



# PERFORMANCE REPORT 2024–25

Quarter 2 | October – December 2024



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# ABOUT THIS REPORT

This report provides an assessment of the Queensland Building and Construction Commission's (QBCC) achievements and progress based on the measures outlined in the:

- [2024–25 Service Delivery Statements \(SDS\) service standards](#)
- [Strategic Plan 2023–2027 \(revised for 2024–25\) performance measures](#).

While the 2024–25 Service Delivery Statements (SDS) service standards performance measures (SDS Measures) provide a quantitative analysis of performance, the Strategic Plan 2023–2027 (revised for 2024–25) performance measures (Strategic Plan Measures) capture a combination of qualitative and quantitative reporting information. Where relevant, some SDS Measures have been included to assess the QBCC's progress towards achieving its strategic objectives.

Both SDS Measures and Strategic Plan Measures align with the Ministerial Statement of Expectations. The QBCC publishes its quarterly performance report in support of the Minister's expectations.

## Method

The information presented in the report is collated based on inputs from relevant divisions across the QBCC. The comparisons between quarterly actuals and their targets over a quarter period are grouped into three distinct performance status categories:

1. **Target met** – Achieved or exceeded target
2. **Slight variation from target** – Not achieved target but within tolerance of 5% variance or less
3. **Target not met** – Not achieved target by more than 5% variance

Variations in performance relative to the target are categorised as either positive or negative. A positive variance reflects performance that exceeds the target, while a negative variance indicates performance that falls below the target.

In addition, year to date (YTD) status is used to inform performance trajectory towards the next quarter.

Acronyms are detailed in the Glossary at the end of the report.

# SDS PERFORMANCE MEASURES



# SDS Performance Measure Overview

Category	Performance Measure	Accountable Officer
Effectiveness measures	Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	Chief Building Regulator
	Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	Chief Legal Officer
	Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	Assistant Commissioner Regulatory Standards and Support
Efficiency measures	Cost of recovering \$1.00 of funds owed to creditors	Assistant Commissioner Regulatory Standards and Support
	Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i>	Assistant Commissioner Regulatory Standards and Support
Other measures	Percentage of early dispute resolution cases finalised within 28 days	Assistant Commissioner Regulatory Operations
	Average number of days to process licence applications	Assistant Commissioner Regulatory Standards and Support
	Percentage of owner builder permits approved within 15 working days	Assistant Commissioner Regulatory Standards and Support
	Percentage of adjudication applications referred to an adjudicator within 4 business days	Chief Integrity and Risk Officer
	Percentage of insurance claims for defective work assessed and response provided within 35 business days	Assistant Commissioner Regulatory Operations
	Average processing time for an early dispute resolution case	Assistant Commissioner Regulatory Operations
	Average approval time for defects claims less than \$20,000	Assistant Commissioner Regulatory Operations
	Percentage of internal review applicants contacted within 2 business days	Chief Integrity and Risk Officer

# SDS Quarterly Performance Reporting

Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Effectiveness Measures</b>								
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	66.2%	66.2%	65.0%	65.2%	✓	0.3%	✓	The QBCC continued to exceed the target for this measure in Q2 FY2024–25. The sustained achievement can be attributed to the continuation of the Claims Management Improvement Project (CMIP) in enhancing the overall efficiency and customer service in claims management. Performance comparisons before and after implementing the CMIP show a modest improvement in quarterly reporting. As there was a slight 1% decline in performance compared to Q1 FY2024–25, close monitoring will be continued through the next quarter for evidence of further decline. It is expected that the CMIP will continue to have positive impact towards customers' perception of fairness into the next quarter.
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	3.2%	3.2%	7.0%	10.7%	✗	-52.9%	✗	Compared to Q1 (3.2%), the actual (10.7%) and YTD (7.5%) in Q2 (as of 31 December 2024) show a rise in the number of outcomes where QCAT set aside the QBCC's decision and substituted its own. The key contributing factors to this rise include: <ol style="list-style-type: none"> <li>1. A consistent increase in the number of review applications where the QBCC is the respondent</li> <li>2. A 38 percent increase in QCAT outcomes received for Q1 and Q2 FY2024–25, with some contributing factors including more matters proceeding to hearing and an influx of reserved decisions from previous financial years</li> <li>3. QCAT's ability to consider new evidence that was not presented to the original decision maker</li> </ol>

