

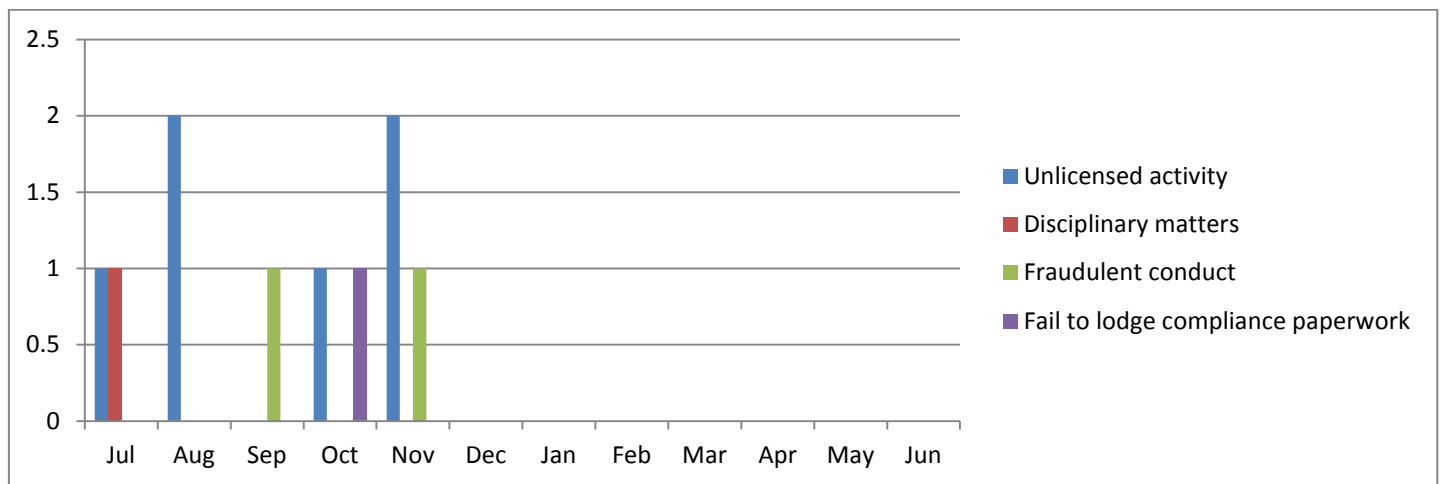


# Plumbing Compliance Report

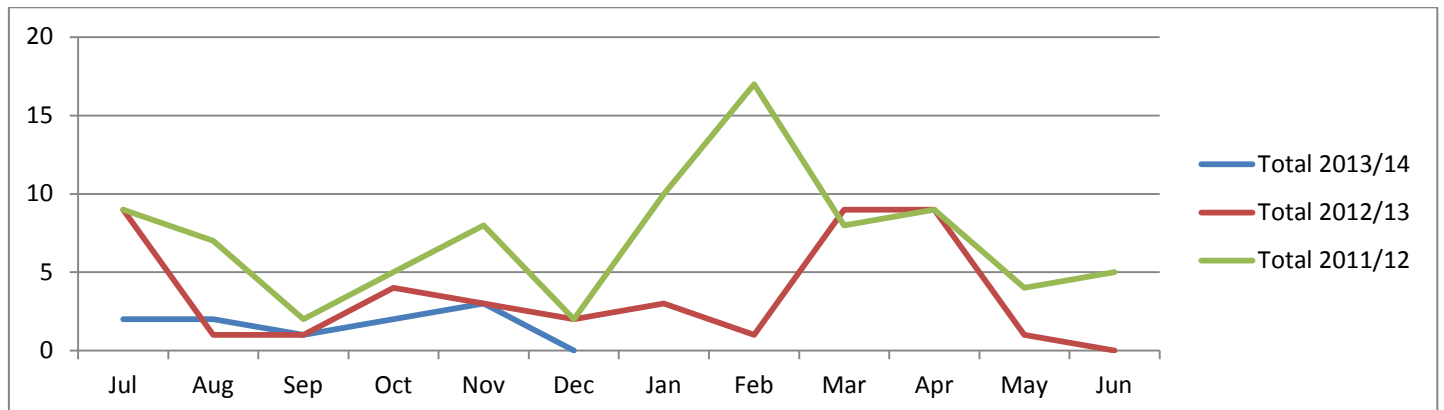
## 2nd Quarter 2013/14

### New Matters referred for Investigation

The second quarter saw the number of new matters referred for investigation remain low. This is partly attributed to the new complaint assessment process introduced by the Enforcement Branch, which has been reported in previous reports and the holiday period where high levels of staff leave saw no matters assessed for investigation in December. The new complaint assessment process continues to be bedded down, including how matters are recorded and reported. Three of the matters referred for investigation were for unlicensed activity, one was for fraudulent conduct and one was for fail to lodge compliance paperwork.

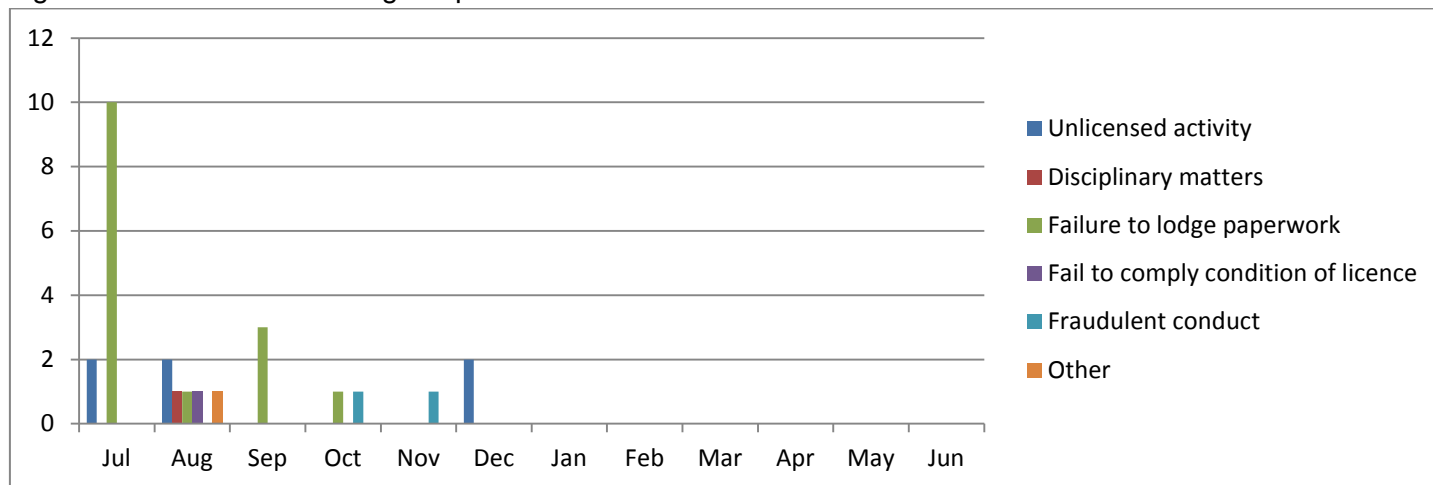


New Matters Referred for Investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	1	2	0	1	2	0						
Disciplinary matters	1	0	0	0	0	0						
Fraudulent conduct	0	0	1	0	1	0						
Fail to lodge compliance paperwork	0	0	0	1	0	0						
<b>Total 2013/14</b>	<b>2</b>	<b>2</b>	<b>1</b>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

