

PERFORMANCE REPORT 2023-24

Quarter 4: April – June 2024

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How to use this report

This report provides an assessment of the Queensland Building and Construction Commissions (QBCC) achievements and progress based on the measures outlined in the:

- [2023-24 Service Delivery Statements](#) (SDS) service standards
- [Strategic Plan 2023-2027](#) performance measures.

The information presented in the report is collated based on input from relevant QBCC divisions. The performance of the QBCC over the quarter four (Q4) 2023-24 financial year (FY2023-24) reporting period is assessed against a set of predetermined targets. Where there is a greater than 5 per cent variance (either positive or negative) between the quarter's performance and the target, a comment on the variance is provided.

While the FY2023-24 SDS service standards provide a quantitative analysis of performance, the Strategic Plan 2023-2027 performance measures capture a combination of qualitative and quantitative insights.

The performance measures from both the FY2023-24 SDS service standards and Strategic Plan 2023-2027 align with the Ministerial Statement of Expectations. The QBCC publishes its quarterly performance report in support of the Minister's expectations. Acronyms are explained in the Glossary at the end of the report.

Overview of FY2023-24 measures

QBCC FY2023-24 SDS service standards		
Measurement Category	Performance Measure	Accountable Officer
Effectiveness measures	a. Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	a. Assistant Commissioner Regulatory Operations
	b. Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	b. Chief Legal Officer
	c. 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	c. Assistant Commissioner Regulatory Standards and Support
Efficiency measure	a. Cost to assess and finalise a new licence application made under the Queensland Building and Construction Act 1991, the Building Act 1975, and the Plumbing and Drainage Act 2018	a. Assistant Commissioner Regulatory Standards and Support
	b. Cost of recovering \$1.00 of funds owed to creditors	b. Assistant Commissioner Regulatory Standards and Support
Other measures	a. Percentage of early dispute resolution cases finalised within 28 days	a. Assistant Commissioner Regulatory Operations
	b. Average number of days to process licence applications	b. Assistant Commissioner Regulatory Standards and Support
	c. Percentage of owner builder permits approved within 15 working days	c. Assistant Commissioner Regulatory Standards and Support
	d. Percentage of adjudication applications referred to an adjudicator within 4 business days	d. Chief Integrity and Risk Officer
	e. Percentage of insurance claims for defective work assessed and response provided within 35 business days	e. Assistant Commissioner Regulatory Operations
	f. Average processing time for an early dispute resolution	f. Assistant Commissioner Regulatory Operations
	g. Average approval time for defects claims less than \$20,000	g. Assistant Commissioner Regulatory Operations
	h. Percentage of internal review applicants contacted within 2 business days	h. Chief Integrity and Risk Officer

QBCC Strategic Plan 2023-2027 performance measures ¹

Performance measures across five QBCC strategic objectives

Accountable Officer

Objective 1 – Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm

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| a. Qualitative statement: outcomes of audit programs e.g. QBCC Act s 50A (Part 4A (commercial contracts), Part 5 (HWI) or Schedule 1B (domestic contracts) audits, Building Act chapter 8 audit (pool safety) | a. Assistant Commissioner Regulatory Operations |
| b. Survey of industry advisory body to determine perception of effectiveness of engagement | b. Chief Integrity and Risk Officer |
| c. 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 (<i>also SDS performance measure</i>) | c. Assistant Commissioner Regulatory Standards and Support |
| d. Percentage of plumbing licensees identified as non-compliant with their notifiable work (Form 4) obligations, found to be compliant following QBCC intervention and re-audit | d. Assistant Commissioner Regulatory Operations |

