



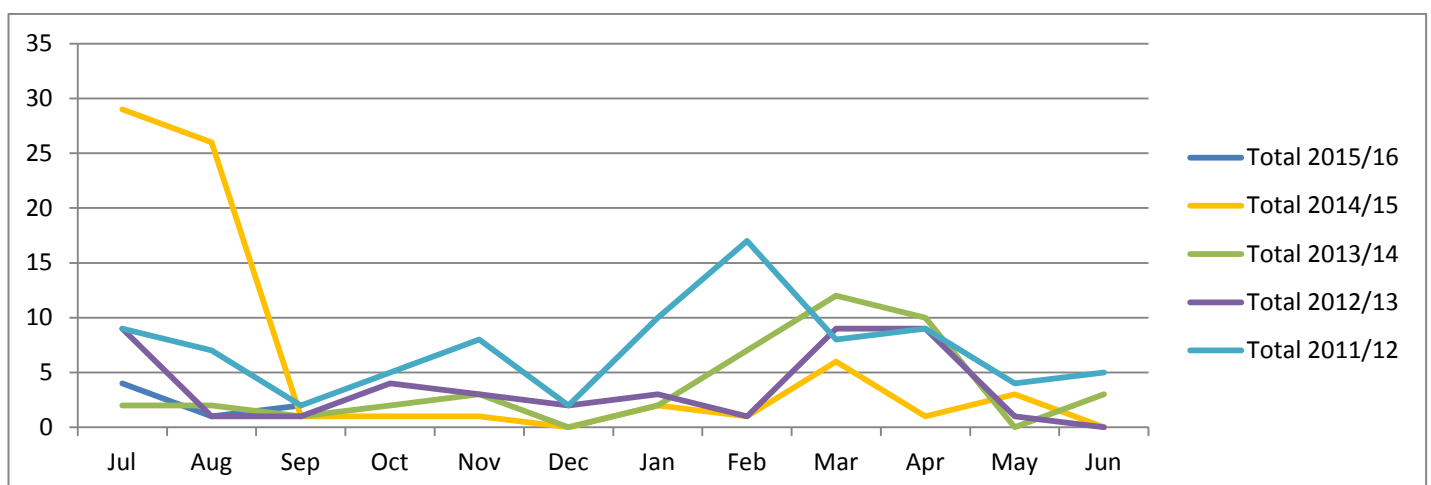
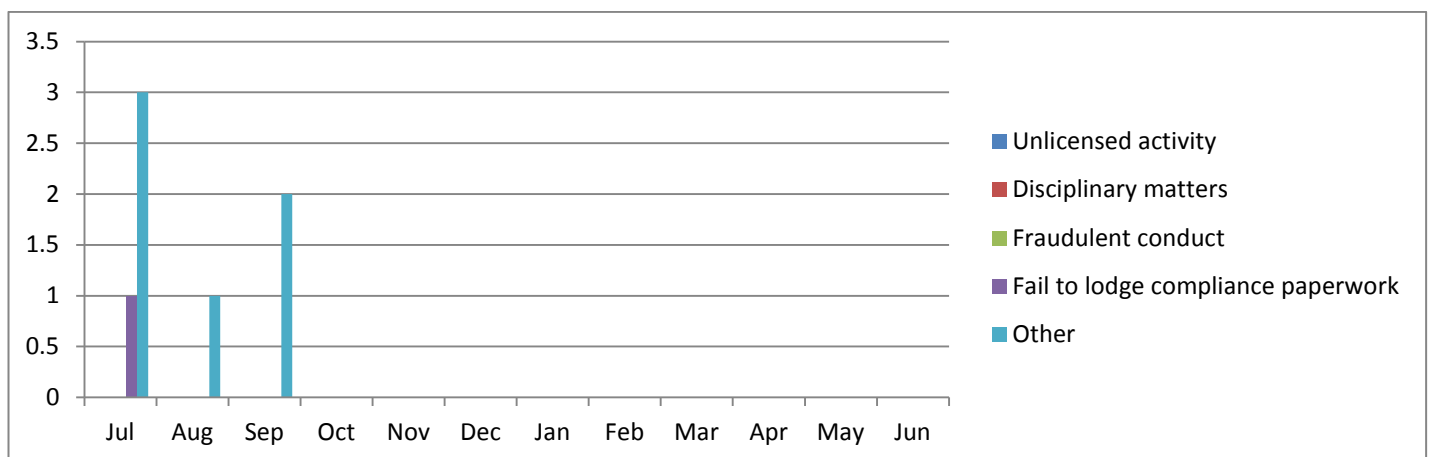
Plumbing compliance report

1st quarter 2015/16

ENFORCEMENT BRANCH

New matters referred for investigation

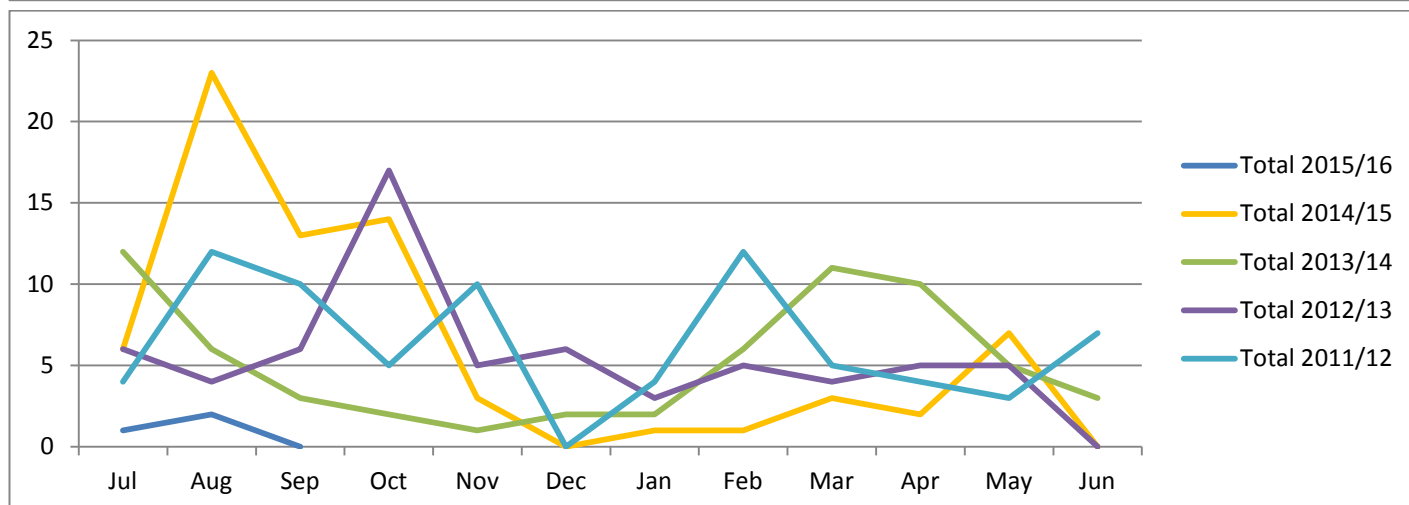
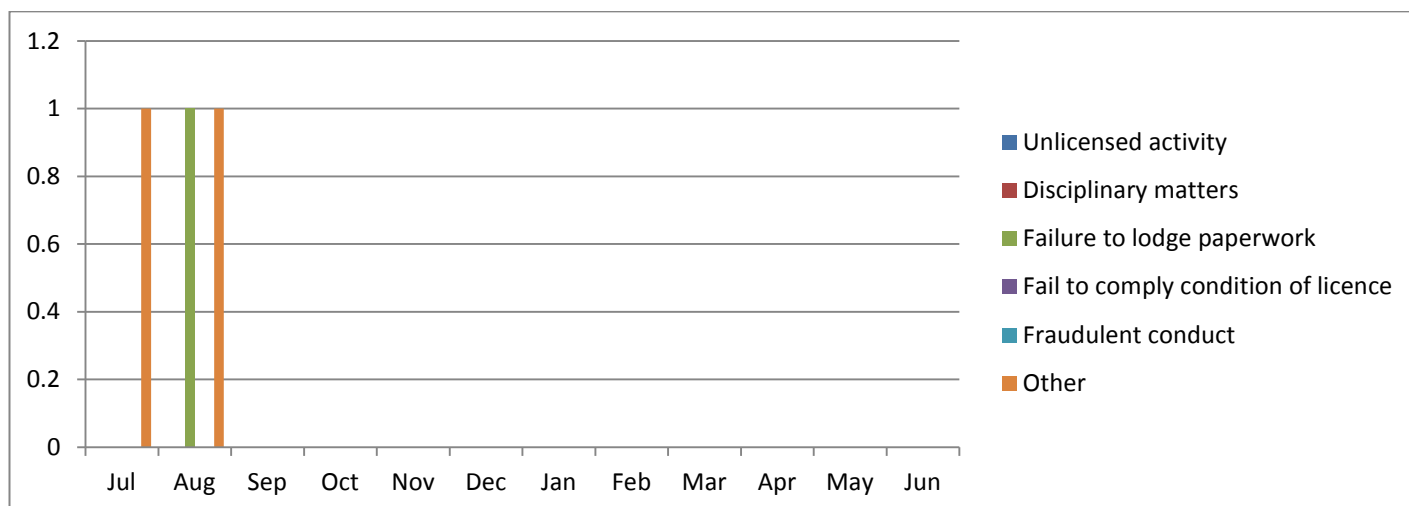
There were seven new matters referred for investigation during the first quarter. Two matters related to failing to comply with a term or condition of licence; two were for carrying out plumbing work whilst not under general direction and control and one each for failing to lodge compliance paperwork, failure to pay new installation fee and fail to exercise general direction and control.



