



# 2020 MASTER BUILDERS-BANKWEST HOUSING EXCELLENCE AWARDS

The Master Builders-Bankwest Housing Excellence Awards are the most prestigious Awards open to residential builders in WA. These Awards are unique because they are open to all builder members and focus solely on the quality of workmanship and craftsmanship shown in houses and residential projects across the state.

ENTRY REQUIREMENTS

JUDGING CRITERIA

CATEGORIES

## ABOUT THE AWARDS



Master Builders' Awards showcases and rewards members for demonstrating exceptional craftsmanship, commitment to building excellence and upholding the highest professional standard, through the following:

- Recognise the quality work achieved by your staff and contractors
- Have your standard of construction independently and impartially assessed
- Demonstrate your commitment to excellence to existing and prospective clients
- Have your winning work promoted in independent press and industry media
- Promote your success through the use of the Award winner logo on your promotions and website
- Be featured in the results on the popular [www.mbawa.com](http://www.mbawa.com) website
- Celebrate with your team at a gala presentation dinner

### IMPORTANT DATES

See below for relevant Awards entry, judging and presentation dinner dates:

#### Entries Open

Monday 1 July 2019

#### Entries Close

Friday 23 August 2019

#### Judging Commences

Monday 7 October 2019

#### Judging Concludes

Friday 8 November 2019

#### Awards Presentation

Saturday 22 February 2020, Crown Perth. All Award tickets can be purchased at [www.mbawa.com](http://www.mbawa.com)

### ENTRY FEES

All prices are exclusive of GST and are open to members only, unless otherwise stated.

#### Residential Award Entry Fees

##### Member Only

First Entry	\$345.45 + GST
Additional Entry/Specialist Entry	\$254.55 + GST
Safety Entry	\$450 + GST
Customer Service Entry	\$545.45 + GST
Project Photography	\$227.27 + GST (Metro)

### CONTACT DETAILS

Please don't hesitate to contact us should you have any queries:

Contact	Phone	Email Address
Events Team	9476 9800	<a href="mailto:events@mbawa.com">events@mbawa.com</a>

## ENTRY REQUIREMENTS



Please be aware that emphasis will be placed on the on-site inspection by a team of judges. It is therefore important that the builder and/or client are on-site for the inspection to answer any questions posed by the judges.

In addition, the following information must accompany all entries and are required to be lodged via the online entry portal at [www.mbawa.com/awards](http://www.mbawa.com/awards) no later than 5pm on the closing date of entries.

### Requirements for ALL Entries:

- ✓ All entry details including builder and project details, client approval and entry fee
- ✓ A sixty (60) word synopsis of the home/project to be used in all editorials
- ✓ Current map with the exact location of the property indicated
- ✓ A simplified A4 floor plan (Alterations & Additions to also include 'before' plans)
- ✓ List of subcontractors/Trades engaged on the project
- ✓ Any supporting documentation i.e. additional plans, references, safety statistics etc
- ✓ Portion of the contract/final statement to verify the price
- ✓ High resolution photographs as per the below requirements:

### Project Photograph Requirements:

Master Builders provides two (2) options of submitting quality high resolution photographs of the project. Should you require photography, please tick the 'photography' box in your entry.

- ✓ **Option 1: Engage a Master Builders photographer**  
Master Builders can engage a professional photographer to provide a professional photography service to entrants. Should you require the services of a photographer, please tick the box on the in the entry portal and we will coordinate the photography to take place during your allocated judging time slot. Master Builders will liaise with the photographer directly to arrange the conduct and delivery of your project's professional photography, so you won't need to lift a finger!
- ✓ **Option 2: Supply your own high resolution photographs**  
Please upload the following requirements at a minimum, with your entry. Photos must be high resolution of 300dpi with image size of 297mm x 210mm in .jpeg format.
  - Four (4) high resolution colour photographs of 300dpi with image size of 297x210mm in .jpg format showing different INTERNAL aspects of the completed project
  - Four (4) high resolution colour photographs of 300dpi with image size of 297x210mm in .jpg format showing different EXTERNAL aspects of the completed project.
 Wherever possible, please include any images of the project during the construction process.

