

Communication from VIDA

No. 6/2025

VIDA provides the following update to its construction partners regarding new requirements and resources to address criminal, unlawful and other unacceptable conduct on Victorian Government construction projects. These developments serve to reinforce VIDA's expectations on these matters as communicated previously.

Construction Complaints Referral Service

From 17 December 2025, a new Construction Complaints Referral Service (CCRS) has commenced within Workforce Inspectorate Victoria (formerly Wage Inspectorate Victoria) (WIV). The CCRS has been established as part of the Victorian Government's response to the *Formal Review into Victorian Government Bodies' Engagement with Construction Companies and Construction Unions* to receive reports relating to criminal, unlawful and other unacceptable behaviour on government construction projects in Victoria.

Any person can make a report, including workers, contractors, subcontractors, suppliers and the general public. Reports can be made by calling the CCRS on 1800 287 287 or by using the form available through the link below.

The CCRS does not have investigative powers and will refer reports to the appropriate regulator, law enforcement or government body.

Material previously provided by VIDA regarding the reporting of unacceptable behaviours (including site-based collateral referencing VIDA's STOPLINE reporting service) will be replaced by similar material issued by WIV. VIDA will be in touch separately regarding this in early 2026. VIDA's STOPLINE service will remain available in the interim period.

Further information about the CCRS is available here: <https://www.vic.gov.au/construction-complaints-referral-service>

Policy – Reporting criminal and unlawful conduct on public construction projects

In parallel, the Victorian Government has introduced a new policy *Reporting criminal and unlawful conduct on public construction projects*.

The purpose of the policy is to set out requirements in relation to reporting, responding to and preventing criminal and unlawful conduct in connection with public construction projects. The policy includes four actions which create obligations for contractors and subcontractors on, or associated with, public construction projects:

- **Action 1:** report any allegations or instances of criminal and unlawful conduct in accordance with the policy
- **Action 2:** take appropriate action to address criminal and unlawful conduct

- **Action 3:** promote, support and work with the WIV
- **Action 4:** have systems and processes in place to ensure contractors and their subcontractors fulfil their obligations under the policy.

The policy requires contractors and subcontractors to report allegations or instances of criminal or unlawful conduct to WIV and/or a regulatory or law enforcement body. Where reports are made directly to a regulatory or law enforcement body, WIV should also be informed of the report. VIDA's head contractors must also inform VIDA of any reports. Please refer to the reporting framework in the policy for details.

The policy commences on 1 January 2026 and applies to existing and new Victorian Government construction projects where practical completion has not been reached prior to this date, with transitional arrangements to apply to existing projects.

VIDA will be in contact with its contractors through its Project Offices regarding compliance with the policy on existing projects.

A copy of the policy, and relevant guidance material, is available here:

<https://www.vic.gov.au/reporting-criminal-and-unlawful-conduct-public-construction-projects-policy>

For any enquiries regarding this VIDA Communication No. 6/2025, please contact IndustryReporting@vida.vic.gov.au.