



MASTER BUILDERS-COMMONWEALTH BANK HOUSING EXCELLENCE AWARDS



Image: Northerly Group

2024 AWARD ENTRY KIT

ABOUT MASTER BUILDERS WA

The Master Builders Association of Western Australia (Master Builders WA) is a member-based association that services the Building and Construction Industry.

Its members consist of builders, subcontractors, suppliers and consultants in both the commercial and residential sectors covering the state of Western Australia.

The Association has been representing and promoting the views and interests of the building and construction industry in WA since 1898. Since that time, the association has grown to become the pre-eminent industry voice, recognised for its advocacy and strong lobbying influence.

Master Builders WA provides its members specialised products and services, which includes building contracts, training, legal services, industrial relations, technical advice, industry economics, insurance and safety advice.

VISION:

Master Builders WA assists members in growing the Building and Construction Industry's significant contribution to the economy and community.

MISSION:

Master Builders WA is the peak industry association for the building and construction industry.

PURPOSE:

Master Builders WA is a membership-based industry association providing our members with highly valued, specialised building industry services through:

- Strong Industry Advocacy and Representation.
- Trusted Advice and Information.
- Tailored and Relevant Products and Services.
- Quality and Relevant Training.
- Promotion of Construction Excellence.
- National Representation via Master Builders Australia.
- Career and Professional Pathways

CULTURE:

Master Builders WA will drive its vision with a culture that is:

- Forward thinking and committed to the growth of the Building and Construction Industry.
- Orientated to high performance and achieving goals to ensure our success.
- Service based, driven by integrity and collaboration.
- Committed to evidence-based decision making.
- Strong in leadership of the Building and Construction Industry across all sectors.

VALUES:

Integrity, Success, Service, Collaboration

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ABOUT THE HOUSING EXCELLENCE AWARDS

The **Master Builders WA Housing Excellence Awards** showcases and rewards its members for demonstrating exceptional craftsmanship, commitment to building excellence and upholding the highest professional standard.

The **Housing Excellence Awards** are exclusive to residential Master Builders WA members and are an opportunity to recognise the quality of work achieved by its staff and contractors.

With over 60 categories, the awards observe a wide scope of the housing industry and highlights top performers, from Commonwealth Bank Top WA Home to Supervisor of the Year.

Celebrate your successes alongside your team and industry peers at the highly prestigious and coveted Awards Evening.

IMPORTANT DATES

Entries Open	Tuesday 21 November 2023
Entries Close	Wednesday 17 January 2024
On-site Judging	End of February 2024
Awards Presentation	Saturday 13 April 2024

The above dates are subject to change, all entrants will be notified if there are changes.

ENTRY FEES

All prices are inclusive of GST. Awards are open to MBAWA members only unless otherwise stated.

First Entry	\$400.00
Additional Entry	\$300.00
Specialist Entry	\$300.00
Workplace Health & Safety Entry	\$580.00
Best Customer Service Entry	\$620.00
Project Photography (per project)	\$340.00

[CLICK HERE TO ACCESS THE ONLINE ENTRY PORTAL](#)

All entries must be submitted online via the entry portal before 5pm on the close of entry date.

CONTACT US

If you have any questions please contact MBAWA Events or visit mbawa.com for further information

Email: events@mbawa.com

Phone: 08 9476 9800

CATEGORY OVERVIEW

HOUSING AWARD CATEGORIES

Members must first nominate into at least **one (1)** Housing Award category to be eligible for subsequent Major Award, Trade and Specialist Award categories.

The Housing Awards recognise excellence across various types of projects, including Display Homes, Contract Homes, Alterations and Additions, and Multi-Unit Developments.

