

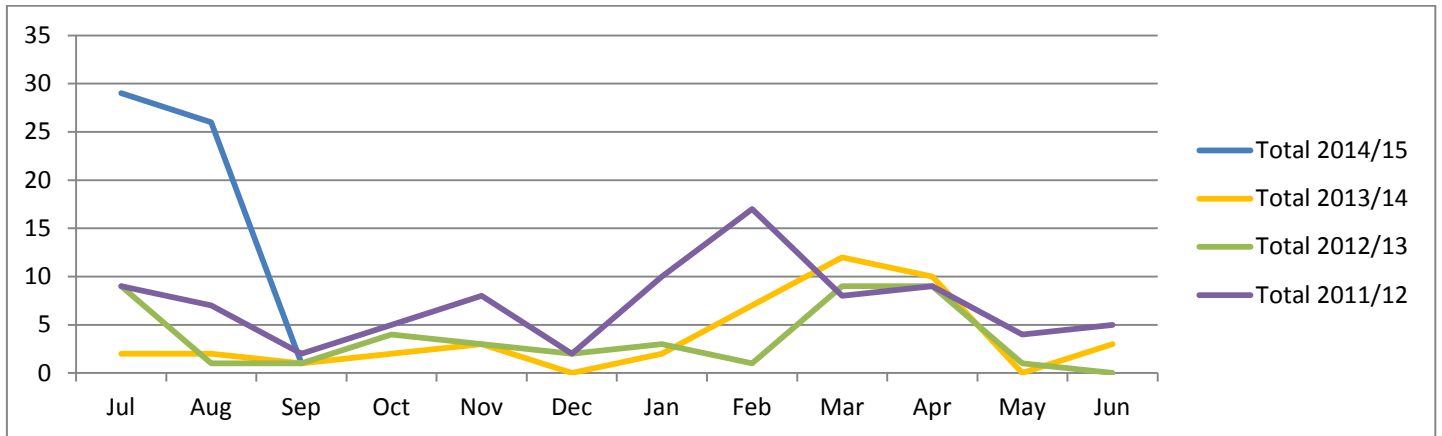
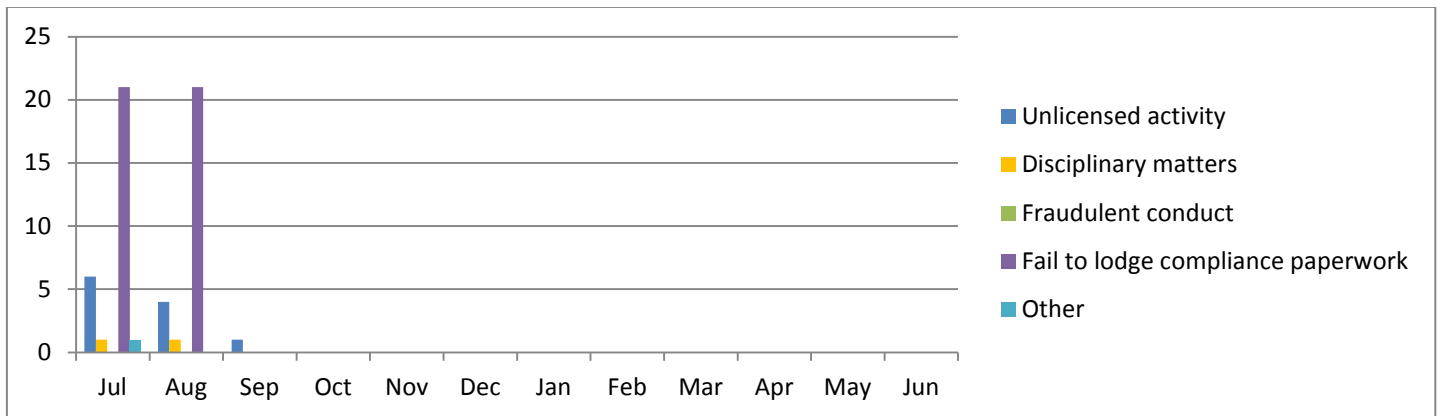


Plumbing Compliance Report

1st Quarter 2014/15

New Matters referred for Investigation

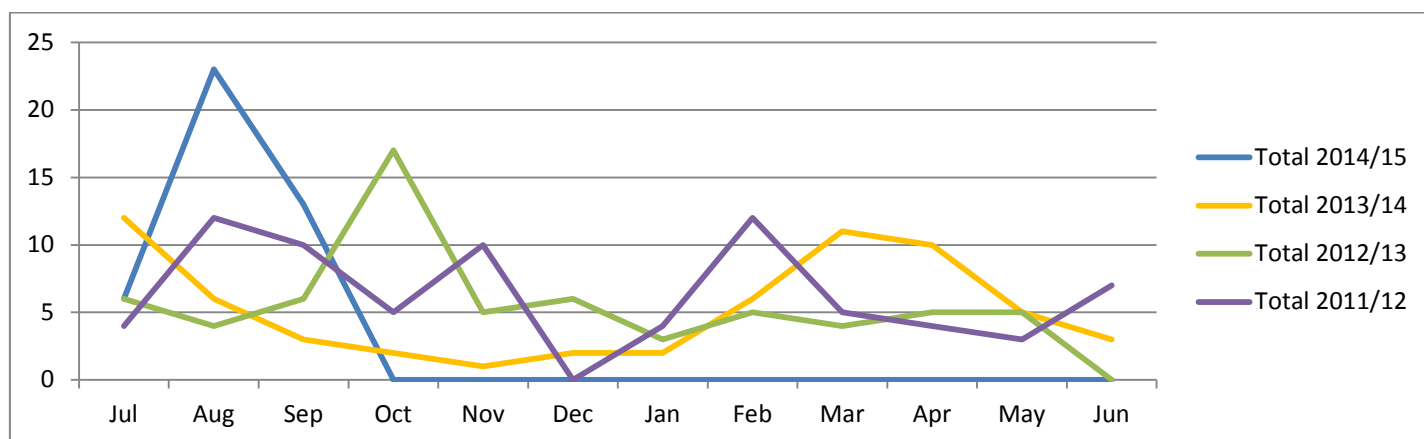
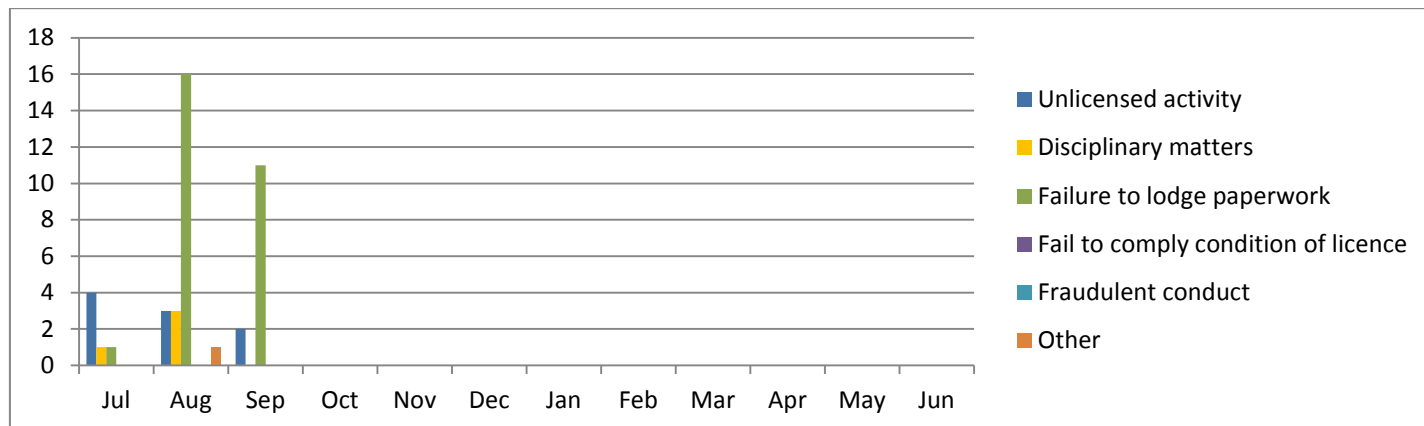
The number of new matters referred for investigation remained high during July and August as the targeted operation into non-compliance with lodging of paperwork continued. This operation came to a conclusion in September, which accounts for the significant drop in new matters referred in that month. There were two disciplinary, 11 unlicensed matters and 42 matters for non-compliance of lodgement of paperwork referred for investigation during the quarter.



