



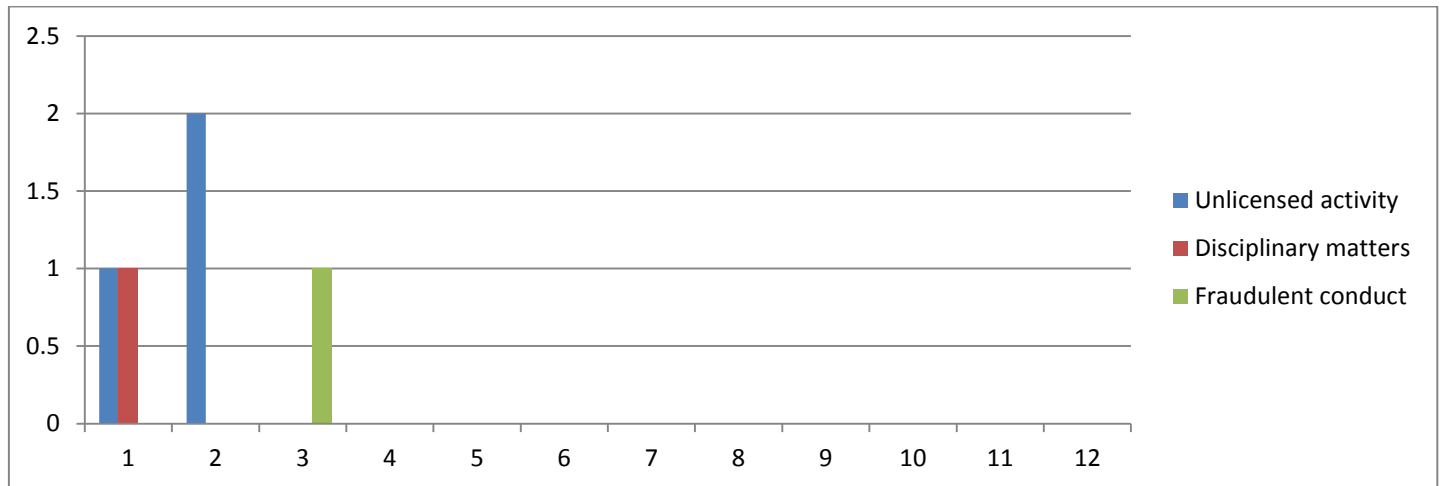
Plumbing Compliance Report

1st Quarter 2013/14

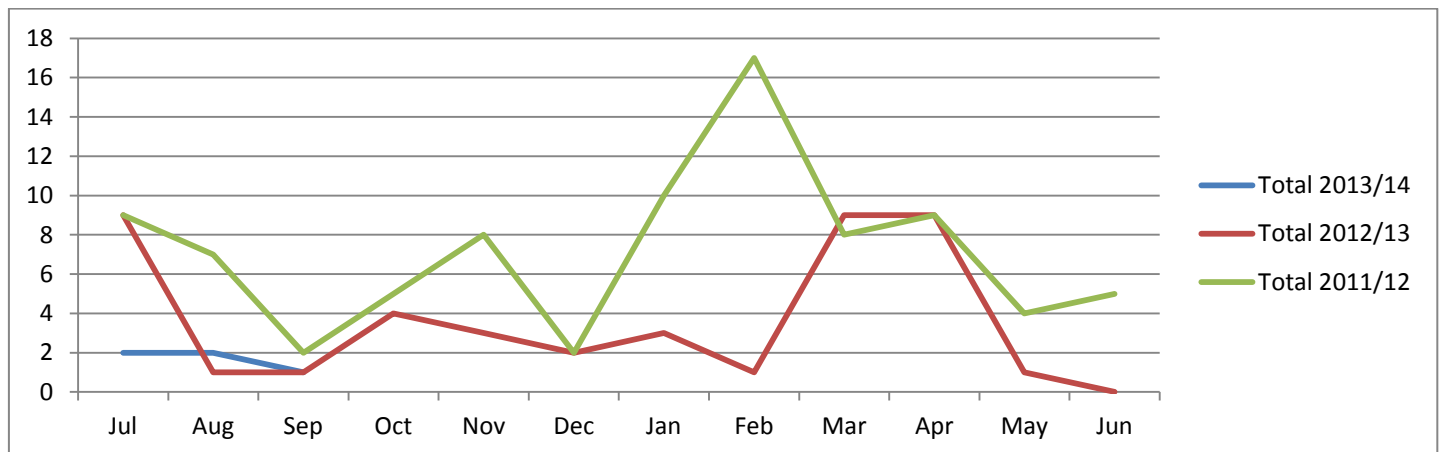


New Matters referred for Investigation

The fourth quarter saw the number of new matters referred for investigation remain low following a drop in May. This is partly attributed to improved processes introduced by the Enforcement Branch to vet complaints as they are received.

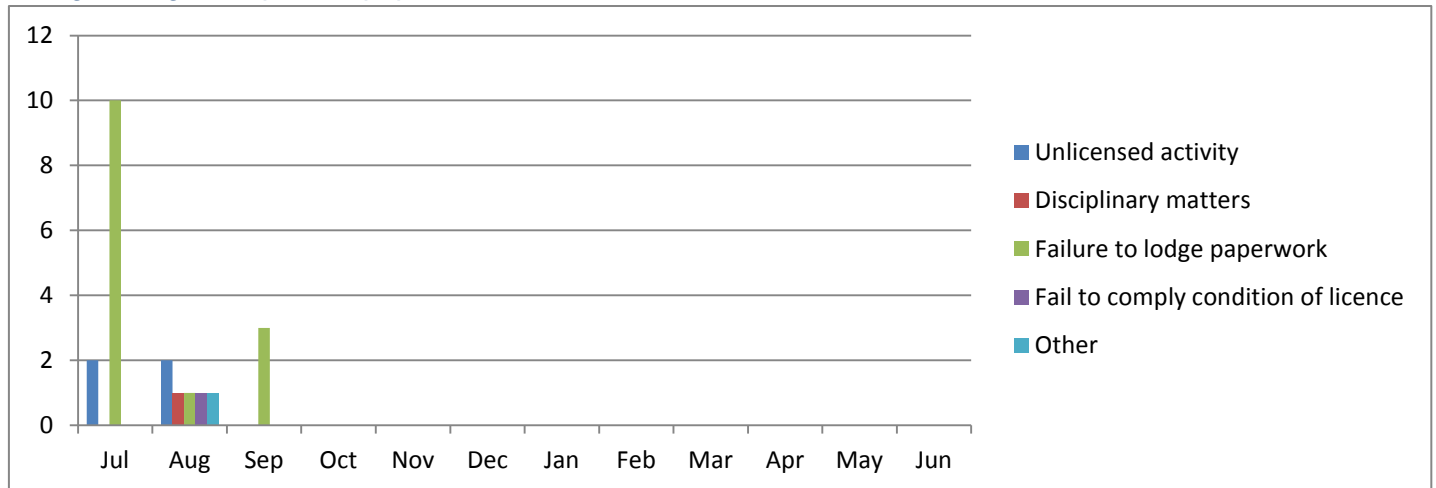


New Matters Referred for Investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	1	2	0									
Disciplinary matters	1	0	0									
Fraudulent conduct	0	0	1									
Total 2013/14	2	2	1									
Total 2012/13	9	1	1	4	3	2	3	1	9	9	1	0
Total 2011/12	9	7	2	5	8	2	10	17	8	9	4	5

