



QUEENSLAND BUILDING AND
CONSTRUCTION COMMISSION



Build better.

QBCC Intranet 2016

QBCC who are we?



- Regulate the building industry throughout Queensland
- The vision of being recognised as the best & most respected regulatory service provider in Australia
- Licensing body
- Provide dispute resolution services
- Resolve payment disputes
- Undertake compliance and enforcement, and
- Provide home warranty insurance

One fine day....

Little old me.... The user



- Working in our Insurance Services unit
- Worked within different business units over 5 year period
- Using our old Portal page, asking my colleagues where to find the forms and things I needed for my every day roles

Then this happened...

PRIVATE & CONFIDENTIAL

Dear Reghan

Appointment as Intranet Officer, Marketing and Digital Services, Brisbane

I am pleased to confirm that the delegate has approved your appointment to the above position
Your salary
gross per fortnight.


Other employment conditions are unchanged.

Congratulations on your appointment and on behalf of the Commissioner and the Executive Team, I wish you every success. I am sure that you will continue to find your role as Intranet Officer both challenging and rewarding.

Yours sincerely

My inheritance


[Home](#) | [QBCC Phone List](#) | [Log A Service Call](#) | Welcome Reghan Greer | [My Site](#) | [My Links](#) | [All Sites](#)


**QUEENSLAND BUILDING AND CONSTRUCTION COMMISSION**
Intranet Portal

[Home](#) | [Meeting Workspaces](#) | [Document Workspaces](#) | [Team Sites](#) | [Reports](#) | [K2](#) | [Meridio](#) | [Projects](#) | [Forums](#) | [QBCC Training](#) | [QBCC View of Website](#) | [Central](#) | [Search](#) | [Site Actions](#)


PROGRAM AREAS
BCIPA
Business Services
Compliance & Legal Services
Executive Office
Pol/ Leg/ Research & Supp
Regulatory Services
Res & Reg Services
Customer Relations and Communication
Commissioner's Directives
Procedure Manuals
QBCC Updated Documents


LOCATIONS
Cairns
Gold Coast
Head Office
Mackay
Maryborough
Rockhampton
Sunshine Coast
Toowoomba
Townsville



Business Excellence Program



Project


Home
Want to add some information to this Home Page area? - please email digitalsupport@qbcc.qld.gov.au with the details of your request



QBCC external website


QBCC website internal log in


A-Z Search Function


Delegations Manual


Commissioner's Weekly Updates


Got an idea? Click here

Business Suggestions

Workplace Health and Safety

- First aid officers and Area Office Accident Plans
- Head Office Accident Plan - if the First Aid Officers are not available
- FAQ's for Work Health and Safety
- Emergency Procedures Manual
- QBCC Workplace Health & Safety Committee
- Incident Notification Form
- Workplace Health & Safety Committee Meeting Documents

Financial Regulation & Intelligence

- FR&I Unit team site
- Lodge a Phone Complaint**
- How to use SharePoint to lodge a Complaint

QBCC Award Modernisation

- QBCC Award update February 2014
- New - Public Service Officers Award 2014

Current Vacancies

February 2015

- Public Warning - Grant Laurence Brydon & Kingaroy Sheds. Information can be found on the [website](#).
- Version 5 of Delegations manual has been uploaded. This can be found by clicking the Delegations link above.
- Check out the QBCC 'Make it Happen 2015' powerpoint.
- [\\$10,000 in fines for unlawful fire protection work - Media Release](#)

[What's new on this home page?](#)

Home > Meeting Workspaces

QBCC Meeting Workspaces

Welcome to Meetings. This area contains a list of

Executive

Meeting to plan regional managers workshop pro

Regional structure

CSOs

CSO Training 2005

Systems

- BUILD
- Salesforce
 - IRU (inc Q&A)
 - EDR
- TCC
 - IVR Stats
- Online Services
- Meridio

Action

- Callbacks
- Action Requests
 - Templates
- Everything Insurance
- Compliance e-forms
- Email Seminar Bookings (Supershow Info)
- Log a Service Call

Learning

- LEAP
- CCC Learning Centre
- QBCC Training Site
- New starter guide for phone and counter service (general queries)

Knowledge

- External website- Site Map
- Internal login
- Occupational Plumbing Q&A
- Notifiable Work Q&A
- Pool Safety Barrier Q&A
- A-Zs
 - Insurable Work Comparison pre April 2015
 - Glossary of Building Terms
- Procedure Manuals
- All fees & charges
- BCIPA Pathways