New Matters Referred for Investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	6	4	1									
Disciplinary matters	1	1	0									
Fraudulent conduct	0	0	0									
Fail to lodge compliance paperwork	21	21	0									
Other	1	0	0									
Total 2014/15	29	26	1									
Total 2013/14	2	2	1	2	3	0	2	7	12	10	0	3
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

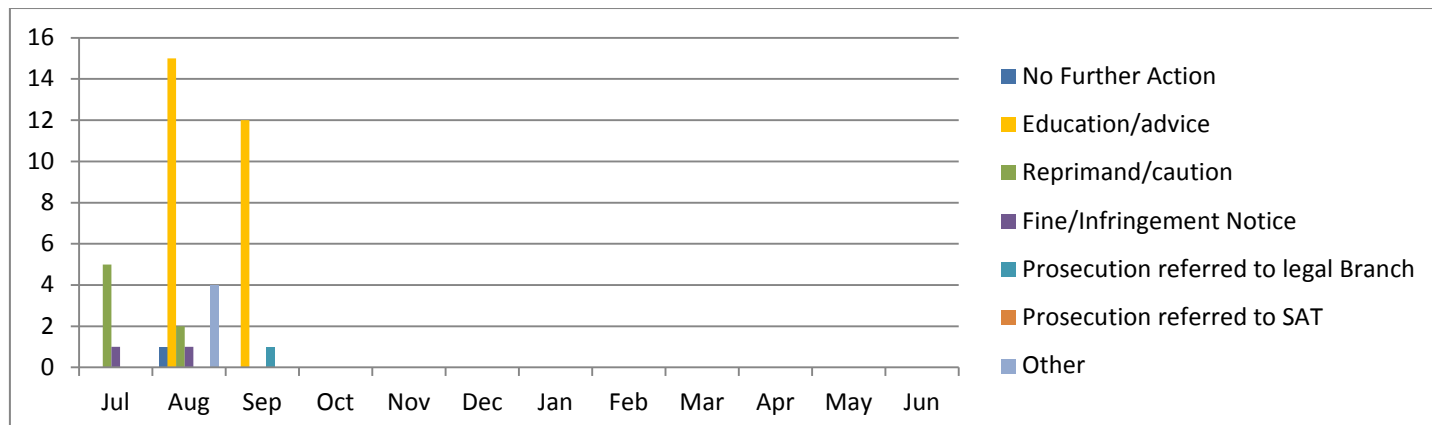
There were 42 investigations concluded during the first quarter. The majority of these related to failing to lodge compliance paperwork (28) and formed part of the continued targeted operation relating to the lodgement of paperwork. There were nine investigations concluded for unlicensed activity and four for disciplinary matters.



Investigations Concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	4	3	2									
Disciplinary matters	1	3	0									
Failure to lodge paperwork	1	16	11									
Fail to comply condition of licence	0	0	0									
Fraudulent conduct	0	0	0									
Other	0	1	0									
Total 2014/15	6	23	13									
Total 2013/14	12	6	3	2	1	2	2	6	11	10	5	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

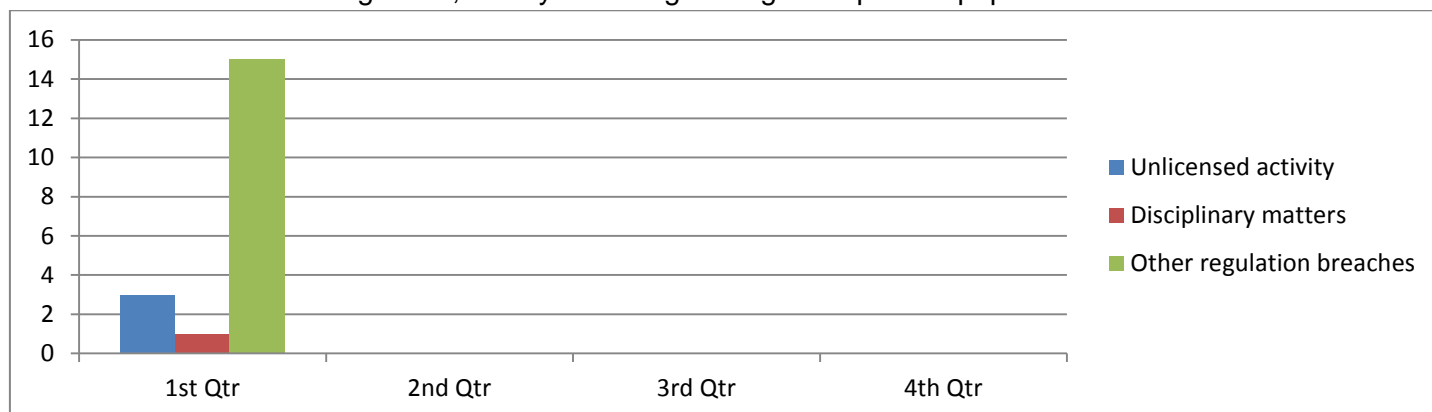
During the first quarter 27 investigations were concluded with an education letter, seven with a reprimand or caution, two with a fine or infringement notice and one with no further action. The four other outcomes had no offence detected.



Concluded Investigation Outcomes	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No Further Action	0	1	0									
Education/advice	0	15	12									
Reprimand/caution	5	2	0									
Fine/Infringement Notice	1	1	0									
Prosecution referred to legal Branch	0	0	1									
Prosecution referred to SAT	0	0	0									
Other	0	4	0									

Current Investigations (as at end of the quarter)

There were three open investigations for unlicensed activity at the end of the quarter, one for a disciplinary matter and 15 other investigations, mostly for failing to lodge compliance paperwork.

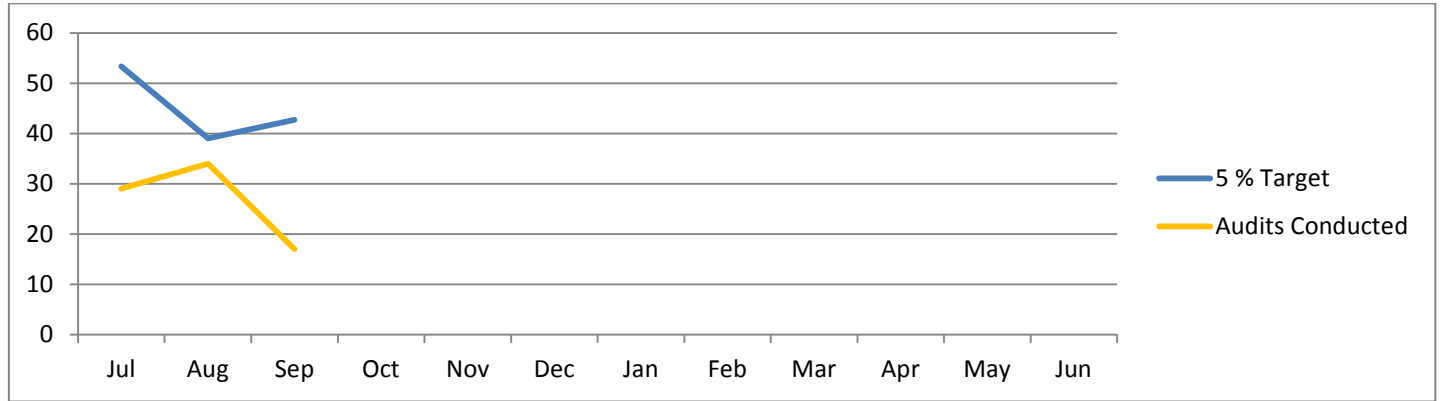


Plumbers Licensing Board Meeting – 24 November 2014

Drainage Inspection Requests

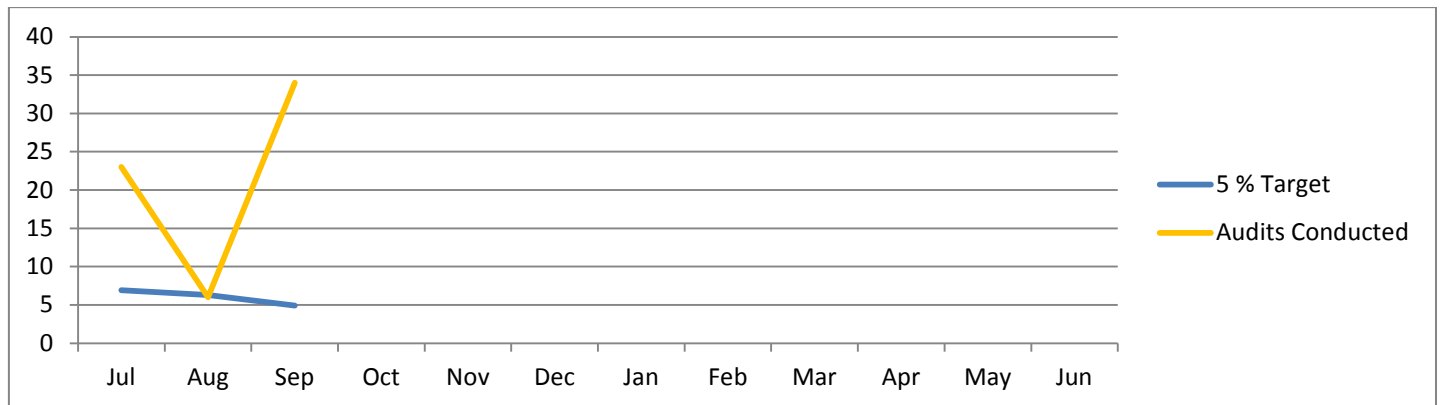
The percentage of metropolitan inspections conducted following drainage inspection requests during the first quarter was 3.02%. Of the 2701 inspection requests submitted, 135 inspections were conducted. The Regional drainage inspections conducted following requests during the quarter remained above the 5% target at 18.71%. Of the 362 inspection requests submitted, 63 inspections were conducted.