Objective 2 – Improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely

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| a. Percentage of licence applications determined within timeframes – per category/type | a. Assistant Commissioner Regulatory Standards and Support |
| b. Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements | b. Chief Customer and Strategy Officer |
| c. Percentage of licence applications available through online channels | c. Chief Digital and Information Officer |
| d. Overall customer satisfaction | d. Chief Customer and Strategy Officer |
| e. Number of enquiries (and KPIs for enquiry responses) | e. Chief Customer and Strategy Officer |
| f. Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal (<i>also SDS performance measure</i>) | f. Chief Legal Officer |
| g. Perception of fairness in decision-making: survey respondents agree the final decision was fair (<i>also SDS performance measure</i>) | g. Executive Director Regulatory Practice and Engagement |
| h. Percentage of internal review decisions made within the required period | h. Chief Integrity and Risk Officer |
| i. Reduction in disputes ending up in QCAT | i. Assistant Commissioner Regulatory Operations |
| j. Percentage of complainants receive outcome advice within timeframes | j. Assistant Commissioner Regulatory Operations |
| k. Backlog (greater than 70 business days) of non-completion claims to be approved | k. Assistant Commissioner Regulatory Operations |
| l. QBCC contact centre: Percentage of calls answered within 5 minutes | l. Assistant Commissioner Regulatory Standards and Support |
| m. Percentage of decisions to grant, renew or cancel a license are peer reviewed | m. Assistant Commissioner Regulatory Standards and Support |

Objective 3 – Educate and inform customers to support continuous quality improvement

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| a. Qualitative statement: Progress made in developing training systems and materials (including the Learning Management System) | a. Executive Director Regulatory Practice and Engagement |
| b. Uptake of Learning Management System and formal learning, and satisfaction of educational resources | b. Executive Director Regulatory Practice and Engagement |
| c. Survey responses from training events and materials to gauge whether the training has improved understanding of the topic | c. Assistant Commissioner Regulatory Operations |

Objective 4 – Be a sustainable and digitally enabled organisation

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| a. Percentage of data sets meeting data governance standards | a. Chief Digital and Information Officer |
| b. Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements | b. Chief Digital and Information Officer |
| c. Working for Queensland - staff engagement score | c. Chief Human Resource Officer |
| d. Working for Queensland - percentage of staff satisfaction based on staff engagement score (including follow up survey) | d. Chief Human Resource Officer |
| e. Consolidated Budget - Year to date actuals figure matches the budget for the Consolidated Fund within tolerance | e. Chief Financial Officer |
| f. 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> (<i>also SDS performance measure</i>) | f. Assistant Commissioner Regulatory Standards and Support |
| g. Average cost to assess and finalise a Queensland Home Warranty Scheme claim | g. Chief Financial Officer |

¹ Some QBCC SDS service standard measures form part of the QBCC Strategic Plan 2023-2027 measures. The reporting of the SDS actuals will be detailed in the SDS reporting tables only.

h. QBCC contact centre: Average number of interactions per FTE per month

h. Assistant Commissioner Regulatory Standards and Support

Objective 5 – Be an organisation that supports, values and empowers our people

- a. Staff satisfaction with learning and development opportunities
- b. Percentage of eLearnings completed within required timeframes
- c. Percentage of staff satisfied with one on one performance and development discussions within required timeframes
- d. Working for Queensland - percentage of staff being able to identify how their work contributes to the strategic plan
- e. Percentage of Aboriginal peoples and Torres Strait Islander peoples
- f. Percentage of people with disability
- g. Percentage of culturally and linguistically diverse peoples, who speak a language other than English at home
- h. Percentage of women in leadership (SO and above levels)

- a. Chief Human Resource Officer
- b. Chief Human Resource Officer
- c. Chief Human Resource Officer
- d. Chief Customer and Strategy Officer
- e. Chief Human Resource Officer
- f. Chief Human Resource Officer
- g. Chief Human Resource Officer
- h. Chief Human Resource Officer