New matters referred for investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	0	0	0									
Disciplinary matters	0	0	0									
Fraudulent conduct	0	0	0									
Fail to lodge compliance paperwork	1	0	0									
Other	3	1	2									
Total 2015/16	4	1	2	0	0	0	0	0	0	0	0	0
Total 2014/15	29	26	1	1	1	0	2	1	6	1	3	0
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 three investigations concluded during the first quarter. These related to one matter each for fail to exercise general direction and control, carrying out plumbing work whilst not under general direction and control and failing to lodge compliance paperwork.

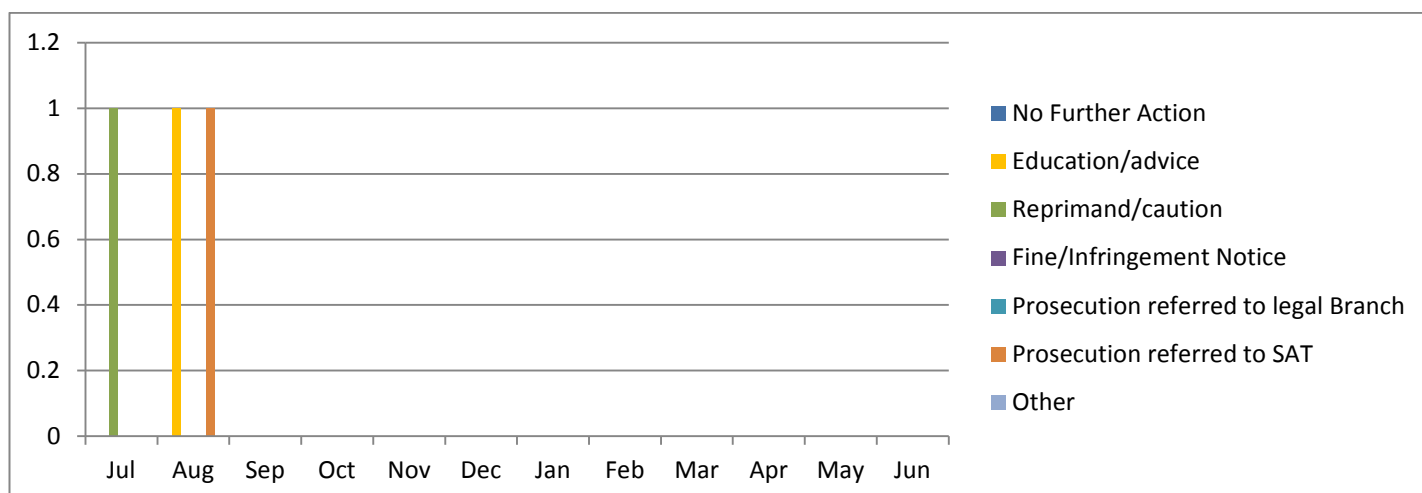


Plumbers Licensing Board Meeting – 30 November 2015

Investigations concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	0	0	0									0
Disciplinary matters	0	0	0									0
Failure to lodge paperwork	0	1	0									0
Fail to comply condition of licence	0	0	0									0
Fraudulent conduct	0	0	0									0
Other	1	1	0									0
Total 2015/16	1	2	0	0	0	0	0	0	0	0	0	0
Total 2014/15	6	23	13	14	3	0	1	1	3	2	7	0
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 investigations outcomes

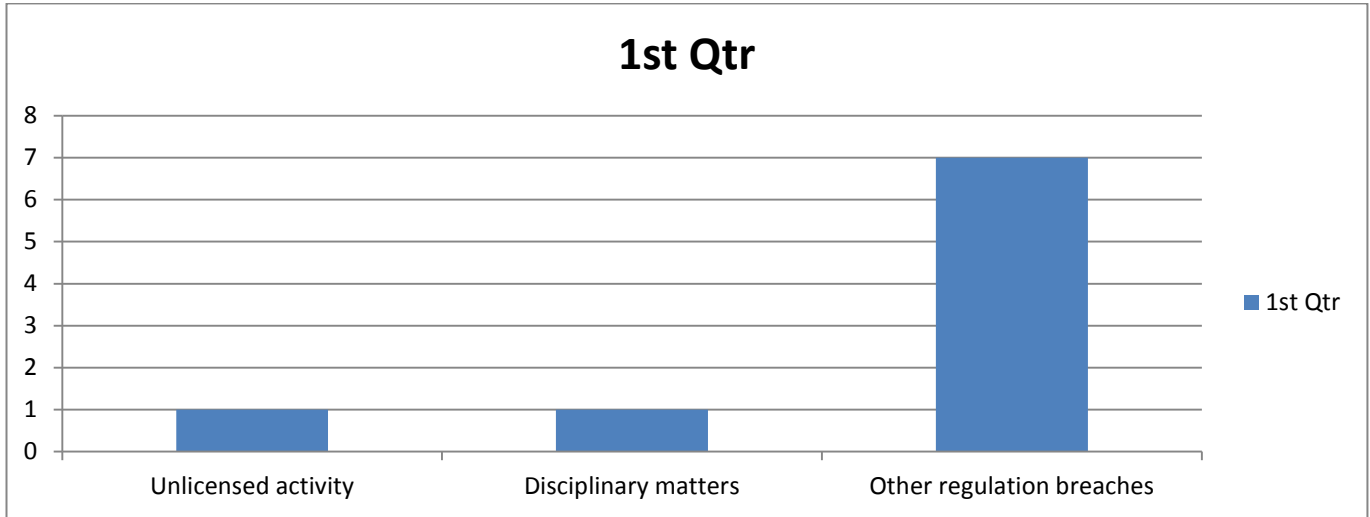
During the first quarter three investigations were concluded with an education/advice letter, a reprimand/caution and a referral to SAT.



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

Current investigations (as at end of the quarter)

There were nine open investigations at the end of the quarter, one each for unlicensed activity, a disciplinary matter and eight other investigations for general regulatory breaches.

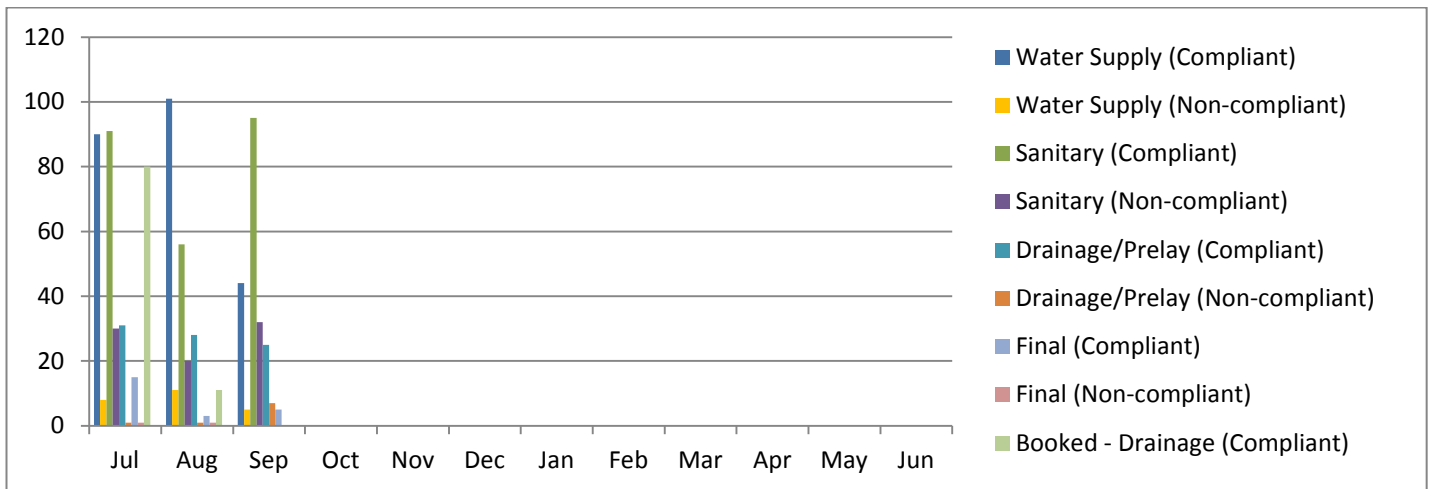


AUDIT BRANCH

General Inspections

Metropolitan Inspections

There were 792 general inspections of plumbing work carried out in the metropolitan area during the first quarter. Of these, 259 were water supply inspections of which 235 (approx. 91%) were compliant; 324 were sanitary inspections of which 242 (approx. 75%) were compliant; and 184 were drainage inspections of which 175 (approx. 95%) were compliant. During the quarter there were 25 final inspections, of which 23 (approx. 92%) were compliant.

