

Victorian Building Authority Service Charter

This Service Charter sets out the standards of service you can expect in your dealings with the Victorian Building Authority (VBA). Specifically, this service charter sets out:

- What services the VBA offers
- What you can expect when you deal with the VBA
- What the VBA cannot do for you
- How you can help us serve you better.

Our vision is for:

A trusted regulator
A respected industry
An informed community

Our mission is:

Regulating for a quality built environment in Victoria.

Our services:

Responding to enquiries about the building and plumbing industry. Our response will be tailored to the level of complexity of your enquiry and delivered in a way that is appropriate to you.

Assessing complaints and deploying an evidence and risk based approach for determining when a complaint should proceed to an investigation.

Administering the registration and licensing system for building practitioners and plumbing practitioners.

Providing technical advice to inform and educate practitioners and consumers of relevant building and plumbing regulatory requirements.

Undertaking inspections of practitioner's work to ensure regulatory requirements are being met.

Undertaking compliance activities in accordance with the relevant Acts, Regulations or Codes.

Administering the owner-builder certificates of consent in accordance with legislation.

Working with other agencies and regulators to ensure building and plumbing practitioners are compliant and that consumers are protected

Publishing data for building and plumbing practitioners

Monitoring the collection of building permit levies

Administering the practitioner discipline function

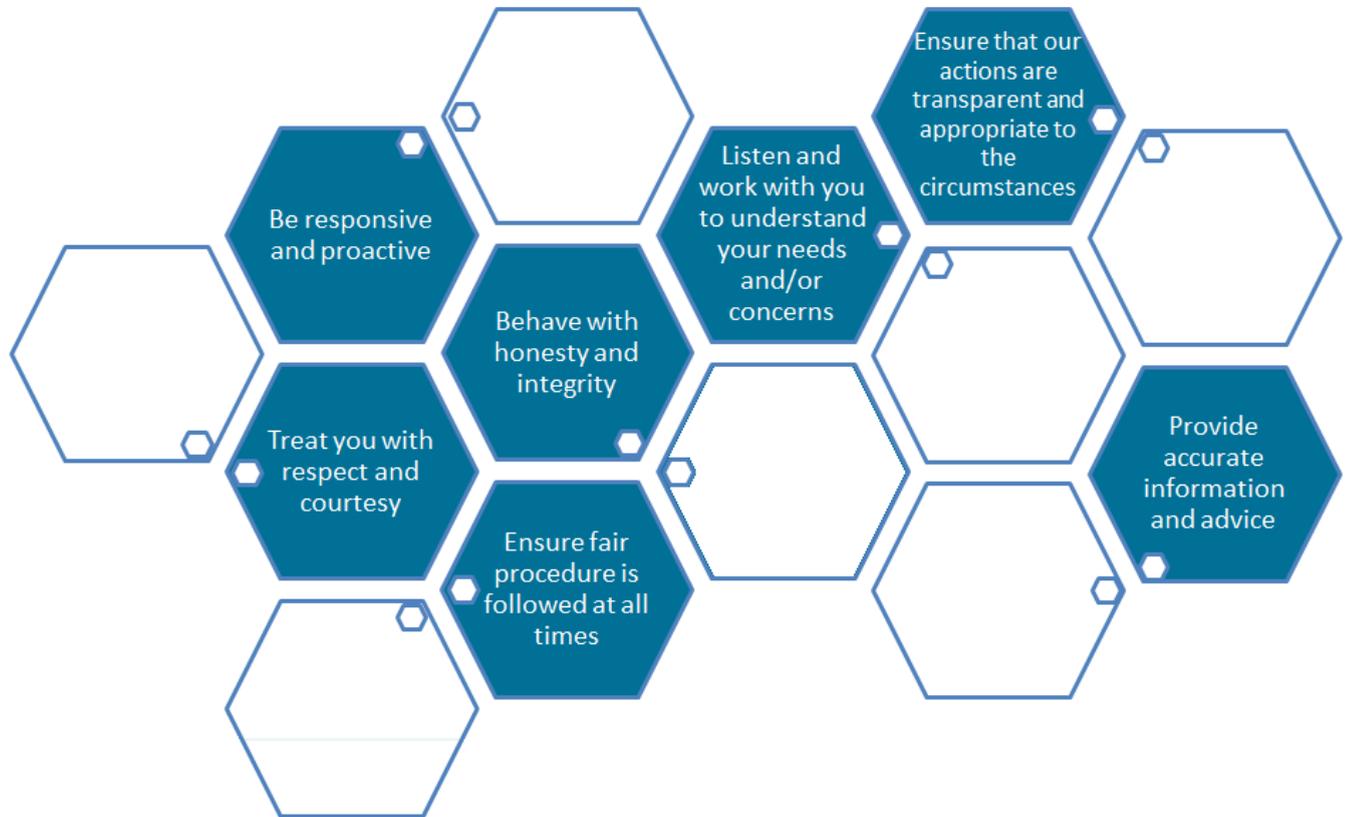
Monitoring the work of building surveyors and Victoria's building permit system