BEST CONTRACT HOMES

Recognises excellence in Contract Homes entered within the price sub-categories:

Under \$320,000	\$800,000 - \$1,000,000
\$320,000 - \$380,000	\$1,000,000 - \$1,500,000
\$380,000 - \$450,000	\$1,500,000 - \$2,500,000
\$450,000 - \$540,000	\$2,500,000 - \$3,500,000
\$540,000 - \$660,000	Over \$3,500,000
\$660,000 - \$800,000	

BEST DISPLAY HOMES

Recognises excellence in Display Homes entered within the price sub-categories:

Under \$320,000	\$500,000 - \$650,000
\$320,000 - \$380,000	\$650,000 - \$850,000
\$380,000 - \$420,000	\$850,000 - \$1,000,000
\$420,000 - \$500,000	Over \$1,000,000

BEST ALTERATIONS & ADDITIONS

Recognises the excellence in Alterations & Additions entered within the price sub-categories:

Under \$250,000	\$550,000 - \$700,000
\$250,000 - \$350,000	\$700,000 - \$1,000,000
\$350,000 - \$450,000	Over \$1,000,000
\$450,000 - \$550,000	

BEST MULTI UNIT DEVELOPMENT

Recognises excellence in Multi Unit Developments within the the following sub-categories:

- 2-5 Units
- 5-10 Units
- 10-20 Units

MAJOR AWARD CATEGORIES

Winners from across all Housing Award categories compete for the overall Major Award categories.

Homes with the best overall score from all entries within the Housing Awards categories automatically become finalists for the Major Award categories.

The project must first be entered into a Housing Award category to be eligible to be a finalist for a Major Award.

TOP WA HOME

(Non-entered, presented at Perth Metro Housing Excellence Awards only)

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

BEST COUNTRY HOME

(Non-entered, presented at Perth Metro Housing Excellence Awards, 'Regional' Best Country Homes presented at each region's Building Excellence Awards)

Nominees are the winning homes from the Master Builders Bank Building Excellence Awards in the Kimberley Pilbara, South West, Goldfields Esperance, Great Southern and Mid West regions.

BEST DISPLAY HOME

(Non-entered, presented at Perth Metro Housing Excellence Awards, 'Regional' Best Display Homes presented at each region's Building Excellence Awards)

Recognises the Best Overall Display Home amongst all price categories.

BEST ALTERATIONS & ADDITIONS

(Non-entered, presented at Perth Metro Housing Excellence Awards, 'Regional' Best Alterations & Additions presented at each region's Building Excellence Awards)

Recognises the Best Overall Alterations & Additions amongst all price categories.

TRADE AWARD CATEGORIES

The Trade Awards recognise excellence in a particular construction trade featured in a nominated project.

The project must first be entered into a Housing Award category to be eligible to be nominated for a Trade Award.

Sub-categories within this award:

EXCELLENCE IN CABINET MAKING

EXCELLENCE IN CEILINGS

EXCELLENCE IN FLOOR & WALL TILING

EXCELLENCE IN PAINTING

EXCELLENCE IN PLASTERING

EXCELLENCE IN PLASTERBOARD LININGS

SILVER TROWEL AWARD

EXCELLENCE IN CONCRETING

EXCELLENCE IN CARPENTRY

EXCELLENCE IN ROOFING

EXCELLENCE IN EXTERNAL FINISHES

EXCELLENCE IN BRICK & BLOCK PAVING

SPECIALIST AWARD CATEGORIES

Specialist Awards recognise a specialised factor of building and construction.

The project must first be entered into a Housing Award category to be eligible to be nominated for a Specialist Award.

Sub-categories within this award:

INNOVATIVE CONSTRUCTION FOR SMALL LOTS

BEST ALTERNATIVE CONSTRUCTION HOME

EXCELLENCE IN ENERGY EFFICIENCY

EXCELLENCE IN RECYCLING

BEST WATERWISE HOME

BEST NEW BUILDER

SMALL / MEDIUM / PROJECT BUILDER OF THE YEAR

EXCELLENCE IN WORKPLACE HEALTH & SAFETY

TRADESPERSON OF THE YEAR

SUPERVISOR OF THE YEAR - SMALL / MEDIUM / PROJECT BUILDER

BEST CUSTOMER SERVICE AWARD - BUILDERS / SUPPLIERS

JUDGING CRITERIA

INTERNAL/EXTERNAL BRICKWORK/RENDER FINISH

- Sharpness of brickwork
- Horizontal bed joints and vertical perp alignment
- Selection of bricks (i.e. damaged, chipped, etc)
- Mixing of batches of bricks
- Consistency of mortar colour and joints
- Plumbness of windows
- Cuts to brickwork
- Sharpness of render
- Troweling
- Consistency in texture and colour
- Alignment of corbeling
- Alignment of cladding and fixing
- Trade attention to detail:
 - Concrete form work
 - Control of reinforcement placement and cover
 - Concrete placing compaction finishing and curing
 - Above average attention to practices achieving high quality and durable surface finishes
- Brick & block paving

