

QBC BOARD CHAIR'S MESSAGE

In this, my first Annual Report message as Chair of the Queensland Building and Construction (QBC) Board, I want to share with you some of the excellent outcomes achieved by the Queensland Building and Construction Commission (QBCC) during the 2022-2023 financial year.

Firstly, this Annual Report reveals a significant milestone in the QBCC's ongoing protection of home and property owners, with a record value for claims approved under Australia's most accessible home warranty scheme.

In 2022-2023, the Queensland Home Warranty Scheme (QHWS) administered by the QBCC approved \$68.6 million in insurance claim approvals.

This included \$47.5 million for non-completion claims, \$17.3 million for defects claims and \$3.8 million for subsidence claims.

The peace of mind offered by the QHWS is particularly important during the current period of volatility in the building and construction industry in Queensland and Australia, which has seen several high-profile company insolvencies.

To help manage the challenges currently facing our industry, the QBCC has instigated several improvements to its business practices over the past 12 months.

The QBCC Governance Review* 2022 recommended a number of changes to the QBCC, including a restructured, smaller QBC Board.

The Review also recommended a renewed focus on the QBCC's role regarding licensing and compliance of the industry, and enhancing its reputation based on consistency, transparency, and fair and impartial decision making.

To assist with this recommendation, the QBC Board has approved the QBCC Strategic Plan 2023-2027† and endorsed a new set of Values for the QBCC.

The Strategic Plan includes a new Vision for the QBCC: 'A thriving and resilient building and construction industry inspiring confidence, and supporting sustainable social, environmental and economic outcomes for Queenslanders'.

The QBC Board and I have great confidence in the Strategic Plan and believe it will help the QBCC continue with its successful regulation of our industry.

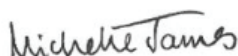
The QBCC also has a new Purpose: 'To deliver excellence in regulatory services to reduce risk and offer protection from harm'.

The new Vision and Purpose are excellent guideposts for the QBCC, and the QBC Board strongly supports and encourages the aims and intent of these.

As we look to the year ahead, we know that our industry is likely to face a continuation of recent challenging circumstances.

However, we hope there is positive change and good news in the year ahead and wish our licensees and other industry participants success and safety with their work.

At the same time, while the QBC Board and the QBCC perform our roles, we will bear in mind the QBCC Governance Review 2022 and its call for transparent, consistent, and fair and impartial decision making.



Michelle James

Chair

Queensland Building and Construction Board

* <https://www.epw.qld.gov.au/about/initiatives/qbcc-governance-review>

† <https://www.qbcc.qld.gov.au/resources/corporate-publication/qbcc-strategic-plan-2023-2027-expanded>