

# ANNUAL REPORT

2022-2023



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 2022-2023.

## ABOUT THIS REPORT

This report summarises the activities and performance of the Queensland Building and Construction Commission (QBCC) for 2022-2023 against key business objectives and targets as set by the Queensland Building and Construction Board (QBC Board), the Government's objectives for the community and the QBCC 2020-2024 (revised for 2022-23) 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 tenth annual report since its commencement on 1 December 2013. The previous annual reports are available on our website at [www.qbcc.qld.gov.au](http://www.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 [www.qbcc.qld.gov.au/about-us/our-corporate-publications/annual-report](http://www.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 [www.qbcc.qld.gov.au/contact-us](http://www.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](mailto: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](http://qbcc.qld.gov.au)

## ACKNOWLEDGEMENT OF COUNTRY

The QBCC acknowledges the Aboriginal and Torres Strait Islander Traditional Custodians of Country throughout Australia and recognise the continuing connection to lands, water and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders past and present.

The QBCC is dedicated to advancing reconciliation and building a diverse workplace by adopting inclusive practices, encouraging learning, supporting tolerance and understanding, and respecting the diversity and traditions of Aboriginal and Torres Strait Islander communities. Our approach as an organisation will demonstrate commitment and enhance adoption within the wider community.

© Queensland Building and Construction Commission 2023

# CONTENTS

Letter of Compliance .....	4
About Us.....	5
QBC Board Chair’s Message.....	6
Commissioner’s Foreword.....	7
Our Structure .....	9
Our Board .....	10
Our reach across Queensland.....	12
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.....	37
Corporate Governance.....	40
Financial Performance .....	51
Glossary.....	114
Index of Tables.....	115
Compliance Checklist .....	116