



Building Services Authority

MEDIA RELEASE

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BSA is Helping Queenslanders Build Better

The Queensland Building Services Authority (BSA) regulates the Queensland building and construction industry. In this role, BSA provides a number of services for its licensees and consumers.

All building work performed in Queensland, where the value of the work including labour and materials exceeds \$1,100, must either be carried out by a licensed contractor or by an owner builder. Owner builders are only allowed to work on a property if it is intended for their own occupation.

To obtain a BSA licence certain financial, experience, technical and managerial standards have to be met. BSA is responsible for assessing licence applications, issuing licences, and ensuring that licensees continue to meet required standards.

BSA plays a role in preventing building disputes by educating their licensees on technical issues and good business practices. BSA also assists consumers by offering advice on how to resolve disputes.

“BSA provides an equitable and effective dispute resolution service for defect-related disputes that arise between licensees and consumers. If your attempts to reach an amicable solution with your building contractor break down, you should phone BSA’s Customer Contact Centre on 1300 272 272. BSA will guide you through its dispute resolution process and assist you in getting the defective work rectified,” said Mr Jennings.

“During 2005/06, BSA received 5021 dispute notifications. 3716 of these were resolved satisfactorily without the need for significant intervention. The majority of the remainder were against contractors who were no longer in business, and the majority of those disputes were able to be rectified under the Home Warranty Insurance Scheme,” said Mr Jennings.

BSA operates a Home Warranty Insurance Scheme which provides a safety net for consumers if their contractor fails to complete contracted work or performs sub-standard work.

“If you contract a BSA-licensed practitioner to perform residential construction work over \$3,300 in value, BSA’s home warranty insurance product provides up to \$400,000 cover for up to 6.5 years. The insurance cover is paid for by the contractor before the job is commenced,” said Mr Jennings.

BSA also runs free seminars and produces a wide range of educational brochures to assist and educate homeowners.

“It is BSA’s mission to improve standards, equity and confidence in the building industry. By doing this we believe we will be ‘Helping Queenslanders Build Better’,” said Mr Jennings.

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