

QUEENSLAND BUILDING AND CONSTRUCTION COMMISSION

RETENTION AND DISPOSAL SCHEDULE

Authorised 15 December 2023

An authorisation under s.26 of the *Public Records Act 2002* for the disposal of records created by the Queensland Building and Construction Commission (QBCC).

Where printed, this reproduction is only accurate at the time of printing.

Please refer to the [Queensland Government \(For Government\) website](#) for the current, authorised version.

Using this schedule

The Queensland Building and Construction Commission retention and disposal schedule (schedule) authorises the disposal of public records which can include data and information, created or received by Queensland Building and Construction Commission. The Schedule applies to public records created in any format, unless otherwise specified in the disposal authorisation description.

The Schedule can be used in conjunction with the [General retention and disposal schedule](#) (GRDS) and the [General retention and disposal schedule – Lite](#) (GRDS Lite). Disposal authorisations in the Common Activities section of the GRDS and the GRDS Lite may be applied to any function undertaken by a public authority, provided the minimum retention period meets all of the public authority's specific regulatory requirements.

Any references to repealed legislation may be taken as a reference to current legislation if the context permits.

The Queensland Building and Construction Commission is responsible for the schedule. In the event of an administrative change, or the transfer of a function from one public authority to another, this schedule will continue to apply to the public records described by the schedule. For further advice on authorised retention and disposal schedules following administrative change, please contact Queensland State Archives on (07) 3037 6777 or via the [Queensland Government \(For Government\) website](#).

Repealed Retention and Disposal schedules must not be used to dispose of public records. Repealed schedule/s include:

- QDAN 673 v.1 - Building and Construction Industry Payments Agency Retention and Disposal Schedule – Issued October 2011
- QDAN 185 v.2 - Queensland Building and Construction Commission Retention and Disposal Schedule – Issued October 2011

Records relating to vulnerable persons

While using this schedule, Queensland Building and Construction Commission needs to carefully consider public records relevant to the proactive protection of vulnerable persons. Public records relevant to the proactive protection of the rights and entitlements of vulnerable persons are covered by disposal authorisations under COMMON ACTIVITIES – PROACTIVE PROTECTION OF VULNERABLE PERSONS - RELEVANT RECORDS in the [GRDS](#). The [Guideline on creating and keeping records for the proactive protection of vulnerable persons](#) provides assistance in identifying and managing public records related to vulnerable persons.

If there is an inconsistency in disposal authorisation between the public records related to vulnerable persons detailed in the GRDS and this schedule, the disposal authorisation with the longest minimum retention period is applied.

When this schedule should not be used

It is an offence under the *Criminal Code Act 1899* (s.129) if 'a person, who knowing something is or may be needed in evidence in a judicial proceeding, damages it with intent to stop it being used in evidence'. A duty of care exists for public authorities to ensure public records are not disposed of which may be needed in evidence for a judicial proceeding, including any legal action or a Commission of Inquiry. Internal processes should be implemented to meet this obligation, which include consultation with your legal or Right to Information area.

Schedule layout

Each disposal authorisation has been allocated a unique number to aid with the disposal of public records. Further implementation information is available on the [Queensland Government \(For Government\) website](#).

Disposal

This schedule provides authorisation by the State Archivist for the disposal of public records as required under the *Public Records Act 2002*. No further notification of the disposal of public records by your public authority to Queensland State Archives is required. Approval from the Executive Officer or authorised delegate of your public authority is required prior to the disposal of public records. Disposal must also be appropriately documented in accordance with the [Records Governance Policy](#).

Any disposal of public records without authorisation from the State Archivist may be a breach of the *Public Records Act 2002 (s.13)*.

Further information

More information on implementing schedules is available on the [Queensland Government \(For Government\) website](#). Any enquiries about this schedule or recordkeeping should be directed in the first instance to your Records Manager. If further information is required, please contact Queensland State Archives on (07) 3037 6777 or via the [Queensland Government \(For Government\) website](#).