### Additional Requirements for ALTERATIONS & ADDITIONS Entries:

- ✓ A simplified A4 floor plan. Alterations & Additions to also include 'before' plans
- ✓ Include two (2) INTERNAL and two (2) EXTERNAL high resolution 'before' photographs where possible

### Additional Requirements for TRADE/SPECIALIST Entries:

- ✓ One (1) page document that addresses the relevant criteria of the Trade/Specialist Award nominating for and assists the judges in assessing the relative merits of each project for Trade/Specialist Awards

### Additional Requirements for DISPLAY HOME Entries:

- ✓ A letter or similar advice from the permit authority that the home is approved for use as a designated display home. A letter or similar advice from the permit (local) authority means either a development (planning) approval and/or a building permit clearly detailing the home was assessed and approved by the permit authority as a display home
- ✓ Sales Brochure

### Additional Requirements for CUSTOMER SERVICE Entries:

- ✓ An Excel spreadsheet of ALL clients who have had homes completed within the last twelve (12) months to be used in a telephone survey to assist in the judging process
- ✓ 4-8 high resolution jpeg images of your staff or office environment that illustrate your approach to customer service
- ✓ A copy of your company logo

## JUDGING CRITERIA



### INTERNAL/EXTERNAL BRICKWORK/RENDER FINISH

- Sharpness of brickwork
- Horizontal bed joints and vertical perp alignment
- Selection of bricks (ie chipped, etc)
- Mixing of batches of bricks
- Consistency of mortar colour and joints
- Plumbness of windows
- Cuts to brickwork etc, OR:
- Sharpness of render
- Trowelling
- Consistency in texture and colour
- Alignment of corbelling
- Alignment of cladding and fixing
- Trade attention to detail
- Concrete formwork, control of reinforcement placement and cover, concrete placing compaction finishing and curing, and above average attention to practices achieving high quality and durable surface finishes
- Brick & block paving

### INTERNAL/EXTERNAL CARPENTRY FINISH & FIXING

- Door margins
- Finishing to hinges
- Latches
- Strikers
- Sills and returned scotia
- Shelving
- Balustrading
- Jointing of mouldings
- General workmanship

### INTERNAL PLASTERING/DRYWALL

- General surface texture and consistency
- Square and plumb arise
- Reveals
- Corners
- Cleaned door and window frames
- Map cracking/crazing
- Scouring to internal corners
- Window reveals

### ROOF ALIGNMENT & NEATNESS OF FINISH

- Gutters and eaves alignment
- Fixings
- Neatness of cuts and joints
- Plane of roof
- Fixing of materials
- Flashings
- Hip and valley alignment
- Plumbness of downpipes
- Detail to exposed timber areas
- Selection of timber
- General tidiness

### CUPBOARD CONSTRUCTION & FINISH

- Bench top joints
- Door/drawer alignment
- Door stops
- Ease of drawers
- Internal quality of fixing
- Edging, colour consistency

- Fixing of appliance/sinks
- Plumbness of cupboards
- Alignment of handles

### FLOOR & WALL TILING

- Setout
- Margins
- Grouting
- Jollies
- Waste cuts
- Alignment of hobs
- Steps
- Plane of wall tiles and floor tiles
- Scribing of tiles
- Position of borders
- Bath risers
- Sealing around baths
- Sealant to wall and floor tile junction
- Squareness of shower

### CEILING FIXING

- Plane of plasterboard
- Visibility of joints/nails/screws
- Cornice joints
- Cornice fixing
- Alignment of cornice
- Squareness of bulkheads

### INTERNAL & EXTERNAL PAINTING

- General finish
- Preparation work
- Door painting (top and bottom)
- Top of door frames
- Under sills and mouldings
- Robe rails
- Paint runs
- Consistency of finish
- Coverage of paint to frames and mouldings

### INTEGRITY OF STRUCTURE

- Visual signs of movement
- Cracking
- Excess shrinkage
- General defects

### PROFICIENCY OF SUPERVISION

- Squareness of setout
- Plumbness of walls
- Setout of entities within the home
- Care of general supervision overall
- Cleanliness of job in general
- Attention to detail

### TRANSITION (APPLIES TO ALTERATIONS & ADDITIONS ONLY)

- Integration of new addition with existing structure
- Workmanship
- Fixing (old to new)
- Marrying building materials
- Internal and external
- General detail

## CATEGORIES



### MAJOR CATEGORIES

Winners from across all categories compete for the best Major Awards. These are non-entered categories as the best overall scoring homes from all entries received automatically become finalists for these awards.

#### TOP WA HOME (non-entered, presented at Perth Metro Housing Awards only)

Recognises the best overall Contract Home entered, amongst all price categories. Finalists include the winner of the overall Best Country Home and the overall best scoring contract homes entered.

#### BEST COUNTRY HOME (non-entered, presented at Perth Metro Housing Awards, 'regional' Best Country Homes presented at each region's Building Excellence Awards)

Nominees are the winning homes from the Master Builders-Bankwest Building Excellence Awards in the Kimberley-Pilbara, South West, Goldfields-Esperance, Great Southern and Geraldton-Midwest Regions.

#### BEST DISPLAY HOME (non-entered, presented at Perth Metro Housing Awards, 'regional' Best Display Homes presented at each region's Building Excellence Awards)

Recognises the best overall Display Home entered, amongst all price categories.