Quarter 4 performance actuals – SDS

Table 1: FY2023-24 SDS service standards

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
Effectiveness measures					
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	%	65.0%	62.0%	O	
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	%	7.0%	4.0%	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance). There was a total of 49 Queensland Civil and Administrative Tribunal outcomes during Q4 FY2023-24. Of those outcomes, 2 decisions were set aside by the Queensland Civil and Administrative Tribunal.
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	%	80.0%	77.0%	O	
Efficiency measures					
Cost to assess and finalise a new licence application made under the Queensland Building and Construction Act 1991, the Building Act 1975, and the Plumbing and Drainage Act 2018	\$	\$1,500.00	\$1,761.08	X	The target of this measure was not met during Q4 FY2023-24, due to spending being slightly higher than the budgeted amount for permanent staff, as well as additional spending on temporary staff. However, the QBCC FY2023-24 has exceeded the target over the full year period.
Cost of recovering \$1.00 of funds owed to creditors	\$	\$0.55	\$0.25	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance) as the result of unfilled vacant positions and fewer operational staff.
Other measures					
Percentage of early dispute resolution cases finalised within 28 days	%	80.0%	88.0%	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance). There has been a continuing trend of less cases requiring complex investigation.

Table 1: FY2023-24 SDS service standards

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
Average number of days to process licence applications	#	30 days	24.0	✓	This measure looks at license applications under the QBCC Act 1991 only. During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance) due to the proficient management of resourcing.
Percentage of owner builder permits approved within 15 working days	%	90.0%	91.0%	✓	
Percentage of adjudication applications referred to an adjudicator within 4 business days	%	100.0%	96.2%	○	
Percentage of insurance claims for defective work assessed and response provided within 35 business days	%	50.0%	27.0%	X	<p>There has been a significant increase in the number of complaints regarding defective work over the past two years. In addition, the QBCC continues to experience delays in both claim approval and claim lifetime, due to the complexity of the process required in determining contract termination and delays faced when seeking relevant information from parties or when legal advice is required.</p> <p>Due to labour and material shortages and general industry conditions, the QBCC's service provider also did not meet their obligations for providing tender prices and reports, resulting in significant delays.</p> <p>All of these issues are impacting the ability to meet this target.</p> <p>Significant work has been undertaken to improve these measures. A Contract Manager has been engaged to ensure the service provider is delivering to the satisfaction of the QBCC. Additionally, the claims management improvement project will become operational on the 3 July 2024. This project aims to further improve performance through;</p> <ul style="list-style-type: none"> • establishing a temporary stand-alone defect claims approval team to oversee completion and rectification works • developing a project working group to oversee the project • directing focus towards data analytics and communications strategies • delivering a digital platform for the tender process that will enable engagement across multiple suppliers.
Average processing time for an early dispute resolution	#	28 working days	16.0	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance) from a reduced number of cases that require complex investigation.
Average approval time for defects claims less than \$20,000	#	35 working days	59.0	X	Comments as per above for the measure "Percentage of insurance claims for defective work assessed and response provided within 35 business days".

Table 1: FY2023-24 SDS service standards

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
Percentage of internal review applicants contacted within 2 business days	%	95.0%	98.5%	✓	