To find out more about the VBA's functions under the *Building Act 1993* and *Building and Construction Industry Security of Payment Act 2002* visit our [legislation page](#), or you can download a copy of the [VBA's Corporate Plan](#) or [Annual Report](#).

What you can expect from us

Our Service Commitment

We take the commitments made in this service charter seriously and, whether you interact with us as a consumer, practitioner or stakeholder, our commitment is to:



Our service standards

We are committed to providing the best service possible and we are developing performance standards to better measure satisfaction. This Charter will be updated to include these measures when they are finalised.

Your feedback enables us to improve our services, the way we work and to see ourselves from your perspective.

We welcome your feedback on the effectiveness of our charter, our performance or about the regulation of the building industry.

Feedback can be sent via email to customerservice@vba.vic.gov.au

We will always endeavour to assist, but there are certain things we cannot do for you:

- Provide legal or business advice
- Resolve contractual disputes
- Order compensation payments

If your matter is outside the scope of our responsibilities, we will identify, and refer you to, the appropriate organisation.

What we ask of you

The VBA website www.vba.vic.gov.au is a great place to start for general (and specific) information. Before phoning or emailing us, please check whether the information you need is on our website at www.vba.vic.gov.au.

When lodging a form, application or complaint with us, please include accurate and complete information, so we can effectively and efficiently respond to your request. You may be required to provide further information after your submission has been received.

How to contact us

Email: customerservice@vba.vic.gov.au

Phone: 1300 815 127

Website: www.vba.vic.gov.au

VBA Offices

Goods Shed North

733 Bourke Street
Docklands VIC 3008
Open between 8:30am and 5:00pm - Monday to Friday, except public holidays
Phone: 1300 815 127

Ballarat

2 Skipton Street
Ballarat Vic 3350
Open between 8:30am and 4:30pm - Monday to Friday, except public holidays

Bendigo

46 Breen Street
Bendigo Vic 3550
Open between 8:30am and 1:30pm - Open on the second Tuesday of every month, except public holidays

Morwell

3 Church Street
Morwell Vic 3840
Open between 8:30am and 1:30pm - On the first Wednesday of every month, except public holidays

Wangaratta

1 White Street
Wangaratta Vic 3677
Open between 8:30am and 1:30pm - On the third Monday of every month

Customer Service Centre

Available to answer your telephone enquiries between 8:30 am and 5:00 pm
- Monday to Friday except public holidays
Telephone: 1300 815 127
Email: customerservice@vba.vic.gov.au

Plumbing technical assistance

Available to answer your telephone enquiries between 7.30 am and 5:00 pm
- Monday to Friday except public holidays.

Web enquiries

Can be **received** at any time and will be responded to by the next business day

Services available to help you

If you need an interpreter, contact the Translating and Interpreting Service on 131 450. Say the name of your language in English and ask the interpreter to call 1300 815 127.

If you have a hearing or speech impairment:

1. **Contact us through the National Relay Service**
2. **Give the VBA the number you want to call.**

For more information, visit the **National Relay Service** website.

TTY users can also contact us on our direct TTY line 133 677

Privacy

The VBA is committed to protecting the privacy of individuals' personal and health information according to the principles set out in the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*. As the VBA is non-health service provider, not all the Health Privacy Principles apply but all the Information Privacy Principles do.