



PERFORMANCE REPORT 2024-25

Quarter 1 | July – September 2024



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ABOUT THIS REPORT

This report provides an assessment of the Queensland Building and Construction Commission's (QBCC) achievements and progress based on the measures outlined in the:

- [2024-25 Service Delivery Statements \(SDS\) service standards](#)
- [Strategic Plan 2023-2027 \(revised for 2024-25\) performance measures.](#)

While the 2024-25 Service Delivery Statements (SDS) service standards performance measures (SDS Measures) provide a quantitative analysis of performance, the Strategic Plan 2023-2027 (revised for 2024-25) performance measures (Strategic Plan Measures) capture a combination of qualitative and quantitative reporting information. Where relevant, some SDS Measures have been included to assess the QBCC's progress towards achieving its strategic objectives.

Both SDS Measures and Strategic Plan Measures align with the Ministerial Statement of Expectations. The QBCC publishes its quarterly performance report in support of the Minister's expectations.

Method

The information presented in the report is collated based on inputs from relevant divisions across the QBCC. The comparisons between quarterly actuals and their targets over a quarter period are grouped into three distinct performance status categories:

1. **Target met** – Achieved or exceeded target
2. **Slight variation from target** – Not achieved target but within tolerance of 5% variance or less
3. **Target not met** – Not achieved target by more than 5% variance

Variations in performance relative to the target are categorised as either positive or negative. A positive variance reflects performance that exceeds the target, while a negative variance indicates performance that falls below the target.

In addition, year to date (YTD) data is used to inform performance trajectory towards the next quarter, and trend lines are used to indicate comparisons to the previous quarter:

↑ an improvement in performance compared to the previous quarter

– no change in performance compared to the previous quarter

↓ a decline in performance compared to the previous quarter

Acronyms are detailed in the Glossary at the end of the report.

SDS PERFORMANCE MEASURES



SDS Performance Measure Overview

| Category | Performance Measure | Accountable Officer |
|------------------------|--|---|
| Effectiveness measures | Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair | Chief Building Regulator |
| | Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal | Chief Legal Officer |
| | Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action | Assistant Commissioner Regulatory Standards and Support |
| Efficiency measures | Cost of recovering \$1.00 of funds owed to creditors | Assistant Commissioner Regulatory Standards and Support |
| | Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> | Assistant Commissioner Regulatory Standards and Support |
| Other measures | Percentage of early dispute resolution cases finalised within 28 days | Assistant Commissioner Regulatory Operations |
| | Average number of days to process licence applications | Assistant Commissioner Regulatory Standards and Support |
| | Percentage of owner builder permits approved within 15 working days | Assistant Commissioner Regulatory Standards and Support |
| | Percentage of adjudication applications referred to an adjudicator within 4 business days | Chief Integrity and Risk Officer |
| | Percentage of insurance claims for defective work assessed and response provided within 35 business days | Assistant Commissioner Regulatory Operations |
| | Average processing time for an early dispute resolution case | Assistant Commissioner Regulatory Operations |
| | Average approval time for defects claims less than \$20,000 | Assistant Commissioner Regulatory Operations |
| | Percentage of internal review applicants contacted within 2 business days | Chief Integrity and Risk Officer |

SDS Quarterly Performance Reporting

| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | Comment Quarterly and Year to Date | |
|---|---|---------------------|-----------|--------------|--------|-------------------------------------|---------------------------------------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | | Q1 YTD |
| | | | | Actual | Status | Variance (compared to target) | | Status |
| Effectiveness Measures | | | | | | | | |
| Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair | 62.0% | 61.7% | 65.0% | 66.2% ↑ | ✓ | 1.8% | ✓ | Compared to Q4 FY2023-24, the QBCC further exceeded the target in Q1 FY2024-25. The improvement in performance is likely an early indication that the Claims Management Improvement Project (CMIP), which commenced on 3 July 2024, is positively impacting service delivery to our customers. It is likely the CMIP changes will continue to positively impact the overall efficiency and customer service in claims management, which will be reflected in the customers' perception of fairness into the next quarter. |
| Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal | 4.0% | 5.2% | 7.0% | 3.2% ↑ | ✓ | 54.3% | ✓ | Compared to Q4 FY2023-24, the QBCC further exceeded the target in Q1 FY2024-25. During Q1 FY2024-25, of the 63 outcomes, 2 decisions were set aside by QCAT. With limited data it is difficult to estimate performance into the next quarter, Q1 FY2024-25 is trending comparatively to the previous financial year. |
| Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action | 77.0% | 83.0% | 80.0% | 80.0% ↑ | ✓ | 0.0% | ✓ | Compared to Q4 FY2023-24, performance against this measure has improved resulting in the QBCC achieving the target Q1 FY2024-25. The QBCC has continued to carry out proactive regulatory actions to support licensees to meet MFR requirements. During Q1 FY2024-25, more licensees improved their financial position by meeting MFR requirements, which led to a decrease in the number of licences cancelled due to being outside MFR. The QBCC will continue to proactively engage with licensees to meet MFR requirements and operate sustainably, which is likely to continue to have a positive impact on performance into the next quarter. |