Quarter 4 performance actuals – Strategic Plan

Table 2: Strategic Plan 2023-2027 performance measures²

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
Objective 1: Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm					
Percentage of plumbing licensees identified as non-compliant with their notifiable work (Form 4) obligations, found to be compliant following QBCC intervention and re-audit	%	70.0%	91.7%	✓	<p>Of the 24 re-audits that were completed during the quarter, 22 were found to be compliant.</p> <p>The target for this measure was exceeded (with a greater than 5 per cent variance) due to:</p> <ul style="list-style-type: none">an improvement in the communication materials supplied with audits to help licensees understand how to complythe provision of education to licensees during their audit about specific compliance concernscontacting licensees prior to the re-audit to check if there are any further questions or concerns.
Qualitative Measure	Comments				
Qualitative statement: outcomes of audit programs e.g. QBCC Act s 50A (Part 4A (commercial contracts), Part 5 (HWI) or Schedule 1B (domestic contracts) audits, Building Act chapter 8 audit (pool safety)	The QBCC has carried out audit programs that were undertaken in previous quarters; these included the October 2023 compliance campaign and the Part 5A Home Warranty Insurance audits conducted in Q3. No legislative specific audits have been conducted over the Q4 reporting period.				
Survey of industry advisory body to determine perception of effectiveness of engagement	<p>The Industry Advisory Committee (IAC) met five times during FY2023-24, providing a forum for the QBC Board to engage formally with the building and construction industry on current and emerging industry activities, trends and risks.</p> <p>During FY2023-24, the Service Trades Council (STC) also held four industry forums in Logan, Hervey Bay, Toowoomba and Cairns, providing an opportunity for the STC to engage formally with plumbers, drainers, fire protection workers and other service trades.</p> <p>As part of the annual review of the QBCC’s Strategic Plan 2023-2027, an engagement session was held with members of the STC to seek their feedback and input. The sentiment from the group was positive, and further engagement of a similar nature was welcomed.</p> <p>Work is underway to develop and deliver a survey to measure IAC and STC members’ perceptions of the effectiveness of engagement over the entire FY 2023-24.</p>				
Objective 2 – 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	%	90.0%	67.0%	X	<p>This measure relates to the determination of applications (granted and refused). It was not met due to:</p> <ul style="list-style-type: none">assessors allowing time for applicants to provide necessary information not included in their application

² As part of the annual QBCC Strategic Plan 2023-2027 review, the performance measures have been updated to more effectively capture organisation performance across the financial year. Due to changes in the Strategic Plan 2023-2027 performance measures since the previous financial year, the previous FY2022-23 financial year to date actuals will not be reported for the FY2023-24 financial year reporting period.

Table 2: Strategic Plan 2023-2027 performance measures²

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
					<ul style="list-style-type: none"> numerous applications under the QBCC Act (contractors) requiring assessment of financial information by the Financial Assessment Unit the diversion of some resources to customer improvement initiatives. <p>Note: Q4 breakdown:</p> <p>Accreditation 79% PD Act 95% Pool Safety Inspector 97% QBCC Act 59%</p>
Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	%	38.1%	31.0%	X	This is a new measure with an ambitious long-term target. Many licensees have a long-term established relationships with and perceptions of the QBCC. Establishing the groundwork for a more customer centric approach and encouraging licensees to develop new habits takes time (anchoring bias). To make it easier for licensees to comply, the QBCC has introduced a number of new initiatives to assist with compliance, such as developing a licensing tool to support customers with licensing decisions, improving website usability, and delivering more proactive communications that prioritise the provision of clear and easy-to-access compliance information. As a result, there has been a positive shift in licensee satisfaction with the QBCC's online capabilities, as well as an increase in agreement that the QBCC's information is easily understood.
Percentage of licence applications available through online channels	%	100.0%	100.0%	✓	
Overall customer satisfaction	%	37.5%	35.0%	X	Progress toward this target has been hindered by industry challenges, resulting in increased demand for the QBCC's services. This includes a rise in defective work complaints, claims, and associated timeframes. The QBCC remains committed to enhancing the customer experience and continues to develop new initiatives to make it easier to transact with the organisation.
Number of enquiries (and KPIs for enquiry responses)	#	80.0% within specified timeframe	67.0%	X	The Q4 target was not met due to an increase in complex enquiries coupled with resourcing demands. This has had an impact on the overall FY2023-24 YTD result. However, the QBCC demonstrated within tolerance underperformance over the FY2023-24 reporting period. Overall, there has been a positive trend in achieving this key performance indicator across the financial year.
Percentage of internal review decisions made within the required period	%	80.0%	73.3%	X	During March 2024, the QBCC received over 40 per cent more internal review applications than the monthly average. This volume exceeded capacity, resulting in a significantly higher percentage of deemed decisions in May 2024.
Reduction in disputes ending up in QCAT	%	10.0% reduction	16.0% increase	X	Building-related disputes at the Queensland Civil and Administrative Tribunal have increased due to construction defects, contract breaches, delays, and economic pressures. There was also an increase in disputes closed due to the decrease of building inspection wait times.
Percentage of complainants receive outcome advice within timeframes	%	75.0%	70.0%	X	This measure looks specifically at timeframes for non-completion claims, defective work claims, defective work complaints, and early dispute resolution. In addition to the significant increase in the number of cases received due to market conditions, there has also been an overall rise in complexity of complaints

