

**Building Services Authority**

**Publication Scheme**

**As at 26 May 2009**



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# Part 1: Right to Information

## What is Right to Information?

Access to Queensland Government information is changing.

Reforms to Freedom of Information (FOI) laws will make more information available, and make the Queensland Government the most open and accountable government in Australia.

Ahead of these reforms, change is already happening. Information is now available through publication schemes that reflect high level classes of information, and significant information released through *Right to Information Act 2009* is being made available for all to see through disclosure logs.

For more information about Right to Information, click [here](#).

## How do I access information?

You can access BSA information through either of the following:

- Via the [BSA website](#)
- Publication Scheme listing available information
- Requested information released through RTI and posted on the BSA disclosure log
- Right to Information and administrative release processes
- Contacting the BSA. Contact information for the BSA is given in the Part 3 of the publication scheme and [online](#).

For general enquiries about accessing information through the publication scheme and the disclosure log, contact:

The RTI Coordinator  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001  
Ph: (07) 3225 2910

## Publication scheme

### What is a publication scheme?

Our Publication Scheme describes and categorises information routinely available from the BSA. It has been developed to give the community greater access to information. Information is grouped and accessible through seven classes:

#### About us

- Who we are and what we do, including:
  - Organisational structure.
  - Role, mandate, mission, business activities.
  - Locations and contacts.
  - Relevant legislation.

### **Our services**

- Information about the services we offer.

### **Our finances**

- What we spend and how we spend it

### **Our priorities**

What our priorities are and how we are doing.

### **Our decisions**

- How we make decisions.

### **Our policies**

- Our current written policies and procedures.

### **Our lists**

- Information held in registers we are required by law to maintain.
- Registers and lists relating to our business activities and functions.

Information classes will not usually include information that is:

- Prohibited by law from disclosure or is exempt under the *Right to Information Act 2009*.
- In draft form.
- In a form that cannot be easily accessed.
- No longer readily available because it has been transferred to the Queensland State Archives.

### **About the BSA Publication Scheme**

BSA's Publication Scheme is available online or downloadable as a PDF file from the [BSA website](#).

If you would prefer to receive a printed version of the Publication Scheme, please contact:

The RTI Coordinator  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001  
Ph: (07) 3225 2910

### **Requested information – disclosure log**

#### **What is a disclosure log?**

A disclosure log is a way to make individual releases of information under the *Right to Information Act 2009* available to the public. The benefits of a disclosure log include:

- Allowing information disclosed to one requestor to be made available to all.

- Providing the public with a source of information disclosed in response to a formal Right to Information (RTI) request.

The disclosure log does not include personal information released through an RTI request. It complements the publication scheme by providing access to information disclosed through formal legislative means.

You can access requested information in the Disclosure Log on the [BSA website](#).

If you would prefer to receive a printed version of information released in the BSA Disclosure Log, please contact:

The RTI Coordinator  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001  
Ph: (07) 3225 2910

## **Fees and Charges**

Information listed in BSA's Publication Scheme is available free of charge from the BSA.

An application fee and charges apply to information accessed under the *Right to Information Act 2009*.

Requests to the BSA for print outs or copies of documents may attract a charge. BSA will provide you with an estimate for the cost on receipt of your request. Any charges will be payable in advance.

## **Making an RTI request**

The Queensland *Right to Information Act 2009* (the Act) gives people a right, subject to exemptions, to obtain access to documents held by Ministers, Queensland Government departments and agencies, local authorities and most semi-government agencies and statutory authorities.

Note that an application fee and charges apply to requests submitted under the Act.

### **Submitting a written application**

If you have been unable to obtain access to information requested through your normal contact with BSA, you may wish to make an RTI application. Alternatively, you may apply for the documents to be amended if you believe that information recorded in a document in relation to your personal affairs, is inaccurate, incomplete, out of date or misleading.

RTI requests are coordinated centrally from BSA's Head Office in Brisbane by the RTI Coordinator.

Requests should be made in writing on the approved form and directed to:

The RTI Coordinator  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001  
Ph: (07) 3225 2910

The application must be in writing and provide such information concerning the document as is reasonably necessary to enable an officer to identify the document.

