

Ref: A699426 / FOL21/354

13 July 2021

Mr Shane King MP
Chair
Transport and Resources Committee
Parliament House
George Street
BRISBANE QLD 4000

By email: trc@parliament.qld.gov.au

Dear Mr King,

**RE: AUDITOR-GENERAL REPORT NO. 16: 2019-20 – LICENSING BUILDERS
AND BUILDING TRADES**

Thank you for your correspondence of 17 June 2021 seeking a further progress update from the Queensland Building and Construction Commission (QBCC) on the implementation of recommendations from the Auditor-General Report No. 16: 2019-20 – Licensing Builders and Building Trades.

As I outlined when I appeared before the Transport and Public Works Committee on 7 September 2020, the QBCC accepted all of the Queensland Audit Office (QAO) findings into whether it effectively regulates the building industry by issuing and managing licences in a fair and balanced way.

I can advise that the QBCC remains committed to delivering on all of the eleven (11) recommendations made by the QAO. Eight (8) recommendations have now been delivered by the QBCC, including recommendations 10 and 11.

With regard to recommendation 10, the organisation's Enterprise Performance Management (EPM) Framework documents have been reviewed and updated for the 2020-21 financial year. These documents are critical in supporting the QBCC in efficiently and effectively planning, managing, governing and reporting on its performance.

The QBCC has also procured and configured an EPM System that will support the operations of the EPM Framework in a single, coherent and live tool – providing invaluable information for timely decision-making by Senior Leaders on strategy (including key performance indicator performance), audit, risk management, projects and workplace health and safety.

With regard to recommendation 11, a number of key leadership roles have been recruited to embed the necessary skills, capabilities and processes to drive efficiency of programs,

services, initiatives and strategies. These roles include Director – Strategy, Planning and Performance, Director – Transformation Improvement and Executive Director – Portfolio Delivery.

The QBCC has also stood up a reporting and analytics function to report on efficiency and effectiveness measures that support the organisation's strategic planning, in addition to supporting the longer-term vision of becoming an Insights Driven Regulator.

In relation to the remaining three (3) recommendations, including recommendation 2, the remainder of delivery of these recommendations has been incorporated into the QBCC's broader transformation agenda to ensure alignment to the strategic vision and direction of the organisation.

In April 2021, the QBCC Board approved the organisation's long-term transformation strategy as part of the 'QBCC's Future Blueprint'. The organisation is currently working towards delivery of a supporting roadmap and investment case for the foundational program of work to the QBCC Board in August 2021. This will detail a plan and costings for how the organisation's capability and capacity will be lifted in a range of areas, including, but not limited to, Information Technology.

A thorough, measured and considered approach has been applied to how the organisation best delivers on the remaining recommendations in light of the broader strategic program of work. A number of critical pieces of work have been scoped out as part of the 'Digitisation and Operating Model' pillar of the QBCC's Future Blueprint.

These pieces of work relate to delivering on the Insights Driven Regulator Strategy and Roadmap, considering the organisation's broader Information Security Framework, including:

- Dealing with the risk of unauthorised system changes and fraud in the BUILD system;
- Developing a target state IT architecture that brings together the QBCC's IT ecosystem;
- Addressing the issues around disparate information technology systems.

I trust this information answers your enquiry. If you require further information or assistance with this matter, I can be contacted by email at commissioner@qbcc.qld.gov.au.

Yours Sincerely,



Brett Bassett
COMMISSIONER
QUEENSLAND BUILDING AND CONSTRUCTION COMMISSION