



NABERS STRATEGIC PLAN 2013–2017

BUILT ON PERFORMANCE >>



NABERS is a national initiative managed by the New South Wales Government



A MESSAGE FROM THE NABERS NATIONAL STEERING COMMITTEE >>

Welcome to the NABERS 2013-2017 Strategic Plan. This plan has been developed in collaboration with industry and government to establish a clear and focused roadmap for the NABERS program moving forward.

The plan outlines the overall vision for NABERS, its core values and sets out five broad objectives. Under each objective a number of focus areas are outlined with specific time frames set for each – immediate, ongoing, short and medium. Each is designed to ensure all participants are focused and accountable on the agreed time frames and outcomes.

It is designed to be a 'living breathing' plan and we actively invite interested parties to participate and be involved in the delivery of each objective.

We look forward to working closely with industry and government to ensure NABERS maintains its world leading credentials.

Thank you. The National Steering Committee



INTRODUCTION >>

NABERS is a national program delivered by the New South Wales Government (the National Administrator) under the guidance of the Commonwealth, State and Territory governments (the NABERS National Steering Committee). The program provides a suite of rating tools that measure the environmental performance of Australian buildings and tenancies. NABERS rating tools can measure the energy efficiency, emissions intensity, water usage, waste management and indoor environment quality of a building or tenancy and its impact on the environment.

NABERS provides:

- A trusted, reliable and easy-to-use metric of the actual environmental performance of a building that compares buildings on a like-for-like basis.
- A star rating scale that recognises and rewards current performance levels, and encourages and promotes best practice.
- A common language through which industry and government can communicate and improve building sustainability.
- An independent benchmark to support industry and government decision making.

Emissions from commercial buildings grew by 87% between 1990 and 2006 and now represent 10% of Australia's total emissions.

– Department of Resources, Energy and Tourism, Energy Efficiency Opportunities, 2010



THE SUSTAINABLE BUILT ENVIRONMENT >>

A sustainable built environment is increasingly a key objective for industry, government and the community; to address rising utility prices and resource constraints, to improve the health and comfort of building occupants, to meet community expectations of corporate citizenship, and to manage and adapt to the risks posed by climate change.

While new buildings are increasingly designed to more sustainable standards, 80% of buildings are more than 10 years old and were constructed before sustainability became a commercial consideration.

These existing buildings will continue to operate for many years to come, and are a priority for achieving improved environmental performance.

Within this context, Australian building owners, managers and tenants are leading the world in improving the environmental performance of existing buildings, supported by NABERS rating tools.

NABERS provide an industry-wide, understanding of the environmental performance of buildings and the effectiveness of sustainability initiatives.

Over 80% of existing office
stock is over 10 years old.

– Davis Langdon, 2009



Australia's key strengths include green architecture and building design. Indeed, Australia is renowned internationally in this area.

– Green Buildings – Green Building Industry Capability Report August 2010, Austrade



The green building sector as a whole is vital to the Australian economy, with the construction sector alone contributing 6.9% of Australian GDP in 2009.

– *Green Buildings – Green Building Industry Capability Report* August 2010, Austrade

MOVING FORWARD >>

This strategic plan outlines the direction of NABERS over the next five years, and continues the close partnership between industry and government to provide a suite of world class rating tools that support the sustainability endeavours of the Australian built environment.

With increasing demands on industry and government to drive sustainability initiatives, advancements in energy provision, new work place practices, technological advancements in both building design and retrofitting, and the shift towards cloud based building management - it is imperative

that NABERS rating tools evolve and remain at the forefront within this changing context.

NABERS is committed to; developing stronger stakeholder engagement policy and processes, enhancing existing rating tools, exploring needs in other built environments, driving improvement in Assessor training & technical knowledge, and working closely with academic and governmental institutions both nationally and overseas. All of these actions will enable NABERS to continue to be relevant and reflect the needs of the market, both now and in the future.



VISION >>

To support a more sustainable built environment through a relevant, reliable and practical measure of building performance.

VALUES >>

- ★ **integrity**
to be ethical, impartial, open and transparent
- ★ **quality**
to operate a robust, reliable program of rating tools
- ★ **collaboration**
to work with industry and government to ensure relevance and effectiveness
- ★ **leadership**
to demonstrate and advocate practical environmental benchmark performance measures for industry and government
- ★ **public service**
to serve the public good by communicating trusted results



A total of 16.3 MtCO₂e emissions reduction and 22,922GWh of energy savings is possible in Australian commercial buildings, accessible across all sub-sectors and technologies by 2020.

– ClimateWorks Australia

OBJECTIVES >>

1

Service Delivery NABERS is efficient, effective and trusted.

2

Accountability NABERS is transparent and managed under the direction of a representative governing body.

3

Identity NABERS ratings and tools are universally recognised and understood.

4

Availability NABERS rating tools cover key markets that have an identified environmental need.

5

Innovation NABERS innovates in response to industry and government needs and learning.

objective 1

service delivery

NABERS is efficient, effective and trusted.

