



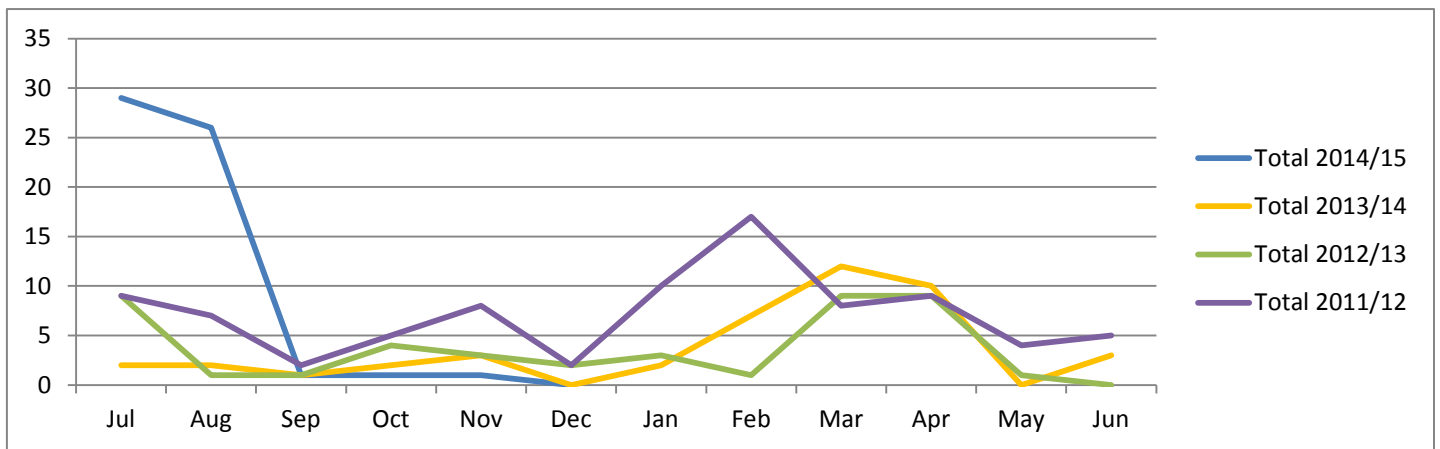
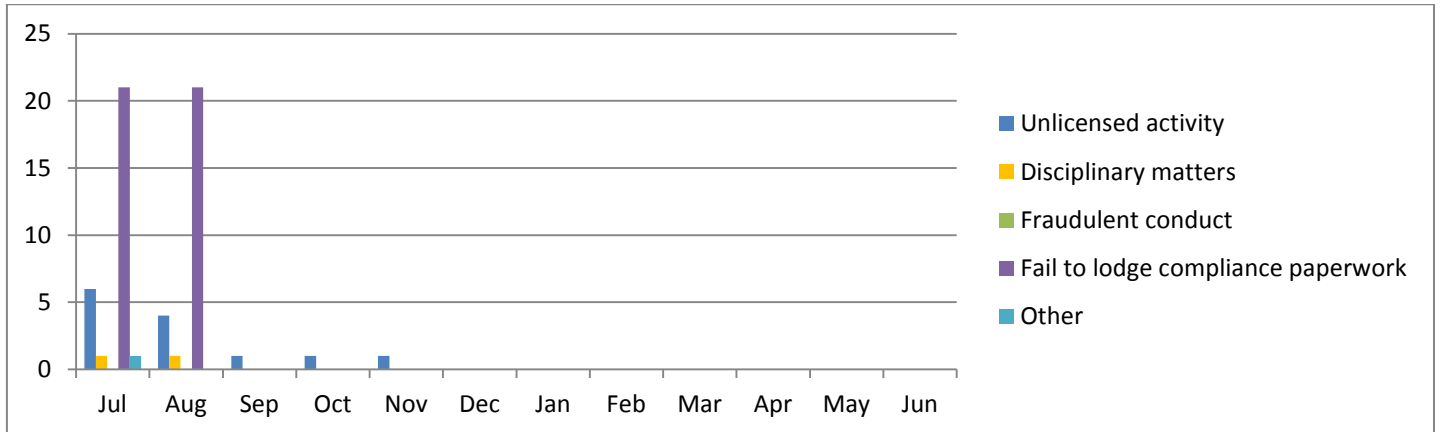
Plumbing Compliance Report

2nd Quarter 2014/15

ENFORCEMENT BRANCH

New Matters referred for Investigation

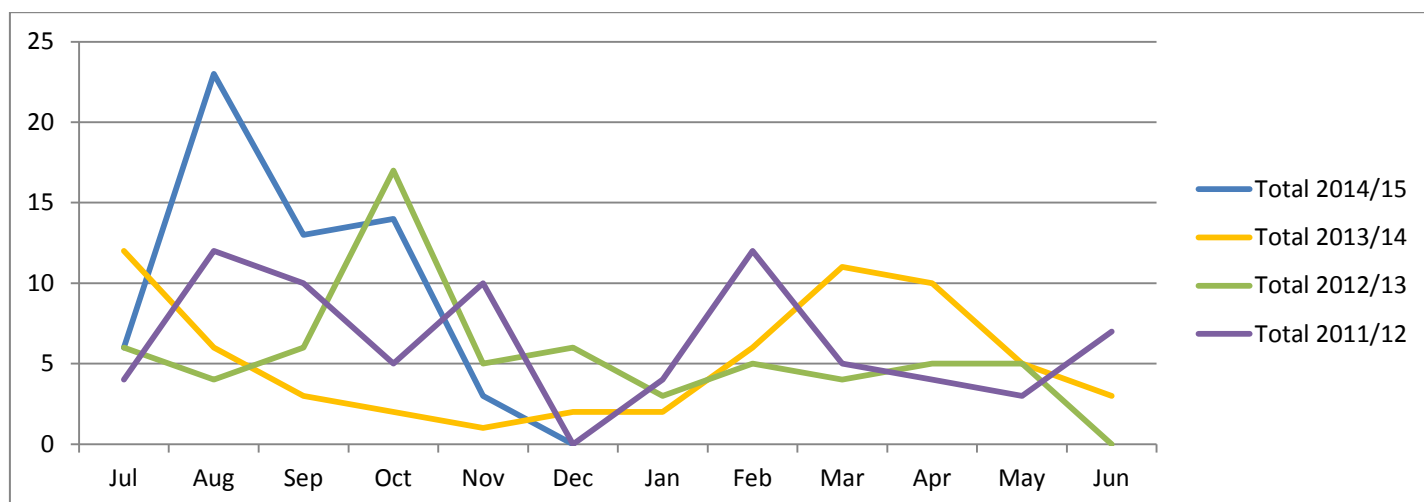
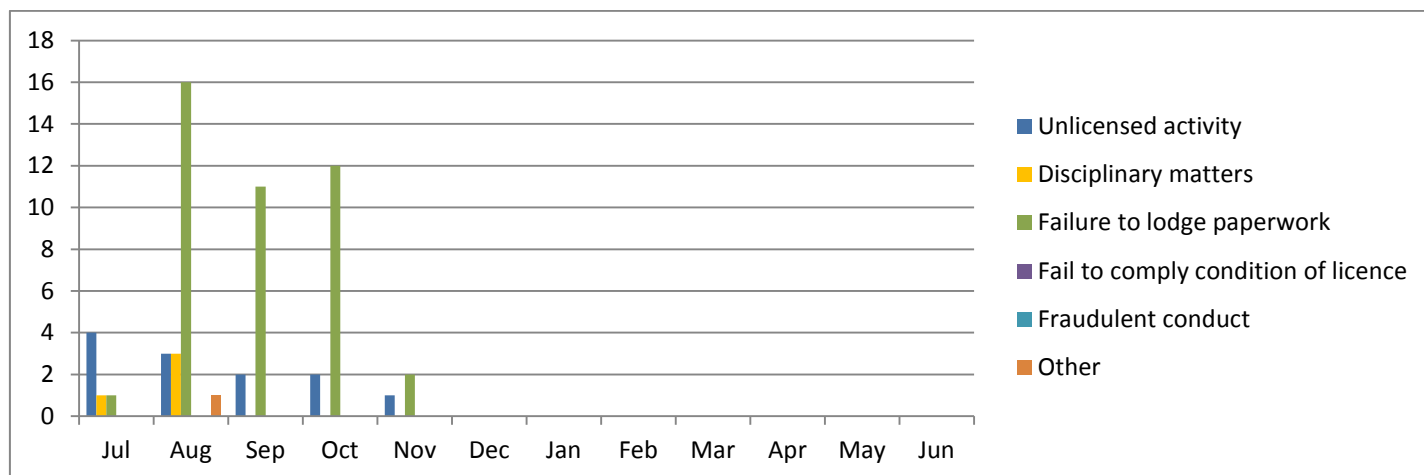
The number of new matters referred for investigation reduced significantly as the targeted operation into non-compliance with lodging notices and certificates came to a conclusion in September. This operation accounted for a very high percentage of the matters referred for investigation in the first quarter. There were two unlicensed matters 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 | 1 | 1 | 0 | | | | | | |
| Disciplinary matters | 1 | 1 | 0 | 0 | 0 | 0 | | | | | | |
| Fraudulent conduct | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| Fail to lodge compliance paperwork | 21 | 21 | 0 | 0 | 0 | 0 | | | | | | |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| Total 2014/15 | 29 | 26 | 1 | 1 | 1 | 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