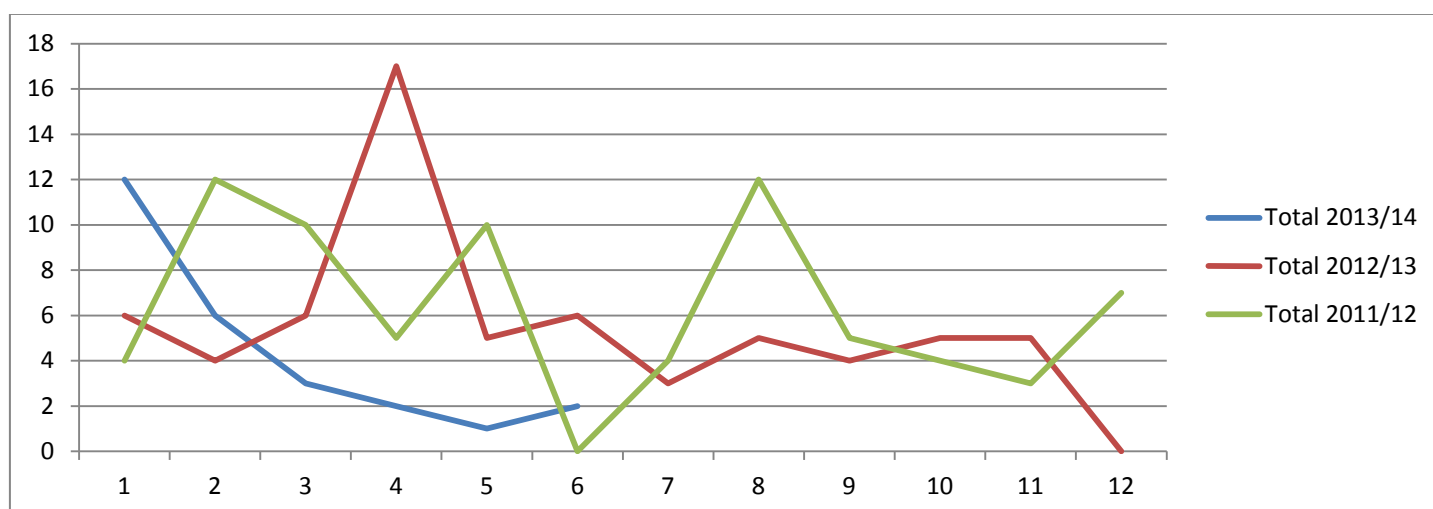


## Investigations Concluded

There were 5 investigations concluded during the second quarter. Two related to unlicensed activity (resulting in cautions being issued), two were for fraudulent conduct (no evidence of an offence was found on one and the other complaint was not made in accordance with the Act) and one was for failure to lodge compliance paperwork (resulting in a caution). The low number is attributed to a high level of staff leave during the period.

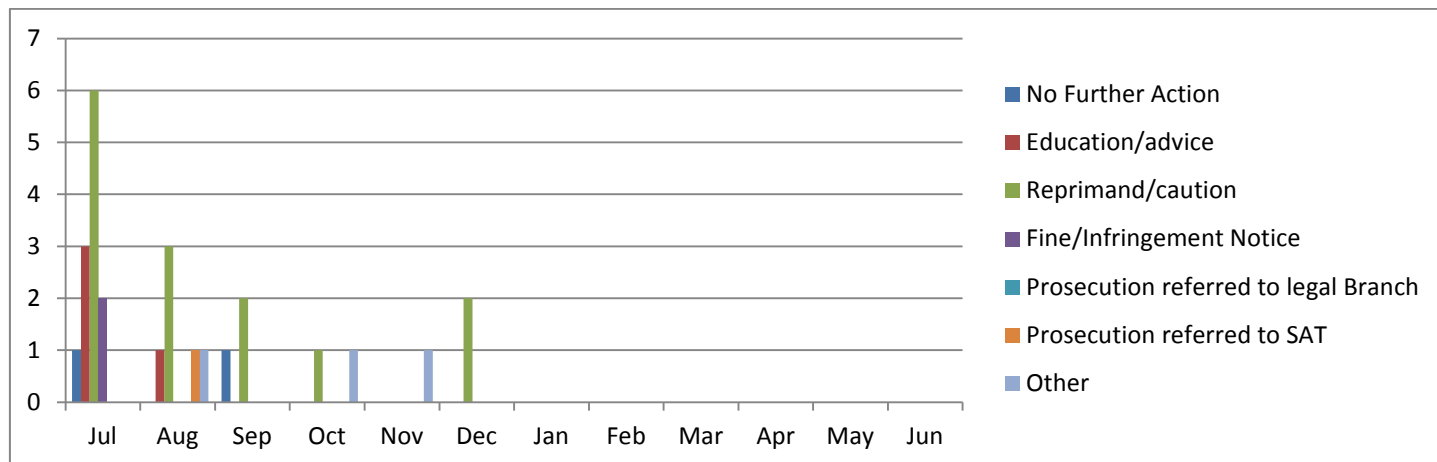


Investigations Concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	2	2	0	0	0	2						
Disciplinary matters	0	1	0	0	0	0						
Failure to lodge paperwork	10	1	3	1	0	0						
Fail to comply condition of licence	0	1	0	0	0	0						
Fraudulent conduct	0	0	0	1	1	0						
Other	0	1	0	0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



## Concluded Investigation Outcomes

During the second quarter three investigations were concluded with a reprimand or caution, one was found to have no evidence of an offence being committed and one (a disciplinary complaint under the *Building Services (Complaint resolution and Administration) Act 2011*) was refused as it was not made in accordance with the Act.



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

## Current Investigations (as at end of the quarter)

There were two open investigations at the end of the quarter, including one for unlicensed activity.



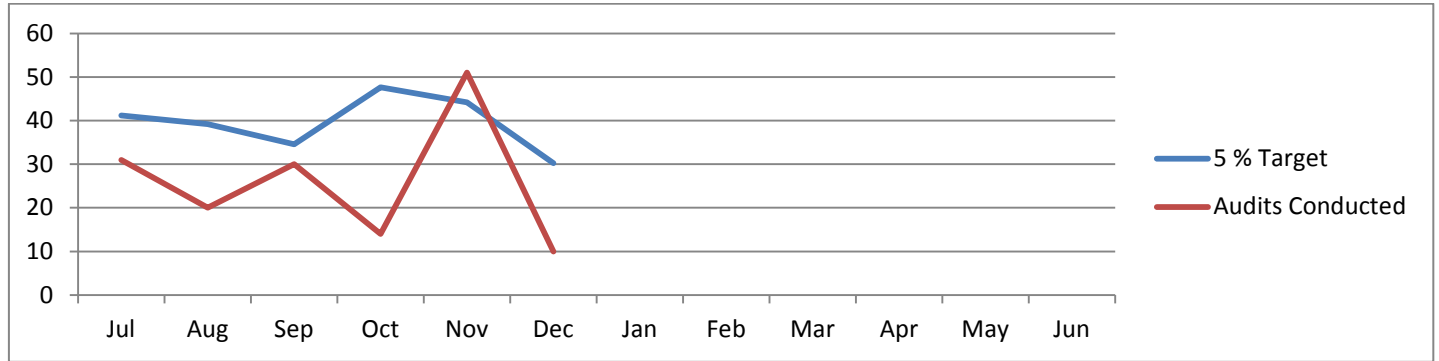
## Drainage Audit Requests

The percentage of metropolitan audits conducted following drainage audit requests during the second quarter remained well below the 5% target in October and December at around 1.5%, however in November there was a significant rise to 5.77%. This is attributed to a targeted drainage blitz that was carried out by the Audit Branch.

