

COMPLIANCE AND ENFORCEMENT STRATEGY 2024-2026

What is the QBCC's Compliance and Enforcement Strategy 2024-2026?

This strategy outlines how the QBCC will regulate and support the building and construction industry over the next few years. By adopting a risk-based approach, the QBCC is prioritising resources and regulatory efforts where there is the greatest risk of harm.

WHY IS THIS STRATEGY IMPORTANT?

The QBCC's Compliance and Enforcement Strategy 2024-2026 has been developed to help reduce risk and protect against harm; not just for those working in and around the industry, but also for those who interact with it.

We all benefit from a thriving, safe and resilient and building and construction industry – whether you are a licensee, industry stakeholder, or home owner.

The QBCC's Compliance and Enforcement Strategy aims to reduce risk and protect against harm in the industry through responsive regulatory activity, prioritising resources towards the greatest risk of harm and educating and informing customers and stakeholders to support continuous quality improvement.

We have also placed a strong emphasis on prevention. This means providing licensees and home owners with education and support before things escalate into significant problems.

HOW THIS STRATEGY HELPS THE QBCC

Improves our performance:

- helps us be more proactive and targeted in our regulatory activities
- allows us to focus our workforce on the greatest risks impacting the industry
- increases the relevance and value of our engagement and education.

HOW THIS STRATEGY HELPS OUR CUSTOMERS AND STAKEHOLDERS

Increases awareness and confidence:

- highlights common industry issues, providing opportunities to mitigate or avoid them
- deters unlawful behaviours and substandard work, making the industry safer
- provides our stakeholders and customers transparency in how we regulate.

COMPLIANCE AND ENFORCEMENT STRATEGY FOCUS AREAS

This strategy outlines the principles supporting the QBCC's approach, the tools that can be used, and our compliance stance when executing on our responsibilities.

To help achieve our goal, a range of compliance and enforcement focus areas are included in this strategy, some of which are enduring while others will have a shorter-term priority focus.

Some shorter-term focus areas will also be included in the enduring priorities list to reflect the importance of a persistent focus due to the harm they present to the industry.

Enduring focus areas



Security of payments



National Construction Code



Unlicensed contracting



Combustible cladding



Pool fencing safety



Financial strength of licensees



Defective work



Non-conforming building products

Priority focus areas



Unlicensed contracting



Fire protection



Licensing efficiency



Incomplete and defective building work



Industry insolvencies



Water ingress



Notifiable work

This forms part of the QBCC's risk-based regulation approach, where we focus on areas that can make the most difference and ensure the effort and resources applied reflects any potential impact. By focusing on activities with the highest risk of causing harm, the QBCC can protect both industry integrity and the interests of Queenslanders.

HOW DID THIS STRATEGY EVOLVE?

The QBCC Governance Review 2022 triggered a rethink of compliance focus and execution.

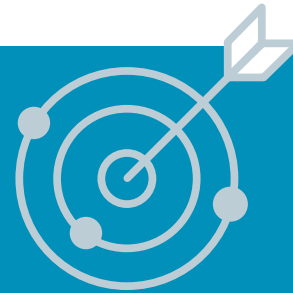
(Recommendation 11, 'Implement a comprehensive and public compliance and enforcement strategy')

Refocus of compliance from prescribed actions and quotas to impact-led outcomes defined by circumstances.

This strategy was developed to be a comprehensive and actionable plan that guides the QBCC towards uplifting compliance across the industry.

It also supports the QBCC's Strategic Plan 2023-2027 and purpose, 'We deliver excellence in regulatory services to reduce risk and offer protection from harm'.

It's an important part of our strategic framework driving outcomes around and supporting our overarching vision and purpose.



HOW DID THE DATA SHAPE THIS STRATEGY?

Data and insights are at the heart of this strategy, its development informed by:

- intelligence and insights from our business data and regulatory units
- industry engagement with groups such as the Master Builders Association, Master Plumbers Association and the Housing Industry Association
- advisory feedback from committees and councils such as the Industry Advisory Committee, Services Trades Council, and Insolvency Advisory Panel.

CASE STUDIES

Scenario Example 1:



An individual is identified by the QBCC undertaking **building work without a licence**. The value of the work was approximately **\$6,000**.



The individual had **no offence history** with the QBCC, was **cooperative** and the work presented a **low risk of physical harm**.



The **individual was issued with a Penalty Infringement Notice** to the value of \$3,226.

Scenario Example 2:



The QBCC received two non-payment complaints from sub-contractors about the same QBCC contractor. Following investigations the QBCC found the licensee had also defaulted on an ATO payment and that the number of creditors had increased over 60 days.



The QBCC made numerous attempts to contact the director of the licensed company and after no response, issued a direction for the licensee to provide documents to enable a financial audit. The licensee eventually responded but the required documents were never provided.



The company's licence was suspended and then cancelled by the QBCC for continued failure to comply with the audit notice and the escalated risk this entity posed to the industry.

For further information about the QBCC's approach to compliance and enforcement visit qbcc.qld.gov.au