

## Frequently asked questions (FAQ)

July 2026

### What is this Discussion Paper about?

This Discussion Paper explores the challenges of ensuring domestic building consumers have access to accurate, relevant, and timely information.

It examines how data-driven rating systems, practitioner information tools, and AI support can empower consumers to make informed decisions.

### Why did the Building Monitor select this topic?

Buying, building or renovating a home is one of the largest financial commitments many Victorians will make.

Many consumers experience challenges finding and understanding information, choosing practitioners and navigating the domestic building system.

Improving consumer knowledge and capability has the potential to reduce disputes, improve outcomes and strengthen confidence in the sector.

### Why is the Building Monitor seeking submissions?

We want to know if the issues and opportunities in the Discussion Paper reflect the experiences of consumers, industry and other stakeholders.

Your input will help us identify if there are additional issues to consider and help us develop practical, evidence-based recommendations.

### Who should provide a submission?

We welcome submissions from anyone with an interest in Victoria's domestic building system. This includes homeowners, advocates, experts, industry practitioners and government agencies.

Stakeholders may choose to respond to some or all the questions in the Discussion Paper.

### How do I make a submission?

Please send your submission to:

[info.buildingmonitor@transport.vic.gov.au](mailto:info.buildingmonitor@transport.vic.gov.au)

by **Friday, 7 August 2026**.

### Will my submission be made public?

Submissions will be treated confidentially and will not be published without your consent. We may combine findings and discuss them at a higher-level, ensuring they are not identifiable.

### **What will happen to my feedback?**

We will consider all submissions received during the consultation period.

Feedback will be analysed alongside research, consultation findings and other available evidence to inform our recommendations.

Not every suggestion received through consultation will be reflected in the final report.

### **What happens after consultation closes?**

Following consultation, we will review all submissions and develop our recommendations.

The recommendations will be included in the 2026 Issues Report, which will be provided to the Victorian Government for consideration.

### **Does this Discussion Paper represent Victorian government policy?**

No.

This Discussion Paper has been prepared by the Building Monitor to present ideas and seek feedback on this theme.

The views expressed in the Discussion Paper do not represent Victorian Government policy or decisions.

### **How can I stay informed?**

Publication of the final report will be available through our website:

**[www.vic.gov.au/building-monitor](http://www.vic.gov.au/building-monitor)**