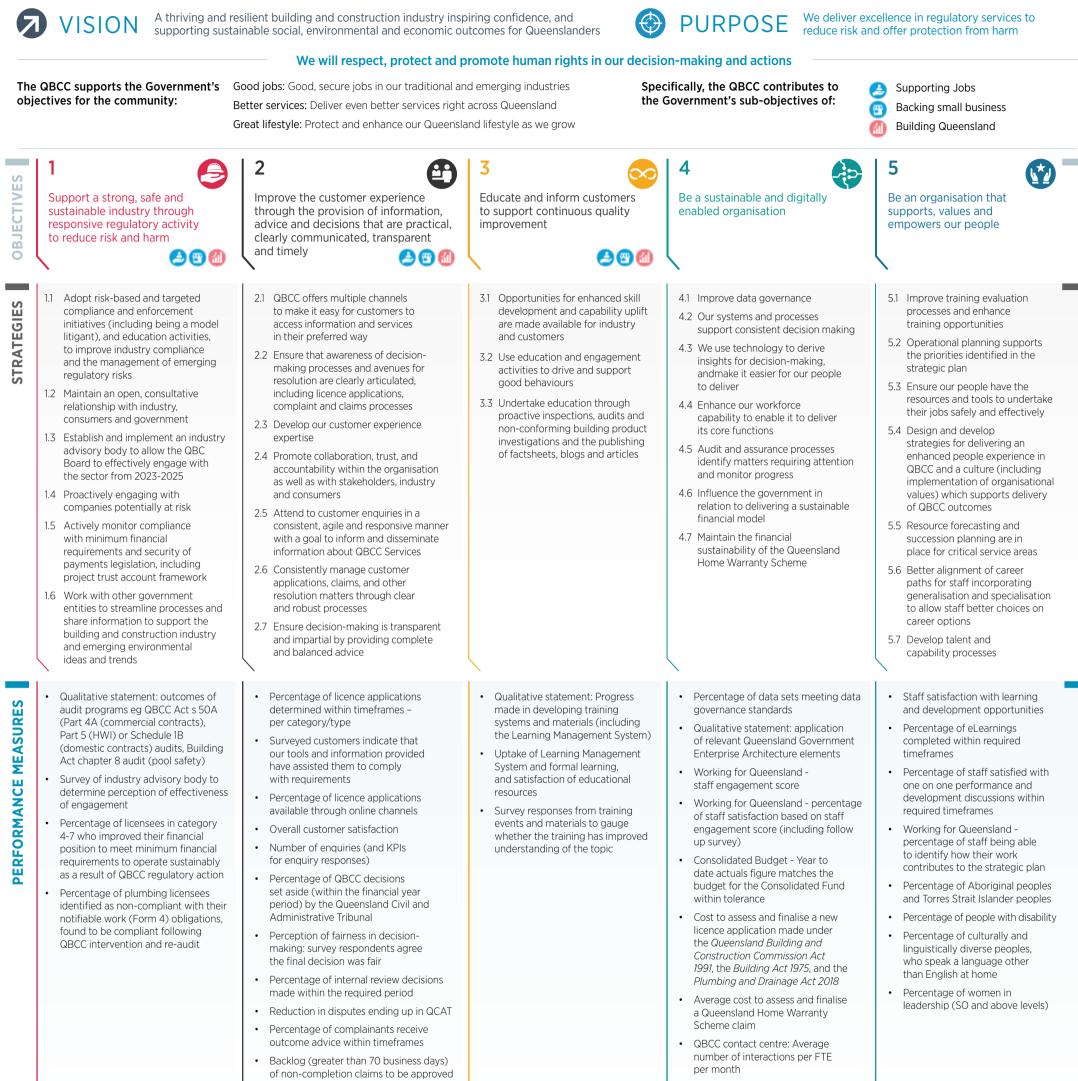


## QUEENSLAND BUILDING AND CONSTRUCTION COMMISSION

# STRATEGIC PLAN 2023-2027



- QBCC contact centre: Percentage of calls answered within 5 minutes
- Percentage of decisions to grant, renew or cancel a license are peer reviewed

## FURTHER EXPANSION OF OUR PURPOSE STATEMENT

PURSUE EXCELLENCE

**OUR VALUES** 

- The QBCC provides regulatory services to the building and construction industry and its users. We strive for the highest standards of efficiency, effectiveness, transparency, and integrity in our work
- Our regulatory services aim to reduce risk and offer protection from harm, whether physical, financial, or psychosocial
- We regulate the sector by providing education and engagement activities, and by making decisions in line with the legislation we administer
- We are committed to providing education and engagement activities that help industry keep up to date with requirements, supporting them to be compliant, and reducing the likelihood that things will go wrong
- We are committed to decision-making that is fair, consistent, transparent, properly explained, and with consequences that are appropriate to the circumstances

🖐 BE COURAGEOUS 🥕

We provide education and outreach services to consumers, so they know who they can turn to for help on the occasions when things do go wrong

### **OUR STRATEGIC RISKS AND OPPORTUNITIES**

- Building and embedding an organisational culture based on clear values and behaviours that enables our people and supports effective performance
- Improving process and performance agility to respond to the evolving needs of the building industry and our customers
- Ensuring sustainable delivery of services to the industry and customers considering prevailing market conditions
- Making best use of our information to drive service delivery and performance
- Strengthening our management of the ongoing safety and wellbeing of our people

VALUE CUSTOMERS