## Status Symbols

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- ✗ = Target not met (more than 5% variance)

Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly				Q2 YTD
				Actual	Status	Variance (compared to target)		Status
<b>Effectiveness Measures (continued)</b>								
Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	80.0%	80.0%	80.0%	93.0%	✓	16.3%	✓	Compared to Q1 FY2024–25 (80%), the QBCC continued to exceed the target of this measure in Q2 FY2024–25, achieving 93%. The sustained achievement can be attributed to continued proactive education and awareness activities delivered by the QBCC to support licensees in meeting Minimal Financial Requirements (MFR). During Q2, only one recorded licence cancellation was due to not meeting MFR. Continued delivery of proactive engagements by the QBCC to help licensees meet MFR will likely have a positive impact on its performance into the next quarter.
<b>Efficiency Measures</b>								
Cost of recovering \$1.00 of funds owed to creditors	\$0.49	\$0.49	\$0.55	\$0.73	✗	-32.7%	✗	Compared to Q1 FY2024–25 (\$0.49), the cost of recovering funds owed increased to \$0.73 in Q2 FY2024–25. The substantial cost increases in Q2 was due to temporarily filling previously vacant positions and a decline in the volume and value of monies owed complaints received during Q2. A decrease in the volume of received monies owed complaints enabled the re-deployment of available resources to the Licensing branch to help manage their overall workload in Q2. Performance estimates for this measure for the next quarter cannot be made, as the QBCC does not control the volume or value of monies owed complaints received within a given quarter.

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Efficiency Measures (continued)</b>								
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i>	\$1,390.90	\$1,390.90	\$1,500.00	\$1,879.65	✗	-25.3%	✗	Compared to Q1 FY2024–25 (\$1,390.90), the cost to assess and finalise a new licence application has increased to \$1,879.65 in Q2 FY2024–25. Not meeting the target of this measure in Q2 is attributed to approximately 700 fewer finalised applications compared to Q1. The reduced number of applications finalised in Q2 is due to the temporary re-allocation of resources to support licensing and customer experience improvement projects, such as Digital Licensing and Licensing Forms. As factors contributing to the underperformance in Q2 are temporary, it is likely that there will be improvements in performance over the next quarter.
<b>Other Measures</b>								
Percentage of early dispute resolution cases finalised within 28 days	89.0%	89.0%	80.0%	91.0%	✓	13.8%	✓	Compared to Q1 FY2024–25 (89%), the QBCC continued to exceed the target of this measure in Q2 FY2024–25 (91%). A consistent improvement in performance between Q1 and Q2 can be attributed to a reduction in the number of cases requiring complex investigation. While the QBCC has no control over the complexity of its received cases, continued positive performance is likely to continue into the next quarter if the current trend of reduction in complex cases received continues.

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	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly				Q2 YTD
				Actual	Status	Variance (compared to target)		Status
<b>Other Measures (continued)</b>								
Average number of days to process licence applications	27.0	27.0	30.0	32.0	✗	-6.7%	✓	Compared to the previous quarter of FY2024–25, there has been an increase from 27 days (Q1) to 32 days (Q2) in the average number of days required for processing licence applications. The underperformance of this measure in Q2 was due to a temporary re-allocation of resources for assessing owner builder applications, allocation of licensing staff to support customer and digital projects, and the impact from increased licence application received in Q1 being realised in Q2. As some of the factors contributing to the underperformance of this measure in Q2 are temporary, it is expected that performance will improve in the next quarter. While Q2 YTD performance of this measure is meeting target, close monitoring will continue for any evidence of continued performance decline.
Percentage of owner builder permits approved within 15 working days	93.0%	93.0%	90.0%	92.0%	✓	2.2%	✓	The QBCC continued to exceed the target for this measure in Q2 FY2024–25. The sustained achievement can be attributed to a temporary increase in staff to help assess owner builder applications when required during Q2. However, there was a slight 1% decline in performance from 93% in Q1 to 92% in Q2. As such, close monitoring will continue for any evidence of further performance decline.

