

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



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*He waka eke noa*  
**Let's do this together**

# 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?



*He waka eke noa*  
**Let's do this together**





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**





# Case Study – Bonisch + New ICC Land Development Engineer

- 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



# Case Study – Bonisch + New ICC Land Development Engineer

- 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



# Case Study – Bonisch + New ICC Land Development Engineer

- 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



# Case Study – Bonisch + New ICC Land Development Engineer

- 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



# Case Study – Bonisch + New ICC Land Development Engineer

- 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



# Case Study – Bonisch + New ICC Land Development Engineer

- 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