Status Symbols

- ✓ = Target met (achieved or exceeded target)
- = Slight variation from target (5% variance or less)
- × = Target not met (more than 5% variance)

Trend Line for Comparisons to the Previous Quarter

- ↑ = an improvement in performance
- = no change in performance
- ↓ = a decline in performance

YTD Actuals

- Q4 Year to Date Actual = Averaged performance over four quarters in FY2023-24
- Q1 Year to Date Actual = Averaged performance over a single quarter in FY2024-25 (identical to Q1 quarterly actual)

| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | | Comment Quarterly and Year to Date |
|--|---|---------------------|------------|--------------|--------|-------------------------------------|--------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Efficiency Measures | | | | | | | | |
| Cost of recovering \$1.00 of funds owed to creditors | \$0.25 | \$0.20 | \$0.55 | \$0.49 ↓ | ✓ | 10.9% | ✓ | While the QBCC exceeded the target for this measure in Q1 FY2024-25 there was a decline in performance when compared to Q4 FY2023-24. Vacant positions in Q4 FY2023-24 and a decline in the volume and value of monies owed complaints received during Q1 FY2024-25 may have attributed to the doubling of cost to recover \$1.00 compared to the previous quarter. As the QBCC has no control over the number and value of monies owed complaints received. As such, estimation of performance towards the next quarter is not possible. |
| Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> | \$1,761.08 | \$1,469.76 | \$1,500.00 | \$1,390.90 ↑ | ✓ | 7.3% | ✓ | While the QBCC underperformed in Q4 FY2023-24, it has exceeded the target in Q1 FY2024-25. A temporary increase in resources resulted in an increase in the volume of applications completed is likely to have contributed to the improved performance. Towards the next quarter, the QBCC will continue to implement new strategies to improve resource allocation, which will have a positive impact on performance |
| Other Measures | | | | | | | | |
| Percentage of early dispute resolution cases finalised within 28 days | 88.0% | 88.0% | 80.0% | 89.0% ↑ | ✓ | 11.3% | ✓ | Compared to Q4 FY2023-24, the QBCC further exceeded the target in Q1 FY2024-25. During Q1 FY2024-25 there continued to be less cases requiring complex investigation. While the QBCC has no control over the complexity of cases received, it is likely that the QBCC will continue to exceed the target of this measure. |

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|--|---|---------------------|-----------|--------------|--------|-------------------------------------|--------|--|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Other Measures | | | | | | | | |
| Average number of days to process licence applications | 24.0 | 26.0 | 30.0 | 27.0 ↓ | ✓ | 10.0% | ✓ | <p>Compared to Q4 FY2023-24, the QBCC further exceeded the target in Q1 FY2024-25. During Q1 FY2024-25, a temporary increase in resources was a key factor that enabled a larger volume of applications to be finalised. Towards the next quarter, the QBCC will continue to implement strategies to improve resource allocation where possible, which is expected to have a positive impact on performance.</p> <p>Note: In Q4 FY2023-24, the median number of days (24) was incorrectly published for this measure. The average number of days was 29 days. As such, comparisons were made to 29 days.</p> |
| Percentage of owner builder permits approved within 15 working days* | 91.0% | 79.0% | 90.0% | 93.0% | ✓ | 3.3% | ✓ | <p>During Q1 FY2024-25, the QBCC exceeded the target for this measure, which is largely due to a change in calculation methodology. This measure now includes processing times of completed applications only, which enables greater clarity on the timeliness of the process. However, as a result current performance is not directly comparable to FY2023-24. The QBCC has also implemented changes to reduce processing time in relation to work distribution and vacancy management. These changes will likely continue to have a positive impact on performance into the next quarter.</p> |