If you have any inquiries or require additional information on your rights to access information, please contact BSA's RTI Coordinator on (07) 3225 2910 or fax (07) 3225 2999.

### **Online application**

BSA currently does not have an on-line application facility. BSA is currently working towards enabling applications under the RTI Act to be lodged on-line.

## **More information about RTI**

### *Application for Internal Review*

An applicant or relevant third party who is dissatisfied with a reviewable decision made under the Right to Information law may apply, free of charge, to have the decision reviewed by the BSA. An application for review must be made within 20 business days after the date of written notice of the decision being reviewed, or such further time as the BSA may allow.

An internal review can not be conducted if the decision to be reviewed was made by the General Manager of the BSA. In such circumstances the applicant or relevant third party may make an application to the Information Commissioner for external review of the reviewable decision.

### *Application for External Review*

An applicant or relevant third party may apply for an external review of a reviewable decision by the Information Commissioner. The Information Commissioner is independent of the BSA.

It is recommended that, where possible, an application for internal review be lodged and determined prior to lodging an application for external review. An application for external review may be made if an application for internal review has not been determined within the required time.

Applications for External Review should be forwarded in writing to:

Street Address:  
Office of the Information Commissioner (Queensland)  
Level 4,300 Edward Street  
Brisbane QLD 4000

Post:  
Office of the Information Commissioner (Queensland)  
PO Box 10143  
Adelaide Street  
Brisbane QLD 4000

An application for external review must be made in writing within 20 business days from the date of the written notice of the relevant decision, including an internal review decision, or such further time as the Information Commission may allow.

For any queries regarding BSA's RTI process, please contact:

The RTI Coordinator  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001  
Ph: (07) 3225 2910

## **Feedback, comments and complaints**

### **Feedback and comments**

BSA is committed to continually improving the quality of our services. We value your feedback and enquiries on this document, the BSA Disclosure Log and the Right to Information content published on the BSA website. Please refer any comments or suggestions to:

The RTI Coordinator  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001  
Ph: (07) 3225 2910

Feedback and comments relating to the Building and Construction Industry Payments Agency website can also be made via [email](#).

## **Complaints**

We are committed to effectively handling complaints in a timely and efficient manner. If you have a complaint about our service or actions, or those of our staff, we encourage you to contact:

Executive Manager Compliance, Recovery & Legal Services  
Queensland Building Services Authority  
GPO Box 5099  
Brisbane Qld 4001



## Part 2: Publication scheme

### About Us

BSA is a statutory authority and is part of the portfolio of the Minister for Public Works and Information and Communication Technology. The BSA is established under the *Queensland Building Services Authority Act 1991* ("QBSA Act") to regulate the building industry.

The objects of the QBSA Act are:

- to regulate the building industry;
- to ensure the maintenance of proper standards in the industry;
- to achieve a reasonable balance between the interests of building contractors and consumers;
- to provide remedies for defective building work;
- to provide for the efficient resolution of building disputes; and
- to provide support, education and advice for consumers and those who undertake building work.

Relevant subordinate legislation and statutory instruments are:

- *Queensland Building Services Authority Regulation 2003*; and
- Queensland Building Services Board Policies.

BSA is a body corporate and consists of:

- the Queensland Building Services Board; and
- the General Manager and the organisational unit under the control of the General Manager.

### BSA Charter

BSA's charter is to regulate the building industry through the licensing of contractors, educate consumers about their rights and obligations, make contractors aware of their legal rights and responsibilities, handle disputes fairly and equitably, protect consumers against loss through statutory insurance, implement and enforce legislative reforms and where necessary prosecute persons not complying with the law. BSA provides four main services for Queensland consumers and contractors. These are:

- licensing services;
- dispute prevention and resolution services;
- home warranty insurance; and
- Information and education.

