

QUEENSLAND BUILDING AND CONSTRUCTION COMMISSION

ANNUAL REPORT 2021-2022



ISSN 2203-9589 (Print)

ISSN 2203-9597 (Online)

LICENCE

This annual report is licensed by the Queensland Building and Construction Commission under a Creative Commons Attribution (CC BY) 4.0 International licence.



CC BY LICENCE SUMMARY STATEMENT

You are free to copy, communicate and adapt this annual report, as long as you attribute the work to the Queensland Building and Construction Commission.

To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>

ATTRIBUTION

Content from this annual report should be attributed as:

Queensland Building and Construction Commission
Annual Report 2021-2022.

ABOUT THIS REPORT

This report summarises the activities and performance of the Queensland Building and Construction Commission for 2021-2022 against key business objectives and targets as set by the Queensland Building and Construction Board, the Government's objectives for the community and the QBCC 2020-2024 (revised for 2021-22) Strategic Plan. The report reflects the QBCC's commitment to effective corporate governance through openness and accountability, and provides an account of our revenue and expenditure.

This is the QBCC's ninth annual report since its commencement on 1 December 2013. The previous annual reports are available on our website at qbcc.qld.gov.au



INTERPRETER SERVICE STATEMENT

The QBCC is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you experience difficulty in understanding the annual report, you can contact us on 139 333 and we will arrange an interpreter to effectively communicate the report to you.

ENQUIRIES

Readers are encouraged to download the report online at qbcc.qld.gov.au/about-us/our-corporate-publications/annual-report.

Where this is not possible, printed copies are available using one of the contact options below.

299 Montague Road West End Qld 4101 or locate a regional service centre qbcc.qld.gov.au/contact-us.

Addresses are also available on page 12 of this report.

T: 139 333

E: info@qbcc.qld.gov.au

For more information on any of the initiatives or services mentioned in this report, visit the QBCC's website at qbcc.qld.gov.au

ACKNOWLEDGMENT OF COUNTRY

The QBCC respectfully acknowledges the Traditional Custodians of the lands on which we work. We pay our respects to their Elders past, present and emerging.

The QBCC is dedicated to advancing reconciliation across our spheres of influence by encouraging learning, supporting diversity in our workplace and workforce, and understanding and respecting the diversity and traditions of Aboriginal and Torres Strait Islander communities, which will reflect the wider Australian community.

© Queensland Building and Construction Commission 2022

CONTENTS

Letter of Compliance.....	3
About us	5
QBC Board Chair’s Message	6
Commissioner’s Foreword.....	7
Our Structure.....	8
Our Board.....	9
Our reach across Queensland	12
Where to find us in the regions	12
Our Performance	13
Objective 1: Promote quality, safety, security of payment and licensee sustainability	13
Objective 2: Deliver regulatory and insurance services that are timely, accurate, fair and transparent	26
Objective 3: Put our people first, and support and value them.....	33
Objective 4: Be efficient and financially sustainable.....	36
Corporate Governance.....	38
Financial Performance.....	44
Summary of financial performance.....	44
Glossary	111
Index of Tables.....	113
Compliance Checklist.....	114