



# PERFORMANCE REPORT 2024–25

Quarter 3 | January – March 2025



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# 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. 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	
	Q2 Quarterly Actual	Q2 YTD Actual	Target	Q3 Quarterly		Q3 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Effectiveness Measures</b>								
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	65.2%	65.7%	65.0%	63.3%	○	-2.6%	✓	Compared to Q2 FY2024–25 (65.2%), performance against this measure, collected from six surveys, slightly declined in Q3 FY2024–25 (63.3%).
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	10.7%	7.5%	7.0%	35.0%	✗	-400.0%	✗	An increase in QCAT outcomes this financial year is due to more cases going to hearing and a backlog of reserved decisions from previous years. This is expected to continue affecting performance in the next quarter.
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	93.0%	85.0%	80.0%	92.0%	✓	15.0%	✓	The QBCC continued to exceed the target of this measure in Q3 FY2024–25, achieving 92%.
<b>Efficiency Measures</b>								
Cost of recovering \$1.00 of funds owed to creditors	\$0.73	\$0.60	\$0.55	\$0.92	✗	-67.3%	✗	The increase in cost of recovering funds owed is due to a decrease in the amounts returned to creditors in Q3 compared to previous quarters.

## 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	
	Q2 Quarterly Actual	Q2 YTD Actual	Target	Q3 Quarterly		Q3 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Efficiency Measures (continued)</b>								
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>	\$1,879.65	\$1,617.43	\$1,500.00	\$1,110.39	✓	26.0%	✓	The QBCC has met the target for this measure in Q3 FY2024–25 (\$1,110.39).
<b>Other Measures</b>								
Percentage of early dispute resolution cases finalised within 28 days	91.0%	90.0%	80.0%	95.0%	✓	18.8%	✓	The QBCC continued to exceed the target in Q3 FY2024–25 (92%).
Average number of days to process licence applications	32.0	29.0	30.0	34.0	✗	-13.3%	○	The longer processing times for licence applications are due to assessing mutual recognition applications, staff involvement in service and digital improvements, a high number of incomplete applications, and delays from complex cases requiring extra reviews.
Percentage of owner builder permits approved within 15 working days	92.0%	93.0%	90.0%	91.0%	✓	1.1%	✓	The QBCC continued to exceed the target for this measure in Q3 FY2024–25, achieving 91% compared to 92% in Q2 FY2024–25.

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q2 Quarterly Actual	Q2 YTD Actual	Target	Q3 Quarterly		Q3 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Other Measures (continued)</b>								
Percentage of adjudication applications referred to an adjudicator within 4 business days*	100.0%	98.6%	100.0%	98.7%	✗	1.3%	✗	Compared to Q2 FY2024–25 (100%), the QBCC did not meet the target of this goal post measure in Q3 FY2024–25 (98.7%) due to a minor procedural error.
Percentage of insurance claims for defective work assessed and response provided within 35 business days	100.0%	98.0%	50.0%**	98.0%	✓	96.0%	✓	The QBCC continued to exceed the target for this measure in Q3 FY2024–25 (98%).
Average processing time for an early dispute resolution case	13.0	14.0	28.0	12.0	✓	57.1%	✓	Compared to Q2 FY2024–25 (13 days), the QBCC continued to exceed the target in Q3 FY2024–25 (12 days).
Average approval time for defects claims less than \$20,000	16.0	16.0	35.0%**	13.0	✓	62.9%	✓	Compared to Q2 FY2024–25 (16 days), the QBCC continued to exceed the target of this measure in Q3 FY2024–25 (13 days).
Percentage of internal review applicants contacted within 2 business days	100.0%	98.7%	95.0%	99.7%	✓	4.9%	✓	The QBCC continued to exceed the target for this measure in Q3 FY2024–25 (99.7%).

\* 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
<b>Objective 1</b> 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 to determine 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
<b>Objective 2</b> 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: 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
<b>Objective 3</b> Educate and inform customers and stakeholders to support continuous quality improvement	Qualitative measure: 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 measure: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement	Assistant Commissioner Regulatory Operations
<b>Objective 4</b> 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 Commission 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
<b>Objective 5</b> 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
<b>Objective 5 (continued)</b> 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	
	Q2 Quarterly Actual	Q2 YTD Actual	Target	Q3 Quarterly		Q3 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 1</b>								
Surveyed statutory councils and industry advisory bodies to determine perception of effectiveness of engagement*	NEW	NEW	70.0%	58.3%	✗	-16.7%	✗	The first Industry Advisory Committee (IAC) survey was completed in December 2024. As the survey was not mandatory, reporting data was collected from only 12 of the 20 attendees.
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**	93.0%	85.0%	80.0%	92.0%	✓	15.0%	✓	The QBCC continued to exceed the target of this measure in Q3 FY2024–25, achieving 92%.
Qualitative statement: outcomes of proactive inspection programs	-	-	30/06/2025	The year-to-date total reached 3,302 proactive building inspections and 698 non-compliant sites, following 1,175 inspections and 166 non-compliant sites identified in Q3 FY2024–25.				
<b>Strategic Objective 2</b>								
Percentage of licence applications determined within timeframes – per category/type	68.0%	72.0%	90.0%	65.0%	✗	-27.8%	✗	The continued underperformance can be attributed to ongoing challenges, including the need to request additional information from applicants for incomplete applications, and the additional time taken to verify qualifications for QBCC Act applications. The temporary reallocation of staff to assess mutual recognition applications and support digital and customer improvement projects has also impacted performance against this measure.

