

KEY INFORMATION FOR QBCC LICENSEES AND HOME OWNERS

Queensland Building and Construction Commission Act 1991



The Queensland Building and Construction Commission (the QBCC) conducts regular audits to ensure licensees and home owners comply with the law and maintain standards in building work. This brochure contains important information to help licensees and home owners understand their responsibilities and QBCC requirements.

INFORMATION FOR QBCC LICENSEES

WHAT YOU MUST DO



Pay Home Warranty Insurance

The head contractor must collect and pay the premium for all insurable residential construction work over \$3,300. All contractors who perform insurable residential construction work with a contract price of more than \$3,300 (goods, services, and GST) must pay a premium under the Queensland Home Warranty Scheme.

[home warranty obligations](#)



Use a written regulated contract

All works valued at more than \$3,300 and under \$19,999 require a Level 1 regulated contract. All works valued at more than \$20,000 require a Level 2 regulated contract. Visit the QBCC website for more information.

[regulated contracts](#)



List licence number on all building/construction advertising

All advertising for building work valued at more than \$3,300 must include the licensee's QBCC licence number. For plumbing and fire protection work, the licence number must be included for all work irrespective of value. All advertising you do, including on social media, must meet the requirements outlined on the QBCC website.

[advertising](#)



Only do work you are licensed to perform

Ensure the work you are undertaking as either head contractor or subcontractor is covered within the scope of work you are licensed to perform.

WHAT YOU MUST NOT DO



DO NOT use another person's licence

It is not okay to let someone else use your licence, or for you to use someone else's licence. This is known as licence lending or licence borrowing and is an offence under the law.

[non-compliance](#)



DO NOT ask your customer to pay an excessive deposit

For a contract under \$19,999, a deposit of no more than 10% should be paid. For a contract \$20,000 and above, no more than a 5% deposit should be paid.

[contracts and payments](#)



DO NOT seek or receive payments for unfinished stages of building work

More detailed information is on the QBCC website:
use the suggested search terms to find what you need.



Scan for the
QBCC website



INFORMATION FOR HOME OWNERS

WHAT YOU SHOULD DO



Only use licensed builders/ contractors

A person who carries out, or offers to carry out, building work without holding the appropriate licence has committed an offence. This includes someone who does not hold a QBCC licence or who is working outside of what their licence allows them to do.

[choosing a contractor](#)



Check QBCC's online licence registers

To check that the person you have received a quote from, or have engaged to do your work, holds an appropriate licence, you can search the licence registers on the QBCC website.

[licence search](#)



Pay Home Warranty Insurance

Make sure you are covered for non-completion or defective building work. All contractors who perform insurable residential construction work with a contract price of more than \$3,300 (including goods, services, and GST) must collect and pay a premium under the Queensland Home Warranty Scheme.

[Home Warranty Scheme](#)



Use a written regulated contract

All works over \$3,300 and under \$19,999 are encouraged to use a Level 1 Renovation, extension and repair regulated contract and works over \$20,000 are encouraged to use a Level 2 Renovation, extension and repair regulated contract. Other contracts may apply for different scenarios. You and your contractor can access QBCC regulated contracts free of charge on the QBCC website.

[domestic building contracts](#)

WHAT YOU SHOULD NOT DO



DO NOT pay your licensed builder/contractor an excessive deposit

For a contract under \$19,999, a deposit of no more than 10% should be paid. For contracts \$20,000 and above, no more than a 5% deposit should be paid.

[building renovating contracts payments](#)

IMPORTANT INFORMATION

Swimming pools

Ensure your pool is registered – All pools in Queensland must be registered with the QBCC. You can search the pool register or register your pool through myQBCC.

[pool register](#)

Pool safety standards – You may need to get a safety certificate if you are buying, selling or leasing a property with a pool. Pool owners must ensure the pool barrier always complies with the pool safety standard.

[inspect certify pool](#)

Plumbing and drainage work

In Queensland, regulated plumbing and drainage work must be performed by an appropriately licensed person. The QBCC issues two types of licences for plumbing and drainage work:

- **occupational licences**, which ensure the person is appropriately qualified and experienced to personally perform the work
- **contractor licences**, which ensure the person has the qualifications, financial capacity and business training to run a business for the work.

All people performing regulated plumbing and drainage work must hold an appropriate occupational licence, and either hold or be working for a person holding a QBCC contractor licence. Making sure that the person performing work has an appropriate licence:

- ensures that the work complies with relevant codes and standards
- ensures that the person is aware of contractual requirements
- prevents issues with insurance claims if the plumbing or drainage fails
- protects public health and safety, amenity and the environment.

To check that the person you have hired holds an appropriate licence, search the licence registers on the QBCC website.

[Licence search](#)

What work can be done without a licence?

There is a limited scope of plumbing or drainage work that is unregulated work where a person is not required to hold a licence. This work includes:

- replacing a shower head
- replacing tap washers
- washers in toilet cisterns.





Complaints about plumbing and drainage work

The QBCC can investigate complaints about licensee conduct and unlicensed work. You can lodge a complaint with the QBCC if you are concerned that your plumber or drainer:

- does not hold the appropriate licence
- has not registered or provided you with a copy of a Form 4 (notifiable work)
- has performed work which is defective or non-compliant.

For information on how to lodge a complaint,

[🔍 complaint against contractor](#)

NOTIFIABLE WORK

Notifiable work is a type of plumbing work which can be performed on an existing property without the need for obtaining a permit or inspections. Common types of notifiable work include:

- installing or replacing water heaters or tempering valves
- installing new fixtures or altering pipework.

When a licensee performs notifiable work they must register a Form 4 with the QBCC and give a copy to the occupier. A Form 4 must be registered within 10 business days of finishing the work, or

when an invoice is issued for all or part of the work.

[🔍 register notifiable work](#)

Payments to subcontractors — *Building Industry Fairness (Security of Payment) Act 2017*

How to respond to a payment claim

When you receive a payment claim or invoice, you can respond in one of two ways:

Option 1 – Pay the full claimed amount by the due date

- If you agree with the claimed amount, simply pay the full amount by the due date.
- It is an offence not to pay the full amount by the due date (unless you take Option 2)

Option 2 – Give a payment schedule and pay the amount proposed (if any) by the due date

Respond to the payment claim by:

- Stating the amount (if any) you intend to pay
- Stating ALL reasons for paying the lesser amount or for withholding payment if you are proposing to pay less than the amount claimed.

Need more information?

Scan the QR code to visit qbcc.qld.gov.au call us on **139 333**.

