



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Mark Parton MLA

Addressed to: Minister for Planning and Sustainable Development

In relation to: Planning and Sustainable Development and Trend in complaints about poor construction quality

Hearing: 24 July 2026

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Answer Due: 04/08/2026

Mr Chris Steel MLA/ Dave Peffer took on notice the following question(s):

MR PARTON: Thank you, Chair. Now it is getting into the back end of the session here, because I have got some questions here on building quality. And we were both here, Mr Steel, when the Assembly committee reported on building quality. When was it? Back in 2020. And there were a number of recommendations that were made. And this year we had a series of updates that have gone on in the last six years or so. I just want to get an understanding from you, in the six or seven years since then, and in particular in recent years, what has been the trend in complaints received about poor building workmanship and disputes?

Mr Engele: I think that is a matter for Access Canberra.

Mr Steel: Yes.

MR PARTON: Is it?

Mr Steel: We can probably take that on notice and see whether we can pick it up.

MR PARTON: All right.

Mr Steel: I am just trying to think whether Nick Lhuede did talk about nature of complaints yesterday. But I do not know if it was about building quality.

MR PARTON: I can put something on notice in—

Mr Steel: I think it was more about environmental EPA complaints.

Mr Pepper: So you are looking at just the number of complaints that we have received against—

MR PARTON: Yes, I am just looking at how many complaints are resolved without resorting to ACAT or other measures? And what trends have been like in the period that we have been working towards that? And I am thinking it probably is more Access Canberra.

Mr Pepper: So we can probably provide some numbers on that. I would say the majority of complaints are actually resolved between the parties without requiring litigation. I mean, that is always our objection. It is much cheaper. It is quicker for the parties. But we can take on notice the overall trend of complaints and then how many that we have been a party to in ACAT.

MR PARTON: Yes. Cool, cool. Thank you.

Chris Steel MLA: The answer to the Member's question is as follows:

In 2025-26, the Construction Occupations Registrar received 381 complaints alleging non-compliance with building legislation and associated standards.

- In 2024-25, the Registrar received 268 such complaints.
- In 2023-24 the Registrar received 342 such complaints.
- In 2022-23, the Registrar received 283 such complaints.
- In 2021-22 the Registrar received 326 such complaints.

All building complaints received are investigated. Complaints are considered resolved if there was no non-compliance found or if investigation results in a regulatory action being undertaken.

Between 1 July 2025 and 30 June 2026, ACAT reviewed eight regulatory actions undertaken by the Registrar, of which seven related to a decision to issue a Rectification Order and one related to occupational disciplinary action. Three matters were prosecuted in the Magistrate's Court, two of which related to failure to comply with the *Building Act 2004*, and one relating to failure to comply with a Rectification Order and failure to supervise as a nominee. ACAT review of the remaining five matters is still in progress.

Regulatory action can arise from either complaints or from proactive auditing of building work in the ACT. Therefore, the number of 'complaints' resolved without regulatory action or ACAT intervention cannot be accurately provided.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature: 

Date:

By the Minister for Planning and Sustainable Development, Chris Steel MLA

6/8/26