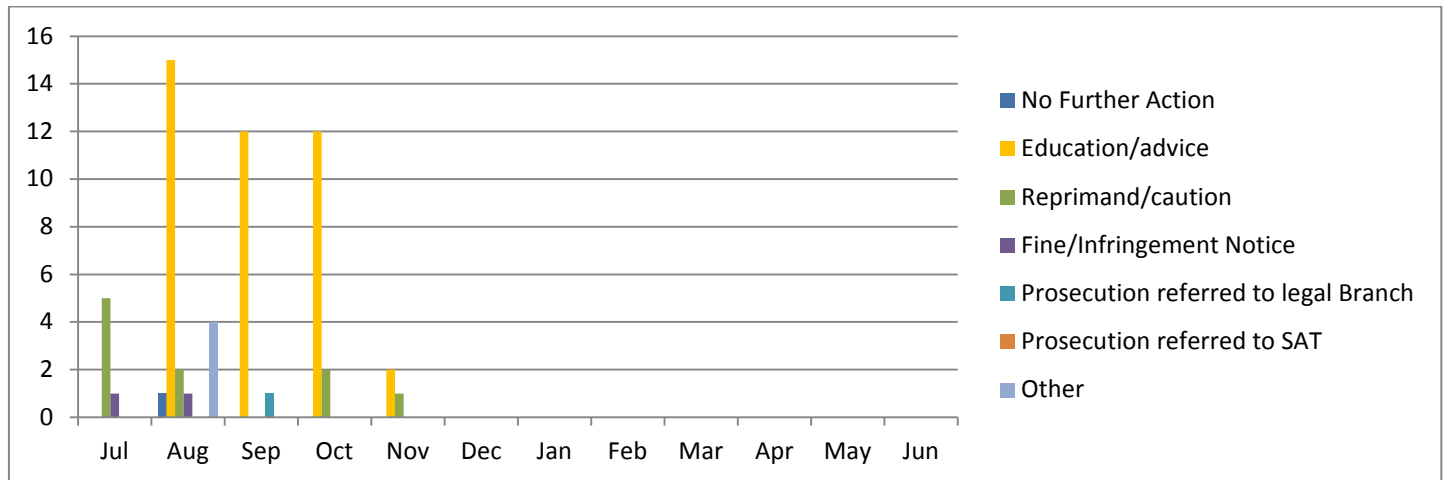
There were 17 investigations concluded during the second quarter. As with the new matters referred for investigation, this figure is significantly less than the first quarter as the targeted operation into non-compliance with lodging notices and certificates came to a conclusion in September. There were three investigations concluded for unlicensed activity and 14 for failure to lodge paperwork.



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

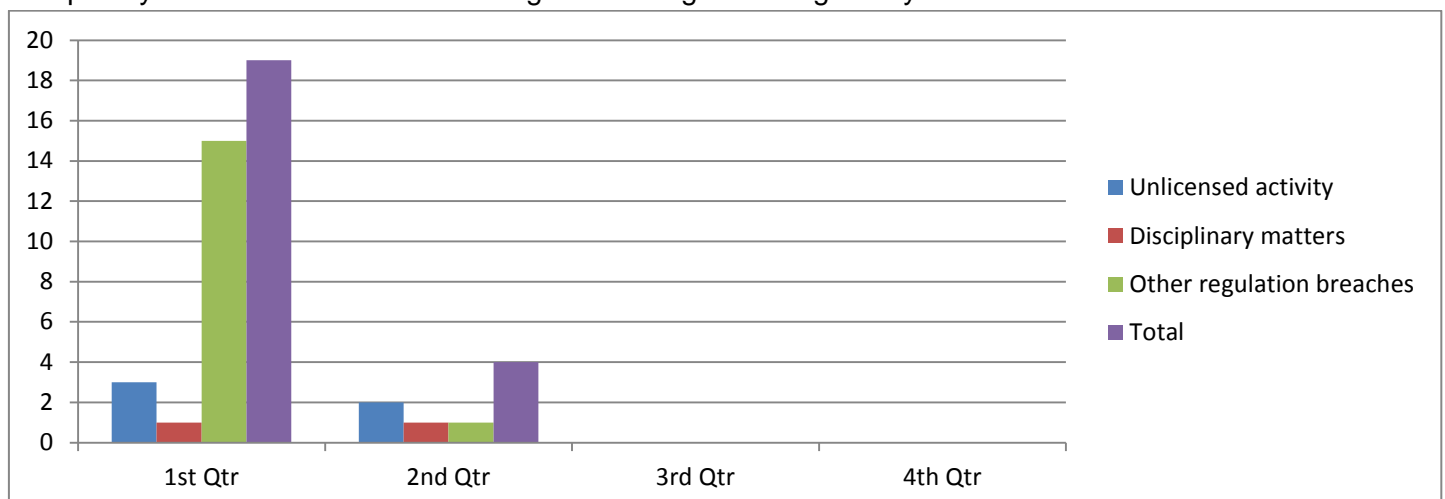
During the second quarter 14 investigations were concluded with an education letter and three with a reprimand or caution.



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

Current Investigations (as at end of the quarter)

There were four open investigations at the end of the quarter, two for unlicensed activity, one for a disciplinary matter and one other investigation for a general regulatory breach.



AUDIT BRANCH

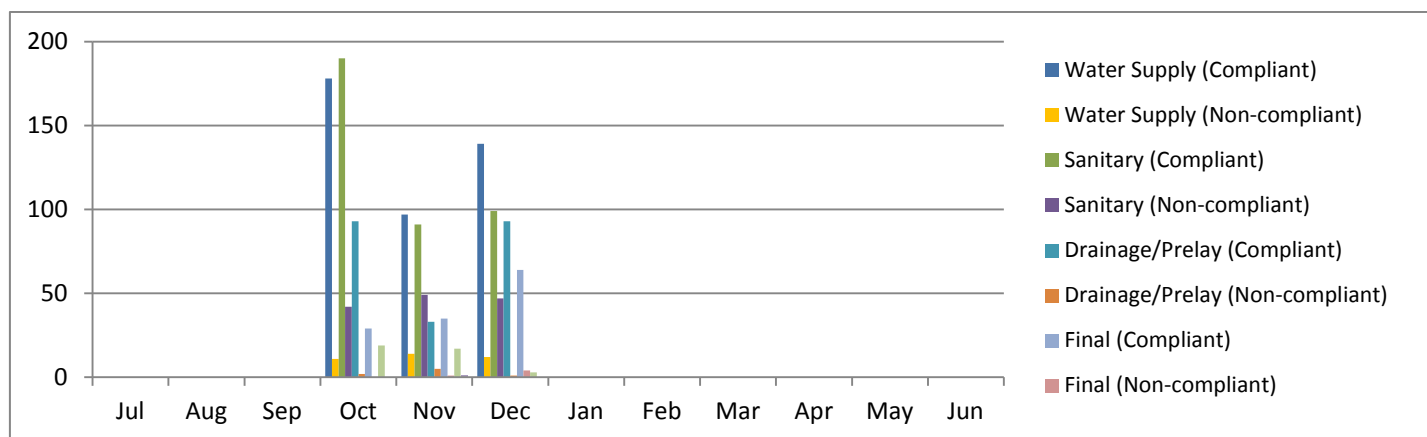
During the second quarter the Compliance Directorate has made changes to how it reports on its inspection and audit activities to enhance the quality of the information gathered and the value it adds to the overall reporting of its performance. The main change to the reporting is that general inspections of plumbing work and compliance audits of licensed plumbing contractors will be reported separately. The Compliance Directorate has conducted a manual count of this data for the second quarter, which is contained in this report.¹

GENERAL INSPECTIONS

Metropolitan Inspections

There were 1369 general inspections of plumbing work carried out in the metropolitan area during the second quarter. Of these, 451 were water supply inspections of which 414 (approx. 92%) were compliant; 518 were sanitary inspections of which 380 (approx. 73%) were compliant; and 227 were drainage inspections of which 219 (approx. 96%) were compliant.

During the quarter there were 133 final inspections, of which 128 (approx. 96%) were compliant and 40 booked drainage inspections with 39 (approx. 98%) being compliant.



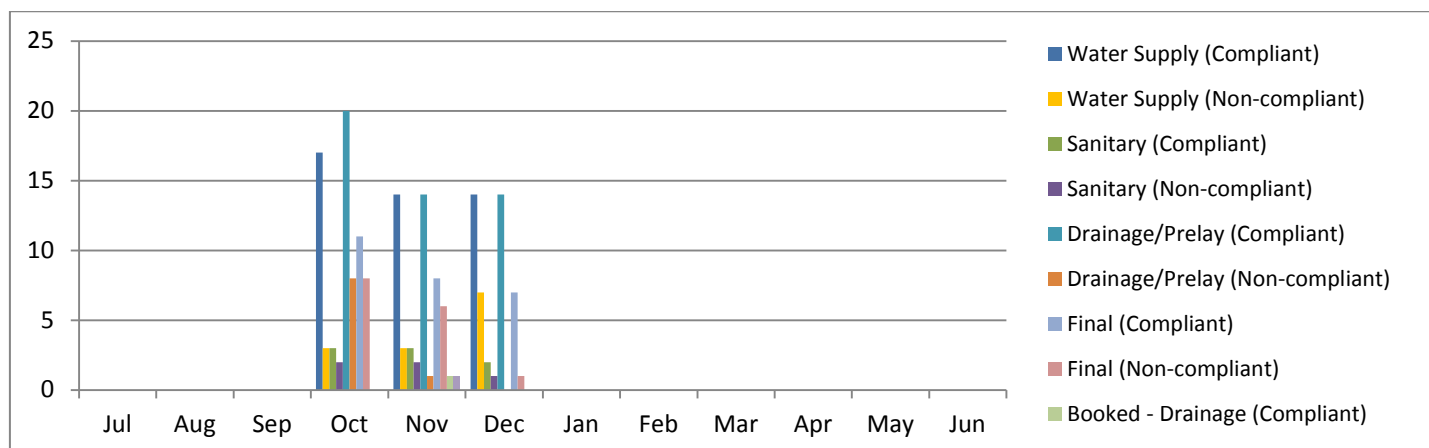
| Metro Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Water Supply (Compliant) | | | | 178 | 97 | 139 | | | | | | | 414 |
| Water Supply (Non-compliant) | | | | 11 | 14 | 12 | | | | | | | 37 |
| Sanitary (Compliant) | | | | 190 | 91 | 99 | | | | | | | 380 |
| Sanitary (Non-compliant) | | | | 42 | 49 | 47 | | | | | | | 138 |
| Drainage/Prelay (Compliant) | | | | 93 | 33 | 93 | | | | | | | 219 |
| Drainage/Prelay (Non-compliant) | | | | 2 | 5 | 1 | | | | | | | 8 |
| Final (Compliant) | | | | 29 | 35 | 64 | | | | | | | 128 |
| Final (Non-compliant) | | | | 0 | 1 | 4 | | | | | | | 5 |
| Booked - Drainage (Compliant) | | | | 19 | 17 | 3 | | | | | | | 39 |
| Booked - Drainage (Non-compliant) | | | | 0 | 1 | 0 | | | | | | | 1 |
| Total | | | | 564 | 343 | 462 | | | | | | | 1369 |

¹ As the data was collected manually it may not be completely accurate.

