

Housesafe Professional Standards Systematic Plan

The Purpose of this Professional Standard

- Formally known as a 'Cover of Excellence'
- Standards and Codes used in a profession to monitor, enforce, improve on and to protect the consumers that use a home consultancy service

Limited Liability 'A Cap

- Placing a cap on liability for all its affiliated members
- Relevant insurance claims data
- All works and liability are to be based on 'At The Time Of The Consultancy'

Legal

- Consultations with Legal and Insurer entities

Committee – Formed Oct 2021

- Howard Ryan: Developer, inspector, mediator, trainer & writer
- Josh Brook: Inspector, writer & observer
- Keith Andrews: Writer, inspector & observer
- Ray Phillips: Inspector, writer & observer
- Col Hibberd: Inspector, writer & observer
- Greg Hall: Inspector, Engineer, writer & observer

Housesafe Training Academy

Professional Standards Systematic Plan & Standards of Practice

1. Follow revered Australian Standards
2. To apply the 5 elements of 'Contract Law' being
 - a. 'Instruction'
 - b. 'Offer'
 - c. 'Valuable Consideration'
 - d. 'Acceptance' and
 - e. 'Acknowledgment' being the necessary requirements in all matters of agreements, contracts and consulting documents
3. Understanding 'Acknowledgement'
 - a. A final salutation of an understanding
 - b. Targeted content within a fee agreement
 - c. An established connection between the parties
 - d. A commitment to recognize facts
 - e. Truth between the parties by 'Onus of Proof'
 - f. Shared reality between the consultant and their client
 - g. A proven method of positive reinforcement by the signed acceptances on such fee agreement
4. Maintain a record of membership and evidence of any claims history
5. Monitoring of each member at random to assess that the current processes are being followed, as acknowledged

6. Discuss surety funds capped to a limited liability (as and when required)
7. To always provide an 'Onus of proof' (photographic evidence) on specific findings, as this principle allows to protect the person from being wrongly accused
8. To remain an 'Esoteric Group' meaning a group of specialised knowledge and interest
9. This scheme is based on an 'Anthology' of specific writings, journals, documentations, text books and templates provided to each member
10. To have specific 'Precedence' utilised under the Expert Evidence of 'Makita v Sprowles 2001 52 NSWLR 205
11. Knowing the difference between 'Compliance' and 'Requirements' of the property consultancy profession being delivered under specific referenced and secondary non-referenced NCC (National Construction Code) documents, (Building Code of Australia)
12. Knowing what is a 'Defect' starting from a specific breach within a contract, then codes and standards
13. Knowing what is 'Adequate' and what is 'Inadequate'
14. Ensuring a CV is accompanying ALL 'contract fee and consultancy agreements' relevant to the property consultancy you are instructed on

15. Ensuring 'acknowledgements' are sought for EVERY fee and contract agreement and EVERY consultancy document, that they 'have been read and understood' by the contracted client shown on the consultancy agreement

16. Knowing that a Real Estate Agent and their Conveyancers ARE NOT our clients, but conduits to deliver the WHY to!

17. Delivery of the 'Intended Purpose' to all our clients so a complete understanding is known

18. To 'Restitute' any situation and conclude on a resolution of restitution rather than a monetary claim, with at all times following an acknowledged 'Deed of Agreement'

19. Acknowledging a problem, is the first step to its resolution

20. 'A Setback, is a Comeback Waiting to Happen'

21. To conduct ourselves in an honest and professional manner, at all times

22. To exercise caution at all levels of Australian Home and Property Consultancy

23. Follow the key principles of 'The Housesafe Way' being 'Contract Law' and the 'Onus of Proof'

24. Delivering Quality Control within our document writing methodology

- a. A system of maintaining such standards in the delivery of an intended purpose or a product
- b. Independence
- c. Integrity
- d. Personal Management

- e. Engaging Performance
- f. Monitoring, and
- g. Manage check lists and clients

25. To be a preferred 'Consultancy Entity' a source and a body of contact within Australia

26. To be devoted to the cause of 'Getting it right'

27. Be a prudent source of Education due to our on-going Training and CPD accreditations

28. Remaining independent and impartial at all times without advocacy

29. Promoting our excellence, integrity and quality in all the consultancy services offered

30. Remaining up to date with all levels of Government Legislation and Statutory Requirements, as and when they evolve

31. Promoting excellence, integrity and quality in property consultancy services

32. Offer alternatives in the event of challenges by providing a resolution process that is innovative, flexible and of an end result

33. Maintain our reputation and 'areas of expertise' by continuing professional development (CPD's)

34. All dealings with clients shall be treated as confidential and privileged

35. To provide a fee structure for a fair and reasonable fee for services

36. We shall not offer advice on subjects outside of our 'areas of expertise'

37. Remain members of organisations that benefit our well-being and work ethics

38. Showcase leadership

39. Working smarter, not harder

40. The 'T 1000 Understanding'

- a. Time
- b. Trustworthy
- c. Totality
- d. Transform
- e. Triumphant
- f. Tenacious
- g. Trained
- h. Talented, and
- i. Transparent

41. To follow the requirements of 'Continuing Professional Development' (CPD) and education requirements to maintain our qualifications and assessments

42. Understand the purpose of record keeping and professional filing systems

43. Follow legislated policies and procedures

44. Interact with 'Fellow Foundation Members'

45. Know how the education and learning skills obtained from Housesafe Training has benefited you into the future

46. Conducting industry consultation focusing on insurance companies and legals

47. To include responses from industry specialists with similar mindsets

48. Based on proven history within our profession insurers need 'Professional Standards' to be in place to make a substantive difference to how our body of inspectors operate

49. 'Liability Cap' The liability is capped by an independent assessment, once the 'Onus of Proof' has been established. An 'Onus of Proof' must be proven by an Applicant/Plaintiff in the first instance of a breach at the date and timing of the original Consultancy service

50. State by State Real Estate 'Purchase Contracts, have no relevance nor connection to us and are between the purchaser and seller only

The Committee.