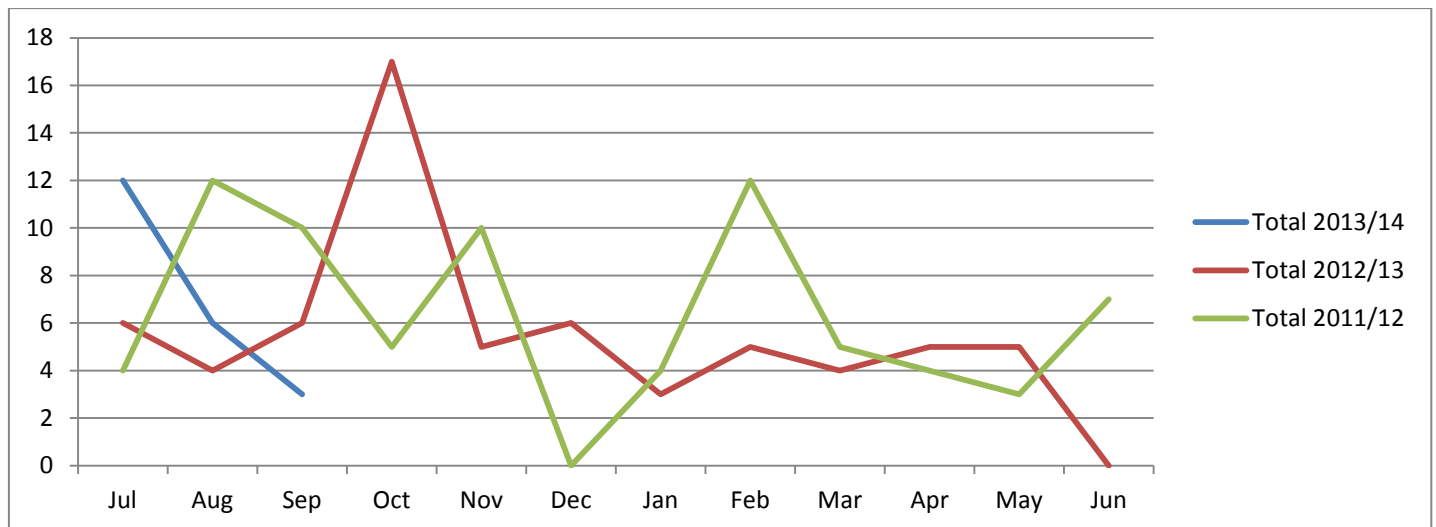


Investigations Concluded

There were 21 investigations concluded during the first quarter. The majority of these related to failing to lodge compliance paperwork.

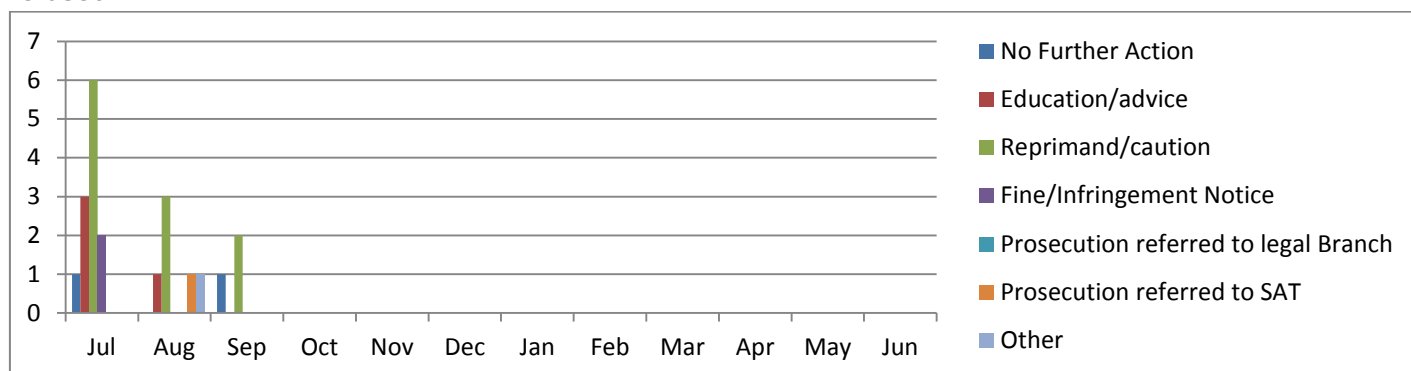


Investigations Concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	2	2	0									
Disciplinary matters	0	1	0									
Failure to lodge paperwork	10	1	3									
Fail to comply condition of licence	0	1	0									
Other	0	1	0									
Total 2013/14	12	6	3									
Total 2012/13	6	4	6	17	5	6	3	5	4	5	5	0
Total 2011/12	4	12	10	5	10	0	4	12	5	4	3	7



Concluded Investigation Outcomes

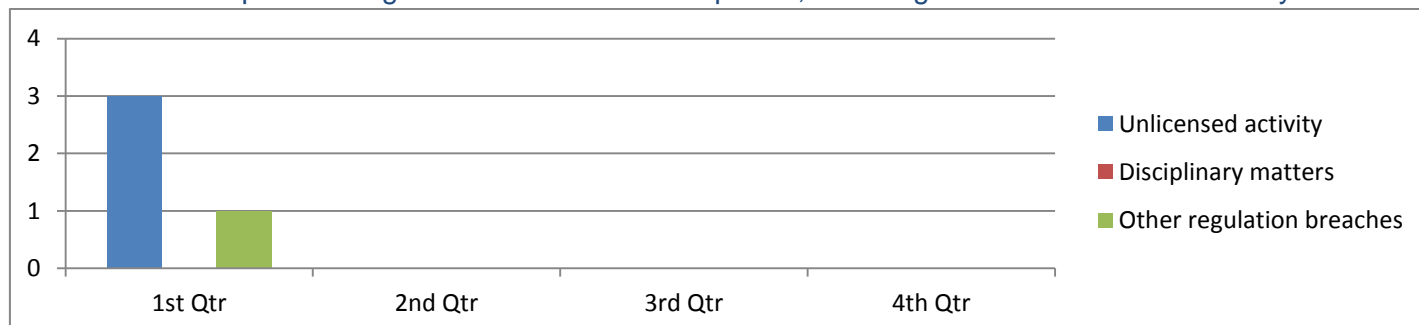
During the first quarter eleven investigations were concluded with a reprimand or caution, four with education/advice letters, two no further actions, two fines, one prosecution referred to SAT and one (a disciplinary complaint under the *Building Services (Complaint resolution and Administration) Act 2011*) was refused.