#### BEST ALTERATIONS & ADDITIONS (non-entered, presented at Perth Metro Housing Awards, 'regional' Best Alterations & Additions presented at each region's Building Excellence Awards)

Recognises the best overall Alterations & Additions entered, amongst all price categories.

### HOUSING CATEGORIES

Awards which recognise the type of projects entered into the Housing Awards including Display Homes, Contract Homes, Alterations and Additions, and Multi-Unit Developments.

#### BEST CONTRACT HOMES

A dwelling which has been designed and built on contract specifically for that site and according to the requirements and brief of the client. Also includes any dwelling that is opened by the builder for the purposes of display that, at the time of entry, has not been approved by the local authority or developer as a display home. One Unit of a Duplex, Triplex, Unit Development or Group Housing is acceptable in any category (divide overall contract price by number of units to determine price category). This category is available for entry under the following sub-categories:

Under \$200,000	\$400,000 - \$450,000	\$1,000,000 - \$1,500,000
\$200,000 - \$250,000	\$450,000 - \$550,000	\$1,500,000 - \$2,500,000
\$250,000 - \$300,000	\$550,000 - \$650,000	\$2,500,000 - \$3,500,000
\$300,000 - \$350,000	\$650,000 - \$750,000	Over \$3,500,000
\$350,000 - \$400,000	\$750,000 - \$1,000,000	

#### BEST DISPLAY HOMES

A dwelling which has been designed, built and displayed with the intention of building identical homes in other locations. Must be on display and advertised as open to the public during regular specified hours between the date that entries close and six weeks after the Awards are presented, at a minimum. Entries must be accompanied by a letter or similar advice from the permit authority that the home is approved for use as a designated display home. A letter or similar advice from the permit (local) authority means either a development (planning) approval and/or a building permit clearly detailing the home was assessed and approved by the permit authority as a display home. This category is available for entry under the following sub-categories:

Under \$200,000	\$270,000 - \$300,000	\$500,000 - \$600,000
\$200,000 - \$220,000	\$300,000 - \$350,000	\$600,000 - \$800,000
\$220,000 - \$240,000	\$350,000 - \$400,000	Over \$800,000
\$240,000 - \$270,000	\$400,000 - \$500,000	

#### BEST ALTERATIONS & ADDITIONS

An addition to, or alteration of, an existing dwelling. Must incorporate structural building work so as to alter, extend or renovate an existing house. This category is available for entry under the following sub-categories:

Under \$150,000	\$250,000 - \$300,000	\$500,000 - \$750,000
\$150,000 - \$200,000	\$300,000 - \$400,000	\$750,000 - \$1,000,000
\$200,000 - \$250,000	\$400,000 - \$500,000	Over \$1,000,000

## CATEGORIES

### BEST MULTI UNIT DEVELOPMENT

Constitutes a Multi-Unit Developments for residential purposes including the following. This category is available for entry under the sub-categories 2 - 5 Units, 5 - 10 Units or 10 - 20 Units, and includes:

Class 1a - a single dwelling being:

- A detached house
- One of a group of two or more attached dwellings, each being a building, separated by a fire-resisting wall, including a row house, terrace house, town house or villa unit.

Or, Class 1b - a boarding house, guest house, hostel or the like:

- With a total area of all floors not exceeding 300 m<sup>2</sup> measured over the enclosing walls of the Class 1b and in which not more than 12 persons would ordinarily be resident which is not located above or below another dwelling or another Class of building other than a private garage.

All Class 2 and 3 Buildings as defined by the BCA are to be entered as a Construction Award category in the Master Builders-Bankwest Excellence in Construction Awards.

### TRADE CATEGORIES

Awards which recognise a particular-trade of construction in the project/house entered. A project must first be entered into a Housing Award to be eligible to be nominated for a Trade Award. All entries are automatically entered into all of the following trade awards, at no charge.

#### EXCELLENCE IN CABINET MAKING

Bench top joints, door/drawer alignment, door stops, ease of drawers, internal quality of fixing, edging, colour consistency, fixing of appliance/sinks, plumb-ness of cupboards and alignment of handles.

#### EXCELLENCE IN CEILINGS

Plane of plasterboard, visibility of joints/nails/screws, cornice joints, cornice fixing, alignment of cornice and squareness of bulkheads.

#### EXCELLENCE IN FLOOR & WALL TILING

Setout, margins, waste cuts, scribing of tiles, position of borders, squareness of shower, bath risers, alignment of hobs, steps, jollies, plane of wall tiles and floor tiles, grouting, sealing around baths, sealant to wall and floor tile junction. Compliance with AS3740 for falls in shower floors shall be sufficient to prevent water from ponding within the shower area and shall prevent water from discharging outside the shower area. Where a floor waste is installed, the floor must be constructed so that water flows to the waste without ponding.