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly				Q2 YTD
				Actual	Status	Variance (compared to target)		Status
<b>Other Measures (continued)</b>								
Percentage of adjudication applications referred to an adjudicator within 4 business days*	97.3%	97.3%	100.0%	100.0%	✓	0.0%	✗	Compared to Q1 FY2024–25 (97.3%), the QBCC has met the 100% target of this goal post measure in Q2 FY2024–25. The improvement in performance is attributed to the successful implementation of process improvements and the timely submission of all adjudication applications within the required timeframe. These improvements will positively support the QBCC's performance over the next quarter.
Percentage of insurance claims for defective work assessed and response provided within 35 business days	99.0%	99.0%	50.0%**	100.0%	✓	100.0%	✓	Compared to Q1 FY2024–25 (99%), the QBCC continued to exceed the target of this measure in Q2 FY2024–25 (100%). The sustained strong performance can be attributed to the implementation of the CMIP that has delivered improvements in digital and case management functions for managing claims. It should be noted that the more inclusive calculation methodology, which includes both accepted and declined claims, is also contributing to the strong performance of this measure and is likely to continue doing so. Note: Only claims opened after 1 July 2024 are included in the current reporting.

\* Goal post measure that treats any variation from the 100 per cent target as not meeting target

\*\* Correction from published 2024–25 SDS. Retain the 2023–24 SDS target for reporting over FY2024–25

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Other Measures (continued)</b>								
Average processing time for an early dispute resolution case	15.0	15.0	28.0	13.0	✓	53.6%	✓	Comments as per the measure "Percentage of early dispute resolution cases finalised within 28 days".
Average approval time for defects claims less than \$20,000	15.0	15.0	35.0*	16.0	✓	54.3%	✓	The QBCC continued to exceed the target of this measure in Q2 FY2024–25. The sustained achievement can be attributed to the continuation of the CMIP and improved digital and case management functions for managing claims. However, there was a slight decline in performance, as indicated by an increase of 1 day in the average approval time, from 15 days in Q1 to 16 days in Q2. As such, close monitoring will continue for any further decline in performance towards the next quarter. Performance into the next quarter will likely continue to exceed target for this measure.
Percentage of internal review applicants contacted within 2 business days	98.2%	98.2%	95.0%	100.0%	✓	5.3%	✓	Compared to Q1 FY2024–25 (98.2%), the QBCC continued to exceed the target of this measure in Q2 FY2024–25 (100%). The ongoing improvement in performance is attributed to a decrease in the number of applications requiring manual acknowledgement emails, with most acknowledgement emails being sent automatically during the Q2 period. Towards the next quarter, the QBCC will continue to prioritise timely contact with internal review applicants. As such, it is likely that the QBCC will continue to achieve the target of this measure into the next quarter.