The Regional drainage audits conducted following requests remained well above the 5% target throughout the quarter with a high of 19.3% in October.

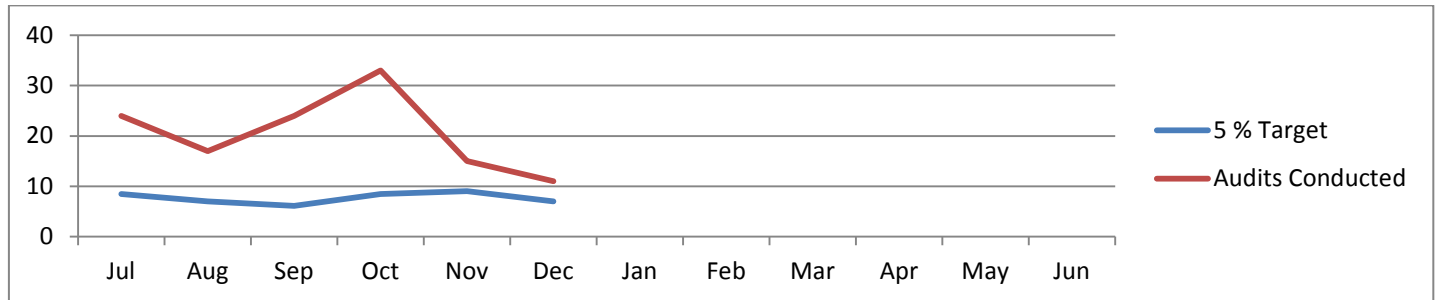
Overall, across the State, the percentage of audits conducted following requests was 4.57%.

## Drainage Audit Requests (Metro)



Metro Drain Audit Requests 2013/14														
Audits Requested	823	784	692	953	884	605								4741
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	41	39	35	48	44	30	0	0	0	0	0	0	237	
Audits Conducted	31	20	30	14	51	10							156	
% of Requests Audited	3.7	2.55	4.3	1.47	5.77	1.65							3.29	

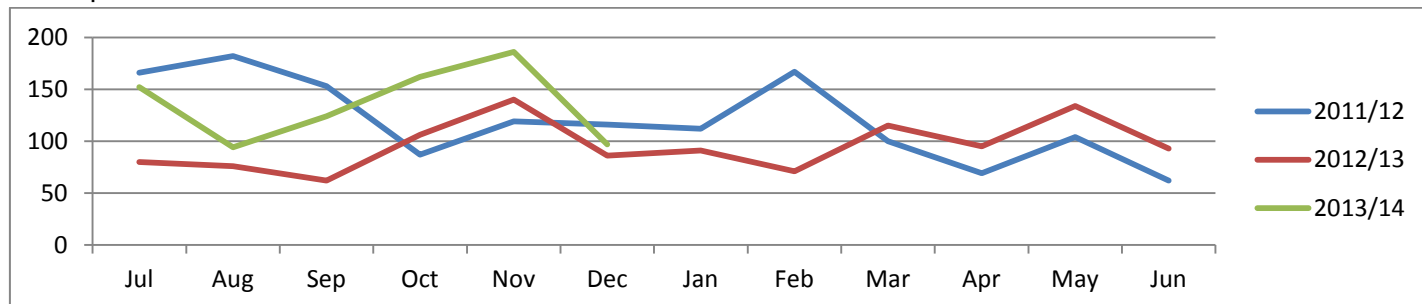
## Drainage Audit Requests (Regional)



Regional Drain Audit Requests 2013/14														
Audits Requested	170	140	123	169	181	140								923
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	8.5	7	6.15	8.45	9.05	7	0	0	0	0	0	0	46.1	
Audits Conducted	24	17	24	33	15	11							124	
% of Requests Audited	14.1	12.1	19.5	19.5	8.29	7.86							13.43	

## Drainage Audits Conducted

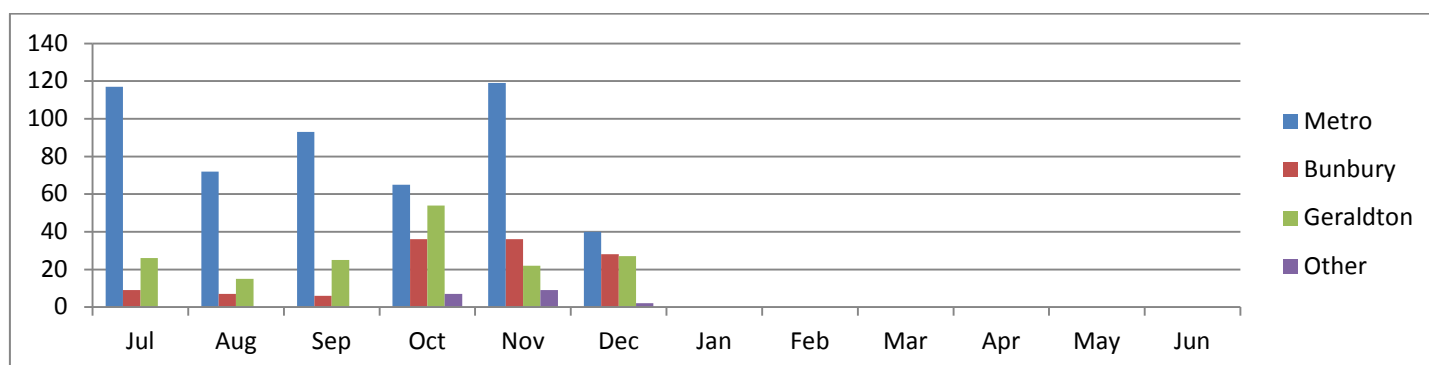
There were a total of 445 drainage audits conducted in the second quarter. This represents an approximate 34% increase on the number of drainage audits for the same period last year and a 38% increase for the same period in 2011/12.