#### EXCELLENCE IN PAINTING

Preparation work, coverage of paint to doors (top and bottom), frames, under sills and mouldings and robe rails, paint runs and consistency of finish.

#### EXCELLENCE IN PLASTERING

Surface texture and consistency, square and plumb arises, reveals, corners, cleaned door and window frames, map cracking/crazing, scouring to internal corners and window reveals.

#### EXCELLENCE IN PLASTERBOARD LININGS

Recognises workmanship in visibility of joints/nails/screws, flushing, cornice joints and squareness of bulkheads.

#### SILVER TROWEL AWARD

Sharpness of internal and external brickwork, horizontal bed joints and vertical perp alignment, selection of bricks, mixing of batches of bricks, consistency of mortar colour and joints, plumbness of windows and cuts to brickwork.

#### EXCELLENCE IN CONCRETING

Difficulty of area/site, use of construction joints, overall finish and appearance.

#### EXCELLENCE IN CARPENTRY

Recognises quality of workmanship in balustrading, door margins, jointing of moldings, finishing to hinges, latches, strikers, skills and returned scotias, shelving and general workmanship.

## CATEGORIES



### EXCELLENCE IN ROOFING

Recognises quality workmanship in the alignment of gutters, eaves, details to exposed timber areas, plan of roof, fixing of materials, flashing, hip and valley alignment and the finish of cuts and joints.

### EXCELLENCE IN EXTERNAL FINISHES

Recognises innovative use of alternative external finishes and/or multiple finishes, such as feature walls, stone cladding, render etc.

### EXCELLENCE IN BRICK & BLOCK PAVING

Recognises preparation of site, alignment of pavers, finish of edges and overall difficulty of the project.

## SPECIALIST CATEGORIES

Awards which recognise a specialised factor of building and construction. A project must first be entered into a Housing Award Category to be eligible to be nominated for a Specialist Award. Please submit a one (1) page document addressing the criteria under each Specialist Award.

### INNOVATIVE CONSTRUCTION FOR SMALL LOTS

Innovative building techniques in constructing a home on a lot less than 400m<sup>2</sup> and overcoming challenges of a project on a restricted site.

### BEST ALTERNATIVE CONSTRUCTION HOME

Includes modular homes built onsite or transported in one or more major sections, pole homes, framed construction as defined by the BCA, or any other home classed as alternative construction at the judges' discretion.

### EXCELLENCE IN ENERGY EFFICIENCY

Design features beyond 6-star energy efficiency requirements. This includes lighting and energy management systems that reduce the home's carbon footprint. An accredited assessors rating must be included.

### EXCELLENCE IN RECYCLING

Entrants should demonstrate that they have successfully diverted waste from landfill during a construction project. Builders should identify how they have avoided, reduced and reused waste during the planning and construction processes and the outcomes achieved.

### BEST WATERWISE HOME

Implementation of water efficiency in construction, considering water pressure regulation, grey or black water systems, water harvesting, water fixtures (including taps, showers, baths, toilets, spas, pools and any appliances), and any outside landscaping or irrigation done.

### BEST NEW BUILDER

The Best New Builder Award will be presented to a residential builder who has been registered for five (5) years or less in WA and for five (5) years or less nationally (however must have been trading for a minimum of 2 years). The builder must not have owned a building company previously. A builder is not eligible to enter this Award if they have previously entered this category. The entrants must display qualities befitting a 'Master Builder' in their nominated project/s including:

- » Quality of workmanship
- » Attention to detail
- » Pride in the Job
- » Excellent safety standards
- » Innovative building techniques
- » Project management (Cost, Quality, Time, etc.)

### SMALL/ MEDIUM/ PROJECT BUILDER OF THE YEAR

This award recognises a Small Builder (less than 10 projects per year), Medium Builder (11-50 projects per year) or Project Builder (over 51 projects per year) who has achieved the highest construction excellence across all projects entered in this year's Master Builders-Bankwest Excellence Awards. Small Builders must have entered three (3) or more projects and achieved a minimum of one (1) price category award to be eligible. Medium Builders must have entered five (5) or more projects and achieved a minimum of one (1) price category award to be eligible. Project Builders must have entered eight (8) or more projects and achieved a minimum of one (1) price category award to be eligible. Please provide written evidence to show how many projects completed over past 12 months. Must enter the



## CATEGORIES



same years Best Customer Service Awards to be eligible and submit a one (1) page doc outlining quality control & supervision procedures and adherence to a building works programme.

