAQ is represented by the Chairperson on the Ministerial Construction Council, a collaborative forum assisting the Government to identify and address issues relating to the design and construction sector and standards</p> <p>The BOAQ meets regularly with interstate regulators to share best practice approaches, collaborate on research and initiatives and continue to identify ways to improve national standards setting and mutual recognition arrangements and activities conducted on the collective Boards' behalf through the Architects Accreditation Council of Australia (AACA).</p>	<p>During the year, the BOAQ consulted the architectural profession's peak bodies, the Australian Institute of Architects and the Association of Consulting Architects, and all Queensland registered architects, on proposed changes to the BOAQ Code of Practice for Architects the Architects Regulation 2003.</p> <p>Feedback received was supportive and influenced the final proposals, and is continuing to influence the BOAQ's operations and areas of focus.</p> <p>The BOAQ hosted the national Annual AACA Forum and AGM, and national Registrars' Forum in Brisbane on 18-19 October 2018.</p>	<p>The BOAQ is continuing to look for ways to enhance engagement and education of stakeholders.</p> <p>The BOAQ is continuing to implement its digital transformation strategy which is creating new capability to engage with stakeholders, including through targeted web-based surveys and social media (ie. LinkedIn).</p>

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3	<p>Provide Appropriate Information and Support to Assist Compliance</p> <ul style="list-style-type: none"> • Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience. • Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance. • Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice. 	<p>The BOAQ publishes web-based guidance and informational materials to inform the public and architects about compliance matters, including information sheets, policies, media releases, forms and other tools and templates. These materials assist architects to comply with their obligations, and assist persons who are not architects to understand how to avoid being in breach of the Act for offences relating to 'holding out' as architects.</p> <p>The BOAQ utilises its Register of Architects database and automation capability to push out reminders to architects to assist them to meet their compliance responsibilities (eg. registration renewal, CPD).</p> <p>The BOAQ has designed its regulatory strategy to shift more towards being risk-based, with preferred responses resulting in a lower enforcement impact.</p>	<p>The BOAQ website was redeveloped during the year to improve information for architects and the public.</p> <p>The BOAQ held a free information session for candidates of the Architectural Practice Examinations (APE), the main post-graduate pathway to registration as an architect, which included a question and answer session with Examiners. This session was significantly oversubscribed and based on demand and positive feedback from attendees, will now be offered annually to assist candidates to prepare for the APE.</p> <p>The BOAQ's new digital CPD log was introduced for use during the BOAQ's 2018 CPD Audit, providing architects audited with a simpler and more efficient way of providing required reporting information. At the end of the 2018-2019 year, 374 architects were using the new online CPD recording template MyArch CPD, making it simpler for them to record their CPD activities undertaken.</p> <p>The BOAQ established an online registration opportunity for students and graduates of accredited architectural courses to enable the BOAQ to communicate information relating to pathways to registration and responsibilities and issues affecting registered architects.</p>	<p>The BOAQ is currently collaborating with providers of BOAQ accredited Masters level architectural courses to develop and deliver regular lectures aimed at improving students' understanding of the legislative framework for architects and pathways and requirements of registration, and enhance their understanding about their responsibilities as practising architects and common risks.</p> <p>The BOAQ is currently developing a digital bi-monthly newsletter for registrants to enable the BOAQ to inform and educate architects about regulatory matters and provide ongoing education and information as a preventative initiative aimed at improving regulatory outcomes.</p>

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<p>4 Commit to Continuous Improvement</p> <ul style="list-style-type: none"> Regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving policy outcomes. To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community. Staff have the necessary training and support to effectively, efficiently and consistently perform their duties. 	<p>The BOAQ is committed to improving the legislative framework that underpins its operations: the Architects Act 2002, Architects Regulation 2019 and BOAQ Code of Practice.</p> <p>The Board's objective is to be able to more efficiently and effectively discharge its responsibilities in order to protect the public and uphold the standard of practice of the architectural profession in Queensland.</p> <p>The BOAQ regularly examines inter-jurisdictional legislative frameworks with a view to identifying better practices for adoption in Queensland.</p> <p>Relevant stakeholders are consulted as part of this process and the BOAQ provides advice to the Minister for Housing and Public Works about the operation of the Act in its application to the practice of architecture, based on research, analysis of inter-jurisdictional approaches and learnings, and the results of stakeholder consultation.</p>	<p>During the year, the following amendments were made to the Architects Regulation 2003, which have improved the BOAQ's operations:</p> <ul style="list-style-type: none"> amendments effective 1 January 2019 to enable the use of electronic voting for the 2019 election for the elective architect Board Member; amendments effective 7 March 2019 to increase the registration fees payable by architects to ensure the financial sustainability of the BOAQ to fulfil its responsibilities under the Act (strongly supported by the profession). <p>The BOAQ undertook a review of its Code of Practice for Architects during the 2018-2019 year, in consultation with all Queensland architects and the profession's peak bodies, and provided advice to the Minister about possible amendments to improve its clarity around various practice issues for the benefit of both architects and their clients.</p> <p>(Through the remaking of the Architects Regulation 2019 on 8 July 2019, the revised Code of Practice has now been introduced and work is progressing to educate architects about the changes aimed at improving their professional practice).</p>	<p>The BOAQ is currently contributing to a review of the Architects Act 2002, which is intended to address anomalies and improve its operational efficiency and effectiveness.</p> <p>The BOAQ is continuing to implement its digital transformation strategy, which is enabling the BOAQ to streamline operations and free up resources to deliver additional initiatives targeting areas of identified risk.</p>
<p>5 Be Transparent and Accountable in Actions</p> <ul style="list-style-type: none"> Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders. Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions. Indicators of regulator performance are publicly available. 	<p>BOAQ decisions are provided in a timely manner and including reasons for decisions, in accordance with the requirements of the Architects Act 2002 and good decision-making practices.</p> <p>Data about the BOAQ's performance as a regulator is available on the BOAQ website in its Annual Reports which are published as soon as practicable after tabling in the Legislative Assembly.</p> <p>The BOAQ Strategic Plan is published on the website in Annual Reports.</p>	<p>Web-based information about the BOAQ's complaints management processes is currently being redeveloped to provide more detailed information for both the public and architects about the BOAQ's administrative, investigative and decision-making and review processes.</p>	<p>The BOAQ's regulatory strategy is currently being documented, which will provide an outward-facing statement explaining the BOAQ's approach to its regulatory activities.</p>