

As requested please find below our submission for the Independent Pricing and Regulatory Tribunal's review of Fire and Rescue NSW's (FRNSW) fee and charges. As a construction business we will be commenting on our experience as a stakeholder associated with fire safety in the built environment. The two areas of service in this review include: Providing fire safety advice for building development such as reports, inspections and other advisory services; and attending automatic fire alarms that are false alarms.

## **1. Providing fire safety advice for building development such as reports, inspections and other advisory services**

1(a). Which FRNSW services related to fire safety in the built environment do you or your members use?

Multiplex Construction's project teams meet with FRNSW to in relation their following services:

- Initial fire safety reports – occasionally used by project staff and service found to be excellent
- Final fire safety reports and inspections - regularly used by project staff and services found to be excellent
- Fire safety system reports – not used very often
- Performance based design briefs/ fire engineering brief consultation - regularly used by project staff and services found to be excellent
- Attending fire safety meetings - regularly used by project staff and services found to be excellent
- Other advisory or consultancy services – not used by our project staff

The above services of FRNSW are engaged as part of our role in managing the design and construction of significant social infrastructure projects.

Our experience with FRNSW staff has been overwhelmingly positive and the productive, FRNSW has been keen to engage and discuss issues and have a constructive approach to resolving the fire safety systems and engineering systems for our projects.

As opportunities for experience on larger scale, high rise, commercial and social infrastructure projects can be infrequent for Multiplex and FRNSW staff we would appreciate the opportunity to look at some joint training and professional development exercises for both of our teams to develop their understanding of fire systems in these complex projects.

1(b). What has your experience been with FRNSW's charges for these services?

The fees and charges we have been charged by FRNSW, and those listed on the website, for their fire safety in the built environment services are reasonable. We do note that on many of our projects Multiplex are responsible for liaising with FRNSW but the fees are paid for directly by our clients. Multiplex would like to see the FRNSW fees charged on services to projects fed back directly into the Fire Safety Branch within FRNSW, and not to the general revenue, so that FRNSW have the funds to provide sufficient staff resources to review fire engineering brief questionnaires and fire engineering reports so that there are no delays in providing feedback on fire engineering projects.

As part of constructive feedback on the payment system we suggest the tone of email communications be slightly amended to request payment of invoices, rather than demanding prior to release of FRNSW responses. Additionally it would also be appreciated if the surcharge for credit card payment be removed to make it easier for these irregular payment to be made via credit card, which would result in faster payment.

## **2. Attending automatic fire alarms that are false alarms**

Unfortunately, due to false alarms on recently completed projects, Multiplex have experienced false alarms that have resulted in a call out/visit from the brigade. Whilst we would like not to receive a fee we see that the fee of \$1250 is reasonable.

We hope the above assists in your understanding of stakeholder experiences. Should you have any further queries please contact Simon Ritchard on [REDACTED].

Regards,

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