### EXCELLENCE IN WORKPLACE HEALTH & SAFETY

Projects nominated for the safety award must be under construction at time of nomination and not completed prior to site audits/inspections, where the project is a finalist. The purpose of the Award is to promote best practice OSH on building and construction projects through the acknowledgement and celebration of Excellence in Health and Safety. Please include safety performance statistics.

### TRADEPERSON OF THE YEAR

Recognises the outstanding quality of work which surpasses all trades. All Trade/Sponsor Award winners are automatically entered into consideration for this Award.

### SUPERVISOR OF THE YEAR - SMALL BUILDER/ MEDIUM BUILDER/ PROJECT BUILDER

This award recognises the quality of the supervision on projects nominated where the supervisor is employed by a Small Builder (less than 10 projects per year), Medium Builder (11-50 project per year) or Project Builder (51 or more projects per year). The following criteria should accompany this entry:

- |  |  |
|--|--|
| -Project Management Documentation Management | -Site organisation   |
| -Time performance                            | -Skills & Experience Project Supervisor (beyond that of their own trade) |
| -Subcontractor co-ordination                 | -Communication skills complaints handling                                |
| -Supervision of apprentices and staff        | -Management of workplace culture   |
| -Site Management Safety                      | -Attention to detail   |
| -Quality assurance                           | -Problem solving ability   |
| -Maintenance & repairs                       |  |

### BEST CUSTOMER SERVICE - SMALL BUILDER/ MEDIUM BUILDER/ PROJECT/VOLUME BUILDER

Entrants need to demonstrate fair trading principles and how a customer Service culture is promoted within their organisation. Feedback from clients will also be considered. Nomination is open to Master Builders' members only. Entrants will need to demonstrate fair trading principles and how a customer service culture is promoted within their organisation. Phone surveys of a random sample of your clients will be undertaken. Sub-categories are defined by Small Builder (less than 10 projects per year), Medium Builder (11-50 project per year) or Project/Volume Builder (51 or more projects per year).

Criteria:

- High standard of information associated with building contracts, products and the building process
- Regular, timely and helpful communications during the building period
- Quality handover processes
- Attention to maintenance items and repairs
- Complaints handling procedure
- Management of a customer service culture

### BEST CUSTOMER SERVICE - SUPPLIER

Entrants need to demonstrate fair trading principles and how a customer Service culture is promoted within their organisation. Feedback from clients will also be considered. Nomination is open to Master Builders' members only. Entrants will need to demonstrate fair trading principles and how a customer service culture is promoted within their organisation. Phone surveys of a random sample of your clients will be undertaken.

Criteria:

- High standard of information associated with building contracts, products and the building process
- Regular, timely and helpful communications during the building period
- Quality handover processes
- Attention to maintenance items and repairs
- Complaints handling procedure



# WORKPLACE HEALTH & SAFETY ENTRY FORM - RESIDENTIAL



Projects nominated for the safety award must be under construction at time of nomination and not completed prior to site audits/inspections, where the project is a finalist.

The purpose of the Award is to promote best practice OSH on building and construction projects through the acknowledgement and celebration of Excellence in Health and Safety.

## ENTRY CRITERIA

1. Commitment to implementing and achieving high standards of occupational safety and health management.
2. An approach to occupational safety and health which incorporates identification and assessment of workplace hazards.
3. Workplace safety systems which incorporate recognition of employee training needs, intent to adopt higher order control solutions and ongoing monitoring and review.

## IMPLEMENTATION AND MAINTENANCE OF OSH SYSTEMS:

Provide details on the company's commitment to implementing and achieving high standards of occupational safety and health management. Examples could include:

- A list of components of your OSH management system (e.g. manual, policies, procedures, documentation).
- Future goals of the company.

## HAZARD IDENTIFICATION, RISK ASSESSMENT AND CONTROL:

Provide details on the company's policy and procedures for identification, assessment and control of workplace hazards. Examples could include:

- Method used to identify hazards (e.g. regular site/ workplace inspections, checking existing incident records and workers' compensation claims, incident reporting and/ or investigation, hazard/ near-miss alert reporting, OSH management systems audit, standard operating procedure reviews, consultation with employees).
- Procedure used to assess risks (e.g. classification matrix).
- Prioritisation of hazards (e.g. likeliness to cause injury or damage, probability of occurrence and potential to develop further).
- Methods used to control hazards (e.g. hierarchy of controls).
- Hazard reporting procedure.

## PERFORMANCE

Provide details of the measurable improvement in the company's work health and safety performance and if the time and effort spent on improving health and safety in the workplace brought any benefits. Examples could include reduction in:

- Workplace injuries/ incidents.
- Lost productivity.
- WorkCover / Insurance premiums and / or legal costs.