Table 2: Strategic Plan 2023-2027 performance measures²

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
					received. This has had a direct impact on the QBCC's ability to meet the established key performance indicator for timely resolution and customer satisfaction. Significant work has been undertaken to continue to improve timeframes for the resolution of complaints, including the implementation of the claims management improvement project and the Building Inspection Wait Time Reduction Program. The delivery of this work has enabled a reduction to wait times from 20 weeks to 9 weeks.
Backlog (greater than 70 business days) of non-completion claims to be approved	#	<50.0%	57.0%	X	Comments as per above for the measure "Percentage of insurance claims for defective work assessed and response provided within 35 business days".
QBCC contact centre: Percentage of calls answered within 5 minutes	%	45.0%	55.0%	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance) due to continued management of resourcing and planned training and upskilling of staff.
Percentage of decisions to grant, renew or cancel a license are peer reviewed	%	5.0%	9.8%	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance), from an increased focus on quality control. Decisions to grant a licence were reviewed at a rate of 13%. 100% of decisions to cancel a licence under section 48 of the QBCC Act are peer reviewed. Section 48 decisions to cancel represent 2% of all cancellation (98% are caused by fail to renew or surrender and not requiring review). The 9.8% represents 508 peer reviews of 5190 total decisions. Renewals are not peer reviewed. It is an automated process that does not involve decision-making.

Objective 3 – Educate and inform customers to support continuous quality improvement

Qualitative Measure	Comments
Qualitative statement: Progress made in developing training systems and materials (including the Learning Management System)	<p>Although the Learning Management System (LMS) passed its final certification requirements to enable go live, legislative amendment to the Building Industry Fairness and Other Legislation Amendment Act 2024, which come into effect on 1 July no longer require Retention Trust Training. Retention Trust Training and Compulsory Continuing Professional Development were the two primary drivers for developing the LMS. Given the change in circumstances, an analysis is now underway to identify options for continued use of the LMS including understanding legal and operational implications.</p> <p>Training materials have continued to be developed including materials to support the Tradie Tour on "Building your financial success"; draft fact sheets to support students with licensing requirements; a draft fact sheet for homeowners on licence searches; and collaterals to support the roll-out of National Construction Code changes around energy efficiency standards. In addition, discussions have also been held on development of materials to support the introduction of changes as a result of the Building Industry Fairness and Other Legislation Amendment Act and licensing changes for Fire Protection Licensing.</p>

Table 2: Strategic Plan 2023-2027 performance measures²

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
Uptake of Learning Management System and formal learning, and satisfaction of educational resources ³			Between 1 April 2024 to 30 June 2024 there were 7 Retention Trust Training Webinars with 97 registrations but only 75 attendees (77%). 54 of the attendees (72%) attempted and passed the assessment and were therefore issued a completion certificate. During the reporting period, 2 attendees completed the optional feedback evaluation form on the Net Promoter Score with an average score of 8.5 (how likely they would be to recommend the training to others in the industry).		
Survey responses from training events and materials to gauge whether the training has improved understanding of the topic			This is an annual measure and was reported on in Q2 FY2023-24.		
Objective 4 - Be a sustainable and digitally enabled organisation					
Working for Queensland - staff engagement score	%	50.0%	N/A	N/A	This is an annual measure. The result was provided in Q2 FY2023-24.
Working for Queensland - percentage of staff satisfaction based on staff engagement score (including follow up survey)	%	56.0%	N/A	N/A	This is an annual measure. The result was provided in Q2 FY2023-24.
Consolidated Budget - Year to date actuals figure matches the budget for the Consolidated Fund within tolerance	%	+ - 5.0%	+1.9%	✓	
Average cost to assess and finalise a Queensland Home Warranty Scheme claim	\$	\$6,137.00	\$6,436.84	○	
QBCC contact centre: Average number of interactions per FTE per month	#	600.0	497.0	X	<p>The target is based off an average of interactions taken per full time equivalent (FTE) over a period of two financial years (2021 – 2023).</p> <p>Compared to the baseline period, resourcing has increased while the number of interactions per full time equivalent presented has declined. Although this target was not met, there is a corresponding improvement in other areas such as the percentage of calls answered within 5 minutes.</p>
Qualitative Measure	Comments				

