

29 July 2022

Mr Matthew Whitton
Director
Building & Construction Compliance
Department of Customer Service
4 Parramatta Square
12 Darcy Street
Parramatta NSW 2150
Email: matthew.whitton@customerservice.nsw.gov.au

Dear Matt

I am writing regarding the concerning lack of resources dedicated to assessing new registration and renewal applications for registered certifiers in NSW.

Our members are regularly raising with us instances of extensive delays in processing, and a lack of responsiveness from the department.

This is having a significant impact on many small business certification firms who are also struggling with workforce shortages.

The added burden of registration processing delays is compounding these workforce issues.

As a result, there are certifiers in NSW receiving their registration from other jurisdictions across the country and relying on mutual recognition to practice in NSW. This is unacceptable.

While I acknowledge the hard work of the department staff who are doing their best in difficult circumstances, there is clearly a lack of resources devoted to this important function.

I respectfully ask that this matter be addressed as a matter of urgency.

I look forward to your response.

Yours sincerely



Jill Brookfield
Chief Executive Officer