## SAFE WORK AND OPERATING PROCEDURES:

Provide details on the company's safe work systems which incorporate recognition of employee training needs, a commitment to adopting control solutions where possible and ongoing monitoring and reviews. Examples could include:

- Development and implementation of site specific safety instructions.
- Development and implementation of safe work method statements.
- Development and implementation of standard operating procedures.
- Company rules.
- Provision of personal protective equipment.
- Method for ensuring compliance with safe systems of work.
- Provision of information, instruction and supervision.
- Training provided to employees and maintenance of training records

# WORKPLACE HEALTH & SAFETY ENTRY FORM - RESIDENTIAL



## EXECUTIVE SUMMARY- ADDRESS ALL ITEMS RELEVANT TO THE PROJECT

Implementation and Maintenance of OSH Systems:

Provide details on the company's commitment to implementing and achieving high standards of occupational safety and health management. Examples could include:

- A list of components of your WHS management system/processes (e.g. manual, policies, procedures, documentation).
- Future goals of the company.

## HAZARD IDENTIFICATION, RISK ASSESSMENT AND CONTROL:

Provide details on the company's policy and procedures for identification, assessment and control of workplace hazards. Examples could include:

- Method used to identify hazards (e.g. regular site/ workplace inspections, checking existing incident records and workers' compensation claims, incident reporting and/ or investigation, hazard/ near-miss alert reporting, OSH management systems audit, standard operating procedure reviews, consultation with employees).
- Procedure used to assess risks (e.g. classification matrix).
- Prioritisation of hazards (e.g. likeliness to cause injury or damage, probability of occurrence and potential to develop further).
- Methods used to control hazards (e.g. hierarchy of controls).
- Hazard reporting procedure.

## PERFORMANCE:

### Section A:

Number of injuries during the last 12 months

Time lost due to injury during the last 12 months

Time lost due to other safety concerns during the last 12 months

### Section B:

Provide details of the measurable improvement in the company's occupational safety and health performance and if the time and effort spent on improving health and safety in the workplace brought any benefits. Examples could include reduction in:

- Workplace injuries/ incidents.
- Lost productivity.
- WorkCover / insurance premiums and/ or legal costs.

## WORK & OPERATING PROCEDURES:

Provide details on the company's safe work systems which incorporate recognition of employee training needs, a commitment to adopting control solutions where possible and ongoing monitoring and reviews. Examples could include:

- Development and implementation of site specific safety instructions.
- Development and implementation of safe work method statements.
- Development and implementation of standard operating procedures.
- Company rules.
- Provision of personal protective equipment.
- Method for ensuring compliance with safe systems of work.
- Provision of information, instruction and supervision.
- Training provided to employees and maintenance of training records.

## Supporting Material:

To support your entry please include the following information:

- Site safety plan, where applicable, or evidence of safety management processes that are in place.
- Progressive photos that demonstrate your systems in use.

## WORKPLACE HEALTH & SAFETY ENTRY FORM - RESIDENTIAL



### CHECK LIST (BELOW)

- ✓ A completed Entry and Entry fee to be submitted online.
- ✓ A brief executive summary of the project which should include: All items relevant to the project.
- ✓ Consent is required from the owner, signifying the owner's consent to the project being entered into the competition and permitting access to the judges to inspect the entry at a mutually convenient time and to the publication of the entry details.
- ✓ No more than 12 project photos. You must include progressive photos detailing aspects of the project which should be clearly named indicating relevance to the project. The quality of your photographs is important and must be NO LESS THAN 3MB – preferably larger. Images from mobile phone are NOT acceptable.

### JUDGING CRITERIA

- An initial review of the organisations nomination/entry shall be conducted by the Master Builders WA Safety Department to ensure the entry criteria has been met.
- A desktop audit of the organisations safety management systems will be conducted by the Master Builders WA Safety Department .
- Site inspections will be conducted as follows;
- A nominated site, or combination of sites, will be inspected up to 3 times at different stages of the construction process, at the discretion of the judging panel. The nominee will receive audit reports from the site inspections.
- Final judging shall be undertaken by representatives of the Master Builders WA Safety Department.

MASTER BUILDERS-BANKWEST BUILDING EXCELLENCE AWARDS – SOUTH WEST

## BEST CUSTOMER SERVICE ENTRY FORM



### CRITERIA (BUILDERS)

Entrants will need to demonstrate fair trading principles and how a customer service culture is promoted within their organisation. Phone surveys of a random sample of your clients will be undertaken. Feedback from these surveys and your entry will be given to you following the awards.