\* Correction from published 2024–25 SDS. Retain the 2023–24 SDS target for reporting over FY2024–25

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# STRATEGIC PLAN PERFORMANCE MEASURES



# Strategic Plan Performance Measure Overview

Strategic Objective	Performance Measure	Accountable Officer
<b>Objective 1</b> Support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm	Qualitative statement: outcomes of proactive inspection programs	Assistant Commissioner Regulatory Operations
	Survey of statutory councils and industry advisory bodies to determine perception of effectiveness of engagement	Company Secretary
	Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action*	Assistant Commissioner Regulatory Standards and Support
<b>Objective 2</b> Improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely	Percentage of licence applications determined within timeframes – per category/type	Assistant Commissioner Regulatory Standards and Support
	Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	Chief Customer and Strategy Officer
	Percentage of interactive forms available to be fully completed online	Chief Digital and Information Officer
	Overall customer satisfaction	Chief Customer and Strategy Officer
	Percentage of internal review decisions made within the required period	Chief Integrity and Risk Officer
	Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence	Assistant Commissioner Regulatory Standards and Support
	Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal*	Chief Legal Officer
	Perception of fairness in decision-making: survey respondents agree the final decision was fair*	Chief Building Regulator

\*This strategic plan measure is also an SDS performance measure

Strategic Objective	Performance Measure	Accountable Officer
<b>Objective 3</b> Educate and inform customers and stakeholders to support continuous quality improvement	Qualitative measure: Satisfaction with engagement mechanisms	Executive Director Regulatory Practice and Engagement
	Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic	Executive Director Regulatory Practice and Engagement
	Qualitative measure: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement	Assistant Commissioner Regulatory Operations
<b>Objective 4</b> Be a sustainable and digitally enabled organisation	Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	Chief Digital and Information Officer
	General Fund expenditure is within tolerance	Chief Financial Officer
	Insurance Fund expenditure (excl. claims and related) is within tolerance	Chief Financial Officer
	Average cost to assess and finalise a Queensland Home Warranty Scheme claim	Assistant Commissioner Regulatory Operations
	Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Commission Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> *	Assistant Commissioner Regulatory Standards and Support
	Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes	Chief Digital and Information Officer
	Qualitative statement: activities conducted that have a positive financial, environmental and social impact	Chief Legal Officer
<b>Objective 5</b> Be an organisation that supports, values and empowers our people	Percentage of staff indicating satisfaction with their supervisor's support for their professional development through learning and development opportunities	Chief Human Resource Officer
	Percentage of staff satisfied with the quality of engagement with their leaders during one-on-one performance and development discussions	Chief Human Resource Officer

\*This strategic plan measure is also an SDS performance measure

Strategic Objective	Performance Measure	Accountable Officer
<b>Objective 5 (continued)</b> Be an organisation that supports, values and empowers our people	Percentage of staff being able to identify how their work contributes to the strategic plan	Chief Human Resource Officer
	Percentage of internal Regulatory Academy participants indicating uplift in regulatory maturity	Executive Director Regulatory Practice and Engagement
	Staff engagement score	Chief Human Resource Officer
	Percentage of staff who identify that the organisation has a positive impact on the lives of the people of Queensland	Chief Human Resource Officer

# Strategic Plan Quarterly Performance Reporting

Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 1</b>								
Survey of statutory councils and industry advisory bodies to determine perception of effectiveness of engagement	NEW	NEW	70.0%	-	-	-	-	This is an annual measure. The results will be reported following the delivery of a survey to IAC and STC members. The timing of the survey has not been confirmed by the secretariat.
Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action*	80.0%	80.0%	80.0%	93.0%	✓	16.3%	✓	Compared to Q1 FY2024–25 (80%), the QBCC continued to exceed the target of this measure in Q2 FY2024–25, achieving 93%. The sustained achievement can be attributed to continued proactive education and awareness activities delivered by the QBCC to support licensees in meeting Minimal Financial Requirements (MFR). During Q2, only one recorded licence cancellation was due to not meeting MFR. Continued delivery of proactive engagements by the QBCC to help licensees meet MFR will likely have a positive impact on its performance into the next quarter.
Qualitative statement: outcomes of proactive inspection programs	-	-	30/06/2025	During Q2 FY2024–25, the QBCC undertook 973 proactive building inspections and identified 82 non-compliant sites. Continued monitoring of outcomes of proactive inspection program will likely provide insights into effectiveness of the proactive inspection programs over time.				