Bunbury Inspections

There were 171 general inspections of plumbing work carried out in the Bunbury region during the second quarter. Of these, 58 were water supply inspections of which 45 (approx. 78%) were compliant; 13 were sanitary inspections of which 8 (approx. 62%) were compliant; and 57 were drainage inspections of which 48 (approx. 84%) were compliant.

During the quarter there were 41 final inspections, of which 26 (approx. 63%) were compliant and 2 booked drainage inspections with 1 (50%) being compliant.



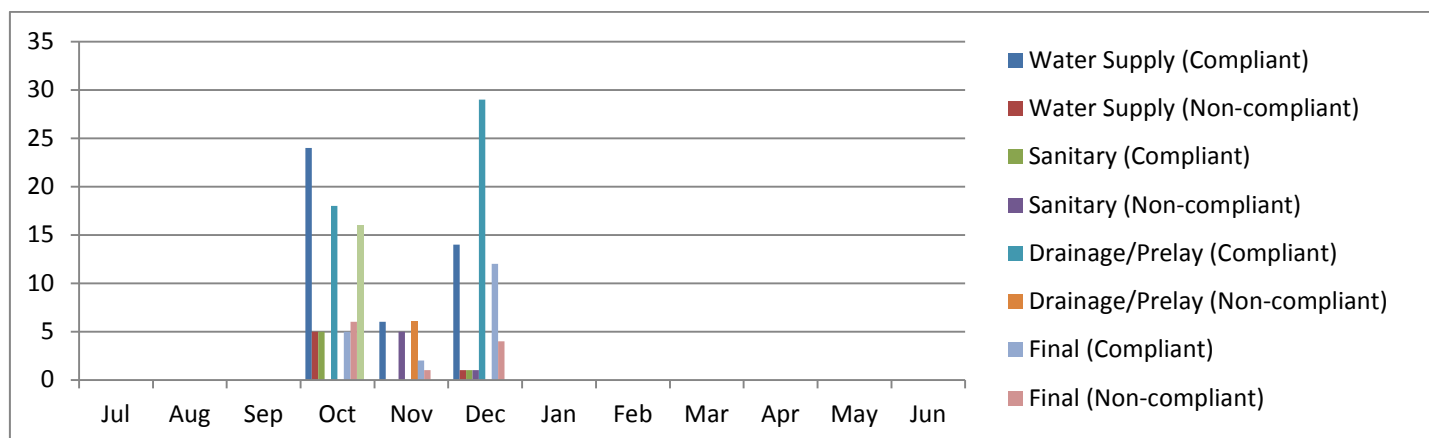
| Bunbury Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Water Supply (Compliant) | | | | 17 | 14 | 14 | | | | | | | 45 |
| Water Supply (Non-compliant) | | | | 3 | 3 | 7 | | | | | | | 13 |
| Sanitary (Compliant) | | | | 3 | 3 | 2 | | | | | | | 8 |
| Sanitary (Non-compliant) | | | | 2 | 2 | 1 | | | | | | | 5 |
| Drainage/Prelay (Compliant) | | | | 20 | 14 | 14 | | | | | | | 48 |
| Drainage/Prelay (Non-compliant) | | | | 8 | 1 | 0 | | | | | | | 9 |
| Final (Compliant) | | | | 11 | 8 | 7 | | | | | | | 26 |
| Final (Non-compliant) | | | | 8 | 6 | 1 | | | | | | | 15 |
| Booked - Drainage (Compliant) | | | | 0 | 1 | 0 | | | | | | | 1 |
| Booked - Drainage (Non-compliant) | | | | 0 | 1 | 0 | | | | | | | 1 |
| Total | | | | 72 | 53 | 46 | | | | | | | 171 |

Geraldton Inspections

There were 161 general inspections of plumbing work carried out in the Geraldton region during the second quarter. Of these, 50 were water supply inspections of which 44 (approx. 88%) were compliant; 12 were sanitary inspections of which 6 (50%) were compliant; and 53 were drainage inspections of which 47 (approx. 89%) were compliant.

During the quarter there were 30 final inspections, of which 19 (approx. 63%) were compliant and 16 booked drainage inspections with 100% being compliant.

Plumbers Licensing Board Meeting – 23 February 2015

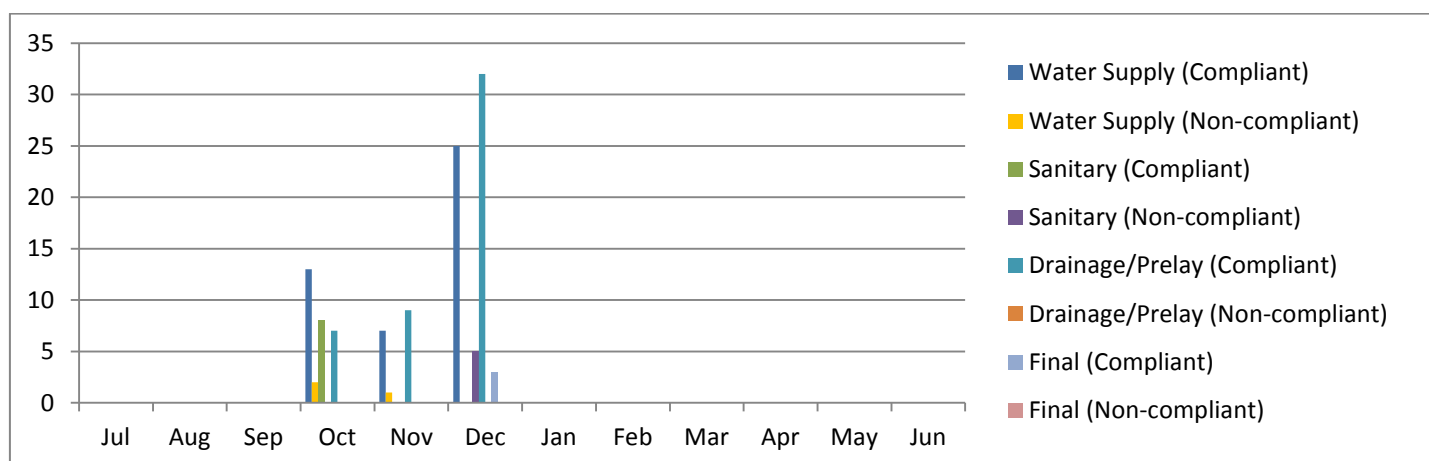


| Geraldton Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Water Supply (Compliant) | | | | 24 | 6 | 14 | | | | | | | 44 |
| Water Supply (Non-compliant) | | | | 5 | 0 | 1 | | | | | | | 6 |
| Sanitary (Compliant) | | | | 5 | 0 | 1 | | | | | | | 6 |
| Sanitary (Non-compliant) | | | | 0 | 5 | 1 | | | | | | | 6 |
| Drainage/Prelay (Compliant) | | | | 18 | 0 | 29 | | | | | | | 47 |
| Drainage/Prelay (Non-compliant) | | | | 0 | 6 | 0 | | | | | | | 6 |
| Final (Compliant) | | | | 5 | 2 | 12 | | | | | | | 19 |
| Final (Non-compliant) | | | | 6 | 1 | 4 | | | | | | | 11 |
| Booked - Drainage (Compliant) | | | | 16 | 0 | 0 | | | | | | | 16 |
| Booked - Drainage (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Total | | | | 79 | 20 | 62 | | | | | | | 161 |

Other Region Inspections

There were 112 general inspections of plumbing work carried out in the other regional areas during the second quarter. Of these, 48 were water supply inspections of which 45 (approx. 94%) were compliant; 13 were sanitary inspections of which 8 (62%) were compliant; and 48 were drainage inspections of which all were compliant.

