



NABERS

OUR
FIVE-YEAR
STRATEGY

2019-2023

Welcome to the NABERS strategic plan

NABERS is a national government program that values, rates and leads Australia's built environment sustainability efforts. We believe in creating a sustainable world where buildings positively contribute to the advancement and prosperity of the natural environment and their communities. In partnership with the commercial and residential sectors, as well as government and industry, we're building a more sustainable future by continually setting new building performance benchmarks that inspire economies and communities around the world.

Since the release of our previous 5-year Strategic Plan in 2013, Australia has signed the Paris Agreement, and several States, Territories and Local Governments have set ambitious targets to reach net zero carbon emissions by 2050. The same period saw the rise of the waste crisis, severe drought conditions across Australia and a growing focus on building occupant wellbeing. Energy markets have also been undergoing a transition with the increase of renewables and decentralisation of the grid. These are reminders that we sit at an environmental cross road, and that buildings have a central role to play in the shift to a more sustainable future. There has never been a more important time than now to demonstrate our leadership in the sectors we work in and forge an ambitious path ahead for the next five years.

This Strategic Plan sets out a new vision for NABERS to scale up its role in driving sustainable change to a larger part of the Australian economy going forward. The document outlines how NABERS is aligning its goals and objectives in the next few years to its longer-term vision for a sustainable future. It provides transparency and strong guidance for decision-making to our stakeholders, the NABERS Steering Committee and the members of the NABERS team. Similarly, NABERS users and Assessors can use this plan to focus their efforts and help inform the improvement and expansion of NABERS in the future.

Looking ahead, NABERS has ambitious plans and a robust work program. This ambition is captured in our strategic plan and we are excited to deliver this over the next five years from 2019-2023.



By rating performance, NABERS has been helping Australian buildings become more sustainable for over 20 years. During this time, NABERS has grown into one of Australia's most successful sustainability initiatives. Since launching in 1998, our users have saved 5.4m tonnes of CO₂ emissions, representing enough energy to power 494,000 homes for one year.

Our purpose

Our purpose at NABERS is to be enablers of positive engagement and better performance for organisations, people and the environment.

The built environment provides settings for human activity and is one of the largest users of natural resources. We all have the responsibility to run our businesses with an understanding of the impact they have on the environment. So, when it comes to the design, construction and management of commercial and residential buildings, we want to enable smarter and more informed decisions that help them run more efficiently, at a lower operational cost to owners, and with reduced impact on the environment.

We inspire others to be accountable and informed about their performance, its impact and the drive to actively seek improvement.



NABERS is built on the following key principles:

NABERS measures actual impact, not intent

NABERS is relevant to building operations

NABERS ratings are meaningful

NABERS ratings are simple and easy to perform

NABERS ratings are reliable

NABERS management is trustworthy

NABERS development is collaborative

Our team

This document sets ambitious targets for scaling up the positive impact of NABERS. None of these targets would be possible without a talented, resilient and well-functioning team willing and able to take on such an ambitious work program.

NABERS staff members have jointly developed the following five values which sets the organisational culture we believe we need to deliver on this strategy. These values will be internally reviewed and measured annually to ensure they are still relevant and being upheld within the team.



User focus.

We consider the impact on our end users, both internally and externally, in every decision that we make. We always aim for the best possible impact on end users.

Respect.

We feel respected, safe and supported by our colleagues. We get to know each other so that we can work together better. We also respect our internal and external stakeholders.

Empowered to speak out.

We feel empowered to speak out, be heard and be respected for doing so. Decision makers value and consider input from stakeholders, both internal and external.

Culture of learning.

We foster a culture of learning where individuals are supported to gain deeper understanding about a range of areas that will benefit both our program and our common goals.

Team player.

We seek what is best for NABERS ahead of our individual goals. We have common goals which are clear to us and we support each other to achieve them.



SETTING OUR DIRECTION

2019-2023

NABERS vision

We all live, work and play in a sustainable place.

