

BUILDING MONITOR
STRATEGIC PLAN

2026

**BUILDING
MONITOR**



Acknowledgment of Country

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices. We are committed to genuinely partner, and meaningfully engage, with Victoria's Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices and their broader aspirations in the 21st century and beyond.

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The Building Monitor

Protecting domestic building consumers

Safe, secure, healthy and durable homes are fundamental to our quality of life. Our home is the biggest financial investment we will make and is the foundation of our financial, physical and emotional wellbeing.

Building or renovating a home (or moving into a newly built home) is exciting, but it is also a daunting prospect that can have significant risks for consumers. Technical and legal complexity, fragmented information and power imbalances may expose consumers to unscrupulous behaviour and unacceptable outcomes, which should not be addressed alone.

A strong and fair consumer protection regime is therefore essential.

In recent years, the building system has not protected consumers as much as it needed to. To address this, the Victorian Government is implementing reforms to key elements of the system to better support consumers – see www.planning.vic.gov.au/guides-and-resources/building-policy/building-reform for more detail.

What is the Building Monitor?

The Building Monitor is a dedicated and independent advocate for Victorian domestic building consumers, ensuring that consumers' voices are heard in building system policy development and regulatory decision making. The Building Monitor provides independent expert advice on system improvements to the Minister for Housing and Building and relevant stakeholders.

As the central point for identification of critical and systemic issues, the Building Monitor empowers domestic building consumers by promoting awareness of systemic issues, and provides a voice for consumers in systemic building matters, including identifying areas of additional focus to achieve a building system that truly protects consumers.

Who is the Building Monitor?

Tina Ngu was appointed as Victoria's Building Monitor in October 2025. She brings extensive experience in community engagement and advising ministers and senior executives on regulation, consumer protection and urban planning. With qualifications in urban planning, design and development, Tina has worked in the built environment industry for 20 years with experience in local and state government and the private sector.

The Building Monitor is supported by the Office of the Building Monitor within the Department of Transport and Planning.

What is the purpose of this Strategic Plan?

This Strategic Plan encapsulates the Building Monitor's Vision, Mission and Values and summarises the actions of the Building Monitor for the coming year to improve outcomes for domestic building consumers within Victoria's building system.

Legislative Framework

Objectives

The objectives of the Building Monitor in the *Building Act 1993* are:

- a. to improve domestic building affected parties' experiences of the building system by advocating for their interests at a systemic level and providing independent expert advice to the Minister and to persons and bodies involved in the building system; and
- b. to create a central point for the identification of critical and systemic issues that affect domestic building affected parties; and
- c. to empower domestic building affected parties by promoting awareness of systemic issues that relate to the building industry, the plumbing industry and building system regulators and options to address any such issues.

Functions

The functions of the Building Monitor in the *Building Act 1993* are:

- a. to advise and make recommendations to the Minister on systemic issues and risks that affect domestic building affected parties; and
- b. to report on research conducted on the nature of specific systemic issues that affect domestic building affected parties; and
- c. to advocate on behalf of domestic building affected parties as a cohort at a system-wide level on issues or matters affecting domestic building affected parties that require reform; and
- d. to collect and analyse information and data on the systemic issues that affect domestic building affected parties; and
- e. to monitor improvements to domestic building affected parties' experiences as a result of legislative reform; and
- f. to develop and promote educational materials and strategies in order to reduce consequences for domestic building affected parties; and
- g. to engage with all relevant persons and bodies involved in or performing functions in the building system; and
- h. to support any work that assists in the achievement of the Building Monitor's objectives; and
- i. to carry out any other function conferred on the Building Monitor under this Act.

Strategic Framework

Vision

The Building Monitor's vision is that Victorians have a best practice building system they can trust and rely upon. This is achieved by ensuring the system delivers safe, healthy and durable homes for consumers, with quick and fair mechanisms to prevent and resolve disputes and defects.

Mission

The Building Monitor's mission is to monitor and drive continuous improvements to Victoria's building system by championing the voice of consumers and holding policy makers to account where there are opportunities for better consumer outcomes.

Values

Advocacy

The Building Monitor advocates for the interests of domestic building consumers at a systemic level and ensures their needs and lived experiences are incorporated in the design and delivery of the building system.

Leadership

The Building Monitor identifies systemic issues facing domestic building consumers and works to ensure that policy makers and regulators never lose sight of consumer interests.

Collaboration

The Building Monitor works in collaboration with government and non-government organisations to achieve shared objectives, including seeking partnership opportunities to improve coordination and consistency.

Integrity

The Building Monitor operates with integrity, providing unbiased and independent advice to the Minister that is underpinned by evidence, informed by data and real consumer stories, and is based on a sophisticated understanding of the building system.

Innovation

The Building Monitor seeks forward-looking solutions to improve outcomes for consumers based on international best practice and the opportunities provided by technology.

Strategic Pillars

The Building Monitor's work program in 2026 and beyond seeks to progress toward the following strategic pillars:



Track & report on consumer outcomes

This allows us to assess progress toward the Victorian Government's *Building Statement's* vision for a system in which 'consumers are informed, supported, protected and insured'.



Develop & share a deep understanding of consumer experiences, interests & needs

This ensures the future recommendations, policy and regulatory decisions in the building system are informed by the lived experiences of real consumers.



Work with Government to bring the consumer perspective to building system reforms

This ensures that consumers remain front and centre as the Government's reform agenda is implemented.



Identify emerging issues that affect consumer outcomes & recommend solutions

This ensures emerging challenges and opportunities to improve consumer outcomes are identified, examined and illuminated.



Build the Office of the Building Monitor's foundational success factors

This ensures capabilities, knowledge, relationships and systems are in place to grow the Building Monitor's effectiveness over time.