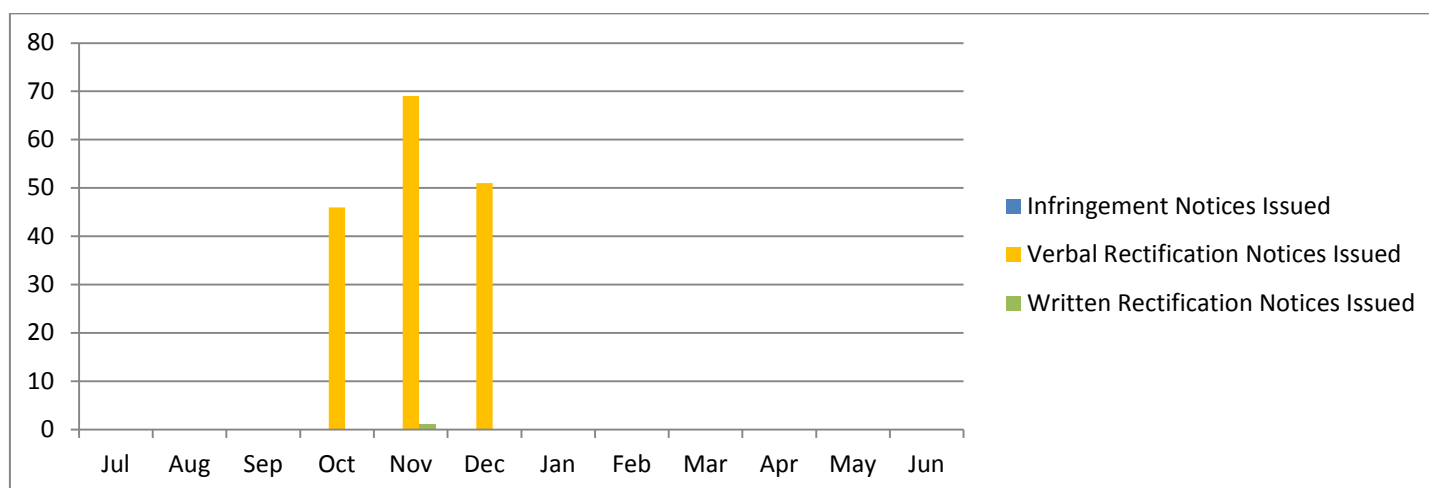
During the quarter there were 3 final inspections, which were all compliant and no booked drainage inspections were conducted.



| Other Region Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Water Supply (Compliant) | | | | 13 | 7 | 25 | | | | | | | 45 |
| Water Supply (Non-compliant) | | | | 2 | 1 | 0 | | | | | | | 3 |
| Sanitary (Compliant) | | | | 8 | 0 | 0 | | | | | | | 8 |
| Sanitary (Non-compliant) | | | | 0 | 0 | 5 | | | | | | | 5 |
| Drainage/Prelay (Compliant) | | | | 7 | 9 | 32 | | | | | | | 48 |
| Drainage/Prelay (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Final (Compliant) | | | | 0 | 0 | 3 | | | | | | | 3 |
| Final (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Booked - Drainage (Compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Booked - Drainage (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Total | | | | 30 | 17 | 65 | | | | | | | 112 |

Action Taken from Non-compliant General Inspections

There were 166 verbal rectification notices and one written rectification notice issued during the quarter.



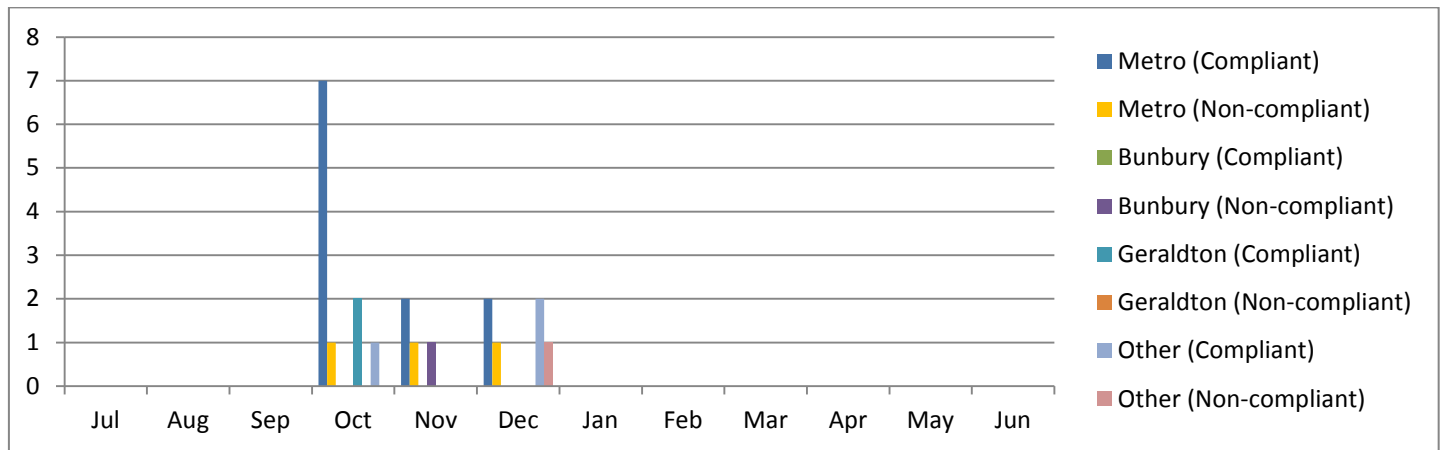
| Action Taken from General Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Infringement Notices Issued | | | | 0 | 0 | 0 | | | | | | | 0 |
| Verbal Rectification Notices Issued | | | | 46 | 69 | 51 | | | | | | | 166 |
| Written Rectification Notices Issued | | | | 0 | 1 | 0 | | | | | | | 1 |

COMPLIANCE AUDITS

Compliance Audits Conducted

During the second quarter there were a total of 21 compliance audits conducted across the State. There were 14 in the metropolitan area with 11 (approx. 79%) being compliant. The one compliance audit conducted in the Bunbury region was not compliant and the two conducted in the Geraldton region were both compliant. Of the four conducted in other regions in the State, three (75%) were compliant.

Plumbers Licensing Board Meeting – 23 February 2015

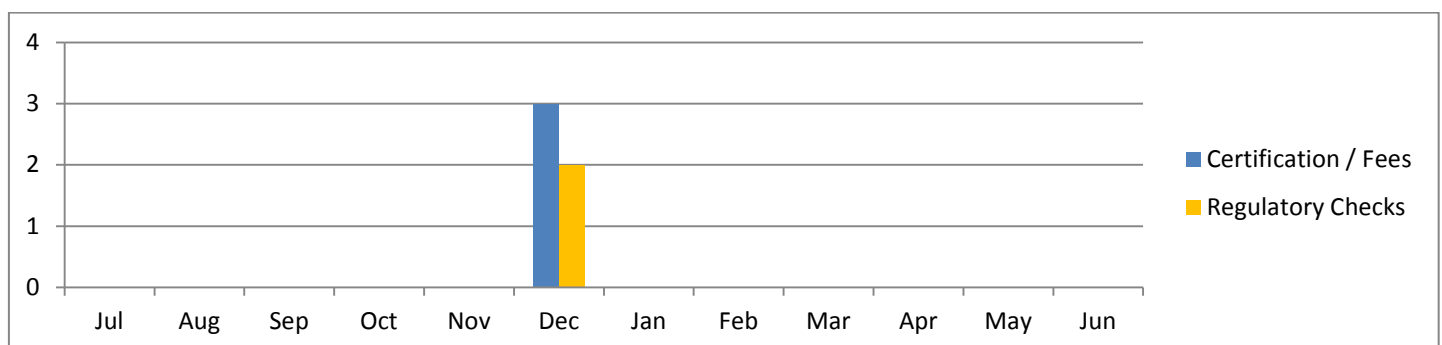


| Compliance Audits 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Metro (Compliant) | | | | 7 | 2 | 2 | | | | | | | 11 |
| Metro (Non-compliant) | | | | 1 | 1 | 1 | | | | | | | 3 |
| Bunbury (Compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Bunbury (Non-compliant) | | | | 0 | 1 | 0 | | | | | | | 1 |
| Geraldton (Compliant) | | | | 2 | 0 | 0 | | | | | | | 2 |
| Geraldton (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Other (Compliant) | | | | 1 | 0 | 2 | | | | | | | 3 |
| Other (Non-compliant) | | | | 0 | 0 | 1 | | | | | | | 1 |
| Total | | | | 11 | 4 | 6 | | | | | | | 21 |

Administrative Non-compliance

The administrative non-compliance reports the number of audits that discover instances where a licensed plumbing contractor has not lodged compliance paperwork, or where applicable paid fees (Certification/Fees) and/or instances where a licensed plumbing contractor has breached the regulations (Regulatory Checks).

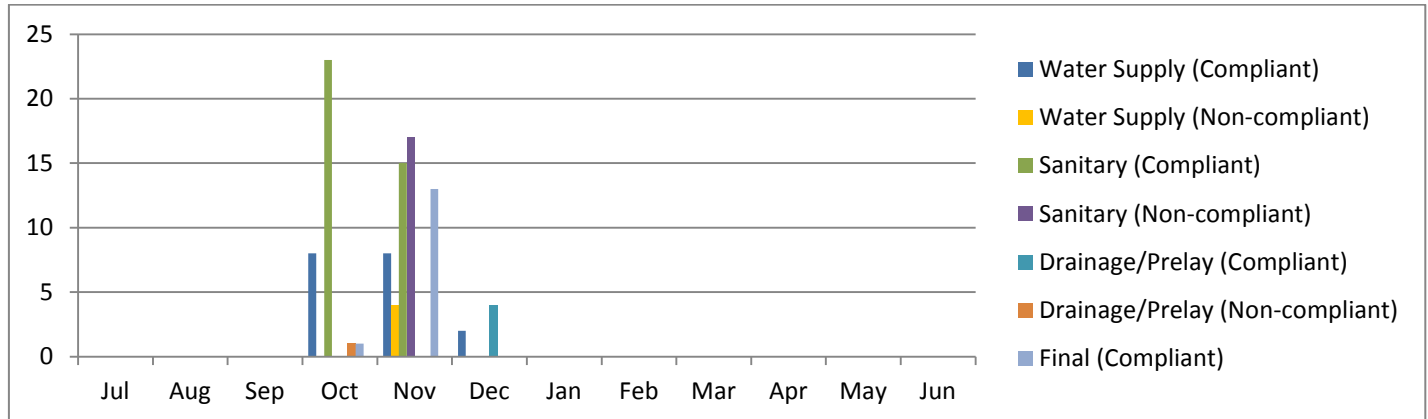
Due to the manual nature of the count for the second quarter, it was difficult to establish if any administrative breaches were recorded during October and November. During December there were three audits where instances of non-compliance relating to Certification/Fees were detected and two instances relating to Regulatory Checks.



| Administrative Non-compliance 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Certification / Fees | | | | | | 3 | | | | | | | 3 |
| Regulatory Checks | | | | | | 2 | | | | | | | 2 |