### BSA Mission

BSA aims to deliver improved standards, equity and confidence in the Queensland building industry. These include:

- quality building work, adequate protection for consumers and effective dispute resolution;
- readily available advice and education for both consumers and contractors;

- a regulatory system underpinned by an active compliance program to ensure the integrity of the system and competence of all contractors;
- undertaking research and working towards improvements for the long-term effectiveness of the industry;
- collaboratively working with the industry to make it stronger and more efficient; and
- involvement of industry in monitoring, addressing and improving its own performance.

## **BSA Values**

I	innovative & continually improving
C	consultative/collaborative
A	accountable for our actions
R	respected & trusted
E	energy & fun

## **BSA Goals**

BSA's goal is to strengthen its position as a people-orientated employer of choice where staff are developed, valued and involved.

BSA is committed to organisational excellence and operates a Business Improvement Council whose charter is to co-ordinate the review of:

- BSA's critical business process to improve both their efficiency and effectiveness; and
- the continual development of the BSA's management system to ensure it is providing an appropriate framework for achieving business goals.

BSA promotes fun in the workplace, work life family balance initiatives and the health and well being of its staff. BSA is an Equal Opportunity employer and aims for a workforce representative of the wider community.

## **Legislation**

The following acts are administered by the Authority

- *Queensland Building Services Authority Act 1991*
- *Queensland Building Services Authority Regulation 2003*
- *Domestic Building Contracts Act 2000*
- *Domestic Building Contracts Regulation 2000*
- *Subcontractors Charges Act 1974*
- *Building and Construction Industry Payments Act 2004*
- *Building and Construction Industry Payments Regulation 2004*

BSA is also an accrediting body for the purposes the Building Act 1975 for the accreditation of Building Certifiers.

## **Our Services**

BSA is a statutory authority established under the QBSA Act and is directly responsible to the Minister for Public Works and Information and Communication Technology.

BSA comprises:

- the Queensland Building Services Board (the Board); and
- the General Manager and the organisational unit under the control of the General Manager.

### **The Board**

The Board has eight members. The Board comprises representatives of building contractors, the insurance industry, the accounting profession, building and construction unions and consumers. This composition of members representing a variety of stakeholder interests provides a balance of skills and experience.

### **General Manager**

The General Manager has all executive powers of BSA and responsibility for the overall management of BSA.

The General Manager is responsible for eight programs which have the following functions:

### **Office of General Manager**

#### **General Manager and Deputy General Manager**

The Executive Support Officers to the General Manager and Deputy General Manager manage the administrative functions associated with the Office of the General Manager, supported by the Executive Administration Officer.

#### **Project Office**

The Project Office is responsible for coordinating and undertaking project development for BSA. This includes coordinating, managing and reporting on project progress.

#### **Ministerial Support and Liaison**

The Senior Executive Liaison Officer supports the BSA's Executive by providing briefings, submissions, reports and correspondence to the Minister's Office, the Department of Public Works and the Board.

## **Resolution and Regulatory Services**

### **Resolution Services**

BSA assists consumers and contractors in dispute over the technical standard of building work through the provision of a resolution service based on expert technical determination.

BSA deals with approximately 5,500 disputes a year. Each resolution team in the Brisbane, Sunshine Coast and Gold Coast offices will handle around 600 – 700 of these disputes, with the other regional teams each resolving between 150 and 260 disputes.

### **Regulatory Services**

Regulatory Services provides licensing services for builders, designers and trade contractors. It also includes managing owner builder permits, non licensee queries and anything else to do with the management of licences and general licensee management and the development of licensing policies and procedures.

Primary functions undertaken include:

- Assessing and determining individual, company & mutual recognition licence applications
- Issuing annual renewal forms and the assessment of financial and renewal information for completion
- Maintaining and updating BSA's licensee database
- Ensuring compliance with Licensing legislation
- Issuing owner-builder permits
- Providing a public licensee search facility.

### **Certification**

Certification is responsible for the licensing and auditing of building certifiers, as well as investigation of complaints made against building certifiers (as prescribed under the Building Act 1975 and the Building Regulation 2006).

