

Question on Notice
No. 837
Asked on Wednesday, 12 August 2020

MRS D FRECKLINGTON ASKED MINISTER FOR HOUSING AND PUBLIC WORKS; MINISTER FOR DIGITAL TECHNOLOGY; MINISTER FOR SPORT (HON M DE BRENNI)

With reference to the application of the Queensland Building and Construction Commission's Customer Engagement Management Policy—

Will the Minister provide in table format the number of customers impacted by this policy, each in management outcome category since its inception?

ANSWER

The Queensland Building and Construction Commission's (QBCC) *Customer Engagement Management Policy* (the Policy) was approved and commenced on 9 April 2020. It provides a framework for managing engagement between QBCC staff and its customers, particularly where that engagement is or may become difficult or unproductive.

The Policy has been implemented in order to:

- expressly confirm that QBCC endorses and supports staff proactively using preventative strategies to manage counter-productive behaviour by customers
- provide greater guidance to staff on how to use constructive and productive engagement strategies
- make the process for implementing formal communication management plans more clear and transparent, and
- clarify that disengagement from customers is exceptional and a last resort.

In developing and implementing the Policy, consideration has been given to the Queensland Ombudsman's Guideline on *Identifying and Managing Unreasonable Complainant Conduct*.

As outlined in the table below, the QBCC uses a range of techniques and strategies to manage their interactions with customers. Information in response to the Member's question is outlined in the table below.

Management Strategy Category	Number of customers (9 April 2020 to 18 August 2020)
Day-to-day communication management techniques	Data not collected
Informal communication strategies	Data not collected
Formal communication plans	0 – however 21 formal communication plans under the QBCC's previous policy remain in place.
Threat management strategies	3
Disengagement	0