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011209**

**BRISBANE**

**299 Montague Rd  
West End QLD 4101**

**GPO Box 5099**

**Brisbane QLD 4001**

**Facsimile 3225 2999**

**CAIRNS**

**Facsimile 4048 1124**

**GOLD COAST**

**Facsimile 5575 7666**

**MACKAY**

**Facsimile 4953 4151**

**ROCKHAMPTON**

**Facsimile 4927 1551**

**SUNSHINE COAST**

**Facsimile 5459 9655**

**MARYBOROUGH**

**Facsimile 4122 3814**

**TOOWOOMBA**

**Facsimile 4638 1917**

**TOWNSVILLE**

**Facsimile 4725 3401**

**TELEPHONE STATEWIDE  
1300 BSA BSA**

**WEBSITE**

**[www.bsa.qld.gov.au](http://www.bsa.qld.gov.au)**

**Helping  
Queenslanders  
Build Better**

fact: n. 1. an event or thing known to have  
applied. 2. a truth that is established by  
experience or observation. 3. a piece of  
information; *get me all the facts of this case.*

# FACT SHEET

## WHAT IS BSA?

The Queensland Building Services Authority (BSA) is a statutory authority established to regulate the Queensland building industry. It is BSA's mission to improve standards, equity and confidence in the building industry. By doing this we believe we will be Helping Queenslanders Build Better.

Any contractors performing building work valued over \$3,300 must hold a BSA licence. A BSA licence is like a driver's licence in that it shows that the licensed person has met BSA's technical, managerial and financial requirements.

### **BSA SHOULD BE THE FIRST PORT OF CALL FOR CONSUMERS CONTEMPLATING BUILDING OR RENOVATING!**

#### **What services does BSA provide?**

##### **Education and advice services**

BSA runs free seminars for both consumers and licensees. A wide range of technical publications, fact sheets and information booklets are also available from BSA offices and online.

Free online licence searches are available on BSA's website or by calling BSA on 1300 272 272. These provide contractor's licence details and work history.

Contract packs containing contract documents and information on the *Domestic Building Contracts Act 2000* are available for free download from BSA's website.

##### **BSA Home Warranty Insurance**

If you contract with a BSA-licensed contractor to perform residential construction work valued at over \$3,300, Queensland Home Warranty Scheme insurance provides cover for up to 6.5 years after the date of payment of the insurance premium or the date of the contract to build (whichever is earlier).

The maximum benefit available under a policy is up to \$400,000 which is allocated as follows:

- \$200,000 for non-completion, defects and/or subsidence that occurs BEFORE practical completion
- \$200,000 for defects and/or subsidence that occurs AFTER practical completion

You can request an insurance search to show if an existing property is insured, and its claims history.

## **Dispute prevention**

BSA plays a role in preventing building disputes by educating licensees on technical issues and good business practices. BSA also assists consumers by offering advice on how to resolve disputes.

## **Dispute resolution**

BSA provides an equitable and effective dispute resolution service for defect-related disputes between licensees and consumers. If attempts to reach an amicable solution between a homeowner and a building contractor break down, the parties should contact BSA. BSA will guide homeowners and contractors through a step-by-step process to assist in getting the defective work rectified.

If the contractor fails to comply with BSA's directions to rectify defective work, BSA may take disciplinary action through the Queensland Civil and Administrative Tribunal (QCAT) and rectification may be arranged under the Queensland Home Warranty Scheme.

**NOTE:** BSA's dispute resolution process can only commence AFTER the building work is complete, OR the contract has been lawfully terminated. BSA cannot help resolve contractual disputes, or disputes about building work which is still the subject of a valid contract.

## **Further Information**

For further information on BSA's services, contractors and homeowners should call 1300 BSA BSA (1300 272 272), visit [www.bsa.qld.gov.au](http://www.bsa.qld.gov.au) or drop into their local BSA office.