## **Policy, Legislation, Research and Support Services**

### **Policy and Legislation**

This area is responsible for administration, development and review of legislation and policies administered by BSA, including:

- Instructing the Office of the Queensland Parliamentary Counsel on the drafting of amendments
- Development of Cabinet submissions
- Consultation with industry and Government agencies
- Provision of legislative and policy advice to the Queensland Building Services Board, BSA Executive, BSA operational units and other Government agencies. Legislation administered by the BSA includes:
  - *Queensland Building Services Authority Act 1991*
  - *Queensland Building Services Authority Regulation 2003*
  - *Domestic Building Contracts Act 2000*
  - *Domestic Building Contracts Regulation 2000*
  - *Subcontractors' Charges Act 1974*
  - *Building and Construction Industry Payments Act 2004*
  - *Building and Construction Industry Payments Regulation 2004*

## **Research**

This area is concerned with building industry awareness, standards and practices. It maintains building standards by being:

- Alert to industry change
- Responsive to BSA projects and industry needs
- Proactive towards improving building standards.

Typically its services include:

- Convening and facilitating industry meetings and working party forums
- Investigating and drafting technical fact sheets and articles on building standards
- Peer reviewing industry publications and producing submissions to industry reforms, etc.

## **Operational Audit**

The Operational Audit and Evaluation has been established to ensure that the BSA's operations are conducted to the highest standards by providing an independent, objective review function which generates recommendations for business and customer service delivery improvements. Operational Audit helps BSA accomplish its objectives by evaluating and improving the effectiveness of the Authority's internal procedures and by providing specific training and guidance.

## **Training Liaison**

Training Liaison aims to enhance the delivery of BSA services by:

- Providing advice to internal and external clients on which Registered Training Organisations (RTOs) are currently providing assessment (Recognition of Prior Learning) and / or training in various courses / qualifications.
- Providing policy advice and recommendations in respect to training quality and qualifications relevant to the building and construction sector.
- Liaising with industry associations, RTOs and other government agencies in respect to BSA's current technical requirements for licensing.
- Current major projects are:
  - COAG National Licensing System; and
  - Review of BSA's management course.

## **Business Services**

### **Financial Services**

The Financial Services role is to coordinate and assist with budgeting, financial payments, receipting and other monetary services and provide accurate and reliable reporting and statistical information to other Divisions.

Their responsibilities include:

- Financial accounting and reporting
- Budgeting
- Investment management
- Fixed asset management

- Receipting
- Pay accounts
- Custodians of the purchasing system - Purchasing > Payment > Reporting.

### **Insurance**

Executive and Policy is responsible for the financial management of the scheme, development of the policy, management of premium collection strategies, production of contract statements, new business back office data processing and production of management reports.

### **Administration and Facility Management**

The Administration and Facility Management team is part of the Business Services program and aims to enhance the delivery of BSA Services by providing administration policy and advisory services including:

- Procurement of goods and services
- Facilities Management – Building Maintenance
- Asset Management
- Fleet Management
- Budget Requirements
- Telecommunications – landline and mobile phones.

### **Human Resources**

Human Resources implements numerous policies and procedures to assist staff during their employment at BSA as follows:

- Change management
- Organisational development
- Learning and development
- Performance management
- Career planning and management
- Job design and evaluation
- Recruitment and selection
- Equal employment opportunity and diversity
- Employee relations
- Workforce information and reporting
- Workplace health and safety
- Wages and conditions of employment.

### **Information Services and Records**

Information Services (IS) is the Information Management & Information Technology business service for the Queensland Building Services Authority (BSA).

IS provides five main service types for BSA stakeholders, both internal and external:

- Information Management (Records Management)
- Application Development
- Business Analysis
- Infrastructure Services
- Strategic Information Service guidance on BSA core business.

Information Services is managed by the Chief Information Officer and a team of line managers:

- Manager, Infrastructure
- Manager, Records
- Manager, Applications
- Senior Business Analyst.

## **Customer Relations and Disaster Management**

The Customer Relations and Disaster Management Division comprises three (3) areas, Customer Contact Centre, Knowledge Management and Disaster Management.

### **Customer Contact Centre**

The Customer Contact Centre (CCC) is at the front end of service delivery in BSA. Located at Head Office the main function of the CCC is to provide general advice and support to customers statewide.