\* SDS measure

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 2</b>								
Percentage of licence applications determined within timeframes – per category/type	75.0%	75.0%	90.0%	68.0%	✘	-24.4%	✘	<p>Compared to Q1 FY2024–25 (75%), the QBCC's performance against this measure further declined to 68% in Q2 FY2024–25. The repeated underperformance is due to ongoing challenges related differing assessment techniques for each application type, the need to seek additional information from applicants for incomplete applications, and the need to temporarily re-allocate staff to assess owner builder applications and support digital and customer improvement projects. Strategies to effectively re-allocate resources will continue to be implemented to manage workloads where possible.</p> <p>Breakdown of Q2 performance per category include:</p> <ul style="list-style-type: none"> <li>• Building Act (Certifier) – 75%</li> <li>• Plumbing and Drainage Act – 94%</li> <li>• Building Act (Pool Safety Inspector) – 89%</li> <li>• QBCC Act – 61%</li> </ul>
Surveyed customers indicate that our tools and information provided have assisted them to comply with requirements	31.0%*	31.0%*	32.5%	-	-	-	-	This is an annual measure. The results will be reported in Q4 FY2024–25.

\* Q4 FY2023–24 Actual and YTD

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly				Q2 YTD
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 2 (continued)</b>								
Percentage of interactive forms available to be fully completed online	NEW	NEW	50.0%	25.0%	✗	-50.0%	✗	This new six-monthly measure for FY2024–25 is reported in Q2 and Q4 of each year and was introduced to track progress in increasing the availability of interactive online forms for customers through the digital forms project. As of Q2 FY2024–25, several non-licence forms have been identified to be made available online and is on track for conversion. However, the conversion of licensing forms is delayed until December 2025 due to its dependency on the digital licensing project. As such, the QBCC's underperformance in this measure is likely to continue in the next reporting period. No comparisons to the Q1 can be made.
Overall customer satisfaction	35.0%*	35.0%*	37.0%	-	-	-	-	This is an annual measure. The results will be reported in Q4 FY2024–25.
Percentage of internal review decisions made within the required period	93.9%	93.9%	80.0%	98.6%	✓	23.2%	✓	The QBCC continues to exceed the target of this measure in Q2 FY2024–25. The percentage of internal review decisions made within the required period increased from 93.9% in Q1 to 98.6% in Q2 of FY2024–25. The sustained achievement is due to a temporary increase in resources, improved process efficiencies, and a decline in the number of applications received in Q2 compared to the previous quarter. The ongoing implementation of efficient resource management practices is likely to support the QBCC in consistently achieving the target of this measure into the next quarter.

\* Q4 FY2023–24 Actual and YTD

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 2 (continued)</b>								
Percentage of peer reviews which agree with the original recommendation to grant/suspend/cancel a licence	97.0%	97.0%	95.0%	87.0%	✗	-8.4%	○	Compared to Q1 FY2024–25 (97%), the QBCC demonstrated underperformance in Q2 FY2024–25 (87%). This decline in performance is due to the expansion of the peer review and licence applications assessment from Brisbane to also include all regional offices across Queensland. Including all regional offices in the assessment allows the QBCC to identify training needs and deliver consistent decision making across geographical locations. Ongoing training and development that will enhance alignment between initial decisions and review outcomes, coupled with increased consistency in decision making across regions, will likely have a positive impact on performance over the next quarter.
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal*	3.2%	3.2%	7.0%	10.7%	✗	-52.9%	✗	Compared to Q1 (3.2%), the actual (10.7%) and YTD (7.5%) in Q2 (as of 31 December 2024) show a rise in the number of outcomes where QCAT set aside the QBCC's decision and substituted its own. The key contributing factors to this rise include: <ul style="list-style-type: none"> <li>1. A consistent increase in the number of review applications where the QBCC is the respondent</li> <li>2. A 38 percent increase in QCAT outcomes received for Q1 and Q2 FY2024–25, with some contributing factors including more matters proceeding to hearing and an influx of reserved decisions from previous financial years</li> <li>3. QCAT's ability to consider new evidence that was not presented to the original decision maker</li> </ul>