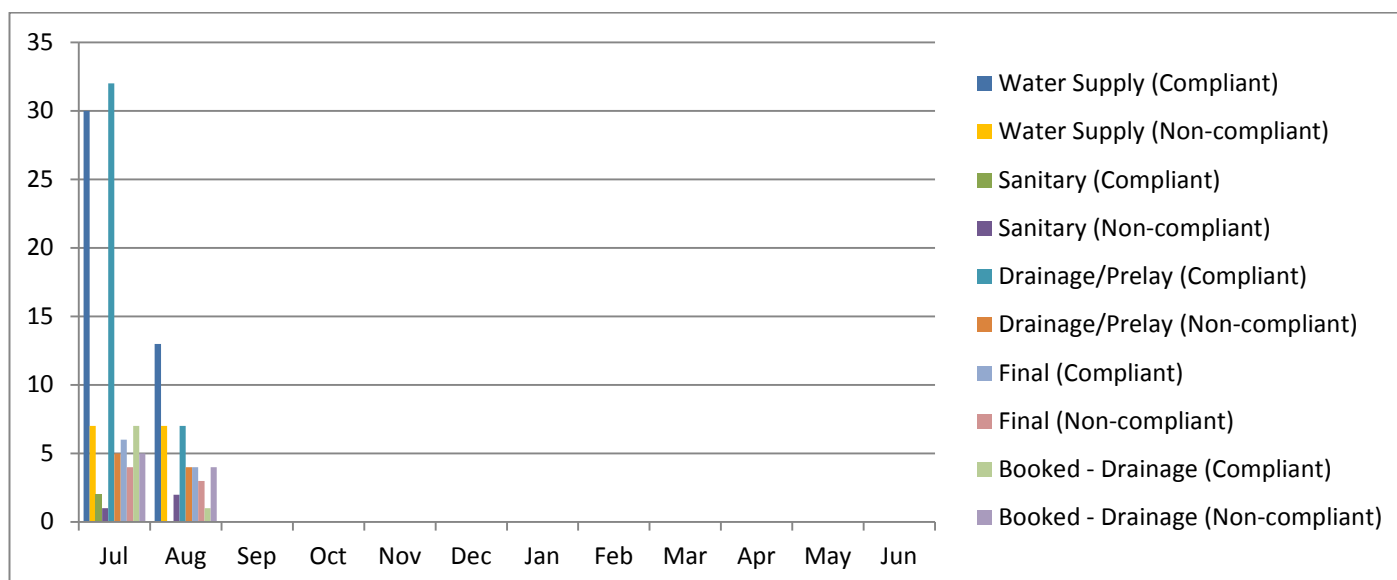


Plumbers Licensing Board Meeting – 30 November 2015

Metro Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	90	101	44										235
Water Supply (Non-compliant)	8	11	5										24
Sanitary (Compliant)	91	56	95										242
Sanitary (Non-compliant)	30	20	32										82
Drainage/Prelay (Compliant)	31	28	25										84
Drainage/Prelay (Non-compliant)	1	1	7										9
Final (Compliant)	15	3	5										23
Final (Non-compliant)	1	1	0										2
Booked - Drainage (Compliant)	80	11	0										91
Booked - Drainage (Non-compliant)	0	0	0										0
Total	347	232	213	0	0	0	0	0	0	0	0	0	792

Bunbury inspections

There were 144 general inspections of plumbing work carried out in the Bunbury region during the first quarter. Of these, 57 were water supply inspections of which 43 (approx. 75%) were compliant; five were sanitary inspections of which two (40%) were compliant; and 65 were drainage inspections of which 47 (approx. 72%) were compliant. During the quarter there were 17 final inspections, of which ten (approx. 59%) were compliant.

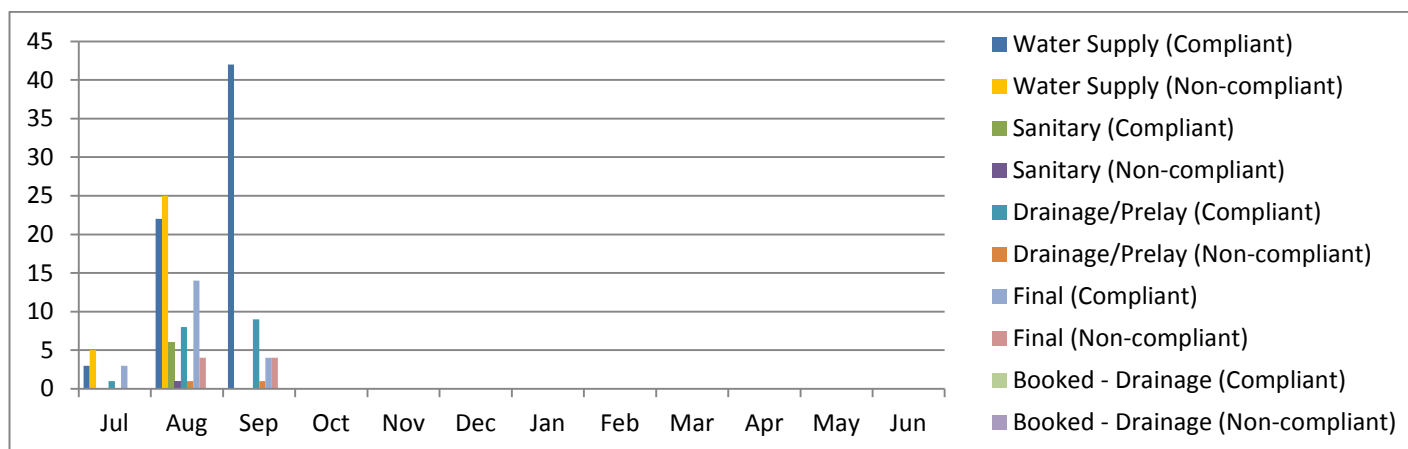


Plumbers Licensing Board Meeting – 30 November 2015

Bunbury Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	30	13	0										43
Water Supply (Non-compliant)	7	7	0										14
Sanitary (Compliant)	2	0	0										2
Sanitary (Non-compliant)	1	2	0										3
Drainage/Prelay (Compliant)	32	7	0										39
Drainage/Prelay (Non-compliant)	5	4	0										9
Final (Compliant)	6	4	0										10
Final (Non-compliant)	4	3	0										7
Booked - Drainage (Compliant)	7	1	0										8
Booked - Drainage (Non-compliant)	5	4	0										9
Total	99	45	0	0	0	0	0	0	0	0	0	0	144

Geraldton inspections

There were 153 general inspections of plumbing work carried out in the Geraldton region during the first quarter. Of these, 97 were water supply inspections of which 67 (approx. 69%) were compliant; seven were sanitary inspections of which six (86%) and 20 were drainage inspections of which 18 (approx. 90%) were compliant. During the quarter there were 29 final inspections, of which 21 (approx. 72%) were compliant.