* New calculation as per published 2024-25 SDS. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

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|---|---|---------------------|-----------|--------------|--------|-------------------------------------|--------|--|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Other Measures | | | | | | | | |
| Percentage of adjudication applications referred to an adjudicator within 4 business days*** | 96.2% | 98.5% | 100.0% | 97.3% ↑ | X | -2.7% | X | While performance has slightly improved compared to Q4 FY2023-24, the QBCC continued to underperform in Q1 FY2024-25, as a result of isolated incidents where technical factors impacted submission processes. As a result, procedures have been reviewed and changes implemented to mitigate similar future issues. The QBCC will continue to strive to meet the target towards the next quarter of all adjudication application being referred to the adjudicator within the legislated timeframe. |
| Percentage of insurance claims for defective work assessed and response provided within 35 business days* | 27.0% | 27.0% | 50.0%** | 99.0% | ✓ | 98.0% | ✓ | During Q1 FY2024-25, the QBCC exceeded the target for this measure, largely due to a change in calculation methodology. This measure now includes both accepted and declined claims. As a result, current performance is not directly comparable to FY2023-24. The QBCC has also introduced changes to improve efficiency and customer service in claims management through the Claims Management Improvement Project (CMIP) which became operational on 3 July 2024. Note: Only claims opened after 1 July 2024 are included in the current reporting. |
| Average processing time for an early dispute resolution case | 16.0 | 16.0 | 28.0 | 15.0 ↑ | ✓ | 46.4% | ✓ | Comments as per above for the measure "Percentage of early dispute resolution cases finalised within 28 days" |

* New calculation as per published 2024-25 SDS. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

** Correction from published 2024-25 SDS. Retain the 2023-24 SDS target for reporting over FY2024-25

*** Goal post measure that treats any variation from the 100 per cent target as not meeting target

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|---|---|---------------------|-----------|--------------|--------|-------------------------------------|---------------------------------------|--|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | Q1 YTD | | |
| | | | | Actual | Status | Variance (compared to target) | | Status |
| Other Measures | | | | | | | | |
| Average approval time for defects claims less than \$20,000* | 59.0 | 59.0 | 35.0** | 15.0 ↑ | ✓ | 57.1% | ✓ | Comments as per above for the measure "Percentage of insurance claims for defective work assessed and response provided within 35 business days" |
| Percentage of internal review applicants contacted within 2 business days | 98.5% | 98.0% | 95.0% | 98.2% ↓ | ✓ | 3.4% | ✓ | Compared to Q4 FY2023-24, the QBCC continued to exceed the target for this measure in Q1 FY2024-25 with similar performance. This is likely due to continued proficient management of resources and workloads. The QBCC will continue to prioritise contacting internal review applicants in a timely manner. It is likely that the QBCC will continue to achieve the target for this measure into the next quarter. |

* New calculation as per published 2024-25 SDS. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

** Correction from published 2024-25 SDS. Retain the 2023-24 SDS target for reporting over FY2024-25

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STRATEGIC PLAN PERFORMANCE MEASURES



Strategic Plan Performance Measure Overview

| Strategic Objective | Performance Measure | Accountable Officer |
|---|--|---|
| Objective 1 Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm | Qualitative statement: outcomes of proactive inspection programs | Assistant Commissioner Regulatory Operations |
| | Survey of statutory councils and industry advisory bodies to determine perception of effectiveness of engagement | Chief Integrity and Risk Officer |
| | Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action* | Assistant Commissioner Regulatory Standards and Support |
| Objective 2 Improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely | Percentage of licence applications determined within timeframes – per category/type | Assistant Commissioner Regulatory Standards and Support |
| | Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements | Chief Customer and Strategy Officer |
| | Percentage of interactive forms available to be fully completed online | Chief Digital and Information Officer |
| | Overall customer satisfaction | Chief Customer and Strategy Officer |
| | Percentage of internal review decisions made within the required period | Chief Integrity and Risk Officer |
| | Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence | Assistant Commissioner Regulatory Standards and Support |
| | Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal* | Chief Legal Officer |
| | Perception of fairness in decision-making: survey respondents agree the final decision was fair* | Chief Building Regulator |