- 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

INTERNAL/EXTERNAL CARPENTRY FINISH & FIXING

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

CEILING FIXING

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

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

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

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

INTEGRITY OF STRUCTURE

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

CUPBOARD CONSTRUCTION & FINISH

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

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 (ALTERATIONS & ADDITIONS ONLY)

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

INSPECTION TIPS & ADVICE

FINAL QUALITY CHECKS OF THE NOMINATED PROJECT:

- Identify any additions or changes to the project that are not part of the nominated submission
- Photograph the additions/changes and email in advance to MBAWA Events (referencing your entry code) for the judges consideration
- Thoroughly look for defects and immediately rectify
- Carry out any necessary maintenance **two to three (2-3)** weeks prior to judges arriving
- Consistent work quality is very important

PRIOR TO INSPECTION:

- You will be notified of your judging schedule/s a minimum of two weeks prior
- The judging date and time cannot be changed or rescheduled
- When the judging inspection date is known, immediately advise the client of date and time
- Send a calendar appointment to the client
- Call the client/s **twenty-four (24)** hours before the scheduled judging time as a courtesy reminder

ON INSPECTION DAY:

- Arrive at the project **ten (10)** minutes prior to the scheduled judging time, have project open and ready
- Meet judges at front door
- Home owner/s should be in attendance where appropriate
- Advise judges if any of the build was completed by owner/client
- Allow the judges time and space to view and judge the project
- Please do not ask the judges for feedback as they cannot provide it

ENTRY REQUIREMENTS

HOUSING AWARD CATEGORIES

BEST CONTRACT HOME

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 \$320,000	\$800,000 - \$1,000,000
\$320,000 - \$380,000	\$1,000,000 - \$1,500,000
\$380,000 - \$450,000	\$1,500,000 - \$2,500,000
\$450,000 - \$540,000	\$2,500,000 - \$3,500,000
\$540,000 - \$660,000	Over \$3,500,000
\$660,000 - \$800,000	

BEST DISPLAY HOME

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 \$320,000	\$500,000 - \$650,000
\$320,000 - \$380,000	\$650,000 - \$850,000
\$380,000 - \$420,000	\$850,000 - \$1,000,000
\$420,000 - \$500,000	Over \$1,000,000

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 \$250,000	\$550,000 - \$700,000
\$250,000 - \$350,000	\$700,000 - \$1,000,000
\$350,000 - \$450,000	Over \$1,000,000
\$450,000 - \$550,000	

BEST MULTI UNIT DEVELOPMENT

This category is available for entry under the sub-categories 2-5 Units, 5-10 Units or 10-20 Units, and includes:

A Multi-Unit Development for residential purposes constitutes the following:

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 m² 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-Commonwealth Bank Excellence in Construction Awards**.

REQUIREMENTS FOR ALL ENTRIES:

- A **sixty (60)** word synopsis of the home/project to be used in all editorials
- Current map with the exact location of the property clearly indicated
- Project details / client approval
- A simplified A4 floor plan (Alterations & Additions to also include 'before' plans)
- List of subcontractors/trades engaged on the project ([use excel template found here](#))
- Copy of contract and final statement including all variations to confirm the price
- High resolution professional photographs as per the Project Photography requirements (page 14)
- Any other supporting documentation i.e. additional plans, references, safety statistics etc

Further requirements for ALTERATIONS & ADDITIONS entries:

- Alterations & Additions to also include 'before' plans, please include **two (2)** INTERNAL and **two (2)** EXTERNAL high resolution 'before' photographs where possible

Further 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

PROJECT PHOTOGRAPH REQUIREMENTS

Master Builders provides **two (2)** options of submitting quality high resolution photographs of the project.

Should you require our photography service, please tick the 'photography' box in your entry. You will be required to pay for this when you check out with your award entries.

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 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 alongside your entry.

Photos must be of a high resolution (at least 300dpi) in JPEG or PNG format

- **Four (4)** internal photos showcasing aspects of the completed project
- **Four (4)** external photos showcasing the aspects of the completed project

Wherever possible, please include any images of the project during the construction process in addition to the above **eight (8)** photos required.