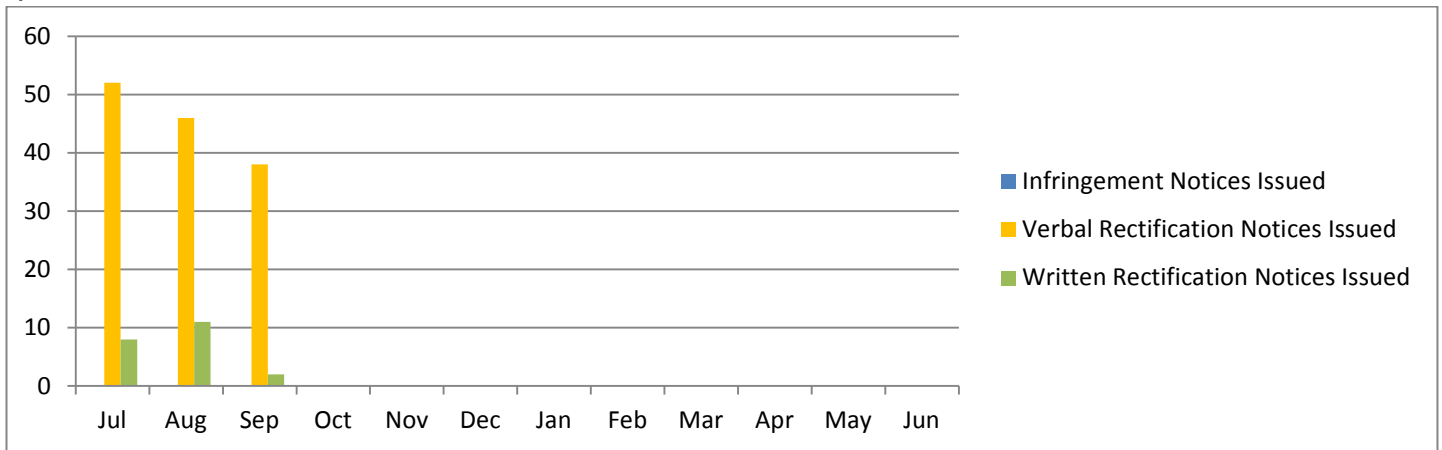
Geraldton inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	3	22	42										67
Water Supply (Non-compliant)	5	25	0										30
Sanitary (Compliant)	0	6	0										6
Sanitary (Non-compliant)	0	1	0										1
Drainage/Prelay (Compliant)	1	8	9										18
Drainage/Prelay (Non-compliant)	0	1	1										2
Final (Compliant)	3	14	4										21
Final (Non-compliant)	0	4	4										8
Booked - Drainage (Compliant)	0	0	0										0
Booked - Drainage (Non-compliant)	0	0	0										0
Total	12	81	60	0	0	0	0	0	0	0	0	0	153

Other regional inspections

There were no regional trips conducted by the plumbing inspectors during the first quarter and therefore no data to report.

Action taken from non-compliant general inspections

There were 136 verbal rectification notices and 20 written rectification notices issued during the quarter.

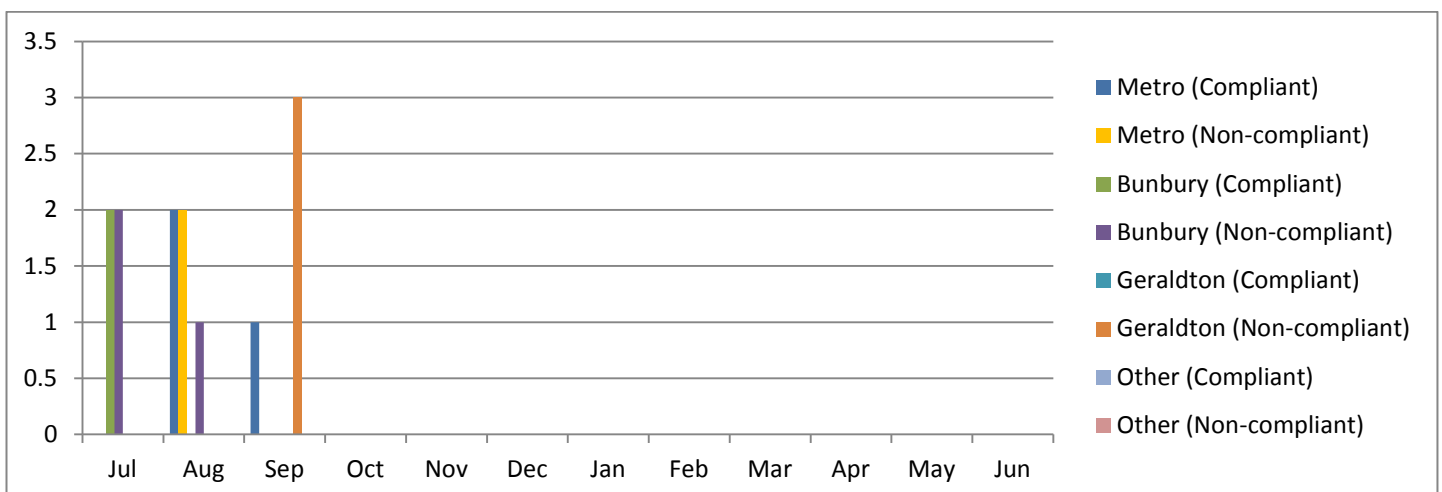


Action Taken from General Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued	0	0	0										0
Verbal Rectification Notices Issued	52	46	38										136
Written Rectification Notices Issued	8	11	2										21

Compliance audits

Compliance audits conducted

During the first quarter there were a total of 13 compliance audits conducted across the State. There were five in the metropolitan area with three (60%) being compliant, five in the Bunbury region with two (40%) being compliant and three non-compliant audits in the Geraldton region.

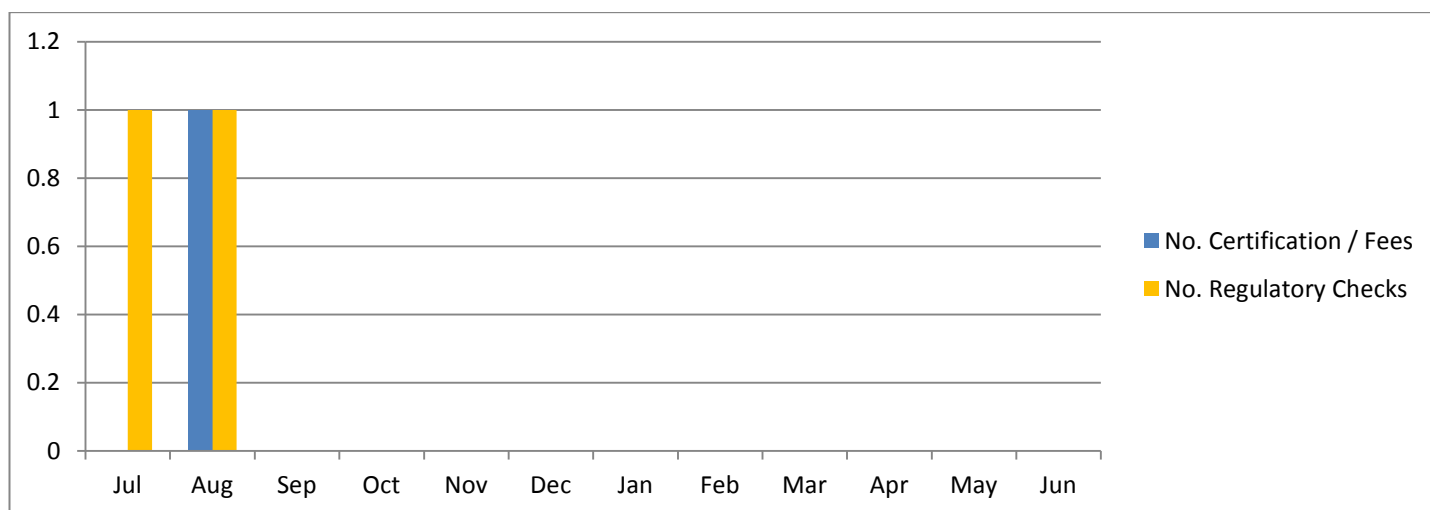


Plumbers Licensing Board Meeting – 30 November 2015

Compliance Audits 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Metro (Compliant)	0	2	1										3
Metro (Non-compliant)	0	2	0										2
Bunbury (Compliant)	2	0	0										2
Bunbury (Non-compliant)	2	1	0										3
Geraldton (Compliant)	0	0	0										0
Geraldton (Non-compliant)	0	0	3										3
Other (Compliant)	0	0	0										0
Other (Non-compliant)	0	0	0										0
Total	4	5	4	0	0	0	0	0	0	0	0	0	13