Concluded Investigation Outcomes	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No Further Action	1	0	1									
Education/advice	3	1	0									
Reprimand/caution	6	3	2									
Fine/Infringement Notice	2	0	0									
Prosecution referred to legal Branch	0	0	0									
Prosecution referred to SAT	0	1	0									
Other	0	1	0									

Current Investigations (as at end of the quarter)

There were four open investigations at the end of the quarter, including three for unlicensed activity.



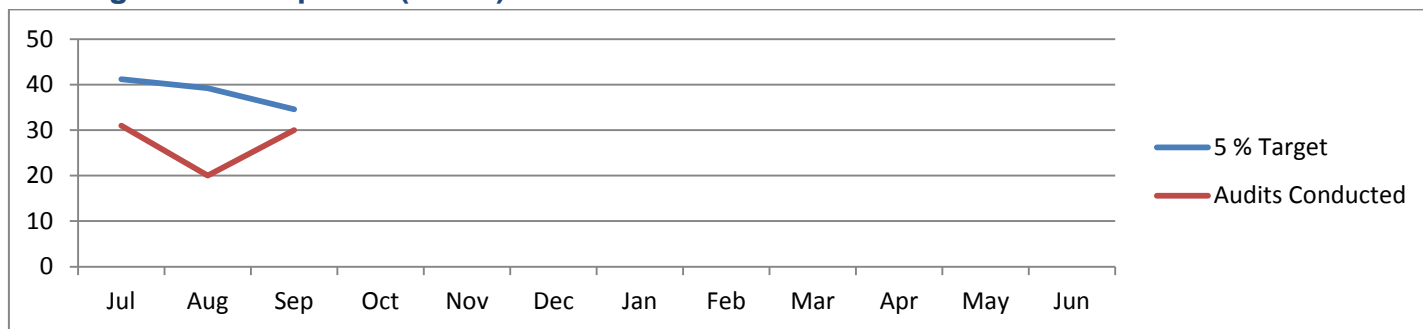
Drainage Audit Requests

The percentage of metropolitan audits conducted following drainage audit requests during the first quarter remained consistently below the 5% target, around about 4% with a dip in August to 2.5%.

The Regional drainage audits conducted following requests remained well above the 5% target throughout the quarter with a high of 19.5% in September.

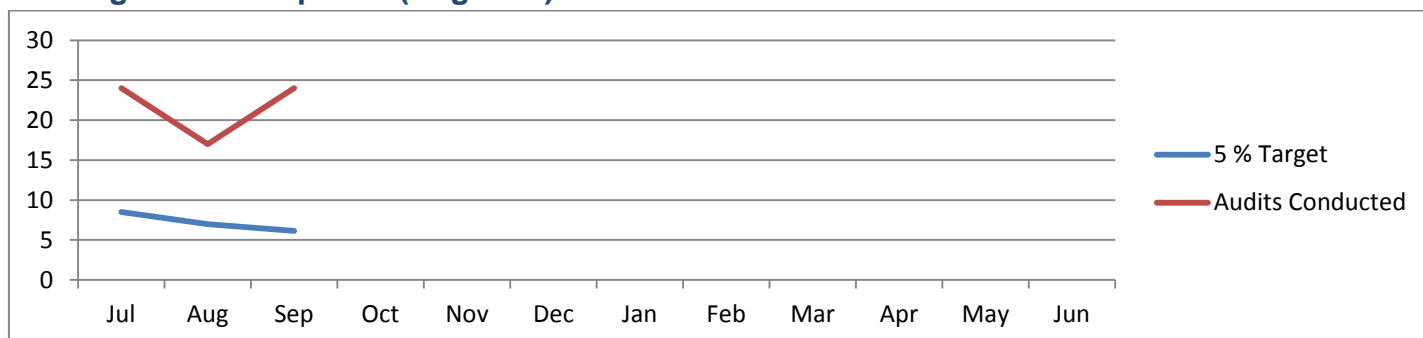
Overall, across the State, the percentage of audits conducted following requests was 5.34%.

Drainage Audit Requests (Metro)



Metro Drain Audit Requests 2013/14														
Audits Requested	823	784	692											2299
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	41	39	35										115	
Audits Conducted	31	20	30										81	
% of Requests Audited	3.7	2.55	4.34										3.52	

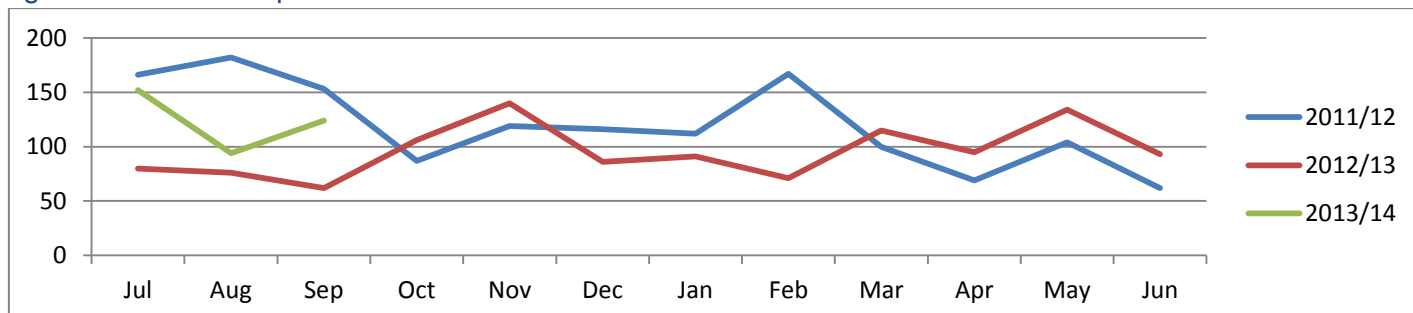
Drainage Audit Requests (Regional)



Regional Drain Audit Requests 2013/14														
Audits Requested	170	140	123											433
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	8.5	7	6.15										21.65	
Audits Conducted	24	17	24										65	
% of Requests Audited	14.1	12.1	19.51										15.01	

Drainage Audits Conducted

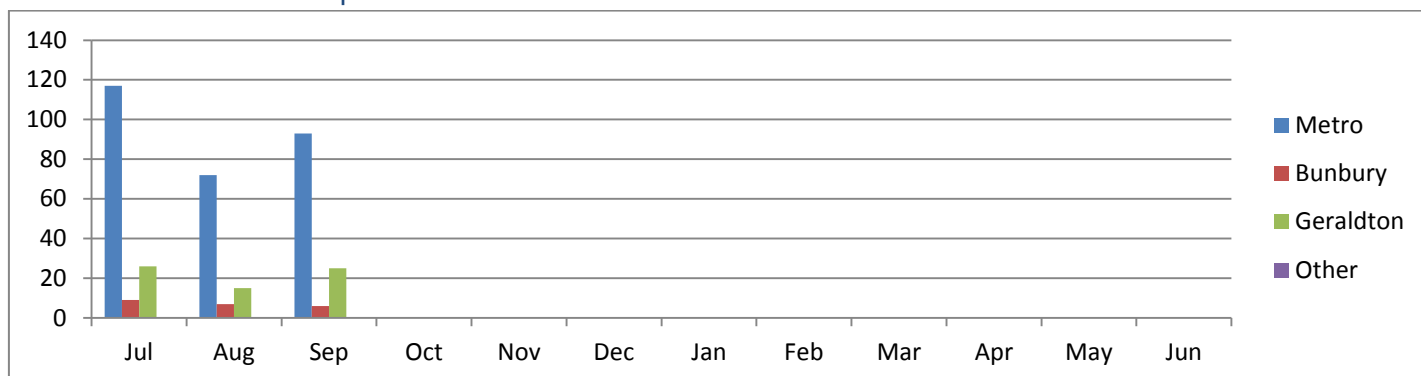
There were a total of 370 drainage audits conducted in the first quarter. This represents an approximate 41% increase on the number of drainage audits for the same period last year, however is 35% below the figures for the same period in 2011/12.