The CCC services three contact points:

- Face to face contact at the counter
- Provision of a telephone service (general inquiry calls and Phone Pay - Insurance and Renewals) - bulk of the work carried out in the CCC
- Email enquiries.

### **Knowledge Management**

Knowledge Management is responsible for:

- Internal BSA Website (maintenance, authoring processes, training, updating, auditing)
- The BSA, Disaster Management and Building and Construction Industry Payments Act Websites (upgrade, content review, maintenance)
  - Electronic Procedures Manuals (specification design, IS liaison, entry of data, author training, reviewing and standardisation)
  - Portal (upgrade specification, Home Page upgrade, maintenance, standardisation, auditing).

### **Disaster Management**

Disaster Management is responsible for:

- Overseeing BSA's response to state natural disaster recovery efforts
- Ensuring BSA staff have the resources and training to assist in natural disaster events.

Disaster Management maintains the [Qld Disasters website](#) which has been established to provide residents, builders and trade contractors with access to information and assistance on rebuilding, repairing and insurance matters following a natural disaster.

## **Compliance and Industry Services**

### **Compliance**

Compliance Investigations is responsible for ensuring compliance with the *Queensland Building Services Authority Act 1991* and the *Domestic Building Contracts Act 2000* (DBC Act). Compliance Investigations is also responsible for licensing applications and renewals for licensees.

Compliance is divided into three teams - the Contractual Team, the Area Office Team and the Financial Team. The following investigations and other functions are performed by Compliance:

#### Financial Audits:

- Exclusions due to financial collapse
- Bans for tier 1 defective work
- Disqualification for accruing demerit points
- Non payment of judgement debts by licensees
- Breaches of Financial Requirements for Licensing (FRL)
- Immediate suspensions
- Suspensions and cancellations of licence – FRL, debts etc
- Risk Management Report
- Licence applications and renewals for companies
- Assessment of contractors for government projects.

#### Unlicensed contracting:

- Commercial and subcontract offences
- Supervision and nominee offences
- False pretences and improper use of licence offences
- Non payment of insurance premiums
- Advertising and site sign offences
- Breaches of section 36 offences under the DBC Act
- Suspensions and cancellations of licence – fit and proper, fraud etc
- Audits to ensure compliance with DBC Act
- Audits to ensure compliance with commercial contract requirements
- Audits to ensure compliance with obligation to pay insurance.

## **Debt Recovery**

Debt Recovery manages the recovery of insurance claims paid under the Statutory Insurance Scheme, Tribunal Orders, Magistrates Court Fines and outstanding Insurance Premiums. This section:

- Provides information, support and advice to insolvency practitioners, contractors and staff
- Investigates failed businesses and other debts where there is evidence of impropriety or illegality
- Undertakes recovery of fines imposed on contractors and insurance claim payments in the relevant jurisdiction.

## **Freedom of Information**

The Right to Information Branch is responsible for processing all requests for documents and information pursuant to *Right to Information Act 2009*. The Branch also handles all administrative access and privacy requests and amendments to personal information.

The Right to Information Branch will continue to manage document and information requests for BSA under the recent Queensland Government Right to Information legislation.

## **Legal Services**

The purpose of the Legal Services Branch is to provide high quality legal services and advice to BSA Executive, Board and staff.

The Branch forms part of the Compliance and Industry Services Division and the services provided include:

- Provision of expert advice to the Board, its Committees and Executive Management on legal issues including the application of legislation, the need for and nature of possible legislative and policy changes
- Provision of expert advice to management in respect of: matters involving contract, corporations, construction and insurance law issues and disciplinary proceedings against contractors and other litigation
- Delivery of advocacy services in respect of such matters as disciplinary proceedings against contractors, reviews of administrative decisions, appeals against Court/Tribunal decisions and bankruptcy/liquidation proceedings
- Undertaking litigation for the recovery of debts owed to the BSA relating to:
  - Claim payments made under the statutory home warranty insurance scheme
  - Penalties imposed upon contractors by the Commercial and Consumer Tribunal
  - Fines imposed upon contractors by the Magistrates Court
  - Other general creditors as required.