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	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly			Q2 YTD	
				Actual	Status	Variance (compared to target)	Status	
<b>Strategic Objective 2 (continued)</b>								
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair*	66.2%	66.2%	65.0%	65.2%	✓	0.3%	✓	The QBCC continued to exceed the target for this measure in Q2 FY2024–25. The sustained achievement can be attributed to the continuation of the Claims Management Improvement Project (CMIP) in enhancing the overall efficiency and customer service in claims management. Performance comparisons before and after implementing the CMIP show a modest improvement in quarterly reporting. As there was a slight 1% decline in performance compared to Q1 FY2024–25, close monitoring will be continued through the next quarter for evidence of further decline. It is expected that the CMIP will continue to have positive impact towards customers' perception of fairness into the next quarter.
<b>Strategic Objective 3</b>								
Percentage of attendees agreeing that the events / materials have improved their knowledge / understanding of the topic	80.0%	80.0%	75.0%	79.5%	✓	6.0%	✓	The QBCC continued to exceed the target for this measure in Q2 FY2024–25. The sustained achievement is due to the QBCC's continued delivery of webinars focusing on increasing brand awareness and industry reputation, as well as providing education and information to attendees. Consistently, attendees have indicated an uplift in their knowledge after the event. Collecting regular feedback from event attendees to improve education and awareness activities is expected to enhance performance in the next quarter. However, the delivered learning content will be closely monitored in the next quarter to address the slight 0.5% decline in performance from Q1 to Q2 and to prevent further decreases in performance. The slight decline in performance between Q1 and Q2 is due to the varying topics related to the delivered content and differences in the demographic of the attendees between the two quarters.

\* SDS measure

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 3 (continued)</b>								
Qualitative measure: Satisfaction with engagement mechanisms	-	-	30/06/2025	Two webinar events were held engaging with customers during Q2 FY2024–25. On 15 October 2024, the QBCC delivered the Construction Industry Trust Accounts webinar. On 20 November 2024, the QBCC delivered a Services Trades Council Webinar. Satisfaction was measured at the Service Trades Council Webinar with 72% satisfaction rating from the 133 people attending. While data on satisfaction was not gathered from the Trust Account webinar, further work on surveys at events is being undertaken to enable consistency of reporting regarding satisfaction.				
Qualitative measure: Percentage of licensees found to be compliant with audit obligations following QBCC education and engagement	-	-	30/06/2025	During Q2 FY2024–25, the QBCC continued to provide education in relation to defects identified during proactive inspection programs. At the end of the reporting period, the QBCC confirmed 53 of the previously identified non-compliant sites as rectified, with 29 non-compliant sites requiring further re-inspection or demonstration of evidence for rectification from the contractor. Continued monitoring of future quarters will likely provide valuable insights into the effectiveness of the QBCC education and engagement programs in improving safety and quality of building work.				
<b>Strategic Objective 4</b>								
General Fund expenditure is within tolerance	-8.0%	-8.0%	+/- 5.0%	-8.0%	✘	-60.0%	✘	The QBCC continues to not meet the target of this measure, demonstrating the same underperformance of - 8% between Q1 and Q2 FY2024–25. The repeated underspending of the General Fund compared to the estimated expenditure is due to lower spending resulting from the timing of engagements, delays in service provision, and a higher number of vacant roles than assumed in the budget. The Q2 Forecast Review process has been finalised and approved by the Commissioner. The outcomes of the Q2 Review have been provided to the FAR Committee for information. The Q2 Review process has allocated realised YTD expenditure savings and forecast Year To Go expenditure savings to fund other initiatives and expenditure under cost pressure, such as legal fees. In addition, the Q2 Review Forecast estimates that expenditure will be within tolerance by 30 June 2025.

