



PERFORMANCE REPORT 2023-24

Quarter 2: September – December 2023

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How to use this report

This is a status report of the QBCC's achievements for:

- [2023-24 Service Delivery Statements](#) (SDS) service standards
- [Strategic Plan 2023-2027](#) performance measures

The status is based on the delivery of services that relate to the specific measure. The information presented in the report is collated based on input from relevant QBCC business units. Where there is a greater than 5 per cent variance (either positive or negative) of the actual result against the target, a comment on the variance is provided.

Strategic Plan measures are a mixture of qualitative and quantitative measures.

The performance measures contained in the 2023-24 SDS and 2023-2027 Strategic Plan align with the Ministerial Statement of Expectations. The QBCC publishes these quarterly performance reports in support of the Minister's expectations.

Overview of 2023-24 measures

QBCC SDS service standards 2023-24		
SDS type	Performance measure	Accountable Officer
Effectiveness measures	• Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	AC (RO)
	• Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	CLO
	• Percentage of licensees in category 4-7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	AC (RSS)
Efficiency measure	• Cost to assess and finalise a new licence application made under the Queensland Building and Construction Act 1991, the Building Act 1975, and the Plumbing and Drainage Act 2018	AC (RSS)
	• Cost of recovering \$1.00 of funds owed to creditors	AC (RSS)
Other measures	• Percentage of early dispute resolution cases finalised within 28 days	AC (RO)
	• Average number of days to process licence applications	AC (RSS)
	• Percentage of owner builder permits approved within 15 working days	AC (RSS)
	• Percentage of adjudication applications referred to an adjudicator within 4 business days	CIRO
	• Percentage of insurance claims for defective work assessed and response provided within 35 business days	AC (RO)
	• Average processing time for an early dispute resolution	AC (RO)
	• Average approval time for defects claims less than \$20,000	AC (RO)
	• Percentage of internal review applicants contacted within 2 business days	CIRO

QBCC Strategic Plan 2023-2027 performance measures ¹

Performance measures	Accountable Officer
Objective 1 - Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm	
a. Qualitative statement: outcomes of audit programs e.g. QBCC Act s 50A (Part 4A (commercial contracts), Part 5 (HWI) or Schedule 1B (domestic contracts) audits, Building Act chapter 8 audit (pool safety)	AC (RO)
b. Survey of industry advisory body to determine perception of effectiveness of engagement	ED (RPE)
c. Percentage of licensees in category 4-7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	AC (RSS)
d. Percentage of plumbing licensees identified as non-compliant with their notifiable work (Form 4) obligations, found to be compliant following QBCC intervention and re-audit	AC (RO)
Objective 2 - Improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely	
a. Percentage of licence applications determined within timeframes - per category/type	AC (RSS)
b. Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	CCSO
c. Percentage of licence applications available through online channels	CIO
d. Overall customer satisfaction	CCSO
e. Number of enquiries (and KPIs for enquiry responses)	CCSO
f. Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	CLO
g. Perception of fairness in decision-making: survey respondents agree the final decision was fair	ED (RPE)
h. Percentage of internal review decisions made within the required period	CIRO
i. Reduction in disputes ending up in QCAT	AC (RO)
j. Percentage of complainants receive outcome advice within timeframes	AC (RO)
k. Backlog (greater than 70 business days) of non-completion claims to be approved	AC (RO)
l. QBCC contact centre: Percentage of calls answered within 5 minutes	AC (RSS)
m. Percentage of decisions to grant, renew or cancel a license are peer reviewed	AC (RSS)
Objective 3 - Educate and inform customers to support continuous quality improvement	
a. Qualitative statement: Progress made in developing training systems and materials (including the Learning Management System)	ED (RPE)
b. Uptake of Learning Management System and formal learning, and satisfaction of educational resources	ED (RPE)
c. Survey responses from training events and materials to gauge whether the training has improved understanding of the topic	AC (RO)
Objective 4 - Be a sustainable and digitally enabled organisation	
a. Percentage of data sets meeting data governance standards	CIO
b. Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	CIO
c. Working for Queensland - staff engagement score	CHRO
d. Working for Queensland - percentage of staff satisfaction based on staff engagement score (including follow up survey)	CHRO
e. Consolidated Budget - Year to date actuals figure matches the budget for the Consolidated Fund within tolerance	CFO
f. Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Commission Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i>	AC (RSS)
g. Average cost to assess and finalise a Queensland Home Warranty Scheme claim	CFO
h. QBCC contact centre: Average number of interactions per FTE per month	AC (RSS)
Objective 5 - Be an organisation that supports, values and empowers our people	
a. Staff satisfaction with learning and development opportunities	CHRO
b. Percentage of eLearnings completed within required timeframes	CHRO
c. Percentage of staff satisfied with one-on-one performance and development discussions within required timeframes	CHRO
d. Working for Queensland - percentage of staff being able to identify how their work contributes to the strategic plan	CCSO
e. Percentage of Aboriginal peoples and Torres Strait Islander peoples	CHRO
f. Percentage of people with disability	CHRO
g. Percentage of culturally and linguistically diverse peoples, who speak a language other than English at home	CHRO
h. Percentage of women in leadership (SO and above levels)	CHRO

