

# Appendix A:

## Submissions and comments

We consulted with the Department of Government Services (for DBDRV and Consumer Affairs Victoria), Department of Transport and Planning, Victorian Building Authority and VCAT, and we considered their views when reaching our audit conclusions. As required by the *Audit Act 1994*, we gave a draft copy of this report, or relevant extracts, to those agencies and asked for their submissions and comments.

Responsibility for the accuracy, fairness and balance of those comments rests solely with the agency head.

### Responses received

Agency	Page
Department of Government Services	A-2
Victorian Building Authority	A-5



## Department of Government Services

Level 5  
1 Macarthur Street  
East Melbourne Victoria 3002  
Telephone: (03) 9651 5111  
dgs.vic.gov.au

Our ref: 24050438

Mr Andrew Greaves  
Auditor-General  
Victorian Auditor-General's Office  
Level 31, 35 Collins Street  
MELBOURNE VIC 3000

By email: [REDACTED]

Dear Mr Greaves

### Proposed Report on Domestic Building Oversight Part 2: Dispute Resolution

Thank you for providing the proposed report on *Domestic Building Oversight Part 2: Dispute Resolution* and the opportunity to respond to the recommendations and make a submission and comments for inclusion in the final report.

The Department of Government Services, through Domestic Building Dispute Resolution Victoria (DBDRV), is committed to the continual improvement of the services we provide to Victorians.

I am pleased that the report acknowledges that DBDRV is delivering a cost-effective and fair service for the resolution of domestic building disputes. However, we accept that we can do more to continually improve our services.

The department has reviewed the proposed report and accepts all the recommendations. An action plan to address the recommendations is attached.

Should your office require any further information, they may contact Sarah Bendall, DBDRV Chief Dispute Resolution Officer at [REDACTED] or [REDACTED].

Yours sincerely

[REDACTED]  
**Jo de Morton**  
Secretary

14 / 05 /2024

*Encl. DGS response to proposed recommendations*

Your details will be dealt with in accordance with the Public Records Act 1973 and the Privacy and Data Protection Act 2014. Should you have any queries or wish to gain access to your personal information held by this department please contact our Privacy Officer at the above address.

OFFICIAL

OFFICIAL

May 2024

**Department of Government Services action plan to address recommendations from Domestic Building Oversight Part 2: Dispute Resolution**

No.	VAGO recommendation	Acceptance	Comments and agreed actions	Target completion date
1	Enhance the process for triaging applications to reduce the time it takes to allocate cases to a dispute resolution officer, especially cases assessed as high priority	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In part <input type="checkbox"/> In principle	Domestic Building Dispute Resolution Victoria <sup>1</sup> (DBDRV) is committed to reducing the time it takes to allocate cases. As of 5 May 2024, applicants are waiting 44 days for case allocation, which is four days off its benchmark, and 14 days off its stretch goal. DBDRV anticipates meeting its stretch goal by July 2024 but will continue to reduce wait times beyond 30 days to the extent possible.  In addition to action already taken to reduce allocation times, DBDRV will undertake a review of its triage process to identify further areas for improvement.	December 2024
2	Improve information available to new applicants on current wait times and case priority levels.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In part <input type="checkbox"/> In principle	DBDRV recognises the importance of providing useful, practical information to applicants.  DBDRV will identify improvements in information to applicants with relevant information on wait times and their case priority.	December 2024
3	Improve guidance for dispute resolution officers on when to recommend a building assessment for a case, to ensure consistent use of this tool.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In part <input type="checkbox"/> In principle	DBDRV will review and make improvements to its guidance to dispute resolution officers regarding the use of building assessments.	December 2024
4	To better understand consumer perceptions of fairness, consider sending customer feedback surveys before a consumer's case is closed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In part <input type="checkbox"/> In principle	DBDRV acknowledges that customer feedback is critical to continuous improvement of its services. DBDRV will identify mechanisms to capture customer feedback at points during the dispute resolution process rather than just at case closure.	December 2024

<sup>1</sup> DBDRV is a business unit within the Department of Government Services.

OFFICIAL

OFFICIAL

May 2024

No.	VAGO recommendation	Acceptance	Comments and agreed actions	Target completion date
5	Align organisational benchmarks with internal reporting, to ensure all staff understand whether DBDRV is meeting its intended outcomes.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In part <input type="checkbox"/> In principle	DBDRV has already implemented changes to internal reporting to address this recommendation and will continue to review and implement changes to internal reporting on its performance measures.	December 2024

OFFICIAL

## Response provided by the Commissioner and CEO, Victorian Building Authority



Goods Shed North  
733 Bourke Street, Docklands  
Victoria, Australia 3008

PO Box 536, Melbourne  
Victoria, Australia 3001

P: 1300 815 127  
W: vba.vic.gov.au

DX 210 299 Melbourne

DOC/24/134240

10 May 2024

Mr Andrew Greaves  
Auditor-General  
Victorian Auditor-General's Office  
Level 31 / 35 Collins Street  
MELBOURNE VIC 3000

By email: [REDACTED]

Dear Mr Greaves

### **RE: Proposed Performance Audit Report Domestic Building Oversight Part 2: Dispute Resolution**

Thank you for your letter attaching the proposed report on the performance engagement '*Domestic Building Oversight Part 2: Dispute resolution*' and for the opportunity to respond.

The Victorian Building Authority (VBA) notes the findings of the proposed report and acknowledges the insights that it provides to improve the overall regulatory system and delivery positive consumer outcomes.

Should your staff wish to discuss this response, please liaise with the VBA's contact officer for this engagement John Sullivan, Chief Governance Officer (email – [REDACTED]).

Yours sincerely

[REDACTED]

**Anna Cronin**  
Commissioner and CEO  
Victorian Building Authority

cc.  
John Sullivan, Chief Governance Officer, VBA  
[REDACTED], Manager, Parliamentary Reports and Services, VAGO