Metropolitan Compliance Audit Inspections

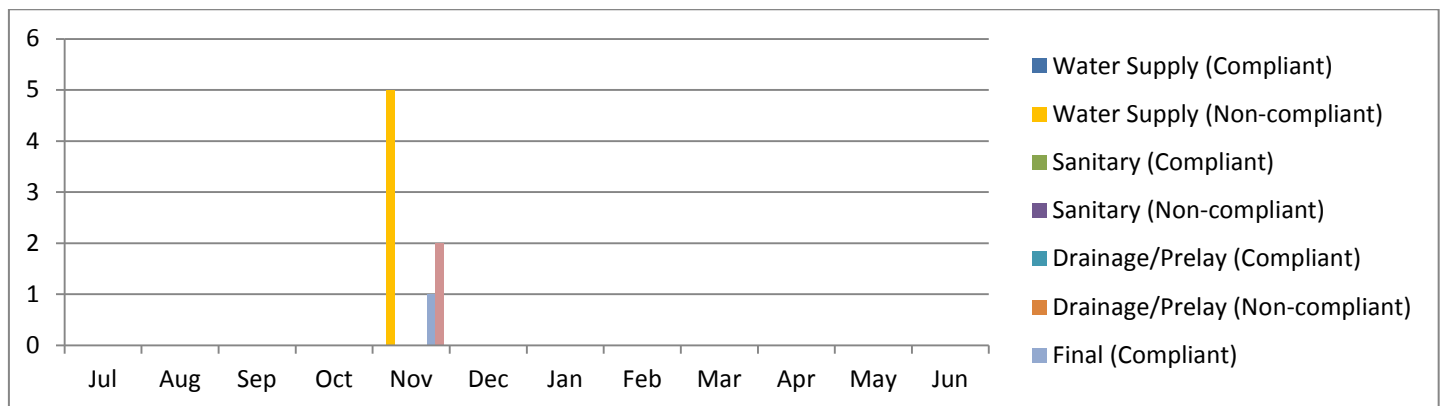
During the second quarter there were 96 inspections conducted during audits of licensed plumbing contractors in the metropolitan area. There were 22 water supply inspections, of which 18 (approx. 82%) were compliant; 55 sanitary inspections with 38 (approx. 69%) being compliant; and five drainage inspections, of which four (20%) were compliant. There were also 14 final inspections, which were all compliant.



| Metro Compliance Audit Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----------|-----------|----------|-----|-----|-----|-----|-----|-----|-----------|
| Water Supply (Compliant) | | | | 8 | 8 | 2 | | | | | | | 18 |
| Water Supply (Non-compliant) | | | | 0 | 4 | 0 | | | | | | | 4 |
| Sanitary (Compliant) | | | | 23 | 15 | 0 | | | | | | | 38 |
| Sanitary (Non-compliant) | | | | 0 | 17 | 0 | | | | | | | 17 |
| Drainage/Prelay (Compliant) | | | | 0 | 0 | 4 | | | | | | | 4 |
| Drainage/Prelay (Non-compliant) | | | | 1 | 0 | 0 | | | | | | | 1 |
| Final (Compliant) | | | | 1 | 13 | 0 | | | | | | | 14 |
| Final (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Total | | | | 33 | 57 | 6 | | | | | | | 96 |

Bunbury Compliance Audit Inspections

During the second quarter there were eight inspections conducted during audits of licensed plumbing contractors in the Bunbury area. There were five water supply inspections, of which none were compliant; and three final inspections, of which one (approx. 33%) was compliant.

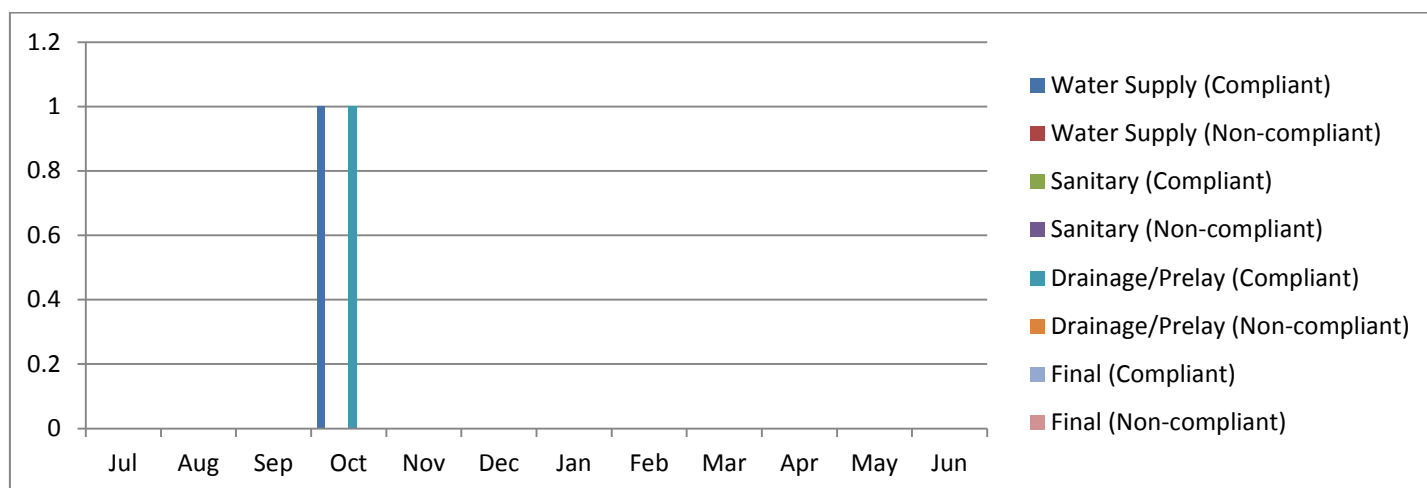


Plumbers Licensing Board Meeting – 23 February 2015

| Bunbury Compliance Audit Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| Water Supply (Compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Water Supply (Non-compliant) | | | | 0 | 5 | 0 | | | | | | | 5 |
| 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) | | | | 0 | 1 | 0 | | | | | | | 1 |
| Final (Non-compliant) | | | | 0 | 2 | 0 | | | | | | | 2 |
| Total | | | | 0 | 8 | 0 | | | | | | | 8 |

Geraldton Compliance Audit Inspections

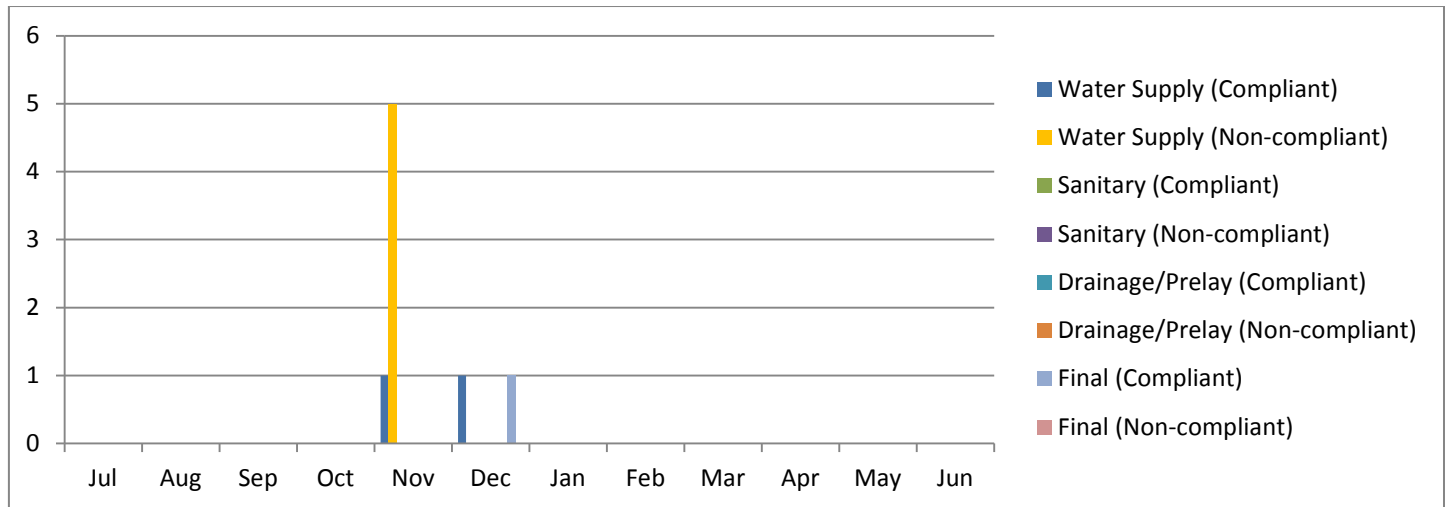
During the second quarter there were two inspections conducted during audits of licensed plumbing contractors in the Geraldton area. There was one water supply inspection which was compliant; and one drainage inspection, of which was also compliant.



| Geraldton Compliance Audit Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| Water Supply (Compliant) | | | | 1 | 0 | 0 | | | | | | | 1 |
| Water Supply (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Sanitary (Compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Sanitary (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Drainage/Prelay (Compliant) | | | | 1 | 0 | 0 | | | | | | | 1 |
| Drainage/Prelay (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Final (Compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Final (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Total | | | | 2 | 0 | 0 | | | | | | | 2 |