Our new vision works across all areas of the built environment that NABERS currently rates, as well as any new sectors to come.

The use of sustainable is inclusive of the variety of environmental aspects that NABERS assesses, such as carbon emissions, energy efficiency, water efficiency, waste reduction and indoor environment quality. To achieve this, NABERS recognises the role of partners, collaborators and stakeholders, and will continue to work closely with our networks to achieve this vision.



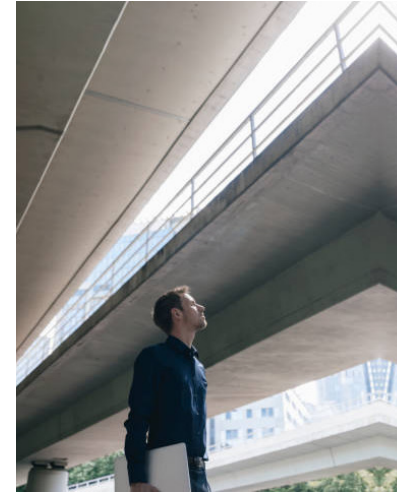
NABERS mission

All Australian buildings are healthy, comfortable and have zero environmental impact.

The NABERS mission supports the achievement of our vision for the built environment. NABERS cannot achieve this mission alone and will work in partnership with appropriate organisations to achieve this.

Our vision is measurable. It requires buildings in Australia to create healthy and comfortable spaces, while having net zero environmental impact.

This mission is delivered through providing independent, trusted, verifiable measures of a building's performance as it tracks towards net zero environmental impact. Net zero can mean net zero emissions, net zero energy, zero waste, strict water efficiency strategies and consideration of the indoor environment quality.



“NABERS has integrity, flexibility, creativeness and stability... It is, at its heart, the trusted link between industry and government.”

In 2017/18, NABERS certified 3,229 ratings. The same period saw a rise in high performing buildings within the office market. For the first time, more than 100 office buildings throughout Australia achieved a NABERS Energy rating of 5.5 stars or higher.



Our program goals by 2023

The five-year period 2019-2023 is our time to set a solid foundation to drive the NABERS mission. In this time, we will focus on setting the conditions to ensure our program goals are clear, socialised and prioritised within our team's activities.

For the five years of this strategy, we have set two core program goals to guide our decision making and work prioritisation.



Goal 1

Every major building type can be rated by NABERS.

NABERS is only available in six sectors of the built environment, with major parts of the economy unable to participate in the program. Over the next five years, NABERS will make efforts to significantly expand into every major building type in Australia where there is a demonstrated major gap in building performance such as schools, industrial buildings, retail stores and, healthcare buildings. The development of new tools will be prioritised by potential impact and market need. Decisions on new tools will be made on an annual basis by the [NABERS Steering Committee](#).

NABERS recognises the importance of furthering sustainability in individual dwellings, a sector with multiple government and industry initiatives trying to create nationally consistent sustainability certification. NABERS will work with these organisations to help further their work, ensure consistency with the NABERS for apartment buildings tool and drive greater change in the residential sustainability sector.

There are three prioritised work areas under this goal:

1

Using partnerships to accelerate expansion and improvement.

NABERS will seek partnerships to accelerate the speed at which we reach audiences and drive positive change in new and existing sectors. This includes strategic opportunities to extend the reach of NABERS internationally. We will seek to leverage relevant policy platforms to support NABERS ratings in new sectors, and to encourage existing users to continually improve their performance.

2

Using technology to amplify our reach.

NABERS will invest in and use technology to develop faster mechanisms for expansion into new sectors, and to scale-up its ability to reach its audience. Software innovation will also be used to streamline and improve existing NABERS tools and provide a 'value-add' to data and reporting services.

3

Reviewing sector trends to reward the best environmental outcomes.

NABERS will work to monitor several major building sector trends to ensure new and existing tools continue to reward the best outcomes for the environment. Examples include the decarbonisation of the electricity grid, net zero buildings, new renewable energy purchase models, and changes to major policies.