Drainage Inspection Requests (Metro)



Metro Drain Inspection Requests 2014/15														
Inspections Requested	1067	780	854											2701
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	53	39	43										135	
Inspections Conducted	29	34	17										80	
% of Requests Inspected	2.72	4.36	1.99										2.96	

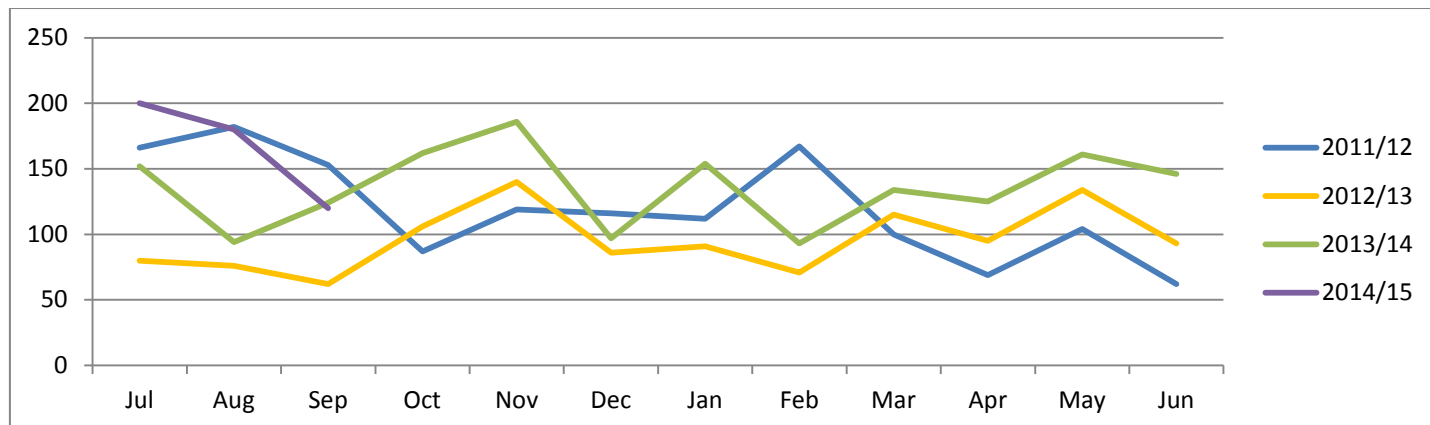
Drainage Inspection Requests (Regional)



Regional Drain Inspection Requests 2014/15														
Inspections Requested	138	126	98											362
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	6.9	6.3	4.9										18.1	
Inspections Conducted	23	6	34										63	
% of Requests Inspected	16.67	4.76	34.69										17.40	

Drainage Inspections Conducted

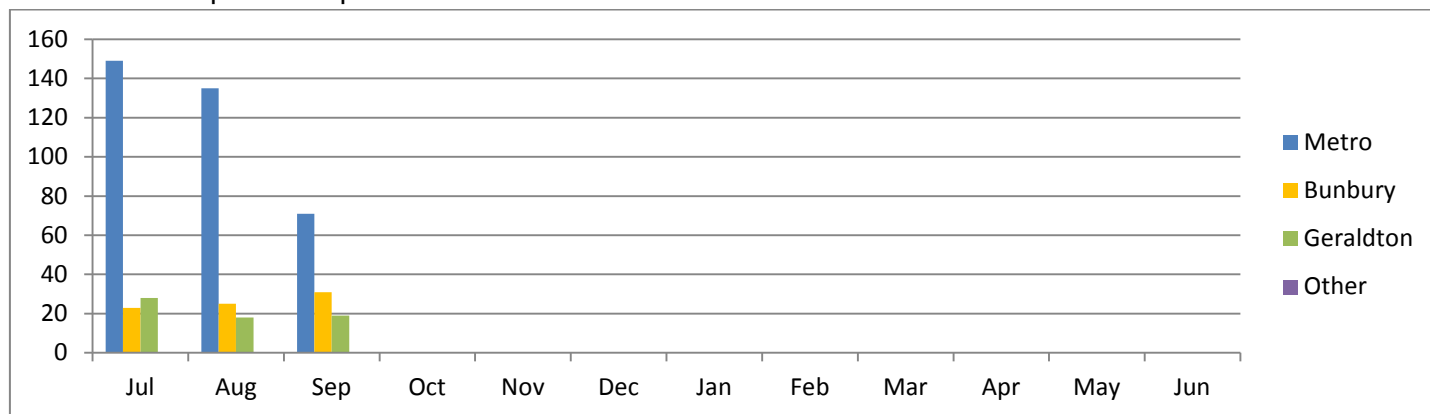
There were a total of 500 drainage inspections conducted in the first quarter. This represents an approximate 35% increase on the number of drainage inspections for the same period last year, 129% increase on 2012/13 and virtually identical for the same period in 2011/12.



Drainage Inspections 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	162	186	97	154	93	134	125	161	146
2014/15	200	180	120									

Drainage Inspections Conducted per Region

The drainage inspections conducted in the metropolitan region were very high in July and August and dropped significantly in September. This is a direct reflection of the re-allocation of roles and availability of plumbing inspectors during September. The number of drainage inspections in the regional areas remained consistent with previous quarters.

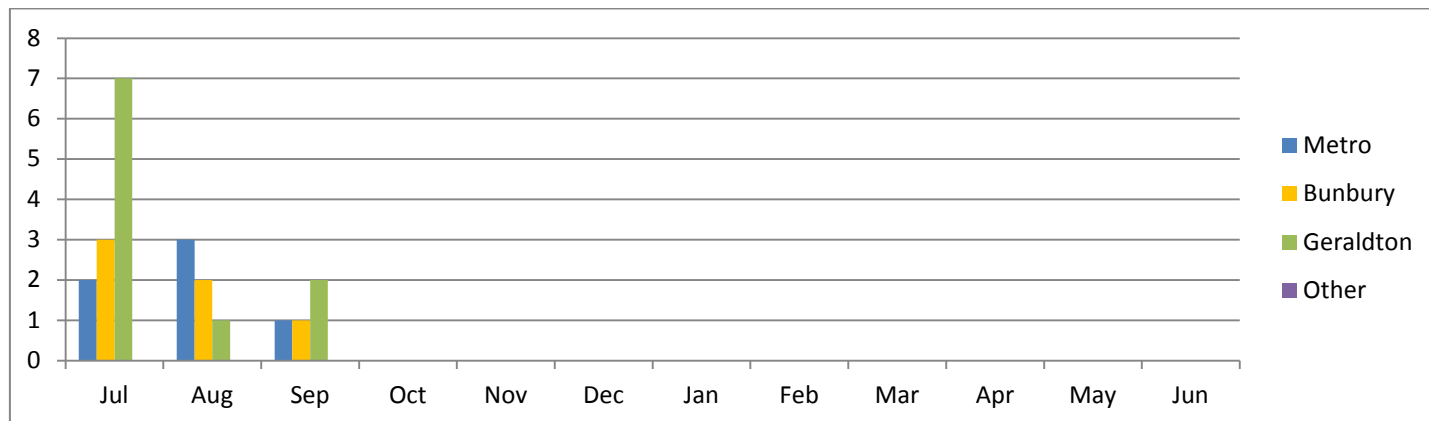


Drainage Inspections Conducted per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	149	135	71									
Bunbury	23	25	30									
Geraldton	28	18	19									
Other	0	0	0									

Plumbers Licensing Board Meeting – 24 November 2014

Drainage Inspections Failed per Region

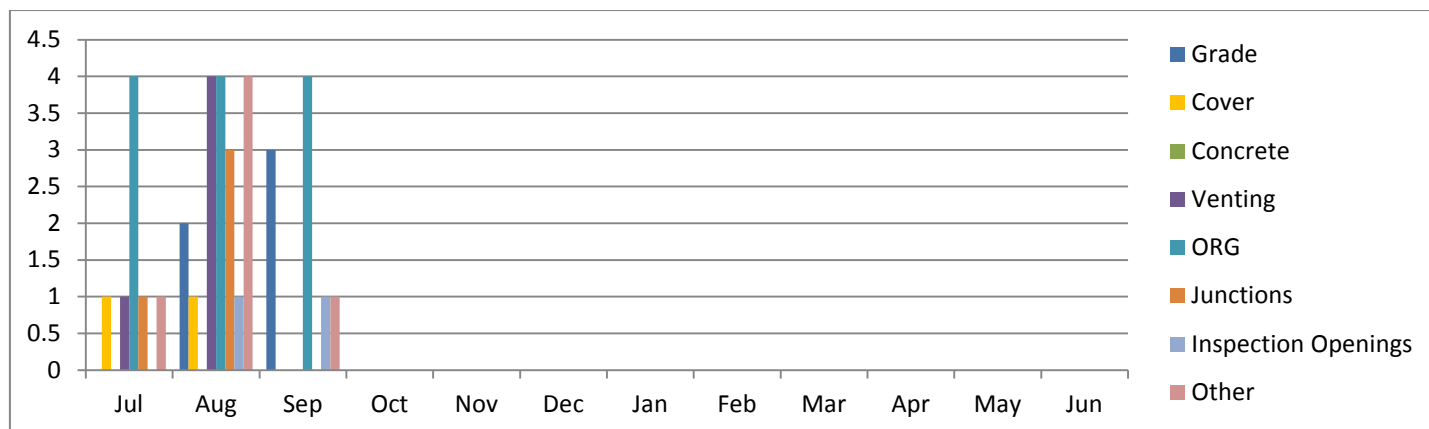
Of the 500 drainage audits conducted, 22 failed representing a failure rate of approximately 4%. This is the lowest rate of failure recorded since the Compliance Branch commenced quarterly reporting in 2012.



