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The Chairman,
Parliamentary Committees,
Parliament House,
George Street,
Brisbane Qld 4000
16th August 2012

Re the operation and performance of the Queensland Building Service Authority (QBSA)

Dear Sir/Madam,

I am a small business owner who publishes a monthly magazine with a circulation of 13,000 copies. The magazine contains both paid advertisements and news items and it is available in both a paper edition and uploaded monthly on our website.

I was contacted by an officer of the QBSA seeking information about our advertisers. I was informed that many of our advertisements did not contain the correct information required by the Act in regard to QBSA registration details and limitations of work under \$3,000 in nature. I was further informed that unless I contacted each advertiser and advised them to include such details, the QBSA would contact them instead and inform them that I had failed to informally seek such amendments, thus requiring QBSA to officially seek their compliance.

Unimpressed as I was, nevertheless I followed the direction given by the QBSA officer and contacted all my advertisers and made the required changes to their advertisements.

Over a year had passed when I received another phone call from the same QBSA officer. This time he was targeting a new ad in my paper and wanted the name and contact details of the advertiser. I asked if I was required by law to provide it and was told I was not. Therefore, I said "no". I was further asked if I was refusing to provide such information, to which I replied that I was declining to do so. I then proceeded to tell this officer that I did not appreciate his bullying tactics and felt it was not incumbent upon me to do his job for him.

Consequently, every advertiser in my paper was contacted by the QBSA who put the fear of authority into every conversation thus frightening a number of good and honest tradesmen. Obviously, this was pay back for my non-compliance.

If the QBSA was disbanded tomorrow I would not shed a tear. I have no knowledge of their effectiveness in regulating the building trade nor protecting the consumer. I do know first hand that they are stand-over bullies who make demands on small business owners using their power as a statutory body to frighten and intimidate. That's not my style of doing business and it brings no credit to the Queensland Building Service Authority nor the government it serves.

Will I expect further retribution for writing this submission?



Lyn Fryer