## **Strategic Communications and Education**

### **Media**

This area is responsible for:

- Media statements, media releases and other written material for distribution
- BSA's Building Links Magazine
- BSA's Constructing Links Magazine
- Annual Reports
- Strategic Plans

- Fact sheets and information booklets
- Media Strategies.

### **Event Co-ordination**

This area is responsible for the organisation and smooth operation of events run by BSA such as:

- Home Shows
- Super Shows
- Contractor or Consumer Events.

### **Marketing**

This area is responsible for:

- Development of scripts and technical DVDs
- Design and creation of some fact books and publications
- Provision of audio visual presentations for corporate conferences
- Corporate image - signs, logos, business cards, etc
- Annual Report layout
- Marketing plans and projects.

### **Education**

This area is responsible for the development and implementation of targeted and effective education initiatives that provide stakeholders with:

- A high level of awareness of BSA's objectives, services and roles
- The skills and knowledge to effectively deal with building matters
- Professional development including knowledge of the relevant building standards including changes to Australian Standards.

### **Building and Construction Industry Payments Agency**

The Building and Construction Industry Payments Agency is a branch of the Building Services Authority.

The Agency has been established to provide the infrastructure to assist the Adjudication Registry to give effect to the *Building and Construction Industry Payments Act 2004* (the Act).

The Adjudication Registry is established under the Act and is staffed by an Adjudication Registrar and other staff appointed under the Act.

The functions of the Registry include:

- Registration of Authorised Nominating Authorities (ANAs)
- Registration of suitably qualified Adjudicators
- Nominating Training Organisations responsible for delivering courses (Adjudication Qualification) to persons seeking to be registered as Adjudicators
- Providing a public register of the registration status of ANAs and Adjudicators (from 1 October 2004)

- Providing a public register of Adjudication Decisions (from 1 October 2004)
- Monitor relevant payment and contractual developments for the purpose of ensuring that the effectiveness of the Act has not been compromised
- Review and analysis of the operation of the legislation, and if necessary, make recommendations for amending the legislation to improve its effectiveness
- On an ongoing basis, ensure that an effective educational and awareness strategy is in place with regard to the statutory obligations and entitlements established under the Act.

Building and Construction Industry Payments Agency (BCIPA information and services are accessible via the [BCIPA website](#)).

## **Our Finances**

Information about finances of BSA and BCIPA is provided in the annual reports:

- [BSA Annual Report 2007-08](#)
- [BCIPA Annual Report 2007-08](#)
- [Service Delivery Statement 2008-09](#).

## **Our Priorities**

Information on BSA service delivery and strategic priorities is available online:

- [BSA Annual Report 2007-08](#)
- [BSA Strategic Plan 2008-2013](#).

Information on BCIPA service delivery is available online:

- [BCIPA Annual Report 2007-08](#).

The Strategic Plan sets out what BSA plans to achieve over a four year period and is reviewed annually.

Each Division within BSA produces an Operational Plan which details its activities and targets for the current financial year in pursuit of these goals.

The Strategic Plan and Operational Plans provide criteria against which the organisation's performance can be measured.

## **Our Decisions**

### **The Queensland Building Services Board**

The Queensland Building Services Board (the Board) is a non-executive Board charged with making and reviewing policies governing the administration of the QBSA Act, and in conjunction with the General Manager establishing the strategic direction for BSA.

The Board consists of eight members. The composition of the Board ensures appropriate representation of stakeholder interests, and provides a balance of skills and experience. Three members represent licensees, two members represent consumers, one member represents the building and construction unions and there is one public service officer (who does not have voting powers).

Members are appointed by the Governor in Council upon recommendation from the Minister for Public Works and Information and Communication Technology for a term of no longer than three years. The Minister may give a direction to the Board or General Manager on matters relating to the administration of the QBSA Act.