Focus Areas	Action	Time Frame
Excellence in Service	1. Further develop and enhance the website to improve access to information and increase transparency of the rating process.	Immediate
	2. Match resources with planned rating and tool growth rates to enable a service oriented culture; that services both the voluntary and regulatory functions of the program.	Ongoing
	3. Continue to certify 90% of NABERS rating applications within 10 working days.	Ongoing
Outstanding quality	1. Undertake technical review of NABERS rating tools every 5 years so they remain relevant and robust.	Ongoing
	2. Continue to audit at least 5% of ratings, and respond to audit findings to ensure accurate, consistent and correct application of the NABERS Rules by Assessors.	Ongoing
	3. Continually improve the NABERS Assessor training program to proactively address issues identified by Assessors and Auditors during the rating and audit process.	Ongoing
Financially sustainable	1. Review fees to recover costs to government where appropriate.	Short
	2. Implement fee for service arrangements to share data with reputable parties for reporting and analysis.	Medium
	3. Expand revenue opportunities through information and education programs.	Short
	4. Promote NABERS Equipped and NABERS Commitment Agreements.	Medium

Immediate – within 12 months

Short – within 2 years

Medium – 3-5 Years

Ongoing

2

objective 2

accountability

NABERS is transparent and managed under the direction of a representative governing body.

Focus Areas	Action	Time Frame
Responsive and responsible governance	1. Develop and implement a governance structure that delivers the strategic objectives, upholds the integrity of the rating system and ensures efficiency in delivery.	Immediate
	2. Ensure relevant industry views are effectively canvassed and addressed by the NABERS governing body.	Ongoing
	3. Governance structure establishes Ministerial oversight which addresses the regulatory and voluntary functions of the program.	Immediate
Open and transparent	1. Establish a biennial industry survey for stakeholders to provide feedback on NABERS delivery.	Immediate
	2. Publish a NABERS annual report within 3 months of the end of each financial year, incorporating performance against key indicators and outcomes of relevant reviews and surveys.	Immediate
	3. Make key documents publicly accessible, consistent with maintaining confidentiality and ensuring adequate protection of intellectual property.	Immediate

Immediate – within 12 months

Short – within 2 years

Medium – 3-5 Years

Ongoing

3

objective 3

identity

NABERS ratings and tools are universally recognised and understood.

Focus Areas	Action	Time Frame
Increase understanding and awareness of NABERS	1. Develop and implement a communications strategy and separate communication plans for existing and new rating tools to encourage greater stakeholder recognition, understanding and use of NABERS.	Immediate
	2. Review and maintain NABERS brand guidelines to ensure they are actively utilised and support the legitimate promotion of the program.	Short
	3. Work with participating governments and other stakeholders to promote the NABERS suite of rating tools.	Short
	4. Promote NABERS Equipped and NABERS Commitment Agreements.	Immediate
Ensure built environment experts understand NABERS	1. Develop and implement a consultation policy to engage with government, industry and community stakeholders to deepen awareness of the value of NABERS and participation in the programs development.	Immediate
	2. Establish and facilitate forums for Assessors, owners and users to discuss ideas and issues on the NABERS rating tools.	Medium
	3. Target built environment professionals and undergraduates to learn about NABERS as part of their core skills.	Medium
	4. Develop a continuous education program for Accredited Assessors.	Short

Immediate – within 12 months

Short – within 2 years

Medium – 3-5 Years

Ongoing

4

objective 4

availability

NABERS rating tools cover key markets that have an identified environmental need.

Focus Areas	Action	Time Frame
Increase adoption and identify emerging markets	1. Implement strategies to target growth in use of NABERS Energy and Water for Offices of 5% per annum, and develop realistic growth targets for other rating tools.	Short
	2. Develop a research based prioritisation framework to identify market need for new rating tools/system development.	Short
	3. Publish timetable for new rating tools/system development.	Short
Develop rating tools to meet demonstrated need	1. Implement a peer review process to support the development and review of NABERS rating tools.	Short
	2. Pilot the NSW Schools rating tool.	Immediate
	3. Develop a 5 year tool review and development plan, which considers the government policy and regulatory environment and communicate this to stakeholders.	Short
	4. In consultation with industry, strengthen and harmonise NABERS methodologies to potentially accommodate buildings with more than one use and also consider new practices in office operation.	Short
Explore and develop opportunities for international use	1. License and support the New Zealand Government to develop and deploy NABERS in NZ.	Immediate
	2. Work with the Australian Government to raise the international profile of NABERS and consider and assess international proposals to expand NABERS into South East Asia and other regions.	Ongoing

Immediate – within 12 months

Short – within 2 years

Medium – 3-5 Years

Ongoing

5

objective 5

innovation

NABERS innovates in response to industry and government needs and learning.

Focus Areas	Action	Time Frame
Innovate through collaboration to support new technologies and processes	1. Support and promote regular research on buildings and technologies that affect NABERS.	Medium
	2. Collaborate with non-government organisations and educational institutions where there are clearly shared objectives to improve the environmental performance of the built environment.	Ongoing
	3. Partner with other Government departments where the expertise of NABERS can support mutual policy objectives.	Ongoing
Ensure ratings are responsive and aspirational	1. Develop clear guidelines on how star bands should be set and adjusted to provide appropriate benchmarks and drive competition to innovate.	Short
	2. Work with government and industry to embed NABERS as the standard measure of performance in sustainability programs and policies for the built environment where appropriate.	Ongoing

Immediate – within 12 months

Short – within 2 years

Medium – 3-5 Years

Ongoing



best practice universal
initiative effective **relevant** educational innovating
efficient recognised sustainable **reliable**
trusted practical





Office of Environment and Heritage

59-61 Goulburn Street, Sydney

PO Box A290

Sydney South NSW 1232

Phone: +61 2 9995 5000

Fax: +61 2 9995 5999

www.nabers.gov.au