Property Searches

- Sora online mapping
- QLD Atlas
- RP Data
- Other council online searches
- Postcode Search

Phonelists

- Phonelist
- Plumbing and Pool Phonelist
- Regulatory Services
 - Brisbane
 - Sunshine Coast
- Resolution Services (Brisbane)
 - (07) 3006 0229
 - Available via phone 8:30 - 4:30 pm
 - Email: dutybl@qbcc.qld.gov.au
- Certification roster
- Financial Regulation and Intelligence Division (afes.compliance@afes.qld.gov.au)
- RTI
- Emailing BCIPA (registry@qbcc.qld.gov.au)
- Compliance Investigations Unit

Front Counter Services

- ECR Receipting Procedure
 - End of day (Regional)
- Application Checklists
- Restoration of Licence
- Certifier Licence Application

Plumbing and Pool Safety

Occ Plumbing and NW FAQ

Pool Safety QNA

Schedule of fees for plumbing

- Applications
- Renewals
- Renewals (Pool Safety Inspector)
- Notifiable work (Form 4s)
- PAS trouble shooting Guide
- Replacement of Plumbing Occupational Card

BCIPA

- BCIPA Fee calculator
- BCIPA Receipting Procedures
- BCIPA - what you need to know
- BCIPA Checklist (page 8)

Gas

- GAS Applications (Procedure)
- Acknowledgement letter
- Record of all GAS Applications site

Contact Centre



BLOG



Web Info Guidelines

• Admin



Postcode breakdowns

- Found under Locate an office
 - on the Internal view of the website
 - (need to be logged in to see it)
- Regulatory Services



Services

Manual

Procedure Manual
Procedures

Create Site | Add

organisation and information capture within meetings.

