

VBA STAKEHOLDER RESEARCH

VBA Flagship Programs

The VBA asked its key audiences about their awareness, experiences and perceptions of the VBA's flagship regulatory intervention programs – the Proactive Inspections Program (PIP) and the Plumbing Audit Program (PAP). In December 2021, the VBA surveyed registered builders and building surveyors who had experienced a PIP inspection and licensed plumbers who had experienced a PAP audit in the previous 12 months.





BUILDER RESPONSES

Total surveys completed: 482
Overall response rate: 6.9%
Builder surveys completed: 182
Builder response rate: 6.1%

AWARENESS OF THE PROACTIVE INSPECTIONS PROGRAM (PIP)

Aware of
PIP

Initial awareness of PIP
sourced from (Top 2):

Informed
about PIP
purpose

PIP information sources
(Top 2):

84%



37% VBA email or letter



37% VBA inspector
arriving on site

68%



46% VBA website



23% Industry
association

AWARENESS OF THE PLUMBING AUDIT PROGRAM (PAP)

Aware of
PAP

Initial awareness of PAP
sourced from (Top 2):

Informed
about PAP
purpose

PAP information sources
(Top 2):

42%



25% VBA email or letter



19% VBA inspector/
auditor arriving
on site

73%



46% VBA website

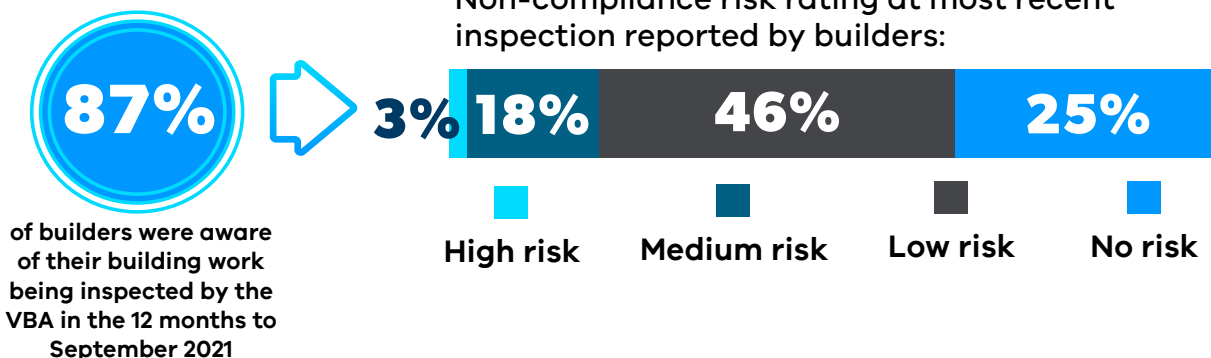


28% Industry
association

ENGAGEMENT

Engagement with PIP

Non-compliance risk rating at most recent inspection reported by builders:



Experience with PIP



of builders rated their experience **during** inspection as 'good' or 'very good'

(includes explanation of process, time to undertake inspection, identification of inspector)

of builders rated their experience **after** inspection as 'good' or 'very good'

(includes VBA written communications, inspector's knowledge, and time taken by the VBA to advise on outcome)

LEARNING MATERIALS

(in the 12 months to December 2021)

46% of builders had read one or more VBA quarterly PIP **reports** about inspections undertaken



24% of builders had attended one or more VBA **webinars** about PIP compliance risks identified through inspections



Perceived usefulness of reports and/or webinars by builders (top 2)

Respondents below rated the reports and/or webinars as **extremely/very useful** in:

1. 62%

increasing awareness of common non-compliant building or plumbing work

2. 62%

improving the competence of building and plumbing practitioners in Victoria

PIP PERCEPTIONS (TOTAL %AGREE)

Builders agreed that early identification of non-compliant building and plumbing work during construction:



makes problems easier and cheaper to fix

86%



benefits consumers

84%



benefits the building and plumbing industries

83%

53%

agreed that the webinars/reports influenced them to change the way they do their work



BUILDING SURVEYOR RESPONSES

Total surveys completed: 482

Overall response rate: 6.9%

Building surveyor surveys completed: 73

Building surveyor response rate: 24.0%

AWARENESS OF THE PROACTIVE INSPECTIONS PROGRAM (PIP)

Aware of PIP



Initial awareness of PIP sourced from (Top 2):



77% VBA email or letter



5% A builder advised me

Informed about PIP purpose



PIP information sources (Top 2):



76% VBA website



16% Industry association

AWARENESS OF THE PLUMBING AUDIT PROGRAM (PAP)

