



PERFORMANCE REPORT 2024–25

Quarter 4 | April – June 2025



TABLE OF CONTENTS

- About this report.....3
- SDS performance measures.....4
 - SDS performance measure overview.....5
 - SDS quarterly performance reporting.....6
- Strategic plan performance measures.....9
 - Strategic plan performance measure overview.....10
 - Strategic plan quarterly performance reporting.....13
- Acronyms.....19

ABOUT THIS REPORT

This report provides an assessment of the Queensland Building and Construction Commission's (QBCC) achievements and progress based on the measures outlined in the:

- 2024–25 Service Delivery Statements (SDS) service standards
- Strategic Plan 2023–2027 (revised for 2024–25) performance measures.

While the 2024–25 Service Delivery Statements (SDS) service standards performance measures (SDS Measures) provide a quantitative analysis of performance, the Strategic Plan 2023–2027 (revised for 2024–25) performance measures (Strategic Plan Measures) capture a combination of qualitative and quantitative reporting information. Where relevant, some SDS Measures have been included to assess the QBCC's progress towards achieving its strategic objectives.

Both SDS Measures and Strategic Plan Measures align with the Ministerial Statement of Expectations received 9 September 2024. The QBCC publishes its quarterly performance report in support of the Minister's expectations.

Method

The information presented in the report is collated based on inputs from relevant divisions across the QBCC. The comparisons between quarterly actuals and their targets over a quarter period are grouped into three distinct performance status categories:

1. **Target met** – Achieved or exceeded target
2. **Slight variation from target** – Not achieved target but within tolerance of 5% variance or less
3. **Target not met** – Not achieved target by more than 5% variance

Variations in performance relative to the target are categorised as either positive or negative. A positive variance reflects performance that exceeds the target, while a negative variance indicates performance that falls below the target.

In addition, year to date (YTD) status is used to inform performance trajectory towards the next quarter.

Acronyms are detailed in the Glossary at the end of the report.

SDS PERFORMANCE MEASURES



SDS Performance Measure Overview

Category	Performance Measure	Accountable Officer
Effectiveness measures	Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	Chief Building Regulator
	Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	Chief Legal Officer
	Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	Assistant Commissioner Regulatory Standards and Support
Efficiency measures	Cost of recovering \$1.00 of funds owed to creditors	Assistant Commissioner Regulatory Standards and Support
	Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i>	Assistant Commissioner Regulatory Standards and Support
Other measures	Percentage of early dispute resolution cases finalised within 28 days	Assistant Commissioner Regulatory Operations
	Average number of days to process licence applications	Assistant Commissioner Regulatory Standards and Support
	Percentage of owner builder permits approved within 15 working days	Assistant Commissioner Regulatory Standards and Support
	Percentage of adjudication applications referred to an adjudicator within 4 business days	Chief Integrity and Risk Officer
	Percentage of insurance claims for defective work assessed and response provided within 35 business days	Assistant Commissioner Regulatory Operations
	Average processing time for an early dispute resolution case	Assistant Commissioner Regulatory Operations
	Average approval time for defects claims less than \$20,000	Assistant Commissioner Regulatory Operations
	Percentage of internal review applicants contacted within 2 business days	Chief Integrity and Risk Officer

SDS Quarterly Performance Reporting

Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Effectiveness Measures								
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	63.3%	65.1%	65.0%	61.1%	✗	-6.0%	○	The target has not been met by more than 5% variance in Q4. However, the overall year-to-date performance was within 5% of the target.
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	35.0%	10.9%	7.0%	5.2%	✓	25.7%	✗	- This measure should be interpreted based on the YTD actual (9.4%) which did not meet the target by more than 5% variance. - Due to procedural differences between the QBCC and QCAT.
Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	92.0%	88.0%	80.0%	96.0%	✓	20.0%	✓	- Target met. - Due to the delivery of proactive engagement to support licensees meet minimum financial requirements.
Efficiency Measures								
Cost of recovering \$1.00 of funds owed to creditors	\$0.92	\$0.72	\$0.55	\$0.80	✗	-45.5%	✗	- The target has not been met by more than 5% variance. - A slight improvement in performance compared to Q3, from \$0.92 to \$0.80. - Due to a decrease in the value of amounts returned to creditors.