*This strategic plan measure is also an SDS performance measure and will be reported in the SDS section only

| Strategic Objective | Performance Measure | Accountable Officer |
|---|---|---|
| Objective 3 Educate and inform customers and stakeholders to support continuous quality improvement | Qualitative measure: Satisfaction with engagement mechanisms | Executive Director Regulatory Practice and Engagement |
| | Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic | Executive Director Regulatory Practice and Engagement |
| | Qualitative measure: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement | Assistant Commissioner Regulatory Operations |
| Objective 4 Be a sustainable and digitally enabled organisation | Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements | Chief Digital and Information Officer |
| | General Fund expenditure is within tolerance | Chief Financial Officer |
| | Insurance Fund expenditure (excl. claims and related) is within tolerance | Chief Financial Officer |
| | Average cost to assess and finalise a Queensland Home Warranty Scheme claim | Assistant Commissioner Regulatory Operations |
| | Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Commission Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> * | Assistant Commissioner Regulatory Standards and Support |
| | Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes | Chief Digital and Information Officer |
| | Qualitative statement: activities conducted that have a positive financial, environmental and social impact | Chief Legal Officer |
| Objective 5 Be an organisation that supports, values and empowers our people | Percentage of staff indicating satisfaction with their supervisor's support for their professional development through learning and development opportunities | Chief Human Resource Officer |
| | Percentage of staff satisfied with the quality of engagement with their leaders during one-on-one performance and development discussions | Chief Human Resource Officer |

*This strategic plan measure is also an SDS performance measure and will be reported in the SDS section only

| Strategic Objective | Performance Measure | Accountable Officer |
|--|---|---|
| Objective 5 (continued) Be an organisation that supports, values and empowers our people | Percentage of staff being able to identify how their work contributes to the strategic plan | Chief Human Resource Officer |
| | Percentage of internal Regulatory Academy participants indicating uplift in regulatory maturity | Executive Director Regulatory Practice and Engagement |
| | Staff engagement score | Chief Human Resource Officer |
| | Percentage of staff who identify that the organisation has a positive impact on the lives of the people of Queensland | Chief Human Resource Officer |

Strategic Plan Quarterly Performance Reporting

| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | | Comment Quarterly and Year to Date |
|---|---|---------------------|------------|--|--------|-------------------------------------|--------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Strategic Objective 1 | | | | | | | | |
| Survey of statutory councils and industry advisory bodies to determine perception of effectiveness of engagement* | NEW | NEW | 70.0% | - | - | - | - | This is an annual measure. The results will be reported following the delivery of a survey to IAC and STC members. The timing of the survey is unknown. |
| Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action** | 77.0% | 83.0% | 80.0% | 80.0% ↑ | ✓ | 0.0% | ✓ | Compared to Q4 FY2023-24, performance against this measure has improved resulting in the QBCC achieving the target Q1 FY2024-25. The QBCC has continued to carry out proactive regulatory actions to support licensees to meet MFR requirements. During Q1 FY2024-25, more licensees improved their financial position by meeting MFR requirements, which led to a decrease in the number of licences cancelled due to being outside MFR. The QBCC will continue to proactively engage with licensees to meet MFR requirements and operate sustainably, which is likely to continue to have a positive impact on performance into the next quarter. |
| Qualitative statement: outcomes of proactive inspection programs* | NEW | NEW | 30/06/2025 | This new qualitative measure was introduced in FY2024-25 to track the effectiveness of proactive inspection programs in increasing compliance within the industry. During Q1 FY2024-25, the QBCC undertook 1,183 proactive building inspections and identified 181 sites with non-compliance issues. As the QBCC continues to carry out proactive inspection programs, insights into effectiveness of this initiative are likely to become evident in the upcoming quarters. | | | | |