- High standard of information associated with building contracts, products and the building process
- Regular, timely and helpful communications during the building period
- Quality handover processes
- Attention to maintenance items and repairs
- Complaints handling procedures
- Management of a customer service culture

### CRITERIA (SUPPLIERS)

- Entrants will need to demonstrate fair trading principles and how a customer service culture is promoted within their organisation. Phone surveys of a random sample of your clients will be undertaken. Feedback from these surveys and your entry will be given to you following the awards.
- Sample documentation showing a high standard of product and service documentation.
- Provide evidence of regular and timely communication with clients throughout the sales cycle.
- Provide samples of where the business has used alternative means of communication to assist in liaising with their clients.
- Demonstrated after sales service procedures.
- Demonstrated complaints handling procedure.
- Show examples (where possible), on how a customer service culture is embraced by the business.

### CATEGORIES AVAILABLE

- SMALL BUILDER** (LESS THAN 10 PROJECTS PER YR)
- MEDIUM BUILDER** (11-50 PROJECTS PER YR)
- VOLUME/PROJECT BUILDER** (OVER 51 PROJECTS PER YR)
- SUPPLIER**

### ENTRY REQUIREMENTS

- Entry to be submitted online
- Entries should address each guideline separately in no more than one (1) page per guideline. You may wish to attach supporting material.
- Please supply the following in your entry:
  - An Excel spreadsheet of ALL clients who have had homes completed within the last twelve (12) months to be used in a telephone survey to assist in the judging process.
  - For all small-medium builders, a minimum of 10 clients' details must be submitted.
  - 4-8 images of your staff or office environment that illustrate your approach to customer service.
  - A copy of your company logo

# 2020 Master Builders-Bankwest Excellence Awards

## Awards Submission Service

Want the quality of your project recognised throughout the industry but don't have the time, resources or experience to assemble your Awards submission by the deadline?

Want to remove the worry and risk of missing that deadline!!!

### Have your submission professionally completed on your behalf

Terry O'Brien, former WA Multiplex Communications Manager is offering all entrants his vast experience and ability to compile your Award submission. Terry has prepared many Award-winning submissions\* and his services include:

- Receive a verbal on-site briefing on project.
- Access to documents e.g. tender, project and other supplementary written material relevant to the Award's criteria.
- Agree on a timetable and tasks.
- Review material and prepare drafts for regular comment/feedback/edits.
- Review existing project construction/completion photographs and if necessary, take additional photographs.
- Design and write submission document that meets all criteria.
- Manage lodging submission.

In addition to his Award submission services, Terry also offers a monthly professional photography service for existing and new projects to accompany your next MBA WA BankWest submission document. The benefits include:

- High quality regular photographic record of construction progress.
- Regular distribution to clients and project staff/contractors.
- Marketing e.g. upcoming submissions/tenders/promotional material.

Contact Terry O'Brien on  
[tob@iinet.net.au](mailto:tob@iinet.net.au) or  
0419 045 716 for more  
information.