Approved by State Archivist: Louise Howard

Date:15/12/2023

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1. REGULATORY COMPLIANCE, STANDARDS, ENFORCEMENT AND RESOLUTION

The core functions for ensuring appropriate standards of conduct for building and construction industry participants. This is achieved through educating and advising building industry stakeholders and practitioners, monitoring compliance with legislation and regulatory codes, undertaking investigations and taking legal action where required.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p>RESOLUTION MANAGEMENT</p> <p><i>The activities associated with the management of defective or incomplete building work. Includes: mediating and negotiating to resolve disputes, assessing matters and investigating case matters.</i></p>			
2762	<p>Resolution Case Files</p> <p>Records relating to assessing and investigating complaints concerning residential building works that are defective or not completed. Includes matters relating to unlicensed builders.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Early Dispute Resolution (EDR) • Submissions, Applications, Complaints, Defects & Issues etc. • Assessments, Investigations, Advice and Inspection Reports • Supporting evidence and research • Direction Notices for Rectification Work and/or Cost Recovery • Builders' Diaries and Provision of Expert Advice • Legacy records pertaining to the former Queensland Building Tribunal (QBT), including Order of the Tribunal records. • Legacy Dispute Management complaint records. <p><i>See General Retention and Disposal Schedule - COMMON ACTIVITIES – ADVICE for advice not relating to a specific enforcement or monitoring action or case file.</i></p>	10 years after business action completed.	15 December 2023
2763	<p>Resolution Case Files – Not Proceeded With</p> <p>Records relating to matters concerning building works issues and claims that do not proceed to being a formal case.</p> <p>Records may include, but are not limited to:</p>	2 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Applications that don't proceed to resolution as the complaint is withdrawn, discontinued or otherwise resolved. • Claims outside jurisdiction of the agency. • Administrative records used to support investigations (credit bureau reports, personal, insolvency, bankruptcy and/or other searches). 		
<p>BUILDING PRODUCT STANDARDS</p> <p><i>The activity of regulating building products to protect consumer safety and ensuring those involved in the production, supply and installation of building products are held responsible for the safety of the products and their use. This includes undertaking preliminary assessments to determine the safety risk of the potential non-conforming building product (NCBP) and utilising investigative powers to enter buildings, work sites etc. and gather evidence in accordance with s.74AB of the Queensland Building & Construction Commission Act 1991.</i></p>			
2764	<p>Building Product Assessments, Complaints & Investigations – Non-conforming Building Products (NCBP) – Significant</p> <p>Records relating to the management of matters that involves major investigation and/or significant action that:</p> <ul style="list-style-type: none"> • Create a precedent • Lead to major changes to policies and procedures <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Testing and assessment of building and construction industry products and materials that fails to comply with Australian standards and codes which poses a significant risk to public safety through unsafe or structurally unsound buildings. • Inspections and providing detailed information or advice to affected persons. • Remedial and/or legal action against suppliers of defective non-conforming products. <p>See SAFER BUILDINGS:</p> <ul style="list-style-type: none"> ○ <i><u>Building Registration</u> for records relating to submitting completed combustible cladding checklists for affected private buildings to the Commission.</i> 	Permanent. Transfer to QSA after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> ○ <u>Compliance, Reporting, Auditing and Investigations</u> for records relating to monitoring and enforcing compliance with safer buildings requirements for combustible cladding. 		