age and removal costs

Party

a natural disaster

ts and Publications

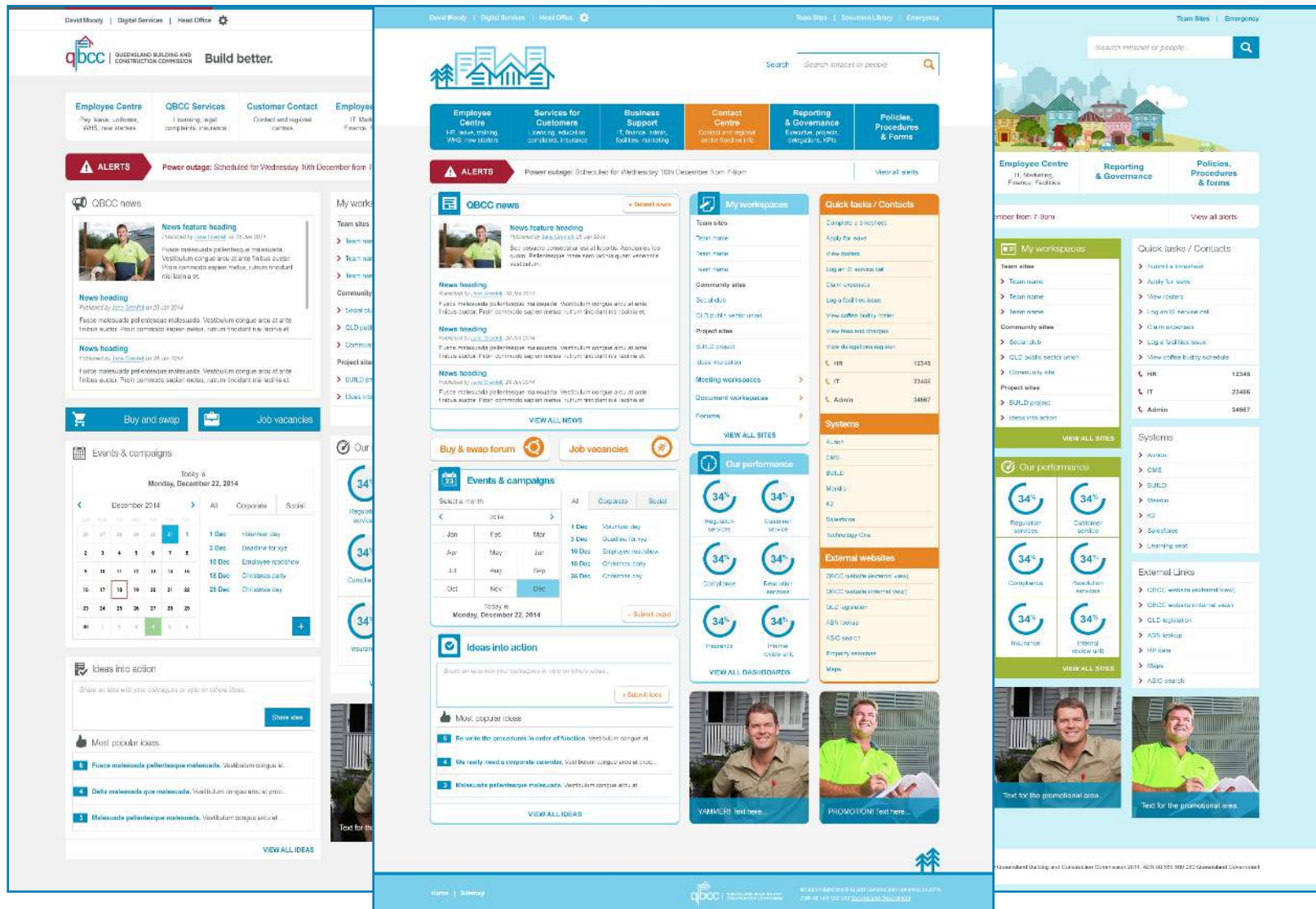
Manual
Sections

ment processing

Free to fly



New Designs



PORTAL
Oracle
OURNET
TTS (THE TOOL SHED)
Worknet
OTIS (Our Team Intranet Space)
TOOLS
Almanac
TTB (The Tool Box)
IC (Info Central)
QCentral
TTS (The Tool Shed)
QBSee
Tool Shed
Intranet
Central
Bridge
Snap
Homebase
ICAN
The Hub
The Nest
IQ
Lore
Trevor
KIP (Knowledge Intranet Platform)
Gateway



Search...



Employee Centre

HR, leave, training, QCC, new starters

Services for Customers

Learning, education, compliance, insurance

Business Support

IT, finance, admin, facilities, marketing

Service Channels

Contact Centre & Regional Service Centres

Reporting & Governance

Executive, committees, delegations, KPI's

Policies, Procedures & Forms



ALERTS

Salesforce Generalist eLearning module now in LEAP Get a general overview of SD15 & Salesforce

[View all alerts](#)

Q8CC news

[+ Submit news & alerts](#)



State Government Departments Certified Agreement
Created by Kristen Brown on 26 Mar 2016
Core agreement update - your pay

Principal Lawyer, Prosecution & Disciplinary Team
Created by Christine Brown on 7 May 2016
Position closes at 23 April 2016 Midnight

Media clips
Created by Claire Ayres on 7 May 2016
7 April 2016

Senior Executive Assistant
Created by Christine Brown on 4 May 2016
Position closes 18th April 2016 at midnight

[VIEW ALL NEWS](#)

Our Space



Job vacancies



Events & campaigns

Select a month

2016		
Jan	Feb	Mar
Apr	May	Jun
Jul	Aug	Sep
Oct	Nov	Dec

Today is
Thursday, April 07, 2016

7 Apr Interim Service Trades Council...
7 Apr Consumer Reference Group...
15 Apr Q8CC Board Meeting (Gold Co...
19 Apr Q8CC Group Leaders Meeting
20 Apr Fly Vacations
20 Apr Fire Protection Working Group...

[+ Submit event](#)

Ideas into action

Share an idea with your colleagues or vote on other ideas...

Most popular ideas

[+ Submit idea](#)

7 It would be useful on our external website in the 'forms' section for Contractors, if we could list next to the form who it should be referred to. For example: under the Pool forms - Form 26 refer to your local council. Plumbing forms - Form 4's lodge an Q8CC website etc. etc. This does not need to be lengthy in content just a few details to help the Contractor and also the Q8CC staff.

5 I really like the over changing Q8CC logo on the Trevor homepage. Reminds me a bit of Google and what they do with their logo for special anniversaries etc. The Australia Day theme is really cool. Great job gang!

4 I'm sure someone has already thought of this, but with the move to Salesforce, is there going to be a way of identifying whether there are hard file/s for disputes. (and I guess will hard copy files be created going forward) I know that nominally since 2013 we haven't been creating hard file disputes, but Legal have hard files. Currently I have to look in CMS Records to find out if there's a hard file for it.