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	162	186	97						

## Drainage Audits Conducted per Region

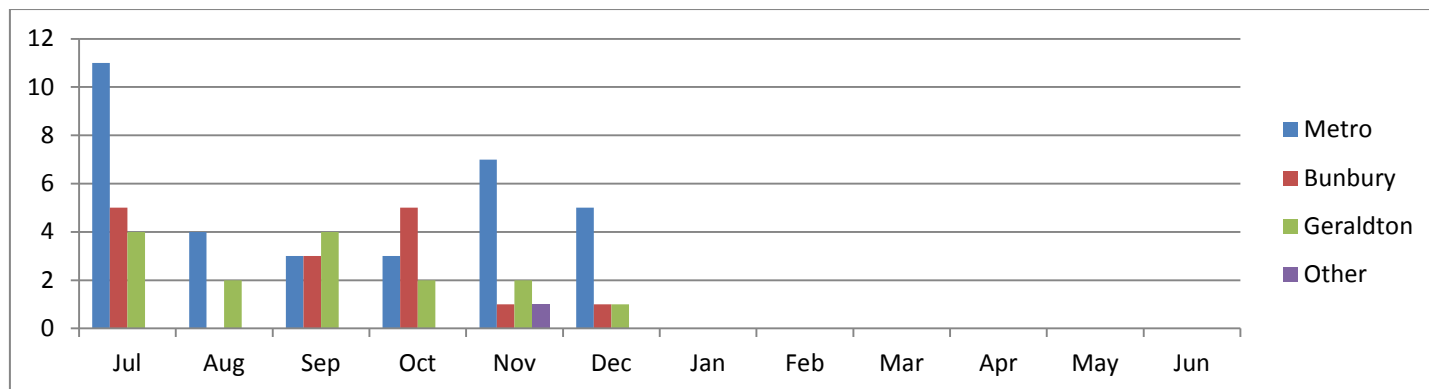
The drainage audits conducted in the metropolitan region peaked in November with 119. This is well above average for the 21012/13 year. This is attributed to the targeted drainage blitz. The figures for October and December were more consistent with previous months with December being slightly lower due to the holiday period. Bunbury recorded much higher numbers of drainage audits than the previous quarter, which is attributed to a more sustained drainage blitz in that area.



Drainage Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	117	72	93	65	119	40						
Bunbury	9	7	6	36	36	28						
Geraldton	26	15	25	54	22	27						
Other	0	0	0	7	9	2						

## Drainage Audits Failed per Region

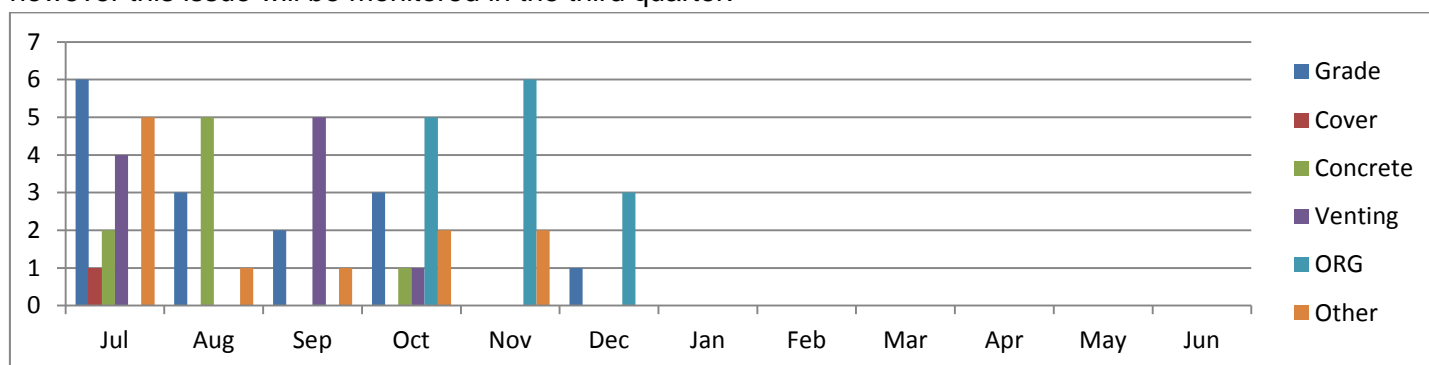
Of the 445 drainage audits conducted, 23 failed representing a failure rate of approximately 5%. This represents an improvement of 3% from the first quarter. For the same period last year the failure rate was 39% and for 2011/12 the rate was 13%. This demonstrates a significant improvement over the past two years for this period.



Drainage Audits Failed per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	11	4	3	3	7	5						
Bunbury	5	0	3	5	1	1						
Geraldton	4	2	4	2	2	1						
Other	0	0	0	0	1	0						

## Main Reasons for Drainage Audit Failure.

Overflow relief gullies were identified as the main reason for failure of drainage audits during the quarter, with 14 failures being recorded. There does not appear to be any identifiable reason for this at this stage, however this issue will be monitored in the third quarter.

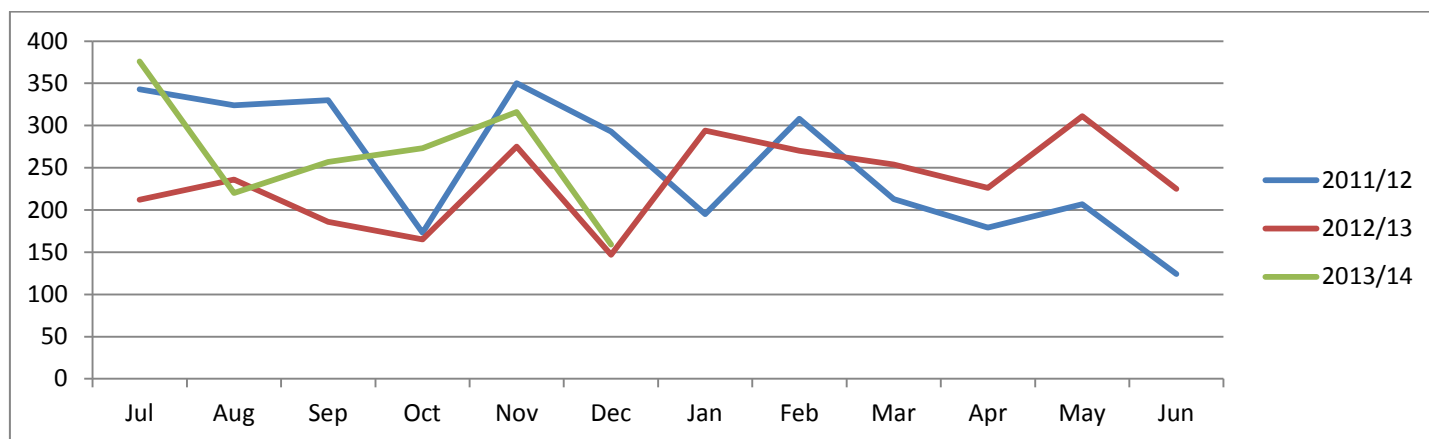


Drainage Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Grade	6	3	2	3	0	1						
Cover	1	0	0	0	0	0						
Concrete	2	5	0	1	0	0						
Venting	4	0	5	1	0	0						
ORG				5	6	3						
Other	5	1	1	2	2	0						

## Water Supply Audits Conducted

During the second quarter a total of 748 water supply audits were conducted, representing a 13% decrease from the first quarter. The number of audits gradually increased through October and November, but fell dramatically in December due to the holiday period. Notwithstanding this, the second quarter saw 28% more water supply audits conducted than for the same period last year, but was 8% less than 2011/12.