2765	<p>Building Product Assessments, Complaints & Investigations – Non-conforming Building Products (NCBP) – Other</p> <p>Records relating to the management of assessments and/or complaints that require investigation and/or a specific response.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Testing and checking that materials and products used in the building and construction industry complies with Australian standards and codes. • Product audits and internal referrals. • Provision of detailed information or advice to external customers. • Remedial action (undertakings) against suppliers of non-conforming products. • Site Inspections and proactive Audits. • Ministerial Recall Orders per the <i>QBCC Act 1991</i>. • Ministerial Warning Statement per the <i>QBCC Act 1991</i>. • Complaints that are resolved by an agency decision not to proceed with an investigation. • Complaints where there is an agency decision to not seek a recall order as part of an investigation. <p>See SAFER BUILDINGS:</p> <ul style="list-style-type: none"> ○ <u>Building Registration</u> for records relating to submitting completed combustible cladding checklists for affected private buildings to the Commission. ○ <u>Compliance, Reporting, Auditing and Investigations</u> for records relating to monitoring and enforcing compliance with safer buildings requirements for combustible cladding. 	<p>10 years after conclusion of investigation</p> <p>OR</p> <p>10 years after the expiry of the related recall order, whichever is later.</p>	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p>LICENSING AND PERMIT MANAGEMENT</p> <p><i>The activities associated with granting licences in accordance with the QBCC Act 1991 for building and trade contractors. Includes approving and renewing business (commercial) and occupational licences, assessing and determining individual licence applications, annual renewal returns, issuance of licence cards or certificates, updating licensee details, reporting and issuing owner builder permits.</i></p>			
2766	<p>Licensing files</p> <p>Records relating to licences issued by the Queensland Building & Construction Commission under s.30 of the <i>QBCC Act 1991</i> and granting of licences per s.12 of the <i>Plumbing and Drainage Act 2018</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Applications for grant of Licence and Renewals • Statutory Notices and/or Renewals etc. • Applications for Licence Restorations or Reinstatements • Qualifications and/or Change of Details • Surrendered Licence Cards (due to retirement etc.) • Supporting documents for licences (e.g. Independent Review Reports, Deeds, Financial Information etc.) • Fire Protection / Mutual Recognition • Plumbers, Drainers or Plumbing / Drainage Restricted Licence & PAD Renewals • Endorsement Applications (Form 24) for updating / adding technical qualifications to Plumbing Drainage Occupational Licence • Applications and Renewals for Pool Registration • Applications and Renewals for Pool Safety Inspector Licence • Notice of Change in Circumstances (Form 26) • Building Certifier Licensing 	<p>60 years after registration of licence</p> <p>OR</p> <p>12 years after cessation of a licence for a registered business or company</p> <p>OR</p> <p>3 years after death of licensee.</p>	15 December 2023
2767	<p>Licensing Exemptions</p> <p>Records relating to applications for exemption from licensing requirements per schedule 1(10) of QBCC Regulation 2018 for charitable or community organisations.</p>	7 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Applications, copies of relevant qualifications and/or references • Plans of the Work to be carried out. • Notice of Exemption • Unsuccessful and/or withdrawn applications 		
2768	<p>Owner Builder Permits</p> <p>Records relating to owner builder permits issued under s.44 of the <i>Queensland Building and Construction Commission Act 1991</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Approved Permits • Exemption Requests / Third Party Exemption Requests • Amended, Surrendered, Cancelled or Suspended Permits • Rejections, Withdrawals or Retrospective Applications • Notifications to/from the Titles Office including Removals • Refunds and supporting documents for Permit Renewals 	7 years after business action completed.	15 December 2023
2769	<p>Licence Enquiries, Liaison and Customer Communications</p> <p>Records relating to enquiries, general correspondence, and liaison regarding licensing services.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Information on licence requirements. • Permitted work by a licensee. • Transitional licence and mutual recognition matters. • Web reports and mail-outs. • Contact centre recordings of calls made or received regarding licensing matters. 	7 years after business action completed.	15 December 2023
2770	<p>Administration of Licensing</p>	7 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>General administrative records, primarily legacy working files, supporting processing of licence applications, renewals and production and/or issuance of licence registration identity ID cards.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Archived legacy administration of licensing files and/or boxes of return-to-sender materials, including scanned and/or (orphan) licence registration cards. • Licensing Renewals (legacy archive boxes) and Roll Fees. • Working files relating to issuing licence ID cards, sourcing suppliers of stock, quotations, producing cards, artwork and managing misprinted cards. <p><i>See Licensing and Permit Management - Licensing Files for licence cards surrendered to the QBCC or current return-to-sender (RTS) cards.</i></p>		
