



Board of Surveying & Spatial Information STRATEGIC PLAN 2023-2026+

VALUES *Work FOR NSW* Service Integrity Accountability Trust

BOSSI MANDATE & CORE FUNCTIONS

- 1. Registration of land & mining surveyors & ongoing administration of the register**
- 2. Investigation of complaints** against registered land & mining surveyors & implementing disciplinary action which may arise as a result of the investigations
- 3. Provision of advice** to the Minister on the integrity of the cadastre, practice of surveying, spatial information & all other matters in connection with the administration of the Surveying & Spatial Information Act 2002
- 4. Investigation & prosecution of breaches** of the Surveying & Spatial Information Act 2002

STRATEGIC PRIORITIES

STRATEGIC RESULTS

BOSSI role & identity

OUR PURPOSE: Protect the integrity of the State Cadastre, public interest & foster professional behaviour

Reflected across all strategic priorities

Integrity of the cadastre & mine surveying

Maintain high professional standards for the profession

Government & public confidence in the integrity of the profession

Sustainability & integrity of the profession

Show industry leadership in developing the professional pipeline

Clear pathways for participation in the profession

Engagement & communication

Build strong & effective relationships

Awareness & understanding of the value of the profession

PRIORITY FOCUS AREAS

Visible stewardship of integrity of the profession

Awareness & understanding of BOSSI's role & mandate

Strong governance & operational delivery

Clear understanding by stakeholders & the public of the role & functions of BOSSI & the value of registered surveyors

Ensure consistent messaging across all mediums & platforms

Align priority focus areas & activities consistently with role & mandate

Maintain status as a reputable, reliable, robust & viable organisation

Investigation & discipline

Review Continuing Professional Development (CPD) Determination

Examination process

Improve the transparency & customer focus of the complaints, investigation & discipline process

Reduce unqualified people being engaged to undertake a land or mining survey

Conduct a comprehensive review of CPD with strong industry engagement

Scope potential changes to examination process & competency areas

Registration pathways & categories

Understanding pipeline trends & barriers

Representation & leadership

Implement Automatic Mutual Recognition (AMR)

Scope potential changes to kinds of registration

Reduce time-to-registration barriers

Engage in future workforce discussions & initiatives

Relationships with industry & professional bodies

Engagement with government

Understanding stakeholder & customer needs

Build & maintain strong relationships with allied industry bodies and government agencies

Understand stakeholder & customer relationships, particularly the downstream impacts of the Board's work

Engage with industry bodies on focused initiatives as well as creating regular feedback loops

Improve website content, engagement & processes to meet stakeholder & customer needs

INITIATIVES
Within 12 months

- Clearly articulate the different roles of BOSSI & industry bodies involved in sustaining the profession
- AMANDA transformation project (migration from the Government Licensing System platform)
- Improve BOSSI committee engagement & activity
- Succession planning for Board, committees, examiners, & investigators

- Determine & monitor impacts of AMR to ensure sufficient strategies, communications & resources to regulate interstate professionals
- Engage with industry & Ratified Organisations to scope a review of CPD
- Publish summaries of investigations & disciplinary actions where the Board sees value in sharing the information
- Analyse complaint trends to scope a review of complaints policy & procedures
- Continue information sharing agreement with Better Regulation Division of DCS (Fair Trading)

- Commence & administer AMR
- Review candidate examination statistics to identify trends & barriers
- Scope a review of examination projects & competencies
- Continue to work with professional bodies to educate & support candidates, mentoring & supervising surveyors
- Ensure diverse representation in BOSSI activities including Board, committees & events

- Develop stakeholder & customer personas, & undertake a journey mapping process to inform website improvements & interaction opportunities
- Publish statistics report to support industry research & reporting
- Board representation at key industry events
- Expand communication channels to reach new audiences
- Maintain timely communication of board meeting outcomes
- Maintain consistent workflow for board member messaging & communication
- Publish a customer-centric website that is accessible & directs visitors to relevant external information sources & resources

Within 3 years

- Work with the Mines regulator to articulate the scope of mine surveying auditing & BOSSI's role
- Conduct CPD review based on outcomes of scoping activity

- Review registration pathways to identify barriers that may be removed
- Work with industry bodies to map transition pathways into surveying from other professions
- Scope potential changes to kinds of registration

ENDORSED
November 2022