Other Region Compliance Audit Inspections

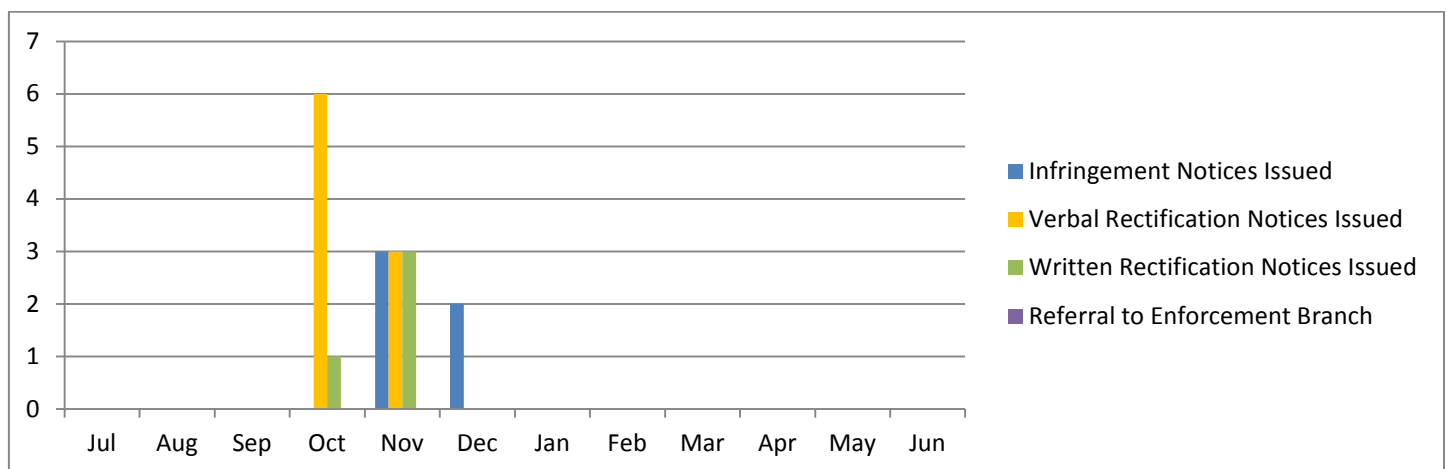
During the second quarter there were eight inspections conducted during audits of licensed plumbing contractors in the other regions across the State. There was seven water supply inspections, of which two (approx. 29%) were compliant; and one final inspection which was compliant.



| Other Region Compliance Audit Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Water Supply (Compliant) | | | | 0 | 1 | 1 | | | | | | | 2 |
| Water Supply (Non-compliant) | | | | 0 | 5 | 0 | | | | | | | 5 |
| 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) | | | | 0 | 0 | 1 | | | | | | | 1 |
| Final (Non-compliant) | | | | 0 | 0 | 0 | | | | | | | 0 |
| Total | | | | 0 | 6 | 2 | | | | | | | 8 |

Action Taken from Non-compliant Audit Inspections

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



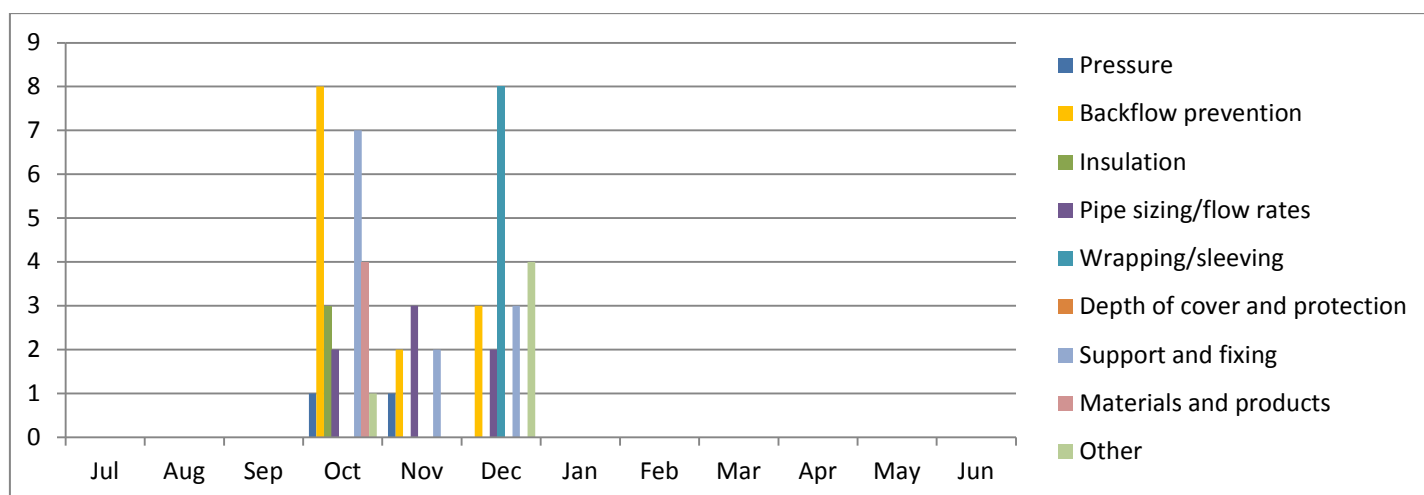
Plumbers Licensing Board Meeting – 23 February 2015

| Action Taken from Compliance Audit 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Infringement Notices Issued | | | | 0 | 3 | 2 | | | | | | | 5 |
| Verbal Rectification Notices Issued | | | | 6 | 3 | 0 | | | | | | | 9 |
| Written Rectification Notices Issued | | | | 1 | 3 | 0 | | | | | | | 4 |
| Referral to Enforcement Branch | | | | 0 | 0 | 0 | | | | | | | 0 |

Reasons for Non-compliance Identified During Inspections

Water Supply Inspections

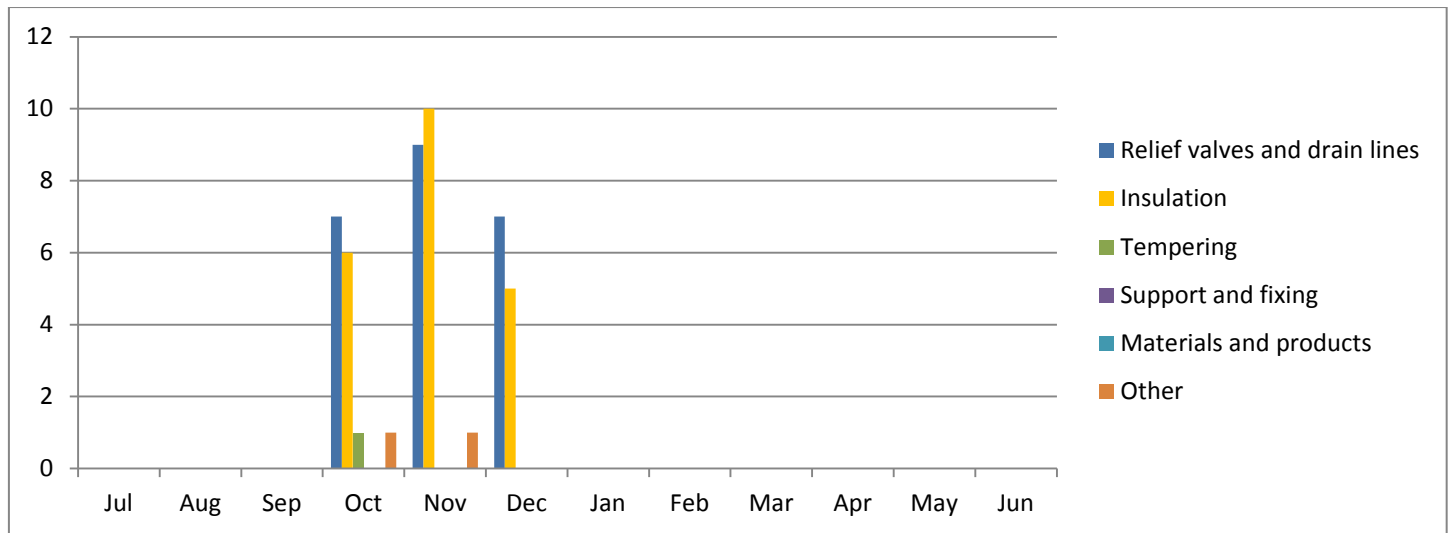
The main reasons for non-compliance during the second quarter were backflow prevention (13) and support and fixing (12).



| Reasons for Non-compliance of Water Supply Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Pressure | | | | 1 | 1 | 0 | | | | | | | 2 |
| Backflow prevention | | | | 8 | 2 | 3 | | | | | | | 13 |
| Insulation | | | | 3 | 0 | 0 | | | | | | | 3 |
| Pipe sizing/flow rates | | | | 2 | 3 | 2 | | | | | | | 7 |
| Wrapping/sleeving | | | | 0 | 0 | 8 | | | | | | | 8 |
| Depth of cover and protection | | | | 0 | 0 | 0 | | | | | | | 0 |
| Support and fixing | | | | 7 | 2 | 3 | | | | | | | 12 |
| Materials and products | | | | 4 | 0 | 0 | | | | | | | 4 |
| Other | | | | 1 | 0 | 4 | | | | | | | 5 |

