

Backing Queensland jobs

Information for Government Buyers: Compliance



The Queensland Government understands the importance of ensuring compliance and providing a level playing field when it comes to government procurement.

We introduced the Queensland Procurement Policy Compliance Unit (QPP Compliance Unit) as part of the government's procurement-related compliance coordination and referral function. This function will ensure successful tenderers for government contracts meet their commitments of the Queensland Procurement Policy and *Buy Queensland* approach.

This unit provides a safe avenue to ensure everyone plays by the rules of the *Buy Queensland* approach for government contracts, especially when it comes to ensuring local, secure jobs for Queenslanders and supporting employment opportunities for apprentices and trainees.

The QPP Compliance Unit consists of two teams to deliver on these commitments.

The Compliance Coordination and Referral (CCR) team

The CCR team delivers the government's compliance coordination and referral function which allows supplier-related complaints to be addressed.

The CCR team coordinates complaints received and refers them to relevant agencies or regulatory bodies. This includes complaints about suppliers, agencies or the Queensland Procurement Policy (QPP) itself. In line with the agency-led, centrally enabled approach to procurement, the team will work alongside agencies on complaints outcomes and not replace or override agency complaints processes.

Complainants with an issue relating to a tender process will be encouraged to follow the complaints process detailed in tender documentation issued by the relevant agency.

How complaints are progressed

The CCR team seeks to improve procurement outcomes for Queenslanders and increase public confidence in procurement-related activity by the government.

To achieve this the team will:

- monitor complaints progress
- record outcomes
- provide advice and guidance to agencies in relation to complaints management and to the QPP
- provide education and advice regarding insights gained from complaints data

Agencies will need to continue to process complaints received directly through their own complaints management systems. There is no requirement to refer these to the CCR team within the QPP Compliance Unit but advice or support can be requested.

Responsibility for resolving complaints

Accountability for Queensland Government procurement activities, including investigating complaints, remains with the agency procuring the goods or services.

Complainants are nonetheless free to approach the CCR team for assistance and the complaint will be referred to the relevant agency for action.

The Building and Construction Training Compliance (BCTC) team

The BCTC team within the QPP Compliance Unit is an additional aspect of the government's compliance coordination and referral function along with the CCR team.

The BCTC team will work with contractors to ensure they meet their obligations under the Queensland Government Building and Construction Training Policy (training policy) to employ apprentices and trainees and undertake other workforce training on eligible Queensland Government projects.

This will deliver:

- improved employment opportunities for apprentices and trainees
- skills development to support Queensland's building and construction industry
- employment, training and business supply opportunities for Aboriginal and Torres Strait Islander Queenslanders
- more visibility of the compliance requirements of the training policy

The BCTC team will improve compliance with the training policy via audit and investigation activities conducted in accordance with an annual audit schedule. Where non-compliance with the training policy is found, the team will provide contractors and agencies with recommendations on how to improve compliance.

Contact us

You can contact the QPP Compliance Unit by emailing QPPCompliance@hpw.qld.gov.au or calling 1300 10 50 30 between 9.00 am and 5.00 pm, Monday to Friday.



Queensland Procurement Policy Compliance Unit

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Frequently asked questions

Q We have received a supplier (or tender) related complaint, do we need to forward it to the QPP Compliance Unit?

A No, agencies are still responsible for investigating complaints received directly through their own complaints management system.

Q Why do we need a new compliance and complaints management function?

A The QPP Compliance Unit has been established specifically to improve procurement outcomes in Queensland by ensuring government commitments are upheld by providing an assurance mechanism that ensures everyone plays by the rules when it comes to the QPP. It also will focus on helping improve compliance with the Queensland Government Building and Construction Training Policy. Having a dedicated team enhances the ability to deliver on these commitments and helps agencies contribute through whole-of-government insights the team will be able to offer.

Q Will complainants be able to use the QPP Compliance Unit to re-open complaints the agency has already closed?

A The QPP Compliance Unit will forward complaints that have been closed to the relevant agency only if a review has not already occurred or after discussion with the agency. If a review has been done, the CCR team within the unit will advise the complainant of other avenues open to them such as the Ombudsman.

Q Can the QPP Compliance Unit overrule an agency decision?

A No. The role of the CCR team within the QPP Compliance Unit is to co-ordinate and refer complaints to agencies who are then responsible for investigating the complaints. Their role is not to tell agencies what to do when managing a complaint but they will check on progress. Agencies are solely responsible for their investigation outcomes.

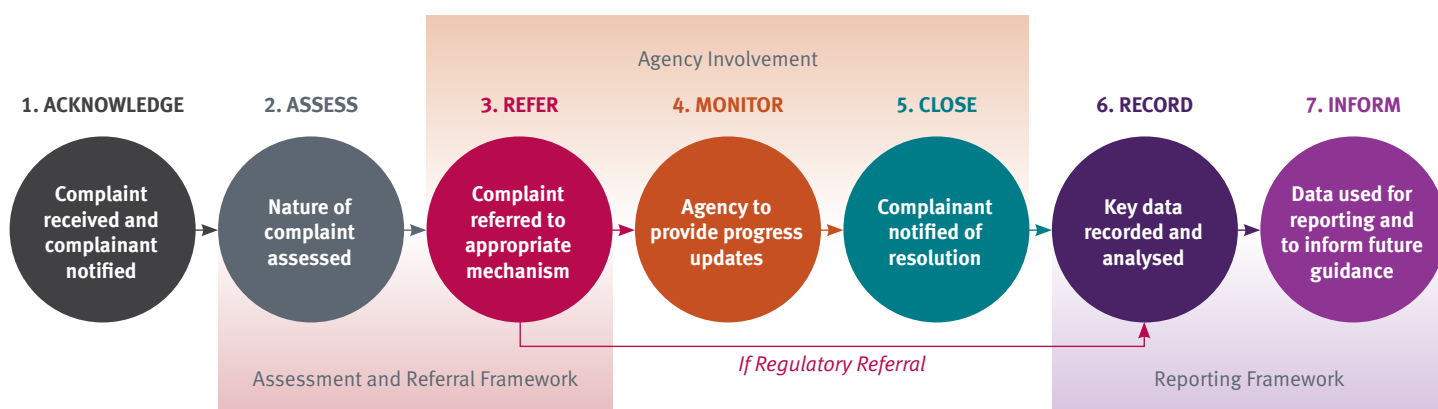
Q How does the QPP Compliance Unit decide which contractors to audit?

A The BCTC team within the QPP Compliance Unit works from an annual audit schedule which is developed using a range of processes including random selection, risk assessment, and targeted focus areas. The BCTC team will also investigate complaints or referrals that allege a contractor is non-compliant with the Queensland Government Building and Construction Training Policy.

Q What kind of recommendations will arise from non-compliance with the Queensland Government Building and Construction Training Policy?

A Recommendations may address process improvements for contractors and contracting agencies, barriers to compliance, policy settings and considerations in future procurement processes.

CCR Team - Complaints Management Process



To find out more:

- ← Sign up for our newsletter via our website
- ✉ QPPCompliance@hpw.qld.gov.au
- ☎ ph: 1300 10 50 30
- 🌐 qld.gov.au/buyqueensland



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