

16 September 2020

Christine Gowland
Director
Registry & Accreditation
NSW Fair Trading | Department of Customer Service
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Bathurst NSW 2795
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Dear Christine

RE: Building Certifiers Public Register

I am writing regarding the Building Certifiers Public Register, found here:
search.bpb.nsw.gov.au/PublicRegister/RegistrationSearch.aspx

The register is a vitally important tool to allow members of the public to search for registered certifiers in NSW, but the current register has several deficiencies which must be addressed.

Some of these deficiencies include:

- Listing registered certifiers as “suspended” when they have voluntarily suspended their registration is inaccurate and likely to be misunderstood by members of the public.
- The use of red crosses to communicate this information is also likely to be misunderstood by the public.
- Historical information listed on the main page could easily be construed as being current information. This historical information should be linked to a separate page, away from the main search function.

It would be greatly appreciated if the presentation of the register information could be revisited to ensure information is communicated clearly and the above deficiencies are addressed.

If you would like to discuss this matter further, please do not hesitate to contact me on 0431 082 259.

Yours sincerely



Jill Brookfield
Chief Executive Officer