My workspaces

Team Sites

Existing team sites

New team sites

Document Sites

Document Workspaces

Committee Sites

All Committees

Community Sites

Social Club

Health & safety

For all of your health & safety information

Systems

Log a service call

Auction

A-Z Search

BUILD

Datacard Portal link

K2

LEAP

Mandio

Objective Connect

Online Services

Salesforce

Tech One - Receiving

Tech One - Financials

Yammer

Our performance

85%

Digital & Social

80%

Frontline services

90%

Compliance & enforcement

70%

Dispute and resolution services

80%

BCIPA & home warranty

95%

BCIPA & home warranty

85%

Customer feedback

[VIEW ALL DASHBOARDS](#)

Twitter

Tweets by @Q8CCBuildBetter

Q8CC @Q8CCBuildBetter

Our Toowoomba Office is closed today, but you can still contact us online, or by phone on 139 333.

#MyGovShowDay

Promotion



Search...



Employee Centre

HR, leave, training, QCC, new starters

Services for Customers

Learning, education, compliance, insurance

Business Support

IT, finance, admin, facilities, marketing

Service Channels

Contact Centre & Regional Service Centres

Reporting & Governance

Executive, committees, delegations, KPI's

Policies, Procedures & Forms

Employee Centre

Here you will find everything to do with being a staff member at Q8CC. Your pay, entitlements, benefits and training.

Pay & leave

Complete a timesheet

Apply for leave

Pay

Superannuation

Corporate travel

Rewards & benefits

Rewards & recognition

Health & wellbeing

Gift register

Employee assistance program

Discretionary awards

Honour board

Corporate Warehouse

Order corporate warehouse

View the catalogue

Initial Warehouse Allowance

Returning your corporate warehouse

Warehouse questions

I want to...

Access Auction

Access Language register

Book training

Check FAQQ most questions

Check QLO weather or BCIPA

Complete an Incident Report form

IP's & Carers for Deafness

Narrative a peer for recognition

View Brisbane ground floor plan

View Brisbane first floor plan

View job vacancies

Learning & development

Career development

Course calendar

Training program request

Leadership training

Online learning

Performance appraisal

LEAP

Health & Safety

Workplace rehabilitation

Health & Safety Committee

Health & Safety Hazard Identification

Fire & evacuation

Workplace claims process

Personal protective equipment

First aid

Safety procedures

New starters

Orientation

Who's who

Forms & policies

Get help

Corporate Induction

Onboarding for Managers

Social

Our space

Social club

Recruitment & selection

Recruiting staff

Current vacancies

Staff satisfaction

Staff survey

Submit an idea

Post survey results



Search...



Employee Centre

HR, leave, training, QCC, new starters

Services for Customers

Learning, education, compliance, insurance

Business Support

IT, finance, admin, facilities, marketing

Service Channels

Contact Centre & Regional Service Centres

Reporting & Governance

Executive, committees, delegations, KPI's

Policies, Procedures & Forms

Home > Employee Centre > Apply for leave

Employee Centre

Pay & leave

Complete a timesheet

Apply for leave

Pay

Superannuation

Corporate travel

Apply for leave

Most leave can be applied for using our automated payroll system Aurion. When you use Aurion your leave application will be forwarded to your manager for approval.

Aurion has the ability to predict future leave.

Leave disputes

Wherever practicable, disputes between staff regarding their working times shall be settled by mutual co-operation between the involved persons. Where this is not possible the matter will be resolved by the relevant supervisor or manager.

In accordance with established grievance procedures, staff may lodge a grievance in respect of their treatment in the operation of this scheme.

Medical certificates

A medical certificate is required if four consecutive sick days are taken. This certificate must cover the full amount of time taken off work.

The Commissioner's sick leave directive states when an employee has had more than four instances of unplanned leave, either sick leave or carers leave, of a full day's duration or more within any twelve month period, they may be requested to provide a medical certificate from a treating medical practitioner for any subsequent unplanned absence.

Leave types:

A range of leave types are available to you as part of your employment with Q8CC. Our leave is governed by two different awards.

- Family leave (Queensland Public Sector Award)
- Q8CC Award

General leave provisions (which are pro-rata for part time staff)

Recreation leave

- Four weeks paid per annum with 17.5% loading (or five weeks with 14% loading for those employed in our North Queensland offices)

Sick leave

- 10 days paid per annum

Family/Carers Leave

- Use your sick leave entitlements if you are required to care for immediate family members or members of your household

Contacts

Public Service Commission

Related Links

Aurion

Application for leave form

Family Leave award

Q8CC Award



**KEEP
CALM
AND
MAKE
SEARCH
WORK**

The great policy, procedure and forms debacle

Kelly's story





The workings.....