Drainage Audits Conducted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2011/12	166	182	153	87	119	116	112	167	100	69	104	62
2012/13	80	76	62	106	140	86	91	71	115	95	134	93
2013/14	152	94	124									

Drainage Audits Conducted per Region

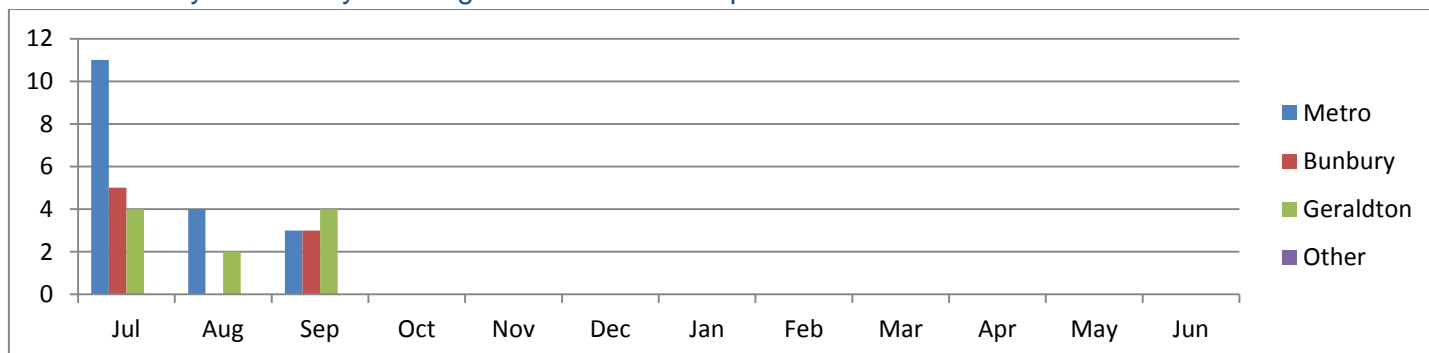
The drainage audits conducted in the metropolitan region peaked in July with 117. This is well above average for the 21012/13 year. This is attributed to a high presence of plumbing inspectors working during the month and is also reflected in the audit numbers for water supply and sanitary. The figures for August and September dropped to a more normal level, but were still above last years' average. The country audits remained consistent with previous months.



Drainage Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	117	72	93									
Bunbury	9	7	6									
Geraldton	26	15	25									
Other	0	0	0									

Drainage Audits Failed per Region

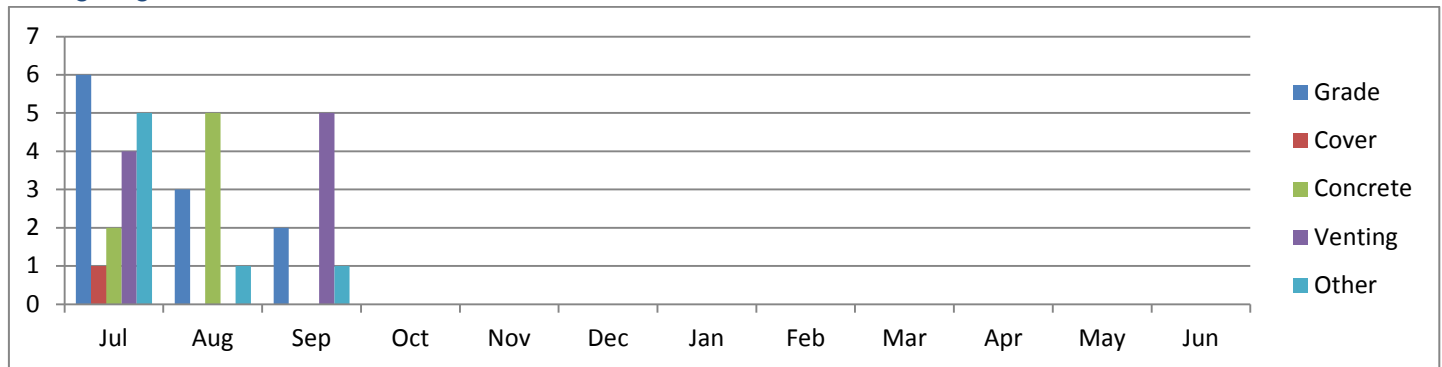
Of the 370 drainage audits conducted, 30 failed representing a failure rate of approximately 8%. This represents an improvement of 1% from the last quarter of 2012/13, despite the failure rate being particularly boosted in July where they were significant in the metropolitan area.



Drainage Audits Failed per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	11	4	3									
Bunbury	5	0	3									
Geraldton	4	2	4									
Other	0	0	0									

Main Reasons for Drainage Audit Failure.

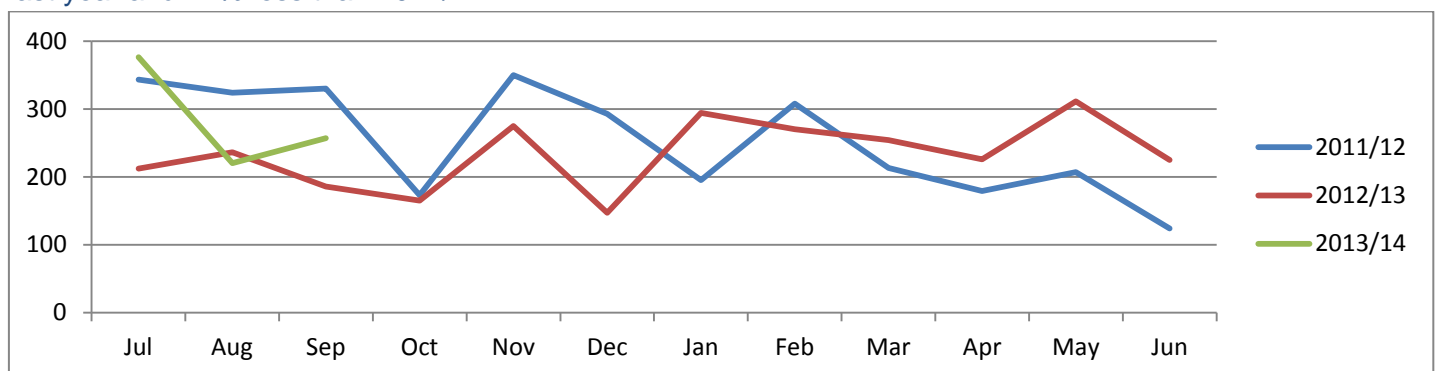
Grade and venting were identified as the main reasons for failure of drainage audits during the quarter, with eleven failures being recorded for grade and nine for venting. Concrete also recorded a high failure rate during August with five.