The roles and responsibilities of the Board are as follows:

- to make and review policies governing the administration of the QBSA Act;
- to provide guidance and leadership to the General Manager and monitor the General Manager's management of BSA;
- in conjunction with the General Manager, to establish the strategic of for BSA;
- to advise the Minister on issues affecting the building industry, consumers, and the administration of the QBSA Act;
- the administration of BSA;
- to give advice to the Minister about unfair or unconscionable trading practices affecting security of payments to subcontractors; and
- to consult with, and advance the interests of, the building industry and its consumers consistently in accordance with the QBSA Act.

Membership of the Queensland Building Services Board is published in the [Annual Report 2007-08](#).

### **Advisory Committees**

The Minister, or the Board, may appoint committees or working parties for the purpose of advising the Board on a particular subject or subjects.

Membership of committees and working parties comprises representatives of the Queensland Building Services Board, industry associations, consumers (where appropriate), professional associations and BSA staff.

Committee members are selected by the Chairperson of the Queensland Building Services Board; industry association members; professional association members and consumers are selected by their respective associations at the invitation of the BSA; and staff representatives are chosen by the Chairperson and the General Manager.

Current Board committees are listed below:

#### **Policy Committee**

The Policy Committee advises the Board on the need for amendments to the legislation administered by BSA and is instrumental in developing new policies relating to the building industry.

#### **Finance, Audit and Risk Committee**

The Finance, Audit and Risk Committee oversees the internal audit functions, including strategic and annual audit plans and management responses to the internal auditor's recommendations for improvement and strategic risk management.

The Committee considers the BSA's budgetary functions, financial statements and financial position assessments. The Committee is independent of management and reports directly to the Board.

#### **Insurance Committee**

The Insurance Committee advises the Board on the performance of the home warranty insurance scheme and the issues confronting it.

For further information regarding BSA's governance structure, please refer to the [Annual Report 2007-08](#).

### **Our Policies**

Section 9(a) of the QBSA Act provides that one of the functions of the Queensland Building Services Board (the Board) is to make and review policies governing the administration of the Act.

The Act specifically provides for the Board to make policies about financial requirements for licensing and the terms for a policy of insurance under the Home Warranty Statutory Insurance Scheme. In addition, guideline policies can be made by the Board on other matters governing the administration of the Act.

### Current policies of the Board approved by Regulation

- [Financial Requirements for Licensing](#)
- [Rectification of Building Work](#)
- [Insurance Policy Conditions](#)

Requests for internal working documents held by BSA will be processed in accordance with the *Right to Information Act 2009* and *Information Privacy Act 2009*. Application fee and charges may apply.

### Products available for purchase

The following products are available for purchase from BSA:

Product Name	Value	GST
Major Works Contract Kit	\$10.00	Included
Major Works Consumer Guide	\$2.00	Included
Major Works Forms	\$6.00 per pad	Included
Small Building Contracts Booklets	\$5.00 (for 5) \$10.00 (for 20)	Included
Downloaded from BSA website	Free of charge	
Minor Works Contract	\$10.00	Included
Minor Works Information Statement	\$2.00	Included
Minor Works Form 4 - Variation	\$6.00/pad	Included
Owner Builder Course Study Guide	\$15.00	Included
Downloaded from BSA website	Free of charge	
List of Building Certifiers	\$15.00	Exempt
List of Contractors	\$55.00 - first 1,000 \$5.00 per 100 after first 1,000 \$55.00 all statistical information	Exempt
Licence Certificate	\$20.95	Exempt
Replacement Licence Card	\$5.85	Exempt

Refer to the BSA website for a detailed listing of the following (with links):

- [BSA publications](#)
- [BSA forms](#)
- [BSA fact sheets](#)

Refer to the BCIPA website for a detailed listing of the following (with links):

- [BCIPA publications](#)
- [BCIPA Adjudicator Application Forms](#)
- [BCIPA Authorised Nominating Authority Application Forms](#)

[Queensland Disasters Publications](#)

### Our Lists

BSA maintains a register of licensed contractors and certifiers. Information includes the licensee's name, licence number, business address, licence class status and disciplinary record.

A free licence search is available on the BSA website. Select [Online Licence Search](#) or follow the link from the BSA website homepage.