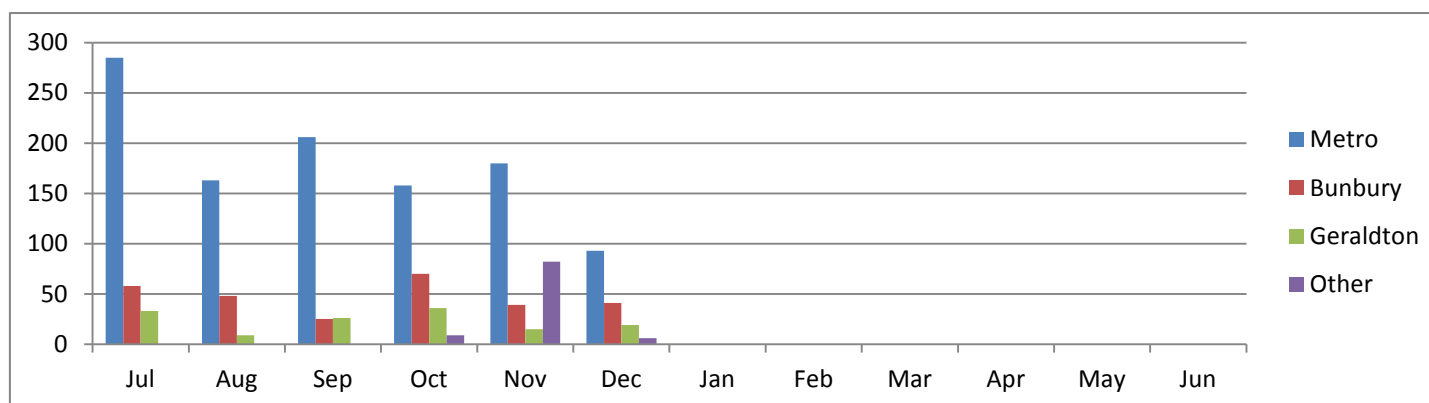
## Plumbers Licensing Board Meeting – 24 February 2014



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	273	316	159						

### Water Supply Audits Conducted per Region

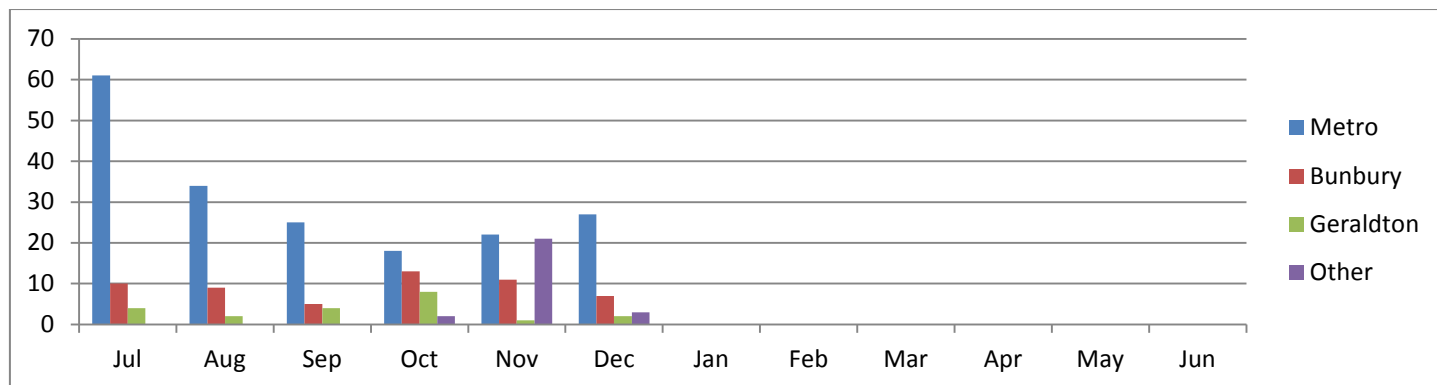
Water supply audits were consistent in the metropolitan area during the quarter with an expected decrease during December. Bunbury and Geraldton region audits generally remained consistent with the first quarter. There was a spike in audits conducted in other regions during November due to planned compliance visits to Kalgoorlie and Karratha.



Water Supply Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	285	163	206	158	180	93						
Bunbury	58	48	25	70	39	41						
Geraldton	33	9	26	36	15	19						

### Water Supply Audits Failed per Region

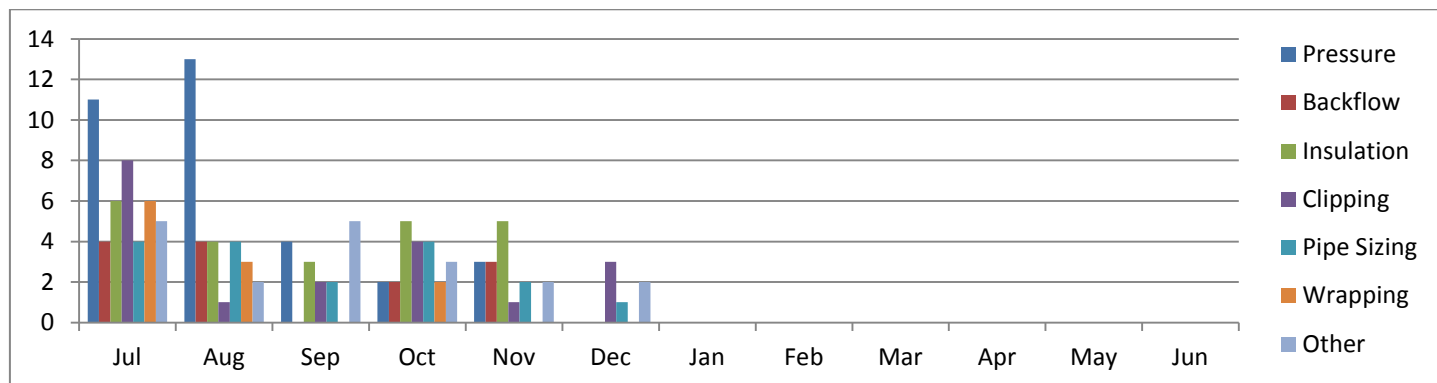
Of the 748 water supply audits conducted for the quarter, 109 failed representing a failure rate of approximately 15%. This is an improvement on the previous quarter which recorded a failure rate of 18%. The failure rate for the second quarter represents a 4% improvement on the same period last year 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	18	22	27						
Bunbury	10	9	5	13	11	7						
Geraldton	4	2	4	8	1	2						

## Main Reasons for Water Supply Audit Failure.

The main reasons for failure of water supply audits reported during this quarter was insulation (10), clipping (8) and pipe sizing (7). These numbers are not really significantly high and do not demonstrate any specific issues within industry relating to water supply. Pressure decreased significantly as a reason for failure during the quarter. Last quarter it was reported that it was the high level of pressure failure could be due to water supply audits of work completed by a particular plumber who continually fails due to water pressure. The particular plumbing inspector who monitors the area that this plumber works in was on extended leave for a long period of the last quarter, which could explain the significant drop. The issue of pressure will be monitored through the third quarter.