Administrative non-compliance

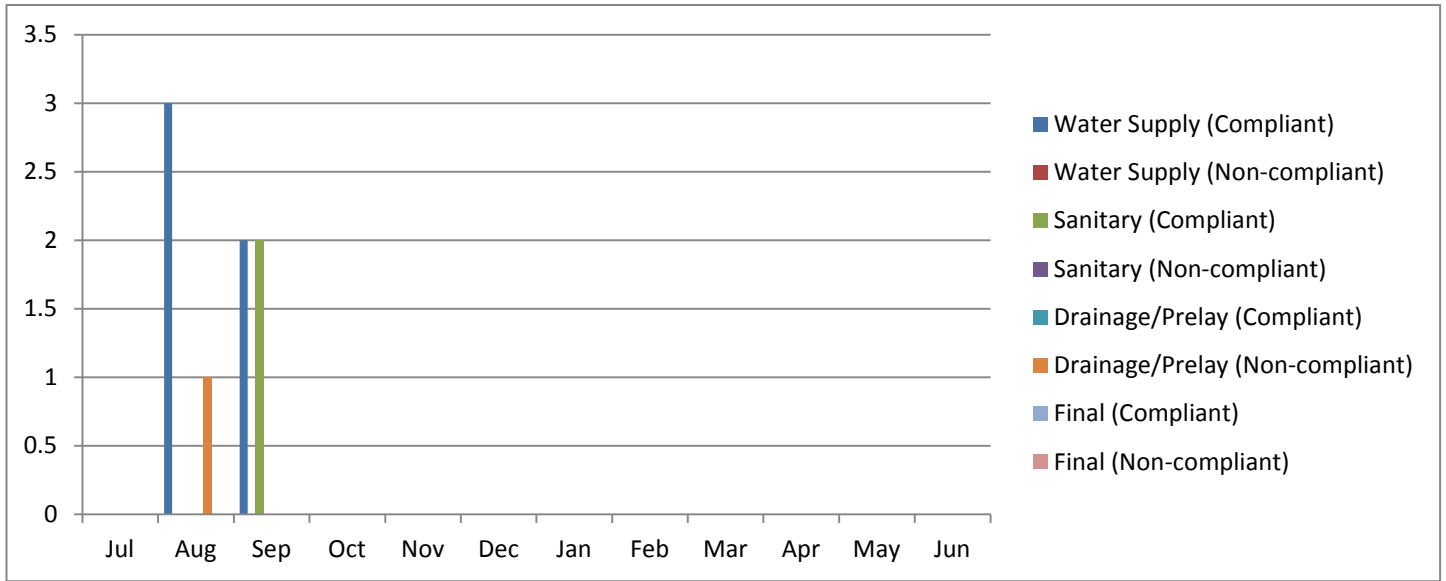
During the first quarter there was one instance of non-compliance with certification or payment of fees and two non-compliant regulatory checks.



Administrative Non-compliance 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
No. Certification / Fees	0	1	0										1
No. Regulatory Checks	1	1	0										2

Metropolitan compliance audit inspections

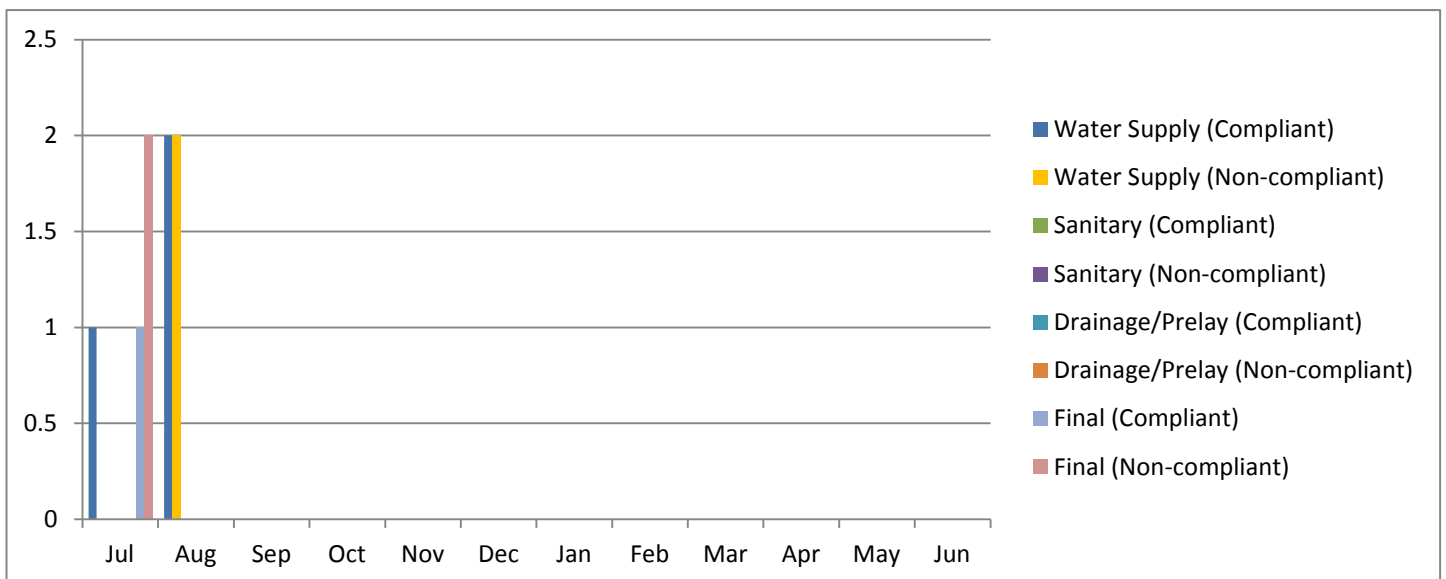
During the first quarter there were eight inspections conducted during audits of licensed plumbing contractors in the metropolitan area. There were five water supply inspections, which were all compliant; two compliant sanitary inspections and one non-compliant drainage inspection.



Metro Compliance Audit Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	0	3	2										5
Water Supply (Non-compliant)	0	0	0										0
Sanitary (Compliant)	0	0	2										2
Sanitary (Non-compliant)	0	0	0										0
Drainage/Prelay (Compliant)	0	0	0										0
Drainage/Prelay (Non-compliant)	0	1	0										1
Final (Compliant)	0	0	0										0
Final (Non-compliant)	0	0	0										0
Total	0	4	4	0	0	0	0	0	0	0	0	0	8

Bunbury compliance audit inspections

There were four inspections conducted during audits of licensed plumbing contractors in the Bunbury area in the first quarter. There were five water supply inspections with three (60%) being compliant and three final inspections with one (33%) being compliant.

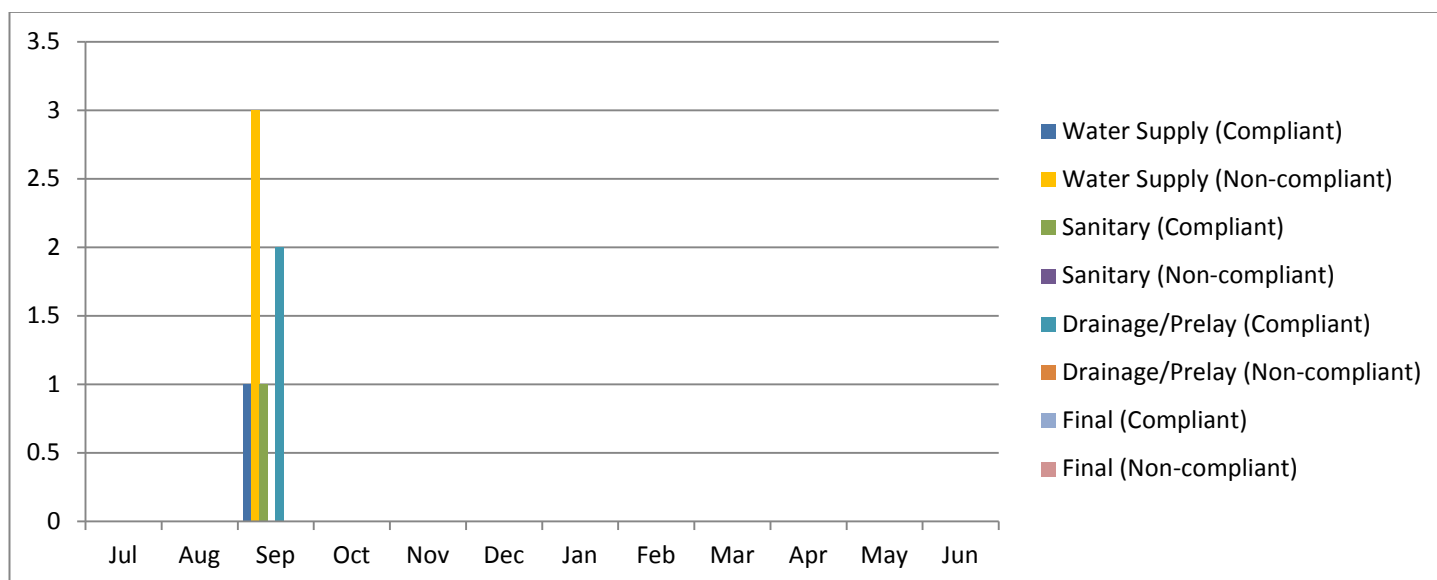


Plumbers Licensing Board Meeting – 30 November 2015

Bunbury compliance audit inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	1	2	0										3
Water Supply (Non-compliant)	0	2	0										2
Sanitary (Compliant)	0	0	0										0
Sanitary (Non-compliant)	0	0	0										0
Drainage/Prelay (Compliant)	0	0	0										0
Drainage/Prelay (Non-compliant)	0	0	0										0
Final (Compliant)	1	0	0										1
Final (Non-compliant)	2	0	0										2
Total	4	4	0	0	0	0	0	0	0	0	0	0	8

Geraldton compliance audit inspections

During the first quarter there seven inspections conducted in audits of licensed plumbing contractors in the Geraldton area. There were four water supply inspections, of which one (25%) was compliant, one compliant sanitary inspection and two compliant drainage inspections.