Drainage Inspections Failed per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	2	3	1									
Bunbury	3	2	1									
Geraldton	7	1	2									
Other	0	0	0									

Main Reasons for Drainage Inspection Failure.

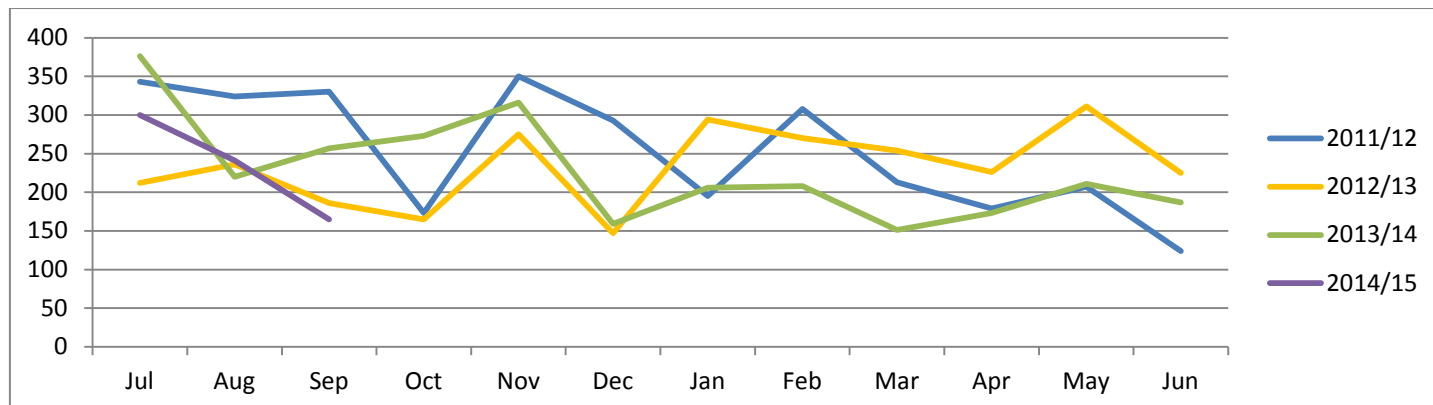
Overflow relief gullies were identified as the main reason for failure of drainage audits during the quarter, with twelve failures being recorded. This does not indicate any specific issue with ORG's. As mentioned in last quarters report, this is due to a decision made by the Principal Plumbing Inspector to report this issue only under drainage audits and not sanitary audits as well.



Drainage Inspections - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Grade	0	2	3									
Cover	1	1	0									
Concrete	0	0	0									
Venting	1	4	0									
ORG	4	4	4									
Junctions	1	3	0									
Inspection Openings	0	1	1									
Other	1	4	1									

Water Supply Inspections Conducted

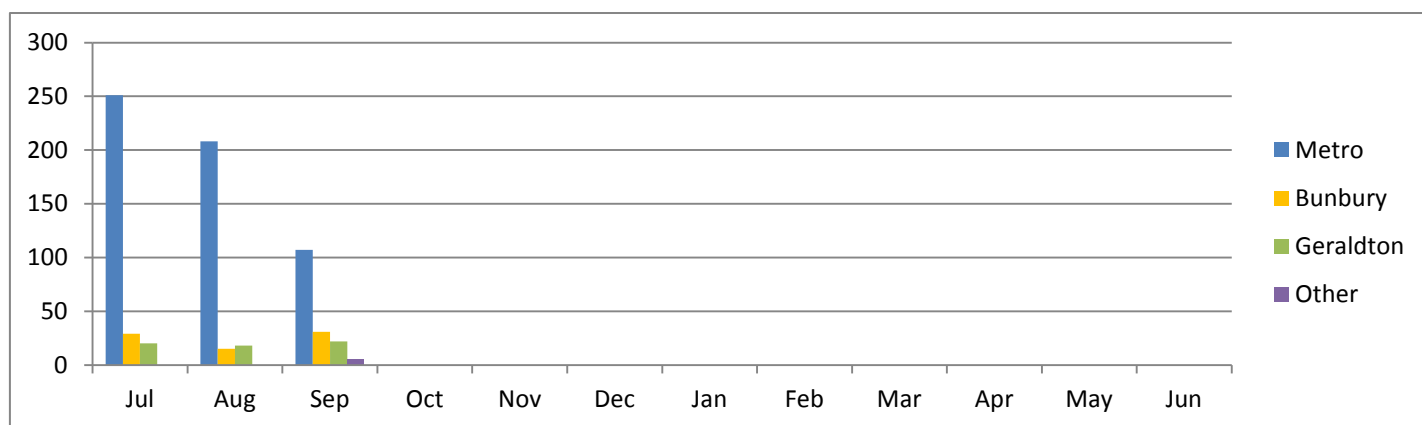
During the fourth quarter a total of 706 water supply inspections were conducted, representing a 21% decrease on the number of water supply inspections for the same time last year, 10% increase from 2012/13 and 41% decrease on 2011/12.



Water Supply Inspections 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	273	316	159	206	208	151	173	211	187
2014/15	300	241	165									

Water Supply Inspections Conducted per Region

The number of inspections conducted in the metropolitan region was generally consistent during the quarter, although it dropped significantly in September. As with the drainage audits, this is attributed to a re-allocation of roles and availability of plumbing inspectors. The number of water supply inspections conducted in the Bunbury region was significantly lower than for the same quarter last year, but remained consistent with the previous two quarters. During the first quarter of 21013/14 the numbers were higher due to an extra plumbing inspector being in the region. The Geraldton region remained consistent during this first quarter

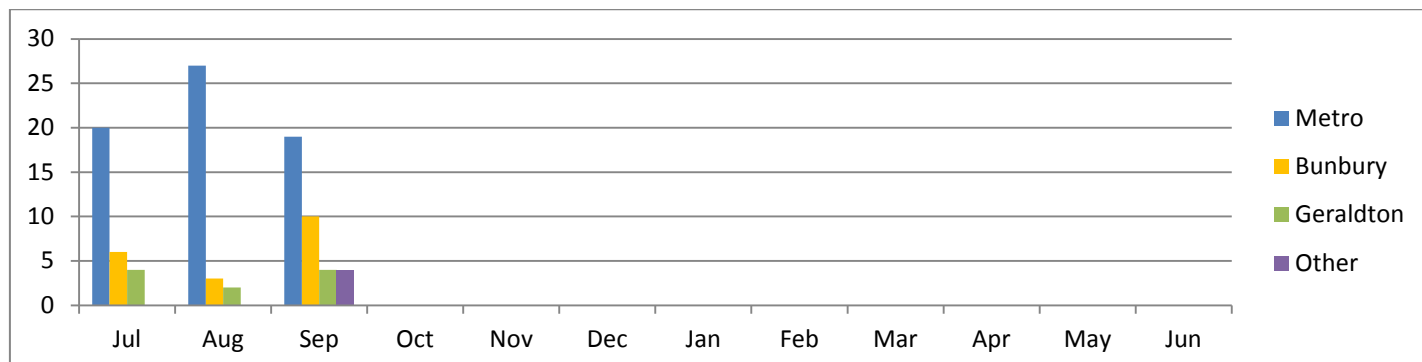


Water Supply Inspections Conducted per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	251	208	107									
Bunbury	29	15	31									
Geraldton	20	18	22									
Other	0	0	5									

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Water Supply Inspections Failed per Region

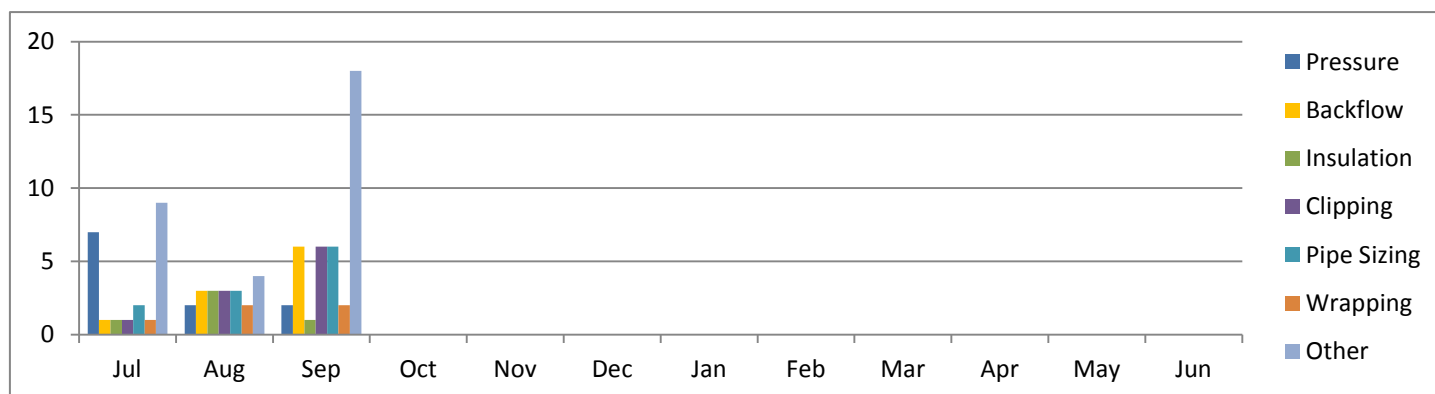
Of the 706 water supply inspections conducted, 91 failed representing a failure rate of approximately 13%. This represents a 5% improvement on the same period for 2103/14 as well as a 2% improvement from the fourth quarter of 2013/14 and 5% on the third quarter of 2013/14.