¹ Some QBCC SDS service standard measures also form part of the Strategic Plan. The performance actuals will be reported in the SDS table only.

Quarter 2 performance actuals - SDS

Status is reported using: ✓= target achieved or exceeded, ○= under-performing by 5% or less, X = under-performing by more than 5%.

Table 1: Service Delivery Statement 2023-24 service standards

Quantitative Measure	Unit	Target	FY24 Q2 Period Actual	FY24 Q2 Period Status	Comments
Effectiveness measures					
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	%	65.0%	64.0%	○	
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	%	7.0%	7.7%	X	There were 52 Queensland Civil and Administrative Tribunal (QCAT) outcomes during Q2 2023-24. Of those outcomes, 4 decisions were set aside by QCAT (4/52 =7.7%). Although quarterly reviews may appear high, the financial year to date (FYTD) actual is 6% and will likely average further as more matters are finalised.
Percentage of licensees in category 4-7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	%	80.0%	92.0%	✓	This measure was met for Q2 2023-24 due to a continued increase in proactive regulatory actions taken.
Efficiency measures					
Cost to assess and finalise a new licence application made under the Queensland Building and Construction Act 1991, the Building Act 1975, and the Plumbing and Drainage Act 2018	\$	\$1,500.00	\$1,652.68	X	This measure was not met for Q2 2023-24 due to a seasonal reduction in the number of applications assessed across the period. On a FYTD basis, this measure is exceeding the target.
Cost of recovering \$1.00 of funds owed to creditors	\$	\$0.55	\$0.91	X	This measure was not met for Q2 2023-24 as a result of a decrease in the number of Monies Owed Complaint forms received as well as a reduction in the total monies recovered compared to the last quarter.
Other measures					
Percentage of early dispute resolution cases finalised within 28 days	%	80.0%	89.0%	✓	During Q2 2023-24 there were less cases requiring complex investigation thus resulting the positive variance.
Average number of days to process licence applications	#	30 days	21	✓	This measure looks at license applications under the QBCC Act 1991 only. The positive variance was due to the proficient management of resourcing.

Quantitative Measure	Unit	Target	FY24 Q2 Period Actual	FY24 Q2 Period Status	Comments
Percentage of owner builder permits approved within 15 working days	%	90.0%	74.0%	X	This measure was not met due to a continued high volume of both applications lodged and incomplete applications across Q2 2023-24 resulting in delays from the applicant when asked to provide further material.
Percentage of adjudication applications referred to an adjudicator within 4 business days	%	100.0%	100.0%	✓	
Percentage of insurance claims for defective work assessed and response provided within 35 business days	%	50.0%	31.0%	X	<p>There has been a significant increase in claims caused by large builder collapses, and increases in complaints about defective work, without a corresponding increase in resources, which is likely the primary cause of the variance. In addition, there has been a significant increase in defective work complaints over the past two years, which are also managed by the Assessment Officers within the Resolution and Regional Services teams.</p> <p>Due to labour and material shortages and general industry conditions, QBCC's service provider also did not meet their obligations for providing tender prices and reports, resulting in significant delays. A Contract Manager has been engaged to ensure service is being delivered to the satisfaction of the QBCC.</p> <p>A Claims Management Improvement Project has also been set up with the aim of improving claims times, which will include:</p> <ul style="list-style-type: none"> • The establishment of a temporary stand-alone defect claims approval team to oversee completion and rectification works • a project working group to oversee the project • a focus on data analytics and communications strategies • digital project to provide system capability to engage with multiple suppliers and tender process to be completed to engage potential multiple suppliers.
Average processing time for an early dispute resolution	#	28 Working days	15	✓	During Q2 2023-24 there were less cases requiring complex investigations thus resulting in the positive variance.
Average approval time for defects claims less than \$20,000	#	35 working days	57	X	Comments as per above for the measure "Percentage of insurance claims for defective work assessed and response provided within 35 business days."
Percentage of internal review applicants contacted within 2 business days	%	95.0%	97.0%	✓	