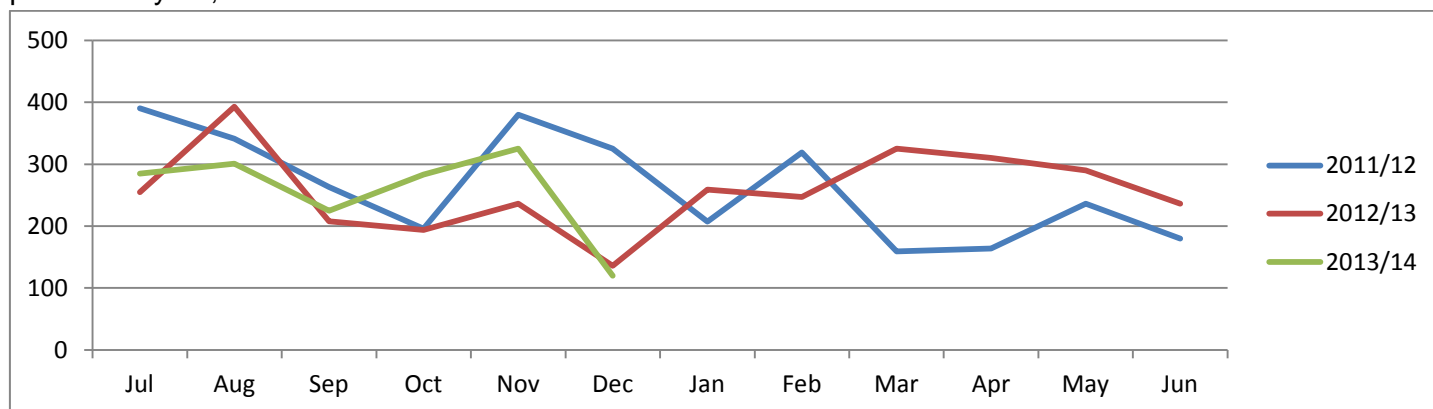


Water Supply Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Pressure	11	13	4	2	3	0						
Backflow	4	4	0	2	3	0						
Insulation	6	4	3	5	5	0						
Clipping	8	1	2	4	1	3						
Pipe Sizing	4	4	2	4	2	1						
Wrapping	6	3	0	2	0	0						
Other	5	2	5	3	2	2						



## Sanitary Audits Conducted

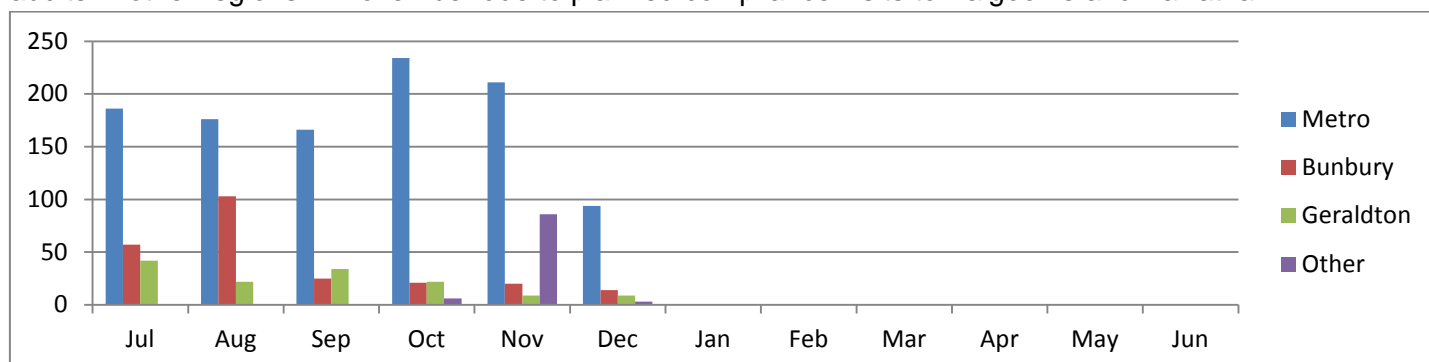
There were a total of 728 sanitary audits conducted during the quarter, which is a 10% decrease on the last quarter. This decrease is attributed to the holiday period where a number of inspectors were on leave during December. Notwithstanding this, the sanitary audits conducted represent a 28% increase for the same period last year, but a 19% 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	283	325	120						

## Sanitary Audits Conducted per Region

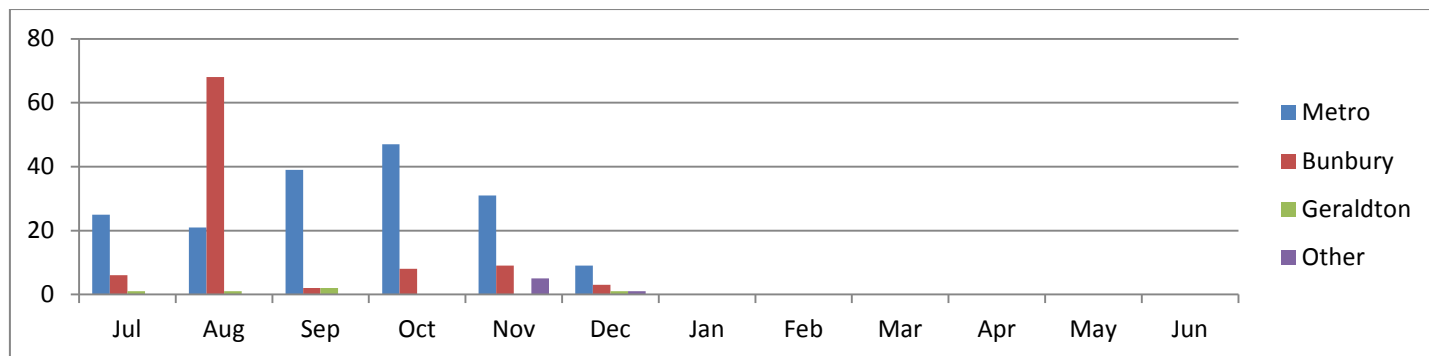
The sanitary audits conducted in the metropolitan area realised a significant spike in October and November. This spike is attributed to audits conducted on major projects. There was also a significant spike in sanitary audits in other regions in November due to planned compliance visits to Kalgoorlie and Karratha.



Sanitary Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	186	176	166	234	211	94						
Bunbury	57	103	25	21	20	14						
Geraldton	42	22	34	22	9	9						

## Sanitary Audits Failed per Region

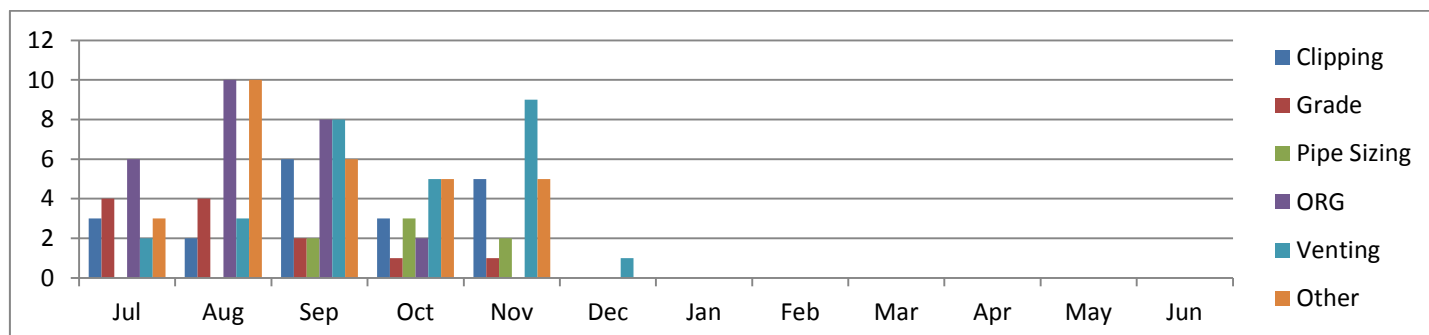
Of the 728 sanitary audits conducted, 114 failed representing a failure rate of 16%. This is a 4% decrease in failure on the first quarter. It represents 2% increase on the same period for last year and 1% increase from 2011/12.



