



Impact Analysis Statement

Summary IAS

Details

Lead department	Department of Housing and Public Works
Name of the proposal	Queensland Building and Construction Commission and Other Legislation Amendment Bill 2025
Submission type (Summary IAS / Consultation IAS / Decision IAS)	Summary IAS
Title of related legislative or regulatory instrument	<i>Building Act 1975 (BA)</i> <i>Plumbing and Drainage Act 2018 (PD Act)</i> <i>Queensland Building and Construction Commission Act 1991 (QBCC Act)</i>
Date	29 May 2025

For proposals noted in table below

Proposal type	Details
Regulatory proposals where no RIA is required	<p>The Queensland Building and Construction Commission and Other Legislation Amendment Bill 2025 (the Bill) proposes minor legislative amendments to the QBCC Act to remove dual workplace safety notification requirements.</p> <p>In 2017, amendments to the QBCC Act were made to require licensees to make separate notifications to both the Queensland Building and Construction Commission (QBCC) and Workplace Health and Safety Queensland and the Electrical Safety Office within the Office of Industrial Relations (OIR) about serious safety incidents and facilitate information sharing arrangements between the regulators. The intent was to ensure the QBCC is aware of serious safety incidents on building sites, work effectively with OIR as required and take appropriate action in relation to QBCC licensees.</p> <p>The Bill proposes to remove the requirement for QBCC licensees to notify the QBCC of serious safety incidents, with licensees only required to notify the work health and safety (WHS) regulator. Existing information sharing provisions will enable the WHS regulator to share relevant information with the QBCC. Existing privacy and confidentiality provisions also ensure appropriate safeguards are in place, with section 110 of the QBCC Act providing a maximum penalty of 100 penalty units for misuse of confidential information.</p> <p>This is considered a minor red tape reduction measure and no further regulatory impact analysis is required.</p>

For all other proposals**What is the nature, size and scope of the problem? What are the objectives of government action?**

Queensland's building and construction industry is one of the largest economic drivers for the state. Supporting the sector is vital to deliver homes and infrastructure for the growing population and the 2032 Olympic and Paralympic Games. In 2023-24, the building and construction sector employed around 270,000 people and, as a whole, contributed approximately \$59 billion to Queensland's economy.

While the Queensland Productivity Commission (QPC) undertakes its inquiry into the sector, the objectives of government action are to progress a package of building legislative amendments to improve productivity, support red tape reduction and drive economic growth. The amendments proposed in the Bill are Tranche 3 of the 'Building Reg Reno' package of reforms and aim to complement the QPC's inquiry.

The QBCC, the state's building regulator, oversees a multi-faceted legislative framework that includes licensing, dispute resolution, building rectification, review, payment protections, including trust accounts, and the Queensland Home Warranty Scheme (QHWS). The licensing framework includes contractor and occupational licences issued under the QBCC Act, building certifier and pool safety inspector licences issued under the Building Act and plumbing and drainage licences issued under the PD Act. The QBCC Annual Report provides that in 2023-24, there were:

- 118,762 licensees collectively holding 220,234 licence classes
- 150,825 insurance policies issued under the QHWS, with 2,200 claims received and \$88.7 million in claims paid
- 5,886 building dispute cases finalised, 1,203 internal review cases and 299 matters referred to the Queensland Civil and Administrative Tribunal
- 147,560 customer phone calls and 9,145 customer emails.

The QBCC is transitioning to delivering more services digitally to increase efficiency and improve customer experience. For example, improvements are planned to the myQBCC online self-service portal and other enhancements to customer digital communications. Other strategies are being implemented to grow the QBCC's digital capability, including to improve customer-facing online services and deliver a more integrated way of working with other Queensland Government departments through improved information-sharing arrangements.

Despite interacting with significant numbers of licensees and consumers, the QBCC is limited in its ability to interact digitally due to a range of legislative challenges, which impede its ability to become a more responsive and customer-focused regulator. These legislative impediments include the requirement for applicants to provide hard copy certified passport sized photos and for the QBCC to issue licences in the form of a card.

Other legislative provisions impede the flexibility to use digital means of communication, including serving documents. For example, the QBCC issues notices and other communications in relation to performing a range of functions. Providing documents by post can be a significant barrier to transacting business electronically and is costly, particularly when multiple letters are sent to all known addresses for the same QBCC licensee to be certain of proof of service.

These issues restrict the QBCC's ability to improve its customer-focused services and implement operational efficiencies. Adopting more digital solutions where appropriate can significantly reduce postage and administrative costs and support more efficient and effective services for QBCC licensees and consumers.

What options were considered?

Regular reviews are undertaken to ensure legislative settings are appropriate and fit for purpose. A recent review has indicated legislative amendments are required to improve efficiency of the QBCC and deliver better services for licensees and consumers.

