




Speech By
Tim Mander

MEMBER FOR EVERTON

Record of Proceedings, 18 November 2021

TRANSPORT AND RESOURCES COMMITTEE

Report, Motion to Take Note

 **Mr MANDER** (Everton—LNP) (3.10 pm): I rise to speak on the Transport and Resources Committee report with regard to the Auditor-General's report into the QBCC. The report says that the QBCC has the right building blocks needed to transform the organisation from a complaints-driven organisation to an insights-driven organisation, but there are a few things that are hindering that that are very important.

Mr Minnikin: The minister.

Mr MANDER: I take that interjection from the member for Chatsworth; one of them is the actual minister. Other than that, let us go to the substance of the QBCC. The Auditor-General's report says that progress is hindered by a lack of data, resources, skills and capability. It basically says that it has enough resources but it does not have the right skills. Members may not realise that over the last five years the number of staff at the QBCC has increased by 40 per cent. So it definitely has the numbers, but this report suggests that it might not have the right skill mix.

We saw an example of this last night in my contribution in terms of a question on notice which I asked recently—a simple question—on the average waiting time from when a complaint is made and if a decision is made that a defect needs to be rectified. I asked what the average waiting time was. The information that came back from the minister's office was that there was no data available. However, somebody from within the QBCC has said that that is not true and that that information is available, so it obviously does not have the right people who are skilled to extract that information. That is one option. The other option is that the minister does know the answer to that and refuses to give that information because it is something that he is not proud of. That was one of the issues that the auditors raised.

Another issue that is of great concern is that the auditors said that the QBCC customer service centre has not met key performance indicators since 2017 such as average speed to answer a call and percentage of abandoned calls. This is particularly disturbing. This is the first contact that a customer, whether it is a builder or a home owner, would have with the QBCC and it is not meeting its own key performance indicators. Again, one of the issues that we keep raising is that the QBCC is not client focused—that is, it is not there to solve the problems that both home owners and builders have from time to time, and that is an important issue that must be resolved.

I think this one is the most disturbing finding from the Auditor-General's report—that is, that most of the QBCC's performance measurements are based on activity and output rather than outcomes. That is a typical Labor Party bureaucracy—that is, we will measure our activity and not measure our outcomes. That says something about culture, and where does culture come from? Culture comes from leadership, and where does the leadership buck stop? It stops with the minister—the minister who appoints the board. There is no doubt that that is a major barrier to making sure that the QBCC is as efficient as possible.

Earlier the member for Burleigh spoke about Privium, the building company that has just gone under. I checked the licensing this morning and it says that the licence is still open and valid. Somebody could look at this and think that this organisation which has just gone into liquidation still has a valid building licence because things have not been kept up to date or it does not realise. I do not know what the reason for that is, but those types of things are unacceptable in a professional organisation. I do not blame the staff. They cannot help when the leadership from the minister and the board does not provide the support and the culture that is required to make the QBCC the most effective building regulator in the country. Is it any wonder that during estimates hearings when we looked at stakeholders' view of the QBCC only 65 per cent had confidence? I have zero confidence in this minister's ability to lead.