

## Discussion paper summary

July 2026

### Why this matters?

- Buying, building or renovating a home is one of the biggest decisions people make. Many Victorians face problems during the building process.
- Around 70 per cent of households report building quality issues, and 33 per cent new homes experience major defects or disputes.
- These problems are costly, and can impact on the safety, health and wellbeing of households.
- The discussion paper looks at how better information and support can help consumers make more informed decisions and reduce these risks.

### The key problem

- The building system in Victoria is complex.
- Many consumers do not understand their rights, responsibilities, or where to go for help.
- Information is hard to find, difficult to understand, and spread across different agencies.
- Many people only look for information when something goes wrong, which is often too late to avoid harm.

### Key themes and opportunities

#### 1. Getting the right information at the right time

- Consumers need simple, clear information at different stages of their building journey - before signing contracts, during construction, and after completion.
- Providing small, targeted pieces of information at key moments may be more effective than long documents all at once.

#### 2. Making information clearer and easier to use

- Many consumers find technical language and long documents hard to understand.
- There is an opportunity to use plain language, visuals, videos, and interactive tools to make information more accessible.

#### 3. Helping people choose the right builder

- Choosing a builder is one of the most important decisions.
- It is difficult to check a builder's history.
- A single, easy to use online tool could help consumers check registration, complaints, and past performance in one place.

#### 4. Using technology and AI to support consumers

- New technology, such as AI assistants, can help explain complex information in simple terms.
- These tools can give tailored advice based on a person's situation, but they must be accurate, safe, and transparent.

#### 5. Supporting culturally and linguistically diverse communities

- Many Victorians speak languages other than English.
- Information should be available in multiple languages and formats.
- More people can be reached by working with community organisations and using translated materials, videos and outreach.

### What we want consumers to know

- The discussion paper focuses on helping consumers understand three key areas:
  - Know your builder – how to check their experience and history
  - Know your contract – key risks, payments, and responsibilities
  - Know your building – understanding defects, inspections, and ownership responsibilities.

### What happens next

- We seek input from a range of people. This includes consumers, advocates, industry practitioners and government agencies.
- This feedback will help develop our findings.
- Feedback can relate to the specific issues and questions raised in the paper or can highlight additional matters for consideration.
- Your submission will be treated confidentially, and no details will be published without your consent.

### Submissions

- Please send your submissions to: [info.buildingmonitor@transport.vic.gov.au](mailto:info.buildingmonitor@transport.vic.gov.au) by **7 August 2026**.