Water Heater Inspections

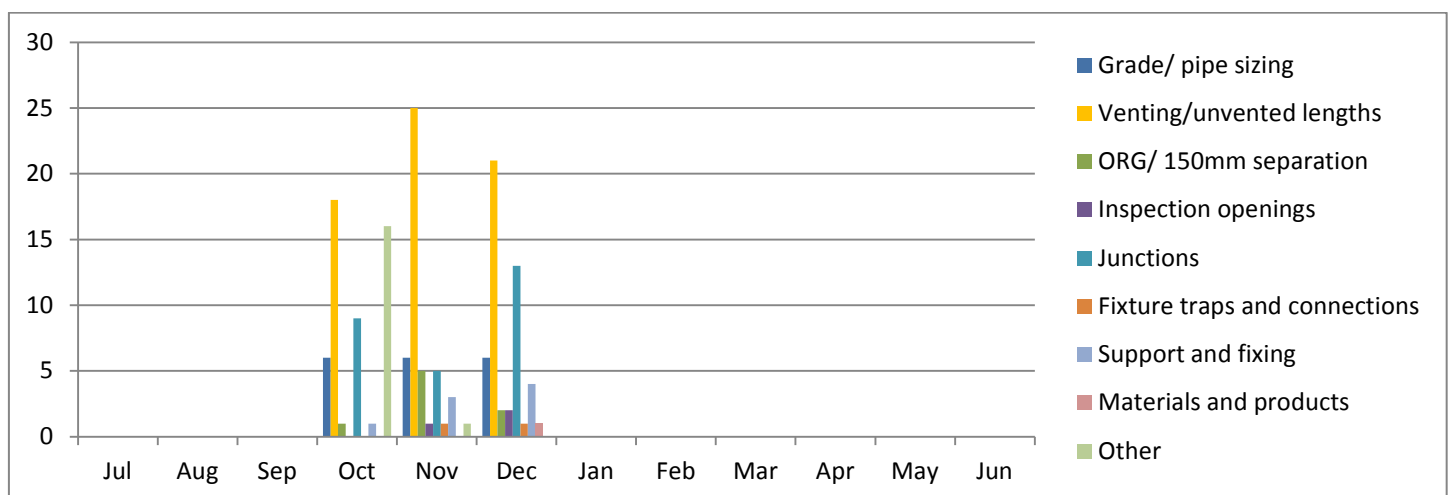
The main reasons for non-compliance were relief valves and drain lines (23) and insulation (21). Although these numbers seem high it is not considered to be a major issue of concern as many of the non-compliant items identified are of a minor nature and are easily rectified when the inspectors talk to the plumber involved.



| Reasons for Non-compliance of Water Heater Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Relief valves and drain lines | | | | 7 | 9 | 7 | | | | | | | 23 |
| Insulation | | | | 6 | 10 | 5 | | | | | | | 21 |
| Tempering | | | | 1 | 0 | 0 | | | | | | | 1 |
| Support and fixing | | | | 0 | 0 | 0 | | | | | | | 0 |
| Materials and products | | | | 0 | 0 | 0 | | | | | | | 0 |
| Other | | | | 1 | 1 | 0 | | | | | | | 2 |

Sanitary Inspections

The main reason for non-compliance during the second quarter was venting/unvented lengths with 64. This does not appear to be a significant issue within the industry as the majority of the non-compliance was identified in a low number of multi-storey complexes that were inspected where, for example, a sanitary inspection is completed on each floor or in each unit and counts for one single inspection.

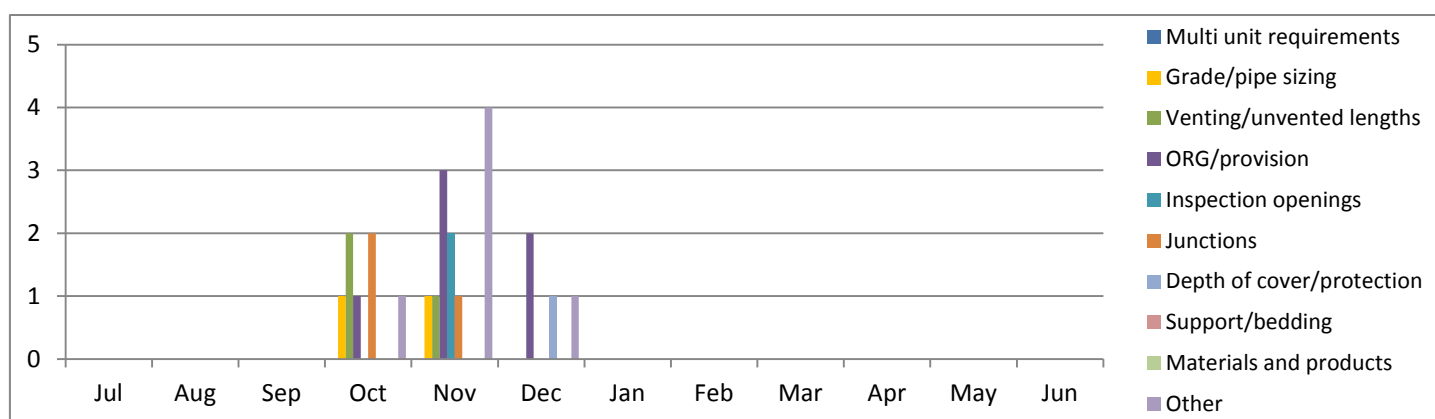


Plumbers Licensing Board Meeting – 23 February 2015

| Reasons for Non-compliance of Sanitary Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Grade / pipe sizing | | | | 6 | 6 | 6 | | | | | | | 18 |
| Venting / unvented lengths | | | | 18 | 25 | 21 | | | | | | | 64 |
| ORG / 150mm separation | | | | 1 | 5 | 2 | | | | | | | 8 |
| Inspection openings | | | | 0 | 1 | 2 | | | | | | | 3 |
| Junctions | | | | 9 | 5 | 13 | | | | | | | 27 |
| Fixture traps and connections | | | | 0 | 1 | 1 | | | | | | | 2 |
| Support and fixing | | | | 1 | 3 | 4 | | | | | | | 8 |
| Materials and products | | | | 0 | 0 | 1 | | | | | | | 1 |
| Other | | | | 16 | 1 | 0 | | | | | | | 17 |

Drainage Inspections

There were no specific trends in relation to the reasons for non-compliance of drainage inspections.



| Reasons for Non-compliance of Drainage Inspections 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Multi-unit requirements | | | | 0 | 0 | 0 | | | | | | | 0 |
| Grade / pipe sizing | | | | 1 | 1 | 0 | | | | | | | 2 |
| Venting / unvented lengths | | | | 2 | 1 | 0 | | | | | | | 3 |
| ORG / provision | | | | 1 | 3 | 2 | | | | | | | 6 |
| Inspection openings | | | | 0 | 2 | 0 | | | | | | | 2 |
| Junctions | | | | 2 | 1 | 0 | | | | | | | 3 |
| Depth of cover / protection | | | | 0 | 0 | 1 | | | | | | | 1 |
| Support / bedding | | | | 0 | 0 | 0 | | | | | | | 0 |
| Materials and products | | | | 0 | 0 | 0 | | | | | | | 0 |
| Other | | | | 1 | 4 | 1 | | | | | | | 6 |

Compliance Audit Review for the 2014 Calendar Year

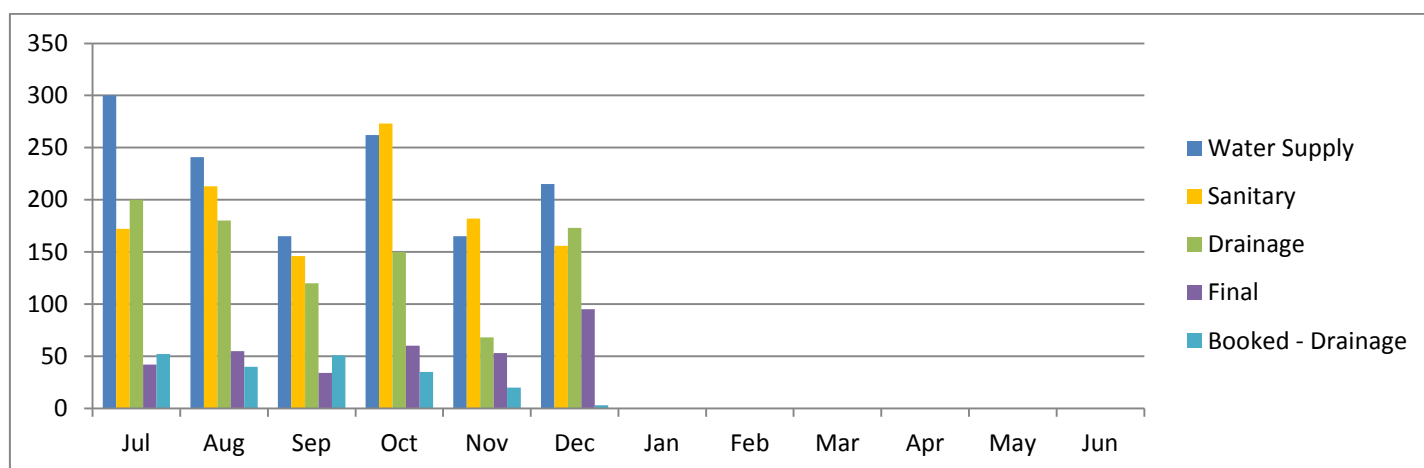
The Compliance Directorate conducted an informal review of the compliance program for the 2014 calendar year. During the year there were 93 audits completed across the State. Of these, ten were non-compliant in the general licence obligations (eg. employee register not up to date, licence number not displayed etc.), 33 were found to not have submitted compliance paper work and in some cases major plumbing work was submitted on multi-entry certificates.

As a result, 12 infringement notices were issued and one matter was referred to the Enforcement Branch as the licenced plumbing contractor had failed to submit notices of intention for major plumbing work having previously been spoken to about his obligations in this regard. The audits also identified 13 technical issues that were determined to be of a minor nature and resulted in two rectification notices being issued.