\* New annual measure introduced for FY2024–25. As such, Q3 FY2024–25 performance is not comparable to the previous reporting period

\*\* SDS measure

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 2 (continued)</b>								
Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	31.0%*	31.0%*	32.5%	-	-	-	-	This is an annual measure not reported in Q3 FY2024–25.
Percentage of interactive forms available to be fully completed online	25.0%	25.0%	50.0%	-	-	-	-	This is a six-monthly measure not reported in Q3 FY2024–25.
Overall customer satisfaction	35.0%*	35.0%*	37.0%	-	-	-	-	This is an annual measure not reported in Q3 FY2024–25.
Percentage of internal review decisions made within the required period	98.6%	96.2%	80.0%	97.6%	✓	22.0%	✓	The QBCC continued to exceed the target for this measure in Q3 FY2024–25 (97.6%).
Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence	87.0%	93.0%	95.0%	88.0%	✗	-7.4%	○	While there was a slight 1% improvement between Q2 and Q3, the repeated underperformance is attributed to the on-boarding of new staff members and the need to deliver an increased number of peer reviews during the training period.

\* Q4 FY2023–24 Actual and YTD

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 2 (continued)</b>								
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal*	10.7%	7.5%	7.0%	35.0%	✗	-400.0%	✗	An increase in QCAT outcomes this financial year, due to more cases going to hearing and a backlog of reserved decisions from previous years, is expected to continue affecting performance in the next quarter.
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair*	65.2%	65.7%	65.0%	63.3%	○	-2.6%	✓	Compared to Q2 FY2024–25 (65.2%), performance against this measure, collected from six surveys, slightly declined in Q3 FY2024–25 (63.3%).
<b>Strategic Objective 3</b>								
Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic	79.5%	79.5%	75.0%	-	-	-	-	The QBCC did not conduct or support any events (physical or digital) in Q3 FY2024–25.
Qualitative measure: Satisfaction with engagement mechanisms	-	-	30/06/2025	The QBCC exhibited at the Brisbane Home Show in Q3 FY2024–25, responding to 541 enquiries over three days. Of the 90 customers who provided feedback via terminals, 95% reported being 'happy' or 'very happy' with their engagement.				

\* SDS measure

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 3 (continued)</b>								
Qualitative measure: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement	-	-	30/06/2025	In Q3 FY2024–25, the QBCC continued to provide education on defects identified during proactive inspection programs, with 120 non-compliant sites rectified and 46 pending re-inspection or further evidence.				
<b>Strategic Objective 4</b>								
General Fund expenditure is within tolerance	-8.0%	-8.0%	+/- 5.0%	-7.2%	×	-44.0%	×	The repeated underspending of the General Fund compared to the estimated expenditure is due to timing of engagements, delays in services provision, and a higher number of vacant roles than assumed in the budget.
Insurance Fund expenditure (excl. claims and related) is within tolerance	-21.0%	-24.0%	+/- 5.0%	-58.4%	×	-1068.0%	×	The significant increase in the underspending of the Insurance Fund between Q2 and Q3 when compared to the estimated expenditure is due to delays in delivering the implementation stage of the Queensland Home Warranty Scheme Review and other reforms included in the budget.

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 4 (continued)</b>								
Average cost to assess and finalise a Queensland Home Warranty Scheme claim	\$9,267.70	\$7,797.74	\$6,137.00	\$9,564.02	✗	-55.8%	✗	The rise in cost per claim between Q2 and Q3 was influenced by a reduced volume of claims finalised in Q3, while the workforce size remained unchanged. Delays in receiving final invoices from one of the service providers have also directly impacted the number of cases that could be finalised during the quarter.
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Commission Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> *	\$1,879.65	\$1,617.43	\$1,500.00	\$1,110.39	✓	26.0%	✓	Compared to Q2 FY2024–25 (\$1,879.65), the QBCC has met the target for this measure in Q3 FY2024–25 ( \$1,110.39).
Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes**	NEW	NEW	60.0%	73.0%	✓	21.7%	✓	The Digital Literacy Survey was completed in January 2025 and created a baseline score of 73% that met the target of 60%.
Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	-	-	30/06/2025	This is an annual measure not reported in Q3 FY2024–25.				
Qualitative statement: activities conducted that have a positive financial, environmental and social impact	NEW	NEW	30/06/2025	This is an annual measure not reported in Q3 FY2024–25.				

\* SDS measure

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 5</b>								
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 Q3 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 Q3 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 Q3 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 Q3 FY2024–25.
Staff engagement score	46.0%	46.0%	50.0%	-	-	-	-	This is an annual measure not reported in Q3 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 Q3 FY2024–25.

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# Glossary

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

**For more information**

Visit [qbcc.qld.gov.au](http://qbcc.qld.gov.au) or call us on **139 333**.