³ Temporarily to be reported as a qualitative measure.

Table 2: Strategic Plan 2023-2027 performance measures²

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
Percentage of data sets meeting data governance standards ⁴					Data governance standards are now complete. Work is in progress to embed data governance into operational practices.
Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements					The QBCC aligns with the updated Queensland Government Enterprise Architecture (QGEA) and is continuing to update enterprise architecture practices. Work to update QBCC's Digital Enterprise Architecture is continuing.
Objective 5 – Be an organisation that supports, values and empowers our people					
Staff satisfaction with learning and development opportunities	%	90.0%	88.9%	○	
Percentage of eLearnings completed within required timeframes	%	85.0%	89.2%	✓	
Percentage of staff satisfied with one on one performance and development discussions within required timeframes	%	45.0%	N/A	N/A	This is an annual measure. The result was provided in Q2 FY2023-24.
Working for Queensland - percentage of staff being able to identify how their work contributes to the strategic plan	%	>83.0%	N/A	N/A	This is an annual measure. The result was provided in Q2 FY2023-24.
Percentage of Aboriginal peoples and Torres Strait Islander peoples	%	4.0%	1.2%	X	The QBCC launched the Innovate Reconciliation Action Plan (RAP) on 5 October 2023. The plan is to be implemented over two years and includes strategies that develop an inclusive workplace and increases attraction of Aboriginal and Torres Strait Islander people to QBCC. The plan aims to advance reconciliation within the industry and the QBCC's workforce.
Percentage of people with disability	%	12.0%	4.7%	X	The reported outcome reflects employees who have self-identified or disclosed that they live with a disability. The QBCC is committed to supporting employees living with a disability and providing opportunities to progress their career and establishing a sense of belonging. To support this, work is continuing to develop a Diversity, Equity, Inclusion and Belonging (DEIB) strategy.
Percentage of culturally and linguistically diverse peoples, who	%	12.0%	9.2%	X	The reported outcome reflects employees who have self-identified as culturally and linguistically diverse.

⁴ Temporarily to be reported as a qualitative measure while developing data governance standards which are expected to be implemented by end of 2024.

Table 2: Strategic Plan 2023-2027 performance measures²

Quantitative Measure	Unit	Target	23-24FY Q4		Comments
			Actual	Status	
speak a language other than English at home					The QBCC is committed to supporting employees from culturally and linguistically diverse backgrounds and providing opportunities to progress their career and establishing a sense of belonging. To support this, work is continuing to develop a DEIB strategy.
Percentage of women in leadership (SO and above levels)	%	50.0%	58.1%	✓	During Q4 FY2023-24, the QBCC exceeded the target of this measure (with a greater than 5 per cent variance). The QBCC supports women in leadership roles across the Senior Officer and Senior Executive Service cohort. The QBCC also has a female CEO and Commissioner.

Glossary

IAC	Industry Advisory Committee
STC	Service Trades Council
FTE	Full Time Equivalent
HWI	Home Warranty Insurance
KPI	Key Performance Indicator
QCAT	Queensland Civil and Administrative Tribunal
SES	Senior Executive Service
SO	Senior Officer
FY	Financial Year (July – June)
var	Variance