

QBC BOARD CHAIR'S MESSAGE

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It is both unexpected and dismaying that I am starting a second consecutive Chair's Message for the QBCC Annual Report by referring to the negative influence that the COVID-19 pandemic continues to have on the building and construction industry.

The pandemic has not discriminated against industries or nations, and the QBCC continues to work hard to overcome the challenges it presents.

The other current major challenge for construction industries around the world is an unprecedented demand for materials and labour and a resulting shortage of both.

In Queensland, this has resulted from a 'perfect storm' of events that include significantly increased interstate migration to our State, government financial incentives to stimulate construction, and home owners undertaking building projects when they are unable to undertake other activities, such as travel.

Amidst these challenges, the resilience and positivity of the people who work in Queensland's building and construction industry continue to impress and inspire.

Similarly impressive are the efforts of the QBCC's staff, who continue to deliver wins for our licensees and the home and property owners who contract with them.

I want to take this opportunity to thank all our staff across all of our offices for their work during the past year.

The QBCC's Customer Feedback Framework saw a 33 per cent increase in compliments for the organisation and a 17 per cent decrease in complaints. I believe that this statistic accurately reflects the high quality of the QBCC's work.

Meanwhile, home owners have continued to be protected by the QBCC-administered Queensland Home Warranty Scheme, the nation's only first-resort home warranty scheme.

In 2020-2021, the QBCC processed 168,468 insurance policies for residential construction work, and approved \$31.3 million in insurance claim costs under the scheme. This included \$16.6 million for defects claims, \$9.9 million for non-completion claims and \$4.8 million for subsidence claims. That translated to about 98 per cent of claims being fully compensated under the scheme.

In positive news for subcontractors and suppliers, the QBCC helped creditors recover about \$3.87 million in outstanding debts in 2020-2021.

Separate to these outcomes, 187 adjudication decisions worth \$37.5 million were released to claimants through the Adjudication Registry, which was established to help workers to get paid when payments are disputed.

The Queensland Building and Construction Board has not been distracted from helping to support one of Queensland's most important industries, despite the challenges confronting us.

I want to thank my colleagues on the QBC Board for their work in helping to ensure the QBCC has maintained its focus on its core regulatory role.

In the year ahead, we will continue to work hard to support our industry and the people working in it, as well as home and property owners.

We will also do everything we can to ensure that the QBCC's staff are well prepared and strongly supported to meet any challenges that might arise in the year ahead.

R. L. Williams

Chair

Queensland Building and Construction Board