



Government of **Western Australia**
Department of Mines, Industry Regulation and Safety
Plumbers Licensing Board

Licensed plumbing contractor obligations



> A guide to licence, notification and certification obligations and the compliance audit program.

The Plumbers Licensing Board through the Building and Energy Division of the Department of Mines, Industry Regulation and Safety is responsible for licensing and regulating plumbing work across Western Australia. The Board authorises licensed plumbing contractors to undertake and certify regulated plumbing work. These requirements are set out in the Plumbers Licensing and Plumbing Standards Regulations 2000 (the Regulations). Licence holders need to understand their licensing obligations.

General licence obligations

Plumbing work	Carry out all plumbing work in accordance with the Regulations including the parts of the Plumbing Code of Australia prescribed in Regulation 48.
Licence	Display the licence certificate at the principal place of business and produce your licence card on request.
Record keeping	Keep up-to-date records of all employees carrying out plumbing work under your direction and control (employee register) and keep copies of all certificates of compliance for a minimum of six years after submitting the certificate.
Advertising	Include the licence number of the licensed plumbing contractor in all advertising and business documents.
Supervision	Provide general direction and control to any and all licensed plumbers and apprentices carrying out plumbing work on your behalf.
Register	Notify the Plumbers Licensing Board within 14 days if the business address or contact details change.

The Regulations are available from the Parliamentary Counsel's Office website www.legislation.wa.gov.au and Australian Standards are available from SAI Global at www.saiglobal.com

Notification and certification obligations

Major plumbing work

Major plumbing work, when it is not classed as minor work, includes the installation, alteration, extension and/or replacement of:

- water supply plumbing; and
- sanitary and/or drainage plumbing.

This includes such work as:

- installation, alteration or extension of drainage plumbing;
- sewer conversions;
- new or replacement water heaters;
- new and additional sanitary fixtures; and
- evaporative air conditioners.



Notices of intention and certificates of compliance

All major plumbing work requires the submission of:

- a notice of intention at least 24 hours before the commencement of the work (except for emergency work); and
- a corresponding certificate of compliance within five working days of completing the work.

For emergency work the notice of intention and the certificate of compliance can be submitted at the same time within five working days of completing work.



From 1 October 2019 Notices of intention and Certificates of compliance have no longer been available for purchase, however, contractors may continue to lodge paper notices until their stocks are exhausted. Plumbers will then be required to submit through the online Plumbing [eNotice](#).

Drainage plumbing diagrams

A drainage plumbing diagram, otherwise known as a flimsy or an as-constructed diagram, is a diagrammatic representation of a property's drainage plumbing.

A licensed plumbing contractor who installs, alters or extends drainage plumbing is required to submit a drainage plumbing diagram with the relevant certificate of compliance.

New fixture* installation fee

A new fixture installation fee is payable in respect of major plumbing work for:

- a new building; or
- an extension to an existing building **that will include at least one new sanitary fixture.**

The fixture fee applies in both sewered and unsewered areas and reflects the number of new or additional fixtures to be installed as part of the installation.

The fixture fee payable is based on a:

- flat fee (up to nine fixtures) set at a standard rate; plus
- additional fixtures are charged at a set rate per fixture.

A fee schedule is published on the [Building and Energy website](#).

Changes to notification requirements for drainage plumbing work

Changes have been made to the time in which plumbers must give notice that drainage plumbing work is ready to be inspected.

The new cut off time is **4.30pm on the Wednesday of the week following the completion of drainage plumbing work.** This means plumbers can cover drainage plumbing work upon completion and submit a single notification for all drainage plumbing work completed the previous week.



* A fixture is a receptacle designed for a specific purpose, the use or operation of which results in a discharge into the sanitary plumbing or drainage installation. It includes, but is not limited to, such items as water closets, baths, spa baths, basins, showers, kitchen sinks, laundry troughs, urinals and bidets.

Plumbing contractors can send notification via any of the following means:

- (a) SMS: 0417 209 818
- (b) Fax: 1300 449 185
- (c) Email: plumbingaudits@dmirs.wa.gov.au
- (d) Telephone: 08 6251 1377

Please note: notifications for online certificates should be completed using eNotice.

The notification given may be in relation to drainage plumbing work referred to on multiple notices of intention and must include the notice of intention numbers, property addresses, the dates the work was carried out, a description of the work and the licence number of the responsible plumbing contractor.



Notifications can be:

- submitted through eNotice
- emailed
- phoned
- faxed on a drainage inspection request sheet
- sent via SMS.