Water Supply Inspections Failed per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	20	27	19									
Bunbury	6	3	10									
Geraldton	4	2	4									
Other	0	0	4									

Main Reasons for Water Supply Inspection Failure.

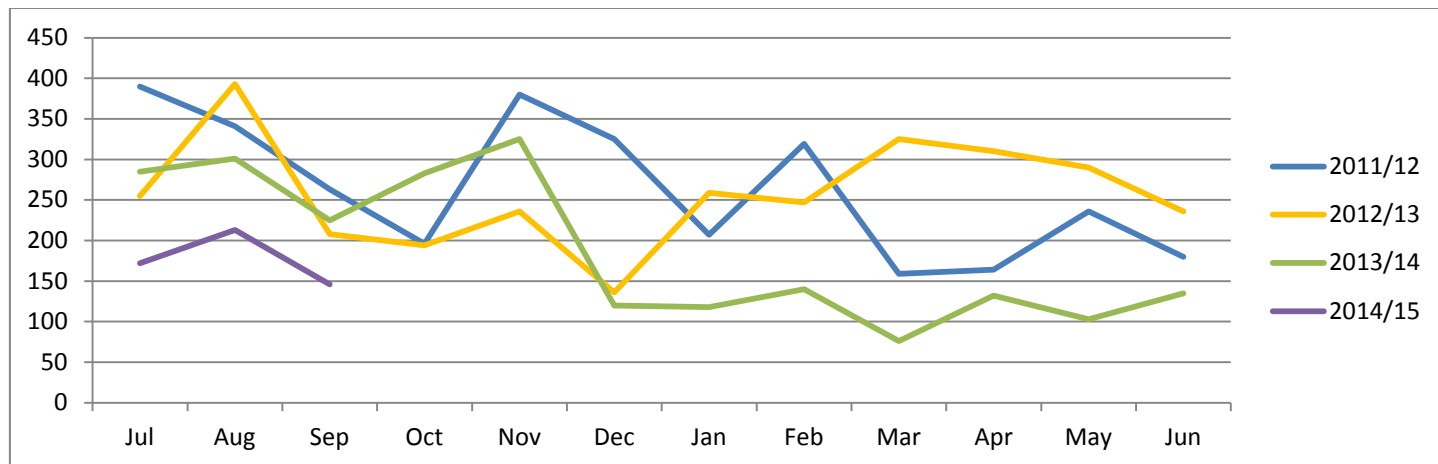
The main reasons for failure of water supply inspections reported during this quarter was backflow, clipping and pipe sizing (6). The relatively low number does not indicate any significant issue in these areas, however they will be monitored through the next quarter. There was a large number of reasons recorded under 'Other', which were specifically pipe labelling and separating of services. Pipe labelling was high due to a number of major projects that were inspected and separating of services was high due to an increased focus on this specific issue following some inspections earlier in the quarter.



Water Supply Inspections - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Pressure	7	2	2									
Backflow	1	3	6									
Insulation	1	3	1									
Clipping	1	3	6									
Pipe Sizing	2	3	6									
Wrapping	1	2	2									
Other	9	4	18									

Sanitary Inspections Conducted

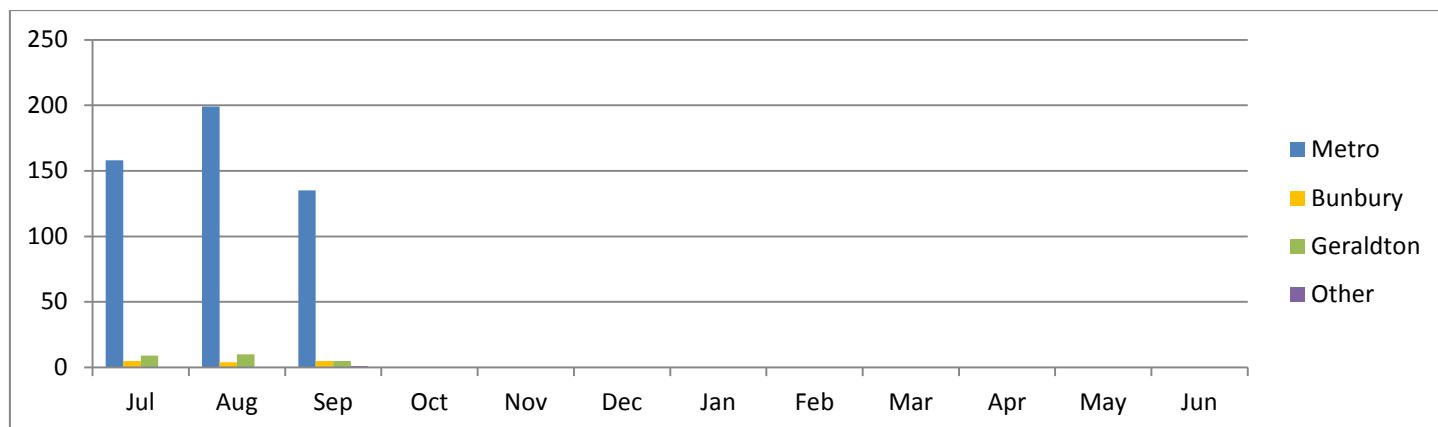
There was a total of 531 sanitary inspections conducted during the quarter, which is a 35% decrease on the number of sanitary inspections for the same time last year, however is a 43% increase from the previous quarter.



Sanitary Inspections 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	283	325	120	118	140	76	132	103	135
2014/15	172	213	146									

Sanitary Inspections Conducted per Region

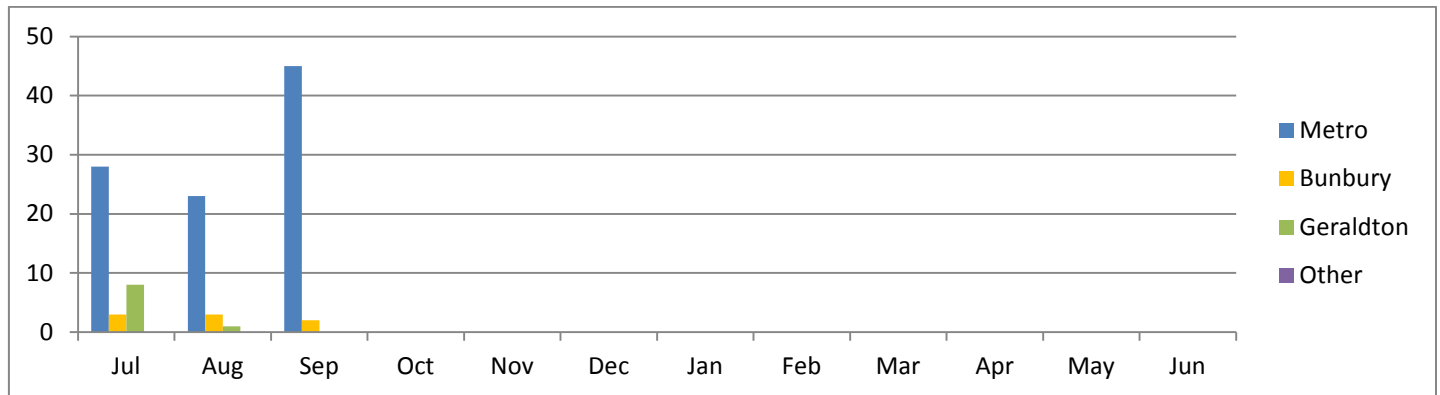
The sanitary inspections conducted in the metropolitan area were high compared with the previous two quarters. This is a direct reflection of the allocation of an extra plumbing inspector for commercial projects. Bunbury and Geraldton recorded significantly lower numbers of sanitary inspections from the same period last year, however were consistent with the numbers recorded for the previous two quarters.



Sanitary Inspections Conducted per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	158	199	135									
Bunbury	5	4	5									
Geraldton	9	10	5									
Other	0	0	1									

Sanitary Inspections Failed per Region

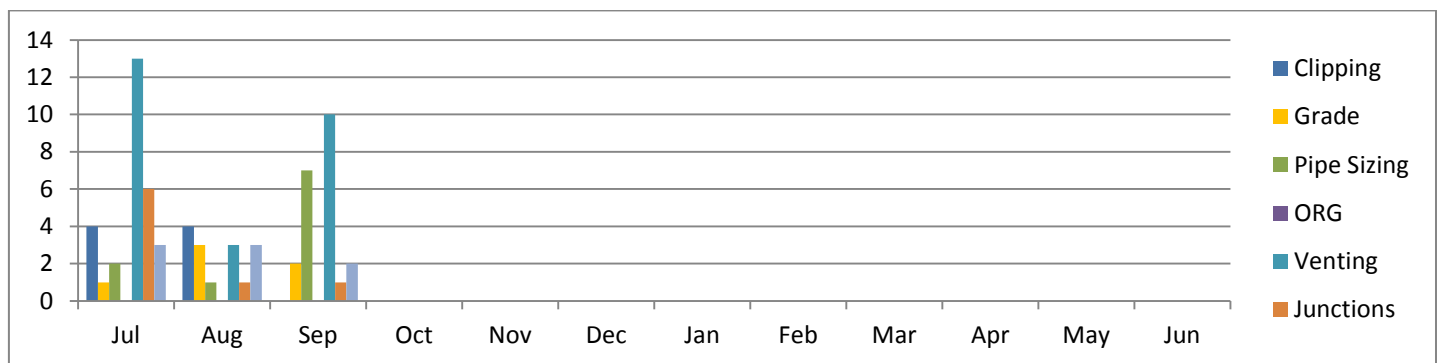
Of the 531 sanitary inspections conducted, 113 failed representing a failure rate of approximately 21%. This is similar to the first quarter for 2013/14, however is 5% higher than the previous quarter and 3% higher on the third quarter of 2013/14.



