

**VISION** A thriving building and construction industry.

**PURPOSE** Working together to strengthen the building and construction industry through fair and transparent regulatory decisions, services and actions.

The QBCC supports the government’s objectives for the community:

A better lifestyle through a stronger economy

A plan for Queensland’s future

## OBJECTIVES

Protect consumers and promote confidence



Strengthen regulatory capabilities and services



Deliver organisational excellence



## STRATEGIES

### Customer Experience Strategy

Ensures that every interaction with the QBCC is clear, fair, timely and trustworthy, and supports confidence in Queensland’s building and construction system.

### Compliance and Enforcement Strategy

Enhances compliance, prevent harm and ensure proportionate enforcement to protect consumers and industry confidence.

### People and Culture Strategy

Enables our people to succeed, creating an environment, systems and leadership culture that enable performance with confidence, integrity, and purpose.

### Digital Strategy

Enables simpler, faster and more effective regulation by using digital capabilities to improve services, decisions and outcomes.

### Digital Licence Platforms (Service Systems)

Improves digital access, licensing services and customer-facing system to make it easier to do business with the QBCC. Strengthens customer experience, improves transparency and supports efficient early interactions.

### Asset Lifecycle Refresh (Infrastructure)

Addresses technology debt and end-of-life platforms while modernising core enterprise systems. Ensures reliability, security, scalability and operational resilience.

### Systems Enablement (Enabling Technology)

Enhances case management, complaints handling, field operations, intelligence and compliance systems to support risk-based and intelligence-led regulation.

### Continuous Business Improvement

Delivers organisational optimisation initiatives that strengthen service standards, governance maturity, workforce capability and business process discipline.

## PERFORMANCE INDICATORS

- Consumer protection
- Consumer satisfaction

- Regulatory impact

- Organisational culture

## OUR RISKS

- **Regulatory capacity and scalability**—the QBCC is unable to scale and adapt its regulatory approach to meet increasing housing supply demands and growing market complexity, resulting in tension between effective consumer protection, regulatory integrity, and timely housing and infrastructure delivery.
- **Regulatory decision transparency**—the QBCC’s regulatory decisions are not understood as fair, transparent, and defensible, undermining confidence in regulatory integrity.
- **Fiscal planning and prioritisation**—fiscal constraints may limit our ability to secure, allocate and sustain multi-year funding and take a long-term view.
- **Information and cyber integrity**—the QBCC is unable to protect digital platforms and critical information assets.
- **Workplace health and safety**—the QBCC is unable to maintain a physically or psychologically safe and healthy working environment.

## OUR OPPORTUNITIES

- **Regulatory and reform leadership**—the QBCC can play a leadership role in enabling construction productivity by providing clear insights and guidance to policy makers and industry.
- **Clarity of consumer engagement**—the QBCC can be the trusted voice in dispute resolution through transparent processes, proactive engagement, early intervention and vigilance over areas of potential consumer harm.
- **Reform posture and intelligence**—as a modern regulator, the QBCC can leverage enhanced digital capabilities and deploy a risk intelligence-led model.
- **Workforce capacity and culture**—the QBCC unlocks workforce through enhanced workforce capability, leadership at all levels, and improved culture and wellbeing.

## OUR VALUES

We will respect, protect and promote human rights in our decision making and actions.

