

B. Audit objectives and methods

Performance engagement

This audit has been performed in accordance with the Standard on Assurance Engagements ASAE 3500 *Performance Engagements*, issued by the Auditing and Assurance Standards Board. This standard establishes mandatory requirements, and provides explanatory guidance, for undertaking and reporting on performance engagements.

Audit objective and criteria

The objective of the audit was to assess how effectively the Queensland Building and Construction Commission (QBCC) regulates the building industry by issuing and managing licences in a fair and balanced way.

We planned and designed this audit to provide reasonable assurance about QBCC's performance against the identified criteria. The audit addressed the primary objective through the criteria and specific criteria set out in Figure B1.

Figure B1
Audit scope

Criteria	Specific criteria
1.1 QBCC maintains proper standards and processes to ensure only appropriately licensed operators work in the industry.	1.1.1 QBCC has effective processes to grant and renew licences to individuals and companies who satisfy the relevant requirements for a licence.
	1.1.2 QBCC identifies and acts on individuals and companies carrying out or offering to carry out building work without holding the appropriate licence.
	1.1.3 QBCC monitors ongoing compliance with licence requirements.
1.2 QBCC provides appropriate support, education, and advice about maintaining industry standards to those undertaking building work and to consumers.	1.2.1 QBCC educates and advises licensees about industry standards and expectations in a timely and accurate manner.
	1.2.2 QBCC provides timely and accurate advice to consumers about their rights and responsibilities when purchasing building work.
1.3 QBCC effectively regulates domestic building contracts to achieve a reasonable balance between the interests of building contractors and consumers.	1.3.1 QBCC proactively identifies potential issues through monitoring, audit programs, and inspections.
	1.3.2 QBCC investigates and manages complaints and disputes in a timely, fair, and balanced way.
	1.3.3 QBCC takes appropriate actions against parties who breach their obligations.

Source: Queensland Audit Office.

Our audit included regional visits to Rockhampton and Townsville.

Scope exclusions

The audit did not examine the effectiveness of the:

- non-conforming building products program
- Home Warranty Insurance Scheme.

