

I wish to put forward a response to the Enquiry into the operation & performance of the Queensland Building Services Authority. My opinion and suggestions are as a result of having worked in the building industry on building sites, then in Local Government as a Building Inspector/Surveyor, and then as a Private Certifier - all are very different facets of the industry.

I believe that an inquiry into the performance & functions of QBSA is long overdue, as under the stewardship of the current Manager, Certification Services there is victimisation, no apparent accountability for his decisions - there is without doubt "a list of targeted Private Certifiers" and certainly sufficient evidence available of QBSA's approach of "guilty until proven innocent" - for Private Certifiers this means the necessity of engaging expensive legal representation, especially when the Private Certifier in question has "been deliberately set up" eg when quoting on a job that came in from a supposed client ("one of the QBSA Manager's "plants"), I inadvertently quoted incorrectly one of the local Council fees by \$1 - the QBSA Manager, Certification Services requested the supposed client ("a QBSA plant") to lodge a complaint which resulted in me being found Guilty of Professional Misconduct.

There are many many more instances which can be provided to the Inquiry, not only by myself but other Private Certifiers who all have their own examples of bias, victimisation, and bullying by the current Manager.

Over a number of years, complaints/reports, instances of mismanagement & victimisation were taken to & lodged with the General Manager Ian Jennings, but it was fruitless as no rectification or resolution was ever instigated or undertaken. IF the processes are to evolve, progress productively, be streamlined and become efficient, then changes are vital NOW.

In our company we employed & trained approx 10 cadets - the cost to any private company to train and allow study leave etc is significant but it is undertaken with the hope that "the next generation of Building Surveyors"

will make a difference, always carrying out their duties diligently and with pride, embracing new technology so that the industry can compete on the world stage - due to what those cadets witnessed happening to the qualified Private Certifiers, ONLY 2 of those cadets had the courage to later become Private Certifiers, 2 cadets went to Councils (because they would be "protected" from/by the QBSA), the remaining 6 went to developers or construction companies in different roles.

The stress and aggravation caused by the current Manager to several Private Certifiers has resulted in an exit of a great number of good men with years of experience, integrity, loyalty, dedication and pride in the building industry - so much so, that the impact upon those men's families due to victimisation is far more reaching than realised eg nervous breakdowns, financial hardship, marital problems, and death from strokes & heart attacks. In my own instance, it became so great that I handed in my licence rather than subject my wife to further medical problems caused by constantly occurring court proceedings & litigation..

\* It is considered desirable, appropriate if the Inquiry invites an open "Without Prejudice" forum for Private Certifiers (PAST & PRESENT) to speak publicly of the individual problems they have experienced, without the fear of retaliation and further victimisation.

\*An independent committee (not totally influenced by QBSA heirarchy) be established to hear and process all complaints in a fair and just manner, adhering to guidelines that have been formulated by different 'bodies' within the building industry eg AIBS, QBSA, HIA, QMBA, Consumer Advocate, UDIA .