Build the community sector ecosystem for consumer advocacy

This enables multiple voices advocating for and supporting consumers in the building system.

2026 Actions

To deliver on its strategic pillars, the Building Monitor will deliver the following initiatives during 2026:



Track & report on consumer outcomes

1. Use data and consumer stories to **establish a baseline of building system performance and outcomes** to enable assessment of reform effectiveness and identification of emerging issues.



Develop & share a deep understanding of consumer experiences, interests & needs

2. Continue to chair and take advice from the Building Monitor's **Consumer Reference Group** (as enabled under section 208N of the Building Act).
3. Operate and optimise the '**Tell us your building story**' platform as a mechanism for consumers to share their detailed building system stories.
4. Partner with the Building and Plumbing Commission to undertake a **Consumer Experience Survey** to set a baseline to enhance government's understanding of consumer issues.
5. **Engage with consumers and consumer advocates** to gain a detailed understanding of what is happening on the ground to enable the Monitor to pinpoint aspects of the system requiring additional focus including the development of informative case studies.



Work with Government to bring the consumer perspective to building system reforms.

6. **Work closely with government** to ensure that reforms being delivered incorporate the consumer perspective and contribute towards the goal of putting consumers first in the building system. This includes direct engagement, policy submissions and representation on working groups.
7. **Represent consumer perspectives and interests** as a member of key advisory bodies including the Building Special Advisory Panel (BSAP) and Plumbing Special Advisory Panel (PSAP) Building Regulations Advisory Committee (BRAC) and Plumbing Advisory Committee (PAC).



Identify emerging issues that affect consumer outcomes & recommend solutions

8. Submit an **Annual Issues Report** to government (as required under section 208P of the Building Act).
9. **Track agency responses** to recommendations made in the 2025 Building Monitor's Issues Report.
10. Establish a '**policy spotlight**' series to examine at least two priority issues to flesh out problems and solutions on some of the building systems most intractable issues in collaboration with key stakeholders.



Build the Office of the Building Monitor's foundational success factors

11. Work across government **to improve the quality and consistency of data collection and sophistication of data analysis** to support effective regulatory decision making and policy development.
12. Ensure the Building Monitor and the Office of the Building Monitor **build systems, knowledge and capabilities** to enable them to provide informed insights on issues facing consumers.



Build the community sector ecosystem for consumer advocacy

13. **Collaborate with community consumer organisations** on matters of shared interest.
14. **Identify new opportunities for non-government consumer organisations** to contribute to the Government's reform agenda.
15. **Bring together key consumer advocacy organisations** for a bi-annual symposium on consumer issues.

Measuring Success

The Office of the Building Monitor will track its activities and impact throughout the year and report this in the Annual Issues Report. Activities and impact will be reported against each of the six strategic objectives listed above with a focus on evidence and data that demonstrates progress toward each goal.

Three Year Outlook

Building system reform requires sustained effort over time to achieve the Government’s stated objectives. In the context of this reform journey, the Building Monitor takes a strategic approach to achieving its objectives over time based on the below framework.

Strategic Pillar	Progressive outcomes sought in:		
	2026	2027	2028
Track & report on consumer outcomes	Evidence baseline established. Work to improve the quality of evidence available to policy makers is underway across government.	Metrics to enable initial evaluation of reform impact is available and tracked. Key pieces of whole of government data improvement project are in place.	Government domestic building data collection, analysis, sharing and reporting regime is mature and integrated.
Develop & share a deep understanding of consumer experiences, interests & needs	Consumers’ interests and needs are well understood within the Building Monitor and across government. Policy makers are responsive to this perspective.	The Building Monitor is the ‘go to’ agency within the building system for insights into building consumer perspectives.	Systemic consultation mechanisms are in place across government to ensure consumers are at the centre of all domestic building policy development and regulatory decision making.
Work with Government to bring the consumer perspective to building system reforms.	The Building Monitor has a ‘seat at the table’ in policy development. The Building Monitor’s perspective is respected, credible and trusted within Government.	The Building Monitor is considered a thought leader in building system policy. The Building Monitor’s perspective is respected, credible and trusted within and outside Government.	OBM is a fundamental and automatic partner and leader in domestic building reform.

Strategic Pillar	Progressive outcomes sought in:		
	2026	2027	2028
Identify emerging issues that affect consumer outcomes & recommend solutions	2-4 priority issues/opportunities are identified and examined, and recommendations are made to government.	3-4 further emerging issues/opportunities are identified and examined, and recommendations are made to government. The Building Monitor’s policy spotlight recommendations can be seen to influence new initiatives.	3-4 further emerging issues/opportunities are identified and examined, and recommendations are made to government. The Government next building reform agenda is taking shape and reflects the Building Monitor’s recommendations and priorities.
Build the Office of the Building Monitor’s foundational success factors	A foundation of strong relationships, capabilities, data and systems is established.	OBM is respected, trusted and valued in building policy and regulation. The OBM’s data systems are embedded and automated and result in unique insights.	Mature systems and capabilities in place and operating effectively.
Build the community sector ecosystem for consumer advocacy	Partnerships with key consumer advocates are established.	Work beyond specific reforms to ensure consumer advocacy ecosystem grows is in progress.	Building system consumer advocacy ecosystem is mature and sustainable.

Tell us your building story

The Building Monitor wants to hear your experience of the building system and suggestions for possible solutions to fix these issues.

This information will help the Building Monitor advocate for improvements.

Please tell us your story to help us identify issues and risks that affect domestic building consumers in the building system.

If you share your story, you and your story will be treated with respect and kept confidential.

engage.vic.gov.au/tell-us-your-building-story

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