

MEDIA STATEMENT

18 November, 2015

Building regulator leads customer service revolution

Digital innovations in customer service delivery have become a reality for the Queensland Building and Construction Commission (QBCC), and could become the model for other Queensland Government departments.

Acting Commissioner of the QBCC, Kellie Lowe, yesterday showcased the QBCC customer service transformation for Mr Vivek Kundra, Executive Vice President of Salesforce (and former US Chief Information Officer), at the QBCC's Brisbane office.

The QBCC has used the Salesforce cloud technology platform to help transform its customer service.

"In transforming our customer service systems, the QBCC has succeeded in an area where other public sector organisations have experienced difficulties," Ms Lowe said.

She said the partnership between the QBCC and Salesforce was a leading example of how a customer-centric approach can deliver excellent customer service outcomes.

"I am extremely happy to demonstrate the QBCC's innovative and flexible customer service capabilities," she said.

"The QBCC is showing how government departments can transform customer service by working with the community to co-design solutions and rapidly introduce technological innovations which make it simpler and easier for the community to do business with government."

Ms Lowe said home owners and contractors were already benefitting from the QBCC transformation, with new digital services providing improved and more convenient choices.

These include a simple, paperless method of inspecting, recording, and managing building disputes, with photos and reports uploaded and emailed on site, to the home owner and contractor.

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