A certified copy of a licensee's full history can also be requested by downloading a [Request for Certified BSA Licence History form](#) and mailing it to BSA.

The Qld Home Warranty Protection Scheme offers consumers protection when a licensed contractor performs insurable residential construction work under a domestic contract. Potential purchasers of an existing home are able to conduct a search of BSA's records to find out if there is a current Qld Home Warranty Protection policy in place. This search can be requested by downloading the [Insurance Search Request Form](#) and mailing it to BSA.

BSA maintains an online register of contractors and suppliers who are available to assist with storm repairs. Information captured in the register includes contact information for registered contractors and suppliers. A new online register is established for each disaster event. These registers are accessible from the [Queensland Disasters website](#).

BCIPA maintains a register of adjudication decisions. Information includes the claimant, respondent and a link to the decision document. A free search of this register is available online. Select [Decision Search](#) or follow the link from the BCIPA website homepage.

BCIPA also publishes monthly adjudication statistics. These statistics includes the number of applications lodged each month, decisions released, applications withdrawn and applications outstanding. These statistics are available free on the BCIPA website. Select [Reports](#) or follow the link from the BCIPA website homepage.

BCIPA maintains a register of authorised nominating authorities and their contact details. Select [List of ANAs](#) or follow the link from the BCIPA website homepage.

## Part 3: Contacting BSA

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

BSA Contact Centre 1300 272 272 available 7am to 5pm weekdays

### **Brisbane - Counter Service available 8am to 5pm weekdays**

299 Montague Road  
West End QLD 4101  
Telephone 1300 272 272  
Facsimile (07) 3225 2999

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

[info@bsa.qld.gov.au](mailto:info@bsa.qld.gov.au) Please note: In most cases, email enquiries will be answered within 4 working days from receipt. To assist with responding to your enquiry should further clarification be required, please include your contact telephone number.

### **Cairns - Counter Service available 8.30am to 4.30pm weekdays**

181 Aumuller Street  
Westcourt QLD 4870  
Telephone 1300 272 272  
Facsimile (07) 4048 1124

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

### **Gold Coast - Counter Service available 8.30am to 4.30pm weekdays**

Robina Super Centre  
Suite 26, 86 Robina Town Centre Drive  
Robina QLD 4226  
Telephone 1300 272 272  
Facsimile (07) 5575 7666

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

### **Mackay - Counter Service available 8.30am to 4.30pm weekdays**

25 River Street  
Mackay QLD 4740  
Telephone 1300 272 272  
Facsimile (07) 4953 4151

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

### **Maryborough - Counter Service available 8.30am to 4.30pm weekdays**

208 Lennox Street  
Maryborough QLD 4650  
Telephone 1300 272 272  
Facsimile (07) 4122 3814

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

### **Rockhampton - Counter Service available 8.30am to 4.30pm weekdays**

164 Berserker Street (Cnr Elphinstone Street)  
North Rockhampton QLD 4701  
Telephone 1300 272 272  
Facsimile (07) 4926 1377

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

### **Sunshine Coast - Counter Service available 8.30am to 4.30pm weekdays**

Cnr Baden Powell St & Maroochydore Rd  
Maroochydore QLD 4558  
Telephone 1300 272 272

Facsimile (07) 5459 9655

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

**Toowoomba - Counter Service available 8.30am to 4.30pm weekdays**

Clestrain Mall, 131A Herries Street

Toowoomba QLD 4350

Telephone 1300 272 272

Facsimile (07) 4638 1917

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

**Townsville - Counter Service available 8.30am to 4.30pm weekdays**

287 Ross River Road

Aitkenvale QLD 4814

Telephone 1300 272 272

Facsimile (07) 4725 3401

**Post to: GPO BOX 5099, Brisbane, Qld 4001**

**Innisfail - Counter Service available 8.30am to 4.30pm weekdays**

8 Fitzgerald Esplanade

Innisfail QLD 4860

Telephone 1300 272 272

Facsimile (07) 4048 3386

**Post to: GPO BOX 5099, Brisbane, Qld 4001**