## TERMS AND CONDITIONS

1. Award categories are open to registered builders/building companies operating in the building industry who hold a current membership with Master Builders Western Australia, under the same name. Entries must be submitted under the name of the building contract, which must be company holding a valid membership. Best Customer Service Builder award categories are only open to Master Builder Members - Customer Service Supplier Award are open to any organisation that supplies Master Builder's members directly or indirectly.
2. Entries submitted must be within a radius of 100km from the City Centre in the respective Awards entered into (e.g. Perth metro).
3. Entries submitted must be within a radius of 100kms from the Town City Centre (GPO). Where an entry is situated more than 100kms from the Town City Centre (GPO), the entrant will be required to cover the costs of travel and accommodation for the judge(s) to inspect the project. These costs will be attributed pro rata should there be multiple entries being judged in that region.
4. Entries must have achieved practical completion by the date in which judging commences, or the entry will be automatically disqualified and all associated fees forfeited.
5. Projects which have previously been entered into the respective Master Builders-Bankwest Excellence Awards cannot be re-entered into. Display homes may only be re-entered if a new build of the same design has been undertaken on an additional site.
6. Entries withdrawn after the close of entries are not entitled to a refund.
7. All applicable sections of the entry form must be completed and the required documentation including payment provided in full by the closing date. Entries that provide incomplete documentation may not be judged, in which case all fees will be forfeited.
8. If the information given on the entry form varies extensively from the entry inspected, in specification or value, judges reserve the right to disqualify the entry or re-categorise, without consultation with the builder.
9. Judges reserve the right to re-categorise the entry without consultation with the builder.
10. Should a minimum standard of excellence not be reached in any category, the judges reserve the right to decline to present a category award.
11. Judges' decisions are final and no correspondence or review will be entered into by Master Builders Western Australia.
12. The owner/client consent must be given for entry in the awards. Where the property is tenanted, the owner is responsible for ensuring compliance with access requirements. Where the property has been built as the builder's residence or investment property, this should be declared as it may impact on the price category allocation.
13. Any material supplied with the entry may be reproduced in media releases, publications, web sites and other promotional material at the discretion of Master Builders Western Australia. The entrant indemnifies Master Builders Western Australia against any claims in respect of copyright. Master Builders Western Australia and associated media accept no responsibility for incorrect details, spelling or other incorrect information stated in the entry form. The quality of the material submitted will impact on the standard of promotion able to be provided.
14. Each builder will be notified in writing of the judging time and date for each project. It is the builder's responsibility to confirm with the owner/client and obtain access for the judges. Where the property is tenanted, the owner must coordinate access with the managing agent and/or the tenant directly. In the instance of not being able to obtain access, the entry will be automatically disqualified and all associated fees forfeited.
15. The builder must submit evidence of the final contract sum (including variations) for each entry, inclusive of GST.
16. Award winners will NOT be disclosed until the after the official announcement at the Awards presentation night.
17. The entrant may use success in the Awards for promotional purposes but agrees to adhere to high ethical standards in that promotion. Advertising and promotional activities must not be misleading or deceptive or likely to mislead or deceive consumers about the nature of the award, nor represent themselves as a Master Builder award winner when they have not been the registered builder of that nominated award. Without limiting this requirement, the registered builder agrees to be bound by the following:
  - Pre-Awards promotion: Until the Awards are officially announced at the presentation, the registered builder will not promote any unofficial or speculative success. However, Registered Builders will be able to promote their finalist status prior to the Awards on receipt of the finalist logo from Master Builders Western Australia.
  - Correct use of logo for winning & finalist entries: In display homes categories, signage must be restricted exclusively to the judged project.
  - Use of the Master Builders-Bankwest Excellence Awards Logo (both winners & finalists) when in use across all forms of media presented to the general consumer must abide by the following guidelines: In any promotion the exact award category and year of the award must be stated. For use outside the region in which it was awarded it must be clearly identified in which region the award was won i.e. the words SOUTH WEST REGION must be included under the logo or unless otherwise provided by the Master Builders Western Australia. Text setting out all requested detail must be a minimum of 100mm in height. Use of the logo must not be changed in any way, unless prior permission has been sought otherwise.
  - If the entrant breaches these requirements governing promotion, Master Builders Western Australia may: Revoke the entrant's award. Refuse the entrant entry in future awards. Bring possible breaches of the Trade Practices Act and the Fair Trading Act to the attention of the Australian Competition and Consumer commission and the Department of Commerce.  
\*Further explanation and examples can be found in the Master Builders Western Australia Awards Logo Usage Guidelines.
18. Display home entries must: Be accompanied by the current price list of all inclusions for the home to full specification as displayed, describe all optional specification items displayed in the home, state the as-displayed construction cost (that is, not including the cost of furniture, furnishings, landscaping and any other items which are not part of the building fabric), Entries must be accompanied by a letter or similar advice from the permit authority that the home is approved for use as a designated display home. A letter or similar advice from the permit (local) authority means either a development (planning) approval and/or a building permit clearly detailing the home was assessed and approved by the permit authority as a display home.
19. Residential buildings eligible for a housing award (i.e. display and contract homes) must have a Class 1a or 1b classification as defined in the current Volume Two (Building Code of Australia - Housing Provisions) of the National Construction Code (NCC). This includes, but is not limited to single dwellings, lifestyle housing for seniors, grouped dwellings (2 dwellings or more on a site, but does not include multiple dwellings or apartments). Residential buildings in other classes must enter in commercial categories. Building classified as Class 2 and above according to the BCA must be entered under a 'construction' award category.
20. Commercial projects includes those recognised as Classes 5-10 by the Building Code of Australia and only includes Class 2-4 residential buildings that are not covered by our residential awards categories.
21. Entrants must notify Master Builders Western Australia and withdraw any entries submitted for the Awards if the business/company is placed into voluntary administration or receivership. This undertaking is binding up until the awards night ceremony. Master Builders Western Australia advises that an award will be withdrawn if the business has been placed into administration and Master Builders Western Australia has not been notified.
22. Master Builders Western Australia can remove a nomination for any reason that may affect the reputation of or cause embarrassment to the Association or the Awards.
23. Subcontractor of the Year Awards are open to subcontractor companies operating in WA.
24. The Builder must have entered the project in the Construction (or Construction categories in Building) Excellence Awards for the Subcontractor to be eligible to nominate for the Subcontractor of the year.
25. If the information supplied varies extensively from the inspection, in specification or value, Master Builders Western Australia reserves the right to re-categorise or disqualify the entry without consultation with entrant.
26. Should a minimum standard of excellence not be reached Master Builders Western Australia reserves the right to decline the present an Award.