



Plumbers Licensing Board Policy

Refund of Plumbers' Fees

OBJECTIVE

The objective of this policy is to guide members of the Plumbers Licensing Board (PLB), officers with powers delegated by the PLB, and other Departmental staff in making consistent decisions when processing refunds.

SCOPE

This policy applies to the refund of all fees processed by Licensing Services. It extends to the refund of application, licence and permit fees under regulations 18 and 26B of the Plumbers Licensing and Plumbing Standards Regulations 2000 (the regulations).

This policy does not constrain either the PLB's or the Department's capacity to depart from the policy as appropriate to the circumstances of any particular plumber application.

CONTEXT

Licence fees

When processing applications for a licence or permit, situations arise which may warrant a refund of fees. Under the regulations, a range of delegated actions may be taken by processing officers depending on the circumstance.

Plumbing administration fees

A notice of intention along with the prescribed fee is required before a plumbing contractor carries out major plumbing work. Situations may arise in which plumbers' books or a notice of intention (NOI) is not used or is cancelled. There is no provision for the refund of these fees.

TERMS USED

Application fee	A fee for an application for that licence or permit
Application lapsed	Cancellation of an application when requested additional information is not provided
Application withdrawn	Voluntary cancellation of an application by the applicant
Application refused	The PLB decides not to register the applicant
Licence cancelled	The cancellation of the licence as instructed by the PLB or the SAT
Licence fee	A fee charged to cover the given licence or permit period
Licence surrendered	Voluntary removal of licence or permit
Plumbers	Plumbing tradespersons and plumbing contractors
Plumbers books	Books containing NOIs and multi-entry certificates
To the nearest month	Total number of entire months

POLICY PRINCIPLES

This policy seeks to provide a framework for consistent and fair decision making in relation to fee refunds, particularly for circumstances not explicitly addressed in the regulations (See also relevant legal advice: Objective reference: A15159467).

Plumbers licensing

Section 18 of the regulations states that, should the PLB decide not to issue a licence or permit the PLB, or its delegate, is to refund the licence or permit fee.

If a licence or permit is surrendered, as per regulation 26B(1), upon application by the licensee or permit holder, the PLB, or its delegate, is to refund to the person so much as the PLB deems appropriate to be refunded. This policy deems this to be the amount of the total entire months remaining.

The following refunds are automatic and do not require the applicant to request a return of fees.

Circumstance	Detail
Application lapsed	Requested additional information not provided to enable processing of application.
Application withdrawn	Upon written confirmation from an applicant of their intention to withdraw an application.
Refusal of application	If the PLB decides it will not issue a licence or permit to an applicant.
Licence surrendered	If a registered plumber surrenders their licence, a portion of the remaining licence fee is refunded equivalent to the total number of full months remaining.
Licensed person obtaining a new plumbers licence	A new licence is not an 'upgrade'. Plumbing tradesperson's licences and plumbing contractor's licences are separate, regardless of the prerequisite licence required. If a new licence is issued to a person already holding a prerequisite licence or permit, a portion of the remaining licence or permit fee is refunded equivalent to the total number of full months remaining.

Plumbers' Administration

Under regulations 41 and 44 of the regulations a NOI along with the prescribed fee is required before the carrying out of major and minor plumbing works.

Legal advice has confirmed that there is no legislative basis on which the PLB or the Department can return fee for fixture or installation fees (Objective Reference: A15159483) even if a NOI has been submitted but the work was not commenced.

A partial return of fees may apply where the wrong plumber's book has been purchased and there is a variation in the cost of the book that was intended to be purchased.

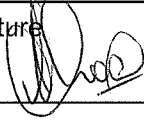
POLICY IMPLEMENTATION

Departmental officers reporting to the PLB will apply this policy in order to promote fair and consistent customer service. Officers will inform applicants of this policy.

OTHER RELEVANT POLICIES AND DOCUMENTS

Instrument of Delegation (Regulation 26B PLPS Regulations 2000).

GOVERNANCE

Resolved by the PLB	Meeting Date 28 May 2018	Item Number 5.1.4
Chairperson	Signature 	Date 28/5/2018
Keywords	licence, assessment, refund	
Next review	June 2020	

