



Speech By  
**Lachlan Millar**


**MEMBER FOR GREGORY**

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Record of Proceedings, 28 October 2021

## **TRANSPORT AND RESOURCES COMMITTEE**

### **Report, Motion to Take Note**

 **Mr MILLAR** (Gregory—LNP) (4.13 pm): Thank you, Madam Deputy Speaker, for allowing me to have a couple of moments to speak on report No. 8, the examination of the Auditor-General's report No. 16 of 2019-20 titled *Licensing builders and building trades*. I do take note of the chairman, Shane King, the member for Kurwongbah. He does a very good job as the chairman and I enjoy working with him. He has just made an observation that we might be a little bit critical of the QBCC. There are some highlights that we certainly need to express some concern about. I would like to thank the member for Callide; we sat down today and yesterday and went through the report. The member for Callide has a keen eye for detail and we were able to pick up some issues that need to be raised.

The committee report states—

- QBCC has the building blocks needed to transform the organisation as required but implementing and embedding these into the organisation is taking time. Progress is hindered by a lack of data, resources, skills, and capability.
- Managing licences needs a more targeted compliance program to be fully effective with the current program being too operational.
- QBCC has effective processes and probity checks in place to assess whether licence applicants meet requirements.

The committee queried whether the QBCC has sufficient resources and skills to achieve its intention to transition from complaints driven to an insights driven organisation. The Queensland Audit Office responded—

We have certainly observed that over the last 18 months they have increased their level of resources, but the issue is not so much only the sufficiency of the resources; it is also the adequacy of the resources, making sure they have the resources with the right skills. In their response to our recommendations QBCC did commit to doing a workforce plan that will help them identify what those core capabilities are.

When the same question was asked of the QBCC they responded—

We certainly have sufficient resources in respect of being a regulator by its very nature. We have lifted our capability in respect of the technical part of the organisation. As the QAO audit specifically calls out, the insights driven piece, or the ability to actually crunch the data and make it information that we can then use to become a more risk focused regulator, is where we need to lift our capability and capacity.

We have seen this week the member for Everton, the shadow minister, highlight some of these issues with the QBCC. There are issues that need to be raised and they are starting to become obvious in this Auditor-General's report. I think the Auditor-General has done a great job in highlighting some of the deficiencies in the QBCC, and they need to be fixed. This is an important regulator and it is an important part of an industry—our building industry—that is going to be very important to us when we come out of COVID-19 to avoid a recession.

With regard to complaints management and feedback, the Queensland Audit Office found—

QBCC's Customer Contact Centre has not met key performance indicators since 2017, such as average speed to answer a call and percentage of abandoned calls. The recently redesigned integrated voice recognition system is expected to address this, but it is too early to assess its success. The current lack of status reporting for other education and support programs makes it difficult to accurately assess their timeliness.

In terms of the Queensland Audit Office monitoring how QBCC manages and reports performances, the Audit Office advised—

Most of QBCC's performance measures are based on activity and output, rather than on outcomes. Its operational and management reporting are currently not sufficient to understand performance and enable informed decision-making. QBCC has not evaluated any of its core regulatory functions due to a lack of evaluation skills and ability.

The Queensland Audit Office advised the committee that—

We certainly plan to do a follow-up to determine how well and what response they have made to our recommendations; however, in our strategic audit plan, which is our pipeline of work for the next three to five years, at the moment there are no further topics on the QBCC.

I would suggest that we need to be looking at this very soon, not in three to five years time. With the member for Everton, the shadow minister, raising issue after issue with regard to the QBCC, we need to keep a very good eye on this regulator, this organisation. I think it needs a lot of improvement. It needs to win the confidence of the Queensland public and it needs fixing.