* New measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

** SDS measure

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| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | | Comment Quarterly and Year to Date |
|--|---|---------------------|-----------|--------------|--------|-------------------------------------|--------|--|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Strategic Objective 2 | | | | | | | | |
| Percentage of licence applications determined within timeframes – per category/type | 67.0% | 76.0% | 90.0% | 75.0% ↑ | X | -16.7% | X | <p>While performance has improved compared to Q4 FY2023-24, the QBCC continued to underperform in Q1 FY2024-25. A temporary increase in resources (above the established FTE) is likely to be the key contributing factor supporting the slight improvement in performance.</p> <p>However, ongoing pain points exist in the licensing application process due to differing assessment requirements for each application type. Incomplete applications also create delays as additional information is sought from applicants.</p> <p>The QBCC introduced a series of new application forms to minimise the likelihood of incomplete applications and will continue to implement new strategies to improve resource allocation where possible.</p> <p>Breakdown of results per category include:</p> <ul style="list-style-type: none"> • Accreditation (Certifier) licensing - 87% • PD Act - 95% • Pool Safety Inspector - 100% • QBCC Act – 69% |
| Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements | 31.0% | 31.0% | 32.5% | - | - | - | - | This is an annual measure. The results will be reported in Q4 FY2024-25. |

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| | | | | Actual | Status | Variance (compared to target) | Status | |
| Strategic Objective 2 (continued) | | | | | | | | |
| Percentage of interactive forms available to be fully completed online* | NEW | NEW | 50.0% | - | - | - | - | This is a six-monthly measure. The results will be reported in Q2 and Q4 FY2024-25. |
| Overall customer satisfaction | 35.0% | 35.0% | 37.0% | - | - | - | - | This is an annual measure. The results will be reported in Q4 FY2024-25. |
| Percentage of internal review decisions made within the required period** | 73.3% | 78.7% | 80.0% | 93.9% | ✓ | 17.4% | ✓ | During Q1 FY2024-25, the QBCC exceeded the target for this measure which is likely due to a change in calculation methodology. This measure now takes into account all decisions made within the 'required period' which is defined by legislation as within 28 business days or an extended period as agreed to by the applicant. Previously reported figures only included decisions made within the initial 28 days. As a result, current performance is not directly comparable to FY2023-24. Through continued proficient management of resources, it is likely that the QBCC will continue to achieve the target of this measure. |
| Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence* | NEW | NEW | 95.0% | 97.0% | ✓ | 2.1% | ✓ | This measure was introduced in FY2024-25, to assess the quality and consistency of application decisions. During Q1 FY2024-25 the QBCC exceeded the target, which is likely attributed to the development and delivery of generic training. Continued training and development is likely to further increase the alignment between initial decisions and review outcomes, which is expected to have a positive impact on the performance into the next quarter. |

* New measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

**New calculation to the measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

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|--|---|---------------------|-----------|--------------|--------|-------------------------------------|--------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Strategic Objective 2 (continued) | | | | | | | | |
| Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal* | 4.0% | 5.2% | 7.0% | 3.2% ↑ | ✓ | 54.3% | ✓ | Compared to Q4 FY2023-24, the QBCC further exceeded the target in Q1 FY2024-25. During Q1 FY2024-25, of the 63 outcomes, 2 decisions were set aside by QCAT. With limited data it is difficult to estimate performance into the next quarter, Q1 FY2024-25 is trending comparatively to the previous financial year. |
| Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair* | 62.0% | 61.7% | 65.0% | 66.2% ↑ | ✓ | 1.8% | ✓ | Compared to Q4 FY2023-24, the QBCC further exceeded the target in Q1 FY2024-25. The improvement in performance is likely an early indication that the Claims Management Improvement Project (CMIP), which commenced on 3 July 2024, is positively impacting service delivery to our customers. It is likely the CMIP changes will continue to positively impact the overall efficiency and customer service in claims management, which will be reflected in the customers' perception of fairness into the next quarter. |

