

How we use social media

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The VBA uses social media to support and engage with the community, whether you're in the building or plumbing industries, or you're a homeowner or renter.

We're active on LinkedIn, Twitter, Instagram, Facebook and YouTube.

Our social media channels may be used to:

- generally explain the operational activities of the VBA
- demonstrate the work of our proactive inspections program team
- demonstrate the work of the statewide cladding audit
- explain the outcomes of our enforcement activities
- share relevant information with builders, plumbers and consumers
- increase connections and engagement with the wider community
- listen to what Victorians are saying
- support and contribute to positive developments in the building and plumbing industries.

Following us

Our official social media channels are managed by the VBA's Communications and Stakeholder Engagement Team.

If you follow us on any of our social channels, you can expect to receive anywhere from one to five posts a day. Posts may increase in the event of an emergency or important announcement.

Content you can expect to see

Our different social channels will cover:

- news items, videos, and other updates
- planned website maintenance
- key statistics
- changes in regulations
- industry related topics and practices
- career opportunities
- important events and initiatives
- educational resources.

Availability

Our social channels are managed during normal business hours. Posts that you receive out of these hours are scheduled.

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Comments on social media

The VBA welcomes feedback, contributions and fresh ideas from our followers. We encourage you to sign up to our social media feed and use it to make comments or to enter a conversation with us.

While we do read every comment made on our social media channels, we are not able to actively respond to every comment received. Any reoccurring themes or valuable ideas picked up on our social channels will be passed onto the relevant teams within the VBA for consideration.

If you wish to make a formal complaint about a building or plumbing practitioner, then you will need to visit vba360.vba.vic.gov.au, register and then lodge a complaint. Complaints about practitioners, will not be accepted through VBA social media channels.

The VBA is not able to assist with any official enquiries via social media regarding existing complaints currently being processed through the VBA. Official enquiries require the VBA to follow our standard process to ensure procedural fairness. If you wish to make a general enquiry, you can email us at customerservice@vba.vic.gov.au or call 1300 815 127.

While we have no problem with people venting frustration on social media, we want to keep the conversation respectful and will moderate comments that cross the line. If a comment wouldn't be printed by a newspaper or read aloud on radio, then it probably won't be acceptable for our social media feed.

Non-VBA posts

The VBA is not responsible for any incorrect information contained in another organisation's post that we may choose to share or re-tweet.