Goal 2

Double the number of NABERS ratings¹ by driving uptake and improving our existing tools.

NABERS has a suite of rating tools available across six sectors, which have helped drive unprecedented levels of environmental improvement across thousands of buildings. However, many more buildings are yet to embark on their sustainability journey, and there is always scope for improvement for those buildings who are currently benchmarking their performance. Over the next five years, NABERS will work to expand the number of businesses and organisations actively working to become more sustainable, by doubling the number of ratings we certify.

There are three prioritised work areas under this goal:

1

Maintaining and preparing our processes and systems to scale.

NABERS will work to streamline our systems and processes to reach more users while making ratings easier, simpler and more cost effective. We will work on maintaining our existing processes while driving improvements to all parts of the program, with a strong focus on auditing, technical enquiries, payments and training. We will also develop a strategy to address user feedback and technical improvements in an integrated, timely and more systematic manner.

2

Prioritising user engagement and market development.

To double the uptake of NABERS ratings, NABERS requires a more systematic approach to user engagement and market development. To achieve this, we will create a growth strategy focused on driving user engagement, creating better communication tools, as well as increasing the drivers for better environmental performance.

3

Building the capacity of NABERS Assessors.

We will work to increase and build the pool of NABERS Assessors to respond to the projected increased volume of ratings across more asset classes. We will also develop tools to better equip our Assessors to engage buildings that are new to sustainability, which are crucial to transition to a more sustainable economy.

¹ Compared to 2017-18 figures.

Our strategy

An overview

Vision

We all live, work and play in a sustainable place.

Mission

All Australian buildings are healthy, comfortable and have zero environmental impact.

Our purpose

Our purpose at NABERS is to be enablers of positive engagement and better performance for organisations, people and the environment. We do this by helping people accurately measure, understand and communicate the environmental performance of their building.

Goals for 2019-2023

Goal 1

Every major building type can be rated by NABERS.

Work areas:

1. Using partnerships to accelerate expansion and improvement.
2. Using technology to amplify our reach.
3. Reviewing sector trends to reward the best environmental outcomes.

Goal 2

Double the number of NABERS ratings by driving uptake and improving our existing tools.

Work areas:

1. Maintaining and preparing our processes and systems to scale.
2. Prioritising user engagement and market development.
3. Building the capacity of NABERS Assessors.

Implementing the strategic plan.

The key role of this strategic plan is to align and focus our stakeholders and staff together behind two concrete goals to scale up the positive impact of NABERS over the next five years. With aligned, focused efforts NABERS can hope for accelerated success and a shared understanding of the program's direction with our networks and stakeholders.

NABERS will develop a separate implementation plan, which sets out the specific work that will be necessary to meet the goals and work areas in this strategy. NABERS will incorporate the implementation plan into its annual business planning and review cycle. Progress towards the strategic goals in this document will be reported to the NABERS Steering Committee on a quarterly basis.

Glossary.

NABERS NABERS stands for the National Australian Built Environment Rating System. It can be used to measure a building's energy efficiency, carbon emissions, as well as the water consumed, the waste produced and the quality of the indoor environment and compare it to similar buildings.

NABERS Assessors NABERS Assessors carry out the physical assessments of buildings to collect and then verify the data required to provide a NABERS rating. They are trained and accredited by NABERS through the NSW Department of Planning, Industry and Environment (DPIE).

NABERS Steering Committee Although managed by DPIE, the operation of NABERS is overseen by a national Steering Committee comprised of State and Territory representatives, the Australian Government and stakeholder members from bodies representing the wide range of NABERS stakeholders. Government members have voting rights within the Committee.



Contact us.

NABERS is administered by the
NSW Department of Planning,
Industry and Environment

59 Goulburn Street
Sydney NSW 2000

T (02) 9995 5000
E nabers@environment.nsw.gov.au

nabers.gov.au