Drainage Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Grade	6	3	2									
Cover	1	0	0									
Concrete	2	5	0									
Venting	4	0	5									
Other	5	1	1									

Water Supply Audits Conducted

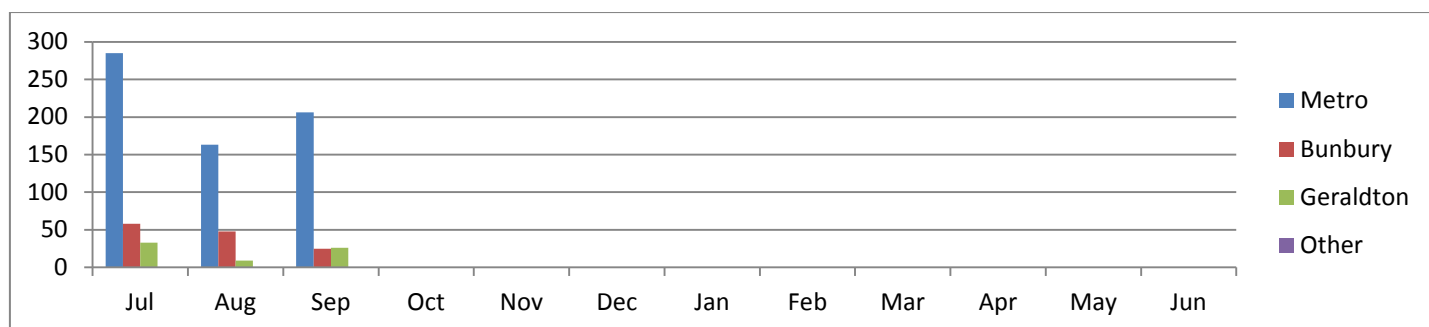
During the first quarter a total of 853 water supply audits were conducted, representing a 12% increase on the fourth quarter. The first quarter saw 35% more water supply audits conducted than for the same period last year and 17% less than 2011/12.



Water Supply Audits Conducted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2011/12	343	324	330	173	350	293	195	308	213	179	207	124
2012/13	212	236	186	165	275	147	294	270	254	226	311	225
2013/14	376	220	257									

Water Supply Audits Conducted per Region

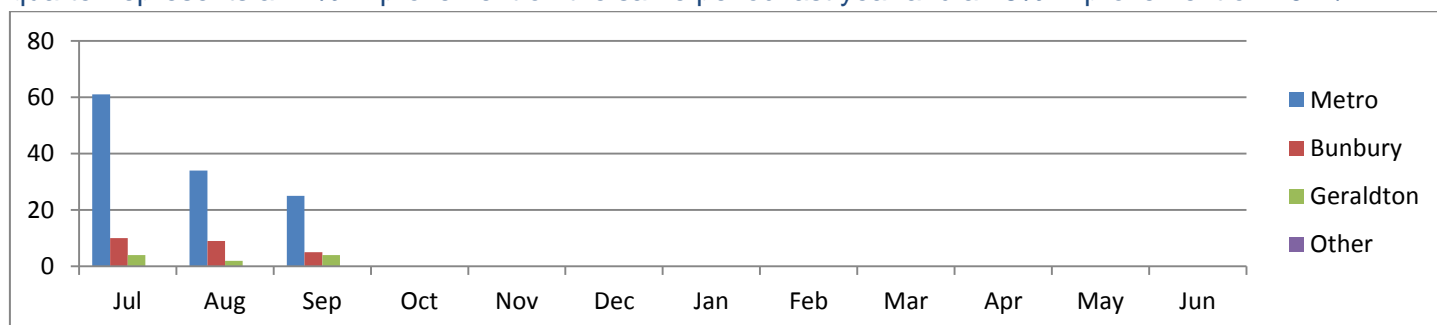
As discussed with the drainage audits, water supply audits peaked in the metropolitan area during July with 285 audits being conducted. The patterns of audits conducted levelled out for the remainder of the quarter in very similar fashion to the drainage audits with August numbers dipping significantly and then rising again in September.



Water Supply Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	285	163	206									
Bunbury	58	48	25									
Geraldton	33	9	26									
Other	0	0	0									

Water Supply Audits Failed per Region

Of the 853 water supply audits conducted, 156 failed representing a failure rate of approximately 18%. This is an improvement on the previous quarter which recorded a failure rate of 20%. The failure rate for the first quarter represents a 14% improvement on the same period last year and a 16% improvement on 2011/12.

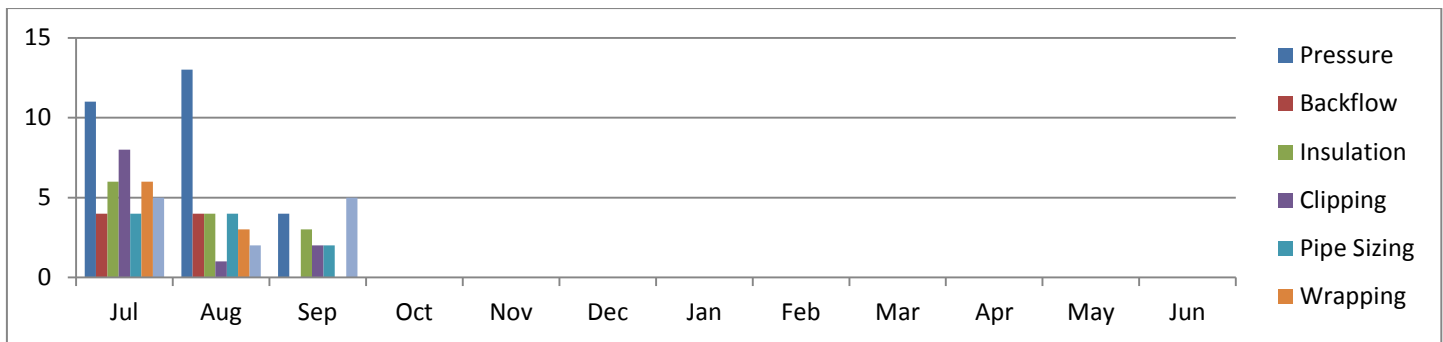


Water Supply Audits Failed per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	61	34	25									
Bunbury	10	9	5									
Geraldton	4	2	4									
Other	0	0	0									

Main Reasons for Water Supply Audit Failure.

The main reason for failure of water supply audits reported during this quarter was water pressure (28). It is difficult to determine the specific reason for this due to our limited capacity to extract good information from our systems, however as the metropolitan failure rates were quite high (particularly in July) it is thought that it could be due to water supply audits of work completed by a particular plumber who continually fails due to water pressure.

