

MEDIA STATEMENT

4 June, 2015

Building regulator a government leader in social media

Queensland's building industry regulator is punching above its weight with social media, attracting more than 1,100 Twitter followers, almost 3,000 Facebook likes and 6.9 million website page views since 1 July, 2014.

Kellie Lowe, Acting Commissioner of the Queensland Building and Construction Commission (QBCC), said the Commission was proving to be a government leader in social media and digital media use since its inception in December 2013.

"The Commission has shown no fear of jumping into social and digital media and enthusiastically embracing them as powerful customer service improvement tools," Ms Lowe said.

This customer-first approach has seen more than 7,500 after-hours phone calls to the Commission's 24/7 phone service answered by a customer service officer in Australia since 1 July.

Excellence in customer service saw the QBCC recently become a Certified Customer Service Organisation under the International Customer Service Standard, following an audit by the Customer Service Institute of Australia.

Other service innovations include the Commission's free home owner app which lets anyone building or renovating a home to check if a contractor holds a valid licence and to email or call the contractor directly, estimate renovation costs, and to document and report potential building defects.

The Commission's YouTube home owner video series presented by Tom Williams is being expanded soon, boosting the information available about the whole building process.

Further information about all these innovations is available by calling the QBCC 24/7 on 139 333 or at www.qbcc.qld.gov.au

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