Sanitary Audits Failed per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	25	21	39	47	31	9						
Bunbury	6	68	2	8	9	3						
Geraldton	1	1	2	0	0	1						
Other	0	0	0	0	5	1						

## Main Reasons for Sanitary Audit Failure

Overflow relief gullies been dominant as the main reasons for failure of sanitary audits during the past few quarters. This quarter realised a significant drop in ORG as a reason for failure with only two being recorded. As reported in the previous quarterly reports this issue was 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). A technical note on this matter was issued by the Board in June 2013 and it may be that we are now starting to realise the effects of that advice. This matter will continue to be monitored over the next quarter. There were 15 failures reported as a result of venting. This has been an issue in the past, although it is noted that it appeared to improve through the last quarter. This issue will be monitored through the next quarter and if it continues actions will be considered to address it.

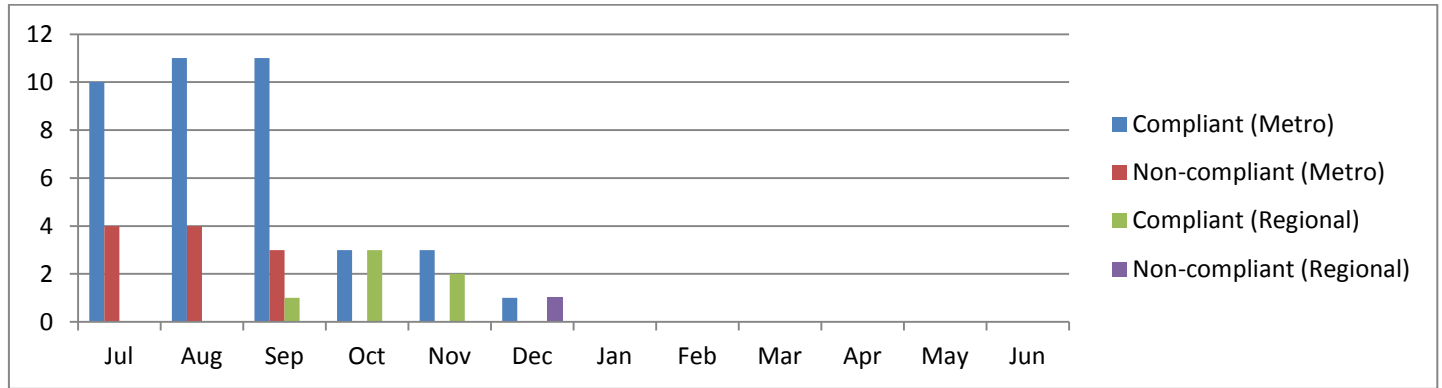


Sanitary Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Clipping	3	2	6	3	5	0						
Grade	4	4	2	1	1	0						
Pipe Sizing	0	0	2	3	2	0						
ORG	6	10	8	2	0	0						
Venting	2	3	8	5	9	1						
Other	3	10	6	5	5	0						

# Plumbers Licensing Board Meeting – 24 February 2014

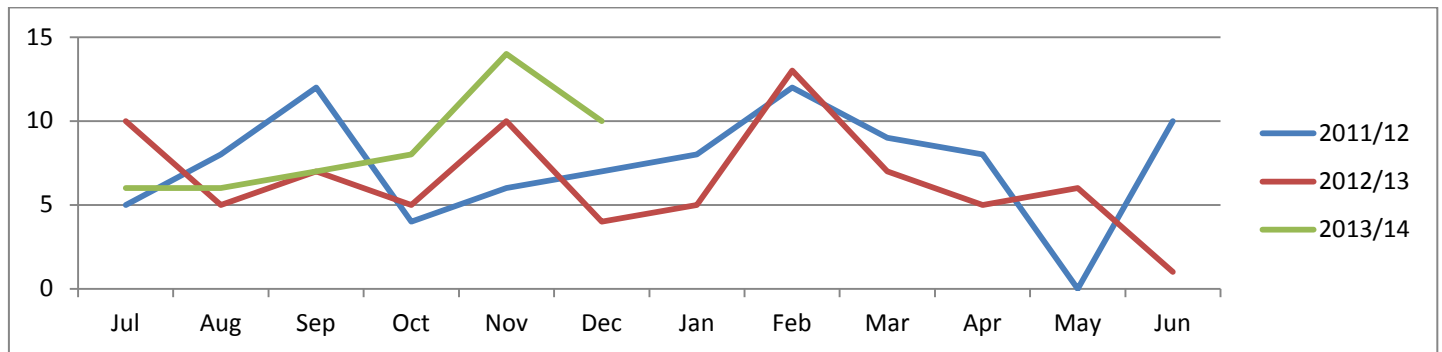
## Compliance Audits

There were 13 compliance audits conducted during the first quarter. Of these, one was deemed to be non-compliant.



LPC Compliance Audits 2012/13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Compliant (Metro)	10	11	11	3	3	1						
Non-compliant (Metro)	4	4	3	0	0	0						
Compliant (Regional)	0	0	1	3	2	0						
Non-compliant (Regional)	0	0	0	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						