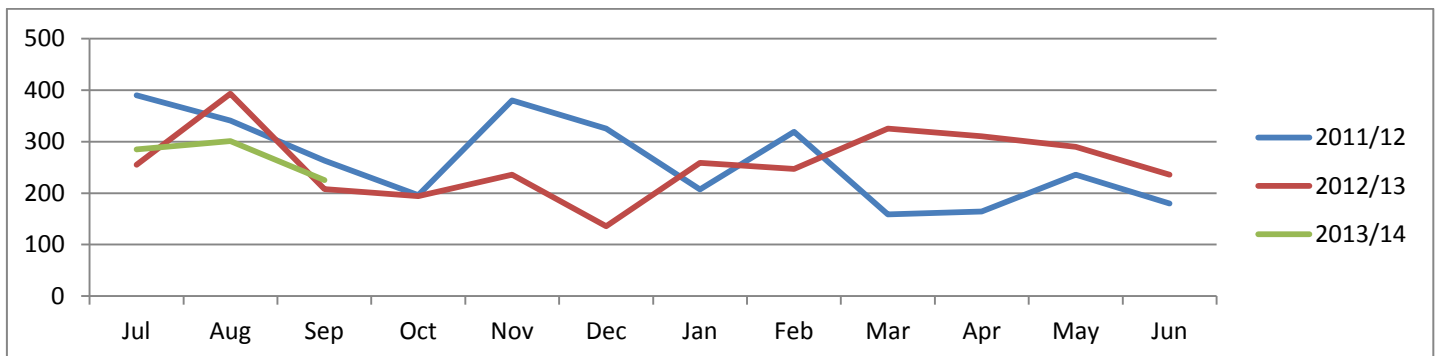
This issue was reported to the Board in the 3rd quarter report for the 2012/13 financial year and the Audit Branch is continuing to work with the Enforcement Branch to address the issue regarding this plumber.



Water Supply Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Pressure	11	13	4									
Backflow	4	4	0									
Insulation	6	4	3									
Clipping	8	1	2									
Pipe Sizing	4	4	2									
Wrapping	6	3	0									
Other	5	2	5									

Sanitary Audits Conducted

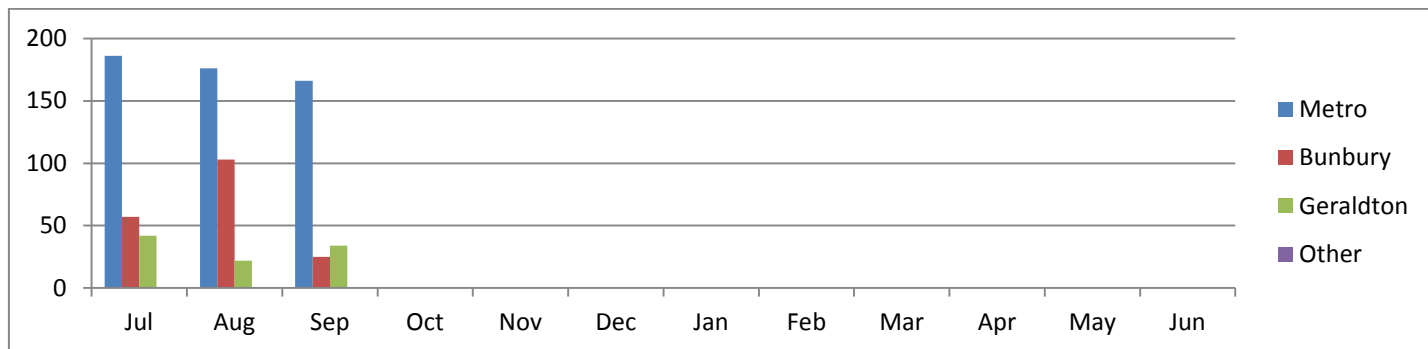
There were a total of 811 sanitary audits conducted during the quarter, which is a 14% decrease on the last quarter. The sanitary audits conducted represent a 5% decrease for the same period last year and 18% decrease from 2011/12.



Sanitary Audits Conducted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2011/12	390	341	263	196	380	325	207	319	159	164	236	180
2012/13	255	393	208	194	236	136	259	247	325	310	290	236
2013/14	285	301	225									

Sanitary Audits Conducted per Region

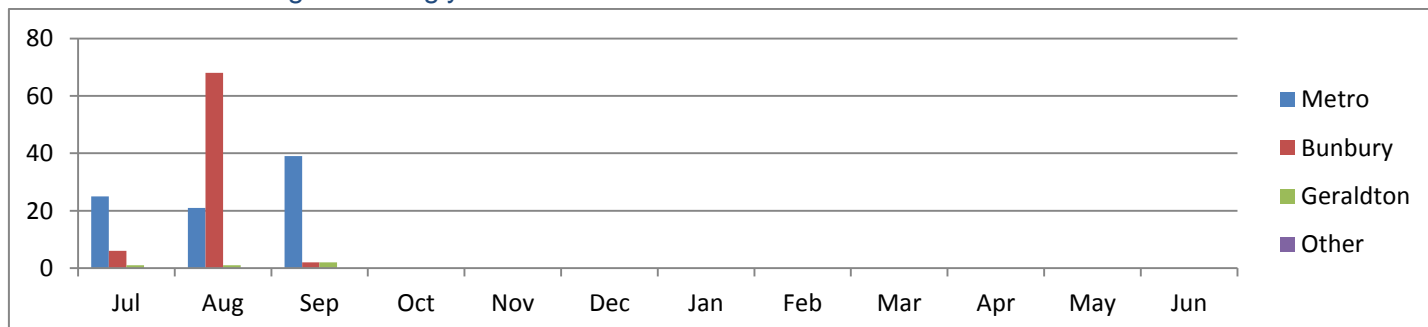
The sanitary audits conducted per region generally remained consistent across the quarters, although there was a spike in the Bunbury region for August. This was due to targeted inspections by the plumbing inspector due to issues he had identified with sanitary plumbing in the South-west.