Status Symbols
✓ = Target met (achieved or exceeded target)
○ = Slight variation from target (5% variance or less)
✗ = Target not met (more than 5% variance)

Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Efficiency Measures (continued)								
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i>	\$1,110.39	\$1,448.97	\$1,500.00	\$1,531.56	○	-2.1%	✓	The target has not been met in Q4, but the variance is less than 5%. The overall year-to-date performance achieved target.
Other Measures								
Percentage of early dispute resolution cases finalised within 28 days	95.0%	92.0%	80.0%	86.0%	✓	7.5%	✓	- Target met. - Due to the reduction in the number of cases requiring complex investigation.
Average number of days to process licence applications	34.0	31.0	30.0	31.0	○	-3.3%	○	- The target has not been met, but the variance is less than 5%. - A slight improvement in performance compared to Q3, from 34 days to 31 days.
Percentage of owner builder permits approved within 15 working days	91.0%	93.0%	90.0%	84.0%	✗	-6.7%	✓	- The target has not been met by more than 5% variance in Q4, but the overall year-to-date performance achieved target. - A decline in performance compared to Q3, from 91% to 84%. - Due to resourcing challenges.

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Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Other Measures (continued)								
Percentage of adjudication applications referred to an adjudicator within 4 business days*	98.7%	98.6%	100.0%	100.0%	✓	0.0%	✗	The target was met in Q4, but overall year-to-date performance of this goal post measure did not.
Percentage of insurance claims for defective work assessed and response provided within 35 business days	98.0%	98.0%	50.0%**	97.0%	✓	94.0%	✓	- Target met. - Due to the introduction of the Claims Management Improvement Project.
Average processing time for an early dispute resolution case	12.0	13.0	28.0	15.0	✓	46.4%	✓	- Target met. - Due to the reduction in the number of cases requiring complex investigation.
Average approval time for defects claims less than \$20,000	13.0	18.0	35.0%**	17.0	✓	51.4%	✓	- Target met. - Due to the introduction of the Claims Management Improvement Project.
Percentage of internal review applicants contacted within 2 business days	99.7%	99.5%	95.0%	96.5%	✓	1.6%	✓	- Target met. - Due to additional resources.

* Goal post measure that treats any variation from the 100 per cent target as not meeting target
** Correction from published 2024–25 SDS. Retain the 2023–24 SDS target for reporting over FY2024–25

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STRATEGIC PLAN PERFORMANCE MEASURES



Strategic Plan Performance Measure Overview

Strategic Objective	Performance Measure	Accountable Officer
Objective 1 Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm	Qualitative statement: outcomes of proactive inspection programs	Assistant Commissioner Regulatory Operations
	Surveyed statutory councils and industry advisory bodies indicate a perception of effectiveness of engagement	Office of the Company Secretary
	Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action*	Assistant Commissioner Regulatory Standards and Support
Objective 2 Improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely	Percentage of licence applications determined within timeframes – per category/type	Assistant Commissioner Regulatory Standards and Support
	Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	Chief Customer and Strategy Officer
	Percentage of interactive forms available to be fully completed online	Chief Digital and Information Officer
	Overall customer satisfaction	Chief Customer and Strategy Officer
	Percentage of internal review decisions made within the required period	Chief Integrity and Risk Officer
	Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence	Assistant Commissioner Regulatory Standards and Support
	Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal*	Chief Legal Officer
	Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair*	Chief Building Regulator

*This strategic plan measure is also an SDS performance measure

Strategic Objective	Performance Measure	Accountable Officer
Objective 3 Educate and inform customers and stakeholders to support continuous quality improvement	Qualitative statement: Customers and stakeholders satisfaction with engagement mechanisms	Executive Director Regulatory Practice and Engagement
	Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic	Executive Director Regulatory Practice and Engagement
	Qualitative statement: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement	Assistant Commissioner Regulatory Operations
Objective 4 Be a sustainable and digitally enabled organisation	Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	Chief Digital and Information Officer
	General Fund expenditure is within tolerance	Chief Financial Officer
	Insurance Fund expenditure (excl. claims and related) is within tolerance	Chief Financial Officer
	Average cost to assess and finalise a Queensland Home Warranty Scheme claim	Assistant Commissioner Regulatory Operations
	Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> *	Assistant Commissioner Regulatory Standards and Support
	Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes	Chief Digital and Information Officer
	Qualitative statement: activities conducted that have a positive financial, environmental and social impact	Chief Legal Officer
Objective 5 Be an organisation that supports, values and empowers our people	Percentage of staff indicating satisfaction with their supervisor's support for their professional development through learning and development opportunities	Chief Human Resource Officer
	Percentage of staff satisfied with the quality of engagement with their leaders during one-on-one performance and development discussions	Chief Human Resource Officer