2771	<p>Industry Skills and Supply Shortages Mediation</p> <p>Records relating to the Accelerated Builder & Consumer Disputes (ABCD) program involving services aimed to address issues associated with materials and/or labour shortages in the (residential) construction industry largely caused by Covid-19.</p> <p>The ABCD mediation service will match applicants with a qualified mediator to help facilitate a conversation between parties experiencing issues with domestic building contracts underway due to industry material and/or labour shortages.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Enquiries and Applications for Mediation. • Case files for mediation services provided. 	7 years after business action completed.	15 December 2023
<p>BUILDING CERTIFICATION</p> <p><i>The activities associated with investigating complaints made against licensed building certifiers. Includes auditing certifiers and undertaking building site audits.</i></p>			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2772	<p>Building Certifier Complaints</p> <p>Records relating to complaints made about building certifiers per s.190 of the <i>Building Act 1975</i>. Includes matters concerning the conduct of building certifiers and allegations of unsatisfactory conduct or professional misconduct.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Complaint documentation and copies of correspondence • Engagement Agreements • Decision Notices (Building Development Approvals) • Plans, Specifications and Inspection Certificates • Expert Advice and Specialist Reports • Notice of Decision on Complaint • Dismissed complaints that are frivolous, vexatious or lacking in substance or credibility. 	12 years after business action completed.	15 December 2023
<p>COMPLIANCE</p> <p><i>The activity of monitoring and auditing of statutory compliance and reporting to the Queensland Building and Construction Commission (QBCC).</i></p>			
2773	<p>Industry Education and Technical Training</p> <p>Records relating to the delivery, development and/or assessment of industry training courses, programs, seminars and workshops where the agency is not a Registered Training Organisation (RTO).</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Multimedia course material (DVDs, CD ROMs, Floppy Disks, printed materials etc.) • Handouts and follow-up activities • Presentations and/or Programs • Training Material and Fact Sheets • Development and review of course content as provided by external organisations. • Brochures, pamphlets and booklets for use by the building and construction industry. 	7 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2774	<p>Register of Licensees</p> <p>Records in any format (physical books, digital or web-based) of registers of licensees kept in accordance with the <i>Queensland Building & Construction Act 1991</i>, the <i>Building Act 1975</i> and the <i>Plumbing and Drainage Act 2018</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Licence Register, including Cancelled and Suspended Licensees • Building Certifier Register • Plumbing and Drainage Licensee Register • Legacy Bound Licensee Register Book - circa 1972 to 1992 	<p>Permanent.</p> <p>Transfer to QSA after business action completed.</p>	15 December 2023
2775	<p>Registers – Other</p> <p>Records in any format (physical books, digital or web-based) of registers of those associated with the building industry kept in accordance with the <i>Queensland Building & Construction Act 1991</i>, the <i>Building Act 1975</i> and the <i>Plumbing and Drainage Act 2018</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Owner Builder Register • Developer Register • Register of Pool Safety Inspectors • Pool Register for Regulated Pools / Pool Safety Certificates etc. 	20 years after business action completed.	15 December 2023
2776	<p>Complaints, Investigations and Audits</p> <p>Records relating to the investigation of offences under the <i>Queensland Building & Construction Commission Act 1991</i>, the <i>Building Industry Fairness Act 2017</i> and the <i>Plumbing and Drainage Act 2018</i>. Includes records relating to monitoring of enforcement of compliance.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Enforcement Notices • Notifiable Work Notices (Plumbing Form 4) • Show Cause Notices for Failing to Give Notice of Notifiable Work 	7 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Consent to Enter Notices and Notices of Disciplinary Action • Investigations into Suspected Unlicensed Contracting • Investigations and Audits of Advertisements by Unlicensed Contractors • Investigations and Audits of Suspected Non-Payment of Insurance Premiums • Investigations into Improper Use of a Licence and Licensee Type Pretence Offences • Investigations and Audits of Commercial Head Contracts Offences • Investigations and Audits of Subcontract Offences • Investigations and Audits of Domestic Building Work Offences • Investigations and Audits of Site Sign and Advertising Offences by the Licensee • Investigations into False and Misleading information provided to the QBCC, including Accountants in relation