



Speech by

Hon. Robert Swarten

MEMBER FOR ROCKHAMPTON

Hansard Thursday, 4 June 2009

MINISTERIAL STATEMENT

Building Services Authority

Hon. RE SCHWARTEN (Rockhampton—ALP) (Minister for Public Works and Information and Communication Technology) (10.16 am): Recently there have been a number of complaints in relation to builders' performances and the BSA's handling of these issues. This is not unusual. Honourable members would be well aware that problems can develop when building your dream home. In fact, over the past three years the BSA has received 14,890 complaints. Of these 14,342 were resolved representing a 96.3 per cent success rate. These figures speak for themselves.

BSA has achieved this remarkable success rate by instituting a number of strategic initiatives over the past year to educate builders and consumers throughout the state. These have included a media campaign to promote consumer confidence; an aggressive compliance program; regional contractor seminars; trade specific seminars on waterproofing, tiling and subsidence; and financial and business advice seminars attended by more than 3,000 contractors and consumers this year.

Last month I was a guest on the *4BC Real Estate Show*. Callers to the show raised six BSA related issues which I instructed the BSA general manager to investigate. The results are as follows: in relation to case number one, a senior BSA officer visited and is progressing the case; in relation to case number two, the BSA has arranged for the builder to commence rectification works and is monitoring progress; in case number three a senior BSA staff member has arranged to inspect the site today; in relation to case number four, the BSA's general manager has offered to personally meet with the homeowners to assist in brokering an agreement; in case number five the BSA is in contact with the homeowner and is arranging a site visit at a mutually agreeable time; and in relation to case number six, after receiving a direction from the BSA to rectify defects, the builder instructed his lawyer to contact the owner and arrange access so the work could commence.

Let me remind members that should their constituents have building concerns, they should first discuss the issue with their builder. If this is not successful they should immediately seek the assistance of the BSA.

The people of Queensland can be justly proud of the BSA, the leading regulator throughout Australia. I am proud the BSA has continued to set a standard that regulators in other states attempt to achieve.

While I am on my feet, I also note that today's *Courier-Mail* has forecast the sale of CITEC, QFleet and Goprint. I advise the House that the reporter concerned has not contacted me on this issue, nor has he contacted the Treasurer or the Premier. Had he done so I could have saved him the time he spent writing this ill-founded rot—

Mr Seeney: The Minister for Transport didn't know about selling QR. Why would he think you'd know? Why would he assume that you would know? Turn around and ask Rachel how much she knew.

Mr SPEAKER: Order! The member for Callide.

Mr SWARTEN: The honourable member for Callide would not know what day it was, let alone anything else. Let me say it again for even his incredible incapacity to understand the English language. Had the reporter done so, I could have saved him the time he spent writing this ill-founded rot. These business units are not being privatised.

Mr Seeney: Why would they tell you?

Mr Hopper: You've moved down the order.

Mr SWARTEN: You are right out of order.