

Appendix D: Progress against 2021–23 SOE targets

Figure D1 lists the 2021–23 SOE targets. It also outlines VBA’s attested status against them and our assessment.

Figure D1: VBA’s progress against the 2021–23 SOE targets

No.	Target	VAGO theme	VBA’s attested status	VAGO’s assessed status*	Comments
1	By June 2023, processing 80 per cent of building registration decisions within 45 business days of receipt for the period from 1 July 2021 to 30 June 2022, with further improvements to be delivered in the following year. Enhanced timeliness for building and plumbing registrations to be reported annually.	Ensuring compliance and enforcing standards	Met	Met	
2	By June 2023, deliver a secure online examination portal to enable practitioners and applicants to do desktop exams remotely. Online exams for all relevant building and plumbing assessments delivered by 30 June 2022.	Modernising information and data systems	Met	Not met	VBA told us that it expects to meet this target by the end of October 2023.
3	By June 2023, enhance the digital experiences of practitioners and consumers by progressing VBA’s digital transformation of regulatory processes and online interfaces. The progress indicators are: <ul style="list-style-type: none"> Practitioner and customer online interactions increasing 10 per cent annually, with a baseline established by June 2022. User experience with digital technology improved because of the Building Systems Technology Roadmap delivery. 	Promoting good practices across the sector	Partially met	Partially met	VBA increased the practitioner and customer online interactions by an average of 17.6 per cent from July 2022 to April 2023. However, VBA has not established an indicator for measuring user experience with digital technology.
4	By June 2023, proactively inspect and monitor building works underway. Target: <ul style="list-style-type: none"> inspect at least 10 per cent of new building permits. 	Ensuring compliance and enforcing standards	Not met	Not met	We note that Better Regulation Victoria’s VBA health check found that this target contributed to limiting VBA’s ability to implement a risk-based inspection program. VBA told us that its next SOE will not include this target.

No.	Target	VAGO theme	VBA's attested status	VAGO's assessed status*	Comments
					VBA's internal report from 15 June 2023 showed that it had inspected 7.67 per cent of new building permits from July 2022 to April 2023.
5	<p>By June 2023, develop and implement a program to identify emerging risks and issues within the industry, determine impact and assess solutions. Target:</p> <ul style="list-style-type: none"> • pilot of practitioner profiles by 30 June 2022. 	Ensuring compliance and enforcing standards	Met	Partially met	VBA is in early stages of implementing a program. It developed 3 dashboards that identify known risks in the sector from December 2022 to August 2023. However, these dashboards do not identify emerging risks yet. And VBA told us it is too early to tell if the information the dashboards generate is reducing risks within the sector.
6	<p>By June 2023, continue to mature VBA's risk leadership, capability, and capacity. VBA Risk Maturity score to increase year on year. Target:</p> <ul style="list-style-type: none"> • 70 per cent for 2022 and 80 per cent for 2023. 	Modernising information and data systems	Met	Met	
7	By June 2023, automate data analytics to enhance oversight and transparency of regulated activities.	Modernising information and data systems	Met	Met	
8	By June 2023, Building Surveyor Audit Program and provision of guidance materials established to focus on identified compliance risks. Indicators to show compliance improvements in targeted risk areas in comparison to year 2021.	Ensuring compliance and enforcing standards	Met	Not met	VBA has identified compliance risks. But it has not set indicators to show compliance improvements in the identified risk areas.
9	By June 2023, work with regulatory partners to address complex and long-standing building permit and enforcement matters to ensure effective consumer outcomes.	Ensuring compliance and enforcing standards	Not met	Not met	VBA is working with the Department of Transport and Planning and other sector partners, but it has not addressed complex and long-standing building permit and enforcement matters.
10	By June 2023, strengthen consumer information by supporting the Department of Environment, Land, Water and Planning building consumer information service and aligning consumer communications with Consumer Affairs Victoria.	Promoting good practices across the sector	Met	Met	

No.	Target	VAGO theme	VBA's attested status	VAGO's assessed status*	Comments
11	<p>By June 2023, increase the awareness and compliance of industry, building owners and the community in maintaining essential safety measures (ESMs) to protect the safety of building occupants through the provision of information and education. The progress indicators are:</p> <ul style="list-style-type: none"> number of revised/updated and new resources related to ESMs for industry, owners, building managers and consumers number of downloads/views of resources related to ESMs target groups of stakeholders satisfied that resources and information met their needs. 	Promoting good practices across the sector	Not met	Not met	VBA advised it has started to revise and update ESMs for industry, owners, building managers and consumers. It has also developed an ESM Responsibilities Framework. But VBA has not provided the number of downloads/views of resources related to ESMs for 2022–23 or shown whether its target stakeholder groups are satisfied with the ESM resources and information.
12	<p>By June 2023, improve VBA's ongoing financial sustainability through the review of its operations and ensure financial self-sufficiency. VBA will:</p> <ul style="list-style-type: none"> complete fee model review by 31 March 2022 implement Activity Based Costing by 30 June 2022 comply with Victorian Government Purchasing Board requirements by 30 June 2022. 	Ensuring financial sustainability	Met	Partially met	VBA completed the plumbing fee review before 31 March 2022. However, in August 2022 the Minister for Planning asked VBA to postpone the release of the review. According the 2021–22 compliance assessment, VBA complied with 16 of the 18 mandatory Victorian Government Purchasing Board requirements.
13	By June 2023, deliver education and training programs, guidance materials to improve industry competence measures by reach and engagement of materials.	Promoting good practices across the sector	Met	Met	
14	By June 2023, the VBA is to host the annual Building Surveyors' Conference in 2022 and 2023.	Promoting good practices across the sector	Met	Met	VBA's 2023 Building Surveyors' Conference took place on 16 August 2023.

Source: VBA's 2021–23 SOE, VBA and VAGO.