Employee Centre HR, leave, training, WHS, new starters	Services for Customers Licensing, education, complaints, insurance	Business Support IT, finance, admin, facilities, marketing	Service Channels Contact Centre & Regional Service Centres	Reporting & Governance Executive, committees, delegations, KPI's	Policies, Procedures & Forms
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Home > Policies, Procedures & Forms

Policies, Procedures & Forms

All Documents Checklists Superseded policies ... Find a file 

✓		Title	Name	Tags	Business Unit	Document Type	Type Of Policy	Version Changes	Re
Business Unit : Administration and Facilities Management (5)									
		Motor Vehicle Fleet Replacement	Motor Vehicle Fleet Replacement	...	Superseded;	Administration and Facilities Management	Policy	Operational Policy - Not for external publication	This policy has been superseded by the 29/7/2015 Fleet policy
		Motor Vehicle Use Policy	Motor Vehicle Use Policy	...	Superseded;	Administration and Facilities Management	Policy	Operational Policy - Not for external publication	This policy has been superseded by the 29/7/2015 Fleet policy
		Staff Parking	Staff Parking	...	Superseded;	Administration and Facilities Management	Policy	Operational Policy - Not for external publication	This policy has been superseded by the 29/7/2015 Fleet policy
		Vehicle Badges	Vehicle Badges	...	Superseded;	Administration and Facilities Management	Policy	Operational Policy - Not for external publication	This policy has been superseded by the 29/7/2015 Fleet policy
		Vehicle Washing	Vehicle Washing	...	Superseded;	Administration and Facilities Management	Policy	Operational Policy - Not for external publication	This policy has been superseded by the 29/7/2015 Fleet policy

Business Unit : Finance (1)

Death by email, life by Trevor

Home page news & Alerts

The screenshot shows the Trevor homepage with a navigation bar for Employee Centre, Services for Customers, and Business Support. Below this is an 'ALERTS' section with a red banner for 'Toowoomba RSC closure for the day, Thursday 7 April for the day'. A 'QBCC news' section features a 'State Government Departments Certified Agreement' update. A blue arrow points from the 'VIEW ALL NEWS' link at the bottom of this section to the 'News & Alerts' section in the next screenshot.

This screenshot shows the 'News & Alerts' section with a 'Refiners' sidebar. The sidebar includes 'Publication Date' (All news: 160, Today: 0, This week: 3, Last week: 20, This month: 23, Last month: 73) and 'News Type' (All news: 360, Job vacancies: 10, External media: 111, Training: 2, Staff news: 10, QBCC news: 54, Alerts: 137, Commissioner updates: 18, Media releases: 5, Social Club: 3). The main content area lists several news items, including 'Setting up email notifications from Trevor', 'Commissioner's Message', 'Senior Risk Advisor', 'Senior Planning and Reporting Officer', and 'Surprise Mother's Day giveaway'.

Item specific Yammer feed

The screenshot shows a Yammer feed for the 'Queensland Building and Construction Commission'. It includes a description of the space, a list of topics (non-work related announcements, post for sale advertisements, ask questions about non-work related topics, provide answers to others questions), and a list of recent posts from users like Kate Coleman, Reghan Green, and Kristina Wuertz.

Home page events, Yammer & Twitter feeds


The screenshot shows the 'Events & campaigns' section with a calendar for May 2016. It lists several events, including 'Insurance and Risk Committee', 'Fire Protection Working Group', 'Finance and Audit Committee', and 'QBCC Board Meeting'. A 'Submit event' button is visible at the bottom right.

This screenshot shows the bottom section of the Trevor homepage. It includes an 'Ideas into action' section with a 'Share an idea' form and a list of popular ideas. Below this is a 'Yammer Feed' section showing a post from Stephanie Strack. To the right is a 'Twitter' section showing tweets from @QBCCBuildBetter, including one about finding a local pool safety inspector.

