

COMMISSIONER'S FOREWORD

When I became CEO & Commissioner of the Queensland Building and Construction Commission in February 2022, the building and construction industry had been confronted by a number of challenges over a prolonged period of time. Since starting in the role, I have been impressed by the ongoing resilience of everyone plying their trade during one of the toughest periods our industry has ever seen.

In June this year, an independent review into the governance arrangements of the QBCC was completed. The review is comprehensive and the recommendations and actions that flow from it are overwhelmingly positive and will help us become an even more effective and efficient, outcomes-oriented and customer-centric regulator. I am sure this will be welcomed by all our stakeholders and customers.

While the review was underway, the QBCC was getting on with the important job of protecting the people of Queensland and helping everyone working in the building and construction industry.

In February 2022, Wide Bay-Burnett, the Western Downs, southeast Queensland, and other parts of the State experienced major flooding, resulting in extensive damage to residential and commercial properties and community facilities.

As is always the case after a natural disaster, the QBCC quickly got boots on the ground to provide advice and assistance during the post-flooding recovery and rebuilding phases. We also established the online Recover and Rebuild Tradie Register, connecting property owners with local, licensed contractors.

Meanwhile, our regulatory activities have also continued to deliver positive outcomes.

More than 9,000 applications were approved for new licensees in 2021-2022, taking the number of builders, trade contractors, certifiers, and occupational licence holders past 112,000. Our oversight of licensees provides reassurance to all Queenslanders because we require contractors to hold a high standard of technical qualifications and the financial capacity to complete their work.

The QBCC's achievements in the past year include 150,171 policies issued under the Queensland Home Warranty Scheme, and 1,628 claims finalised, helping owners to complete their homes and rectify defective building work through claims payments totalling \$36 million.

We also helped building industry creditors recover \$4.73 million through the monies-owed complaints process and facilitated the awarding of \$15.85 million through the adjudication process.

Meanwhile, QBCC officers inspected 1,375 active construction sites to identify defective work.

I want to acknowledge the hard work and dedication of the 500-plus people working at the QBCC who made all of that possible in what was a tough year in many respects.

If our industry is met with further challenges over the next 12 months, I take comfort from knowing that the people working in it will adapt to any circumstances, as they have done so unflinchingly of late.

The QBCC team will also be there, as we always are, to support the building and construction industry and provide reassurance to those who undertake building work.

Anissa Levy

CEO & Commissioner

Queensland Building and Construction Commission