

Tuesday 21 June 2016

## A lesson in using infrastructure to build productivity

The New South Wales State Budget for 2016-17 has been welcomed as positive and robust by industry association Consult Australia which is calling for all governments to follow their lead.

“The Treasurer today delivered a positive Budget for the state and for our industry,” said Consult Australia President, Andrew Mather.

“We look forward to working with the NSW Government to deliver on their ambitious agenda, and pushing them on the issues that matter to our members in order to better secure the long-term future of the State.”

### Being a model client is in the interest of taxpayers

The State Manager for New South Wales, Matthew Trigg, said that NSW is proving itself as an example to other jurisdictions, but in doing so needs to consider how it interacts with industry if it is to ensure maximum value for money for taxpayers.

“The State is managing multiple once-in-a-generation investments that will help drive productivity growth into the future.”

“The turnaround has been simply remarkable.”

“Long term planning, diverse funding approaches, and private-sector engagement will help mitigate against the cyclical nature of infrastructure investment and better assure the public that they are not ultimately footing the bill for inefficient procurement and poor risk management.”

The ability of any government to act as a ‘model client’ is central to this. *See note on following page.*

“Ensuring the public sector has the necessary skills, knowledge, and resources is critical. As is the measurement, maintenance, and development of such procurement literacy,” said Mr Trigg.

“We have long advocated for the establishment of a Centre for Procurement Excellence to support development of infrastructure and procurement skills within the public service.”

END

For further information or to arrange an interview, please contact Consult Australia’s NSW State Manager, Matthew Trigg on 02 8252 6708 or [nsw@consultaustalia.com.au](mailto:nsw@consultaustalia.com.au)

### About Consult Australia

Consult Australia is the association that represents the business interests of consulting firms that design, engineer, assess and plan our built and natural environments.

We represent an industry comprising some 48,000 firms across Australia, ranging from sole practitioners through to some of Australia’s top 500 firms. Collectively, our industry is estimated to employ over 240,000 people, and generate combined revenue exceeding \$40 billion a year.

Consult Australia has undertaken significant work to further the discussion, including on how major works are financed and procured. For more visit [www.consultaustalia.com.au](http://www.consultaustalia.com.au)

# MEDIA RELEASE



Driving Business Success for Consulting Firms in the Built and Natural Environment

## What is a model client?

NSW Government and public sector should be a 'model client' at all times to support creating a healthy procurement and risk management culture in the State.

The principal of being a model client is similar to the established practice of Government acting as a model litigant in legal proceedings, although it goes further to encapsulate practices knowingly supported in the wider economy.

Under the New South Wales Model Litigant Policy government agencies are required to:

- Deal with claims promptly
- Not take advantage of a claimant who lacks the resources to litigate a legitimate claim
- Pay legitimate claims
- Avoid litigation
- Keep costs to a minimum, and
- Apologise where the State has acted inappropriately.

Practically being a model client means working collaboratively with industry on projects, and achieving mutually beneficial outcomes rather than seeking to 'beat' industry.

It is generally accepted that to be a 'model client' government agencies should:

- Operate in good faith and act ethically, fairly, and honestly in all dealings
- Never use status, power or authority to gain unfair benefit or advantage
- Undertake appropriate risk assessment, management and allocation
- Avoid use of non-standard contracts and explain why variations occur
- Be clear, consistent, and transparent in procurement and delivery methodology
- Maintain open and constructive communication between all necessary parties
- Foster productive and healthy working relationships throughout the supply chain
- Avoid making assumptions about industry capacity or capability
- Keep costs and documentation requirements to a minimum
- Deal with all potential suppliers and existing suppliers equally
- Provide clear, well structured, accurate briefs
- Allow reasonable review and response times
- Review lessons learned and foster a culture of continuous improvement