to Financial Information • Investigations into Unlicensed Activities or Inadequate Supervision • Investigations into Breaches of the Building Industry Fairness Act (2017) that includes Offences involving Government Project Bank Accounts (PBAs), Adjudication Offences etc. • Investigations into Defective Plumbing and/or Drainage works including: <ul style="list-style-type: none"> ○ Reports, Onsite Inspections and Photographic Evidence • Investigations into Failing to Give Notice of Notifiable Work (Plumbing) • Legacy Plumbing Audit and Investigation files including Penalty Infringement Notices (PINs) and decision reviews from the former Plumbing Industry Council and/or Plumbers & Drainers Board and/or Building Codes Queensland (BCQ) gained by MOG changes from the former Department of Development, Infrastructure & Planning. <p><i>See <u>General Retention and Disposal Schedule - LITIGATION AND PROSECUTIONS - Matters - significant</u> for records relating to issues, claims or case matters which are of significance to the agency and/or to the wider community.</i></p>		
2777	Financial Compliance	12 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<p>Records relating to the monitoring, auditing, assessment, reporting and enforcement of financial compliance for licensees in accordance with <i>Minimum Financial Requirements Regulation (MFR) 2018</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Forensic Accounting Enquiries and Assessments. • MFR Financial Reports as submitted to the agency. • Nett Tangible Assets (NTA) Change Reports and Financial Information Statements. • Allocation of Demerit Points to licensees / contractors / companies for Failure to Comply with MFR requirements. • Compliance Audits of Deeds of Covenant as submitted to and held by the agency. 		
2778	<p>Swimming Pool Safety – Significant</p> <p>Records relating to the investigation of serious offences under the <i>Building Act 1975</i> involving matters which show consistent disregard to pool safety regulations and/or incidents of serious accidents, injury or death.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Pool Safety Investigations • Pool Safety Notices, Suspensions and Cancellations • Pool Owner Investigations 	80 years after business action completed.	15 December 2023
2779	<p>Swimming Pool Safety – Other</p> <p>Records relating to the monitoring and enforcement of compliance, investigation of offences under the <i>Building Act 1975</i> and maintenance of the pools register. Activities associated are - advice, complaints, reporting, compliant barriers, regulated or shared pools, show cause notices, pool fencing and all other pool related matters.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Pool Immersion Incident Notifications • Pool Safety Investigations & Infringements • Pool Safety Non-Conformity Notice / Non-Compliant Pools • Pool Owner Investigations and Audits 	10 years after business action completed OR 10 years after any minor involved in a pool immersion incident turns 18, whichever is later.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Pool Safety Management Plan (PSMP) Approvals • Pool Safety Accreditation / Continuing Professional Development (CPD / CCPD) • Pool Safety Exemptions, Inspections, Certificates, Suspension and Cancellations • Pool Safety Inspector (PSI) Applications, Changes and Notifications • Pool Register Enquiries & Maintenance • Notice of No Pool Safety Certificate • Legacy Pools Complaints and Investigation files, including Penalty Infringement Notices (PINs), decision reviews & Audits from the Plumbing Industry Council (PIC) - original owner per MOG was the Department of Development, Infrastructure & Planning under DLG • Local Government Compliance Impracticality and Disability Exemptions • Notice of Decision / Notice of Exemption / Notice of Revocation 		
2780	<p>Audits and Reporting – Other</p> <p>Records relating to reports and/or audits that do not require further action or investigation involving the building industry and/or builders, contractors, sub-contractors and certifiers licensed under the <i>Queensland Building and Construction Commission Act 1991</i>, the <i>Building Act 1975</i> and the <i>Plumbing and Drainage Act 2018</i>.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Licensee Audits / Licence Audits • Notifiable Work Audits per s.47 of the PDA • Audit checking of Hot Water System and Backflow Device Installations • Random Audits and Compliance Audits for Real Estate Agents (Pools) • Property Valuations and Audit Decision Notice • Audits of Adjudication Applications prepared by Authorised Nominating Authorities (ANAs) conducted in accordance with the former <i>Building and Construction Industry Payments Act 2004</i>. Includes – ANA Audit Reports and Notices to ANAs. • Reports from Local Government Councils on localised or regional LGA Building Activities, Operations, Approvals, Statistics etc. 	7 years after business action completed.	15 December 2023
INTERNAL REVIEW OF DECISIONS			