As a result, it is proposed to modernise legislation and remove unnecessary legislative barriers that impede the QBCC from delivering a range of digital services for licensees and consumers. Amendments



are proposed to the QBCC Act, Building Act, BIF Act and PD Act. For example, proposed amendments in the Bill include to ensure:

- The application process for a QBCC licence enables a licence to be issued in digital form
- The QBCC can issue a licence in digital form as well as a physical licence
- Other licensing processes are modernised to support a licence issued in digital form as well as a physical form, such as requirements for surrendering and returning a licence
- Documents can be served electronically.

There are no alternative options other than legislative amendments.

What are the impacts?

No negative impacts are anticipated.

Removing legislative impediments to enable greater digitalisation and electronic communications are expected to benefit the QBCC, licensees, consumers and other customers through reducing red tape, promoting efficiency, improving customer experience and streamlining interaction between the QBCC and customers.

For example, QBCC licensees, consumers and other customers are likely to benefit from the amendments in the Bill through more efficient and responsive service delivery and offerings. This is likely to also support increased satisfaction levels with QBCC services as digital interactions can often be quicker and easier for both parties. Many interactions occur between the QBCC and customers, for example, in 2023-24, the QBCC received 147,560 telephone calls and 9,145 customer emails. The Bill removes legislative impediments to ensure QBCC customers are better able to interact electronically with the QBCC, for example removing the requirement for a licence to be in a form of a card supports the ability of the QBCC to issue a licence that can be available in digital form.

Licensees would benefit from being able to access a digital version of their licence. For example, updates can be made quickly and a licensee would not need to wait for a new card to be posted when their licence is renewed or if they change their details. To ensure electronic communication is provided to the current email address, the Bill proposes that QBCC licensees must advise the QBCC of changes to their email address where it has been provided. The QBCC Act already requires licensees to advise of changes to their circumstances, such as change of business address.

Building industry participants, businesses and other QBCC customers in rural and regional areas, in particular, would benefit through accessing more QBCC services and offerings electronically rather than having to visit a regional service centre.

Importantly, however, the proposed amendments do not require the QBCC to deliver any services electronically but rather remove legislative impediments that may prevent these services and support a modernised regulatory environment. For example, all forms of communication will still be available if QBCC customers wish to receive documents or interact in a specific way. For example, a physical licence, provision of hard copy documents and personal interactions with the QBCC would still be available to customers.

The proposed amendments would not require the QBCC to upgrade current technological systems. If a QBCC licensee wishes to access their licence digitally, it would be available through the existing Queensland Digital Licence app that is already available to download for free from the Apple or Google app stores. Queensland driver licences, photo identification cards and recreational marine licences are already available on the Queensland Digital Licence app.

The QBCC would need to implement operational processes to support satisfaction of 'proof of service' requirements electronically, such as obtaining evidence of receipt and administrative processes to identify where electronic communications have been unsuccessful. The proposed amendments will also require licensees to advise the QBCC of any changes to their email address within 14 days, if they have previously notified the QBCC of their email address. These are important elements to uphold the integrity of the process and ensure recipients are aware of the document provided.

While it is considered the proposed amendments in the Bill would not require any additional funding for the QBCC to implement, any unexpected costs are anticipated to be offset by greater operational efficiencies, such as reduced postage cost and lower costs of service delivery.



In summary, the amendments in the Bill are not expected to increase costs or regulatory burden for industry, the QBCC or other stakeholders.

Who was consulted?

Discussions have occurred with relevant department agencies to further refine policy proposals. Ongoing discussions have occurred with QBCC with broad support provided. Targeted industry consultation has occurred, with broad support provided. For example, the Building Ministerial Advisory Committee (BMAC), comprising key industry stakeholders, was consulted on the 'Building Reg Reno' proposals, including removing legislative impediments for greater digitisation initiatives, to inform policy development and next steps. No particular issues were raised by BMAC.

What is the recommended option and why?

The proposed legislative amendments are recommended to address the identified issues and realise the potential benefits outlined.

Impact assessment

Any compliance costs will be estimated as options are further refined, but the intent is that any reforms would support industry and consumers through red tape reduction measures, ensure the regulatory environment is fair and fir for purpose and improve productivity. It is also intended that the proposals would benefit the regulators through greater efficiencies, streamlined processes and better customer-focused interaction.

All proposals – complete:

	First full year	First 10 years**
Direct costs – Compliance costs*	\$0	\$0
Direct costs – Government costs	\$0	\$0

Signed

Mark Cridland
Director-General
Department of Housing and Public Works
Date: 29 / 05 / 2025

Sam O'Connor MP
Minister for Housing and Public Works
Minister for Youth
Date: 29 / 05 / 2025