* SDS measure

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|--|---|---------------------|------------|---|--------|-------------------------------------|--------|--|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Strategic Objective 3 | | | | | | | | |
| Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic* | NEW | NEW | 75.0% | 80.0% | ✓ | 6.7% | ✓ | This is a new measure introduced in FY2024-25 to measure the success of engagement techniques. During Q1 FY2024-25 the QBCC conducted webinars focusing on increasing brand awareness, reputation and providing education and information. To identify how successful webinars were in providing information, attendees were asked to rate their knowledge after the event: <ul style="list-style-type: none"> • Homeowner Information Session live webinar - Attendees scored their knowledge after the event at 90 per cent • Energy Qld live webinar - Attendees scored their knowledge after the event at 70 per cent. The QBCC uses insights gathered through the surveys to assist in refining materials and presentations, which is likely to positively impact performance into the next quarter. |
| Qualitative measure: Satisfaction with engagement mechanisms* | NEW | NEW | 30/06/2024 | This is a new measure introduced in FY2024-25 to assess the success of engagement techniques. During Q1 FY2024-25, surveys were conducted among webinar participants to assess their knowledge and ensure that the presented materials aligned with customer needs. Feedback related to measures of satisfaction revealed some preference for on demand webinars. As such, the QBCC is developing short consumable on-demand videos over the next quarter. | | | | |
| Qualitative measure: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement* | NEW | NEW | 30/06/2024 | This measure was introduced in FY2024-25 to track the effectiveness education and engagement programs. During Q1 FY2024-25, the QBCC provided education in relation to defects identified during proactive inspection programs. Of the 161 non-compliant sites which were re-inspected, all had been brought into compliance following QBCC intervention. At the end of the reporting period, there were 43 non-compliant sites requiring further re-inspection or evidence of rectification from the contractor. Continued monitoring into the next quarter will likely provide valuable insights into the effectiveness of these programs in improving safety and quality of building work. | | | | |

* New measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

Status Symbols

- ✓ = Target met (achieved or exceeded target)
- = Slight variation from target (5% variance or less)
- ✗ = Target not met (more than 5% variance)

Trend Line for Comparisons to the Previous Quarter

- ↑ = an improvement in performance
- = no change in performance
- ↓ = a decline in performance

YTD Actuals

- Q4 Year to Date Actual = Averaged performance over four quarters in FY2023-24
- Q1 Year to Date Actual = Averaged performance over a single quarter in FY2024-25 (identical to Q1 quarterly actual)

| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | | Comment Quarterly and Year to Date |
|---|---|---------------------|------------|--------------|--------|-------------------------------------|--------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | |
| | | | | Actual | Status | Variance (compared to target) | Status | |
| Strategic Objective 4 | | | | | | | | |
| General Fund expenditure is within tolerance* | NEW | NEW | +/- 5.0% | -8.0% | X | -60.0% | X | A new measure introduced in FY2024-25 to track the financial performance of the General Fund. During Q1 FY2024-25, General Fund expenditure was outside of tolerance as a result of lower expenditure. Timing of engagements and services being provided is likely to be the key contributing factor towards lower expenditure. While comparison to the previous quarter is not yet possible, longer-term comparison to the previous financial year data shows improvement in the performance of the General Fund. As such, it is expected that performance will continue to improve towards the quarter. |
| Insurance Fund expenditure (excl. claims and related) is within tolerance* | NEW | NEW | +/- 5.0% | -29.0% | X | -480.0% | X | This new measures was introduced to track the financial performance of the Insurance Fund. During Q1 FY2024-25, Insurance Fund expenditure was outside of tolerance. Delays in the Queensland Home Warranty Scheme (QHWS) Review implementation have postponed the initially budgeted expenditure. While specific comparisons to the previous quarter is not possible, there is an indication of declining performance from the previous year. As timing of the QHWS review is still uncertain, estimation of the next quarter's performance is not possible. |
| Average cost to assess and finalise a Queensland Home Warranty Scheme claim | \$6,436.84 | \$5,492.64 | \$6,137.00 | \$6,467.77 ↓ | X | -5.4% | X | There has been a slight decline in performance when compared to Q4 FY2023-24, which has resulted in the QBCC underperforming in Q1 FY2024-25. This is likely due to increased cost associated with the CMIP, which was established to improve claim experience and service level. |

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Trend Line for Comparisons to the Previous Quarter