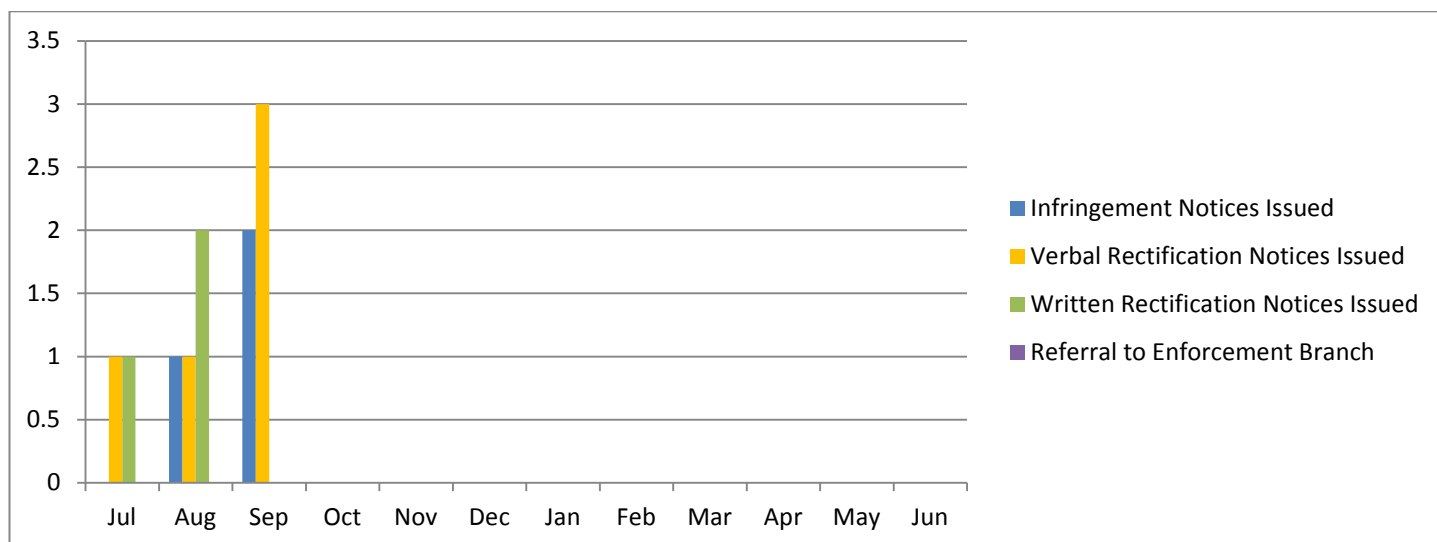
Geraldton Compliance Audit Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	0	0	1										1
Water Supply (Non-compliant)	0	0	3										3
Sanitary (Compliant)	0	0	1										1
Sanitary (Non-compliant)	0	0	0										0
Drainage/Prelay (Compliant)	0	0	2										2
Drainage/Prelay (Non-compliant)	0	0	0										0
Final (Compliant)	0	0	0										0
Final (Non-compliant)	0	0	0										0
Total	0	0	7	0	0	0	0	0	0	0	0	0	7

Other regional compliance audit inspections

There were no inspections conducted as part of an audit in the other regional areas during the first quarter.

Action taken from non-compliant audit inspections

There were three infringement notices, five verbal rectification notices and three written rectification notices issued during the quarter as a result of non-compliant audits.

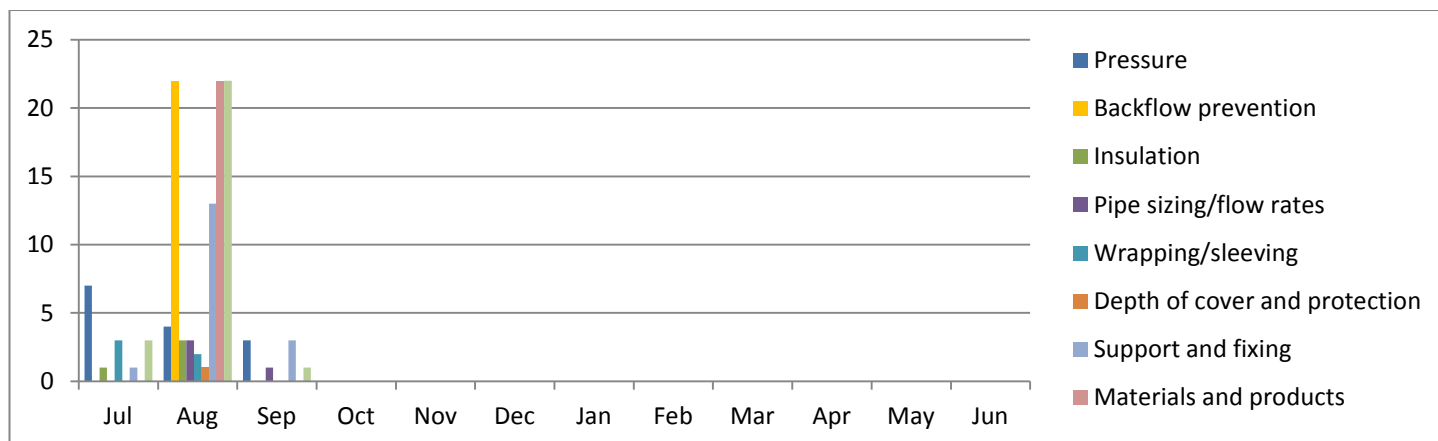


Action Taken from Compliance Audit 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued	0	1	2										3
Verbal Rectification Notices Issued	1	1	3										5
Written Rectification Notices Issued	1	2	0										3
Referral to Enforcement Branch	0	0	0										0

Reasons for non-compliance identified during inspections

Water supply inspections

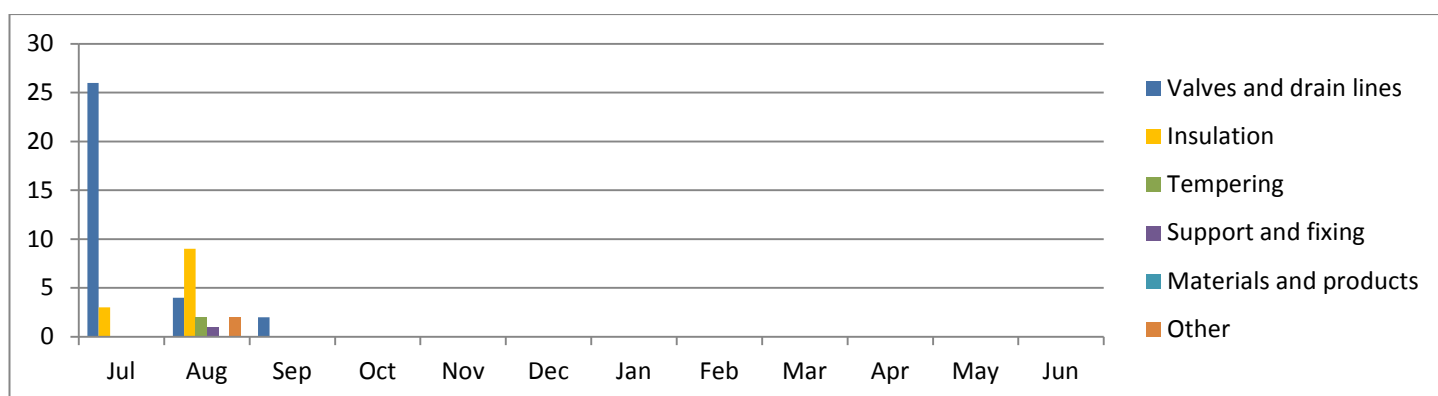
The main reasons for non-compliance during the first quarter were backflow prevention and materials and products (22), support and fixing (17) and pressure (14). The high rate of non-compliance for backflow prevention, materials and product and other (which is mainly valves) is attributed to unlicensed plumbing that was identified in the Geraldton region. This work has been rectified by a licensed plumber and the unlicensed plumbing matter has been referred to the Enforcement Branch for investigation.



