



Speech By  
**Colin Boyce**


**MEMBER FOR CALLIDE**

---

Record of Proceedings, 28 October 2021

**TRANSPORT AND RESOURCES COMMITTEE**

**Report, Motion to Take Note**

 **Mr BOYCE** (Callide—LNP) (4.24 pm): I rise this afternoon to make a contribution to the debate of report No. 8 of the Transport and Resources Committee, the examination of Auditor-General's report No. 16. All week we have heard about anomalies in the performance of the QBCC. I have heard a lot of great debate from my colleagues the members for Everton and Burleigh and many others as to what is happening with the QBCC. We have heard a lot of backwards chatter from those opposite. It is quite obvious from this report from the QAO that the QBCC is a basket case. The report says it quite clearly.

My colleague the member for Gregory has stated already that most of the QBCC's performance measures are based on activity and output rather than outcomes. That basically says that they are producing a whole lot of paperwork and do not care where it goes. The QAO stated—

Its operational and management reporting are currently not sufficient to understand performance or enable informed decision-making.

That basically says they do not know what they are doing. That is what it says quite clearly in the report. The audit conclusions from the QAO state quite clearly—

Progress is hindered by a lack of data, resources, skills, and capabilities.

That shows again that the QBCC is not doing what it was designed to do. On page 5 of the report, it says quite clearly—

QBCC's Customer Contact Centre has not met key performance indicators since 2017...

That is absolutely appalling. We have heard the member for Burleigh go on continually about the hundreds and thousands of complaints that simply are not dealt with. It should be done. The minister should address this problem. Having said that, the QAO advises that it currently plans to do a follow-up to determine how well that response will happen. It goes on to say that this may happen in the next three- to five-year period. I suggest that that needs to happen immediately. It is quite obvious that the QBCC is not doing its job.