People search

Update Profile

General | Telephones | Organisation

 regham

First Name: Reghan
Last Name: Greer
Display Name: Reghan Greer
Office: Head Office
Telephone Number: +61 7 3405 3910
E-mail: Reghan.Green@qbcc.qld.gov.au
Web Page: http://bsasp01/personal/regham/

Save Cancel

Update Profile

General | Telephones | Organisation

Home Phone: Other...
Mobile Phone: Other...
Fax: +61 7 3247 5762 Other...
IP Phone: Other...
Notes: Intranet - Trevor
Work Health & Safety Committee member
First Aid officer
Test

Save Cancel

Update Profile

General | Telephones | Organisation


Title: Intranet Officer
Department: Marketing & Digital Services
Company: Queensland Building and Construction Commission
Manager: David Moody

Save Cancel

karen

Everything People Conversations Videos Old Site

Preference for results in English ▾

 **Karen Burnham**
Digital Services Officer
Marketing & Digital Services
Head Office
+61 7 3613 3118

Digital Services Officer
Marketing & Digital Services
Email Karen.Burnham@qbcc.qld.gov.au
Phone +61 7 3613 3118
Office Head Office

Org Chart

↑ David Moody Director

- Karen Burnham Digital Services Officer
- Reghan Greer Intranet Officer
- Emma Cottrell Digital Services Officer
- Kate Coleman Social Media & Digital Support
- Susanna Rossetto Communication and Media Officer

SEE MORE

Timesheets

“There has to be a better way...”

All timesheet repository view for Intranet Admins & time sheet Auditors

The screenshot shows a SharePoint interface with a top navigation bar containing four tabs: "Employee Centre" (orange), "Services for Customers" (blue), "Business Support" (blue), and "Service" (blue). Below the navigation bar, the "Timesheets" section is visible, featuring a "+ new document or drag files here" button and a search bar. A list of folders is displayed, with "Ainslie White" selected. A context menu is open for "Ainslie White", showing details such as "Changed by you on 18/12/2015 1:15 PM", "Shared with Wayne Miles, svc.SP.TFarm, Paige Beckett-Hall, and 13 more", and a URL: "http://trevor/emp/Timesheets/Ainslie%20W". The menu also includes "OPEN", "SHARE", and a three-dot menu icon.

Employee Centre	Services for Customers	Business Support	Service
HR, leave, training, WHS, new starters	Licensing, education, complaints, insurance	IT, finance, admin, facilities, marketing	Contact G, Serv

Timesheets

+ new document or drag files here

All Documents My timesheet ... Find a file

✓	Name	...
	Adeline Jean	...
✓	Ainslie White	...
	Alecia Jerera	...
	Alex Larsen	...
	Alison O'Neil	...
	Alison Wicks	...
	Amanda Harding	...
	Amanda Shaw	...
	Andrew Duncan	...
	Andrew Smith	...

Ainslie White

Changed by you on 18/12/2015 1:15 PM

Shared with ☐ Wayne Miles, ☐ svc.SP.TFarm, ☐ Paige Beckett-Hall, and 13 more

<http://trevor/emp/Timesheets/Ainslie%20W>

OPEN SHARE ...

Manager can see teams timesheet folders

The screenshot shows a SharePoint interface with the "Timesheets" section. It features a search bar and a list of folders. The folders listed are: Christine Page, Jayanta Deka, Kathy Chipizubov, Meganne Pistak, Paul Dungleison, Sandie Kemp, and Trish Kubale. Each folder has a three-dot menu icon next to it.

Timesheets

All Documents Find a file

✓	Name	Checked Out To
	Christine Page	...
	Jayanta Deka	...
	Kathy Chipizubov	...
	Meganne Pistak	...
	Paul Dungleison	...
	Sandie Kemp	...
	Trish Kubale	...

Individuals can only see their own timesheet folder

The screenshot shows a SharePoint interface with the "Timesheets" section. It features a search bar and a list of folders. The folders listed are: Reghan Greer, May 20, 2015, and System Account. Each folder has a three-dot menu icon next to it.

Timesheets

+ new document or drag files here

All Documents My timesheet ... Find a file

✓	Name	Modified	Modified By
	Reghan Greer	...	May 20, 2015
			<input type="checkbox"/> System Account

Key discoveries

- Habits are hard to break and take time to change
- Not having background knowledge can work
- Name your intranet and turn it into your new employee
- Build thy networks
- Make your active directory work for you
- Love your developer
- Aim to get buy in for your intranet project from the highest level

Pitfalls

- Not being privy to the initial contract meant that the boat had already sailed on key features before I realised it
- Little to no prior knowledge
- Trying to make the people do the things is the hardest part

And then this happened...

- Simpler and easier

Winner of the Excellence in Customer Service Award 2015



Thank you



GPO Box 5099, Brisbane QLD 4001
qbcc.qld.gov.au 139 333