Reasons for non-compliance of water supply inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Pressure	7	4	3										14
Backflow prevention	0	22	0										22
Insulation	1	3	0										4
Pipe sizing/flow rates	0	3	1										4
Wrapping/sleeving	3	2	0										5
Depth of cover and protection	0	1	0										1
Support and fixing	1	13	3										17
Materials and products	0	22	0										22
Other	3	22	1										26

Water heater inspections

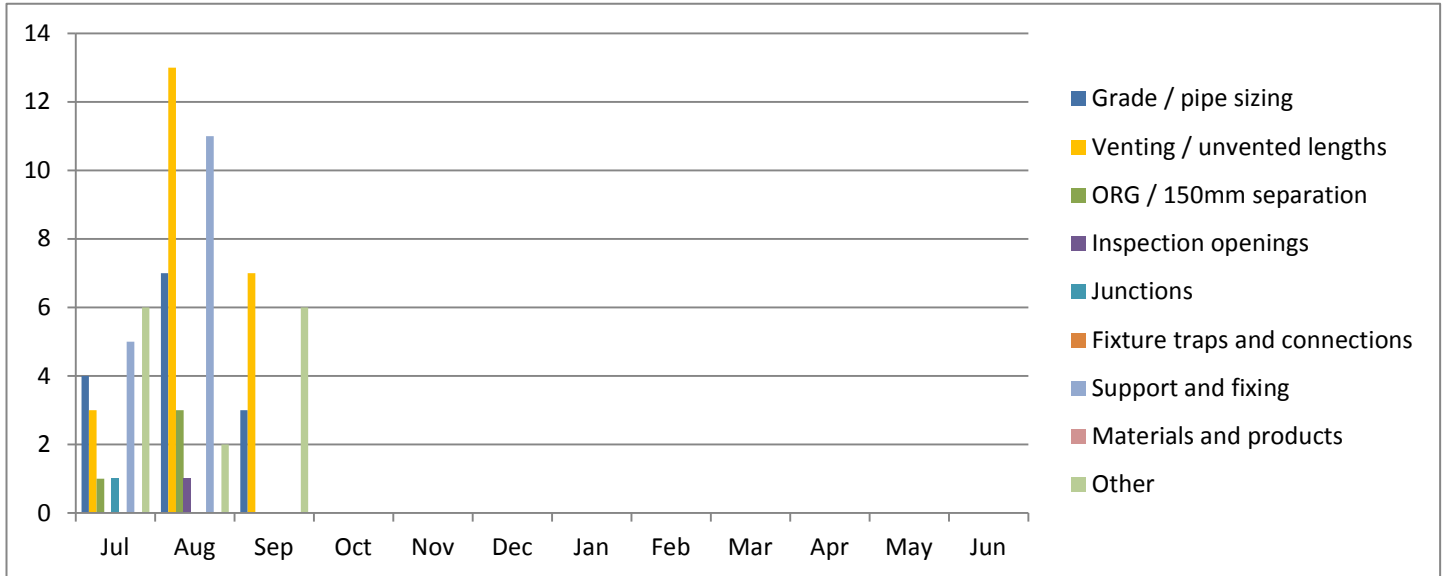
The main reasons for non-compliance were valves and drain lines (32). This is related to isolating valves on major projects, which involved one plumber and the work has now been rectified.



Reasons for Non-compliance of Water Heater Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Valves and drain lines	26	4	2										32
Insulation	3	9	0										12
Tempering	0	2	0										2
Support and fixing	0	1	0										1
Materials and products	0	0	0										0
Other	0	2	0										2

Sanitary inspections

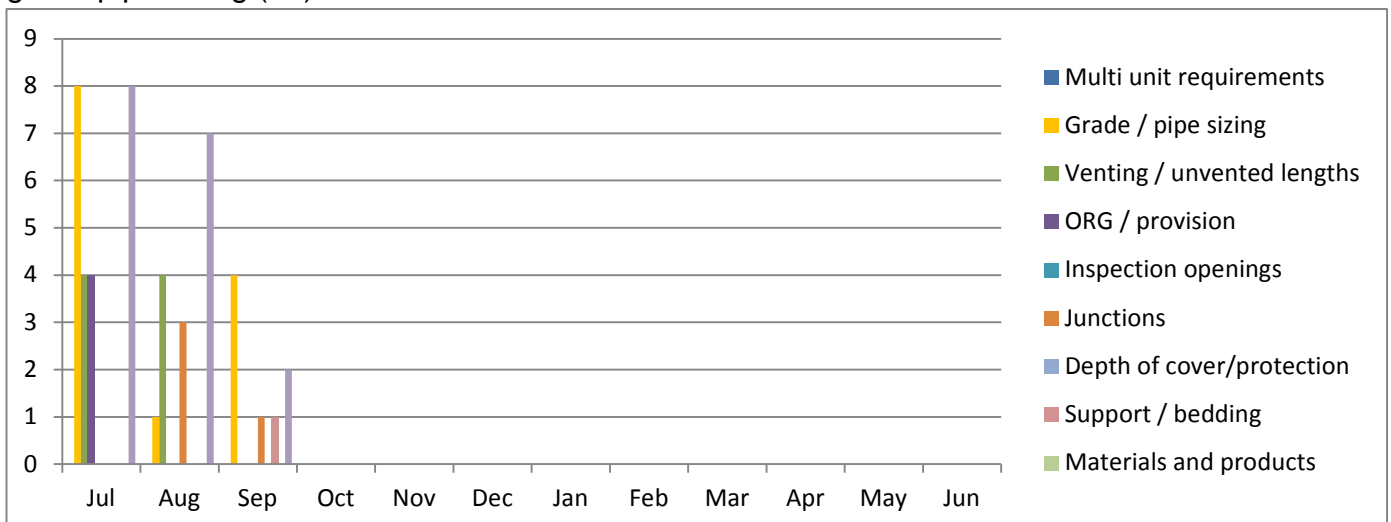
The main reasons for non-compliance during the first quarter were venting/unvented lengths (23), support and fixing (16) and grade/pipe sizing (14). The high non-compliance in sanitary venting was reported in the last quarter and relates to venting requirements on stack systems in commercial projects. This issue is being monitored by the Audit Branch.



Reasons for non-compliance of Sanitary Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Grade / pipe sizing	4	7	3										14
Venting / unvented lengths	3	13	7										23
ORG / 150mm separation	1	3	0										4
Inspection openings	0	1	0										1
Junctions	1	0	0										1
Fixture traps and connections	0	0	0										0
Support and fixing	5	11	0										16
Materials and products	0	0	0										0
Other	6	2	6										14

Drainage inspections

The main reason for non-compliance from drainage inspections during the first quarter was grade/pipe sizing (13).

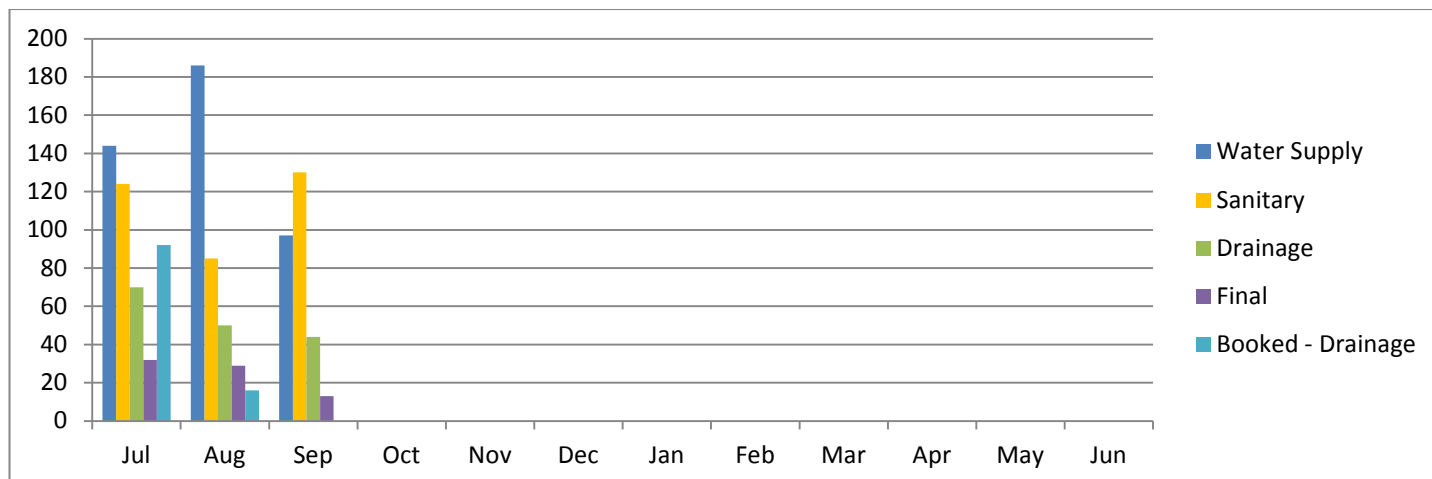


Reasons for Non-compliance of Drainage Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Multi unit requirements	0	0	0										0
Grade / pipe sizing	8	1	4										13
Venting / unvented lengths	4	4	0										8
ORG / provision	4	0	0										4
Inspection openings	0	0	0										0
Junctions	0	3	1										4
Depth of cover/protection	0	0	0										0
Support / bedding	0	0	1										1
Materials and products	0	0	0										0
Other	8	7	2										17