*This strategic plan measure is also an SDS performance measure

Strategic Objective	Performance Measure	Accountable Officer
Objective 5 (continued) Be an organisation that supports, values and empowers our people	Percentage of staff being able to identify how their work contributes to the strategic plan	Chief Human Resource Officer
	Percentage of internal Regulatory Academy participants indicating uplift in regulatory maturity	Executive Director Regulatory Practice and Engagement
	Staff engagement score	Chief Human Resource Officer
	Percentage of staff who identify that the organisation has a positive impact on the lives of the people of Queensland	Chief Human Resource Officer

Strategic Plan Quarterly Performance Reporting

Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Strategic Objective 1								
Surveyed statutory councils and industry advisory bodies indicate a perception of effectiveness of engagement	58.3%	58.3%	70.0%	90.0%	✓	28.6%	✓	- Target met. - The four industry forums hosted in FY2024–25 are effective methods to engage with the industry.
Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action*	92.0%	88.0%	80.0%	96.0%	✓	20.0%	✓	- Target met. - Due to the delivery of proactive engagement to support licensees meet minimum financial requirements.
Qualitative statement: outcomes of proactive inspection programs	-	-	30/06/2025	- Qualitative. - In FY2024–25, the QBCC carried out 4,354 proactive site inspections, identifying 556 non-compliant sites. - Sites with minor non-compliance have reduced by approximately 91%, dropping from 534 in Q1 to just 48 in Q4.				
Strategic Objective 2								
Percentage of licence applications determined within timeframes – per category/type	65.0%	70.0%	90.0%	66.0%	✗	-26.7%	✗	- The target has not been met by more than 5% variance. - A slight improvement in performance compared to Q3, from 65% to 66%. - Due to longer time required to verify experience and qualifications.

* SDS measure

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Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Strategic Objective 2 (continued)								
Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	31.0%*	31.0%*	32.5%	34.9%	✓	7.4%	✓	- Annual measure. - Target met. - Due to initiatives delivered to assist customers including redesigned licence application forms and website usability improvements.
Percentage of interactive forms available to be fully completed online	25.0%**	25.0%**	50.0%	31.7%	✗	-36.6%	✗	- Six-monthly measure. - The target has not been met by more than 5% variance. - A slight improvement in performance compared to Q3, from 25% to 31.7%. - Due to the re-prioritisation of work to support the remaining forms to be digitised.
Overall customer satisfaction	35.0%*	35.0%*	37.0%	37.7%	✓	1.9%	✓	- Annual measure. - Target met. - Due to Customer Experience Strategy implementation. - Due to improvements to customer-facing products and services including redesigned licence application forms, reduced building inspection wait times, the implementation of the Claims Management Improvement Project, and the introduction of the Mediation and Conciliation Pilot Service.
Percentage of internal review decisions made within the required period	97.6%	96.7%	80.0%	99.6%	✓	24.6%	✓	- Target met. - Due to an additional resource.
Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence	88.0%	91.0%	95.0%	94.0%	○	-1.1%	○	- The target has not been met, but the variance is less than 5%. - A slight improvement in performance compared to Q3, from 88% to 94%. - Due to an increased focus on reviewing higher risk decisions.

* Q4 FY2023–24 Actual and YTD

** Q2 FY2024–25 Actual and YTD

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- = Slight variation from target (5% variance or less)
- ✗ = Target not met (more than 5% variance)

Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Strategic Objective 2 (continued)								
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal*	35.0%	10.9%	7.0%	5.2%	✓	25.7%	✗	- This measure should be interpreted based on the YTD actual (9.4%) which did not meet the target by more than 5% variance. - Due to procedural differences between the QBCC and QCAT.
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair*	63.3%	65.1%	65.0%	61.1%	✗	-6.0%	○	- The target has not been met by more than 5% variance in Q4. However, the overall year-to-date performance was within 5% of the target. - A decline in performance compared to Q3, from 63.3% to 61.1%.
Strategic Objective 3								
Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic	79.5%**	79.5%**	75.0%	84.0%	✓	12.0%	✓	- Target met. - Due to delivered Non-Conforming Building Product (NCBP) topic that was important to the audience type.

