

MEDIA STATEMENT

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Smart forms offer licensees convenience, speed and flexibility

New, simpler online 'smart' forms for building industry members and home owners will be quicker and easier to complete and provide more convenience, choice and flexibility.

The forms on the Queensland Building and Construction Commission (QBCC) website also eliminate the need for paper forms and are accessible on any tablet or smart phone device.

QBCC Commissioner, Steve Griffin, said the changes added to the Commission's suite of customer service improvements and included a faster, simpler licence renewal process.

"Licensees will receive a renewal notice in an email containing most of their details so they can complete the transaction in three clicks, rather than the previous 10," Mr Griffin said.

"We also offer an online three-year licence renewal, which includes a 17 per cent discount on their renewal fee."

Smart forms already online include Monies Owed Complaint forms, Notification of Offences forms, Residential/Commercial Construction Work Complaint forms, and application forms for Internal Review and Adjudication (BCIPA).

The new forms adapt to the needs of each customer and allow information to be saved and completed at a later time, providing an improved and more convenient service.

Mr Griffin said the forms would also improve Commission efficiency by reducing the time and staff needed to follow up missing or incorrect information, delivering faster processing times for customers.

He said additional 'smart' forms and enhancements are already being planned to further improve services for QBCC customers.

Further information about the new forms is available on the QBCC website and social media channels

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