Trust — The key ingredient to a successful Council + Consultant Land Development Relationship



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Trust – What is it?





Firm belief in the reliability, truth, or ability of someone or something:



Why should we be striving to build trust in our Council + Consultant Land Development relationships?



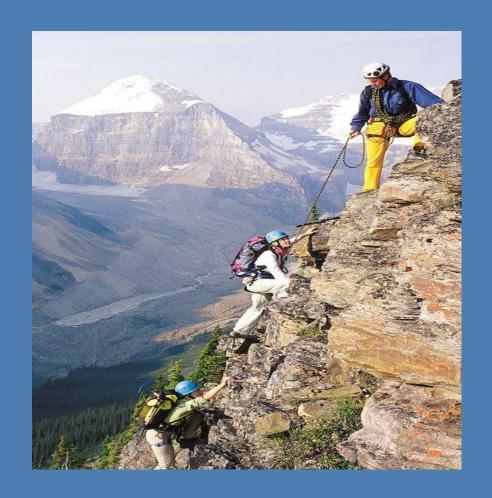


Everything in life is built on trust.

Trust allows you to collaborate with others in a way that enables you to free up your time and energy to focus on other things



How do we build trusting relationships?







Through consistent, dependable and reliable actions



Sincerity - You are who you say you are



Integrity - You do what you say you are going to do



Commitment - You honour your word







Outline summary



Case Study – Bonisch + New ICC Land Development Engineer



Observations of a mature Land Development approval process



How Consultants can build trust with Council Land Development Engineers



How Council Land Development Engineers can build trust with Consultants



Summary and Recommendations



Q & A



- Prior to October 2018 There was a low volume of Land Development approval required in ICC region.
- Land Development Approvals were provided by each head of department, Water, Stormwater, Wastewater and Transport
- Jeremy Rees (CPEng) joined ICC in October 2018 as Engineering Services Group Manager which included the role of Council's Land Development Engineer
- Post 2018 all ICC Engineering Approval is through Jeremy



- Feedback on the Transition to Jeremy Rees from Simon Collie – Bonisch Senior Civil Engineer
 - Removed personal preference and design was to comply with the ICC development code of practice
 - Higher level of technical input
 - Initial frustration
 - Time and costs implications for projects and clients





- Feedback on the Transition to Jeremy Rees from Adam Ronald – Bonisch Engineering Divisional Manager
 - Became single point of contact
 - Removed personal preference from design and went back to code
 - Initial frustration
 - Time and costs implications for projects and clients





- Feedback from Jeremy Rees on being new to the ICC Land Development Engineer role
 - Limited understanding of land development processes in ICC at that time
 - Identified the need to remove personal preference from design and use the code
 - Held in person meetings with Consultants and Developers to get an understanding of who is trying to implement good practice design and developments





- Building trust was key to move the Bonisch + ICC relationship forward
 - Joint meetings held
 - Regular communication
 - Gain early feedback on designs
 - Produce consistent high quality work
 - Design to the Code
 - Willingness to engage by ICC
 - Consistent application and reference back to code by ICC



- Outcomes
 - Jeremy gained trust in Bonisch's ability to produce high quality Land Development Design
 - Collaboration increased and Bonisch's Land Development Designs were approved more efficiently by council
 - No more time and cost frustrations for Bonisch or our clients
 - Bonisch was trusted to design other infrastructure works for ICC under the 3 Waters Suppliers Panel



QLDC - Peninsula Hill Stage 2 Subdivision

Good example of a mature Land Development Approval Process

- Assign one point of contact to guide Applicants through the council process
- Consistent application of and reference back to the code in design reviews





QLDC - Peninsula Hill Stage 2 Subdivision

- Peer reviews for Specialist design inputs such as stormwater, water and wastewater modelling and Traffic Engineering
- Design producer statements to be supplied by suitably Qualified and Experienced Person





Consultants – How to build trust with Local Land Development Engineers

- Apply the relevant code of practice to your design
- Consistently produce high quality work
- Meet in person and communicate regularly





Council Land Development Engineers – How to build trust with Consultants

- Be Consistent
- Adopt a Code of practice for development and apply it
- Ensure your code of practice is fit for purpose and keep it up to date
- Hold in person meetings whenever possible and be understanding of the pressures that consultants and their clients are under





Council Land Development Engineers – How to build trust with Consultants

- Request producer statements from a Suitably Qualified and experienced Person (SQEP)
- Remember that you will be dealing with the same people time and time again





Suitably Qualified and Experienced Person

- Nationally recognised qualifications and exp in their field
- Professionally recognised in their area of competence
- Hold PI of at least \$1M
- Following a code of ethics
- Required to always act within their area of competence
- CPEng or Certified Professional Land Development Engineer





Summary

- Trust Firm belief in the reliability, truth, or ability of someone
- Trusting relationships enable collaboration
- Trust is built over time through consistent, dependable and reliable actions





Recommendations

- Law of Reciprocity You will not be trusted unless you can trust others
- Be Vulnerable and Transparent –
 Demonstrate that there is nothing to hide
- Over communicate to avoid creating conflict
- You need to be the change you wish to see



