

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**

**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Tuesday, 23 June 2015**

**Department of Commerce – Building Commission**

*Question No.C1: Hon Alanna Clohesy asked -*

*(1) How many builders were audited in the last 12 months?*

Answer: The Building Commission commenced its targeted audit program for registered builders in April 2015. Since April 2015 the Building Commission has audited ten registered builders. These audits examine a builders compliance with registration obligations and building standards.

In addition to targeted builder audits, buildings constructed by 123 builders were inspected as part of the Building Commission's general audit of roof construction practices and regional inspections.

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**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**

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**Tuesday, 23 June 2015**

**Department of Commerce – Building Commission**

*Question No.C2: Hon Alanna Clohesy asked - Was BDH Homes one of those builders that was audited in the last 12 months?*

Answer: No. Benchmark Designer Homes entered into external administration on 15 April 2015. The audit program commenced in April 2015.

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22/17/15 *[Signature]*

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**

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**Department of Commerce – Building Commission**

*Question No.C3: Hon Alanna Clohesy asked – What was the actual cost of implementing the audit program in 2014-15?*

Answer: The audit program was developed and tested over a six month period commencing in October 2014 and implemented in April 2015. As the audit program is at an early stage of implementation the full costs are difficult to quantify as the program is still evolving. The costs for implementing the program in 2014-2015 are estimated at \$143,300 which included FTEs and supporting resources.

As the audit program was developed as a consequence of re-prioritising building inspector functions, the costs associated with the implementation were drawn from existing resources.

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**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**

**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Tuesday, 23 June 2015**

**Department of Commerce – Building Commission**

*Question No. C4: Hon Kate Doust asked (2 part) –*

*(1) Referring to page 502, the line item “Employees (Full Time Equivalents)”, I note that there has been a significant change in the number of staff and FTE’s, and we note that in 2015-16 there will be a notional increase of 20 additional FTEs. I would like a list of the 157 FTEs and a breakdown of what they actually do, what their roles are within the department, and their levels?*

Answer: At 30 June 2015 the Building Commission had 111.65 Full Time Equivalent Employees (FTE’s). The 2015-16 budget allows for an additional 10 FTE’s to implement the project reforms. The roles and levels of these additional FTE’s have not yet been determined. The Building Commission is also allocated a percentage of support staff from the Department of Commerce that equates to the additional FTE’s.

A list of the positions and levels for each Building Commission FTE at 30 June 2015 is provided below:

Position	Sub Level	Sub FTE	Temp FTE	FTE
Executive Director	B4NCE	1.00		1.00
Administrative Officer	L3	1.00		1.00
Director Compliance	L9	1.00		1.00
Business Improvement Officer	L6	1.00		1.00
Directorate Support Officer	L2	1.00		1.00
Complaints Manager	L8	1.00		1.00
Principal Technical Officer	L7	1.00		1.00
Team Leader Complaints	L6	1.00		1.00
Team Leader Complaints	L6	1.00		1.00
Team Leader Complaints	L6	1.00		1.00
Senior Complaints Officer	L5		0.87	0.87
Senior Complaints Officer	L5	1.00		1.00
Senior Complaints Officer	L5	1.00		1.00
Complaints Officer	L4		1.00	1.00
Complaints Officer	L4	1.00		1.00
Complaints Officer	L4	1.00		1.00
Complaints Officer	L4	1.00		1.00
Complaints Officer	L4	1.00		1.00
Complaints Assistant	L2	1.00		1.00
Enforcement Manager	L8	1.00		1.00
Principal Investigator	L6	1.00		1.00
Principal Investigator	L6	1.00		1.00
Senior Investigator	L5	1.00		1.00
Senior Investigator	L5	1.00		1.00
Senior Investigator	L5	1.00		1.00
Senior Investigator	L5	1.00		1.00

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Senior Investigator	L5	1.00		1.00
Complaints Officer	L4	1.00		1.00
Investigator	L4	1.00		1.00
Assistant Investigator	L3	1.00		1.00
Audit Manager	L8	1.00		1.00
Principal Building Inspector	L6	1.00		1.00
Principal Plumbing Inspector	L6	1.00		1.00
Plumbing Inspector	L5	1.00		1.00
Plumbing Inspector	L5	1.00		1.00
Plumbing Inspector	L5	0.80		0.80
Painting Inspector	L5	1.00		1.00
Plumbing Inspector	L5	1.00		1.00
Plumbing Inspector	L5	1.00		1.00
Building Inspector	L5	0.80		0.80
Plumbing Inspector	L5	1.00		1.00
Building Inspector	L5	1.00		1.00
Building Inspector	L5	1.00		1.00
Plumbing Inspector	L5	1.00		1.00
Building Inspector	L5	1.00		1.00
Building Inspector	L5	1.00		1.00
Officer	L4	1.00		1.00
Administrative Assistant	L2		0.60	0.60
Director Industry Development	L9	1.00		1.00
Business Improvement Officer	L6	1.00		1.00
Directorate Support Officer	L2	1.00		1.00
Strategic Development Manager	L8	1.00		1.00
Media Liaison Officer	L6	1.00		1.00
Community Education Officer	L5	1.00		1.00
Team Leader	L4	1.00		1.00
Senior Customer Service Officer	L3		1.00	1.00
Information and Education Officer	L3	1.00		1.00
Customer Service Officer	L2	1.00		1.00
Customer Service Officer	L2	1.00		1.00
Customer Service Officer	L2	1.00		1.00
Customer Service Officer	L2	1.00		1.00
Policy and Legislation Manager	L8	1.00		1.00
Principal Policy Officer	L7	0.40		0.40
Principal Legislation Officer	L7	1.00		1.00
Principal Finance and Risk Officer	L7	1.00		1.00
Senior Project Officer	L6		1.00	1.00
Senior Project Officer	L6		1.00	1.00
Senior Policy Officer	L6		1.00	1.00
Industry Analyst	L5	1.00		1.00
Building Industry Policy Officer	L5		1.00	1.00
Building Industry Policy Officer	L5	0.50		0.50
Project Officer	L4	0.80		0.80
Project Officer	L4	1.00		1.00
Project Officer	L3	1.00		1.00
Standards Manager	L8	1.00		1.00
Principal Building Surveyor	L7	1.00		1.00
Permit Authority Coordinator	L7		1.00	1.00
Instant Start Coordinator	L7		0.80	0.80
Senior Technical Officer	L6	1.00		1.00
Senior Technical Officer	L6	1.00		1.00