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YTD Actuals

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| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | | Comment Quarterly and Year to Date | |
|--|---|---------------------|------------|--|--------|-------------------------------------|--------|---------------------------------------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | | Q1 YTD | | |
| | | | | Actual | Status | Variance (compared to target) | Status | | |
| Strategic Objective 4 (continued) | | | | | | | | | |
| Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Commission Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> ** | \$1,761.08 | \$1,469.76 | \$1,500.00 | \$1,390.90 | ↑ | ✓ | 7.3% | ✓ | While the QBCC underperformed in Q4 FY2023-24, it has exceeded the target in Q1 FY2024-25. A temporary increase in resources resulted in an increase in the volume of applications completed is likely to have contributed to the improved performance. Towards the next quarter, the QBCC will continue to implement new strategies to improve resource allocation, which will have a positive impact on performance |
| Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes* | NEW | NEW | 60.0% | - | - | - | - | - | This is an annual measure. The results will be reported in Q4 FY2024-25. A survey is currently being developed and is anticipated to be delivered to all staff in Q2 FY2024-25. |
| Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements | - | - | 30/06/2024 | This is an annual measure. The results will be reported in Q4 FY2024-25. | | | | | |
| Qualitative statement: activities conducted that have a positive financial, environmental and social impact* | NEW | NEW | 30/06/2024 | This is an annual measure. The results will be reported in Q4 FY2024-25. | | | | | |

* New measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

** SDS measure

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YTD Actuals

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| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | Comment Quarterly and Year to Date | |
|---|---|---------------------|-----------|--------------|--------|-------------------------------------|---------------------------------------|---|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | Q1 YTD | | |
| | | | | Actual | Status | Variance (compared to target) | | Status |
| Strategic Objective 5 | | | | | | | | |
| Percentage of staff indicating satisfaction with their supervisor's support for their professional development through learning and development opportunities | 89.5%** | 89.3%** | 45.0% | - | - | - | - | This is an annual measure. The results will be reported in Q2 FY2024-25. |
| Percentage of staff satisfied with the quality of engagement with their leaders during one-on-one performance and development discussions | 44.0%** | 44.0%** | 45.0% | - | - | - | - | This is an annual measure. The results will be reported in Q2 FY2024-25. |
| Percentage of staff being able to identify how their work contributes to the strategic plan | 82.0%** | 82.0%** | 83.1% | - | - | - | - | This is an annual measure. The results will be reported in Q2 FY2024-25. |
| Percentage of internal Regulatory Academy participants indicating uplift in regulatory maturity* | NEW | NEW | 50.0% | 52.0% | ✓ | 4.0% | ✓ | A new measure introduced in FY2024-25 to capture an uplift in regulatory capability across the QBCC. A Modern Regulator Improvement Tool (MRIT) survey was conducted in 2024 to establish a baseline maturity level of the staff carrying out regulatory functions. The results of the survey exceeded the target for this measure in Q1 FY2024-25. Over FY2024-25, Regulatory Services group will target internal uplift with the aim of improving MRIT results. |
| Staff engagement score | 49.0%** | 49.0%** | 50.0% | - | - | - | - | This is an annual measure. The results will be reported in Q2 FY2024-25. |

* New measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

** Q2 FY2023-24 Actual and YTD

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| Performance Measures | Previous Quarter (for trend line comparison) | | FY2024-25 | | | | Comment Quarterly and Year to Date | |
|--|---|---------------------|-----------|--------------|--------|-------------------------------------|---------------------------------------|--|
| | Q4 Quarterly Actual | Q4 YTD Actual | Target | Q1 Quarterly | | Q1 YTD | | |
| | | | | Actual | Status | Variance (compared to target) | | Status |
| Strategic Objective 5 (continued) | | | | | | | | |
| Percentage of staff who identify that the organisation has a positive impact on the lives of the people of Queensland* | NEW | NEW | 65.0% | - | - | - | - | This is an annual measure. The results will be reported in Q2 FY2024-25. |

* New measure introduced for FY2024-25. As such, Q1 FY2024-25 performance is not comparable to the previous quarter

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Glossary

| | |
|-------------|--|
| IAC | Industry Advisory Committee |
| STC | Services Trades Council |
| FTE | Full Time Equivalent |
| HWI | Home Warranty Insurance |
| KPI | Key Performance Indicator |
| QCAT | Queensland Civil and Administrative Tribunal |
| SES | Senior Executive Service |
| SO | Senior Officer |
| FY | Financial Year |
| SDS | Service Delivery Statements |
| YTD | Year to Date |

For more information

Visit qbcc.qld.gov.au or call us on **139 333**.

