

## MANDATE

To independently regulate the building and construction sector, and efficiently manage the insurance fund

## PURPOSE

For peace of mind

## VISION

To build trust and confidence in all we do

**Our people matter because we can only achieve what we set out to do through our people**

**The QBCC will...**

Objectives	1. Promote quality, safety, security of payment and licensee sustainability	2. Deliver regulatory and insurance services that are timely, accurate, fair and transparent	3. Put our people first, and support and value them	4. Be efficient and financially sustainable
Strategies	<b>Early detection</b> – we use insights and risk-based regulatory models to focus on the greatest risk areas for the sector <b>Responding effectively</b> – we will mobilise our resources to respond appropriately <b>Work collaboratively</b> – we work with other regulators and agencies to help maintain the probity and integrity of the sector <b>Industry awareness</b> – we deliver sector-wide education and engagement activities	<b>Engagement</b> – we engage with stakeholders and consumers in an open and transparent manner <b>Service excellence</b> – we ensure regulatory and insurance systems, policies and procedures enable timely, accurate, fair and transparent service delivery	<b>Recruit and develop great people</b> – we attract and retain a diverse workforce with the right skills to deliver our mandate <b>Performance matters</b> – we recognise and reward high performance and seek continuous improvement <b>Culture</b> – we celebrate shared values that promote a positive and productive working environment <b>Wellness</b> – we support and nurture our staff	<b>Financial management</b> – we manage our finances responsibly <b>Operational excellence</b> – we are efficient with our governance controls <b>Information and technology enabled</b> – we use information and technology to improve everything we do
Result Areas	<ul style="list-style-type: none"> <li>Results of regulatory operational activities</li> <li>Industry awareness, understanding of, and willing compliance with the law</li> </ul>	<ul style="list-style-type: none"> <li>Perception of fairness in decision-making</li> <li>Quality of decision-making</li> <li>Timely decisions and services delivered</li> </ul>	<ul style="list-style-type: none"> <li>Employee engagement and satisfaction</li> <li>Employee retention</li> <li>Workplace diversity</li> <li>Employee wellness</li> </ul>	<ul style="list-style-type: none"> <li>Financial health</li> <li>Effectiveness of internal services</li> </ul>
Risks and Opportunities	<p><b>Risks</b></p> <p><b>A. Employee wellbeing</b> – Failure to ensure a positive work environment where our people feel safe and valued, caused by inadequate leadership, development opportunities and communication resulting in a disengaged workforce (Obj 3)</p> <p><b>B. Fraud and corruption</b> – Failure to prevent incidents of fraud and corruption, caused by a lack of awareness and prevention activities resulting in a negative impact on the QBCC's reputation (Obj 2, 4)</p> <p><b>C. Industry non-compliance</b> – Failure to instill a respect for regulation and compliance, caused by ineffective and/or misguided regulatory actions resulting in adverse impacts to the sustainability of licensees, the sector and compromising the safety of community (Obj 1)</p> <p><b>D. Financial management</b> – Failure to be financially sustainable, caused by irresponsible resource management resulting in the non-provision of legislated functions (Obj 2, 4)</p> <p><b>E. Insurance fund management</b> – Failure to effectively administer the Home Warranty Scheme, caused by mismanagement against actuarially sustainable principles resulting in loss of protection to the homeowner (Obj 2, 4)</p> <p><b>F. Data governance and the use of data</b> – Failure to yield accurate data caused by poor data governance and quality resulting in an inability to make informed decisions impacting the effectiveness of the QBCC and its reputation (Obj 1, 2, 3, 4)</p> <p><b>G. Reputational damage</b> – Failure to protect the QBCC's reputation, caused by the activities or the lack of activities resulting in the loss of trust and confidence in the organisation (Obj 1, 2, 3, 4)</p> <p><b>H. Employee physical safety</b> Failure to ensure a safe work environment both internally and externally caused by inadequate safety procedures and safety education and awareness resulting in harm to employees (Obj 3)</p> <p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>More engaged workforce leading to higher performance (Risk A)</li> <li>Ensure the long-term sustainability of the sector so that it can continue to contribute significantly to the Queensland economy (Risk C)</li> <li>Materially change and enhance the QBCC's impact and reach on the sector (Risk C)</li> <li>Effective internal resource management leading to an efficient and financially sustainable organisation (Risk D)</li> <li>Influence the future of the industry through strong relationships (Obj 1)</li> <li>Effective use of information and technology to inform decision-making (Obj 4)</li> <li>Better regulation of Queensland's service trades through a closer working relationship with the Service Trades Council</li> <li>Continually measure and reinforce QBCC's current safety procedures against best practice to align with Workplace Health and Safety Queensland requirements to provide a safe work environment for our employees (Risk H)</li> </ul> <p>The QBCC contributes to <i>Our Future State: Advancing Queensland's Priorities</i>:</p> <ul style="list-style-type: none"> <li>Create jobs in a strong economy – we do this through licensing and compliance that allows fully qualified and competent contractors and tradespeople to become employed or start their own businesses.</li> <li>Be a responsive government – we do this by continually improving and introducing more efficient ways for our customers to engage with us.</li> </ul>			

## Our behaviours