* SDS measure
** Q2 FY2024–25 Actual and YTD

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✗ = Target not met (more than 5% variance)

Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Strategic Objective 3 (continued)								
Qualitative statement: Customers and stakeholders satisfaction with engagement mechanisms	-	-	30/06/2025	- Qualitative. - In Q4, feedback received from 18% of the 256 attendees to the NCBP webinar for Engineers reflected a satisfaction rating of 83%.				
Qualitative statement: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement	-	-	30/06/2025	- Qualitative. - In Q4, the QBCC undertook 952 proactive audits and 80 education and engagement activities, identifying 127 non-compliant sites that had been rectified without further regulatory action required.				
Strategic Objective 4								
General Fund expenditure is within tolerance	-7.2%	-7.8%	+/- 5.0%	7.5%	✗	2.5%	✓	- The target has not been met in Q4. However, the overall year-to-date performance achieved target. - A significant variation in performance compared to Q3, from -7.2% to 7.5%. - Due to the timing of expenditure of key projects.
Insurance Fund expenditure (excl. claims and related) is within tolerance	-58.4%	-39.2%	+/- 5.0%	-41.9%	✗	-36.9%	✗	- The target has not been met by more than 5% variance. - An improvement in performance compared to Q3, from -58.4% to -41.9%. - Due to delays in the implementing some initiatives.

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 ✗ = Target not met (more than 5% variance)

Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly		Q4 YTD		
				Actual	Status	Variance (compared to target)		Status
Strategic Objective 4 (continued)								
Average cost to assess and finalise a Queensland Home Warranty Scheme claim	\$9,564.02	\$8,291.48	\$6,137.00	\$11,674.79	✗	-90.2%	✗	- The target has not been met by more than 5% variance. - A decline in performance compared to Q3, from \$9,564.02 to \$11,674.79. - Due to the timing of costs associated with funding key improvement initiatives.
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> *	\$1,110.39	\$1,448.97	\$1,500.00	\$1,531.56	○	-2.1%	✓	- The target has not been met in Q4, but the variance is less than 5%. The overall year-to-date performance achieved target. - A decline in performance compared to Q3, from \$1,110.39 to \$1,531.56. - Due to improvement initiatives focussed on reducing backlogs.
Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes	73.0%	73.0%	60.0%	-	-	-	-	This is an annual measure not reported in Q4 FY2024–25.
Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	-	-	30/06/2025	- Qualitative. - Compliance with the Queensland Government Information Security Policy (IS18) was achieved in September 2024 to reduce cyber security risks across the organisation.				
Qualitative statement: activities conducted that have a positive financial, environmental and social impact	NEW	NEW	30/06/2025	- Qualitative. - In FY2024–25, the QBCC introduced a container recycling and coffee cup recycling schemes at the Brisbane office. The QBCC also donated its surplus office furniture to another government entity.				

* SDS measure

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✗ = Target not met (more than 5% variance)

Performance Measures	Previous Quarter		FY2024–25					Comment Quarterly and Year to Date
	Q3 Quarterly Actual	Q3 YTD Actual	Target	Q4 Quarterly			Q4 YTD	
				Actual	Status	Variance (compared to target)	Status	
Strategic Objective 5								
Percentage of staff indicating satisfaction with their supervisor's support for their professional development through learning and development opportunities	48.0%*	48.0%*	45.0%	-	-	-	-	• This is an annual measure not reported in Q4 FY2024–25.
Percentage of staff satisfied with the quality of engagement with their leaders during one-on-one performance and development discussions	48.0%*	48.0%*	45.0%	-	-	-	-	• This is an annual measure not reported in Q4 FY2024–25.
Percentage of staff being able to identify how their work contributes to the strategic plan	83.0%*	83.0%*	83.1%	-	-	-	-	• This is an annual measure not reported in Q4 FY2024–25.
Percentage of internal Regulatory Academy participants indicating uplift in regulatory maturity	52.0%*	52.0%*	50.0%	-	-	-	-	• This is an annual measure not reported in Q4 FY2024–25.
Staff engagement score	46.0%*	46.0%*	50.0%	-	-	-	-	• This is an annual measure not reported in Q4 FY2024–25.
Percentage of staff who identify that the organisation has a positive impact on the lives of the people of Queensland	66.0%*	66.0%*	65.0%	-	-	-	-	• This is an annual measure not reported in Q4 FY2024–25.

* Q2 FY2024–25 Actual and YTD

Status Symbols
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Acronyms

IAC	Industry Advisory Committee
STC	Services Trades Council
FTE	Full Time Equivalent
HWI	Home Warranty Insurance
KPI	Key Performance Indicator
QCAT	Queensland Civil and Administrative Tribunal
SES	Senior Executive Service
SO	Senior Officer
FY	Financial Year
SDS	Service Delivery Statements
YTD	Year to Date

For more information

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