

# Appendix C:

## Audit scope and method

### Scope of this audit

#### Who we examined

We examined the following agencies:

Agency	Their key responsibilities
DBDRV	Resolves domestic building disputes without the cost and time associated with courts and tribunals.
Consumer Affairs Victoria	Victoria's consumer marketplace regulator. For building disputes, it oversees administration of the Act and the Domestic Building Fund. It also gives consumers information about their options for building disputes.
Victorian Building Authority	Victoria's building and plumbing regulator. It registers and licences building and plumbing practitioners, and enforces compliance with building legislation.
Department of Transport and Planning	Administers the statutory responsibilities of the Minister for Planning, and is responsible for providing a fair, safe and transparent building system.

#### Our audit objective

Whether DBDRV is resolving disputes between domestic building consumers and practitioners.

#### What we examined

We examined whether DBDRV:

- offers free, fair and fast building dispute services
- is achieving its intended outcomes.

## Conducting this audit

### Assessing performance

To form a conclusion against our objective we used the used the following lines of inquiry and associated evaluation criteria:

Line of inquiry	Criteria
1. Are DBDRV's domestic building dispute services tailored, free, fast and fair?	1.1 DBDRV's dispute services are free to users and cost-effective to deliver.
	1.2 DBDRV's dispute services are readily accessible to users.
	1.3 DBDRV resolves disputes in a timely manner.
	1.4 DBDRV's dispute services are fair to all parties.
2. Is DBDRV achieving its intended outcomes?	2.1 DBDRV has a monitoring, evaluation and reporting program that enables it to establish and report on its intended outcomes.
	2.2 DBDRV reports its performance using accurate data.
	2.3 DBDRV shares data with relevant agencies, including Consumer Affairs Victoria, the Victorian Building Authority and other relevant stakeholders, to identify and address industry-wide domestic building dispute issues.

### Our methods

As part of the audit we:

- examined DBDRV and Consumer Affairs Victoria documentation
- gained access to DBDRV's internal case database
- observed DBDRV conciliations and building assessments both in person and through teleconference
- interviewed staff from:
  - DBDRV
  - Consumer Affairs Victoria
  - Victorian Building Authority
  - VCAT
  - Department of Transport and Planning
  - Victorian Managed Insurance Authority
  - non-government stakeholders.

### Compliance

We conducted our audit in accordance with the *Audit Act 1994* and ASAE 3500 *Performance Engagements* to obtain reasonable assurance to provide a basis for our conclusion.

We complied with the independence and other relevant ethical requirements related to assurance engagements.

We also provided a copy of the report to the Department of Premier and Cabinet and the Department of Treasury and Finance.

### Cost and time

The full cost of the audit and preparation of this report was \$415,454.

The duration of the audit was 9 months from initiation to tabling.