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<i>The activities involved with providing an independent internal review service to reduce the number of administrative reviews made through the Queensland Civil and Administrative Tribunal (QCAT) in accordance with the s.86 of the Queensland Building and Construction Commission Act 1991.</i>			
2781	<p>Internal Review of Decisions Records relating to requests to review a nominated decision including:</p> <ul style="list-style-type: none"> • Issuance or not to issue a direction to rectify and/or complete work. • Rectification / completion of work is or is not of a satisfactory standard. • Scope of works for an insurance claim. • Disallowance of part or whole of an insurance claim. • Whether a certifier has engaged in unsatisfactory conduct or professional misconduct. • Suspension or cancellation of a licence. 	15 years after business action completed.	15 December 2023

2. INSURANCE SCHEME MANAGEMENT

The function of managing the Queensland Building and Construction Commission Home Warranty Insurance Scheme and investigating defective work claims.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p>STATUTORY INSURANCE SCHEME <i>The activities associated with managing claims and notifying and advising customers about the Queensland Home Warranty Scheme.</i></p>			
2782	<p>Insurance Scheme Management Claims Records relating to the assessment of claims made against the Queensland Home Warranty Insurance Scheme. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Claims and Contract Notifications • Claims Recovery • Insurance Search Requests and Payments • Local Council Building Application Lists • Insurance Premium Refund Applications • Construction Notification Letters • Insurance Notification Forms • Insurance Services Notice of Cover • Insurance Notification Forms • Exemption Notifications 	10 years after business action completed.	15 December 2023
2783	<p>Actuarial Management and Administration of the Insurance Scheme Records relating to the operations of managing the Home Warranty Insurance Scheme. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Forecasting and calculation of insurance premiums and costings • Assessment of potential brokers and/or underwriters to provide insurance coverage for the Home Warranty Scheme together with the specifics of coverage during the period of currency. 	7 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	<ul style="list-style-type: none"> • Identifying and reporting on insurance coverage via the collection and collation of data for use in actuarial and limiting modelling, parameters and scenarios to be used in the models and interim reports produced for discussion and review. • Selection of preferred trade contractors to perform remedial works as directed by the Commission. Includes actions to bar underperforming or dishonest contractors. • Summary review reports on insurance scheme performance and projected valuation of outstanding claims liabilities through use of PPCA analysis methodology. • Administrative records used to support the operation of the insurance scheme and/or the claims management process. 		

3. ADJUDICATION

The function of dispute resolution to facilitate settlement of disagreements about progress payments and monies owed. Includes providing advisory services and collecting and reporting on statistical data.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
<p>ADJUDICATOR REGISTRATION <i>The activities of registering adjudicators and maintaining a public register. Includes legacy Appointment of Approved Training Organisations (ATO) and Authorised Nominating Authorities (ANA) per the former Building and Construction Industry Payments Act (2004).</i></p>			
2784	<p>Adjudicator Registration files Records relating to the registration of adjudicators in accordance with s.159 of the <i>Building Industry Fairness (Security of Payment) Act 2017</i>. Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Applications, Assessments and Requests for Information • Continuous (Compulsory) Professional Development (CPD / CCPD) Reporting • Transitional Training • Certificate and/or Conditions of Registration • Renewals and/or Refusals • Internal and/or External Reviews of Registration Decisions • Suspensions, Cancellations or Surrenders • Show Cause Notices stating the Proposed Action 	4 years after business action completed.	15 December 2023
2785	<p>Adjudicator Register Entries in the register of adjudicators maintained in accordance with s.154(2)(b) of the <i>Building Industry Fairness (Security of Payment) Act 2017</i>. Registered details include, but are not limited to:</p> <ul style="list-style-type: none"> • Registration Number • Adjudicator Name • Registration Date 	Retain permanently in agency.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2786	<p>Adjudicator Decisions Register</p> <p>Register of adjudicator's decisions made in accordance with s.154(2)(e) of the <i>Building Industry Fairness (Security of Payment) Act 2017</i>.</p>	Retain permanently in agency.	15 December 2023
<p>DISPUTES & REVIEWS</p> <p><i>The activities of adjudicating payment claim applications per s.79 of the Building Industry Fairness (Security of Payment) Act 2017.</i></p>			
2787	<p>Claims, Disputes & Reviews</p> <p>Records relating to disputes, claims and/or complaints requiring adjudication by the QBCC. Includes complex payment claims and matters that do not proceed, are withdrawn or discontinued.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none"> • Applications, Claims etc. • Assessment of Cases • Payment Schedules • Directions made by the Registrar • Adjudication Certificate • Review of Decisions 	12 years after business action completed.	15 December 2023
<p>COMPLAINTS – ADJUDICATORS</p> <p><i>The activities of assessing, investigating, and responding to complaints about the services provided by and/or actions of Adjudicators.</i></p> <p><i>See General Retention and Disposal Schedule for legacy complaints involving Authorised Nominating Authorities (ANAs).</i></p>			
2788	<p>Complaint records – Adjudicators</p> <p>Records relating to complaints about services and/or actions provided by an adjudicator registered under the <i>Building Industry Fairness (Security of Payment) Act 2017</i>. Includes matters that do not proceed, are withdrawn or discontinued.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Complaints • Assessment details • Decisions • Review of decisions 	7 years after business action completed.	15 December 2023

