


VISION A thriving building and construction industry.

PURPOSE Working together to strengthen the building and construction industry through fair and transparent regulatory decisions, services and actions.

The QBCC supports the government’s objectives for the community:

 A better lifestyle through a stronger economy

 A plan for Queensland’s future

OBJECTIVES

Protect consumers and promote confidence



Strengthen regulatory capabilities and services



Deliver organisational excellence



STRATEGIES

- 1.1 Grow consumer awareness
- 1.2 Demonstrate a culture of integrity and ethical accountability
- 1.3 Enhance fiscal sustainability
- 1.4 Apply a pragmatic approach to the enforcement of licensing and compliance standards
- 1.5 Streamline and clarify claims and dispute processes
- 1.6 Deliver timely and fair resolutions

- 2.1 Ensure consistency and transparency in decision making
- 2.2 Deliver ethical and pragmatic risk-based audits and regulations
- 2.3 Enhance the speed and quality of enforcement outcomes
- 2.4 Apply proportionate disciplinary measures

- 3.1 Enhance operational efficiencies
- 3.2 Deliver value for money outcomes
- 3.3 Deliver contemporary digital systems
- 3.4 Leverage data to guide decisions
- 3.5 Enhance workforce skills and expertise
- 3.6 Embed a practical customer focused culture

PERFORMANCE INDICATORS

- Regulatory impact
- Consumer protection

- Customer satisfaction

- Organisational culture

OUR RISKS*

- Service delivery model does not meet stakeholder expectations
- Transformation and change agenda is not embedded
- Information management and ICT security are inadequate
- Financial sustainability is overly dependent on government funding
- Organisational culture does not support a highly engaged, highly motivated and high performing team that feels valued, safe and respected

OUR OPPORTUNITIES*

- Embracing innovative technologies that enhance service efficiency and effectiveness
- Implementing improved strategies to attract, develop and retain our workforce
- Deliver the digital and organisational transformation that enhances services, streamlines processes and optimises ways of working
- Continue collaborating with partners and stakeholders to enhance outcomes

*As part of the QBCC’s annual strategic planning cycle, our risks and opportunities will be revisited in February 2026.

OUR VALUES

We will respect, protect and promote human rights in our decision making and actions.

