

QBCC Strategic Plan 2018-2022

VISION To be a regulator that builds trust and confidence in all we do. **PURPOSE** For peace of mind.

OBJECTIVES	STRATEGIES	KEY RESULT AREAS	CONTRIBUTION TO QUEENSLAND GOVERNMENT'S OBJECTIVES FOR THE COMMUNITY	STRATEGIC RISKS	STRATEGIC OPPORTUNITIES
<p>1</p> <p>Promote integrity and probity in the building and construction sector</p>	<ul style="list-style-type: none"> Develop and implement risk based frameworks focusing on building works and the financial health of trade contractors Deliver education and engagement activities leading to increased understanding of changes Partner with industry to mitigate potential market failure 	<ul style="list-style-type: none"> Compliance effectiveness Contribution and influence in changes to the regulatory environment Sustainability of the industry 	<p>The QBCC contributes to the Queensland Government's objective of creating jobs in a strong economy through licensing and compliance that allows fully qualified and competent tradespeople to become employed or start their own businesses.</p>	<p>A. SAFETY</p> <p>Failure to keep QBCC employees, licensees and home owners safe caused by having inadequate safety systems resulting in public loss of trust and confidence in the QBCC, and reduced employee engagement.</p> <p>RELATES TO OBJECTIVES: 1, 4</p>	<ul style="list-style-type: none"> Have the right policies and procedures in place to take care of all under QBCC's duty of care
<p>2</p> <p>Provide regulator and customer services that are timely, clear and transparent</p>	<ul style="list-style-type: none"> Provide impartial services in a clear, transparent and timely manner Simplify processes to align with changing needs/expectations of stakeholders Communicate effectively with all our stakeholders 	<ul style="list-style-type: none"> Perceptions of fairness in decision-making Productivity and satisfaction for delivering services 	<p>The QBCC contributes to the Queensland Government's objective of being a responsive government by continuously improving and introducing more efficient ways for our customers to access our services.</p>	<p>B. REPUTATION AND IMAGE</p> <p>Failure to improve or maintain the reputation of the QBCC caused by activities, or the lack of activities, resulting in the loss of government, industry, or community trust and confidence.</p> <p>RELATES TO OBJECTIVES: 1, 2, 3, 4, 5</p>	<ul style="list-style-type: none"> Nurture relationships through collaborative engagement and partnerships
<p>3</p> <p>Improve operational and organisational excellence</p>	<ul style="list-style-type: none"> Utilise data driven insights for action Improve service provision, innovation and compliance Refine our internal governance systems to ensure appropriate and effective decision-making 	<ul style="list-style-type: none"> Use of data to drive decision-making and action Productivity and satisfaction of internal services 		<p>C. FINANCIAL</p> <p>Failure to manage QBCC finances caused by the failure of proper financial management resulting in not being able to adequately resource regulatory functions and the Home Warranty Scheme no longer meeting actuarial sustainability</p> <p>RELATES TO OBJECTIVES: 5</p>	<ul style="list-style-type: none"> Ensure QBCC's financial sustainability by managing expenditure, increasing workforce capability and optimising processes leading to increased productivity
<p>4</p> <p>To nurture our people to help them be courageous and their best</p>	<ul style="list-style-type: none"> Deliver a program of work that develops talent and leadership capability Maintain initiatives and policies which demonstrate our commitment to ensuring our staff feel valued and reward behaviours and outcomes that are aligned with our behaviours Create an organisational culture so that QBCC works collectively to achieve our goals 	<ul style="list-style-type: none"> Employee engagement Diversity across the workforce 		<p>D. REGULATION AND COMPLIANCE</p> <p>Failure to instil respect for regulation and compliance in the industry and internally caused by not regulating appropriately and lack of robust controls, education, and data driven insights resulting in being reactive versus proactive, increased legislative breaches and a loss of trust and confidence in QBCC</p> <p>RELATES TO OBJECTIVES: 1, 2, 3</p>	<ul style="list-style-type: none"> Maintain regulatory and compliance standards through having the right policies, and educating QBCC staff, industry and the general public about the required standards
<p>5</p> <p>Be a financially sustainable organisation</p>	<ul style="list-style-type: none"> Drive responsible and efficient practices to ensure financial sustainability Manage the Queensland Home Warranty Scheme in accordance with actuarially sustainable principles 	<ul style="list-style-type: none"> A strong net asset position for QBCC general fund Sufficient reserves in the Queensland Home Warranty Scheme to cover expected future claims Managing balanced budgets 		<p>E. PEOPLE AND CAPABILITIES</p> <p>Failure to have appropriate enabling capabilities related to our employees, technology, data insights and business operations caused by inadequate leadership, planning and governance resulting in a disengaged workforce and operational inefficiencies</p> <p>RELATES TO OBJECTIVES: 1, 2, 3, 4, 5</p>	<ul style="list-style-type: none"> Make better use of our data and insights for decision making Engage with employees through strategies in leadership diversity and talent management