Sanitary Inspections Failed per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	28	23	45									
Bunbury	3	3	2									
Geraldton	8	1	0									
Other	0	0	0									

Main Reasons for Sanitary Inspection Failure

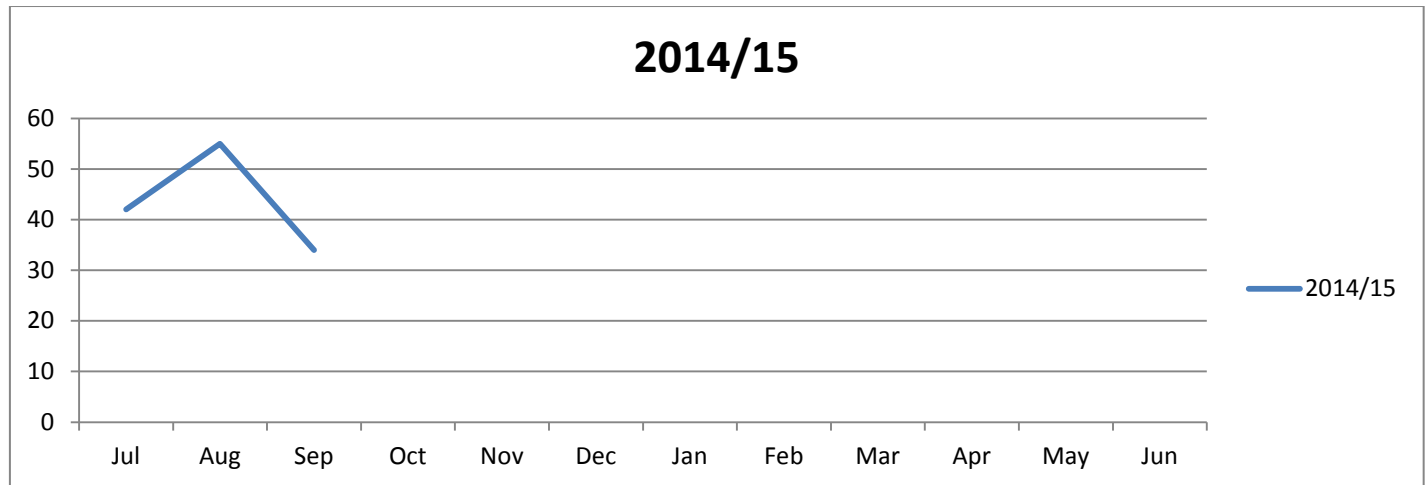
The main reasons reported for failure of sanitary inspections during this quarter continued to be venting (26). This is attributed to more inspections being carried out on commercial projects with an extra plumbing inspector allocated to this area at the moment. The plumbing inspectors are working to educate the plumbers involved through verbal advice and will monitor this issue for consideration of more formal education methods in the future, if required.



Sanitary Inspections - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Clipping	4	4	0									
Grade	1	3	2									
Pipe Sizing	2	1	7									
ORG	0	0	0									
Venting	13	3	10									
Junctions	6	1	1									
Other	3	3	2									

Final Inspections

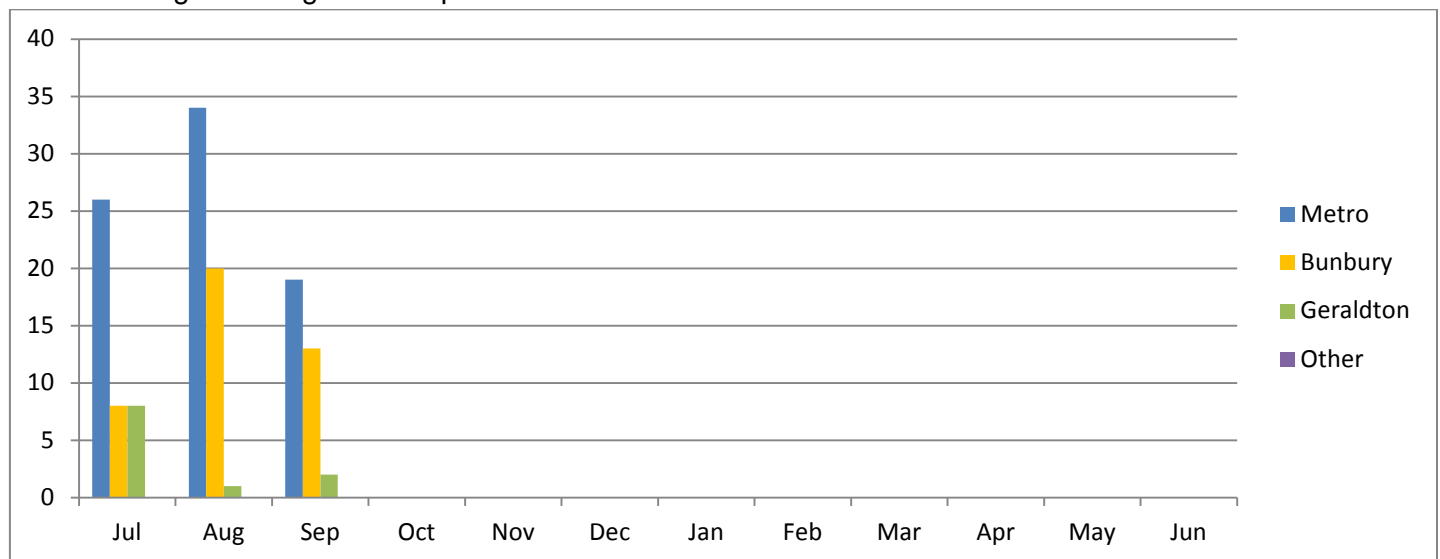
This quarter the Compliance Directorate has commenced reporting on final inspections conducted by plumbing inspectors. A final inspection is one that is carried out at the completion of a major plumbing project. During the first quarter there were 131 final inspections conducted.



Final Inspections Conducted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2014/15	42	55	34									

Final Inspections Conducted per Region

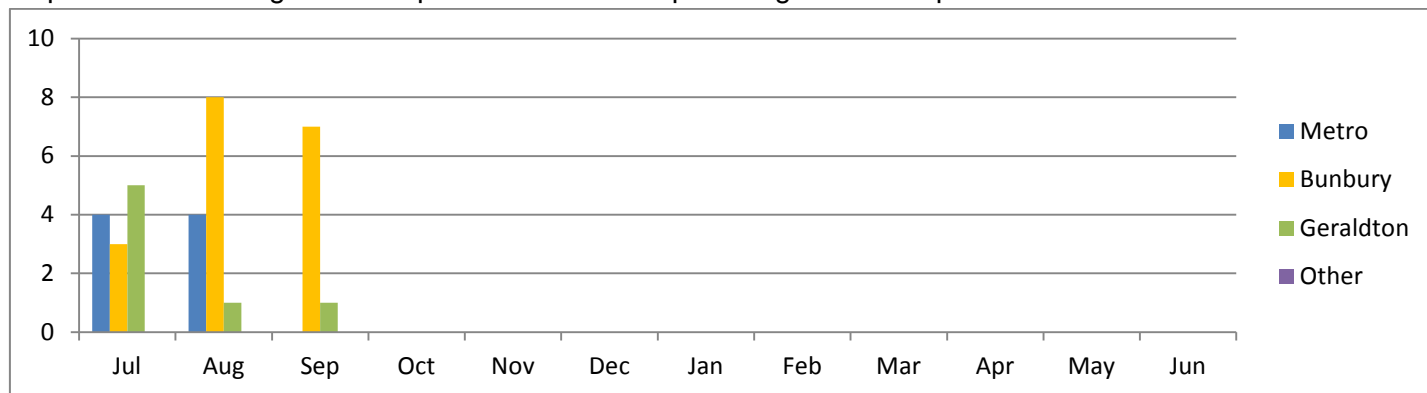
There were 79 final inspections conducted in the metropolitan area, 41 in the Bunbury region and 11 in the Geraldton region during the first quarter.



