

# Video transcript: Domestic Building Oversight Part 2: Dispute Resolution

## About this audit

Building a home is a big investment. But one in 4 residential builds involve a dispute between the homeowner and the builder.

In 2017, the government established Domestic Building Dispute Resolution Victoria, or DBDRV – a free, independent service – to resolve disputes through conciliation before they reach a court or tribunal. A dispute can only move to a tribunal if DBDRV cannot resolve it first.

Resolving these disputes quickly, fairly and cost-effectively benefits everyone, including Victorian taxpayers.

We examined whether DBDRV resolves disputes between builders and homeowners.

## What we concluded

We concluded that DBDRV does resolve domestic building disputes fairly and at no cost to consumers.

And the service has made resolving domestic building disputes more cost-effective for the state and consumers.

For example, between April 2017 and October 2023 it resolved 7,484 disputes. If these issues had gone to the Victorian Civil and Administrative Tribunal, or VCAT, the cost would have been significantly higher.

However, in 2022–23 DBDRV took longer than its benchmark times to allocate cases to dispute resolution officers. And it did not allocate high-priority cases faster than others.

## What we recommended

We made 5 recommendations to DBDRV about:

- how it allocates cases
- the information it gives to applicants
- its performance reporting
- and ensuring its fairness.

## More information

For more information, or to read our full report, go to [audit.vic.gov.au](https://audit.vic.gov.au).