**Status Symbols**

- ✓ = Target met (achieved or exceeded target)
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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 4 (continued)</b>								
Insurance Fund expenditure (excl. claims and related) is within tolerance	-29.0%	-29.0%	+/- 5.0%	-21.0%	✗	-320.0%	✗	The QBCC continued to not meet the target of this measure in Q2 FY2024–25 but has demonstrated a slight improvement in the underspending from -29% in Q1 to -24% in Q2. The repeated underspending of the Insurance Fund compared to the estimated expenditure is due to delays in delivering the implementation stage of the Queensland Home Warranty Scheme Review. It is expected there will be greater clarity around timing of implementations of any approved reforms over the next quarter.
Average cost to assess and finalise a Queensland Home Warranty Scheme claim	\$6,467.77	\$6,467.77	\$6,137.00	\$9,267.70	✗	-51.0%	✗	Compared to Q1 FY2024–25 (\$6,467.77), the average cost to assess and finalise a QHWS claim increased in Q2 FY2024–25 (\$9,267.70). The higher cost per claim between Q1 and Q2 was influenced by a reduced volume of claims in Q2, while the workforce size remained unchanged from the previous quarter. In addition, ongoing costs have been incurred due to increased salary expenses through the CMIP. While investment in the CMIP has contributed to increased costs in Q2, the project has improved customer service efficiency and addressed workload challenges that were previously experienced.
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Commission Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> *	\$1,390.90	\$1,390.90	\$1,500.00	\$1,879.65	✗	-25.3%	✗	Compared to Q1 FY2024–25 (\$1,390.90), the cost to assess and finalise a new licence application has increased to \$1,879.65 in Q2 FY2024–25. Not meeting the target of this measure in Q2 is attributed to approximately 700 fewer finalised applications compared to Q1. The reduced number of applications finalised in Q2 is due to the temporary re-allocation of resources to support licensing and customer experience improvement projects, such as Digital Licensing and Licensing Forms. As factors contributing to the underperformance in Q2 are temporary, it is likely that there will be improvements in performance over the next quarter.

\* SDS measure

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 4 (continued)</b>								
Percentage of staff self-reporting comfort in their digital capability and tools as required by their current work processes	NEW	NEW	60.0%	-	-	-	-	This is an annual measure. The results will be reported in Q4 FY2024–25. The Digital Literacy Survey has been sent to all staff for completion by 31 January 2025.
Qualitative statement: application of relevant Queensland Government Enterprise Architecture elements	-	-	30/06/2025	This is an annual measure. The results will be reported in Q4 FY2024–25.				
Qualitative statement: activities conducted that have a positive financial, environmental and social impact	NEW	NEW	30/06/2025	This is an annual measure. The results will be reported in Q4 FY2024–25.				
<b>Strategic Objective 5</b>								
Percentage of staff indicating satisfaction with their supervisor's support for their professional development through learning and development opportunities*	NEW	NEW	45.0%	48.0%	✓	6.7%	✓	This new FY2024–25 annual measure is reported in Q2 of each year and was introduced to assess the quality of leadership in connecting teams with learning and development opportunities to foster a culture of continued professional development. While the QBCC's performance of 48% in Q2 exceeded the target of 45%, no comparison can be made to Q1 FY2024–25 or Q2 FY2023–24 due to the annual reporting of this new measure. However, the QBCC's investment in delivering leadership programs, such as Leading with Clarity and Constructive Conversations, is expected to positively impact its performance against this measure in the next reporting period for this measure.