Final Inspections Conducted per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	26	34	19									
Bunbury	8	20	13									
Geraldton	8	1	2									
Other	0	0	0									

Final Inspections Failed per Region

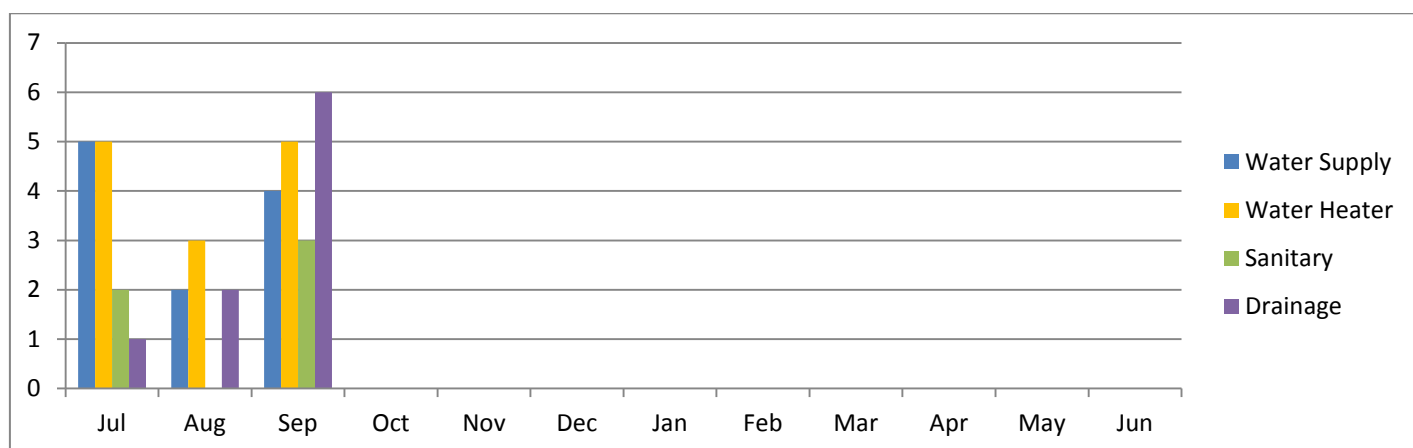
Of the 79 final inspections carried out, 33 failed representing a failure rate of 42%. Whilst this appears very high and it is difficult to provide any detailed analysis at this stage because this is a new item for reporting, it is generally expected that the failure rate of final inspections will be much higher than that of other types of inspections as during a final inspection all areas of plumbing work is inspected.



Final Inspections Failed per Region 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	4	4	0									
Bunbury	3	8	7									
Geraldton	5	1	1									
Other	0	0	0									

Main Reasons for Final Inspection Failure

The main reasons for failure of final inspections were water heater (13) and water supply (11). Some basic analysis of this item indicates that it can be expected that water heaters and water supply will generally be higher than drainage and sanitary as the work to be inspected is easier to detect visually. Until we have a better historical understanding of this data it is difficult to identify what might be an acceptable level of failure and where there may be a need for intervention in relation to particular issues. More detailed monitoring and analysis will be conducted over the coming quarters to identify any trends that may be occurring and will be duly reported.



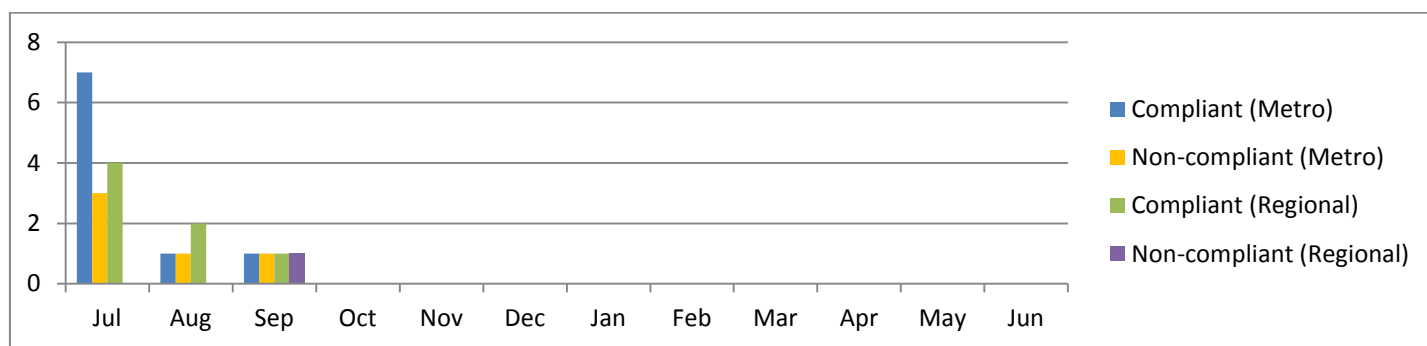
Final Inspections - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Water Supply	5	2	4									
Water Heater	5	3	5									
Sanitary	2	0	3									
Drainage	1	2	6									

Water Heater Inspections

The Compliance Directorate made a late decision to report this issue and will report in more detail on this issue in future reports. Therefore, there is no graphical data or table provided in this report. However, some statistical data gathered over the first quarter that will be reported in future is that there were 17 inspections failed due to insulation, five for clipping, 21 because of relief drains, three due to tempering and one for valves.

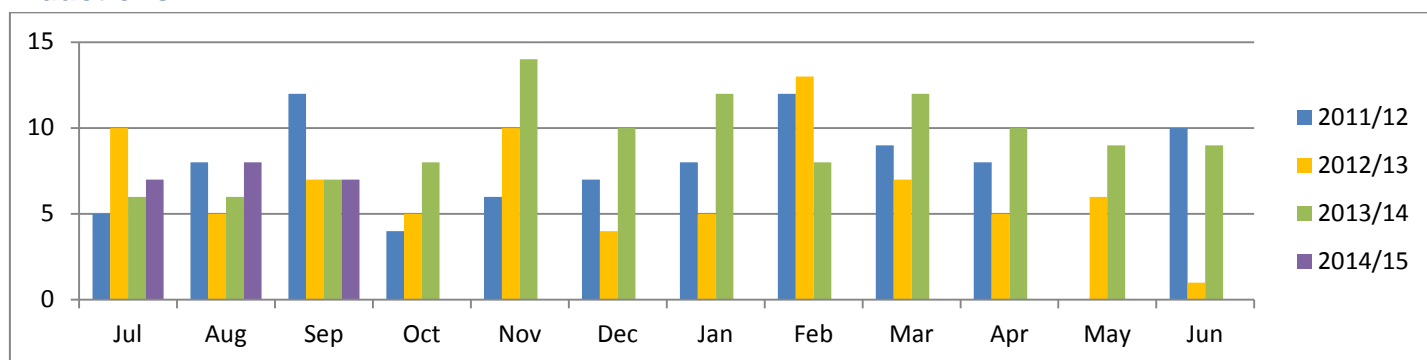
Compliance Audits

There were 22 compliance audits conducted during the first quarter. Of these, five were deemed to be non-compliant in the metropolitan area and one was non-compliant in regional areas. Four of the non-compliant audits were due to administrative matters (mostly relating to not submitting paperwork), which resulted in five infringement notices and one follow up letter being issued. There was one instance of technical non-compliance relating to venting, which the plumber rectified immediately and no action was taken and there was one audit that found both an administrative issue (not displaying licence number) and a technical issue relating to excessive water pressure. These issues were rectified immediately and no further action was taken.



LPC Compliance Audits 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Compliant (Metro)	7	1	1									
Non-compliant (Metro)	3	1	1									
Compliant (Regional)	4	2	1									
Non-compliant (Regional)	0	0	1									

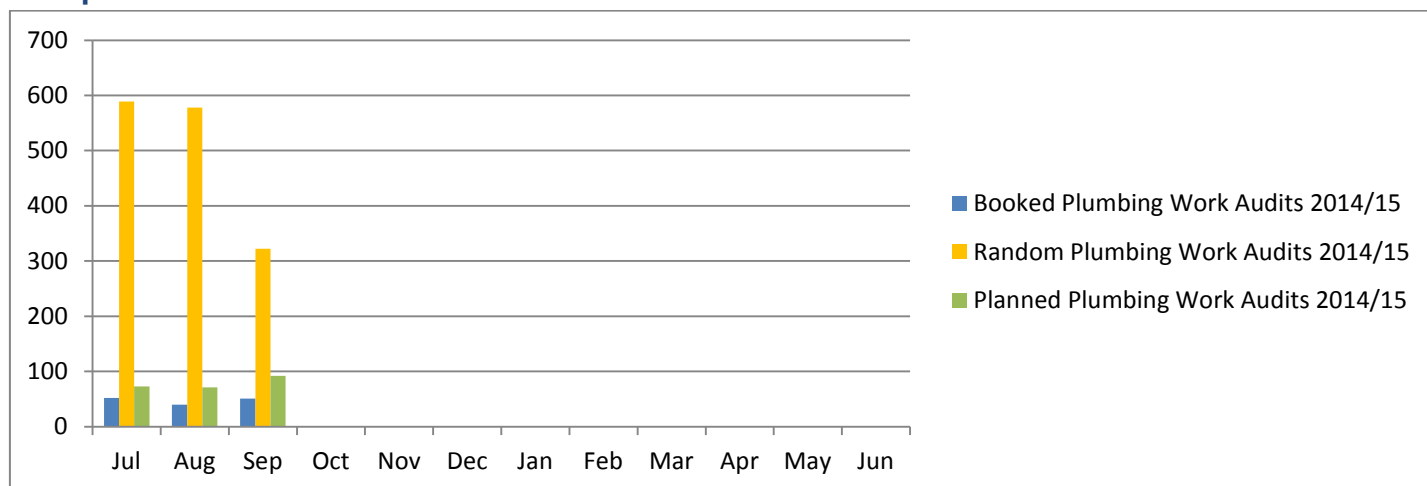
Inductions



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	8	14	10	12	8	12	10	9	9
2014/15	7	8	7									