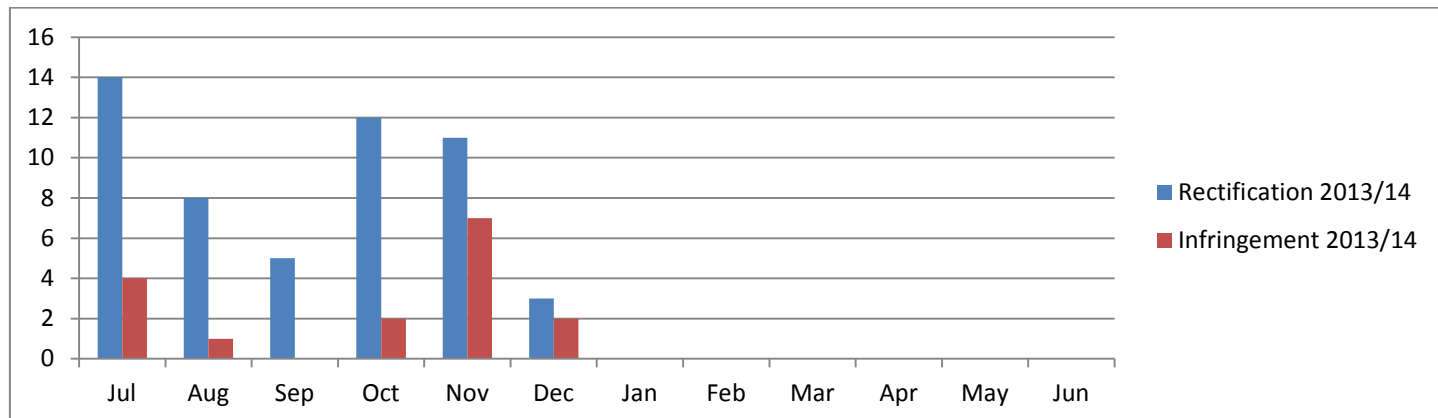
## Compliance Activities



# Plumbers Licensing Board Meeting – 24 February 2014

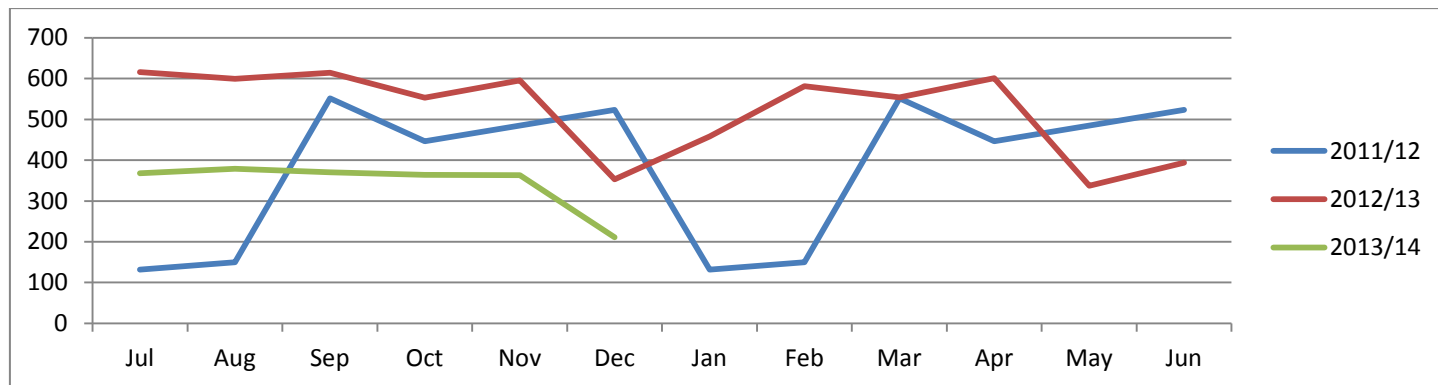
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Compliance Activities												
Booked Plumbing Work Audits 2012/13	26	29	29	51	47	27	36	26	53	39	53	38
Booked Plumbing Work Audits 2013/14	55	37	54	47	66	21						
Random Plumbing Work Audits 2012/13	239	174	158	273	281	142	231	171	187	291	287	259
Random Plumbing Work Audits 2013/14	423	306	434	354	327	192						
Planned Plumbing Work Audits 2012/13	283	502	269	141	323	200	377	399	454	301	395	257

## 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						
Infringement 2012/13	0	2	0	0	1	3	4	5	0	0	0	0
Infringement 2013/14	4	1	0	2	7	2						

## 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						

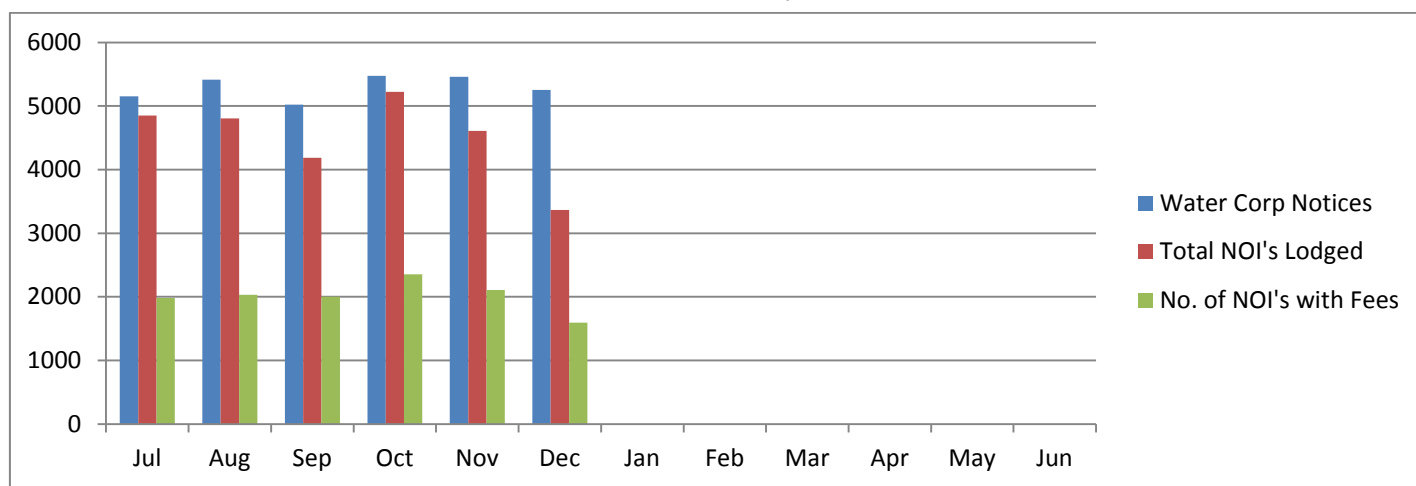
## Major Plumbing Work

This is new data that the Compliance Directorate has identified to include in this report. The Directorate is continuing to review the report with a view to providing the Board additional relevant data.

The information in the graph and table below shows the number of Water Corporation Notices (WCN) issued per month in comparison with the total number of Notice of Intention (NOI) and the number NOI's received where fees are paid.

Assumptions that should be made in considering this information are:

- that the month that the WCN is issued will not necessarily be reflected as the same month that the corresponding NOI for a property is lodged. Notwithstanding this, it can be assumed that over the course of a year the figures for the two notices should even up;
- given that every WCN should at some point match up with an NOI and that NOI's are also required to be lodged for work other than that emanating from a WCN, the monthly total for NOI's should exceed that of WCN's; and
- given that every WCN should match up with an NOI that requires fees to be paid, the number of NOI's with fees should at least, over the course of a year, match the number of WCN's.



Major Plumbing Work	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Water Corp Notices	5150	5412	5019	5474	5459	5251							31765
Total NOI's Lodged	4851	4803	4187	5224	4607	3366							27038
No. of NOI's with Fees	1980	2033	2001	2357	2110	1597							12078

What can be seen from these figures is that there is a very significant discrepancy in the fees that are being collected and the fees that should be collected.

In addition to these figures, the Compliance Directorate has conducted analysis relating to the number of NOI's lodged by licensed plumbing contractor's (LPC). Of the 4046 LPC's recorded in CALS, 3480 (86%) lodged ten or less NOI's in 2013, 3246 (80%) lodged five or less and 2605 (64%) lodged no NOI's. Whilst it is acknowledged that not all LPC's work for themselves (i.e. they work for other LPC's), the high rate of LPC's that did not lodge NOI's or who lodged minimal NOI's for 2013 raises serious compliance concerns.

The Compliance Directorate is developing a compliance operation that will investigate LPC's who are advertising for plumbing work (with a focus on hot water systems), yet have not submitted notifications. The outcome of the operation will be reported to the Board in due course.