GENERAL MATTERS

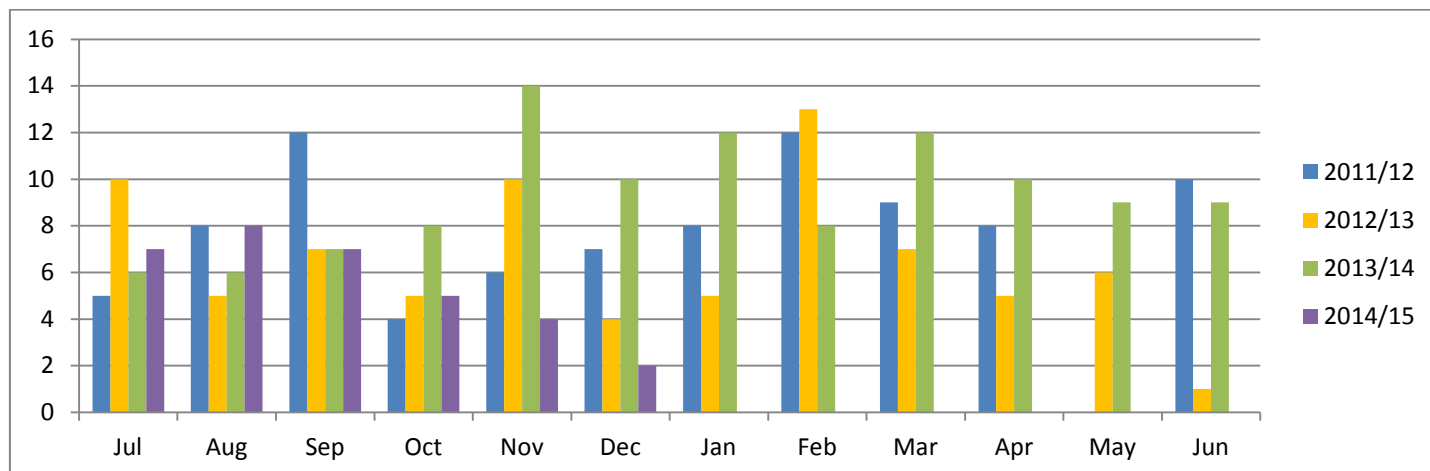
Total Inspections Conducted (General and Compliance Audits)

There were a total of 642 water supply inspections, 611 sanitary inspections, 391 drainage inspections, 208 final inspections and 58 booked drainage inspections carried out during the second quarter. In total there were 1910 inspections carried out during the quarter.



| Total Inspections Conducted 2014/15 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Water Supply | 300 | 241 | 165 | 262 | 165 | 215 | | | | | | | 1348 |
| Sanitary | 172 | 213 | 146 | 273 | 182 | 156 | | | | | | | 1142 |
| Drainage | 200 | 180 | 120 | 150 | 68 | 173 | | | | | | | 891 |
| Final | 42 | 55 | 34 | 60 | 53 | 95 | | | | | | | 339 |
| Booked - Drainage | 52 | 40 | 51 | 35 | 20 | 3 | | | | | | | 201 |

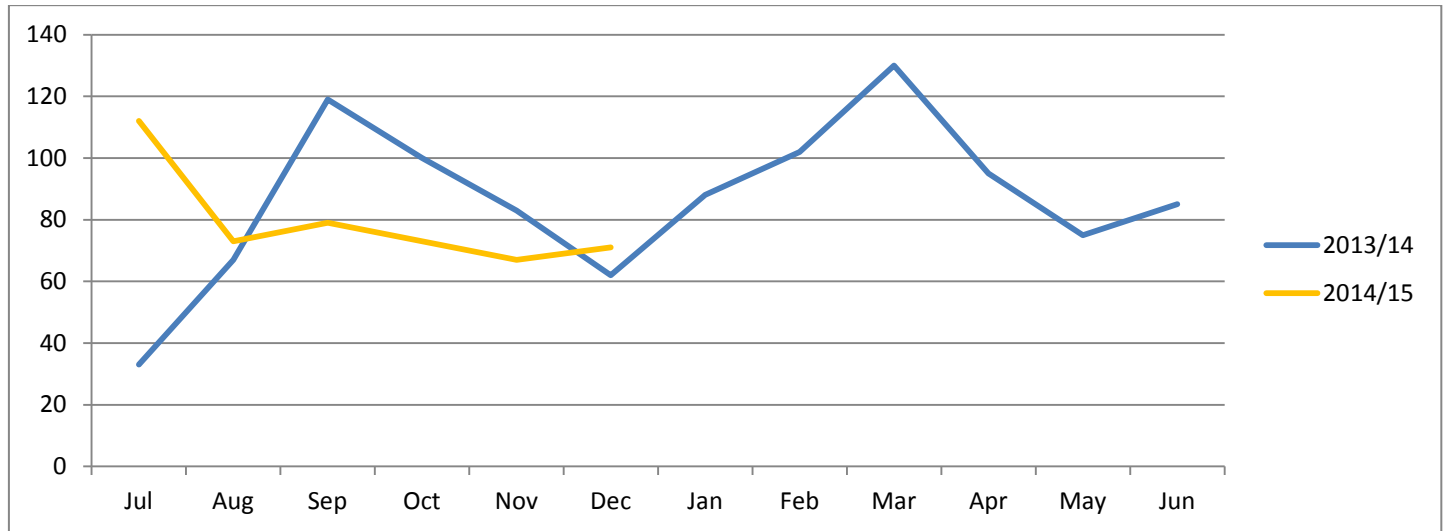
Inductions



Plumbers Licensing Board Meeting – 23 February 2015

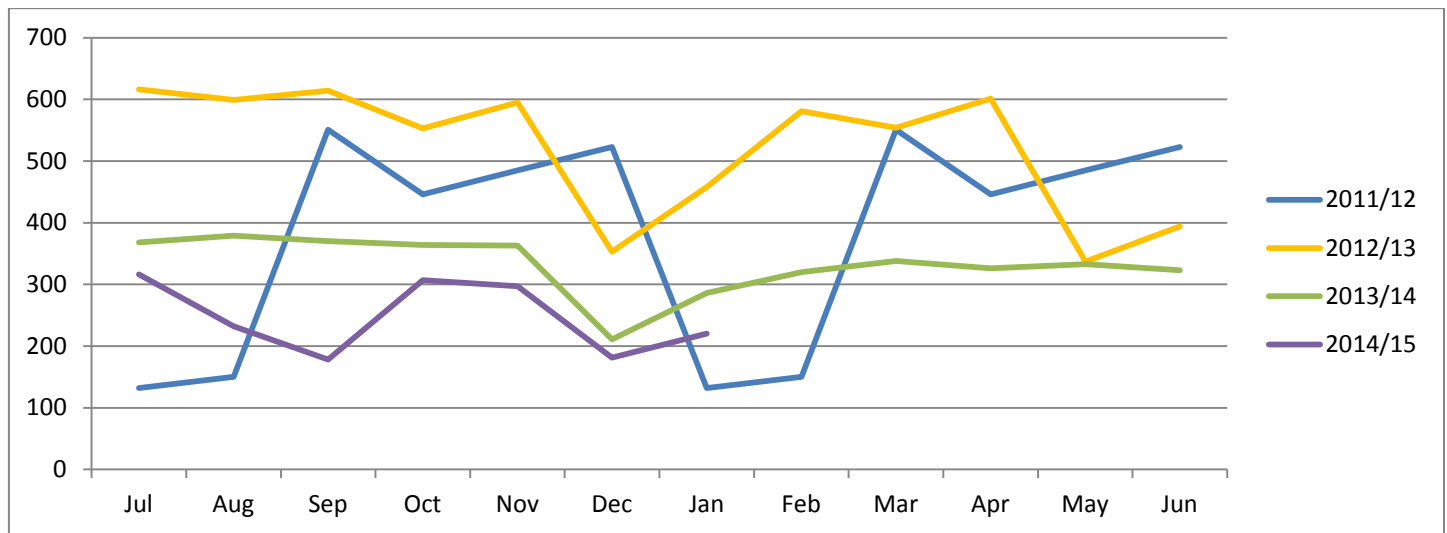
| Inductions | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2011/12 | 5 | 8 | 12 | 4 | 6 | 7 | 8 | 12 | 9 | 8 | 0 | 10 | 89 |
| 2012/13 | 10 | 5 | 7 | 5 | 10 | 4 | 5 | 13 | 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 | | | | | | | 33 |

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 | | | | | | | 475 |

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 | | | | | | | 1511 |

REGIONAL TRIPS

During the quarter regional trips were conducted during November (Albany and Kalgoorlie) and December (Port Hedland and Karratha).

Albany

This trip covered Albany, Mt Barker and Denmark. As a result of a complaint made prior to the trip, the plumbing inspector completed a compliance audit of a licenced plumbing contractor in Albany. As a result of the audit five rectification notices were issued for a lack of insulation on exposed pipework from the water heaters. The plumbing inspector also dealt with the matter of complaint, which resulted in a rectification notice being issued in relation to the jointing method between the 50mm kitchen waste and the 100mm sheet metal vent.

The plumbing inspector also conducted 33 general inspections during the trip, finding 12 items of non-compliance mostly related to non-compliant insulation in water supply.

Kalgoorlie

The plumbing inspector conducted two compliance audits during the trip, which resulted in seven verbal rectification notices being issued and one infringement notice. A re-inspection was conducted of work that was required to be rectified following the last trip in 2013 and it was determined that the work now meets the relevant standards.

Port Hedland

The plumbing inspector conducted one compliance audit of a licensed plumbing contractor whilst in Port Hedland. As a result of the audit two infringement notices were issued for failing to submit a notice of intention and certificate of compliance within the prescribed time and failing to submit a multi-entry certificate.

There were 81 general inspections of plumbing work conducted that identified 21 instances of non-compliance, all relating to sanitary work. The plumbing inspector reported that in Port Hedland and South Hedland there is a lack of understanding with stack design, which is attributed to the low number of multi-storey buildings that are constructed in the area. The plumbing inspector explained the requirements in this regard to the relevant licensed plumbing contractor and had the work rectified immediately.

The plumbing inspector reported the issue of pre-fabricated buildings being installed on mine sites. This is an issue that has been reported to the Board previously, but has been highlighted again on this trip. These buildings are manufactured and fitted out offshore with Australian Watermarked fixtures and fittings, although in some cases the fixtures and fittings are not Watermarked. The licensed plumbing contractor will connect the plumbing to the sewer and water and certify the work as required by regulation. However, there is a grey area as to whether fees apply because the fixtures were installed outside of Western Australia and therefore the installation fee is not paid. On the block of units that the plumbing inspector observed in Port Hedland, he estimated that the sum of fixture fees that would apply, if applicable under the regulations, was approximately \$26,000.

Karratha

The plumbing inspector conducted one compliance audit with a licensed plumbing contractor, which was found to be compliant. There were also eight general inspections carried, which were all compliant.