Status is reported using: ✓= target achieved or exceeded, ○= under-performing by 5% or less, X = under-performing by more than 5%.

Quarter 2 performance actuals – Strategic Plan

Status is reported using: ✓= target achieved or exceeded, ○= under-performing by 5% or less, X = under-performing by more than 5%.

Table 2: Strategic Plan 2023-2027 performance measures

Quantitative Measure	Unit	Target	Period Actual	Period Status	Comments
Objective 1: Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm					
Percentage of plumbing licensees identified as non-compliant with their notifiable work (Form 4) obligations, found to be compliant following QBCC intervention and re-audit	%	70.0%	92.9%	✓	<p>Of the 14 re-audits that were conducted, 13 were found to be compliant. One was non-compliant and referred for investigation.</p> <p>The positive variance is due to:</p> <ul style="list-style-type: none"> an improvement in the communication materials supplied with audits to help licensees understand how to comply the provision of education to licensees during their audit about specific compliance concerns contacting licensees prior to the re-audit to check if there are any further questions or concerns.
Qualitative Measure					
Comments					
Qualitative statement: outcomes of audit programs e.g. QBCC Act s 50A (Part 4A (commercial contracts), Part 5 (HWI) or Schedule 1B (domestic contracts) audits, Building Act chapter 8 audit (pool safety)	<p>In October, the QBCC carried out a State Wide Compliance Campaign consisting of 1,124 sites visits and 3,906 contractor licence audits. The campaign demonstrated a good level of compliance, with 73 suspected unlicensed contractors and over 120 minor offences (e.g. site sign offences) being identified for further investigation. Education was provided or warnings were issued where necessary. The data collected as a result of the audit program will also be used to inform future activities.</p> <p>Audits for Part 5A (HWI), which are informed by data from the Home Warranty Scheme, will commence in Q3 2023-24.</p>				
Survey of industry advisory body to determine perception of effectiveness of engagement	This is an annual measure which will be reported at a later date.				
Objective 2 – Improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely					
Percentage of licence applications determined within timeframes – per category/type	%	90.0%	83.0%	X	<p>This measure was not met due to the finalisation of a backlog of higher-than-normal applications received during Q1 2023-24, having applicants provide additional materials for their application to be fully complete and the additional time required for assessing Minimum Financial Requirements reports. Note: Breakdown per category:</p> <p>Accreditation: 81% Plumbing & Drainage Act: 98% Pool Safety Inspector: 100% QBCC Act: 77%</p>
Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	%	38.1%	N/A	N/A	This measure is reported annually in Q4 2023-24.