TRADE AWARD CATEGORIES

Awards which recognise a particular-trade of construction in the nominated project.

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. Please ensure you provide all details requested when entering.

Further requirements for TRADE entries:

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

Sub-categories within this award:

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.

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 AWARD 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.

Further requirements for SPECIALIST entries:

- A **one (1)** page document that addresses the criteria of the relevant Specialist Award to assist the judges in assessing the merits of each project nominated for a Specialist Award

Sub-categories within this award:

INNOVATIVE CONSTRUCTION FOR SMALL LOTS

Innovative building techniques in constructing a home on a lot less than 400m² and overcoming challenges of a project on a restricted site.

BEST ALTERNATIVE CONSTRUCTION HOME

Includes modular homes built on-site 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 **two (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 Builder must also enter the **2024 Best Customer Service Award** in order to be eligible.

Entrants should write a submission outlining how they qualities which are befitting of a 'Master Builder' in their nominated project/s, including the following:

- 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 builder who as achieved the highest construction excellence across all projects entered in this year's Master Builders-Commonwealth Bank Housing Excellence Awards.

Sub categories include:

Small Builder (less than 10 projects per year)

- Must have entered **three (3)** or more projects and achieved a winning result in a minimum of **one (1)** price category award to be eligible.

Medium Builder (11-50 projects per year)

- Must have entered **five (5)** or more projects and achieved a winning result in a minimum of **one (1)** price category award to be eligible.

Project Builder (over 51 projects per year)

- Must have entered **eight (8)** or more projects and achieved a winning result in a minimum of **one (1)** price category award to be eligible.

Please provide written evidence to show how many projects completed over past **twelve (12)** months. You must also provide a **one (1)** page document outlining quality control and supervision procedures as well and how you adhere to a building works program.

TRADESPERSON OF THE YEAR

This award recognises the outstanding quality of work which surpasses all trades.

All Trade Award winners are automatically entered into consideration for Tradesperson of the Year.

SUPERVISOR OF THE YEAR - SMALL / MEDIUM / 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)
- Project Builder (51 or more projects per year)

Provide a written submission addressing following criteria when entering this award:

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

EXCELLENCE IN WORKPLACE HEALTH & SAFETY - RESIDENTIAL

Projects nominated for the Excellence in Workplace Health & Safety award must have reached practical completion on or before the close of entry date.

The purpose of the Award is to promote best practice WHS on building and construction projects through the acknowledgment and celebration of Excellence in Workplace Health & Safety.

Written submissions into this category must be detailed and thorough, and include safety performance statistics.

Builder's should meet the following criteria to nominate for the Excellence in Workplace Health & Safety Award:

- A commitment to implementing and achieving high standards of workplace health and safety management
- An approach to workplace health and safety which incorporates identification and assessment of workplace hazards
- An integration of workplace safety systems which incorporate recognition of employee training needs, intent to adopt higher order control solutions and ongoing monitoring and review

ENTRY REQUIREMENTS

- A completed entry and entry fee to be submitted online
- A written submission with the following criteria:
 - A brief executive summary of the project which should include all items relevant to the project
 - An overview of the implementation and maintenance of WHS systems
 - Details regarding the nominated Builder's procedures for;
 - Hazard identification, risk assessment and control
 - Safe work and operating procedures
 - Performance
- A written letter of consent is required from the owner to signify the owner's consent to the project being entered into the competition and permitting access to any and all safety documentation related to the project
- A maximum of **twelve (12)** project photos in total
 - You must include **four (4)** progressive photos detailing aspects of the project which should be clearly named indicating relevance to the project
 - The quality of your photographs must be no less than 300dpi
 - Images from mobile phones are NOT acceptable

EXECUTIVE SUMMARY

Provide an Executive Summary of the project and briefly address all relevant aspects of Workplace Health & Safety.

IMPLEMENTATION AND MAINTENANCE OF WHS SYSTEMS

Provide details on the Company's commitment to implementing and achieving high standards of Workplace Health & Safety management.