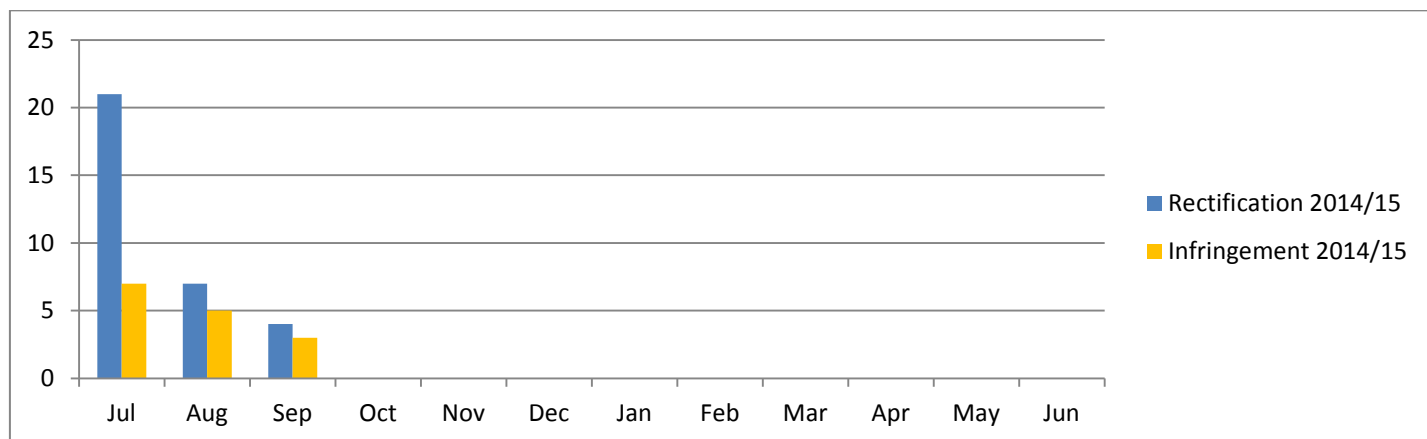
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Compliance Activities



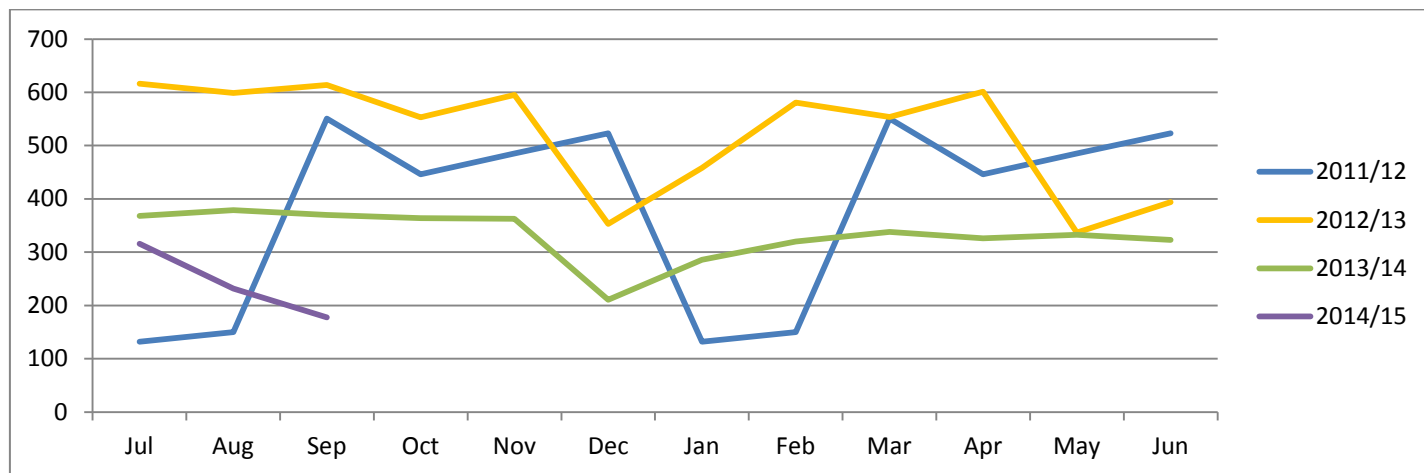
Compliance Activities	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Booked Plumbing Work Audits 2012/13	26	29	29	51	47	27	36	26	53	39	53	38
Booked Plumbing Work Audits 2013/14	55	37	54	47	66	21	48	33	34	25	53	38
Booked Plumbing Work Audits 2014/15	52	40	51									
Random Plumbing Work Audits 2012/13	239	174	158	273	281	142	231	171	187	291	287	259
Random Plumbing Work Audits 2013/14	423	306	434	354	327	192	305	233	279	384	453	375
Random Plumbing Work Audits 2014/15	589	578	322									
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	317	434	163	132	220	66	52	77	55
Planned Plumbing Work Audits 2014/15	73	71	92									

Notices Issued



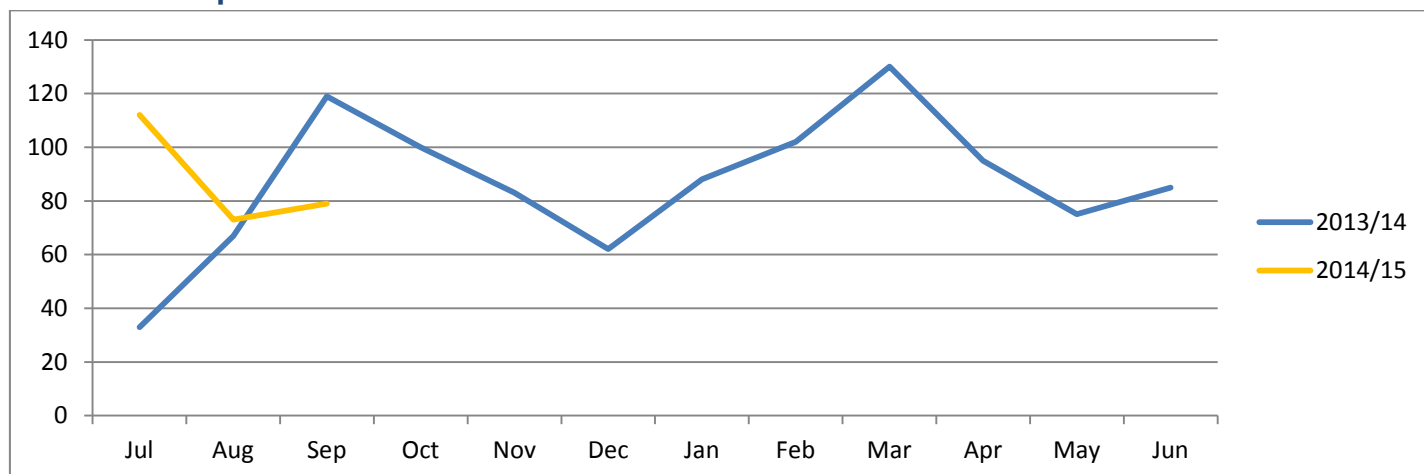
Notices Issued	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Rectification 2012/13	12	8	14	9	13	2	10	9	10	7	4	10
Rectification 2013/14	14	8	5	12	11	3	11	7	8	3	6	6
Rectification 2014/15	21	7	4									
Infringement 2012/13	0	2	0	0	1	3	4	5	0	0	0	0
Infringement 2013/14	4	1	0	2	7	2	3	4	7	13	13	8
Infringement 2014/15	7	5	3									

Technical advice Line



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	364	363	211	286	320	338	326	333	323

Informal Complaints



Informal Complaints	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2013/14	33	67	119	100	83	62	88	102	130	95	75	85
2014/15	112	73	79									

Regional Trips

Carnarvon

A visit to Carnarvon was conducted by the plumbing inspector based in Geraldton during September. As part of the visit, the plumbing inspector made contact with most of the local plumbers and one plumber from Geraldton who was working on the last stages of the new court house and police station.

A compliance audit was carried out on Jason Chaplin, the owner of Coral Coast Plumbing. The audit was quite positive with only a couple of issues involving the submission of incorrect paperwork, which were corrected immediately. The plumbing inspector also carried out a site inspection in respect to work contained in two major tickets that had been submitted. The work involved the installation of hot water units and on inspection it was found that there was not sufficient air gap from drain lines to the tundish.

Discussions between local plumbers and the plumbing inspector revealed that work on extensions to the Carnarvon hospital is about to commence and the new courthouse and police station is nearing completion. There were also a couple of issues with pipe sizing discovered during discussions with the plumbers. Advice and direction was provided by the plumbing inspector regarding the correct procedure on the water service to these units. The plumbing inspector gave a verbal warning in this case as the issue was fixed immediately.

Any plumbing work carried out on the hospital extension will be inspected in future visits to Carnarvon. Inspection of the new courthouse and police station found no issues with the plumbing work and the plumbing inspector commented that *“the neatness of the workmanship was quite a credit to the plumbers working on site”*.