Sanitary Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	186	176	166									
Bunbury	57	103	25									
Geraldton	42	22	34									
Other	0	0	0									

Sanitary Audits Failed per Region

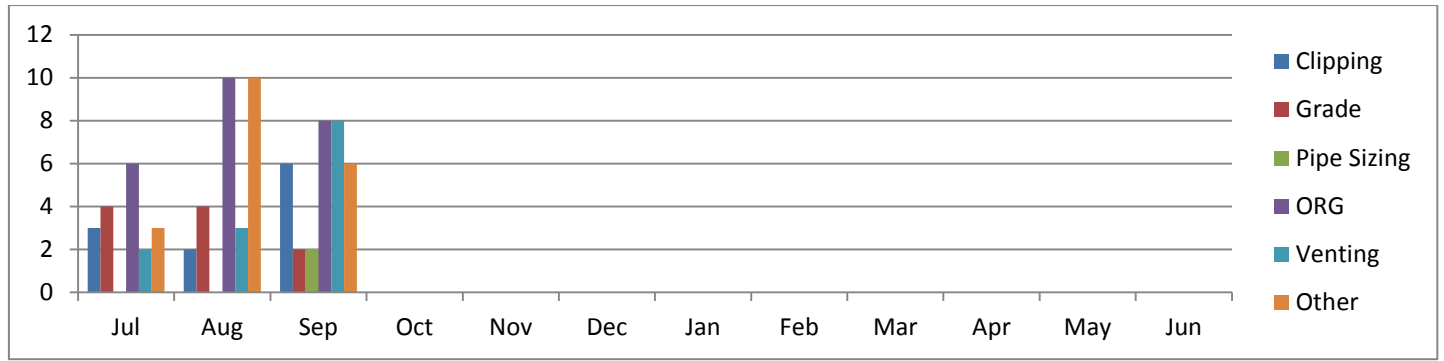
Of the 811 sanitary audits conducted, 165 failed representing a failure rate of 20%. This is a 9% increase in failure on the fourth quarter for 2011/12. It represents 7% increase on the same period for 2012/13. The failure rate for sanitary audits in the Bunbury region for August was extremely high at 66%. The plumbing inspector for the region has identified general issues with sanitary plumbing in the region and has commenced educating accordingly.



Sanitary Audits Failed per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	25	21	39									
Bunbury	6	68	2									
Geraldton	1	1	2									
Other	0	0	0									

Main Reasons for Sanitary Audit Failure

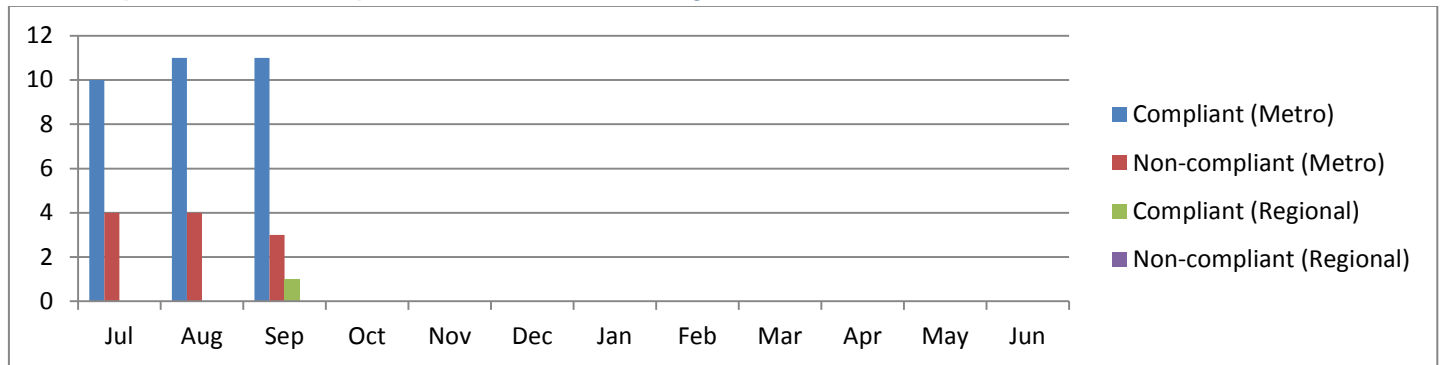
Overflow relief gullies continue to be the main reasons for failure of sanitary audits during the first quarter. As reported in the previous quarterly reports, the issue relating to ORG has been referred to the Building Commission's Industry Development Directorate for consideration of ways to bring this to industry's attention (eg. building newsletters and magazines, website etc). The Compliance Directorate will follow this up with Industry Development and report on its progress in the next quarter. The venting issue appears to have been brought under control with low numbers of failures in July and August, although there were eight reported in September. This will continue to be monitored.



Sanitary Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Clipping	3	2	6									
Grade	4	4	2									
Pipe Sizing	0	0	2									
ORG	6	10	8									
Venting	2	3	8									
Other	3	10	6									

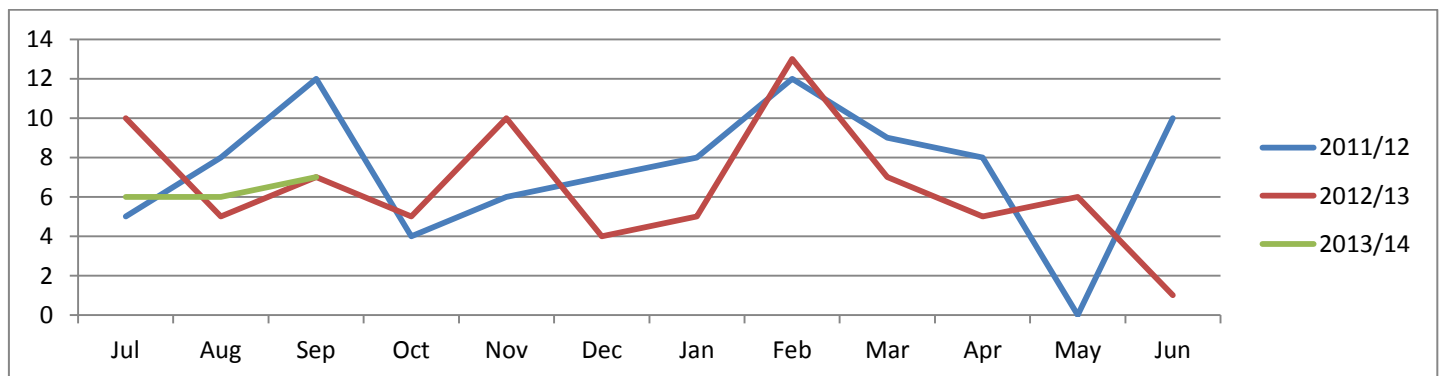
Compliance Audits

There were 44 compliance audits conducted during the first quarter. Of these, eleven were deemed to be non-compliant in the metropolitan area and one in regional areas.



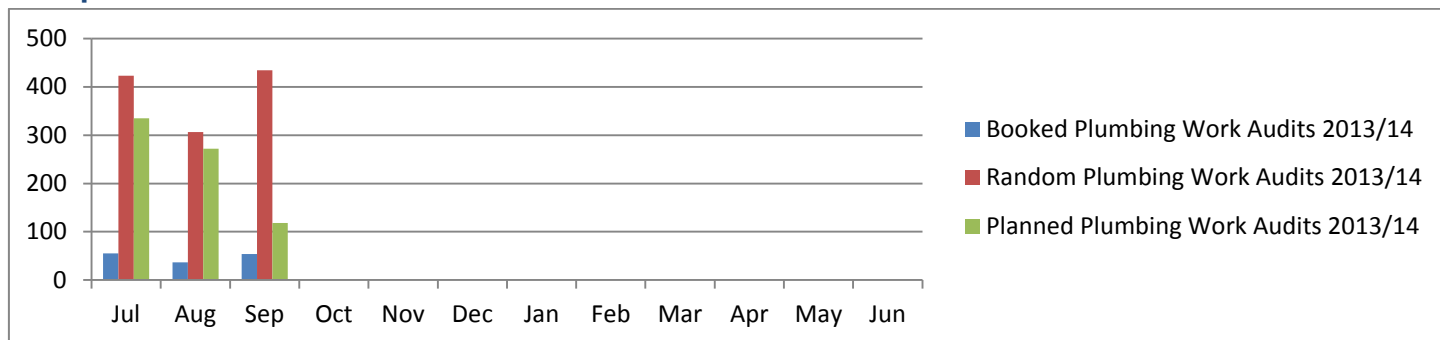
LPC Compliance Audits 2012/13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Compliant (Metro)	10	11	11									
Non-compliant (Metro)	4	4	3									
Compliant (Regional)	0	0	1									
Non-compliant (Regional)	0	0	0									