4. PROJECT TRUST ACCOUNTS

The function of monitoring compliance with project and retention trust account obligations which together aim to protect payments to sub-contractors and reduce contractor insolvencies.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2789	<p>Management of Trust Accounts</p> <p>Records of notifications for Project or Retention Trust accounts (PTA / RTA) received in accordance with the <i>Building Industry Fairness (Security of Payment) Act 2017</i>.</p> <p>Records may include but are not limited to:</p> <ul style="list-style-type: none"> • Notice of Opening PTA or RTA • Notice of Trust Account Changing or Closing • Notice of Related Entities • Notice of Insufficient Payment Amount • Charge Over Property Reports • Compulsory Continuing Professional Development (CCPD) and all associated CPD training activities, results, status reports and updates. • Compliance, Notifications and Reporting • Trust Account Register • Audit of Trust Accounts • Trust Account Complaints 	7 years after business action completed.	15 December 2023

5. SAFER BUILDINGS

The function of monitoring and enforcing compliance with the use and application of combustible cladding in accordance with the Building Act 1975, the Building Regulation 2021 and the Building and Other Legislation (Cladding) Amendment Regulation 2018. Includes registration of affected private buildings and lodging of the combustible cladding checklist.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2790	<p>Building Registration</p> <p>Records relating to submitting completed combustible cladding checklists for affected private buildings to the QBCC.</p> <p>Records may include, but are not limited to:</p> <ul style="list-style-type: none"> • Building Fire Safety Risk Assessments (BFSRA) • Cladding Fire Risk Notice • Fire Engineer Engagements and Statements (Form 35) • Reporting Extensions (Form 31) • Registration Checks • Checklist Replacement (Form 75) • Building Industry Professional Statement (Form 34) • Proof of Agency (Form 43) • Change of Building Ownership (Form 37) • Affected Private Building Notice (Form 42) • Fire Mitigation Measures Notice (Form 74) • Application for Replacement Checklist (Form 75) • Compliance Notice (Form 76) <p>NB – s.16ZR of Building Regulation (2006) - The QBCC Commissioner may remove a document or entry in relation to a private building from the online system if the Commissioner considers the removal is reasonable in the circumstances to hand.</p>	Retain for 7 years after building has been substantially rebuilt and made safe or is demolished.	15 December 2023
Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2791	<p>Compliance, Reporting, Auditing and Investigations</p> <p>Records relating to monitoring and enforcing compliance with safer buildings requirements for combustible cladding.</p>	7 years after business action completed.	15 December 2023

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
	Records may include, but are not limited to: <ul style="list-style-type: none">• Auditing• Reporting to the Safer Buildings Taskforce• Investigating Offences in accordance with s.96 of Building Regulation 2021.		

6. COMMON ACTIVITIES

Records of activities common to many agency functions. Each common record class from this section can be combined with the functions identified by the agency.

Disposal Authorisation	Description of records	Retention period & trigger	Date authorised
2792	<p>Industry Research</p> <p>Records relating to detailed industry research to support the activities of the organisation. Includes gathering information to support developing or updating of standards, guidelines or codes.</p> <p>Excludes research relating to dispute resolution.</p> <p><i>See RESOLUTION MANAGEMENT - <u>Resolution Case Files</u></i></p> <p><i>See General Retention and Disposal Schedule (GRDS) - Research (1046) – Significant for original Technical Research forming the basis of agency publications.</i></p>	10 years after business action completed.	15 December 2023