



Industry Bulletin 153

Management and Supervision

This industry bulletin is to remind builders that adequate arrangements are required to be in place to ensure the building service is managed and supervised in a proficient manner.

The *Building Services (Registration) Act 2011* section 18 (1)(e) requires that registered building contractors have arrangements to ensure that building services to be carried out will be managed and supervised in a proficient manner.

Section 37 of the *Building Act 2011* (the Act) requires the builder named on the building permit to ensure the building complies with each applicable building standard and with the building permit including each condition that applies (section 29 of the Act).

Management and Supervision

On 1 July 2020 a new policy for the assessment of whether an applicant for a registered building contractor demonstrates the requirements for proficient management and supervision of the building service came into effect: the Building Services Board – Management and Supervision Policy (Policy). From this date, applicants have been required to complete a comprehensive questionnaire regarding the arrangements they have in place to manage and supervise the building service: the Building Services Board – Management and Supervision Questionnaire (Questionnaire).

The Policy and Questionnaire were developed after extensive consultation with the building industry and the Questionnaire is pre-populated with the most common practices being used in industry today, making it quick to complete for applicants and a reliable tool for the Building Services Board to assess whether the appropriate arrangements are in place.

General Inspection

A recent general inspection of the Policy and Questionnaire found some contractors were making claims about arrangements they have in place which could not be verified. In particular, there was inadequate evidence to demonstrate claims around how compliance with the approved plans and National Construction Code is achieved, and limited evidence of appropriate continual development programs.

It is important that building contractors understand how the various activities they are responsible for work together to ensure that building standards are met. For example, approvals, estimating and ordering teams need to be aware of technical requirements to ensure they are consistently applied in all documents. This will ensure the correct materials and products are ordered and used, and that they meet the requirements of the approved plans and specifications. This is particularly important when building methods are varied through the process.

Recommendations

Building and Energy suggests the following actions may assist with improving arrangements in place for the proficient management and supervision of the building service:

- Procedures for checking the compliance and quality of works under construction by suitably qualified staff. These may include a systematic and consistent regime of site visits at specific stages of construction, to check and record that the building is being constructed in accordance with the approved plans and specification as detailed on the building permit.

See resource list below for various Industry Bulletins that have been developed in relation to particular areas of construction.

- The recording of supervision activities using a comprehensive and accurate checklist to ensure critical work processes and materials are checked for compliance and not forgotten or assessed against incorrect information.

A checklist may:

- include the element(s) to be inspected, when the element(s) is to be inspected, whom is to conduct the inspection and the requirements, as noted on the approval, that the element(s) is to meet;
- demonstrate that all elements have been inspected, and defects recorded and remediated to comply with the approval and applicable building standards; and

- improve business efficiencies, minimise errors and reduce the need for costly rework.

See resource list below for a sample checklist for class 1a buildings.

- Assistance should be sought from an appropriately qualified person for proposed variations that change the way the building or building element will comply with the applicable building standards. This may include a requirement for further design or building compliance certification and approvals.
- Systems to ensure staff are regularly updated in relation to changes to building standards and practices, and legislative amendments.
- Seek advice from industry associations for further guidance and tools to assist with the management and supervision of the building service.

Disclaimer – The information contained in this Industry Bulletin is provided as general information and a guide only. It should not be relied upon as legal advice or as an accurate statement of the relevant legislation provisions. If you are uncertain as to your legal obligations, you should obtain independent legal advice.

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This publication is available in other formats on request to assist people with special needs.

Resources

Building and Energy industry bulletins

- [Industry Bulletin 93 – Documentation for timber framed roof construction](#)
- [Industry Bulletin 104 – Bushfire construction details for housing](#)
- [Industry Bulletin 117 – Improving tie-down of timber framed sheet metal clad roofs](#)
- [Industry Bulletin 121 – Tie-down of timber framed sheet metal clad roofs to timber frame walls and beams](#)
- [Industry Bulletin 134 – Improving compliance of wet areas](#)
- [Industry Bulletin 138 – Weatherproofing – Windows and doors](#)

Builders' quality assurance checklists

- [Builders' administrative quality assurance checklist](#)
- [Builders' technical quality assurance checklist](#)

