



**Queensland
University
of Technology**

Utilising Mindhive for the QBCC Governance Review

Abstract:

The Queensland Government commissioned an independent review of the governance arrangements, decision-making, and complaints management of the Queensland Building and Construction Commission (QBCC). The aim of the governance review was to seek advice and practical recommendations to strengthen QBCC's functions and internal processes, including decision-making and complaints handling, and to provide suggestions for best-practice governance arrangements to support QBCC's transition to an insights-driven regulator. Engagement and activity on the platform was 30%+ beyond the industry standard.

Introduction

In partnership with the QUT Faculty of Business and Law, Mindhive compiled the top outcomes and insights of 100 participants of both staff and stakeholders. The discussion identified the importance of the building and construction industry for the Queensland economy and the necessity for a strong fit-for-purpose regulatory framework to encourage investment and ensure public confidence.

Case Study Review

The QBCC review enabled multiple and diverse voices to engage in the review in an era when integrity and openness is challenged. The findings of the stakeholder engagement activities demonstrate that a wide variety of stakeholders have provided feedback to the independent reviewer regarding their perception of the QBCC within the terms of reference of the review.

The written insights, suggestions and recommendations of those replying to the invitation to participate have been structured thematically with 22% of the responses focused on complaints or the complaints handling process, 19% of responses identifying areas of the compliance framework for comment, 56% of responses focused on the QBCC as an organisation, including feedback and experiences regarding procedures, policies, systems, staff, leadership, and communication, and a small number of responses (3%) offering suggestions for an expanded terms of reference for the review.



About QBCC

The QBCC supports the growing Queensland community by providing information, advice and regulation to ensure the maintenance of proper building standards and remedies for defective building work.



About Mindhive

Mindhive is a Brisbane innovation and the world's first collective ideation platform enabling users to engage and understand their audience at scale in real-time. Recently recognised as the World's Boldest Crowdsourced Online Platform by Global Crowdsourcing Awards in Venice, Italy, Mindhive facilitates discussion by connecting users to an online community to gain rapid insight and innovation from a diverse audience.

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