

How TAMS (AA) and Industry can better work together

Asset Acceptance Workshop outcomes

1. What challenges are you currently experiencing working with Industry?

- ✘ ⚡ We would like more members of industry attending our quarterly Industry Consultation Meetings
- ⚡ Improve the quality of submissions which will also reduce the time to undertake reviews and the requirement to request resubmissions or additional information
- ⚡ Don't lodge submissions that are incomplete and do not have all the required information as per TAMS Reference Documents – check the submission against the reference documents prior to submitting them.
- ⚡ Develop greater coordination between components of designs prepared by different professionals for a particular submission. eg: landscape and civil
- ⚡ Inappropriate professionals carrying out specific tasks such as design and supervision of construction eg : civil works designed by landscape professionals and landscape works inspected by civil superintendents is an area that is of growing concern
- ⚡ Ensure submissions are correctly quality reviewed and certified for compliance with Standards, Codes and Guidelines, if compliance is not possible contact Asset Acceptance to discuss the issues – possible meeting to get agreement. Submitting documents that are not compliant again creates greater delays
- ⚡ Interstate firms need to ensure they have a sound knowledge of Standards, Reference Documents, Codes and Guidelines in the ACT. It should be a critical requirement as part of the developers or consultants selection process to ensure the company has a very good understanding of standards, reference docs, codes and guidelines etc.
- ⚡ One area that is raised by consultants as a challenge to good quality submissions, is driven by unrealistic turn-around times to produce EDP and Detail Design submissions.
- ⚡ There has been an increase in the poor quality of Traffic Control Device (TCD) submissions produced by what is described as "junior and inexperienced staff". The use of these resources is not the issue the issue is that if this is the case it will require additional quality control processes before submitting them for review.
- ⚡ Poor quality of supervision of construction works, typically the superintendent identifies anywhere between 50 and 100 true defects when they request the handover certificate before these are rectified. AA staff identify a further 20 or 30, typically when they go out for inspection. This is really a poor outcome. In some cases we are advised that the inspections have not been done at all prior to us arriving for the formal handover.
- ⚡ Lack of timely notifications and adherence to the Advisory Note of changes made to approved design due to site constraints.
- ⚡ Requests for inspections have been received and programmed; however it is clear once on site that the assets are not ready for that inspection and in some cases we have found that the certifier has not even been on site prior to the day of the inspection.

2. What is Industry doing well?

- ⚡ There are developers and consultants who are communicating early and regularly with AA through the process and this is achieving better and more innovative outcomes. This process will also reduce the review times when the formal documents are submitted.
- ⚡ There are a small number of consultants, developers, and landscape architects that attend our quarterly round tables and they have been able to assist us in addressing our

shortfalls and having open and honest discussions on a range of topics which have been extremely useful in ensuring we are all on the same page.

- ✚ Some members of industry are very clear about what in their submissions do not meet the standards, codes or guidelines and discuss these prior to submissions. In most cases this enables a very clear and unrestricted review and endorsement reducing the resource impact on both parties.
- ✚ Some consultants and developers have established a partnership approach to the development and construction of assets which has seen some non compliant but well designed and good quality infrastructure assets being delivered and accepted by the Territory on behalf of the public.
- ✚ A number of consultants are working together with AA towards better solutions and outcomes.
- ✚ Those members attending formal and regular consultation meetings with TAMS and discussing issues with an open mind are performing well in the preparation of their submissions and handover of assets with fewer issues or rework.

3. What Industry could do to improve the way they currently work with Asset Acceptance

- ✚ More and earlier face to face meetings with AA and use AA to coordinate all meetings with TAMS and its business areas.
- ✚ Use the documented escalation process that is in place so that correct action can be taken if and when required at the most appropriate level.
- ✚ Regularly review the TAMS Advisory Notices to ensure you and your staff in the organisation are aware of all the changes and reviews being advised through this process.
- ✚ Work with AA on innovative or alternative design proposals that look at reducing the overall whole of life costs of the assets – reduction in maintenance costs.
- ✚ Attend and take an active role in the quarterly forums held by Asset Acceptance every quarter to assist in addressing issues and reviewing processes on a regular basis.
- ✚ Be more proactive to work with Asset Acceptance on the areas within their proposed submission that are not compliant with our standards, codes or guidelines to address these prior to the formal submission.
- ✚ Work with AA through our quarterly meetings to improve processes and procedures
- ✚ Implement more stringent quality control process around submissions as there is a significant number of submissions that are not able to be reviewed or delayed due to minor but critical aspects missing or incorrectly submitted. This creates delays even before the engineering assessments begins
- ✚ Improve the quality of street lighting drawings by including details for SL consultant, Power Connection Detail, and stamped drawings etc.
- ✚ Do not bring just issues to the table, come with options and their risks and how could they be mitigated. Advise how they differ from the standards, codes and guidelines and how the solution provides the best overall outcome to the Territory and the risk is within acceptable tolerances.
- ✚ Acknowledge the errors and incomplete designs and then work with Asset Acceptance to resolve the issue or identify the position that we can both accept and move forward, rather than having many meetings just to establish that we all agree there is an error.
- ✚ Request you inspections only when the projects are ready and completed as per approved design this way time is not wasted by either party.
- ✚ Provide a strategic matrix of target dates for the achievements of different stages from. The development Application through to Design and Final handover of all assets. This would assist TAMS planning their resources for peak demands.

- ✚ Provide Project Titles using conventional approach reflecting accurately the nature of the works being undertaken. Make clear identification of landscape and civil components. Eg for incorrect titling: There are so many projects being designed for verge infrastructure works especially in Infill locations where the Applicant chooses to engage a landscape architect although the majority of the infrastructure is civil orientated, but still uses the designers discipline as the main ingredient in the project title (Landscape Works). This current approach needs to be addressed and remedied.
- ✚ Make reference to previous approved documents such as Prescribed Conditions, Development Applications and Estate development Plans when lodging for detail design approval or when requesting pre-advice or requesting for a pre-meeting for advice.