

Building and Plumbing Newsflash 598

Queensland Home Warranty Scheme Review – discussion paper and information sessions

Purpose

To inform industry and interested stakeholders of the release of the Queensland Home Warranty Scheme Review discussion paper, with submissions closing 5pm Friday 6 May 2022.

Background

The Scheme acts as a 'safety net' for Queensland consumers undertaking new residential builds, renovations and repairs. It generally covers loss where a licensed building contractor fails to complete a contract for residential construction work or fails to rectify defective work.

The Scheme is administered by the Queensland Building and Construction Commission (QBCC) and generally covers residential construction work valued over \$3,300 on detached houses, unit buildings of not more than three storeys and duplexes. This includes residences, related roofed buildings (e.g. sheds and carports), swimming pools and other residential work, including most work in and on the building.

The Scheme is one of the avenues available to consumers in the event of a building dispute. Consumers will often participate in the QBCC's dispute resolution processes first, and the QBCC may issue a direction to rectify work to the contractor. If the dispute cannot be resolved through these avenues, the Scheme may offer assistance to the homeowner.

Discussion paper

As part of the [Queensland Building Plan](#) (QBP) and [QBP Update 2021](#), the Queensland Government committed to investigating ways to strengthen the Scheme.

An initial survey was released between 10-31 August 2021 to help understand consumer and industry views on the current Scheme and seek suggestions for improvement. Survey results have directly contributed to the preparation of a discussion paper with a range of proposals. A Ministerial Construction Council subcommittee, chaired by the Department of Energy and Public Works and comprised of key industry representatives, has been established to support the review.

On 31 March 2022, a discussion paper was launched to explore proposals to strengthen the Scheme. Proposals in the discussion paper focus on 6 key themes:

- comprehensive, contemporary coverage
- adequate and flexible compensation limits
- affordable risk-based premiums
- effective and efficient processes and time limits
- empowered consumers
- a modern and responsive scheme.

Information sessions will be held during April and early May to provide an opportunity to hear more about the review and ask questions. Submissions close 5pm Friday 6 May 2022.

More information

To read the discussion paper, provide a submission or register to participate in an information session, please visit the [Queensland Home Warranty Scheme Review consultation website](#).

For general information about the Scheme visit the [QBCC website](#).

Contact us

Building Policy

Department of Energy and Public Works

Email: homewarrantyreview@epw.qld.gov.au

If you have not received this newsflash directly from Building Policy, you can subscribe via bcgnewsflash@qld.gov.au

DISCLAIMER: The information contained in this Newsflash is provided by the Queensland Government, through the Department of Energy and Public Works ('the department') as an information source only. The information is general in nature and the department makes no statements, representations, or warranties about the accuracy, quality, reliability, adequacy or completeness of any information contained in this Newsflash. It is not to be relied on as a substitute for consulting the relevant legislation or for obtaining appropriate professional advice relevant to your particular circumstances. The department disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs (including consequential or indirect loss or damage or loss of profits) you might incur as a result of the information being inaccurate, inadequate or incomplete in any way, and for any reason.