Quantitative Measure	Unit	Target	Period Actual	Period Status	Comments
Percentage of licence applications available through online channels	%	100.0%	100.0%	✓	All license applications are available in electronic format from the QBCC website or the MyQBCC portal.
Overall customer satisfaction	%	35.0%	N/A	N/A	This measure is reported annually in Q4 2023-24.
Number of enquiries (and KPIs for enquiry responses)	#	80.0% within specified timeframe	82.0%	✓	
Percentage of internal review decisions made within the required period	%	80.0%	76.0%	○	
Reduction in disputes ending up in QCAT	%	10.0% reduction	N/A	N/A	This measure is reported annually in Q4 2023-24
Percentage of complainants receive outcome advice within timeframes	%	75.0%	N/A	N/A	This is a new measure. The QBCC is investigating systems capabilities to report against this measure.
Backlog (greater than 70 business days) of non-completion claims to be approved	#	<50.0%	68.0%	X	<p>There has been a significant increase in claims caused by large builder collapses and increases in complaints about defective work, without a corresponding increase in resources, which is likely the primary cause of the variance. In addition, there has been a significant increase in defective work complaints over the past two years, which are also managed by the Assessment Officers within the Resolution and Regional Services teams.</p> <p>Due to labour and material shortages and general industry conditions, QBCC's service provider also did not meet their obligations for providing tender prices and reports, resulting in significant delays. A Contract Manager has been engaged to ensure service is being delivered to the satisfaction of the QBCC.</p> <p>A Claims Management Improvement Project has been set up with the aim of improving claims times, which will include:</p> <ul style="list-style-type: none"> • The establishment of a temporary stand-alone defect claims approval team to oversee completion and rectification works • a project working group to oversee the project • a focus on data analytics and communications strategies • digital project to provide system capability to engage with multiple suppliers and tender process to be completed to engage potential multiple suppliers.
QBCC contact centre: Percentage of calls answered within 5 minutes	%	45.0%	81.0%	✓	This measure was met for Q2 2023-24 as a result of continued management of resourcing.

Quantitative Measure	Unit	Target	Period Actual	Period Status	Comments
Percentage of decisions to grant, renew or cancel a license are peer reviewed	%	5.0%	11.0%	✓	All decisions to cancel a licence under section 48 of the QBCC Act 1991 are peer reviewed. These decisions represented 4% of the total cancellations for Q2 2023-24. The remaining 96% of all cancellations were as a result the licensee requesting to surrender their licence or failing to renew. 14% of all licence applications received during Q2 2023-24 were peer reviewed.

Objective 3 - Educate and inform customers to support continuous quality improvement

Qualitative Measure	Comments
Qualitative statement: Progress made in developing training systems and materials (including the Learning Management System)	It is anticipated that the Learning Management System will be operationalised for external use by April 2024. Work is progressing on the development of an Industry Learning Strategy to target external engagement and training, and also on internal training frameworks and materials.
Uptake of Learning Management System and formal learning, and satisfaction of educational resources ²	Between 1 October and 31 December, there were 6 Retention Trust Training webinars with 119 registrations but only 89 attendees (74.8%). 62 of the attendees (69.7%) attempted and passed the assessment and were issued a completion certificate. During the 3 months, only 4 attendees completed the optional feedback and evaluation form. 3 respondents rated the session 10/10 and 1 rated the session 6/10 on the Net Promoter Score (on a scale of 1-10, how likely would you be to recommend this training to other in the industry?)
Survey responses from training events and materials to gauge whether the training has improved understanding of the topic	In Q2 2023-24 the QBCC held a technical conference, following which, a survey was conducted and a total of 24 responses were received. The consensus suggests that the conference was well-received. Attendees expressed their appreciation for the strong technical focus and indicated a keen interest in contributing to future conferences. Feedback from QBCC webinars has also been positive. Attendees have found the sessions to be valuable, providing them with specific and actionable insights on managing disputes or avoiding them altogether. This positive reception reinforces the QBCC's commitment to delivering content that is relevant and beneficial. In addition, the QBCC recently had the opportunity to present to Skills Tech Construction Teachers at Acacia Ridge TAFE. This collaboration has resulted in the development of strong working relationships, allowing the QBCC to inform TAFE about defective work complaints received by the QBCC. Through this collaboration, Skills Tech is actively using this information to educate future tradespersons. The aim is to contribute to the reduction or elimination of current defects, ultimately ensuring a higher standard of work in the future.