Performance solutions

A performance solution is a plumbing or drainage solution that complies with the performance requirements of the Plumbing Code of Australia by means other than satisfying a deemed-to-satisfy provision. The notice of intention for any plumbing work that includes a performance solution should be lodged at least five working days prior to any work commencing. An additional fee is payable when lodging a notice of intention for plumbing work including a performance solution. A certificate of compliance is also required within five working days of the work being completed.

Minor plumbing work

Minor plumbing work is the alteration, repair or maintenance of existing water supply, sanitary and/or drainage plumbing systems, including:

- maintenance, repair or replacement of water supply plumbing;
- clearing of blocked drains;
- cold water valve replacement, maintenance or repair;
- hot water valve replacement, maintenance or repair;
- sanitary and waste fixture maintenance, repair or replacement;
- repair and maintenance of backflow prevention devices; and
- replacement or repair of drainage plumbing.

Multi-entry certificates of compliance

As of 1 January 2020 plumbing contractors are required to maintain a record of all minor plumbing work they complete. This replaces the requirement to submit a certificate of compliance for minor plumbing work (known as a multi-entry certificate).



It is their responsibility to maintain this record in a format approved by the Plumbers Licensing Board. The record must be retained for at least six years from the date the work is completed.

A [fact sheet](#) and optional [template](#) have also been developed to assist with these requirements.

Compliance audit program

The compliance audit program ensures that:

- performance standards are being met;
- the licensing system works as it is intended; and
- the plumbing industry remains vibrant by ensuring consumer confidence and trust remains high.

An audit by a plumbing inspector will verify that the contractor is compliant with the Regulations.

Written notice of an audit will be issued to the licensed plumbing contractor to allow adequate time to retrieve the requested documents ready for the audit.

During the audit, the licensed plumbing contractor will have an opportunity to discuss any compliance related matters with the plumbing inspector.

Plumbing inspectors are bound by the department's Code of Conduct. Any information obtained during the audit will remain confidential unless the Plumbers Licensing Board or Building and Energy are required to disclose the information by law.

Following the audit, inspections of water supply, sanitary and drainage plumbing work will be conducted. The sites will be selected from current work being undertaken by the licensed plumbing contractor. The number of inspections of plumbing work will be at the discretion of the plumbing inspector.

Generally, an audit takes between two and four weeks depending on the size and nature of the plumbing business.

What happens after an audit is completed?

The Plumbers Licensing Board acknowledges compliance efforts and will support licensed plumbing contractors and tradespersons who are endeavouring to comply with their requirements. When necessary, actions taken for non-compliance may include formal warnings, issue of rectification notices and infringement notices, and prosecutions seeking the imposition of penalties. Where warranted, the use of a public warning to protect the public from serious non-compliance will be considered along with disciplinary action.

Information gathered will be analysed for compliance trends and can then be addressed via communication with the plumbing industry.

Other inspections

Site inspections can occur randomly without notice, as a result of a drainage inspection notification submitted by a licensed plumbing contractor or in response to information from other sources such as local government building approvals and Water Corporation applications.

COME TO A FREE INFORMATION SESSION

Free information sessions are held for licensed plumbing contractors and tradespersons. These sessions will help to clarify plumbers' obligations under the Regulations as well as provide an opportunity for you to meet other licensed plumbers and talk to the plumbing inspectors. New licensed plumbing contractors and existing licence holders in need of a refresher course are invited to attend by calling (08) 6251 1377 and selecting option 5 to book a place.



Department of Mines, Industry Regulation and Safety

Building and Energy on behalf of Plumbers Licensing Board

Level 1, 303 Sevenoaks Street

Cannington WA 6107

Postal address: Locked Bag 100, East Perth WA 6892

General enquiries: (08) 6251 1377

Facsimile: 1300 449 185

Email: plumbers.admin@dmirs.wa.gov.au

Website: www.dmirs.wa.gov.au/building-and-energy

Great Southern (08) 9842 8366

South-West (08) 9722 2888

Mid-West (08) 9920 9800

Goldfields (08) 9026 3250

North-West (08) 9185 0900

Kimberley (08) 9191 8400

Plumbers technical advice line: 1300 360 897

Drainage inspection request lines:

Phone: (08) 6251 1377

Fax: 1300 449 185

Email: plumbinginspections@dmirs.wa.gov.au

SMS: 0417 209 818

This publication is available on request in other formats to assist people with special needs.