\* New annual measure introduced for FY2024–25. As such, Q2 FY2024–25 performance is not comparable to the previous reporting period

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 5 (continued)</b>								
Percentage of staff satisfied with the quality of engagement with their leaders during one-on-one performance and development discussions	44.0%*	44.0%*	45.0%	48.0%	✓	6.7%	✓	This is an annual measure that is reported in Q2 of each year. The QBCC's performance of 48% in Q2 FY2024–25 exceeded the target of 45%. While no comparisons can be made to Q1 due to the annual reporting of this measure, comparisons to the previous year's performance reveal an improvement in performance from 44% in Q2 FY2023–24 to 48% in Q2 FY2024–25. This improvement is due to increased investment in delivering leadership training programs across the QBCC. The QBCC's continued commitment to deliver leadership development programs across the organisation and resources to empower leaders in conducting effective one-on-one conversations with their people is likely to have a positive impact on performance in the next reporting period for this measure.
Percentage of staff being able to identify how their work contributes to the strategic plan	82.0%*	82.0%*	83.1%	83.0%	○	-0.1%	○	This is an annual measure that is reported in Q2 of each year. As such, no comparisons can be made to Q1 FY2024–25. However, comparisons to previous year performance reveal a slight improvement from 82% in Q2 FY2023–24 to 83% in Q2 FY2024–25. While there has been an improvement in performance, the QBCC continued to not meet the target of this measure in Q2 FY2024–25. A continued focus on embedding the QBCC strategic objectives in the development of operational planning and performance reporting activities is likely to positively impact performance towards the next reporting period.

\* Q2 FY2023–24 Actual and YTD

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Performance Measures	Previous Quarter		FY2024–25				Comment Quarterly and Year to Date	
	Q1 Quarterly Actual	Q1 YTD Actual	Target	Q2 Quarterly		Q2 YTD		
				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 5 (continued)</b>								
Percentage of internal Regulatory Academy participants indicating uplift in regulatory maturity	52.0%	52.0%	50.0%	-	-	-	-	This is an annual measure. The result was provided in Q1 2024–25.
Staff engagement score	49.0%*	49.0%*	50.0%	46.0%	✘	-8.0%	✘	This is an annual measure that is reported in Q2 of each year. As such, comparisons cannot be made to Q1 FY2024–25. However, comparisons to the previous year show a decline in performance from 49% in Q2 FY2023–24 to 46% in Q2 FY2024–25. The QBCC has not met the target of this measure across both reporting periods. The QBCC's ongoing commitment to delivering leadership development programs aimed at enhancing leaders' one-on-one conversations is expected to positively impact future performance in this measure.

\* Q2 FY2023–24 Actual and YTD

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				Actual	Status	Variance (compared to target)		Status
<b>Strategic Objective 5 (continued)</b>								
Percentage of staff who identify that the organisation has a positive impact on the lives of the people of Queensland*	NEW	NEW	65.0%	66.0%	✓	1.5%	✓	This new annual measure for FY2024–25 is reported in Q2 of each year and was introduced to monitor employee engagement and connection with the QBCC, focusing on purpose as a key driver of motivation. While the QBCC's performance of 66% in Q2 FY2024–25 exceeded the target of 65%, no comparisons can be made to the previous quarter or year due to the annual reporting of this new measure. The QBCC's ongoing prioritisation of regularly sharing value recognitions and positive customer feedback with staff across the organisation is likely to enhance staff perceptions of the QBCC's positive impact on the lives of Queenslanders and support improved performance in the next reporting period.

\* New annual measure introduced for FY2024–25. As such, Q2 FY2024–25 performance is not comparable to the previous reporting period

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# Glossary

<b>IAC</b>	Industry Advisory Committee
<b>STC</b>	Services Trades Council
<b>FTE</b>	Full Time Equivalent
<b>HWI</b>	Home Warranty Insurance
<b>KPI</b>	Key Performance Indicator
<b>QCAT</b>	Queensland Civil and Administrative Tribunal
<b>SES</b>	Senior Executive Service
<b>SO</b>	Senior Officer
<b>FY</b>	Financial Year
<b>SDS</b>	Service Delivery Statements
<b>YTD</b>	Year to Date

**For more information**

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