Inductions



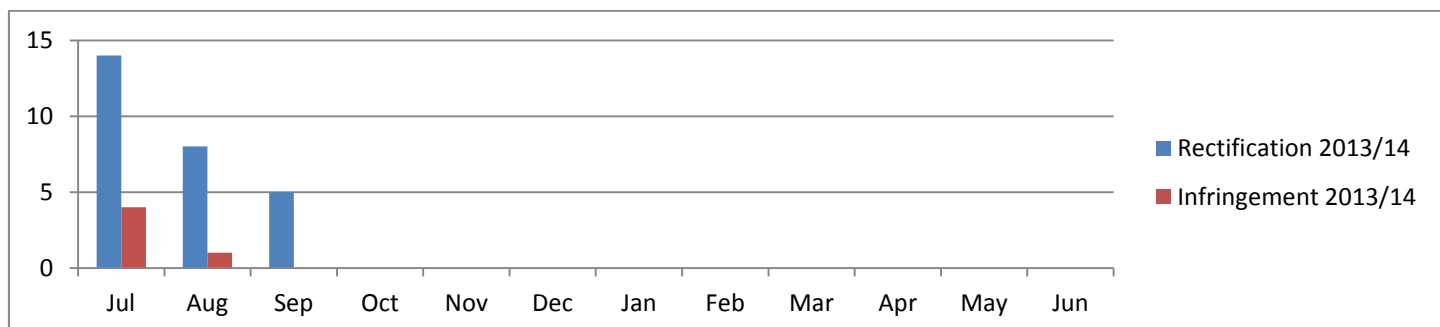
Inductions	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2011/12	5	8	12	4	6	7	8	12	9	8	0	10
2012/13	10	5	7	5	10	4	5	13	7	5	6	1
2013/14	6	6	7									

Compliance Activities



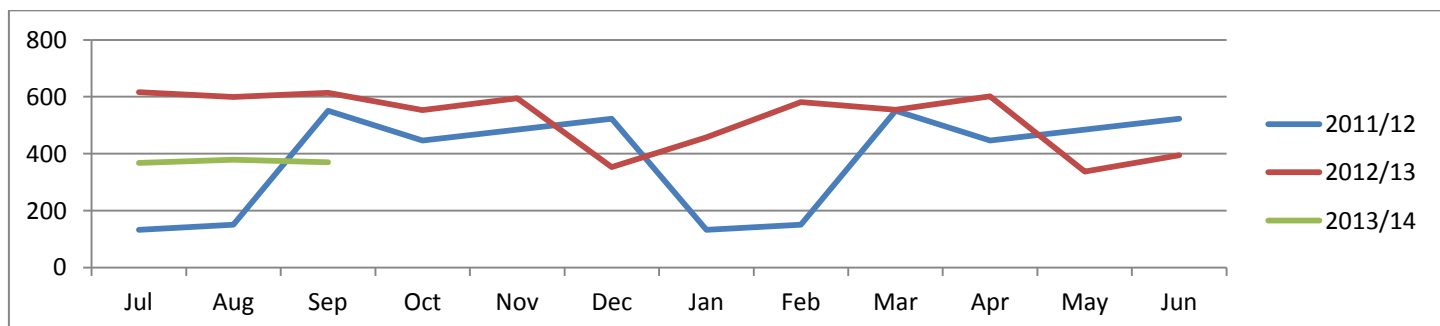
Compliance Activities	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Booked Plumbing Work Audits 2012/13	26	29	29	51	47	27	36	26	53	39	53	38
Booked Plumbing Work Audits 2013/14	55	37	54									
Random Plumbing Work Audits 2012/13	239	174	158	273	281	142	231	171	187	291	287	259
Random Plumbing Work Audits 2013/14	423	306	434									
Planned Plumbing Work Audits 2012/13	283	502	269	141	323	200	377	399	454	301	395	257
Planned Plumbing Work Audits 2013/14	335	272	118									

Notices Issued



Notices Issued	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Rectification 2012/13	12	8	14	9	13	2	10	9	10	7	4	10
Rectification 2013/14	14	8	5									

Technical advice Line



Plumbers Licensing Board Meeting – 25 November 2013

Technical Advice Line	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2011/12	132	150	551	446	485	523	132	150	551	446	485	523
2012/13	616	599	614	553	595	353	458	581	554	601	337	394
2013/14	368	379	370									

Unlicensed plumbers advertising on Gumtree

A review of Gumtree conducted by the Enforcement Branch identified numerous advertisements by unlicensed plumbers. Whilst there is no offence specified for advertising plumbing work without being a licensed plumber, the Enforcement Branch has contacted these people and issued education letters about people doing plumbing work having to be licensed and that it is an offence to do unlicensed plumbing work.

Another similar situation was identified recently by the Compliance Directorate. Principal Plumbing Inspector, Steven Walding contacted the person named in the advertisement. This person claimed to be a qualified plumber in the UK. The Principal Plumbing Inspector advised him that he would need to obtain a Western Australian plumbers licence as a migrant plumber and that he could not carry out plumbing work until he got the licence.

Non-water marked products

A number of issues with non-watermarked have been identified by plumbing inspectors recently. The following is a brief update on each of the matters identified:

- Margaret River Cheese Factory – a non-watermarked industrial waste trap was about to be installed and after an inspection by inspector Peter Dougheney the job was stalled, consultations were carried out and an approved product was sourced and provided for the project;
- Proaqua Water Dispensing Units – it was discovered that two of these had been installed in the Metropolitan area and inspector Malcolm Jarrett inspected the sites. The company has agreed not to install a planned roll out of the units until the certification and obtaining of the watermark is complete. Through consultation with Standards Officer, Mike Read and the appropriate authorities, the process is close to finalisation;
- Eaton Retirement Village – non-watermarked filtration equipment has been installed and a rectification notice has been issued by inspector Peter Dougheney allowing time for the certification process to be finalised, which is well underway;
- Fiona Stanley Hospital – non-watermarked pre-filtration equipment has been installed and a site meeting with consultants, plumbing contractors and inspectors Steve Walding and Dale Froby was carried out on 8 November 2013. The certification process is also underway in regard to this matter.

The potential installation of a large quantity of non-watermarked tapware and toilet suites at the Origin Apartment project in Burswood and a tenancy fit-out at Queens Riverside apartments has also been recently averted due to reporting from licensed plumbing contractors and attendance by inspectors.