

Report action (ongoing)	Achievements	Status
	Established the Building and Technical Inspectorate and began implementation of the State-wide operating model. These structural changes create defined career pathways, enhanced role clarity and further specialisation for technical and specialist roles.	
Recommendation 5 – Enhance the QBCC’s reputation based on consistency, transparency, fair and impartial decision making		
Action 5.1 - Develop and document operational procedures for all key regulatory activities, which provide clear guidance about consistent, fair and impartial decision-making. These procedures should reflect model litigant principles and recognise the importance of reconciliation.	An audit of existing operational procedures has been completed and the collation into an interim library has begun. A review of the operational document framework and procedures for key regulatory activities is underway.	WORK CONTINUING
Action 5.2 - Streamline processes and refocus operational priorities on core business.	Completed extensive customer journey mapping to help identify process improvements and align core business with customer expectations. Operational plans for 2023/24 developed and implemented, focusing on core business, operational priorities, activities, and success metrics. Undertook a comprehensive review of processes for the financial assessment of licensees. Identified opportunities to rapidly evaluate entities in financial distress and intervene sooner. Delivered workshops with industry bodies to discuss efforts to streamline processes and improve communication and engagement.	WORK CONTINUING
Action 5.6 - Implement streamlined processes across regulatory agencies to reduce duplication in reporting and supports a customer focus, e.g., reporting of health and safety risks.	Undertook consultation between QBCC, Workcover and the Office of Industrial Relations to define the preferred option for enhanced reporting on safety incidents. QBCC is collaborating with OIR to ensure that when OIR's new digital platform is released in early 2024, the QBCC's digital platform is ready to interface. Commenced an information sharing project to develop a series of agreements, improved processes, and a policy to improve the sharing of information with regulatory agencies and industry.	WORK CONTINUING
Recommendation 7 – Invest in an integrated information management system that is contemporary, fit for purpose and aligns with the organisation’s functions		
Action 7.1 - Develop an organisational transformation strategy to support increased capability in leading change and systems to monitor and evaluate outcomes.	QBCC's organisational transformation strategy was incorporated into the digital strategy and supporting changes were made as part of the structural realignment which took effect in July 2023. Improvements in capability to lead change and development of systems (so that outcomes can be better monitored and evaluated), is underway.	WORK CONTINUING
Action 7.3 - Replace the existing IT systems with fit-for-purpose systems that align with the QBCC functions and reporting framework.	Delivered a digital strategy, roadmap and business case. Replacement of existing information technology systems is underway with fit-for-purpose solutions being developed and implemented for the licensing and compliance systems, information management, and data warehousing. The decommissioning of the legacy licensing systems is a significant step towards developing new digital licensing services.	WORK CONTINUING
Action 7.4 - Develop staff capability to critically analyse data and information to support transitioning to an insights-driven regulator.	Established several teams to support the transition to an insights-driven regulator as part of the structural realignment in July 2023. This includes: - the Business Intelligence and Analytics team within the Customer and Strategy Division, which supports QBCC's strategic and longer-term direction; and - the Regulatory Reform and Insights team in the Regulatory Practice and Engagement Division, which supports the regulatory process and service delivery. Replacement of information technology systems and information management improvements delivered in accordance with the digital strategy and roadmap (Action 7.1) will support ongoing development of the insights capability in the Business Intelligence and Regulatory Reform and Insights teams.	WORK CONTINUING