



Ruling

SHE Post Occupancy Evaluation Survey

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1 Introduction

1.1 Purpose

The purpose of this Ruling is to add the University of Melbourne's Sustainable and Healthy Environments (SHE) Survey to the list of NABERS-approved independent **Survey Providers**.

The SHE Post-Occupancy Evaluation Survey may now be used as an alternative to the currently permitted NABERS Indoor Environment for Offices ratings surveys.

Note: A brief summary of the survey can be found on the [Sustainable and Healthy Environments Lab webpage](#).

1.2 Coverage

This Ruling is applicable to NABERS Indoor Environment for Offices ratings where **Occupant Satisfaction Surveys** are used.

This Ruling must be read in conjunction with *NABERS The Rules – Indoor Environment for Offices*.

1.3 How to use this document

Text appearing **dark green and bold** is a defined term. Defined terms are in Chapter 2 of this **Ruling**.

1.4 Related documents

NABERS The Rules – Indoor Environment for Offices, v1.0, 2015

2 Terms and definitions

This Chapter lists the key terms and their definitions that are integral to the proper use of this document.

Term	Definition
Assessor	An accredited person authorised by the National Administrator to conduct NABERS ratings.
National Administrator	<p>The body responsible for administering NABERS, in particular—</p> <ul style="list-style-type: none">a) establishing and maintaining the standards and procedures to be followed in all aspects of the operation of the system, andb) determining issues that arise during the operation of the system and the making of ratings, andc) accrediting Assessors and awarding accredited ratings in accordance with NABERS standards and procedures. <p>The functions of the National Administrator are undertaken by the NSW Government.</p>
Occupant Satisfaction Survey (OSS)	A survey conducted by an independent third party to satisfy the qualitative assessment of the Rules for how a building is performing from the perspective of its occupants.
Survey Provider	An independent third party, recognised by NABERS, that may be engaged to conduct Occupant Satisfaction Surveys for NABERS Indoor Environment for Offices ratings.

3 Sustainable & Healthy Environments (SHE) Survey

3.1 General

The Sustainable and Healthy Environments (SHE) Survey under the University of Melbourne is now a recognised **Survey Provider** of the **Occupant Satisfaction Survey (OSS)** and may be used for NABERS Indoor Environment (IE) for Offices ratings.

Other **Survey Providers** currently recognised by NABERS include:

- a) Building Occupants Survey System Australia (BOSSA);
- b) Building Use Studies (BUS);
- c) Centre for the Built Environment (CBE).

Note: For further information on SHE and the survey, visit the University of Melbourne’s [SHE Post-occupancy Evaluation Survey webpage](#), or contact the project key contact, [Christhina Candido](#).

3.2 Requirements

When using the SHE Survey as a **Survey Provider** for a NABERS IE for Offices rating, **Assessors** must comply with the following requirements:

- a) The SHE Survey must comply with the **OSS** requirements in *NABERS The Rules – Indoor Environment for Offices*.
- b) The values in the ‘NABERS IE Scores’ Section of the SHE Survey Report must be entered in the corresponding Indoor Environment Parameter fields in NABERS Rate under ‘Occupant Satisfaction Survey’ > ‘Survey Results in Percentile (%)’ as per Figure 1 below.

Survey Results in Percentile (%)		Survey Results in Percentile (%)	
Thermal Services result:	<input type="text"/> %	Air Quality result:	<input type="text"/> %
Air Quality result:	<input type="text"/> %	Acoustic Comfort result:	<input type="text"/> %
Acoustic Comfort result:	<input type="text"/> %	Lighting result:	<input type="text"/> %
Lighting result:	<input type="text"/> %	Office Layout result:	<input type="text"/> %
Office Layout result:	<input type="text"/> %		

(a) Whole Building Rating

(b) Tenancy Rating

Figure 1: Indoor Environment Parameter fields in NABERS Rate

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