Objective 4 - Be a sustainable and digitally enabled organisation

Working for Queensland - staff engagement score	%	50.0%	49.0%	○	
Working for Queensland - percentage of staff satisfaction based on staff engagement score (including follow up survey)	%	56.0%	54.0%	○	
Consolidated Budget - Year to date actuals figure matches the budget for the Consolidated Fund within tolerance	%	+/- 5.0%	-17.3%	✗	Expenditure is below budget for the General Fund (20.4%) as salaries were lower due to the difficult recruitment market and the short-term nature of some roles. Project and initiative spend has also been slow due to the ramp up time with funding certainty only provided in June 23. Insurance Fund has exceeded budget (excluding claims) (20.94%) due to the increase in claims activity and timing of work delay from Q1 2023-24.

² Temporarily to be reported as a qualitative measure.

Quantitative Measure	Unit	Target	Period Actual	Period Status	Comments
Average cost to assess and finalise a Queensland Home Warranty Scheme claim	\$	\$6,137.00	\$6,359.09	X	This measure was not met in Q2 2023-24 as a result of an increase in cost for salaries for the Enterprise Bargaining Agreement (EBA) and increase in claim management fees. Year to date is on track.
QBCC contact centre: Average number of interactions per FTE per month	#	600.0	355.0	X	This measure was not met due to a decrease in interactions (8%) across all channels (phone, email, social media, front counter service) for Q2 2023-24 as a result of a reduction in abandoned calls and call backs requested by customers. In addition, there were greater resource levels than the baseline target for this measure.
Qualitative Measure	Comments				
Percentage of data sets meeting data governance standards ³	Data governance standards activities have commenced with some, such as information sharing nearing completion. All data governance actions are on track to be completed by Q4 2023-24 as a part of the digital portfolio.				
Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	QBCC aligns with the updated Queensland Government Enterprise Architecture (QGEA) and is continuing to update enterprise architecture practices.				
Objective 5 – Be an organisation that supports, values and empowers our people					
Staff satisfaction with learning and development opportunities	%	90.0%	89.5%	○	
Percentage of eLearnings completed within required timeframes	%	85.0%	83.9%	○	
Percentage of staff satisfied with one-on-one performance and development discussions within required timeframes	%	45.0%	44.0%	○	
Working for Queensland - percentage of staff being able to identify how their work contributes to the strategic plan	%	>83.0%	82.0%	○	
Percentage of Aboriginal peoples and Torres Strait Islander peoples	%	4.0%	1.3%	X	QBCC launched the Innovate Reconciliation Action Plan (RAP) on 5 October 2023. The plan is to be implemented over two years and includes strategies that develop an inclusive workplace and increase's attraction of Aboriginal and Torres Strait Islander people to QBCC. The plan aims to advance reconciliation within the industry and the QBCC's workforce.
Percentage of people with disability	%	12.0%	4.6%	X	The reported outcome reflects employees who have self-identified/ disclosed that they live with disability. The QBCC is committed to supporting employees living with a disability and providing opportunities to progress their career and sense of belonging. To support this, work is continuing to develop a Diversity, Equity and Inclusion (DEI) strategy.

³ Temporarily to be reported as a qualitative measure while developing data governance standards which are expected to be implemented by end of 2023.

Quantitative Measure	Unit	Target	Period Actual	Period Status	Comments
Percentage of culturally and linguistically diverse peoples, who speak a language other than English at home	%	12.0%	8.9%	X	The reported outcome reflects employees who have self-identified as culturally and linguistically diverse.
Percentage of women in leadership (SO and above levels)	%	50.0%	57.9%	✓	QBCC supports women in leadership roles across the SO and SES cohort. QBCC also has a female Commissioner and CEO.

Status is reported using: ✓= target achieved or exceeded, O= under-performing by 5% or less, X = under-performing by more than 5%

Glossary

AC (RO)	Assistant Commissioner Regulatory Operations
AC (RSS)	Assistant Commissioner Regulatory Standards and Support
CCSO	Chief Customer and Strategy Officer
CDIO	Chief Digital and Information Officer
CFO	Chief Financial Officer
CHRO	Chief Human Resources Officer
CIRO	Chief Integrity and Risk Officer
CLO	Chief Legal Officer
Executive Director (RPE)	Executive Director Regulatory Practice and Engagement
FTE	Full Time Equivalent
HWI	Home Warranty Insurance
KPI	Key Performance Indicator
QCAT	Queensland Civil and Administrative Tribunal
SO	Senior Officer