General matters

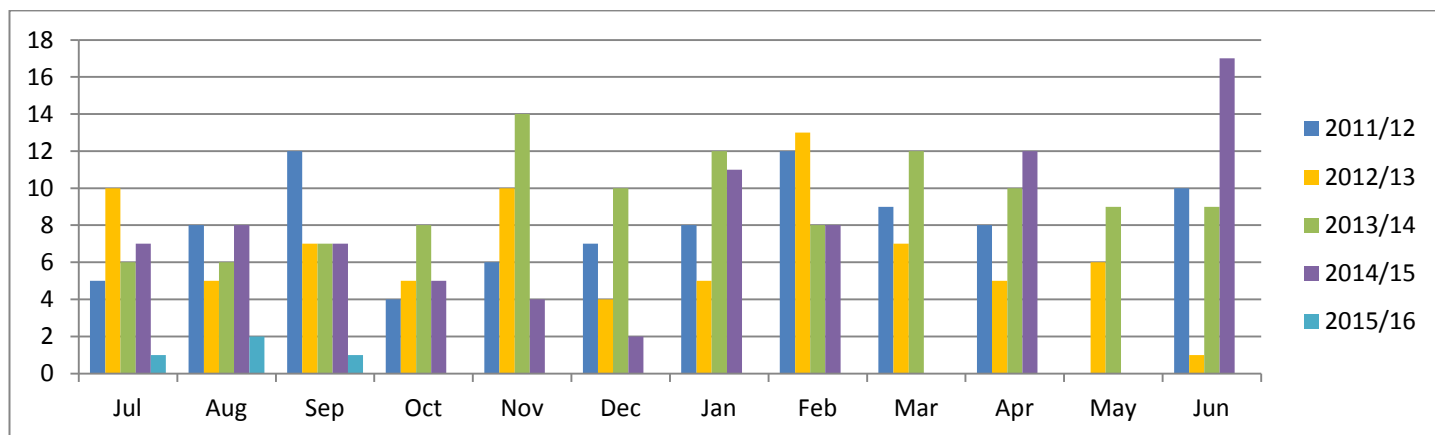
Total inspections conducted (general and compliance audits)

There were a total of 427 water supply inspections, 339 sanitary inspections, 164 drainage inspections, 74 final inspections and 108 booked drainage inspections carried out during the first quarter. In total there were 1112 inspections carried out during the quarter.



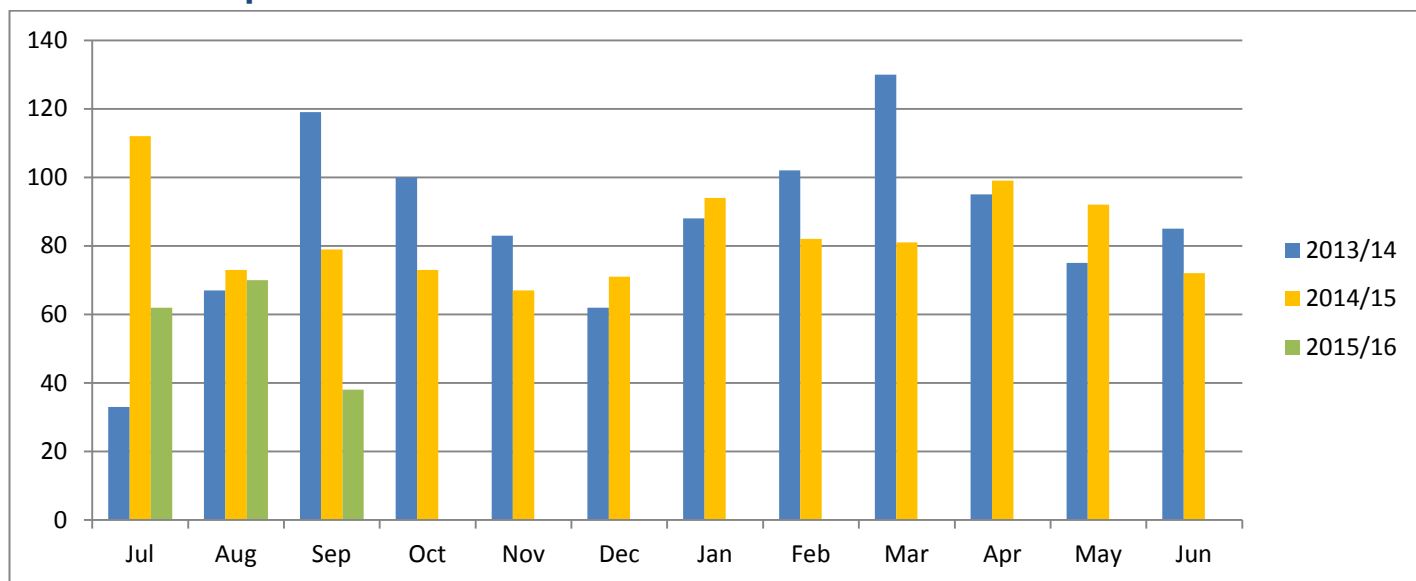
GENERAL MATTERS													
Total Inspections Conducted 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply	144	186	97										427
Sanitary	124	85	130										339
Drainage	70	50	44										164
Final	32	29	13										74
Booked - Drainage	92	16	0										108
TOTAL	462	366	284	0	0	0	0	0	0	0	0	0	1112

Inductions



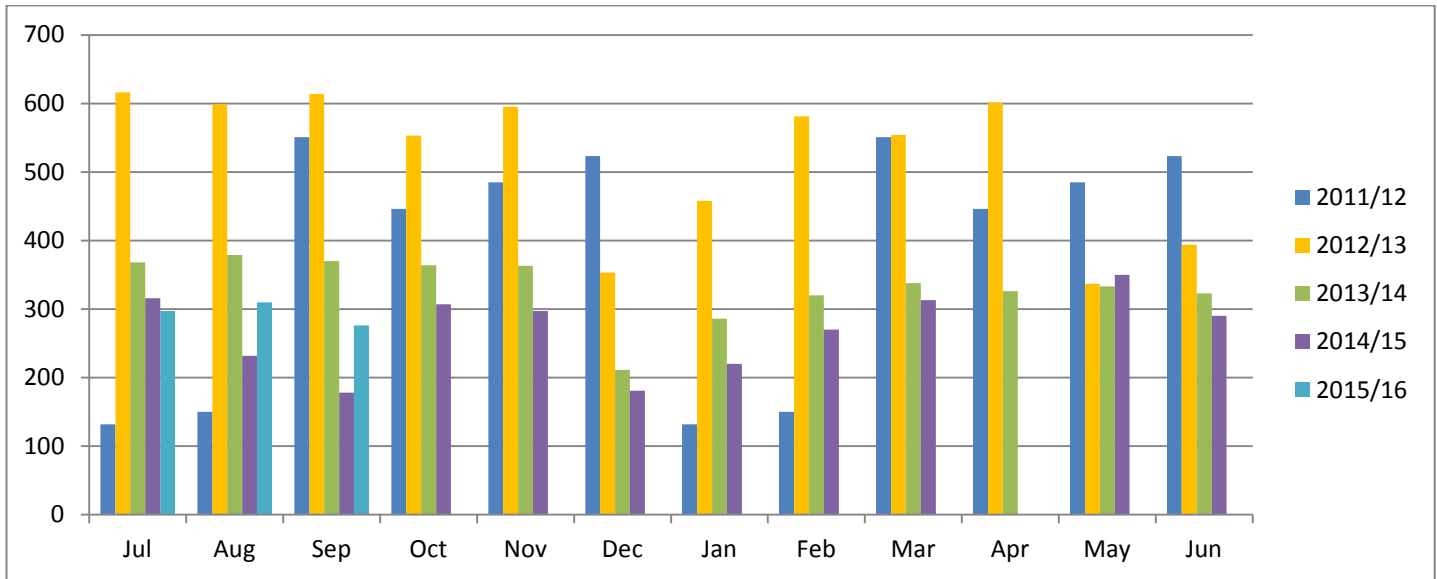
Inductions	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2011/12	5	8	12	4	6	7	8	12	9	8	0	10	89
2012/13	10	5	7	5	10	4	5	13	7	5	6	1	78
2013/14	6	6	7	8	14	10	12	8	12	10	9	9	111
2014/15	7	8	7	5	4	2	11	8	0	12	0	17	81
2015/16	1	2	1										4

Informal complaints



Informal complaints	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2013/14	33	67	119	100	83	62	88	102	130	95	75	85	1039
2014/15	112	73	79	73	67	71	94	82	81	99	92	72	995
2015/16	62	70	38										170

Technical advice line



Technical advice line	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2011/12	132	150	551	446	485	523	132	150	551	446	485	523	4574
2012/13	616	599	614	553	595	353	458	581	554	601	337	394	6255
2013/14	368	379	370	364	363	211	286	320	338	326	333	323	3981
2014/15	316	232	178	307	297	181	220	270	313		350	290	2954
2015/16	297	310	276										883