Examples could include:

- A list of components of your WHS management systems, e.g.
 - Manuals
 - 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
 - WHS management systems audit
 - Standard operating procedure reviews
 - Consultation with employees
- Procedure used to assess risks (e.g. classification matrix).
- Prioritisation of hazards, e.g.
 - Likelihood to cause injury or damage
 - Probability of occurrence
 - Potential to develop further
- Methods used to control hazards (e.g. hierarchy of controls).
- Hazard reporting procedure.

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

PERFORMANCE

Section A:

Provide statistics and data detailing the Company's performance in Workplace Health & Safety.

- Number of injuries during the last **twelve (12)** months
- Time lost due to injury during the last **twelve (12)** months
- Time lost due to other safety concerns during the last **twelve (12)** months

Section B:

Provide details of the measurable improvement in the company's Workplace Health & 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 and/or incidents.
- Lost productivity.
- WorkCover, insurance premiums and/or legal costs.

SUPPORT 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.

BEST CUSTOMER SERVICE AWARD - BUILDER

ENTRY REQUIREMENTS

Entry must be submitted online and should address each criteria and be no more than **one (1)** page per criteria point.

You may attach supporting material/documents in support of your entry.

Please supply the following in your entry:

- An Excel spreadsheet of ALL clients who have had homes completed within the last **twelve (12)** months prior to the close of entry date. This information will be used in a telephone survey to assist in the judging process (use Excel template found [here](#))
- **Four to eight (4-8)** images of your staff or office environment that illustrate your approach to customer service
- A copy of your company logo in high-res PNG format and/or EPS format

CRITERIA

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 upon request.

Entrants need to submit a written submission outlining their processes and commitment to the following criteria points:

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

Builders can enter into the following sub-categories based on their completions over the past **twelve (12)** months:

- Small Builder (less than 10 projects per year)
- Medium Builder (11-50 project per year)
- Project Builder (51 or more projects per year)

BEST CUSTOMER SERVICE AWARD - SUPPLIER

ENTRY REQUIREMENTS

Entry must be submitted online and should address each criteria and be no more than **one (1)** page per criteria point.

You may attach supporting material/documents in support of your entry.

Please supply the following in your entry:

- An Excel spreadsheet of ALL clients from within the last **twelve (12)** months prior to the close of entry date. This information will be used in a telephone survey to assist in the judging process (use Excel template found [here](#))
- **Four to eight (4-8)** images of your staff or office environment that illustrate your approach to customer service
- A copy of your company logo in high-res PNG format and/OR EPS format

CRITERIA

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 upon request.

Your entry submission should include the following:

- 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

Please also upload a PNG and/or EPS high-res company logo, and at least **one (1)** photo of your team.

CELEBRATE YOUR SUCCESS!

Save the date for the

2024 Master Builders-Commonwealth Bank HOUSING EXCELLENCE AWARDS

SATURDAY 13 APRIL 2024



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TERMS & 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-Commonwealth Bank 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 entrant.
9. Judges reserve the right to re-categorise the entry without consultation with the entrant.
10. Judges' decisions are final and no correspondence or review will be entered into by Master Builders Western Australia.
11. 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.
12. 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.
13. Each entrant will be notified in writing of the judging time and date for each project. It is the entrant's responsibility to confirm with the owner/client and obtain access for the judges. Where the property is tenanted, the entrant must contact the owner and coordinate access with the owner or 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.
14. The entrant must submit evidence of the final contract sum (including variations) for each entry, inclusive of GST. Where the property has been built as the builder's residence or investment property, the price point at which the project is entered should reflect the repeatable retail value of the home.
15. Award winners will NOT be disclosed until the after the official announcement at the Awards presentation night.
16. The entrant may use success in the Awards for promotional purposes but agrees to adhere to high ethical standards in that promotion through branding guidelines on the Winners/Finalists Kits. 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 entrant will not promote any unofficial or speculative success. However, entrants 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-Commonwealth Bank 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 and received in writing.
 - 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.
17. 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.
18. 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 of the Building Code of Australia - Housing provisions (BCA) 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.
19. 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.
20. 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.
21. Master Builders Western Australia can remove an entry for any reason that may affect the reputation of or cause embarrassment to the Association or the Awards.
22. Subcontractor of the Year Awards are open to subcontractor companies operating in Western Australia.
23. 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.
24. If the entry 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.
25. Should a minimum standard of excellence not be reached Master Builders Western Australia reserves the right to decline the present an Award.