Aware of PAP



Initial awareness of PAP sourced from (Top 2):



71% VBA email or letter



25% VBA website

Informed about PAP purpose



PAP information sources (Top 2):



89% VBA website



11% phoned the VBA

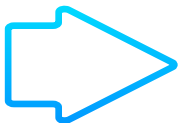
ENGAGEMENT

Engagement with PIP

Advised of the most recent inspection outcome by:



of building surveyors were aware of building work for which they are the Relevant Building Surveyor being inspected in the 12 months to September 2021



93%
VBA



10%
BUILDER

Experience with PIP

45%

of building surveyors rated their experience of the most recent **inspection outcome** as 'good' or 'very good'



(includes VBA's written communication about the inspection outcome, time taken to advise of inspection outcome, time taken by the VBA to close the inspection matter (if required), VBA's written communication and opportunity to discuss the inspection outcome)

PIP PERCEPTIONS (TOTAL % AGREE)

Building surveyors agreed that early identification of non-compliant building and plumbing work during construction:



benefits the building and plumbing industries

90%



benefits consumers

89%



makes problems easier and cheaper to fix

87%

19%

of building surveyors **agreed** with all of the most recent inspection outcome

61%

of building surveyors **agreed** with some of the most recent inspection outcome

LEARNING MATERIALS

(in the 12 months to December 2021)

63%

of building surveyors had read one or more VBA quarterly PIP **reports** about inspections undertaken



81%

of building surveyors had attended one or more VBA **webinars** about compliance risks identified through inspections



Perceived usefulness of reports and/or webinars by building surveyors (top 2)

Respondents below rated the reports and/or webinars as **extremely/very useful** in:

1.

41%

increasing awareness of common non-compliance risks

2.

38%

improving the competence of building and plumbing practitioners in Victoria

33%

agreed that the webinars/reports influenced them to change the way they do their work



PLUMBER RESPONSES

Total surveys completed: 482
Overall response rate: 6.9%
Plumber surveys completed: 227
Plumber response rate: 6.1%

AWARENESS OF THE PROACTIVE INSPECTIONS PROGRAM (PIP)

Aware of
PIP

Initial awareness of PIP
sourced from (Top 2):

45%



23% VBA email or letter



18% VBA inspector
arriving on site

Informed
about PIP
purpose

PIP information sources
(Top 2):

59%



45% VBA website



19% phoned the
VBA

AWARENESS OF THE PLUMBING AUDIT PROGRAM (PAP)

Aware of
PAP

Initial awareness of PAP
sourced from (Top 2):

82%



49% contact from VBA
to schedule a
compliance audit



22% VBA email or letter

Informed
about PAP
purpose

PAP information sources
(Top 2):

77%



58% VBA website



23% phoned the
VBA

ENGAGEMENT

Types of audits/inspections experienced

(in the 12 months to September 2021)



65%
AUDITS IN
PERSON



33%
AUDITS BY VIDEO
CONFERENCE



18%
BELOW GROUND
DRAINAGE INSPECTIONS

Experience with PAP

Respondents below rated their experience of the audit/inspection as good or very good:

BEFORE
75%

(includes number of days notice and ease of understanding of requirements before inspection/audit)

DURING
84%

(includes inspector/auditor identifying themselves, time taken to undertake inspection/audit, explanation of the purpose, and VBA's knowledge and understanding of compliance requirements)

AFTER
67%

(includes VBA's written communications to close non-compliant work, outcome reason, requirements to rectify non-compliant work, opportunity to discuss outcome, and time taken to close matter)

LEARNING MATERIALS

(in the 12 months to December 2021)

55%



of plumbers had read one or more VBA PAP **reports** about audits/inspections undertaken

32%



of plumbers had attended one or more VBA **webinars** about compliance risks identified through audits/inspections

Understanding compliance certificates

Plumbers understand they are required to (total % agree):

94%

lodge compliance certificates with the VBA for completed plumbing work

92%

provide compliance certificates to people for whom they carried out plumbing work

PAP PERCEPTIONS (TOTAL % AGREE)



Identification of non-compliant plumbing work is beneficial for the plumbing industry in Victoria

91%



Identification of non-compliant plumbing work is beneficial for consumers of plumber services

86%



Reports/webinars influence the way they work

47%

Perceived usefulness of reports and/or webinars (top 2)

Respondents below rated the reports and/or webinars as extremely/very useful in:

1.

63%

increasing awareness of common non-compliant plumbing work

2.

55%

improving the competence of building and plumbing practitioners in Victoria

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