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Industry Regulations Project Officer	L5	1.00		1.00
Director Licensing and Applications	L9	1.00		1.00
Licensing Manager	L8	1.00		1.00
Business Improvement Officer	L6	1.00		1.00
Technical Systems Officer	L4	1.00		1.00
Senior Project Officer	L6	1.00		1.00
Board Support Officer	L3	1.00		1.00
Support Officer	L1	0.40		0.40
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	0.60		0.60
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	0.60		0.60
Registration Assistant	L2	1.00		1.00
Registration Assistant	L2	1.00		1.00
Processing Officer	L1	1.00		1.00
Processing Officer	L1	1.00		1.00
Clerical Officer	L2	1.00		1.00
Clerical Officer	L2	0.70		0.70
Principle Registration and Licensing Officer	L6	1.00		1.00
Principle Registration and Licensing Officer	L6	1.00		1.00
Senior Registration Officer	L4	1.00		1.00
Senior Registration Officer	L4	1.00		1.00
Registration Officer	L3	1.00		1.00
Registration Officer	L3	0.79		0.79
Registration Officer	L3	1.00		1.00
Registration Officer	L3	1.00		1.00
Team Leader	L3	1.00		1.00
Principal Legal Officer	SCL5	1.00		1.00
Senior Legal Officer	SCL4	1.00		1.00
Legal Officer	SCL3	1.00		1.00
Legal Officer	SCL1		1.00	1.00
Legal Secretary	L2	1.00		1.00
		<b>96.39</b>	<b>10.27</b>	<b>111.66</b>
Proportionate allocation of Department of Commerce Corporate services support staff	<b>N/A</b>			<b>25.34</b>
<b>Total FTE's 2014-2015</b>				<b>137.00</b>
Building Commission project reforms positions	<b>N/A</b>			<b>10.00</b>
Additional proportionate allocation of Department of Commerce Corporate services support staff	<b>N/A</b>			<b>10.00</b>
<b>Total FTE's 2015-2016</b>				<b>157.00</b>

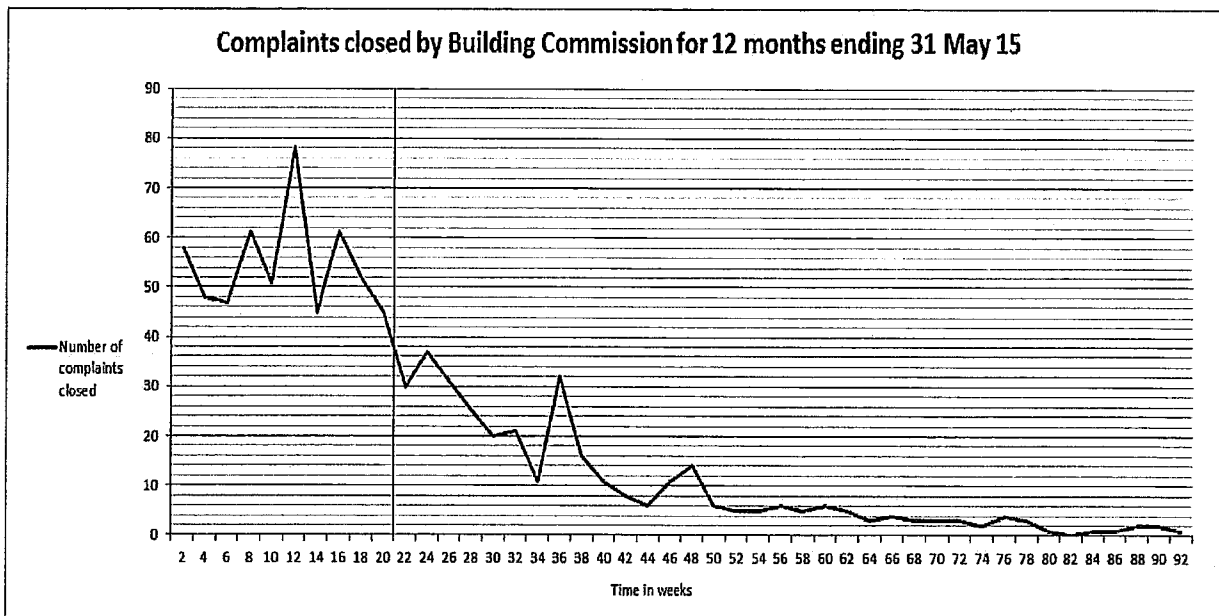
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*2015/16 use*

(2) In reference to the original question about the average of 20 weeks taken to resolve a complaint. Are you able to provide a list of each complaint made to the commission during the last 12 months, the last financial year, that is a building-related complaint, and the amount of time to taken to resolve each of those complaints?

Answer: The total number of complaints received for the 12 month period ending 30 June 2015 is 961. Of these complaints a number are yet to be resolved and therefore it is not possible to provide the amount of time taken to resolve each complaint.

The number of complaints closed between 1 July 2014 to 31 May 2015 and the time, in weeks, that it took the Building Commission to close them is set out in the graph below:



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